

Present:

Absent:

1. Approval of Agenda

2. Introduction of Jennae Matzner and Jaden de Waal

3. Board Feedback

a.

4. Consent Agenda

a. Approval of Minutes of April 14, 2020 meeting

b. Items for Information

i. PRL Board Talk, February 20, 2020

ii. E-Motion to approve the Camrose Public Library Board's 2019 Financial Statement

iii. Meeting Minutes from March 24, 2020

iv. Minister Madu Letter to Public Libraries

v. Minister Madu Thank You

vi. Minister Madu Response

c. Reports

i. Librarian's Report

ii. Nicole's Program Report March 2020

iii. Program Overview to March 31, 2020

iv. Library Stats March 2020

v. Nicole's Program Report April 2020

vi. Program Overview to April 30, 2020

vii. Library Stats April 2020

5. Items for Discussion

a. COVID-19 Information, Relaunch Considerations

b. Draft of Re-Opening Plan

6. Adjournment

Next regular Board meeting: **June 16, 2020** at 5:15 PM

Present: Elizabeth Luck (Chair), Agnes Hoveland (City Council), Renee Greer, Robyn Gray (Director), Katherine Schwaiger, Julie Girard

Absent: Trevor Miller, Krista Larocque, Susanna Bruneau

1. Approval of Agenda – Motion 13/20 M/S/C R. Greer/J. Girard. Passed.

2. Board Feedback

- a. **K. Schwaiger** – There has been talk amongst her peers about the fact that it would be nice for the library to offer curbside pickup or some other type of service

3. Consent Agenda - Motion 14/20 M/S/C R. Greer/K. Schwaiger. Passed.

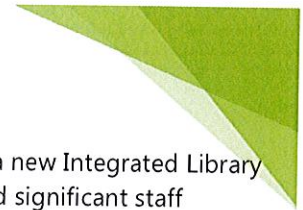
- a. Approval of Minutes of March 24, 2020 meeting
- b. Items for Information
 - i. Letter from City Council
 - ii. Summaries of Staff Activities

4. Items for Decision

- a. A. Hoveland moved **Motion 15/20** to accept the letter from the City and acknowledge the grant decrease of \$30,000 per month, and empower our Director to take necessary actions to address the funding decrease. **S/C J. Girard. Passed.**
- b. It was decided to leave the next meeting at the call of the Chair, at the recommendation of the Director. Unless decided otherwise, the regular meeting will take place next month as originally laid out.

5. Adjournment – 6:15pm.

Next regular Board meeting: **TBD**, or potentially May 19 at 5:15 PM



PRL BOARD TALK

Highlights of the Parkland Regional Library Board Meeting

FEBRUARY 20, 2020

Staff Long Service Awards

Four PRL Staff received long service awards at the February Board meeting.

Russell Adams – 5 years
Steven Dobrowolski – 5 Years
Alida Burnard – 15 years
Sandie Bilik – 15 years

Parkland Regional Library Annual Report

The annual reporting form has been revised from previous years, mostly through the removal of administrative data that the Public Library Services Branch (PLSB) is gathering in other ways.

The number of items in the system catalogue remains stable, though there was a small (2%) decrease in material ordered. This demonstrates that that libraries rely primarily on their PRL allotment of \$1.13 per capita to purchase new items.

Use of eLibrary collections increased by 37% from 2018, a clear indication that patrons are interested in and taking advantage of increased digital content. Access to eContent was expanded in 2019 through cloudLinking (shared eBooks and eAudio with TRAC libraries) and province-wide eAudio through RBDigital.

While virtual use of the library (visits to library websites and the catalogue) increased by 12%, physical delivery remained consistent, making 2019 the first year PRL did not experience an increase in this area.

With the migration to Polaris, a new Integrated Library System (ILS), Parkland allocated significant staff resources to its implementation and rollout, including 24 of the 40 training sessions provided in 2019.

The Polaris migration provided an opportunity for PRL to establish more accurate and comprehensive data gathering practices. This will help staff better track regional trends over time.

PRL provided training opportunities for trustees and councilors through all four PRL board meetings, one-on-one public library board sessions, five council visits, and a P.D. Day that attracted eleven councilors and thirteen trustees.

The annual report to members will be forthcoming.

Executive & Advocacy Committee Seats

At the November 7, 2019 organizational meeting, one of Parkland's electoral constituencies was left vacant, area #2. Agnes Hoveland, representing the City of Camrose, volunteered to sit on the Executive Committee after the November board meeting. Additionally, Shannon Wilcox volunteered to sit on the Advocacy Committee after the November board meeting. They were both accepted at the board meeting in February.

PRL Strategic Plan

Parkland's Strategic Plan, mission and vision statements drive the allocation of the organization's resources. The 2019-2021 strategic plan has four goals with accompanying outcome-focused objectives, plus a number of responsibilities mandated by the Alberta Libraries Regulation, section 18(3).

Much of the organization's core work supporting member libraries is encompassed in the five mandated functional requirements of region-wide collection management and cataloguing, employing qualified staff, providing information service and programming support, providing appropriate headquarters facilities, and participating in the provincial resource sharing network.

The rest of PRL's work supports the board's strategic plan. Responsibility for some items extends to the PRL board, member library staff, and trustees.

Board Member Attendance Letters

Maintaining municipal engagement and legislative compliance, staff have developed tools to track board member attendance at meetings. This includes letters that will be sent if a board member misses two and/or three meetings in a row. This is to remind municipalities and board members that a board member who misses three consecutive meetings is disqualified and must be reappointed by council.

Advocacy Committee Report

The Advocacy Committee finalized the Return on Investment (ROI) templates, demonstrating financial and other benefits member municipalities receive.

Individual municipal ROI's will be distributed to all member municipalities and member libraries.

A committee member and PRL staff will present an advocacy session on May 29th in Elk Point at the Northern Lights Library System conference.

Building Update

All agreements with Tricon have been signed and the construction of PRL's new headquarters is well underway. \$2.5 million, including the entirety of the Government of Alberta renovation grant, has been transferred to the builder. Based on the construction schedule, PRL plans to move into the new headquarters building in October 2020.

Community News from Trustees

Carstairs Public Library created a giving tree fundraiser for books that raised just over \$700. They put ornaments on the tree representing classic books that they wanted to add to their collection. Donors then selected the book they wanted to donate and either gave cash or brought a new copy of the book to the library. Donors were then able to take the ornaments home.

Bashaw is the most read community in Alberta for the second year running!

Stettler Public Library has partnered with Stettler Learning Centre to offer Conversation Cafés. These help new Canadians develop language skills and learn about local culture. A benefit has been increased use of the library beyond the Conversation Cafés as residents make use of other services.

The library also partners with the Jewel Theatre to screen TIFF films. The films are extremely popular in the

community benefiting both the theatre and the library, which receives some of the revenue.

Lougheed & District Public Library has a fundraiser, using VIP Meats for meat sales. The library passes the list around the community for orders and the meat is delivered to the library. They raised \$4,000 in 2019.

For the August Fair the library booked Malcolm the Magician for the kids during the fair. It was very popular.

Amisk Public Library, the Lutheran church, Village of Amisk, and the MD of Provost are collaborating to provide an arts and culture centre in the church building with more space for programs.

Board Members Present

Debra Smith (Board Chair), Jason Alderson, Glen Carrit, Darlene Dushanek, Colleen Ebdon, Kevin Ferguson, Jeanny Fisher, Elaine Fossen, Dwayne Fulton, Bruce Gartside, Barb Gilliat, Megan Hanson, Jeanette Herle, Agnes Hoveland, Dana Kreil, Faye Leicht, Stephen Levy, Philip Massier, Blair Morton, Leah Nelson, Ray Olfert, Alternate Lana Curle for Rick Pankiw, Alternate Mary Bugbee for Corby Parsons, Norma Penney, Rosella Peterman, Bill Rock, Chris Ross, Heather Ryan, Sharolyn Sanchez, Janine Stannard, Les Stulberg, Patricia Toone, Cindy Trautman, Shannon Wilcox, Sharon Williamson, Bill Windsor, Bonita Wood, Ann Zacharias

With Regrets

Doreen Blumhagen, Douglas Chambers, Sandy Gamble, Cora Knutson, Gord Lawlor, Daryl Lougheed, Terilyn Paulgaard, Sonia Temple, Doug Weir

Absent

Jackie Almberg, Wendy Aschenbrenner, Connie Beringer, Jared Booth, Jacqueline Boulet-Boden, Trudy Kilner, Lonnie Kozlinski, Brenda McDermott, Josephine McKenzie, Roger Nichols

PRL Staff

Colleen Schalm, Ron Sheppard, Donna Williams, Tim Spark, Kara Hamilton

Next Meeting: May 28, 2020, 12:30 PM.

For more information or a copy of the draft minutes from this board meeting, please contact PRL.

From: Robyn Gray <rgray@prl.ab.ca>
Date: Sunday, Mar 15, 2020, 1:17 PM
To: tmiller@county.camrose.ab.ca <tmiller@county.camrose.ab.ca>, Agnes Hoveland <ahoveland@camrose.ca>, Krista Larocque <krista.larocque@yahoo.ca>, Katherine Schwaiger <katherine.vigil@hotmail.com>, Susanna Bruneau <susanna.bruneau@gmail.com>, Elizabeth Luck <ea.luck@hotmail.com>, Julie Girard <juliegirard6460@gmail.com>, Renee Greer <rgreer_2@telus.net>
Cc: Cheryl Hamel <cheryl@prl.ab.ca>
Subject: Meeting Update, and Request for E-Vote

Hello Everyone,

Unfortunately, we will have to cancel Tuesday's board meeting due to the library being closed for the foreseeable future. As time goes on, we will need to discuss how to proceed with this situation, but there are still a lot of unknown factors at the moment. Depending on how the situation progresses, we can look at alternative forms of meeting...either through calling in or else meeting in the library despite it being closed, or meeting elsewhere...but we will see what happens first.

The one immediate matter though is the audit approval. We need to make a motion to approve it, and I also need a board member to sign some documents so we can send them to the auditor as soon as possible (technically we need two to sign, but Elizabeth has already agreed to). We can either arrange a time to meet at the library for the signing, or otherwise I am happy to bring the form to you if you live within 20 minutes of Camrose.

I have attached the documents associated with the 2019 Draft Financial Statement to this email. These are the same documents you received on March 4, but I wanted to make sure they're accessible for if you need to review them again.

Here is the motion I would like to put forward (but I can't make the motion myself, so that will have to be a board member's email): I make a motion to approve the Camrose Public Library Board's 2019 Financial Statement.

If everyone can e-vote as soon as possible, that would be terrific!

Robyn Gray, Director, Camrose Public Library

On Mar 15, 2020, at 4:18 PM, Katherine Schwaiger <katherine.vigil@hotmail.com> wrote:

I make a motion to approve the Camrose Public Library Board's 2019 Financial Statement.

Katherine

On Mar 15, 2020, at 4:25 PM, Elizabeth Luck <ea.luck@hotmail.com> wrote:

I vote in favour of the motion.

Elizabeth

On Mar 15, 2020, at 4:26 PM, Julie Girard <juliegirard6460@gmail.com> wrote:

Yes, I approve.

On Mar 15, 2020, at 4:43 PM, Renee Greer <rgreer_2@telus.net> wrote:

I vote in favour. Renee Greer

On Mar 15, 2020, at 4:45 PM, Krista Larocque <krista.larocque@yahoo.ca> wrote:

I vote in favour.

Krista Larocque

On Sun, Mar 15, 2020, 5:28 PM Agnes Hoveland, <ahoveland@camrose.ca> wrote:

I vote in favour.

Agnes

On Sun, Mar 15, 2020, 5:33 PM Susanna Bruneau, <susanna.bruneau@gmail.com> wrote:

I vote in favour.

-Susanna

On Tues, Mar 17, 2020, 4:01 PM Trevor Miller, <Trevor_A_Miller@cargill.com> wrote:

I vote in favour as well.

Trevor Miller

Present: Elizabeth Luck (Chair), Agnes Hoveland (City Council), Trevor Miller (County Council), Susanna Bruneau, Katherine Schwaiger, Renee Greer, Robyn Gray (Director), Cheryl Hamel (Manager)

Absent: Krista Larocque, Julie Girard

1. Due to the rapidly escalating COVID-19 virus situation, the scheduled Board Meeting on March 17, 2020 was cancelled – material of importance from the March 17, 2020 Agenda can be carried over to April’s meeting. On March 15, an e-vote was held to approve the library’s 2019 financial report. The meeting on March 24 was called to discuss the library’s plan going forward.
2. Camrose Public Library was closed to the public indefinitely as of Sunday, March 15 due to COVID-19 concerns. R. Gray provided the board with updates regarding what has been done so far in response to the closure.
3. There was discussion regarding the next steps for Camrose Public Library to take. R. Gray presented several possibilities for tasks that staff can continue to pursue while we are closed, and the Board engaged in conversation in support of this work.
4. Unless otherwise decided over the next weeks, the next Board Meeting will take place virtually as initially scheduled on April 21, 2020.

Adjournment – 5:55 pm.

Next regular Board meeting: **April 21, 2020** at 5:15 PM



ALBERTA
MUNICIPAL AFFAIRS

Office of the Minister
MLA, Edmonton - South West

April 20, 2020

To all Alberta Libraries,

I want to thank all of Alberta's dedicated library boards and staff for working hard to serve your patrons in new ways while physical libraries are closed. I know many of you are facing hard decisions about budgets, services, and staffing. As the Minister responsible for public library service in Alberta, I also know that our strong network and innovative library service will help us get through this time.

I have heard many inspiring stories of how libraries are going above-and-beyond during the pandemic. I am amazed that there were over 1 million visits to EPL's new virtual programs in one week alone. I applaud the Medicine Hat Public Library for lending Chromebooks and physical books to the day shelter for homeless and vulnerable people. I am also proud that public libraries in Sundre and Olds are using their 3D printers to make personal protective equipment for frontline healthcare staff. These are just a few examples of the wonderful things so many of you are doing to support your communities.

To ensure that our libraries continue to be supported in your great work, I am pleased to announce that I have asked my staff at the Public Library Services Branch to immediately advance 50% of all 2020-2021 public library operating grant amounts. We will pause the requirement for library boards to submit applications and reports to get you this first installment of the annual grant. We want to lighten administrative burdens on library staff right now. We also want to ensure that libraries have funds to continue to serve communities in virtual ways until you can re-open your physical doors.

The second installment of your grant will be available in the fall. Hopefully by then, we will have returned to a version of "business as normal" and can resume our regular processes.

We are also continuing our support for network services – such as e-content (including ebooks and audiobooks), services for people with print disabilities, interlibrary loan supports, and SuperNet connectivity. I encourage you to utilize the great resources we support such as the *Read Alberta Ebooks Project* and *Voices of Amiskwaciy* to bolster your digital offerings.

My staff at Public Library Services Branch will be sending out follow-up information about your operating grant payments shortly and, as always, are happy to answer any of your specific questions.

In the meantime, thank you for all that you do to serve Albertans and make Alberta libraries thrive.

Yours truly,

Hon. Kaycee Madu, QC
Minister of Municipal Affairs

132 Legislature Building, 10800 - 97 Avenue, Edmonton, Alberta T5K 2B6 Canada Telephone 780-427-3744 Fax 780-422-9550

May 1, 2020

Hon. Kaycee Madu, QC
Alberta's Minister of Municipal Affairs
132 Legislature Building
10800 – 97 Avenue
Edmonton, AB
Canada T5K 2B6

To the Honourable Kaycee Madu,

On behalf of the Board and Staff of Camrose Public Library, I would like to sincerely thank you for providing Camrose Public Library with a 50% advance of all 2020-2021 public library operating grant amounts, in light of the impact that COVID-19 is having on library services. We truly appreciate the Province of Alberta's ongoing support of public libraries during these difficult times.

Since Camrose Public Library has closed its doors as a result of the pandemic, we have continued to reach out to our community in every way possible. We continue to host at least 7 virtual programs a week, including 4 programs for children. Staff members have answered reference questions from patrons, and registered approximately 200 new patrons for library cards. We have been using the library's 3D printer to make personal protective equipment for frontline healthcare staff. We have distributed some of our book and DVD donations to the numerous 'Little Free Libraries' throughout Camrose, and have begun cautious curbside pickup practices so that we can get more materials into the hands of patrons. We have also been investigating possibilities for providing snacks for kids when we provide these library materials via curbside pickup. Thanks to your very generous support, you have created a library that can continue to play an influential role to all community members.

Again, thank you. The province's acknowledgement and support for the work that libraries do has been instrumental in enabling us to pursue these efforts.

Sincerely,

Elizabeth Luck, Chair of Camrose Public Library
cc: Camrose Public Library Board



ALBERTA
MUNICIPAL AFFAIRS

*Office of the Minister
MLA, Edmonton - South West*

AR100812

MAY 11 2020

Ms. Elizabeth Luck
Chairperson
City of Camrose Library Board
c/o Camrose Public Library
4710 - 50 Avenue
Camrose AB T4V 0R8

Dear Ms. Luck,

Thank you for your recent correspondence regarding 2020/21 public library operating grants.

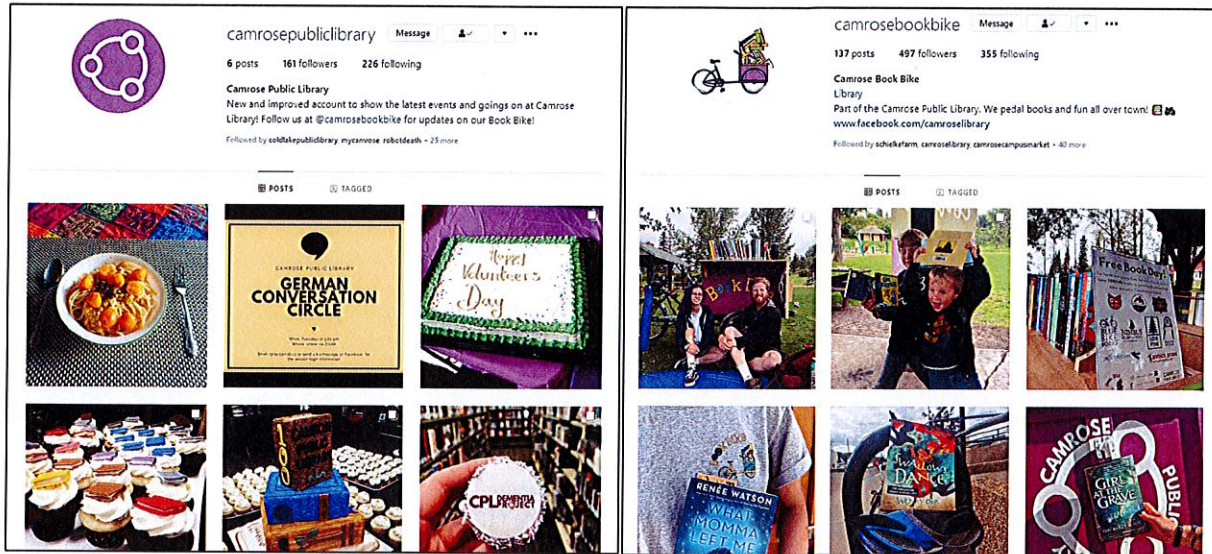
As the Minister responsible for public library service in Alberta, I am pleased to provide this funding to support libraries in their great efforts to serve communities across the province.

We value the important role libraries play in our communities, especially during these challenging times, and look forward to continuing to work together to provide vital services to Albertans.

Yours very truly,

A handwritten signature in blue ink, appearing to read 'Kaycee Madu'.

Kaycee Madu, QC
Minister



Our Instagram Pages! @CamrosePublicLibrary and @CamroseBookBike

Camrose Public Library Newsletter

MAY 2020

CAMROSE PUBLIC LIBRARY

Our vision is to make a difference in people's lives through connections, community engagement, and inclusion.

Home Contact Us Hours Newsletters

Welcome!

April 21, 2020

Camrose Public Library is pleased to announce the start of our new blog! In these upside-down times, we are looking for new ways to connect with our community. We hope that you will find the information here informative and helpful!

We are still here to serve you!

Screenshots of our new monthly newsletter, as well as our blog!

Getting the Library Online

Now is the perfect time for us to begin new forms of reaching our community virtually. We have begun a new Instagram account, @camrosepubliclibrary, and we will be updating this account as well as @camrosebookbike during the summer. Shannon has launched both a monthly library newsletter, as well as a blog that staff can create posts for. Both can be found here:

<https://cpl.prl.ab.ca/about-us/newsletter>. We are also trying to begin posting more regularly to our Twitter account, @CamroseLibrary. Did you know we can be found on LinkedIn? We only use this page for job posts at the moment, but feel free to follow us there anyway! Facebook still tends to be our most popular mode of reaching out to patrons, but we are hoping that these various other forms will reach brand new followers.

Virtual Programs

While not the same as offering in-person programming for patrons, virtual programs are proving to be a fairly good way of increasing engagement during these times of social distancing. We have four or five programs for youth that are posted to our Facebook page as videos each week, as well as at least three programs for adults a week – usually being run as Zoom meetings. On May 12, I hosted my first German Conversation Circle program, and there were 5 attendees and lots of additional interest. On May 13, I posted my first 'Cooking With Robyn' video, and plan on creating blog posts for the library that come with tips and tricks for cooking during COVID-19. All sorts of libraries throughout Alberta (and across Canada!) have been creating interesting ways of reaching patrons at this time, and I look forward to seeing what new ideas our summer students come up with to reach our patrons.

Dementia Grant Update

Understandably, many of our initiatives involving the Dementia Grant from Alberta Health Services have been postponed until the dangers associated with COVID-19 have been taken care of. While we originally planned on hiring an Intergenerational Programmer for 2020, we will instead hire for this position in the summer of 2021. However, Shannon has created a newsletter on behalf of the Dementia Project and is releasing new editions regularly. Let me or her know if you would like to be part of the mailing list for said newsletter!

Summer Students

So far, we have received news that we received one grant to hire a Book Bike Assistant for the summer of 2020. Jennae Matzner has taken the job – last summer she was our Intergenerational Programmer, and we are thrilled to have her back with us again this year! She will be able to build on her experiences from last year, to create innovative ways to reach patrons in these unprecedented times. We are still waiting on news regarding two more grants for summer positions. We have two students in the wings that we would love to hire, but if we do not receive these grants, Jennae will have to run our summer programs on her own. I really hope to have positive news regarding these remaining grants by the time we meet in person on May 19.

That being said, Camrose Public Library is proud to be hosting this year's recipient of an Augustana Pathways Internship, Jaden de Waal! This internship

covers the cost for an intern to spend four months conducting a project that helps citizens in rural/Indigenous Alberta. Jaden's intended project is to conduct intergenerational programs that connect youth and seniors in Camrose. However, with COVID-19 putting some of this plan on hold, she is currently working on renovation projects with the Bethany Group to brighten the outdoor spaces and make them more accessible, and brainstorming with Shannon and Jennae on how to proceed with innovative services this summer. She has been coming up with lots of other ideas for virtual initiatives and take-home kits that could connect seniors and children. Both Jaden and Jennae will be joining us for this month's board meeting to say a little about themselves!

Curbside Pickup

A few circulation assistants have begun reaching out to patrons that had library holds on the shelf from before we closed to the public on March 15. Taking on this task has been our 'pilot project' for when we promote to the general public that we are available for curbside pickup. The circulation assistants are working to finalize specific hours when they will be in the library building so that they are here for if patrons want to come and collect their items from the side entrance. We of course are proceeding with caution in this curbside pickup initiative, but will be happy when we can get materials into the hands of patrons. While we look forward to when the library is open once again, this service may be one we continue for quite a while after opening in order to reduce risk of contamination for both staff and patrons.

Camrose Public Library
Programming Report
March 2020

CPL Service Responses and Applicable Programs

Social Engagement: Developing Relationships and Ending Isolation

- Regular in-house programs: **181 people**
- Online Ukulele: **32 people**
- Online Spanish: **8 people**
- Programs facilitated by outside groups: **36 people**

Total for service response 1: 257 participants

Connect to the Online World: Public Internet Access

- Ongoing in-house programs: **32 participants**

Total for service response 2: 32 participants

Satisfy Curiosity: Lifelong Learning

- Ongoing Outreach: **58 people**
- Ongoing in-house programs: **200 people**
- Build Your Own Board game Workshops: **20 people**
- Programs facilitated by outside organizations: **93 people**

Total for service response 3: 351 participants

Visit a Welcoming Place: Physical and Virtual Spaces

- Snacks in the Stacks: **378 people**
- Programs facilitated by outside organizations: **6 people**

Total for service response 4: 384 participants

Total program participation for March 2020: 1024 people

	January		February		March	
	Programs	Patrons	Programs	Patrons	Programs	Patrons
Adult	47	391	51	821	38	304
Family	63	1114	80	1362	37	645
Children	9	119	6	50	3	25
Teens	9	67	10	81	5	50
Advocacy	7	3257	0	0	0	0
Total	135	4948	147	2314	83	1024
Outreach	15	142	14	310	17	98
In House	120	4806	133	2004	66	926
Total	135	4948	147	2314	83	1024
Advocacy	7	3257	0	0	0	0
Service Respo	128	1691	147	2314	83	1024
Total	135	4948	147	2314	83	1024

Upcoming Programs and Online Initiatives

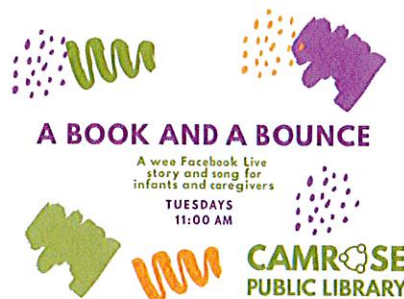
I've not yet completed the marketing, but I will be doing a weekly live story time on Facebook for preschoolers as well as the following (see below). The craft program videos will remain accessible on Facebook indefinitely, but due to copyright restrictions the live readings and anything including recorded music (which I won't be using; I may not be able to sing, but that doesn't mean I won't sing!) must be deleted after 24 hours.



Crafternoon Comes Back!

Join us on Facebook every Thursday at 1:00 PM for a new, quick craft for school-aged kids. Projects will be saved in our videos and can be completed with supplies most families have on hand.

CAMROSE PUBLIC LIBRARY CONNECT. CREATE. CAPTIVATE.



A BOOK AND A BOUNCE

A wee Facebook Live story and song for infants and caregivers

TUESDAYS
11:00 AM

CAMROSE PUBLIC LIBRARY

Submitted by Nicole Bannick
April 9, 2020

Camrose Public Library
 Adult Programs
 January 1 to March 31, 2020

Outreach	Program	Attendance
Book Deliveries to Care Facilities	18	157
Plot Matures Book Club	3	21
Alzheimers Outreach	1	4
Breaking Loneliness Film	2	45
Pride Week @ Augustana	1	120
Augustana Job Fair	1	85
Uke Online	5	32
Spanish Online	2	8
	33	472

In House	Program	Attendance
Book Club	3	12
Spanish Circle	9	66
Yarns	11	43
Ukulele	9	121
French Circle	8	42
Make and Take Cards	6	44
Craft Night	2	24
Tech Tutor Class	9	75
Bullet Journaling	1	13
Tech Talks with Tyler	3	24
CSL Class	2	50
BYOV	1	150
Boomerang Bags Sewing Bee	1	20
Boardgame Workshop	4	36
Canva for Non-Profits	1	6
	70	726

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	24	318
	24	318

Total	127	1516
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Camrose Public Library
 Family Programs
 January 1 to March 31, 2020

Outreach	Program	Attendance
	0	0

In House	Program	Attendance
Books & Bounces (infants)	9	251
Tales for Twos and Threes	14	275
Bedtime Stories with Feena	7	25
Something Cool After School	45	450
Super Sundays	4	25
Concept Corner (3-5 years)	5	34
Snacks in the Stacks	45	1763
Tech Help	24	48
Feena's School Groups	6	88
Read for 15	1	3122
Family Literacy Day	1	40
Pride Week Art Show Reception	1	11
Pride Week Health Talk	1	9
Community Kithcesn	1	11
Freedom to Read Week programs	2	29
	166	6181

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	12	172
	12	172

Total	178	6353
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Camrose Public Library
 Children's Programs (5-12 years)
 January 1 to March 31, 2020

Outreach	Program	Attendance
Family Literacy Day at schools	4	78
	4	78

In House	Program	Attendance
Reading Tails	8	62
School Tours	6	135
	14	197

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	6	54
	6	54

Monthly Total	24	329
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Camrose Public Library
 Teen Programs
 January 1 to March 31, 2020

Outreach	Program	Attendance
	0	0

In House	Program	Attendance
D&D Club	13	114
Open Book Society	1	4
	14	118

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	10	80
	10	80

Total	24	198
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Camrose Public Library
Total Programs
January 1 to March 31, 2020

Outreach Programs	37	550
In-house Programs	264	7222
Outside Groups	52	624
YTD	353	8396

Submitted by Nicole Bannick
09-Apr-20

Camrose Public Library

Monthly Stats

Mar 2020

Circulation	Mar 2020	Mar 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
Adult Material	3793	4832	17656	18793	-1137	-6%		
Young Adult Material	195	308	883	1195	-312	-26%		
Juvenile Material	2457	2475	11034	9922	1112	11%		
TAL Items Borrowed	49	48	326	345	-19	-6%		
TAL Items Sent	58	95	147	157	-10	-6%		
Total	6552	7758	30046	30412	-366	-1%		
<hr/>								
Econtent	Mar 2020	Mar 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
Cloud Library	1306	193	2333	1031	1302	126%		
Hoopla	0	0	0	355	-355	-100%		
RBDigital AB	381	240	986	826	160	19%		
RBDigital Magazines	234	292	603	901	-298	-33%		
Total	1921	725	3922	3113	809	26%		
<hr/>								
Circulation by Residence	Mar 2020	Mar 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
City of Camrose	5142	6546	22885	23725	-840	-4%		
County of Camrose	1462	1828	6010	6264	-254	-4%		
Outside City/County	0	14	376	646	-270	-42%		
ME	10	39	241	433	-192	-44%		
Total	6614	8427	29512	31068	-1556	-5%		
<hr/>								
Reference	Mar 2020	Mar 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
By Phone	613	1480	2585	4410	-1825	-41%		
By Person	2125	3657	9609	11008	-1399	-13%		
Email/Social Media	1259	1452	4276	5157	-881	-17%		
Total	3997	6589	16470	20575	-4105	-20%		
<hr/>								
Miscellaneous	Mar 2020	Mar 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
Visitors	7901	10434	26576	29290	-2714	-9%		
WiFi Users	4713	8122	20991	23810	-2819	-12%		
Internet Users	754	1690	3628	4710	-1082	-23%		
Exams	17	37	79	107	-28	-26%		
Total	13385	20283	51274	57917	-6643	-11%		
Selection of Service Responses								
1. Social Engagement: Developing Relationships and Ending Isolation 2. Connect to the Online World: Public Internet Access 3. Satisfy Curiosity: Lifelong Learning 4. Visit a Welcoming Place: Physical and Virtual Spaces								
<hr/>								
Programs	Mar 2020		2020 YTD		Participants		2017 Total	2016 Total
Service Response	Sessions	Participants	Sessions	Participants	2019 YTD	2018 YTD	note: annual total program participation	
1	33	257	136	1275	1720	3027		
2	9	32	36	147	1553	783		
3	31	351	136	1695	1405	1306		
4	10	384	50	1912	1784	31		
Library Advocacy	0	0	7	3257	4133	7047		
Total	83	1024	365	8286	10595	12,194	35408	25942

Submitted by Nicole Bannick
April 8, 2020

Camrose Public Library
 Programming Report
 April 2020

CPL Service Responses and Applicable Programs

Social Engagement: Developing Relationships and Ending Isolation

- Online Ukulele: **34 people**
- Online Spanish: **26 people**
- Craft & Connect: **15 people**

Total for service response 1: 75 participants

Satisfy Curiosity: Lifelong Learning

- Plot Matures: **8 people**
- Blackout Poetry Contest for teens (Post by Nicole): **128 engagements**
- A Book and a Bounce with Nicole (3 sessions for infants): **683 views**
- QuarantTea Time with Nicole (3 session for preschoolers): **577 views**
- Crafternoon with Nicole (3 sessions for school-aged kids): **335 views**
- Story Time with Feena (4 sessions for families): **858 views**
- Larissa's programs: (4 sessions for preschoolers): **756 views**

Total for service response 3: 3345 participants.

Please keep in mind that programs in blue above are videos and we are counting the views from Facebook Page Insights. As they are child and family programs, I am certain that we could double the number of views (at the very least) to count individual participants, as most viewings will be a parent/caregiver and their child or children.

Visit a Welcoming Place: Physical and Virtual Spaces

- Kelly's patron outreach and book deliveries during COVID: **61 people**
- Mona's phone story times: **38 people**

Total for service response 4: 99 participants

Total program participation for April 2020: 3519 people

	January		February		March		April	
	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons
Adult	47	391	51	821	38	304	14	83
Family	63	1114	80	1362	37	645	40	2973
Children	9	119	6	50	3	25	3	335
Teens	9	67	10	81	5	50	1	128
Advocacy	7	3257	0	0	0	0	0	0
Total	135	4948	147	2314	83	1024	58	3519
Outreach	15	142	14	310	17	98	58	3519
In House	120	4806	133	2004	66	926	0	0
Total	135	4948	147	2314	83	1024	58	3519
Advocacy	7	3257	0	0	0	0	0	0
Service Respo	128	1691	147	2314	83	1024	58	3519
Total	135	4948	147	2314	83	1024	58	3519

Camrose Public Library
 Adult Programs
 January 1 to April 30, 2020

Outreach	Program	Attendance
Book Deliveries to Care Facilities	18	157
Plot Matures Book Club	4	29
Alzheimer's Outreach	1	4
Breaking Loneliness Film	2	45
Pride Week @ Augustana	1	120
Augustana Job Fair	1	85
Uke Online (online chat)	10	66
Spanish Online (online chat)	6	34
Craft & Connect (online chat)	4	15
	47	555

In House	Program	Attendance
Book Club	3	12
Spanish Circle	9	66
Yarns	11	43
Ukulele	9	121
French Circle	8	42
Make and Take Cards	6	44
Craft Night	2	24
Tech Tutor Class	9	75
Bullet Journaling	1	13
Tech Talks with Tyler	3	24
CSL Class	2	50
BYOV	1	150
Boomerang Bags Sewing Bee	1	20
Board game Workshop	4	36
Canva for Non-Profits	1	6
	70	726

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	24	318
	24	318

Total	141	1599
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Camrose Public Library
Family Programs
January 1 to April 30, 2020

Outreach	Program	Attendance
A Book and a Bounce (virtual views)	3	683
QuaranTea Time (virtual views)	3	577
Feena's Stories (virtual views)	4	858
Mona's Stories (Online chat)	12	38
Larissa's Programs (virtual views)	4	756
Kelly's COVID Patron Outreach	14	61
	40	2973

In House	Program	Attendance
Books & Bounces (infants)	9	141
Tales for Twos and Threes	17	275
Bedtime Stories with Feena	7	25
Something Cool After School	45	450
Super Sundays	4	25
Concept Corner (3-5 years)	5	34
Snacks in the Stacks	45	1763
Tech Help	24	48
Feena's School Groups	6	88
Read for 15	1	3122
Family Literacy Day	1	40
Pride Week Art Show Reception	1	11
Pride Week Health Talk	1	9
Community Kitchen	1	11
Freedom to Read Week programs	2	29
	169	6071

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	12	172
	12	172

Total	221	9216
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Camrose Public Library
 Children's Programs (5-12 years)
 January 1 to April 30, 2020

Outreach	Program	Attendance
Family Literacy Day at schools	4	78
Crafternoon (Virtual views)	3	335
	7	413

In House	Program	Attendance
Reading Tails	8	62
School Tours	6	135
	14	197

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	6	54
	6	54

Monthly Total	27	664
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Camrose Public Library
 Teen Programs
 January 1 to April 30, 2020

Outreach	Program	Attendance
Blackout Poetry (Virtual engagements)	1	128
	1	128

In House	Program	Attendance
D&D Club	13	114
Open Book Society	1	4
	14	118

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	10	80
	10	80

Total	25	326
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Camrose Public Library
Total Programs
January 1 to April 30, 2020

Outreach Programs	95	4069
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In-house Programs	267	7112
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Outside Groups	52	624
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YTD	414	11805
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Submitted by Nicole Bannick
12-May-20

Camrose Public Library
Monthly Stats
April 2020

Circulation	Apr 2020	Apr 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
Adult Material	398	6378	18054	25171	-7117	-28%
Young Adult Material	31	308	914	1503	-589	-39%
Juvenile Material	444	3527	11478	13449	-1971	-15%
TAL Items Borrowed	1	59	327	404	-77	-19%
TAL Items Sent	0	16	147	173	-26	-15%
Total	874	10288	30920	40700	-9780	-24%

Econtent	Apr 2020	Apr 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
Cloud Library	835	167	3168	1198	1970	164%
Hoopla	0	0	0	355	-355	-100%
RBDigital AB	336	213	1322	1039	283	27%
eMags and eComics	311	208	914	1109	-195	-18%
Total	1482	588	5404	3701	1703	46%

Circulation by Residence	Apr 2020	Apr 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
City of Camrose	1077	7931	23962	31656	-7694	-24%
County of Camrose	185	2113	6195	8377	-2182	-26%
Outside City/County	2	4	378	650	-272	-42%
ME	0	47	241	480	-239	-50%
Total	1264	10095	30776	41163	-10387	-25%

Reference	Apr 2020	Apr 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
By Phone	81	1605	2666	6015	-3349	-56%
By Person	196	3855	9805	14863	-5058	-34%
Email/Social Media	548	1568	4824	6725	-1901	-28%
Total	825	7028	17295	27603	-10308	-37%

Miscellaneous	Apr 2020	Apr 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
Visitors	0	11207	26576	40497	-13921	-34%
WiFi Users	641	9147	21632	32957	-11325	-34%
Internet Users	0	1365	3628	6075	-2447	-40%
Exams	0	57	79	164	-85	-52%
Total	641	21776	51915	79693	-27778	-35%

Selection of Service Responses

1. Social Engagement: Developing Relationships and Ending Isolation
2. Connect to the Online World: Public Internet Access
3. Satisfy Curiosity: Lifelong Learning
4. Visit a Welcoming Place: Physical and Virtual Spaces

Programs	April 2020		2020 YTD		Participants		2017 Total	2016 Total
	Sessions	Participants	Sessions	Participants	2019 YTD	2018 YTD		
Service Response 1	13	75	149	1350	2266	3,937	note: annual total program participation	
Service Response 2	0	0	36	147	1577	1,049		
Service Response 3	19	3345	155	5040	2177	1,770		
Service Response 4	26	99	76	2011	2639	45		
Advocacy	0	0	7	3257	4133	7,099		
Total	58	3519	423	11805	12792	13,900	35408	25942

RELAUNCH CONSIDERATIONS

To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

Guidelines:

Distancing Measures

Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?

Cleaning

Considerations: How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)?
How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?

RELAUNCH CONSIDERATIONS

Screening for Symptoms

Considerations: How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?

Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?

RELAUNCH CONSIDERATIONS

Responsibilities

Considerations: Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?

Owner/Manager: _____ Date: _____

Camrose Public Library Re-Opening

Assumptions: 2m physical distancing, restricted number of people in the space.

Communication

- Signage (front entrance)
- Newsletters
- Website
- Social Media
- Community partners

Staffing

Safety

- Option: continue to offer programming virtually rather than encouraging patrons to come to the building
- Option: have all staff wear masks, and offer masks to patrons who want them
- Option: make masks mandatory for all patrons
- Either encourage staff to sanitize and wash hands often, or wear gloves that are changed regularly (provide set of guidelines listing when gloves must be changed)
- If patrons show any signs of illness (coughing, fever, runny nose, or shortness of breath), ask them kindly but firmly to leave and instead receive materials through curbside pickup until their symptoms have subsided. Circulation staff have the right to ask anyone to leave if they show symptoms. Director and Manager will provide assistance in ensuring all staff and patrons are following correct procedures.
- Encourage staff to take their breaks outside of the building, and have a limit of one person in the staff kitchen at a time
- Option: before reopening, have staff in for training on how to maximize cleanliness of the space.
- Have staff closely monitor computers and ensure each computer is cleaned between uses. Same with washroom. Manager, Director, and Programmers will assist in making sure this gets done especially if circulation staff are busy with patrons
- Encourage employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms to complete the self-assessment and get tested for COVID-19. If staff members come to work with symptoms, ask them to return home immediately
- Distribute instructions to all staff for how to screen themselves for symptoms
- Order 05-2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.

<https://www.alberta.ca/assets/documents/covid-19-workplace-guidance-for-business-owners.pdf>

Scheduling

- Services will be adapted to the level of staff available, ie if staff are sick or exhibit symptoms, they must stay home and services are reduced

Volunteers

- No volunteers until all restrictions are removed

Outreach

- Not to be implemented until limitations on entry into seniors' residences have been lifted
- Conducted solely by staff members and not volunteers until all restrictions removed
- Establish with each individual outreach facility whether they are comfortable with receiving materials from the library before providing outreach services

Facilities

Sanitizing

- Provide hand-sanitizing station at front entrance for anyone entering the building
- Cleaning refers to the removal of visible soil. Cleaning does not kill germs but is highly effective at removing them from a surface.
- Disinfecting refers to using a chemical to kill germs on a surface. Disinfecting is only effective after surfaces have been cleaned.
- Use a bleach-water solution with 100 ml of bleach to 900 ml water
- Use a "wipe-twice" method to clean and disinfect WHEN THERE IS VISIBLE SOIL. Wipe surfaces with a cleaning agent to clean off soil and wipe again with a disinfectant.
- Frequently clean and disinfect high-touch/shared surfaces such as:
 - Doorknobs, light switches, toilet handles, faucets and taps, elevator buttons, railings
 - Phones, computers, remote controls, keyboards, desktops, conference room equipment, cash registers, surface counters, customer service counters,
 - Book Bike handlebars
 - Staff rooms, kitchens, washrooms

<https://www.alberta.ca/assets/documents/covid-19-workplace-guidance-for-business-owners.pdf>

Option: closing the library as a whole for short periods throughout the day in order to clean (as in Macao, China), (<https://www.ifla.org/covid-19-and-libraries#reopening>)

- Bathrooms
 - Cleaned after each use
 - Tape demarcating waiting area
 - Only one person permitted inside at a time
 - Option: leave bathroom doors propped open to minimize contact with door handles? Means less privacy, but also means patrons less inclined to use bathrooms unless absolutely necessary

Set-up

- Outline waiting squares at the front desk 2m apart
- Set up plexiglass at upstairs and downstairs circ desk directly in front of computers
- Wifi access sites – spread out computer tables throughout library so that patrons are farther than 2m away from one another

Stacks – Possible Options

- Closed stacks, curbside pickup only.
- Spread out stacks throughout the library so that aisles are not so narrow?
- Maximize materials face-out on display so patrons can see what they want instead of touching lots of materials
- Lots of signage stating only one patron can be in an aisle at a time
- Request to only touch items you intend to sign out
- Any item touched, please put on designated cart, table, or potentially in the book drop for staff to handle

Entrance/Exit

- Closely monitor Alberta's restrictions on the amount of people allowed in building at a time. Based on this, count how many people are in the building and have a staff member in control of how many people are inside at a time.
- When weather allows, keep front entrance doors open as much as possible, to maximize airflow and limit contact with door handles.
- Use side entrance for curbside pickup and encourage use of this service versus entering the building.

Services

Hours of Operation

- Shorter computer timeslots if there are limited stations due to distancing measures (if someone is waiting, limit those on computers to 30 minutes of access). This is most relevant for downstairs children's computers
- Wipe down computers between each use
- Option: Limited hours, possibly close temporarily for cleaning during the day?
- Option: Close leisure/reading areas, and/or close computers, and encourage people to select their materials and then leave the building again to limit exposure

Materials Lending

- Put practices into place that minimize contact with materials as much as possible

Curbside Service

- Option: could be only form of circulation to begin with
- In-library browsing when possible, still limited access – apply the rules listed above regarding 1-person limit per each row and only touching materials you plan to sign out

Handling Returns from Patrons

- Put aside returns for 1 week, or else thoroughly sanitize returns before putting back on shelf
- Put returns for other libraries into the grey bins as usual, to be taken on van run

- When van run arrives, implement period of waiting before unloading materials to minimize risk of contamination. Handle materials with gloves or else wash hands immediately after contacting items, and have staff ensure they do not touch their face.

Financial Transaction

- Wear gloves and/or wash/sanitize hands after each transactions
- Encourage use of debit machine instead of cash
- Wipe down debit machine after each use

Programming

- Outdoor story-time possibilities
 - Drop-in
 - Comply with any restrictions on group size
 - Not responsible for children who leave the group
 - Set up 2m apart circles (designated pieces of laminated paper to determine 'spots?')
 - All participants screened symptoms of fever, sore throat, cough, runny nose or difficulty breathing.
- Continue running virtual programs: either have staff recording programs from home, conducting programs for a camera in the empty programming room, or else open up programs and have said programs videotaped so that people can also watch from home instead of coming to the library
- Offer Book Bike services...set up in parks, or cycle to specific locations or houses to offer options. Each time a patron touches a book, ensure they put it in a specific place if they don't want to check it out so that there is no cross contamination
- Expand on potential phone programming options, and one-on-one support services so patrons don't have to come to the building
- Ask programmers for more suggestions

Exam Administration

- 30-minute buffer between appointments to sanitize the space
- Limit of one exam at a time instead of two, to allow for air flow and minimize risk of contamination in the small exam room

Photocopying/Scanning

- Walk in services
- Option: email staff with specific order and use curbside pickup to receive prints?
- Option: waive printing fees to avoid lack of coin handling, or ask patrons to deposit printing fees into our donation box so we do not handle the money?
- One at a time
- Wipe down photocopier keypad between uses