

**INNISFIL PUBLIC LIBRARY BOARD
MEETING AGENDA
Monday, January 16, 2023 – 7:00 p.m.
Lakeshore Library – Community Room**

1. Call to Order – CEO
 - Land Acknowledgement Statement
 - Introductions and election of Board Chair
 - Election of the Board Vice-Chair
 - Appointment of Finance/Audit Committee

2. Approval of Agenda (copy & motion)
[Motion #2023. – THAT the agenda of the January 16, 2023 meeting be approved as presented.]

3. Declaration of Interest
None at time of agenda creation

4. Delegations to the Board
 - a) Library Department Overview

5. Consent Agenda (motion)
 - a) Approval of Previous Minutes (copy)
Recommendation
THAT the November 21, 2022 Board Meeting minutes be approved as presented.

 - b) Correspondence (copy)
Recommendation
THAT Correspondence Items 5b.01.01 to 5b.10.01 for January 16, 2023 be received.

 - c) CEO Reports (copy)
Recommendation
THAT the CEO Report 5c.01.01 for November and December 2022 be received.

 - d) Financial Reports (copy)
Recommendation
THAT the Financial Reports 5d.01.01 to 5d.01.02 for December 2022 be received.

Consent Recommendation

[Motion #2023. – THAT the consent agenda items 5 a) to 5 d), and the recommendations contained therein be approved as presented.]

6. Business Arising
None at time of agenda creation

7. Reports
- a) Municipal Council Report (copy & information sharing)
 - b) Health & Safety Update (copy & motion)

[Motion #2023. THAT the minutes of the JHSC November 14, 2022 meeting be received.]

8. Policy
None at time of agenda creation

9. Strategic Issues
None at time of agenda creation

10. New Business
- a) LIB 01-2023 Statutory Holidays 2023 and New Year's Day 2024

[Motion #2023. – THAT LIB 01-2023 Statutory Holidays 2023 and New Year's Day 2024 Report be approved as presented.]

11. Comments and Announcements
- a) Calendar of Events (link)
<https://innisfil.bibliocommons.com/events/search/index>
 - b) Professional Development Updates (Information update only)
 - Ontario Library Association Superconference 2023
 - HR Download Health & Safety Training Modules

12. In Camera

- a) Consideration of a resolution to Hold a Closed Session Meeting as provided for under the *Municipal Act, 2001*, as amended, the *Public Libraries Act, R.S.O. 1990, c. P.44*, and the Library Board's Procedural By-Law Policy# B-2020-01.

[Motion #2023. - THAT the Board holds a "Closed Session" Committee of the Whole meeting as provided for by the Municipal Act, 2001, as amended, the Public Libraries Act, R.S.O. c. P.44, and the Board's Procedural By-Law Policy #B-2020-01 to deal with:

- a) advice that is subject to solicitor-client privilege, including communications necessary for that purpose.]

[Motion #2023. – THAT the Board now rise and report on the "In Camera" Session and resume the regular Board meeting]

13. Adjournment

[Motion #2023. – THAT the meeting be adjourned]

CORRESPONDENCE LIST for January 16, 2023

5b.01.01	<i>Barrie Today</i> , November 21, 2022, article entitled: <i>Igniting Hope, Artistry and Community at Innisfil Beach Park</i> , written by Amber Green	(copy)
5b.02.01	<i>Pressreader</i> , 2022 report entitled: <i>What Industry Leaders Predict About the Future of Libraries</i> , Elif Tinaztepe, Partner at Schmidt Hammer Lassen Architects, Forward by Kelly Banks, Director of Libraries, <i>Pressreader</i>	(copy)
5b.03.01	Innisfil Public Library Board, Anne Smith, November 22, 2022, Thank You letter to Mr. D. Blackmore of Tim Horton's for Smile Cookie donation funds	(copy)
5b.04.01	YouTube video link – <i>Creative City Network 2022 Public Art Year in Review</i> https://www.youtube.com/watch?v=rZrzGw7k9vY&t=2211s	(link)
5b.05.01	<i>2022 Disinformation in Canada Report</i> , prepared by: Institute for Public Relations; Leger; Master of Communications Management	(copy)
5b.06.01	<i>Barrie Today</i> , December 11, 2022, article entitled <i>Arts and Culture Alive and Well in Innisfil</i> , written by Ricard Vigliano	(copy)
5b.07.01	<i>Social Sciences and Humanities Research Council of Canada (SSHRC)</i> , November 2022 report entitled "Palaces for the People:: Mapping Public Libraries' Capacity for Social Connection and Inclusion, prepared by: Dr. Nicole Dalmer, Dr. Pam McKenzie, Dr. Paulette Rothbauer, Ebenezer Martin-Yeboah and Kevin Oswald	(copy)
5b.08.01	<i>Simcoe.com</i> , December 20, 2022, article entitled 'I'm Struggling with This': <i>Wasaga Beach Library Logo Meets Mixed Reaction at Council Table</i> , written by Ian Adams, writer for the Wasaga Sun	(copy)
5b.09.01	<i>The Guardian</i> , December 29, 2022, article entitled <i>This Year I'm Thankful for US Public Libraries – Beautiful Icons of a Better Civic Era</i> , written by Moira Donegan	(copy)
5b.10.01	<i>Outdoor Canada</i> , January/February 2023 Issue, article entitled <i>Art on Ice: A Cheery Antidote to the Dreary Dates of Winter</i> , written by the Editors	(copy)

**INNISFIL PUBLIC LIBRARY BOARD
MEETING MINUTES
Monday, November 21, 2022 – 7:00 p.m.
Lakeshore Branch – Main Space**

In Attendance: Anne Smith, Wendy Van Straten, Deputy Mayor Kenneth Fowler, Councillor Donna Orsatti, Barb Baguley, Rhonda Flanagan, Monica Goodfellow

Staff in Attendance: Erin Scuccimarri, Susan Baues, Jennifer Miyasaki

Regrets: Sue Bennett, Raj Grover

1. Call to Order

- The Board Chair called the meeting to order at 7:00 p.m. and read the Land Acknowledgement Statement.

2. Approval of Agenda

Motion #2022.83

Moved by: Donna Orsatti
Seconded by: Monica Goodfellow

THAT the agenda of the November 21, 2022 meeting be approved as presented and amended.

CARRIED.

3. Declaration of Interest

There were no declarations of interest

4. Delegations to the Board

a) HackLAB Tour

A HackLAB Staff member provided the Board with a HackLAB tour and led an ornament making activity in the ThinkLAB

5. Consent Agenda

- The CEO highlighted the Mayoral debate referenced in the CEO Report and the feedback received after the event; it brings into focus the need for the Library to continue to be a reliable source of information and advocate for democracy.
- The Board Chair gave positive feedback regarding the letter from Bradford West Gwillimbury Library (included in correspondence).

Motion #2022.84

Moved by: Wendy Van Straten
Seconded by: Rhonda Flanagan

THAT the consent agenda items 5 a) to 5 d), and the recommendations contained therein be approved as presented.

CARRIED.

6. Business Arising
No Business Arising

7. Reports

a) Municipal Council Report

- Summary notes were provided in the package
- Final Council meeting occurred November 16th; the new Council inaugural meeting will take place on December 7th.
- Councillor Orsatti advised that her last day will be November 30; she expressed her gratitude to the Board for the last 4 years

b) Committee Reports

i. Board Budget Committee

- Operating and Capital Budget materials were handed out in the meeting; the CEO reviewed the package with the Board followed by a Q & A

Motion #2022.85

Moved by: Donna Orsatti
Seconded by: Wendy Van Straten

THAT the 2023/2024 Operating and Capital budgets be approved as presented to move forward in the budget process.

CARRIED.

ii. Board Legacy Committee

Motion #2022.86

Moved by: Rhonda Flanagan
Seconded by: Barb Baguley

THAT the Board Legacy Committee, having fulfilled their mandate to create a Board Legacy Document, be disbanded.

CARRIED.

iii. Truth and Reconciliation Committee

- The Committee has not met due to the election; meetings will resume with the appointment of new Committee members in the new year.

- c) Board Advocacy and Engagement
 - The Board Chair shared a recent experience with a patron who participated in the Tiny Art Show
 - The Board Chair and Library Staff handed out candy and craft kits to trick or treaters at the Library on Hallowe'en
 - Councillor Orsatti commented on the pumpkin carving contest; it was a fantastic way to promote the HackLAB

8. Policy

a) **EMPLOYMENT – COVID-19 Safety Policy #2022-29**

Motion #2022.87

Moved by: Wendy Van Straten

Seconded by: Donna Orsatti

THAT the **EMPLOYMENT – COVID-19 Safety Policy #E-2022-29** be approved as presented.

CARRIED.

9. Strategic Issues

a) County Library Cooperative Update

- The CEO provided an update; a link will be provided to the recent County meeting agenda package in order that Board members have access to the reports that were presented at the meeting
- Barb Baguley suggested we endeavour to find out if there is any possibility for a reconsideration of the decision to dissolve the Cooperative, given the legal assessments/advice and County election results.

10. New Business

a) 2022 Board Meeting Schedule update

- Due to the timing of the new Council inauguration and appointment of Library Board Council representatives, no formal meeting will be held in December. Board Members are invited to attend a Holiday Social with Staff.

b) 2023 Proposed Board Meeting Dates

- A document outlining the proposed dates and locations of the 2023 Board Meetings was provided in the package

11. Comments and Announcements

a) Calendar of Events

- Link to Library offerings was provided in the agenda

- No new items were added.

b) Professional Development

- Ontario Library Association conference will be held on February 1-4, 2023; the Library will register as an institution, allowing both Board and Staff to attend virtual and in-person sessions

12. In Camera

No in-camera motions were made.

13. Adjournment

Motion #2022.88

Moved by: Barb Baguley

THAT the meeting be adjourned at 9:30 p.m.

CARRIED.

Anne Smith, Board Chair

Susan Baues, Secretary

Igniting hope, artistry and community at Innisfil Beach Park



[Amber Green](#)

26 minutes ago



1 / 16 Mayor Lynn Dollin (left) with Anne Smith and Jeanette Luchese (right), artist of the pictured ice hut titled, Good Vibrations. | Amber Green for InnisfilToday

[Listen to this article](#)

00:02:56

Five local artists were asked to 'think outside the box' for the 2022-23 Ice Hut Art initiative, as it began with simple plywood huts.

A partnership between the Innisfil ideaLAB & Library, the Town of Innisfil, and local ice-fishing hut operator Gail's Hotbox Ice Huts makes the unique project possible, but what the artists paint, as

they envision their masterpieces and bring them to fruition, is up to them.

“Projects like the Ice Hut Art, that bring together community, creativity, and connection are vital to community well-being,” Innisfil Mayor Lynn Dollin said to the intimate gathering of community members at the unveiling of the Ice Hut Art on Monday night. “Lake Simcoe is a jewel within Simcoe County and we are always excited to find new ways to celebrate it.

“This whole project expands the idea of what art can be and shows how public art can surprise and delight you. I can’t wait for the community to get outside and explore the installation,” the mayor added.

Funded in part by [the County of Simcoe 2022 Tourism, Culture, and Sport Enhancement Fund](#), it was important that the project reflected the unique perspectives and stories of all residents. Community partners from Ethnic Mosaic Alliance, PRNT Collective, and UPlift Black were consulted and formed part of the jury to ensure inclusivity.

The ice huts — [Looking Forward by Angela Aujla](#); [Nature and Community by Cheryl Daniells](#); [Yalda by Neda Mazhab Jafari](#); [Good Vibrations by Jeanette Luchese](#); and [Simcoe Journeys by Maria Kelebeev](#) — will be on display for the community to enjoy at Innisfil Beach Park, in nearest parking lot E, until March 2023.

The 11 ice huts that were on display for the 2021-22 season will be located on the ice at Gail’s Hot Box Ice Huts.

“As a community hub, the ideaLAB & Library is always responding to community needs in new ways,” said Erin Scuccimarri, ideaLAB & Library CEO. “We are often looking outside of our library walls to meet the community where they are – and sometimes that means showing up in unexpected places and delivering unique community experiences.”

Last year’s vibrant works of art will certainly stand out against the white backdrop of a snowy day in Simcoe County.

As connection and community are major themes of the Ice Hut Art initiative, it was apt that the 3rd Annual Lighting of the Hope Tree coincided with the unveiling.

Another joint collaboration of the Town of Innisfil and Innisfil ideaLAB & Library, the Hope Tree is a symbol of hope and resiliency that was established in 2020 during the COVID-19 pandemic. Scarves, hats, and mittens were made available for those in need at Innisfil Beach Park, courtesy of Innisfil ideaLAB & Library’s Crafting for Humanity program.

As holiday cheer continues to swell, residents, community members, and welcomed guests are invited to take to the outdoors to experience the beauty of art and Simcoe County as one.

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About the Author: Amber Green

Amber is a freelance journalist with InnisfilToday. Dedicated to the craft of writing, she is a storyteller at heart who writes novels, poetry, and short stories. She lives in Innisfil.

[Read more](#)



What industry leaders predict about the future of libraries

New research and survey results from over 400 library leaders



The challenges
that the world
faces, libraries
face with the
world.



Elif Tinaztepe

Partner at Schmidt Hammer Lassen Architects

Foreword

FIRST AND FOREMOST, libraries have always supported their communities — regardless of how their role has evolved over time. As communities change, so too do the institutions that serve them. Librarians are therefore tasked with constantly adapting their services, policies and even design to meet these developments in real-time. With this need to anticipate and respond to short- and long-term trends, it's important to review the movements and developments that are shaping the future of libraries.

We first explored this in 2019, with our inaugural Future of Libraries report. In light of the rapid changes we've seen in the past few years, particularly the impacts of COVID-19 on communities, local institutions and the ways we work, we're revisiting this theme. We set out to see what has changed since then, what remains consistent and what lies ahead for library teams in 2022 and beyond.

To do so, we interviewed six experts chosen for their diverse backgrounds and experiences within the library field. We asked each person to share his or her insights about what's to come for libraries in the future — challenges they may face, new developments coming and exciting opportunities.

This report will explore the six main themes that emerged from these conversations, highlighting important areas of focus for libraries in years to come.

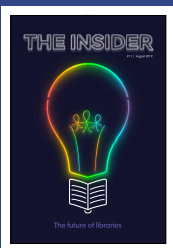
We cross-referenced these insights with a survey of over 400 library professionals around the world, asking them to respond to these topics, elaborate on how they're impacted by these challenges and share the strategies they're implementing to tackle them.



Kelly Banks
Director of Libraries, PressReader

About Kelly Banks

Kelly Banks is the Senior Director of the Libraries and Institutions sales team with PressReader. She believes that libraries play an essential role in fostering literacy and learning in our communities, and shares insights on media literacy and the effects of COVID-19 on the industry. When not leading the growing team of passionate sales professionals, Kelly can be found outdoors with her young daughter or listening to the latest audiobook from her local library. One of PressReader's many travel magazines can be found in her download list at any given time.



↙
**Read The Insider:
Future of Libraries
2019 report [here](#).**

Libraries are an indispensable part of our social infrastructure. With the popularization of the internet, they are forced to reinvent themselves, moving from being an institution or repository, to an experience rich in knowledge and humanity. In this issue we discuss how some libraries have rewritten themselves to serve a new generation of patrons.

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Looking forward

Meet the experts



Keith Thong
President, Malaysian
Booksellers Association
Malaysia



Elif Tinaztepe
Partner, Schmidt Hammer
Lassen Architects
Denmark



Juanita Thacker
Director, Marketing
of WOC+Lib
USA



Kayla Lar-Son
Indigenous Programs
and Services Librarian,
University of British
Columbia
Canada



Shamichael Hallman
Senior Library Manager,
Memphis Public Libraries
USA



António Torres
CEO, WECUL
Consulting Agency
Portugal

Survey methodology

We polled library teams around the world with a 16-question multiple choice survey about their experiences related to the themes covered in this report. The findings we've consolidated were gleaned from 434 worldwide responses.

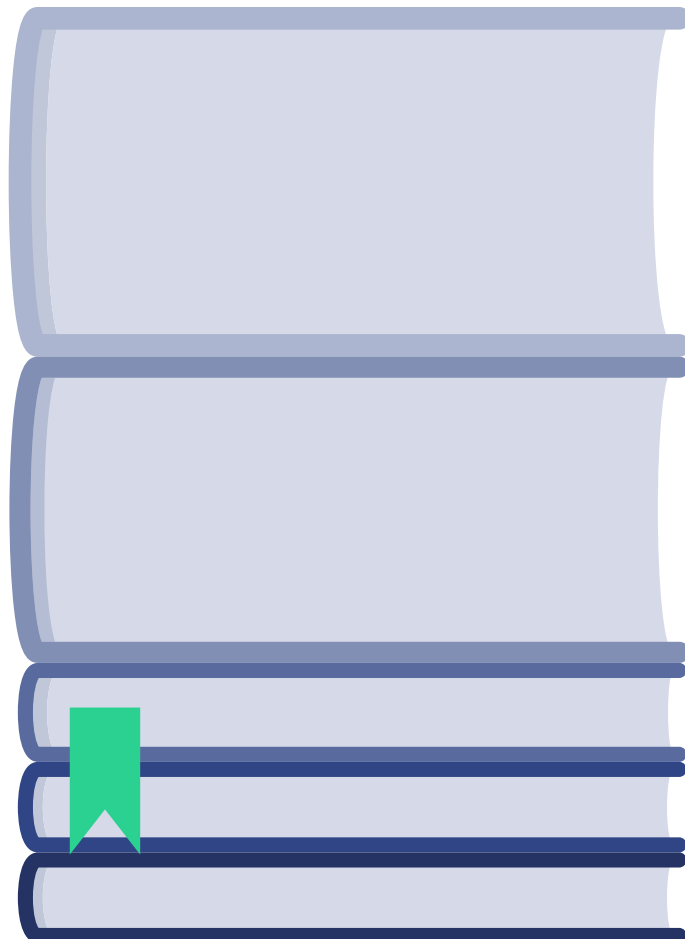
Our respondents come from:



69
Countries



6
Continents



40%
Public libraries

34%
Academic libraries

10%
K-12 libraries

9%
Corporate libraries

7%
Government libraries



01

ACCESSIBILITY & INCLUSIVITY

Libraries will continue to develop into accessible, inclusive learning centers.

LIBRARIES HAVE TRANSFORMED from content depositories to inclusive learning centers for their communities by diversifying the use of their spaces — a trend we first explored in 2019. Today, the experts we spoke with reiterated the importance of accessibility as a core part of this effort. Libraries of the future need design without barriers to welcome diverse, multigenerational communities. These elements can be physical (wider aisles, lower tables, adjustable seating) or incorporated into programming, such as offering text-to-speech screen readers, or closed captioning or ASL translation during events.

Reading should be accessible to everyone ↘

Give your patrons a reading experience that meets government-mandated accessibility standards (WCAG 2.1.), with audio, tab navigation, color contrast, font size control and more.

Learn more about PressReader Accessibility [here](#).

To achieve this, library teams need to take a human-centered approach to design. “The architectural design of the building [is important], but also how we design the day-to-day happenings within it — the programs, the activities,” says Shamichael Hallman. “Even the friendliness of the staff. All of those things fall into design.” Human-centric design also empowers the individual. “One of the things that we really need is an approach where patrons will be given plenty of choices on how they would like to access content, or participate in an event or webinar for that matter,” says Keith Thong.

Equity, diversity and inclusion (EDI) are critical components of this work. “Many libraries are responding to [the value placed on EDI today], creating panels and revisiting strategic plans,” says Hallman. “A risk is that this is just a moment. As we get past the pandemic, things open back up and we get back to normal, we lose that moment. It would be devastating for libraries to not take this time to embed those newly discovered principles.”

Juanita Thacker echoes the urgency of making real change within library institutions. “Instead of giving lip service to EDI initiatives, do the hard work. That means taking stock of the ways that you perpetuate anti-Blackness and have your managers follow suit,” she says. “Communicate with clear purpose and provide meaningful opportunities to center the

voices of all BIPOC employees. Build the efforts to be equitable and inclusive into library staff performance management plans. It means nothing to say you are anti-racist or support BIPOC people, it’s a completely different thing when you give up some of your power putting action behind the rhetoric...I hope EDI-centered design is more than a moment and becomes a bastion of librarianship.”



Community-led design in Memphis, Tennessee

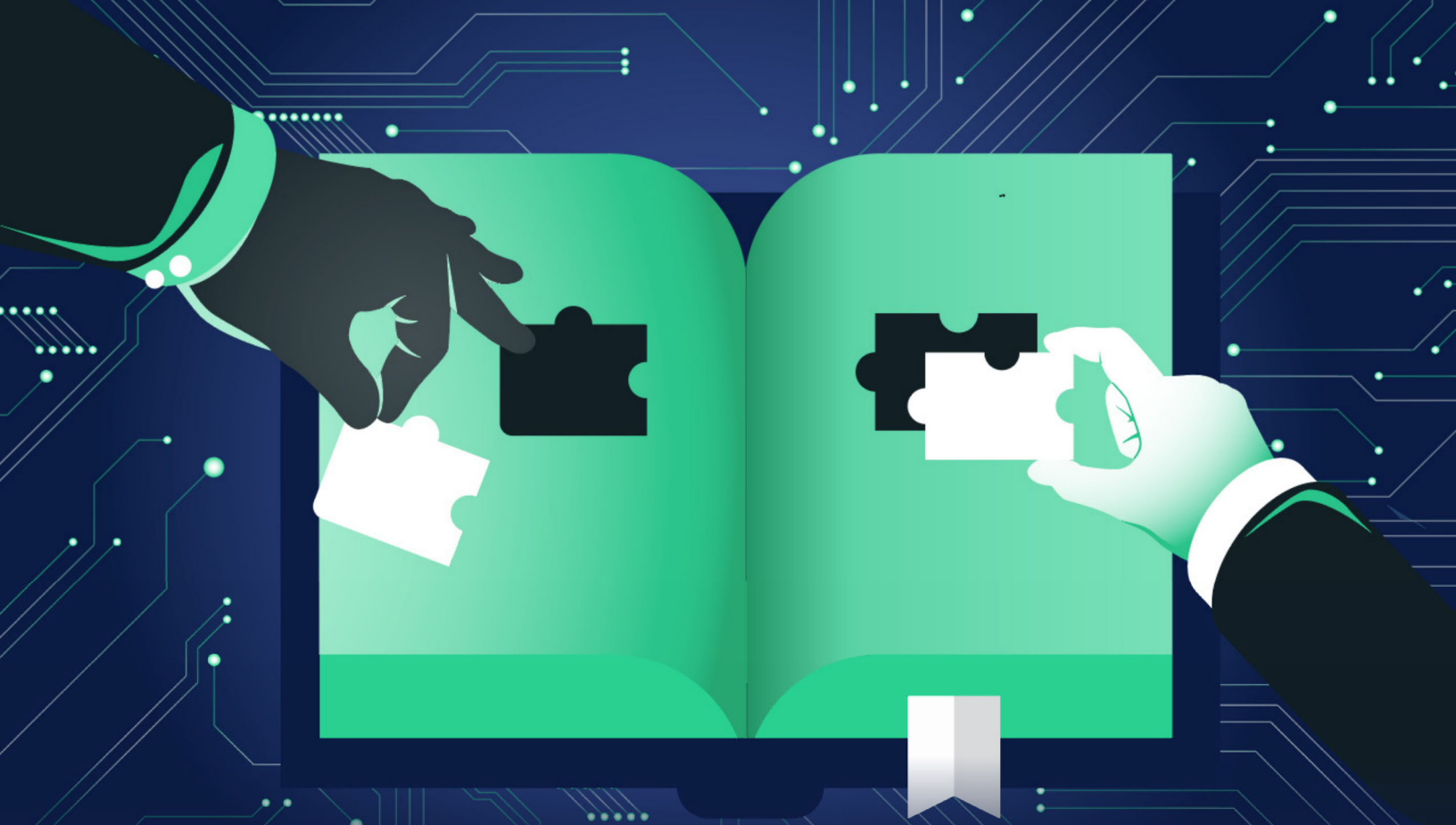
“As we think about what it means for libraries to be rooted in equity and inclusion, I think a huge part of that requires libraries to reorient,” says Hallman. “Considering the ways they think about the community, the ways they serve the community right.”

As part of the redesign of MPL’s Cossitt branch, Hallman and his team led a three-month community engagement initiative focused on the arts community. They spoke with over 100 local artists to understand how to best redesign a 2,500-square-foot performance space. They learned that there were very few places in the city where artists felt they could be their authentic selves, so the library team worked closely with them to build an inclusive, accessible space that truly met their needs.

“Just with this small performance space in one library, we created a model built on aid that would not only save artists, but also residents, from ticket costs. This model has the capacity to create a significant economic impact.”



Cossitt Library
Memphis, Tennessee, USA



O2

SHARED CULTURAL & INTELLECTUAL PRESERVATION

Libraries will place more focus on co-ownership with their communities when preserving cultural and intellectual history

“LIBRARIES WERE AND ARE THE GUARANTOR of the preservation of our intellectual heritage,” says António Torres. In a library, we find, access and share the physical books of our literary and scientific production. The new digital age and its technologies allow libraries to use digital platforms and tools in an effort to preserve content.”

This is one of the most important functions of a library, but the library of the future will find ways to share ownership of these records with its community — an important new theme that emerged from this year’s research.

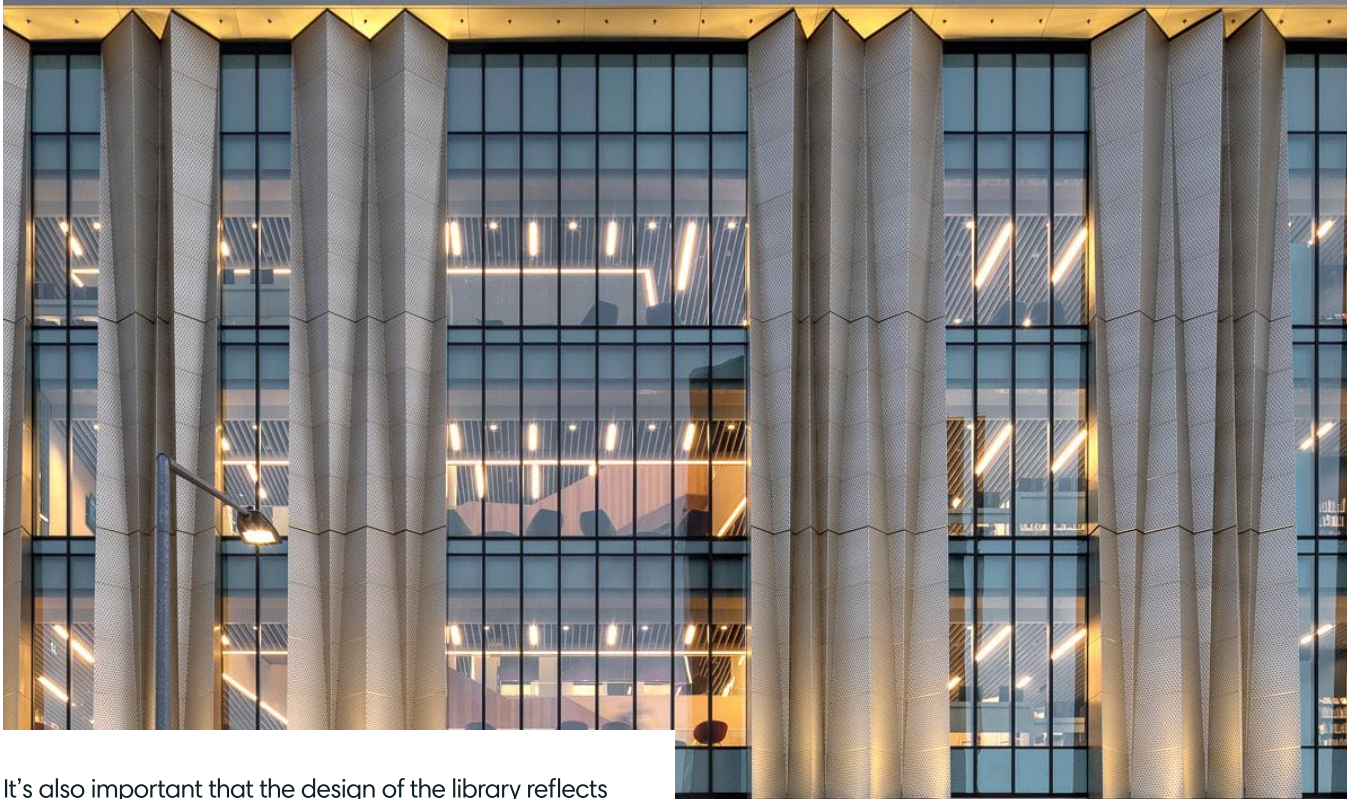
*Uwi7Uwa Library at the University of British Columbia (UBC)
University of British Columbia, Vancouver, British Columbia, Canada*



Kayla Lar-Son outlines how decolonization of the library space achieves this. She focuses on the needs of Indigenous communities when it comes to the conservation, digitization and management of their knowledge — uplifting their voices, letting them make decisions and involving them in how the library can better serve them. This means developing more culturally appropriate metadata and inclusive classification systems, or letting the community determine their own access protocols. “At Uwi7Uwa Library at the University of British Columbia (UBC), we use an adaptation of the Brian Deer Classification System and the First Nations House of Learning subject headings,” she says. “So both the classification systems and the subject headings take into account how communities describe themselves and how they want to be called.

“So many Indigenous communities have very specific protocols for how to access information about them, and a lot of times this is informed by their own worldviews and understandings,” she continues. “So when it comes to us as libraries, we need to be aware of how to facilitate conversations with communities, especially when we’re acting as stewards of sensitive information or stewards of materials that we have gained in our collections over time, without the permission of specific communities that we work with.”

*Tūranga
Christchurch, New Zealand*



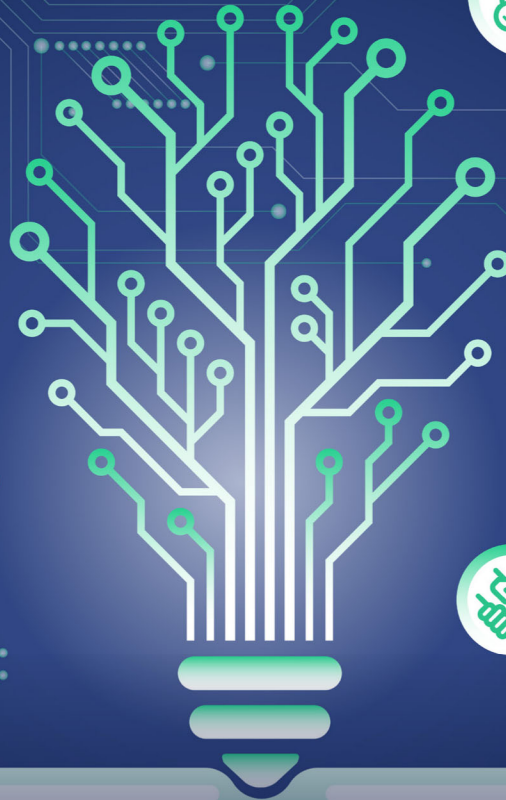
It's also important that the design of the library reflects the land and the communities situated there. For example, the design of the Xwi7xwa Library at UBC is informed by structures built by Interior Coast Salish Nations. In the Chinook Jargon language they are called Kekuli, the Lil'wat Nation calls them S7ístken and in English they are known as pit houses. Likewise when Schmidt Hammer Lassen Architects designed a new library in Christchurch, New Zealand, they worked with the local Ngai Tahu Indigenous peoples, the rightful owners of that land. The result was a space designed for their rituals — the ways they meet and greet, the ways they celebrate. "Being able to design a building around movement and interactions is very powerful," says Tinaztepe, "Suddenly it just becomes a natural, intuitive movement through the building for the people who will use it."



Dive deeper ↘

- Our interview with Elif Tinaztepe: [How great library design evolves alongside its community needs](#)
- More insights from our discussion with Kayla Lar-Son: [How this Indigenous programming librarian is helping to decolonize the library](#)

Tūranga
Christchurch, New Zealand



03

HOLISTIC SUSTAINABILITY STRATEGIES

Libraries will emerge as leaders in holistic sustainability

IN 2019, WE FOCUSED on tactics to support the long-term sustainability of the library itself: diversifying revenue streams through creative programs and service offerings. Today, we're looking at sustainability through a broader lens: how libraries of the future will demonstrate that environmental sustainability efforts go hand in hand with social justice, including equality and decolonization, and the general wellbeing of communities.

Successful sustainability initiatives require local tactics, action and coordination. This hyperlocal focus has always been a core strength of libraries. While more and more libraries are aligning their strategies with the UN's sustainability goals, they're also thinking about their triple bottom line: people, prosperity and the planet. The experts we spoke with see the library as a living lab for sustainability efforts, bringing people together to share sustainable practices and learn from each other. This is consistent with our survey findings.

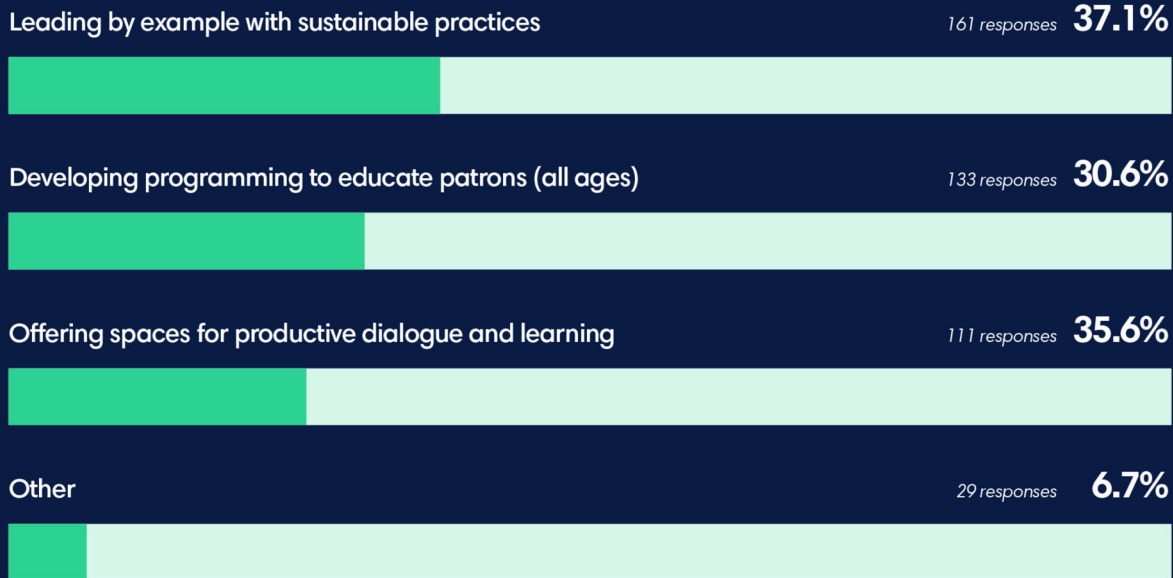
[Read more](#) ▾

[How libraries have established their own brand of sustainable development](#)

WE ASKED

What is the library's primary role in combating climate change?

434 out of 434 people answered this question



Other strategies libraries are applying



Collaborating with researchers or city council



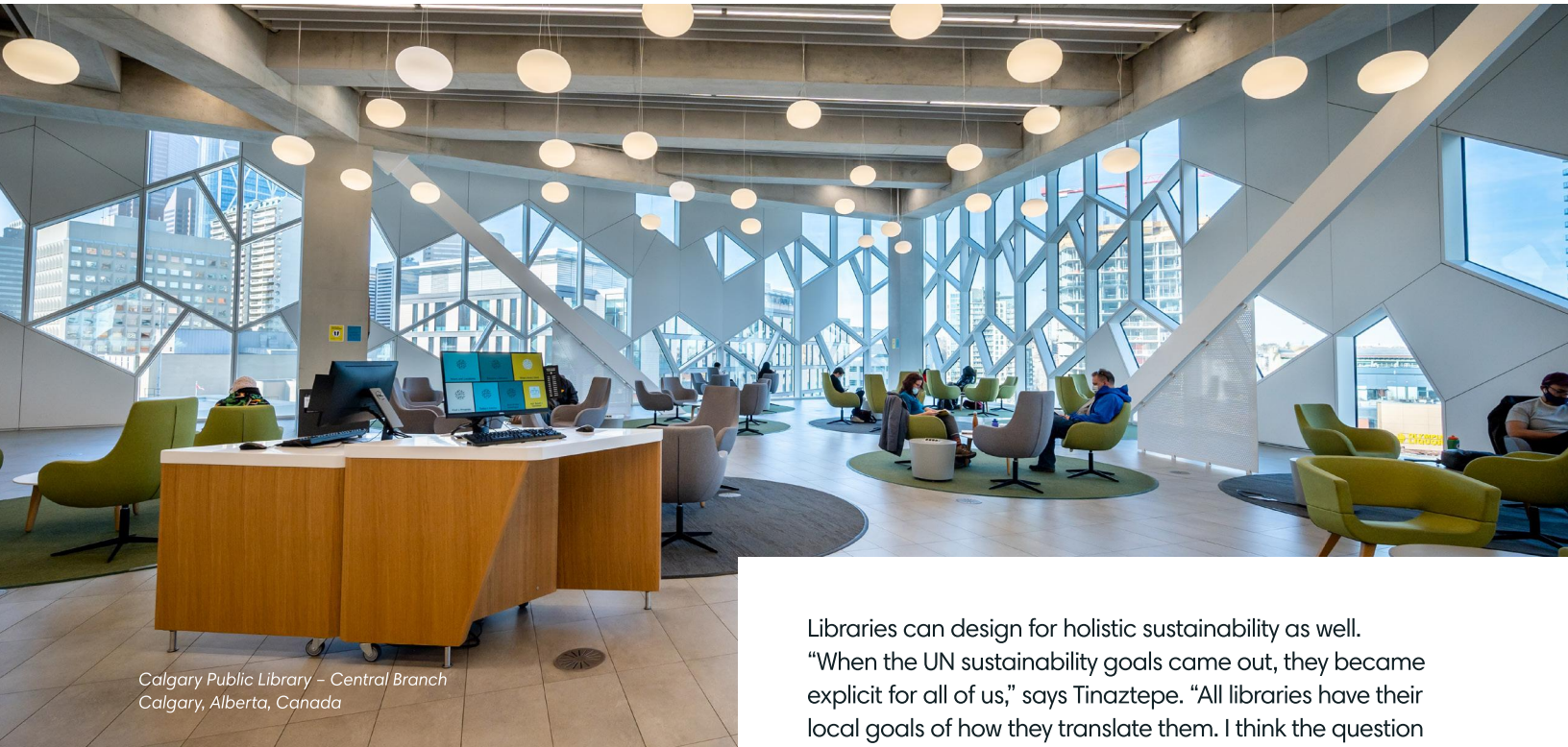
Adding climate change databases and literature to collections



Offering free holds and reducing the number of reference titles to lessen the need for patrons to move around the city



Reducing paper use when possible



Calgary Public Library – Central Branch
Calgary, Alberta, Canada

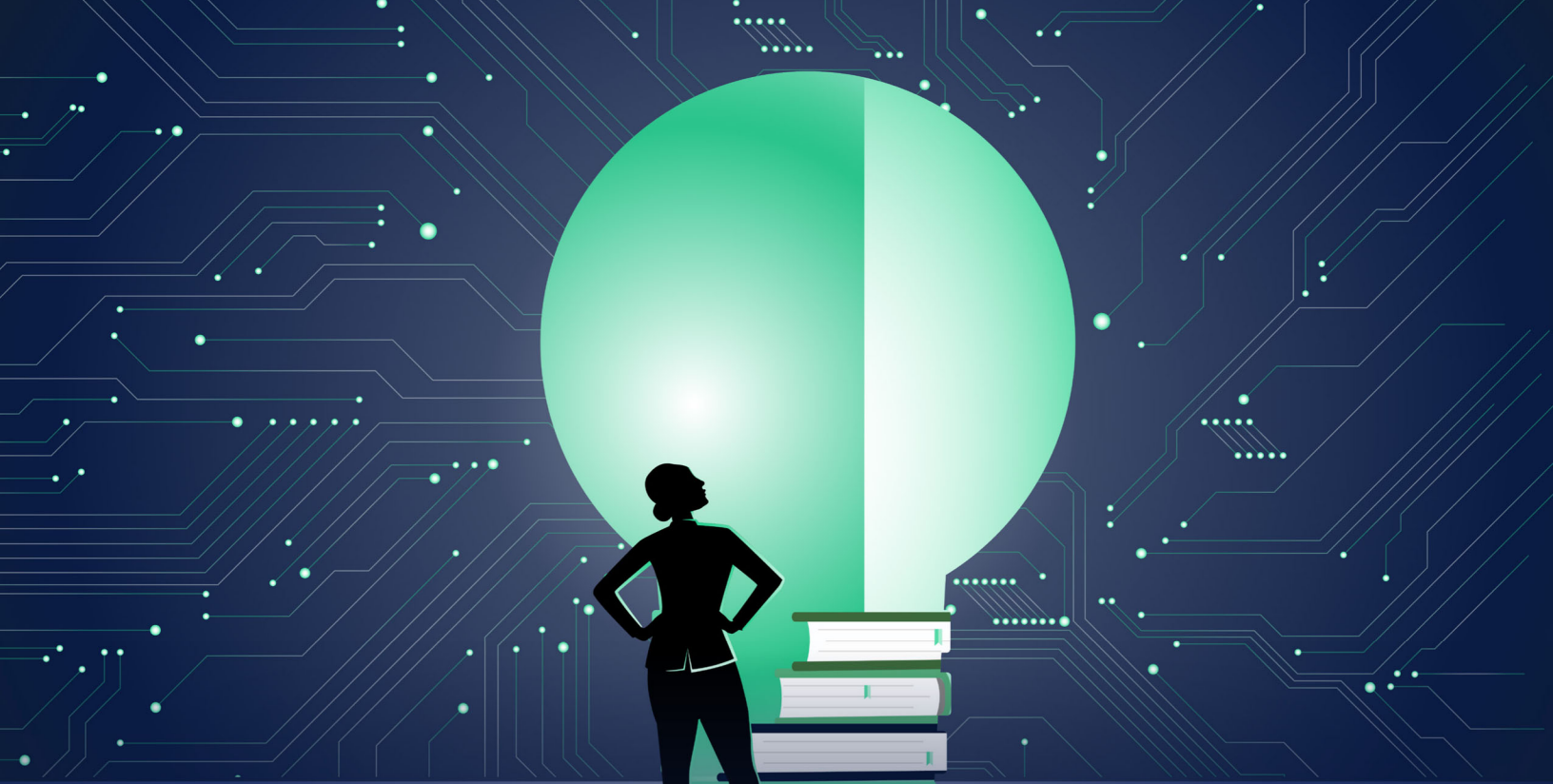
“I think it’s imperative for libraries to be able to find ways to capture their social impact and to be able to tell those stories[...] Libraries were and are the guarantor of the preservation of our intellectual heritage.”

Elif Tinaztepe

Libraries can design for holistic sustainability as well. “When the UN sustainability goals came out, they became explicit for all of us,” says Tinaztepe. “All libraries have their local goals of how they translate them. I think the question is how we as designers can support them by creating spatial solutions driven by their values and goals.” She gives the examples of designing safe and welcoming spaces to support gender equality, or supporting improved nutrition by designing gardens and outdoor space to feed and nourish the community.

Alongside these initiatives, it’s important that libraries show their return on investment for these efforts. “I think it’s imperative for libraries to be able to find ways to capture their social impact and to be able to tell those stories,” says Hallman. “It’s important to find the right sorts of measurements, the right sorts of qualitative and quantitative data points that can speak to the important work that’s happening.”

Thong echoes this, emphasizing how critical this is to secure future funding for such projects. “The library really has to rebrand or reposition itself as a revenue-generating entity for the country, rather than just a cost center for cultural initiatives,” he says. “The library may look into how it can add value to key social economic sectors or government ministries, where the social return on investment can be measured from their social impact tools. This will justify more funding to the libraries from taxpayers and from the government.”



04

CIVIC EMPOWERMENT & MEDIA LITERACY

We'll see a growing need for libraries as credible places of civic empowerment, both to foster democracy and prevent the spread of misinformation

LIBRARIES ARE UNIQUE in that they offer neutral ground for collaboration, fostering democratic practices in a way other civic institutions can't. "There's a general declining trust in institutions, and libraries are still thought of as being very credible places. By being the most credible, inclusive, unbiased democratic space, they also take on

a huge responsibility," says Tinaztepe. "As our societies are getting more and more polarized, libraries are the one place where we can all come together, regardless of our views, backgrounds and interests. The library is the one place that is actually made to bring us together, regardless of what we think."

The experts we spoke with highlighted the opportunities libraries have because they bring together such a diverse cross-section of people. The importance of sustaining democracy and cultivating media literacy remains consistent with our 2019 findings, though the demands on libraries with the rapid evolution of technology and algorithms continue to grow.

their beliefs and views, instead of opening their minds to explore new ideas or views. So the library actually has a very important role to play. That is to make available on-demand content that can be used in a neutral manner and that allows individuals to make their own informed and calculated critical decisions.”

Torres agrees: “Libraries are in the middle of confusion arising from the explosion of social networks, which libraries also use. There are several problems associated with these networks, like the issues of false information, not to mention the problem of internet security. This is a real risk, but also a possible opportunity for libraries — the task of providing reliable content with controlled information, information that matters.”

[Read more](#) ↘

[The dangers of uncritical media consumption](#)

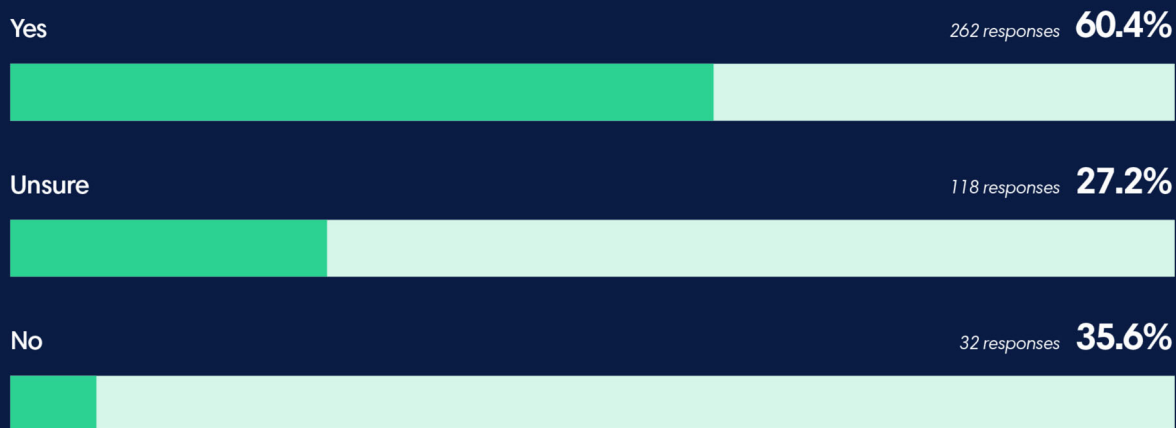
“I think many consumers will always be trapped within their echo chamber,” says Thong. “Especially by all kinds of clever algorithms that may constantly reinforce

We’ve heard from some experts that librarians will become important thought leaders — and possibly even social media influencers — as the need for credible information and media literacy grows.

WE ASKED

Do you feel ready to take on a more prominent role like this?

434 out of 434 people answered this question





How to cultivate media literacy within your library

We polled survey respondents for ideas to fight the spread of misinformation with libraries and communities. Here's what they said:

- Offer information literacy training to library patrons
- Within this training, emphasize the importance of finding relevant and reliable information sources and thinking critically
- Create displays or posters with information about misinformation online and how to assess digital media
- Teach children how to assess their sources and provide access to reliable sources
- Partner with teachers to teach media literacy at school

Media literacy resources ↘

- [The power of teacher and librarian collaborations](#) — article
- [MediaSmarts](#) — Canada's Centre for Digital and Media Literacy
- [Common Sense](#) — media literacy resources
- [UNESCO](#) — media and information literacy directory



05

DIGITAL TOOLS & TRAINING

Libraries will serve as important portals to new technology and training

IN 2019, WE STARTED exploring the impacts of advanced technologies on libraries and education, particularly focusing on blockchain and artificial intelligence. In 2021, the experts we spoke with focused more on tackling smaller, tangible steps that will help move libraries towards these broader and more technologically-advanced trends.

Thong highlighted the opportunities libraries have to be the first touchpoint for patrons accessing new, often intimidating, tools. "Artificial intelligence assisted learning and assessment is widely deployed now," he says. "A library may even be a mock-test center where one can do preliminary tests using AI. And then you have learning resources using AI that are made available."



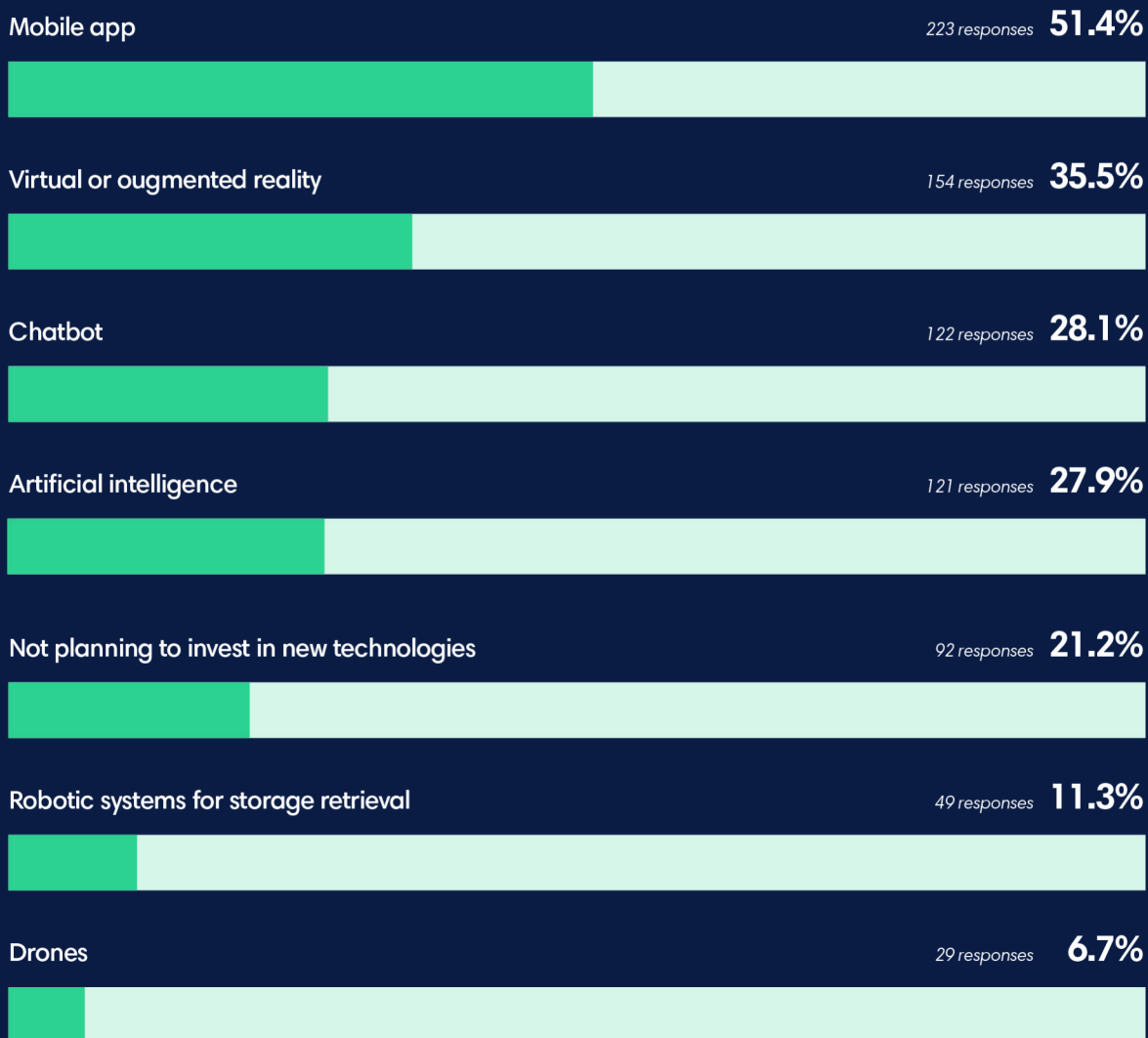
Hallman reminded us that partnerships with other organizations in the community can play a key role in breaking technology barriers — you don't need to have all of this expertise in-house. For example, his team wanted to support local entrepreneurs by helping them build and launch their websites. They partnered with two other organizations: one to provide business mentorship

and one to provide software and training for roughly 50 individuals. "So one of the very first programs that we're going to have is not even run by library staff," he explains. "Instead, the library is playing host to connect local entrepreneurs with the business community to help them get their websites up."

WE ASKED

Are you planning to incorporate any of the following new technologies in to your library experience in the next 5 years?

434 out of 434 people answered this question (with multiple choice)



What new services or community programming have you introduced, or are you planning to introduce in the next year?

73%

said remote access to library content (i.e. digital news tools, remote reference and information search services), the highest ranked response.

What is your primary budget priority right now?

28%

said digital content licences, the highest ranked response.

Lar-Son's focus is assessing digital tools in service to her patrons: British Columbia's Indigenous communities. In her case, she provides servers and hosting to house their digital heritage collections. Her ultimate aim is to empower Indigenous communities to take control of their own collections. Through this effort, she's exploring ways for them to upload their own content, learn new skills and create their own policies regarding access to their collections.

Libraries are also investing in digital content licences and tools to offer remote access to library content, much like what PressReader offers. "The affirmation of these digital reading methods, which imply changes in reading habits and reaching new audiences for reading, is a way forward for libraries," says Torres. "Libraries have already seen a greater demand for them, in recent times, due to the pandemic situation. These platforms even offer coverage of content in the local languages of the countries, far beyond the English language content, which is already more available."



“Electronic subscriptions and e-book spending greatly outpace that of print materials in libraries. I see that continuing to grow in the future,” says Thacker. “The library’s continued presence and existence quite literally depends on technology. To that end, I can see library workers at all levels across departments becoming more tech savvy in response to the changing times. “

Throughout these discussions, we also heard the importance of privacy and confidentiality. How will libraries continue to protect privacy and intellectual freedom as society becomes increasingly data-driven? For the libraries of the future, this will be a prevalent risk and challenge. “The library has to make critical decisions about what to store,” says Thong. “For what purpose? And who actually can access this information?”

“Electronic subscriptions and e-book spending greatly outpace that of print materials in libraries. I see that continuing to grow in the future.”

Juanita Thacker

PressReader for libraries ↘

With over 7,000 publications from over 120 countries, your patrons get instant digital access to the content they’re looking for. Our platform allows them to:

- Enjoy global, national, local and niche content in over 70 languages
- Automatically translate content from English to over 21 languages
- Listen on-the-go with audio features
- Read articles in their original format or in a text view
- Use WCAG 2.1 -certified accessibility features
- Read all their favorite publications in one place — and discover new content

Learn more about PressReader’s services for libraries [here](#).



06

WORKFORCE DEVELOPMENT

Libraries must continue to make important investments in their own workforce

NOTHING WITHIN THIS REPORT would be possible with the incredible library teams who make it all happen. We've seen just how much the role of librarians has evolved over time. They've been first responders as frontline workers during COVID-19. They are technology specialists and social media managers. They go beyond their official job descriptions every single day.

While this was relevant in 2019, we've found that it's even more pertinent today. Every expert we spoke with mentioned that there's a need to upskill the library workforce, not only to keep pace with technological, environmental and societal changes, but also to invest in

the personal and professional growth of such important individuals. Our survey respondents agreed: 61% of respondents plan to provide upskilling opportunities for their workforce within the next year. Another 15% plan to improve benefits programs and 13% plan to increase the compensation for their teams.

[Dive deeper](#) ↘

[7 ways to upskill the library workforce](#)



Improving library workspaces is another top priority. In fact, 40% of survey respondents plan to make this investment in the next year. “The library is a public space, but it’s also a workplace for so many people,” says Tinaztepe. “How can we design their workplaces so that they can work creatively and create programs and services? Libraries are increasingly using design thinking in their daily work. What does that workplace look like as opposed to the classic library workplace, where they sit in their offices? We should see library workplaces as an extension of the library.”

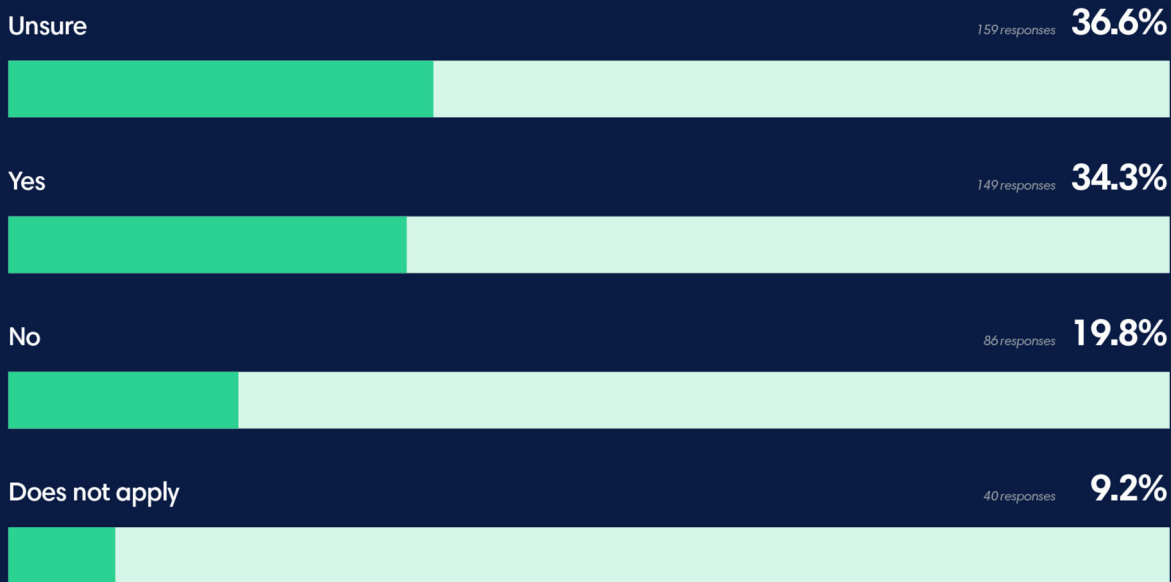
“The library is a public space, but it’s also a workplace for so many people.”

Elif Tinaztepe

WE ASKED

Do you have the necessary budget for those workforce investments?

434 out of 434 people answered this question



Looking forward

Through all of our research it's clear the only constant is that libraries will continue to evolve, but it will be a contextual evolution. While each of these themes is relevant on a global scale — and libraries can and should share their methodologies, experiences and strategies with each other — libraries will need to respond to their own contexts. “The library is unique in that it can be super global in its vision and incredibly local in its application,” says Tinaztepe. She highlights that the 2021 Systematic Joy of Reading Award went to the Za’atari Camp Libraries, the first library system worldwide to be run solely by refugees. What truly matters in the end is hyperlocal impact.

“I see a future where libraries will tackle global agendas, like inequality, poverty, sustainability, technology, democracy,” she continues. “That will be high on their agendas. But how they engage with their audiences...the format of it, the substance of it and how they will operate, will be completely different. I think the future will be as diverse as our imaginations allow us, and that is quite infinite.”

About PressReader

PressReader is the largest all-you-can-read platform of newspapers and magazines where people can discover relevant and trusted content from anywhere in the world — publications such as The Guardian, Newsweek, La Razon, Der Tagesspiegel, Los Angeles Times, Daily Mail, L'Équipe and Libération.

Using their phone, tablet or computer, readers can [browse content online](#) or download entire issues using the [PressReader app](#). They can subscribe for unlimited access, or get the full experience sponsored by one of its brand partners, like thousands of libraries around the world. Institutions that leverage the premium content platform to enhance their customers' experience – such as well-known libraries like Yale, Los Angeles Public Library, MIT Libraries, Princeton University and the New York Public Library.





November 25, 2022

Mr. David Blackmore
Tim Hortons
48 Queen Street
Cookstown, Ontario
L0L 1L0

Dear Mr. Blackmore:

On behalf of the Innisfil Public Library Board and Staff, I would like to thank you and *Tim Hortons* for once again, selecting *Innisfil Public Library, Cookstown Branch* as the beneficiary of the 2022 *Smile Cookie Campaign* fundraising efforts.

Our Board and Staff are overwhelmed by your continued generosity and support of the Library. We'd like to extend our deepest gratitude to you and your entire staff for so kindly supporting and caring for your community and your Library. Your dedication and generosity will benefit countless residents.

Attached is a photo from our September (virtual) Board meeting with our Smile Cookies!

Yours very truly,

A handwritten signature in black ink that reads "Anne Smith". The signature is written in a cursive, flowing style.

Anne Smith
Board Chair
Innisfil ideaLAB & Library



967 Innisfil Beach Road, Innisfil, Ontario, L9S 1V3
www.innisfilidealab.ca

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MANAGEMENT

2022 DISINFORMATION IN CANADA REPORT

This report investigates how disinformation is spread in Canada, with some comparisons to the U.S. It also explores the power and perceptions of disinformation, including its impact on trust in society, and who should be responsible for combatting it.

December 2022



METHODOLOGY

Methodology



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An online survey



2,003 Canadians



Completed between May 12 and May 22, 2022, using Leger's online panel. **The U.S. data included in this report comes from the Institute for Public Relations 2022 [Disinformation in Society Report](#).**



No margin of error can be associated with a non-probability sample (i.e., a web panel in this case).

For comparative purposes, though, a probability sample of 2003 respondents would have a margin of error of $\pm 2.2\%$, 19 times out of 20.

Leger's online panel

Leger's online panel has approximately 400,000 members nationally and has a retention rate of 90%. Poll aggregator 338Canada.com gave Leger the highest rating among all polling firms in Canada for the accuracy of its studies. (See <https://338canada.com/pollster-ratings.htm>.)

Quality control

Stringent quality assurance measures allow Leger to achieve the high-quality standards set by the company. As a result, its methods of data collection and storage outperform the norms set by WAPOR (The World Association for Public Opinion Research). These measures are applied at every stage of the project: from data collection to processing, through to analysis. We aim to answer our clients' needs with honesty, total confidentiality, and integrity.



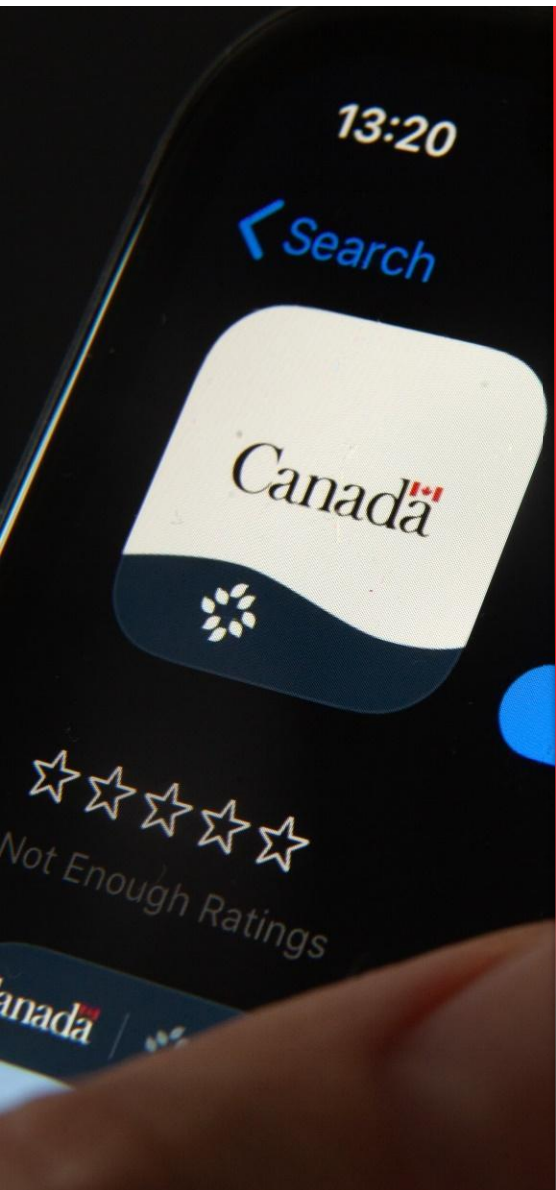
KEY FINDINGS



About the Study:

This report investigates how disinformation — defined as deliberately misleading or biased information — is spread in Canada and includes some comparisons to the U.S. It also explores the perceived breadth of reach and impact of disinformation on trust in society. The survey is based on the annual Institute for Public Relations (IPR) *Disinformation in Society* report conducted in the United States.

Based on the IPR study and this study, disinformation is increasingly a major problem in both countries. Therefore, understanding the power, perception, and factors that influence disinformation in Canada is important.



Key Findings



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6

CANADIAN BROADCAST NEWS OUTLETS ARE WELL-TRUSTED, BUT JOURNALISTS ARE SLIGHTLY LESS SO

- Canadian public-broadcaster *CBC* is ranked very highly by Canadians as a trusted source and one that combats disinformation well. Both *CBC News* and *CBC Radio* rank in the top-10 in both points as well, along with other broadcasters such as *CTV News* and *Global News*.
- However, journalists do not make the top-10 cut (although they're still up there, at 58%), indicating a slight disconnection of trust between media outlets and the individuals who prepare their news.

RUSSIAN AND CHINESE GOVERNMENTS ARE ONE OF THE TOP SOURCES THAT SPREAD DISINFORMATION, WHILE THE CANADIAN GOVERNMENT STRUGGLES TO COMBAT IT

- The Russian (86%) and Chinese governments (84%) are the least trusted sources and are also seen as the lead instigators of disinformation, with at least two-thirds of Canadians believing that they actively spread disinformation.
- While the Canadian government is a trusted source of news/information for nearly 3 in 5 (58%) Canadians, its ability to combat disinformation leaves many dissatisfied. Four-in-five (81%) feel the Canadian government should be very *responsible* for combatting disinformation, but only 2 in 5 (42%) feel it is *combatting* disinformation well.



Key Findings



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PERSONAL CONNECTIONS ARE KING, BUT SOCIAL MEDIA PLATFORMS ARE A DIFFERENT STORY

- Personal connections such as family (75%), “people like me” (74%), and friends (71%) come out on top when it comes to trusted sources of news/information. With the social media sites where these trusted individuals may share news/information with others, trust takes a dive, with at least two-thirds of Canadians having none or not much trust in Facebook (76%), Instagram (64%), and Twitter (63%).

WHILE INDIVIDUALS ARE SEEN TO COMBAT DISINFORMATION WELL, THE RESPONSIBILITY TO DO SO IS ELSEWHERE

- While “people like me” (52%), family (49%), and friends (43%) are among the top-10 sources perceived to be successfully combatting disinformation in the media, there is a lack of public expectation to do so – with media, politicians, and journalists seen as the top sources that should assume this responsibility.
- Almost one-quarter (23%) of Canadians do not feel any personal responsibility to combat disinformation, especially younger Canadians (31% of those under 35 years of age vs. 20% of those 35+).



Key Findings

DISINFORMATION IS NEGATIVELY IMPACTING CANADIANS' CONSUMPTION OF NEWS – PUSHING SOME TO SEEK NEWS ELSEWHERE

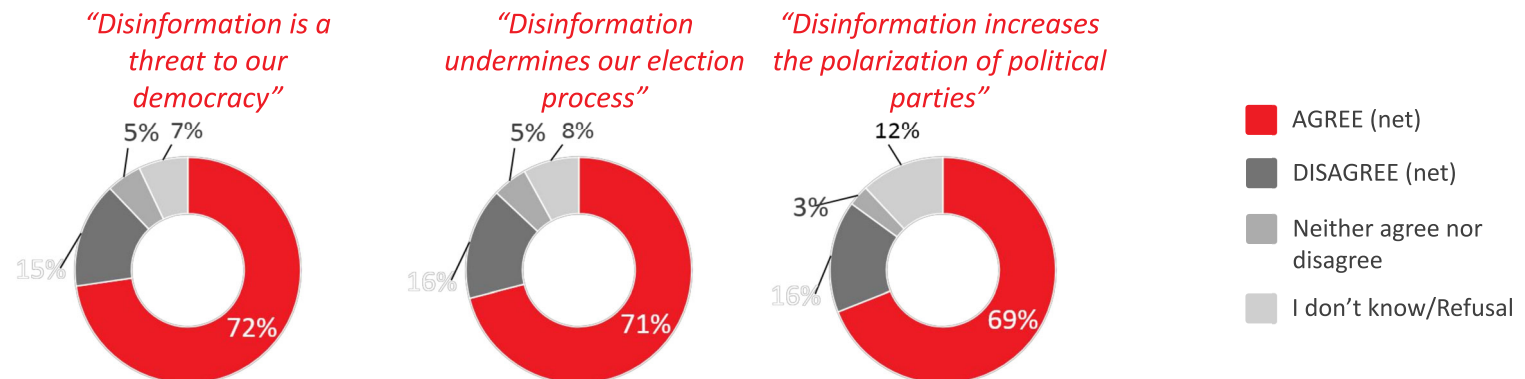
- More than one-quarter (28%) avoid watching/reading/listening to the news because of disinformation, while 1 in 7 (16%) are more likely to read news from non-Canadian sources because of perceived disinformation in Canadian media.

COVID-19 HAS TURNED INTO A DISINFORMATION MAGNET, RESULTING IN A LONGER PANDEMIC

- Three-quarters (76%) feel there's a lot of disinformation about the COVID-19 vaccine, while two-thirds (66%) feel that disinformation will prolong the pandemic.

DISINFORMATION IS SEEN AS A THREAT TO SEVERAL KEY ASPECTS OF CANADIAN LIFE

- More than two-thirds believe that disinformation threatens Canadian democracy (72%), election processes (71%), and furthers the polarization of political parties (69%).

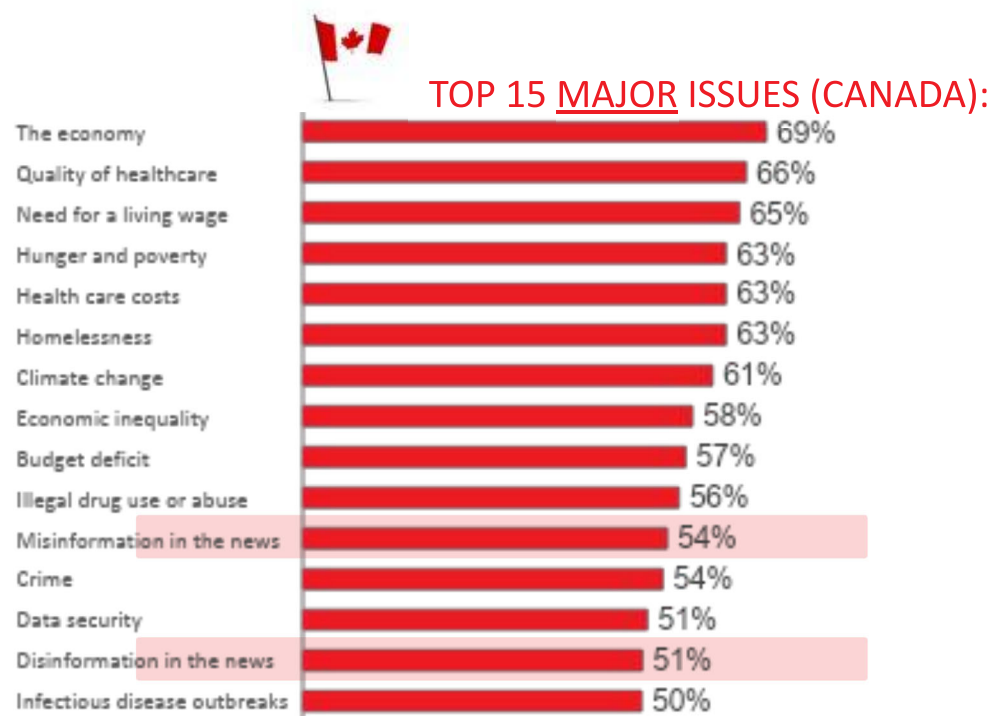




DETAILED RESULTS
Top Major Issues in Canada

Top MAJOR issues in Canada

At least half of Canadians feel that the economy, quality of healthcare, the need for a living wage, hunger and poverty, health care costs, homelessness, climate change, economic inequality, the budget deficit, illegal drug use or abuse, misinformation in the news, crime, data security, disinformation in the news, and/or infectious disease outbreaks are *major* problems in the country. The top major issue is the economy, followed by other financial fluidity concerns.



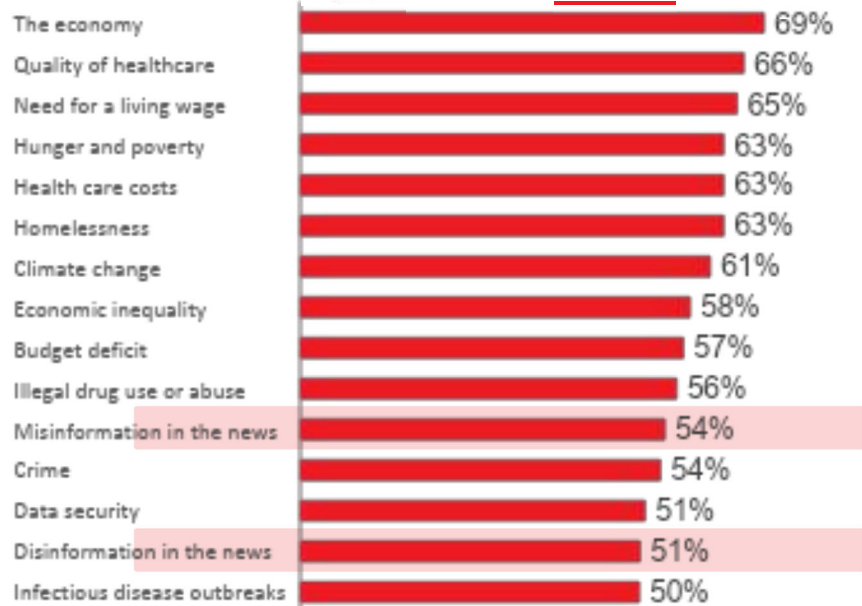
Q2: In your view, to what degree are each of the following a problem in Canada? Base: ALL (Canadians n=2003). **Please note: Each variable is n=1000-1003*

Top MAJOR issues in Canada and the U.S.

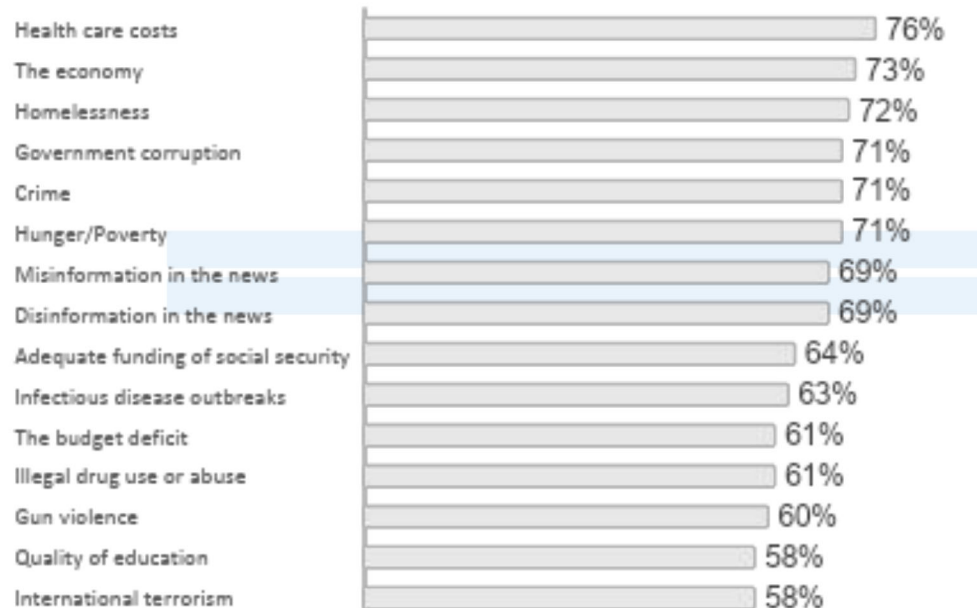
Americans also view health care costs (76%), the economy (73%), hunger and poverty (71%), and homelessness (72%) as their country's top 10 major problems, significantly higher than Canadians. Notably, misinformation and/or disinformation in the news ranks significantly higher as a major problem among Americans than Canadians, with both issues garnering the same percentages. Canadians rank misinformation as slightly more of an issue than disinformation.



TOP 15 MAJOR PROBLEMS (CANADA):



TOP 15 MAJOR PROBLEMS (U.S.):

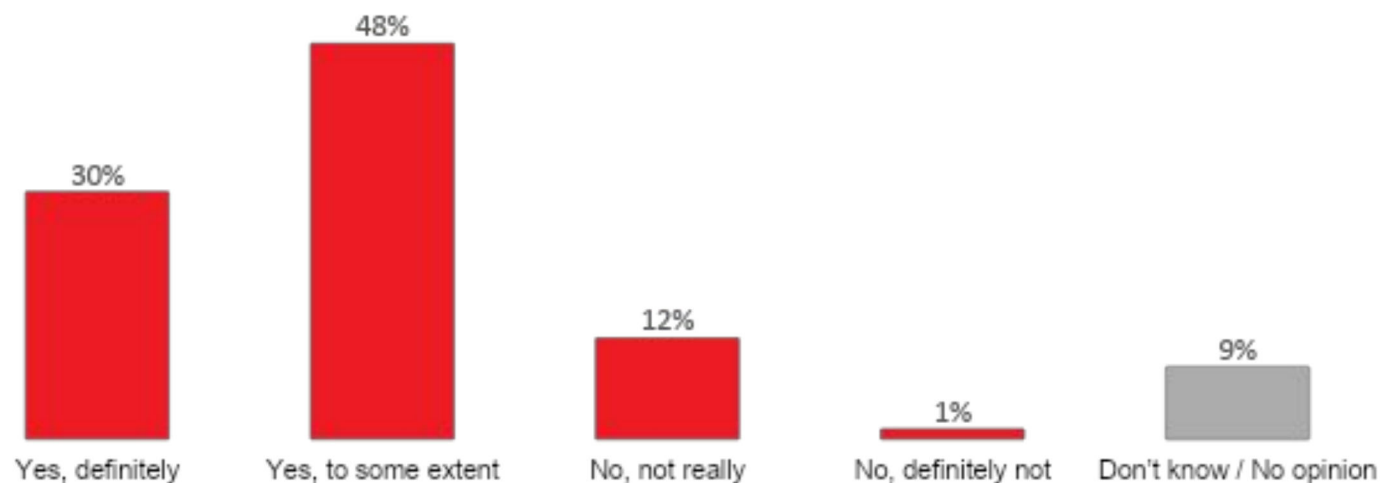


Q2: In your view, to what degree are each of the following a problem in [Canada/U.S.]? Base: ALL (Canadians n=2003 | Americans n=2200). **Please note: Each variable is n=1000-1003*

Four-in-five Canadians feel that misinformation and disinformation are problems in Canada

More than three-quarters (78%) of Canadians feel that “news or information that misrepresents reality or is false” is a problem in the country. Those who use social media are much more likely than those who don’t to believe it’s a problem (79% vs. 68%), as are New Democrats compared to those from other parties (84% vs. 78%). **Notably, Americans are much more likely than Canadians to believe that misinformation and disinformation are a problem in their country (87%).**

“Is news or information that misrepresents reality or is false a problem in Canada?”



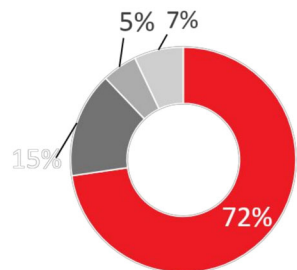
Q9: Is news or information that misrepresents reality or is false a problem in Canada? Base: ALL (n=2003).



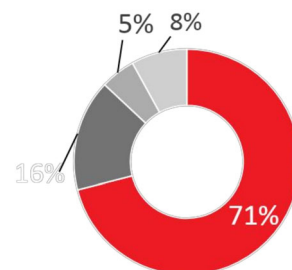
DETAILED RESULTS
Impact of Disinformation in Canada

More than two-thirds of Canadians believe that disinformation threatens Canadian democracy, undermines election processes, and polarizes political parties

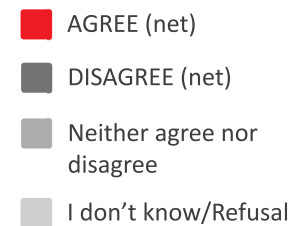
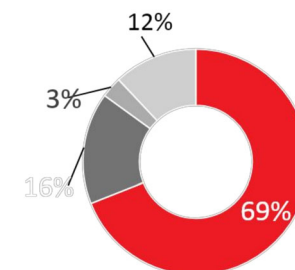
“Disinformation is a threat to our democracy”



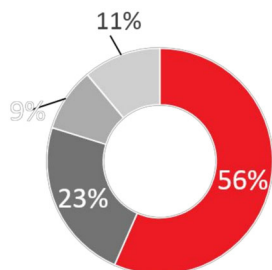
“Disinformation undermines our election process”



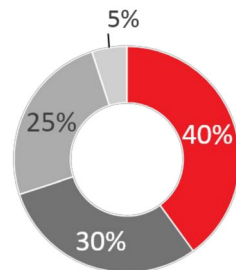
“Disinformation increases the polarization of political parties”



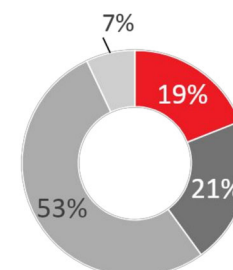
“Disinformation infringes on human rights”



“Encountering disinformation makes me feel anxious or stressed”





“Concerns about disinformation in society are exaggerated”



Q13: How much do you agree or disagree with the following statements? Base: ALL (n=2003).

Concern about the impact of disinformation on various aspects of politics is high in Canada and the U.S.

Americans are much more likely than Canadians to agree that disinformation infringes on human rights (63% vs. 56%), and they feel more stressed/anxious when encountering it (52% vs. 40%). Additionally, more Americans believe that concerns about disinformation in society are exaggerated (25% vs. 19%). Both countries have a high level of concern about disinformation threatening their democracy, undermining their election process, and polarizing their political parties.

% Agree...	 Canadians	 Americans
"Disinformation is a threat to our democracy"	72%	75%
"Disinformation undermines election process"	71%	73%
"Disinformation increases the polarization of political parties"	69%	71%
"Disinformation infringes on human rights"	56%	63%
"Encountering disinformation makes me feel anxious or stressed"	40%	52%
"Concerns about disinformation in society are exaggerated"	19%	25%

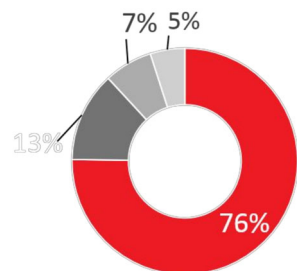
 Significantly higher

Q13: How much do you agree or disagree with the following statements? Base: ALL (Canadians n=2003 | Americans n=2200).

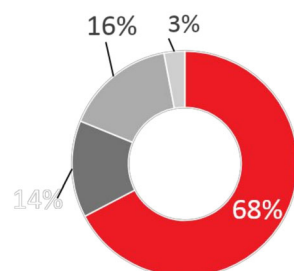
Three-quarters of Canadians feel that there's a lot of disinformation about COVID-19

Liberals (83%) and New Democrats (82%) are more likely than Conservatives (59%) to believe that wearing a mask prevents the spread of COVID-19 -- while Conservatives (30%) are more likely than Liberals and New Democrats (13% each) to believe that wearing a mask does not.

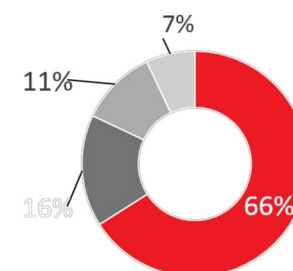
"Much disinformation exists about the COVID-19 vaccination"



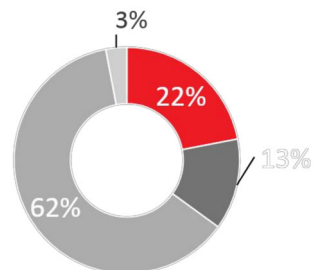
"Wearing a mask prevents the spread of COVID-19"



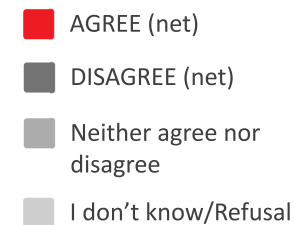
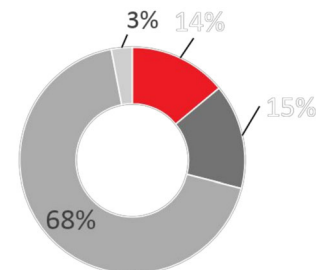
"Disinformation will prolong the COVID-19 pandemic"



"Wearing a mask does not prevent the spread of COVID-19"



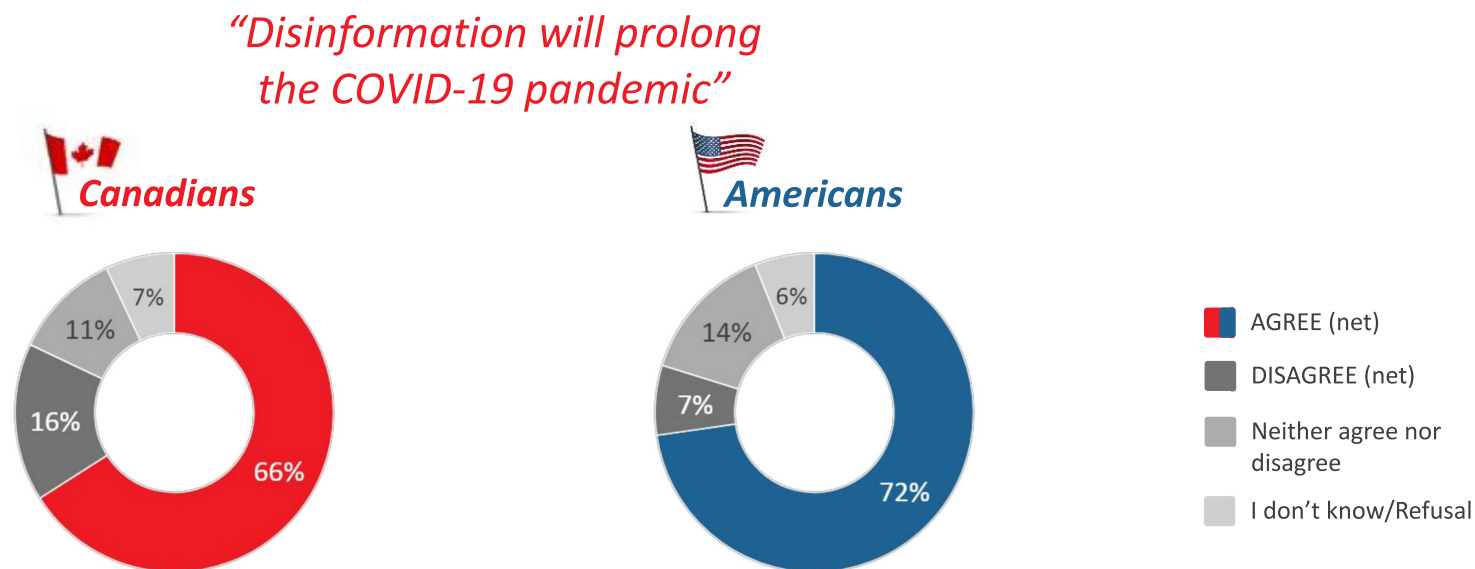
"COVID-19 is over"



Q13: How much do you agree or disagree with the following statements? Base: ALL (n=2003).

Americans are more concerned about the impact that disinformation has on the duration of the COVID-19 pandemic than Canadians

Nearly three-quarters (72%) of Americans, compared to two-thirds (66%) of Canadians, agree that disinformation will prolong the pandemic.*



*Note: The Canadian survey was conducted between May 12 and May 22, 2022, whereas the American survey was conducted November 10 and 14, 2021.

Q13: How much do you agree or disagree with the following statements? Base: ALL (Canadians n=2003 | Americans n=2200).

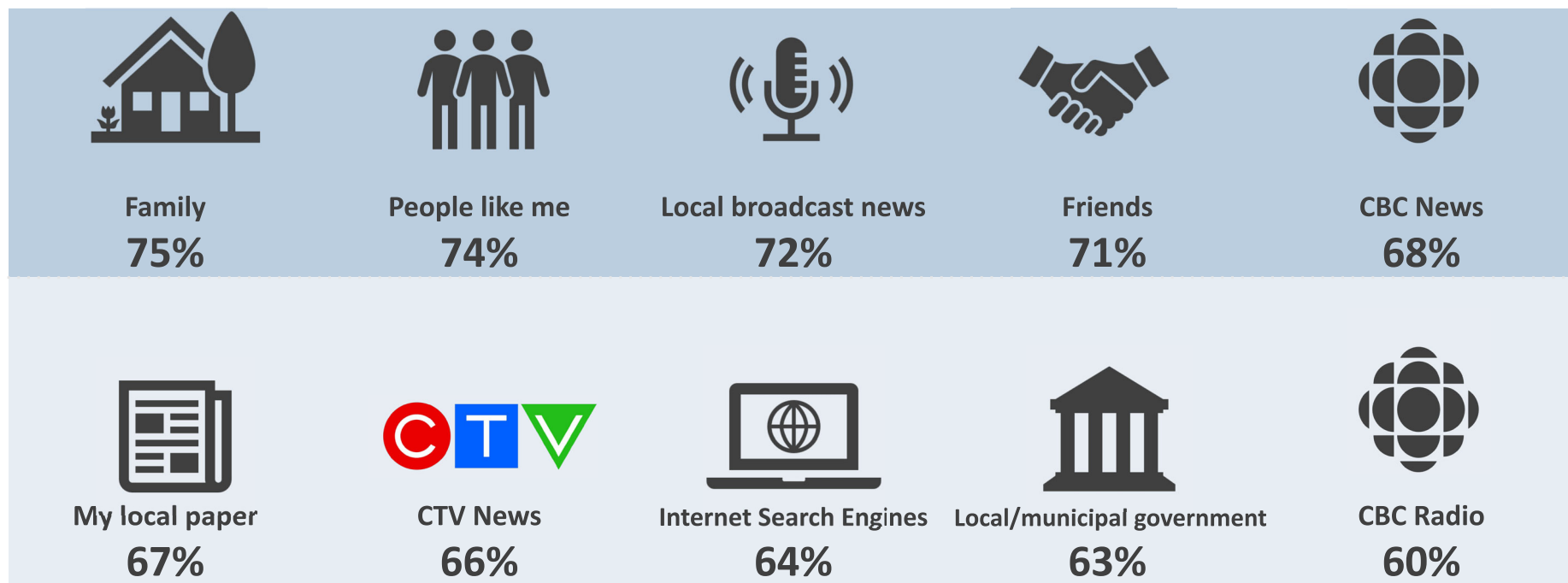


DETAILED RESULTS
Trust in Sources in Canada

Families and “people like me” are most trusted sources

Canadians place their trust in personal connections the most -- with family, people like them, and friends landing in the top four most trusted sources. “A lot” of trust was harder to come by, with top sources mainly garnering “some” trust. Media sources were notably abundant within the top 10, taking up half of the spots.

TOP 10 TRUSTED* SOURCES





Q1: Typically, how much do you trust the following sources to provide you with accurate news or information? Base: ALL (n=2003). *Please note: Each variable is n=500-502*

*TRUSTS
[a lot + some]

Canadians are more trusting of local sources than Americans

Both countries agree on seven of the top 10 trusted sources. **Americans place a lot of trust in people (family, friends, and people like me), whereas Canadians are significantly more likely to trust local sources (local broadcast news, newspapers, and government). While both trust the internet, Americans (72%) trust search engines more than Canadians (64%).**

Top seven trusted sources (based on Canada's top-10)

	 Canadians	 Americans
Family	75%	79%
People like me	74%	73%
Local broadcast news	72%	64%
Friends	71%	74%
Local newspapers	67%	63%
Internet search engines	64%	72%
Local government	63%	54%

Q1: Typically, how much do you trust the following sources to provide you with accurate news or information? Base: ALL (Canadians n=2003 | Americans n=2200). *Please note: Each variable is n=500-502 **Please note: Three of the top-10 sources listed by Canadians were not shown in the American survey.

  Significantly higher

Trusted sources: Canadian Political Parties



Compared to *all other parties*, Liberals are significantly more likely to trust...

- Justin Trudeau
- Canadian government
- *The Globe and Mail*
- CNN
- journalists

Top trusted source:

- Local broadcast news (84%)



Compared to *all other parties*, Conservatives are significantly more likely to trust...

- *The Sun*
- *Rebel News*
- family
- *Fox News*
- *Breitbart*

Top trusted source:

- Family (84%)



Compared to *all other parties*, New Democrats are significantly more likely to trust...

- local/municipal government
- *The Toronto Star*
- internet search engines
- *CTV News*
- colleges and universities

Top trusted source:

- Local/Municipal government (86%)



Top trusted source:**

- local paper (92%)



Top trusted source:**

- *CBC Radio* (100%)



Top trusted source:**

- family (93%)

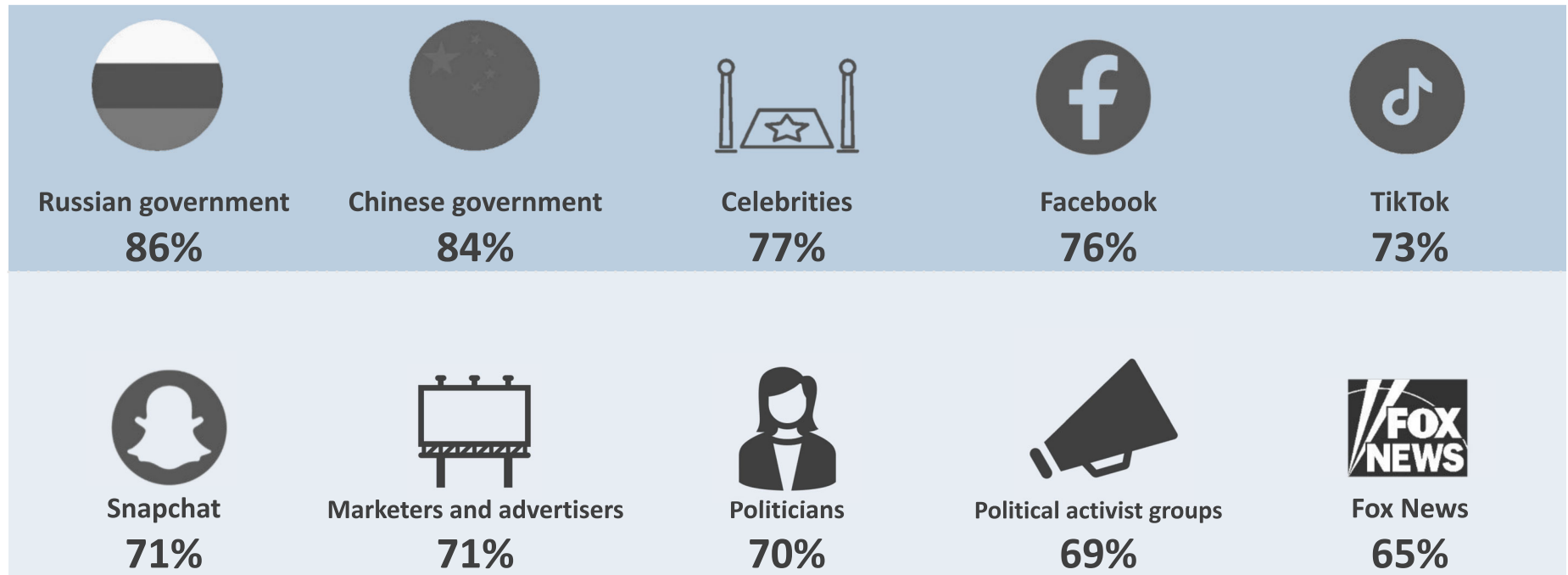
Q1: Typically, how much do you trust the following sources to provide you with accurate news or information? Base: ALL (n=2003).

*Please note: Each variable is n=500-502 . **NOTE: Small bases here. Interpret with caution.

Certain foreign governments and social media platforms are least trusted sources

The top two least-trusted sources are the Russian government and the Chinese government, with more than 4 in 5 Canadians not trusting these. Social media platforms create a strong lack of trust among Canadians, with Facebook (76%), TikTok (73%), and Snapchat (71%) landing themselves in the top 10 of distrusted sources. Politics also has a part to play here, with both politicians (70%) and political activist groups (69%) being mentioned.

TOP 10 LEAST-TRUSTED* SOURCES





**DOES NOT TRUST
[Not much + not at all]*

Q1: Typically, how much do you trust the following sources to provide you with accurate news or information? Base: ALL (n=2003). **Please note: Each variable is n=500-502*

Canadians are more likely to be distrustful of several social media platforms than Americans

Canadians are significantly more distrustful than Americans when it comes to certain sources, such as foreign governments like Russia (86% vs. 73%) and China (84% vs. 74%), as well as social media platforms like Facebook (76% vs 55%), TikTok (73% vs. 58%), and Snapchat (71% vs. 51%). Notably, lack of trust of politicians is similar between the two countries.

Top 10 least-trusted sources (based on Canada's top-10)

	 Canadians	 Americans
Russian government**	86%	73%
Chinese government**	84%	74%
Celebrities	77%	63%
Facebook**	76%	55%
TikTok	73%	58%
Snapchat	71%	51%
Marketers and advertisers	71%	59%
Politicians	70%	68%
Political activist groups	69%	56%
Fox News	65%	50%

Q1: Typically, how much do you trust the following sources to provide you with accurate news or information? Base: ALL (Canadians n=2003 | Americans n=2200). *Please note: Each variable is n=500-502 **Made the top-five in both countries

  Significantly higher



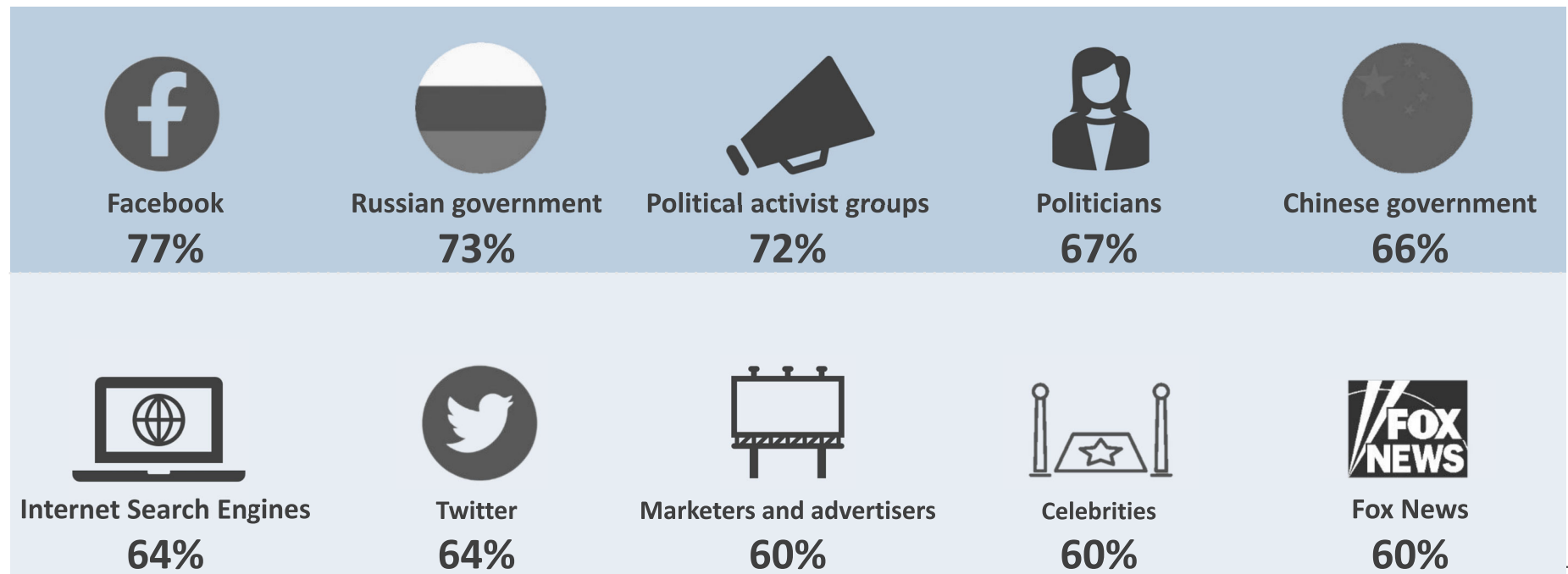
DETAILED RESULTS

Spreading and Combatting Disinformation

Distrusted sources are most responsible for spreading disinformation to the public

Facebook, the Russian government, political activist groups, politicians, and the Chinese government were reported by at least two-thirds of Canadians to be at least “somewhat responsible” for spreading disinformation. Internet search engines and some social media platforms were three of the top 10 main entities responsible for this spread, with Facebook being the main perceived culprit.

TOP 10 **RESPONSIBLE*** FOR SPREADING DISINFORMATION:



*RESPONSIBLE
[Very + somewhat]



Q3: To what extent do you believe each of the following are responsible for spreading **disinformation** to the public? Base: ALL (n=2003).

*Please note: Each variable is n=500-502

Americans are much more likely than Canadians to feel that politicians are responsible for spreading disinformation

Of each country's top 10, both agree on eight sources as being most responsible for spreading disinformation, with Internet search engines and Twitter being the two sources that crack the top-10 list for Canadians, but not Americans. While Americans (63%) blame the Russian government less than Canadians (73%), they are more negative about their politicians' involvement with disinformation (77% vs. 67%). Both countries feel relatively the same about celebrities, the Chinese government, marketers/advertisers, and Fox News' level of responsibility for spreading disinformation.

Top 10 sources spreading disinformation (based on Canada's top-10)

	 Canadians	 Americans
Facebook	77%	72%
Russian government	73%	63%
Political activist groups	72%	66%
Politicians	67%	77%
Chinese government	66%	64%
Internet search engines	64%	59%
Twitter	64%	60%
Marketers and advertisers	60%	61%
Celebrities	60%	63%
Fox News	60%	61%

Q3: To what extent do you believe each of the following are responsible for spreading **disinformation** to the public? Base: ALL (Canadians n=2003 | Americans n=2200)

*Please note: Each variable is n=500-502.

  Significantly higher

Spreading disinformation: Canadian Political Parties



Compared to *all other parties*, Liberals are significantly more likely to say that disinformation is spread by...

- Family
- Russian government
- People like me
- Friends

Top source of disinformation :

- Russian government (85%)



Top source of disinformation:**

- Politicians (83%)



Compared to *all other parties*, Conservatives are significantly more likely to say that disinformation is spread by...

- Canadian government
- Federal agencies
- Justin Trudeau
- *CBC News*
- *CTV News*

Top source of disinformation:

- Facebook (79%)



Top source of disinformation:**

- Facebook (87%)



Compared to *all other parties*, New Democrats are significantly more likely to say that disinformation is spread by...

- Instagram
- YouTube
- Snapchat

Top source of disinformation:

- Political activist groups (80%)



Top source of disinformation:**

- *CBS News* (100%)
- Federal agencies (100%)

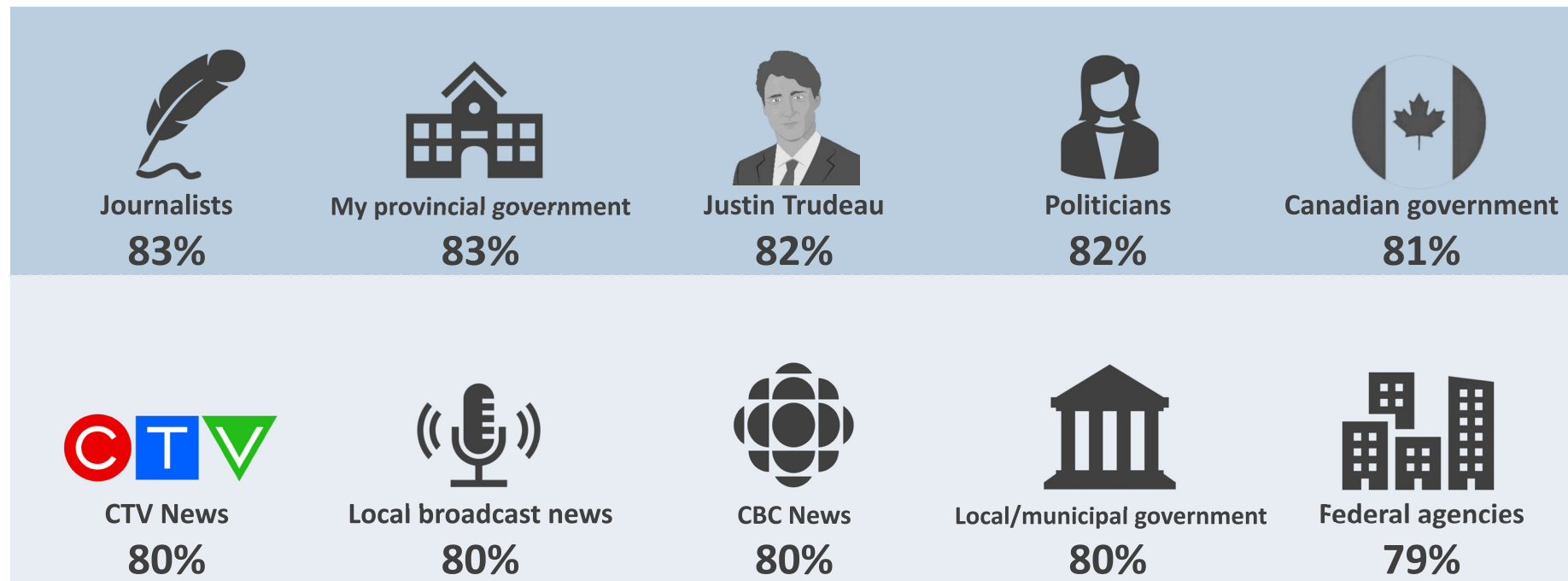
Q3: To what extent do you believe each of the following are responsible for spreading **disinformation** to the public? Base: ALL (n=2003).

**Please note: Each variable is n=500-502 **NOTE: Small bases here. Interpret with caution.*

Journalists and government entities should be responsible for combatting disinformation

Journalists (83%) were seen as the top entity that should be at least “somewhat responsible” for combatting disinformation in the media, with two-thirds of Canadians feeling that journalists should be “very” responsible (62%). Journalists and the provincial government are placed before Justin Trudeau in terms of responsibility.

TOP 10 SOURCES THAT SHOULD BE AT LEAST “SOMEWHAT RESPONSIBLE” FOR **COMBATTING** DISINFORMATION



SHOULD BE RESPONSIBLE FOR
COMBATTING
[Very + somewhat]

Q5: How responsible SHOULD each of the following be in combatting **disinformation** in the media? Base: ALL (n=2003). *Please note: Each variable is n=500-502

Canadians and Americans are aligned when it comes to which sources should be responsible for combatting disinformation

There is virtually no difference between who Americans and Canadians think should be responsible for combatting disinformation. Both feel journalists, their national leaders, the government, and federal agencies are some of the top culpable sources.

Top five sources that should be responsible (based on Canada's top-10)

	 Canadians	 Americans
Journalists	83%	80%
President/Prime Minister	82%	80%
Federal agencies	79%	78%
National government	81%	82%
Local broadcast news	80%	80%

Q5: How responsible SHOULD each of the following be in combatting **disinformation** in the media? Base: ALL (Canadians n=2003 | Americans n=2200). *Please note: Each variable is n=500-502 **Please note: Five of the top-10 sources listed by Canadians were not shown in the American survey.

  Significantly higher

Should combat disinformation: Canadian Political Parties



Compared to *all other parties*, Liberals are significantly more likely to believe that disinformation should be combatted by...

- TikTok
- People not like them
- Business CEOs
- Celebrities
- Reddit

Top source that should combat disinformation:

- Justin Trudeau (94%)



Top source should combat disinformation**:

- Local paper (97%)



Compared to *all other parties*, Conservatives are significantly more likely to believe that disinformation should be combatted by...

- Major companies/corporations
- Local broadcast news
- Internet search engines
- Colleges and universities
- CNN

Top source that should combat disinformation:

- Provincial government (88%)



Top source should combat disinformation**:

- Journalists (96%)



Compared to *all other parties*, New Democrats are significantly more likely to believe that disinformation should be combatted by...

- Instagram
- Internet search engines
- People like me
- Yahoo! News/Breitbart
- Snapchat

Top source that should combat disinformation:

- Journalists (91%)



Top source should combat disinformation**:

- Federal agencies (97%)

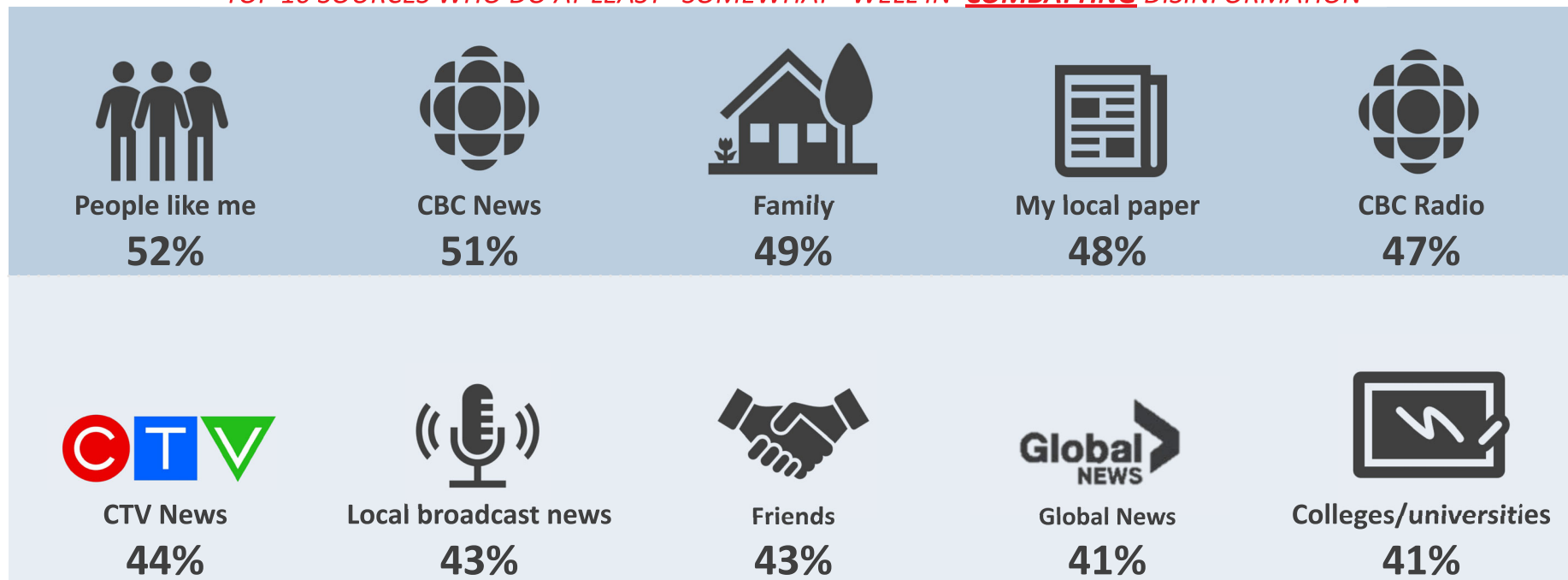
Q5: How responsible SHOULD each of the following be in combatting **disinformation** in the media? Base: ALL (n=2003).

*Please note: Each variable is n=500-502 . **NOTE: Small bases here. Interpret with caution.

Does well to combat disinformation in the media

About half of the respondents say that “people like me,” *CBC News*, family, their local newspaper, and *CBC Radio* do well when it comes to combatting disinformation in the media. **Americans are similarly likely to feel that “people like me” (58%), local newspapers (48%), and journalists (41%) are combatting disinformation at least “somewhat well,” but are significantly more likely to say that internet search engines are doing well (42%) compared to Canadians (25%).** Conservatives in Canada were much less likely than other political parties to say that journalists combat information well (27% vs. 42%) or the Canadian government (28% vs. 49%). Notably, almost all top-10 trusted sources for accurate news/information are in this top-10 list as well, with *Global News* and colleges/universities being the only entities not to be among the top-10 trusted sources.

TOP 10 SOURCES WHO DO AT LEAST “SOMEWHAT” WELL IN COMBATTING DISINFORMATION





COMBATS WELL
[Very + somewhat]

Q4: How well do each of the following combat **disinformation** in the media? Base: ALL (n=2003). *Please note: Each variable is n=500-502

Americans are more likely than Canadians to believe that their peers are combatting disinformation well

Americans (58%) are more likely than Canadians (52%) to feel that “people like me” and the local broadcast news (51% of Americans vs. 43% of Canadians) are combatting disinformation at least “somewhat well.”

Top four sources that do at least somewhat well at combatting disinformation (based on Canada’s top-10)

	 Canadians	 Americans
People like me	52%	58%
Local newspaper	48%	48%
Local broadcast news	43%	51%
Colleges/universities	41%	38%

  Significantly higher

Q4: How well do each of the following combat **disinformation** in the media? Base: ALL (Canadians n=2003 | Americans n=2200).

*Please note: Each variable is n=500-502 . **Please note: Six of the top-10 sources listed by Canadians were not shown in the American survey.

Combats disinformation: Canadian Political Parties



Compared to *all other parties*, Liberals are significantly more likely to believe that disinformation is being combatted by...

- Justin Trudeau
- *Global News*
- Federal agencies
- *CNN*
- Canadian government/*The Globe and Mail*

Top source combatting disinformation:

- *CBC News/Radio* (65%)



Top source combatting disinformation:**

- *CBC News* (73%)



Compared to *all other parties*, Conservatives are significantly more likely to believe that disinformation is being combatted by...

- Facebook
- *Rebel News*
- YouTube
- *Fox News*
- *Breitbart*

Top source combatting disinformation:

- People like me (56%)



Top source combatting disinformation:**

- *CBC News* (71%)



Compared to *all other parties*, New Democrats are significantly more likely to believe that disinformation is being combatted by...

- Local broadcast news
- *Politico*
- Political activist groups
- Canadian government
- *CBC News/UK government/Buzzfeed*

Top source combatting disinformation:

- *CBC News* (59%)



Top source combatting disinformation:**

- Family (61%)

Q4: How well do each of the following combat **disinformation** in the media? Base: ALL (n=2003).

*Please note: Each variable is n=500-502 . **NOTE: Small bases here. Interpret with caution.

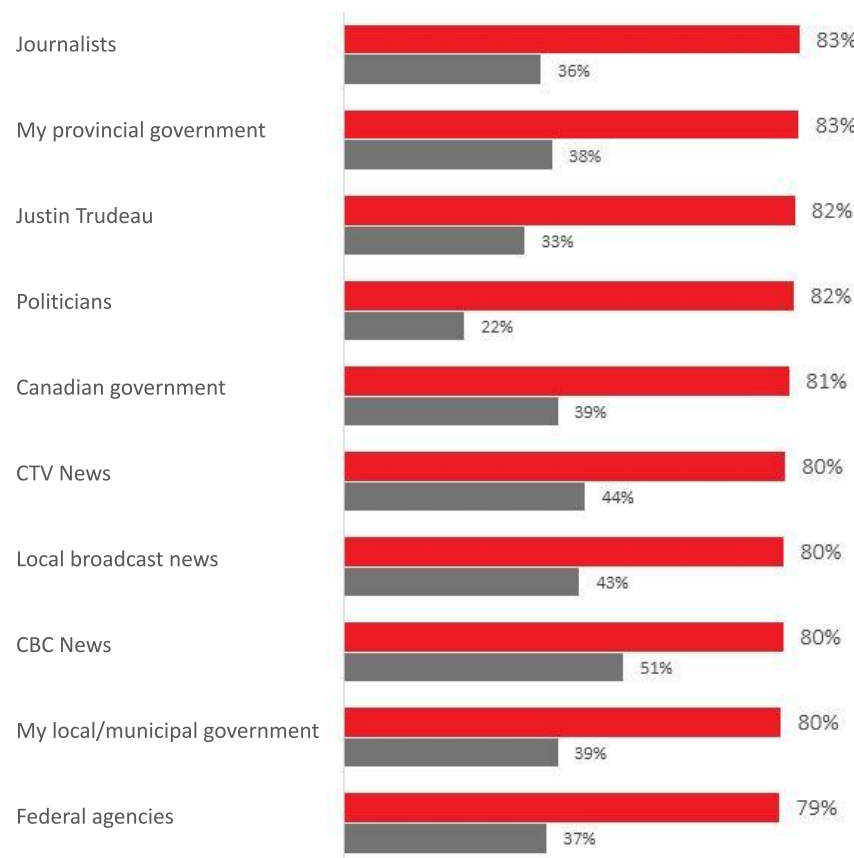
Should be responsible for combatting disinformation in the media

vs.

Does well to combat disinformation in the media

The expected responsibility of each to combat disinformation in the media far outweighs the actual performance. Every entity has a significantly higher perceived sense of responsibility by the Canadian public than its perceived behavior, **a stark gap that is also seen in the U.S. findings.**

TOP-10: SHOULD BE RESPONSIBLE FOR COMBATTING DISINFORMATION IN THE MEDIA

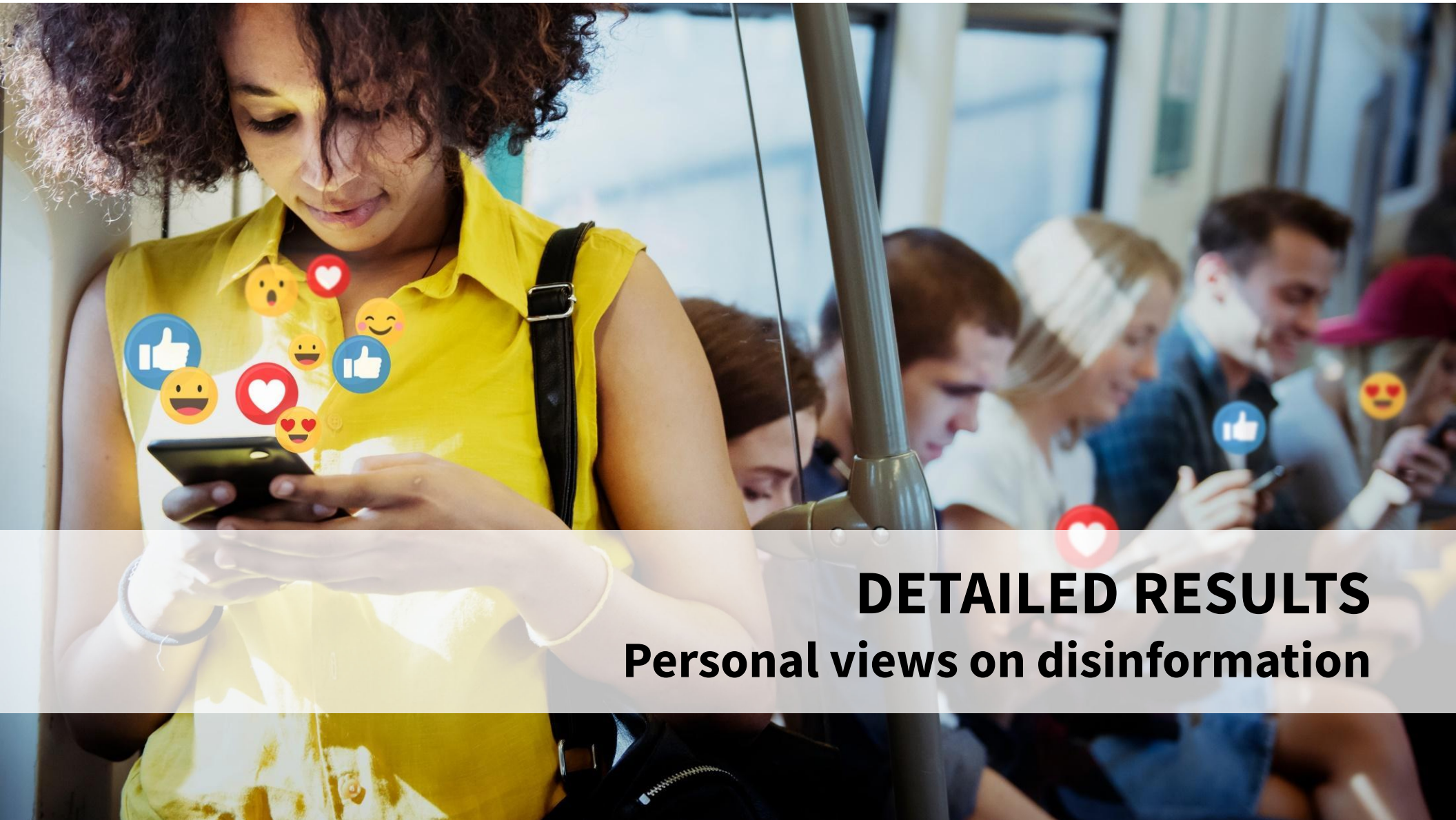


SHOULD BE RESPONSIBLE FOR COMBATTING
[Very + somewhat]

COMBATS WELL
[Very + somewhat]

Q5: How responsible SHOULD each of the following be in combatting **disinformation** in the media? Base: ALL (n=2003). *Please note: Each variable is n=500-502

Q4: How well do each of the following combat **disinformation** in the media? Base: ALL (n=2003). *Please note: Each variable is n=500-502



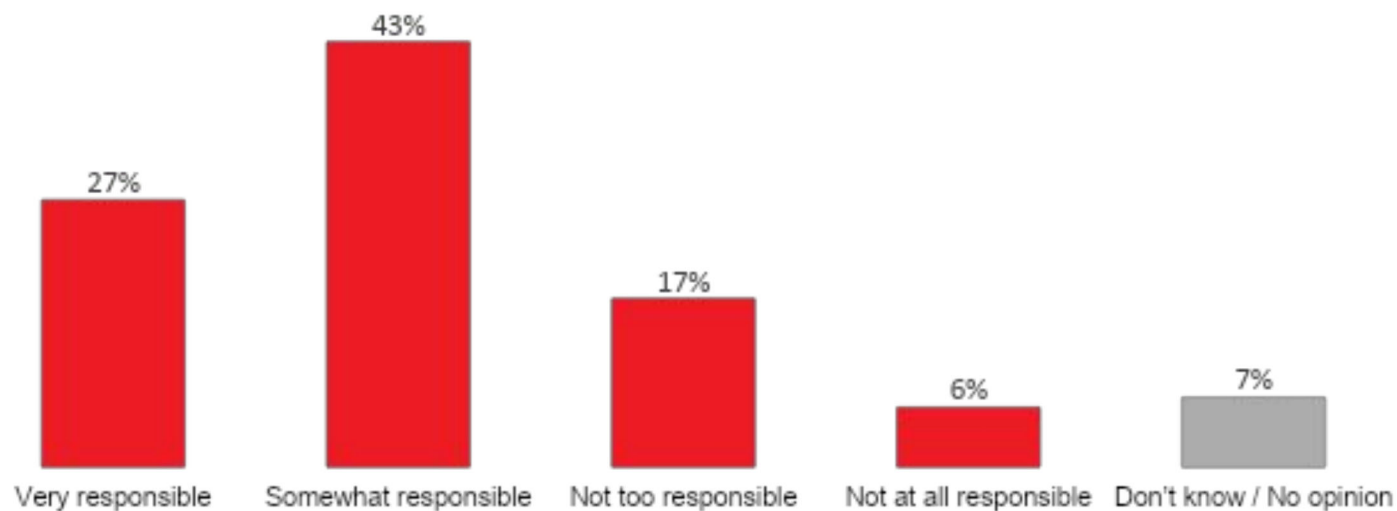
DETAILED RESULTS

Personal views on disinformation

One-quarter of Canadians *do not* feel that they have a personal responsibility to combat disinformation

Almost one-quarter (23%) of Canadians *do not* feel any personal responsibility to combat disinformation, especially younger Canadians (31% of those under 35 years of age vs. 20% of those 35+). Those confident in their ability to recognize disinformation are much more likely than those who are not confident to say that they feel personally responsible for combatting it (75% vs. 58%, respectively).

Personal responsibility in combatting disinformation

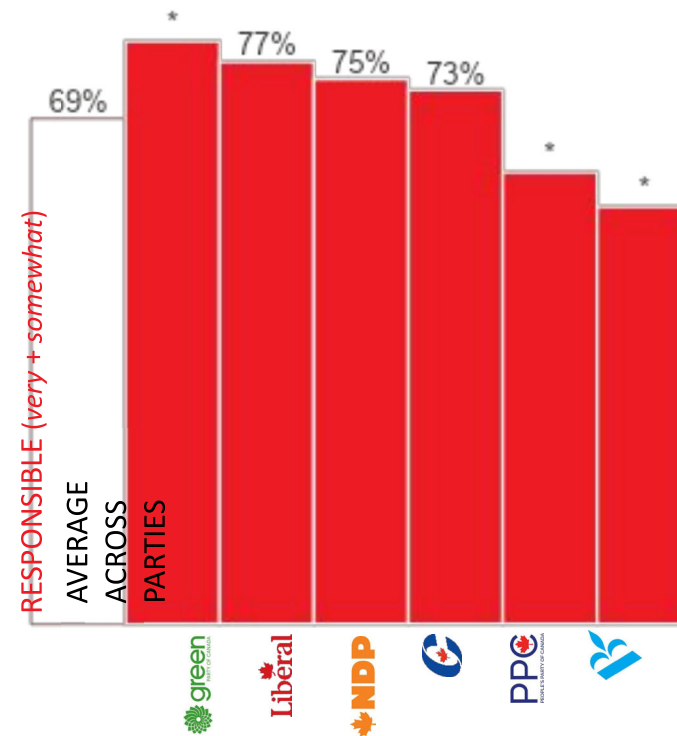


Q5.1: To what degree do you feel you have a personal responsibility to combat disinformation? Base: ALL (n=2003).

Compared to all other parties, Liberals were more likely to say that they have a personal responsibility to combat disinformation in the media

While the gap is significant, it's not huge, with 77% of Liberals agreeing that they have a responsibility compared to 72% of those from other parties.

Personal responsibility in combatting disinformation



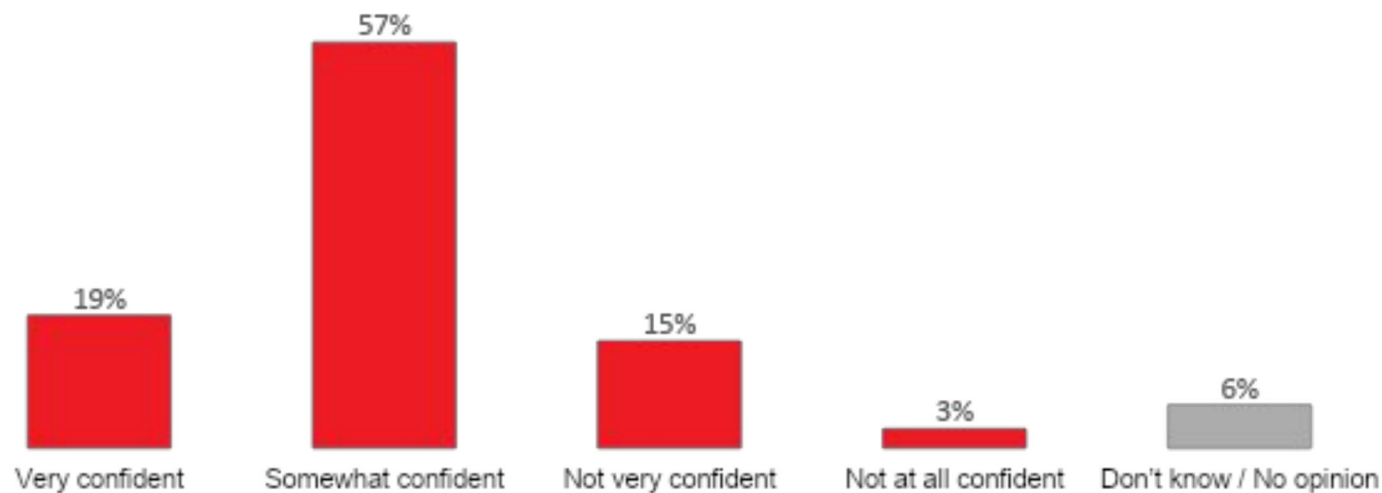
Q5.1: To what degree do you feel you have a personal responsibility to combat disinformation? Base: ALL (n=2003).

****NOTE:** Small bases here. Interpret with caution.

Three-quarters of Canadians are confident in their ability to recognize mis- and disinformation

Confidence in spotting disinformation is high among Canadians (**and Americans, at 78%**), although most said they were just “somewhat” confident. Notably, men are much more confident than women (81% vs. 72%), as are those with college/trades training and higher levels of education (79% vs. 71% of those with a high school education or less).

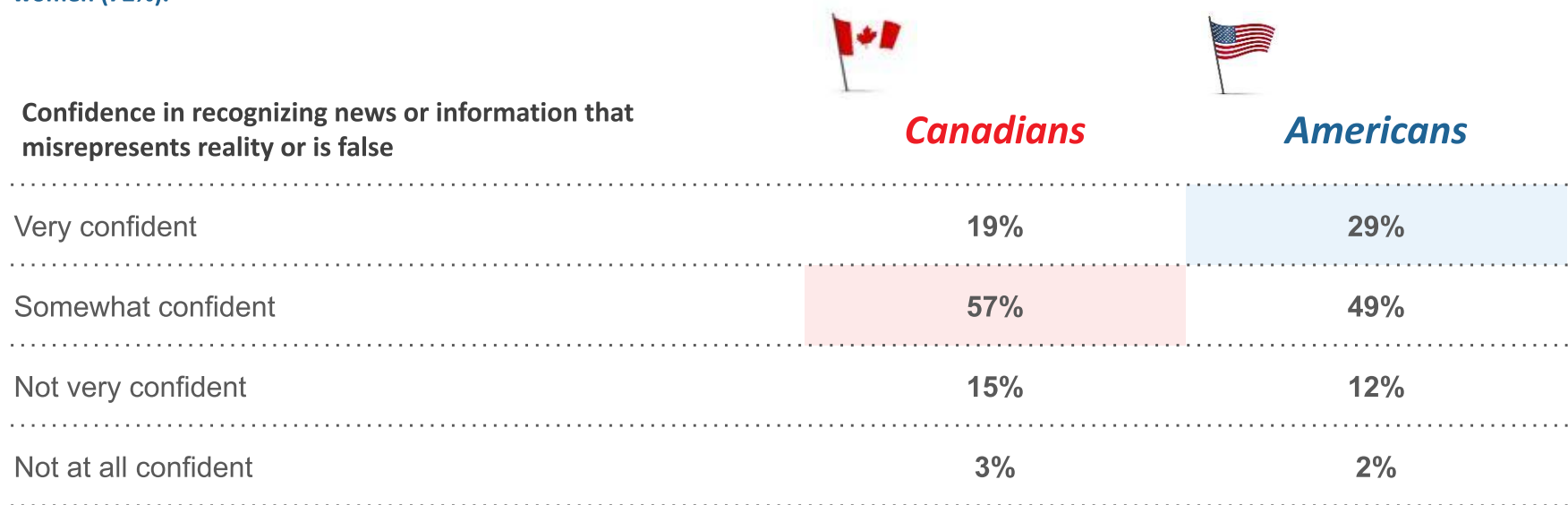
Confidence in recognizing news or information that misrepresents reality or is false



Q7: How confident are you, if at all, in your ability to recognize news or information that misrepresents reality or is false? Base: ALL (n=2003).

Americans and Canadians are equal when it comes to confidence in their ability to recognize mis- and disinformation; although Americans are more likely to be “very” confident

Overall, Americans (78%) and Canadians (76%) are at least somewhat confident in their ability to recognize disinformation when they encounter it. American men (83%) were likely to rate themselves higher than women (75%), a similar gap to Canadian men (81%) versus women (72%).



Q7: How confident are you, if at all, in your ability to recognize news or information that misrepresents reality or is false?

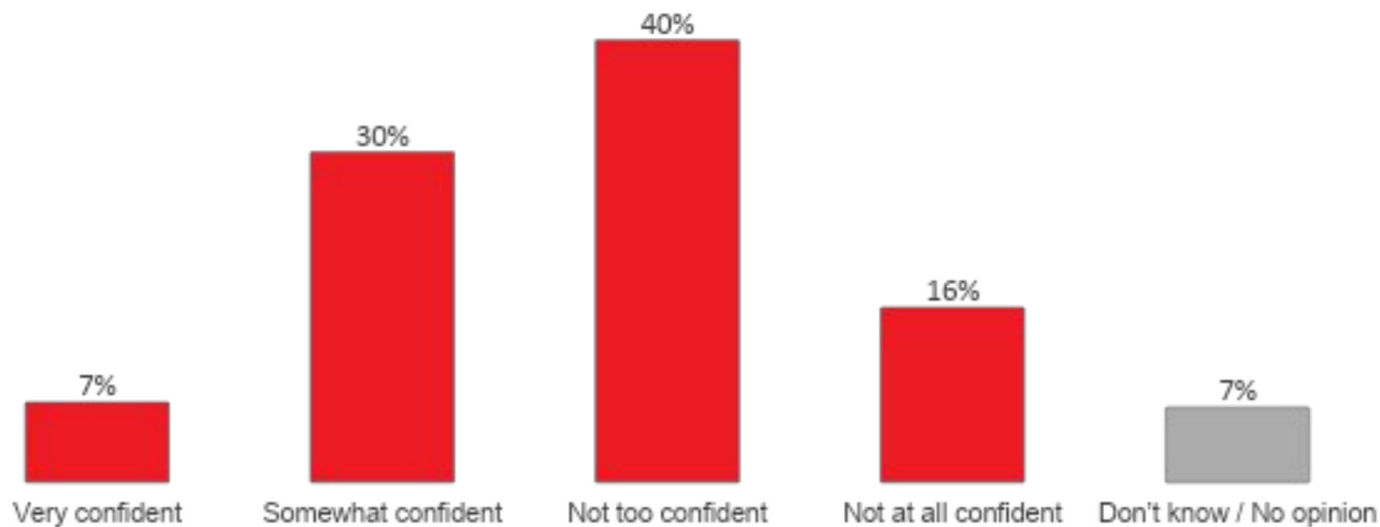
Base: ALL (Canadians n=2003 | Americans n=2200).

  Significantly higher

Confidence is split in how controllable disinformation is

Canadians are torn about how confident they are that disinformation can be controlled, with slightly more than half (56%) feeling “not too confident” or less. Younger Canadians are more confident than their older counterparts (45% of those under 35 years of age vs. 34% of those 35+).

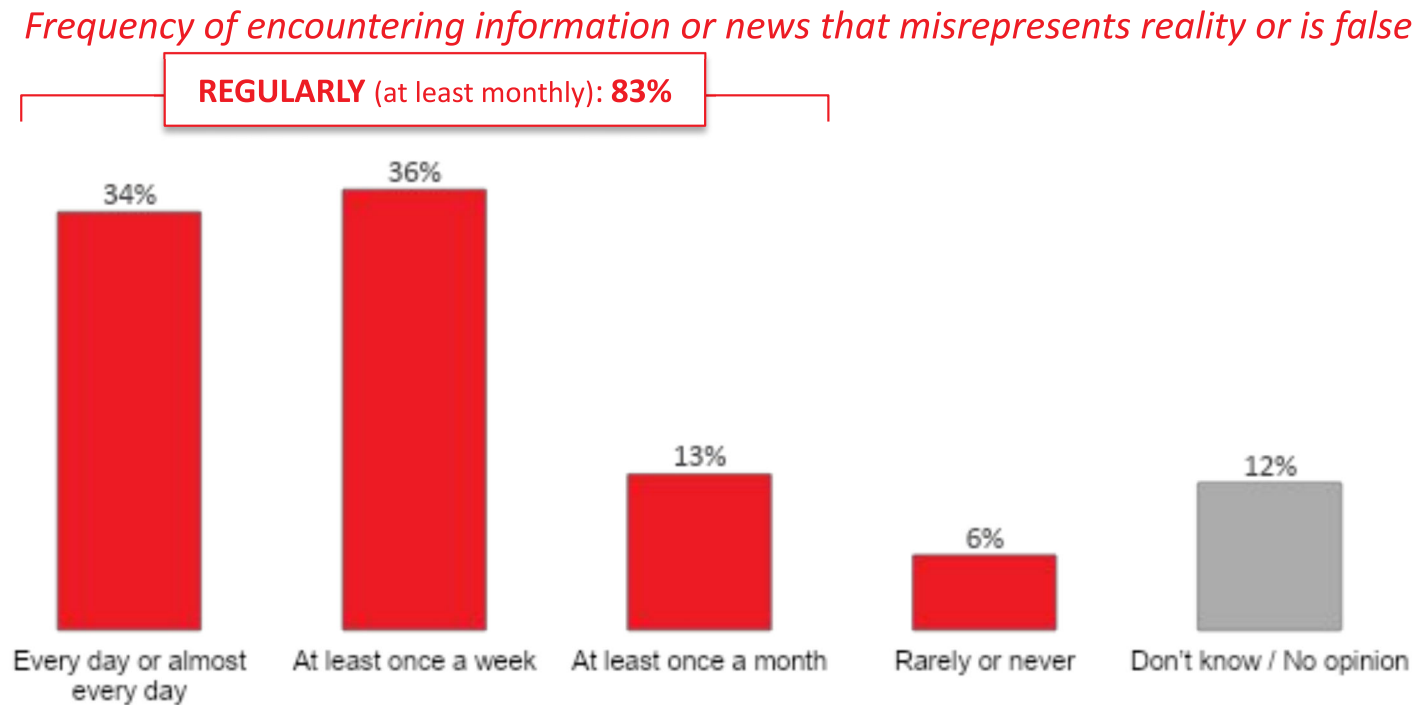
Confidence in controllability of disinformation



Q5.2: To what degree are you confident or not confident that disinformation can be controlled? Base: ALL (n=2003).

Two-thirds of Canadians claim to come across mis- and disinformation at least once a week



Four-in-five (83%) Canadians said they come across disinformation at least monthly.



Q6: How often, if ever, do you come across news or information that you believe misrepresents reality or is false? Base: ALL (n=2003).

Americans and Canadians are equally as likely to encounter mis- and disinformation at least once a month or more often.

Americans are more likely than Canadians to feel they come across information they believe misrepresents reality or is false daily (38%), whereas Canadians feel they are more likely to encounter it weekly (36%). Four-in-five in both countries (83% of Canadians and 82% of Americans) feel that they encounter mis- and disinformation at least once a month.

Frequency of encountering information or news that misrepresents reality or is false	 <i>Canadians</i>	 <i>Americans</i>
Every day (or almost)	34%	38%
At least once per week	36%	31%
At least once per month	13%	13%
Rarely or never	6%	8%

Q6: How often, if ever, do you come across news or information that you believe misrepresents reality or is false?
Base: ALL (Canadians n=2003 | Americans n=2200).

  Significantly higher

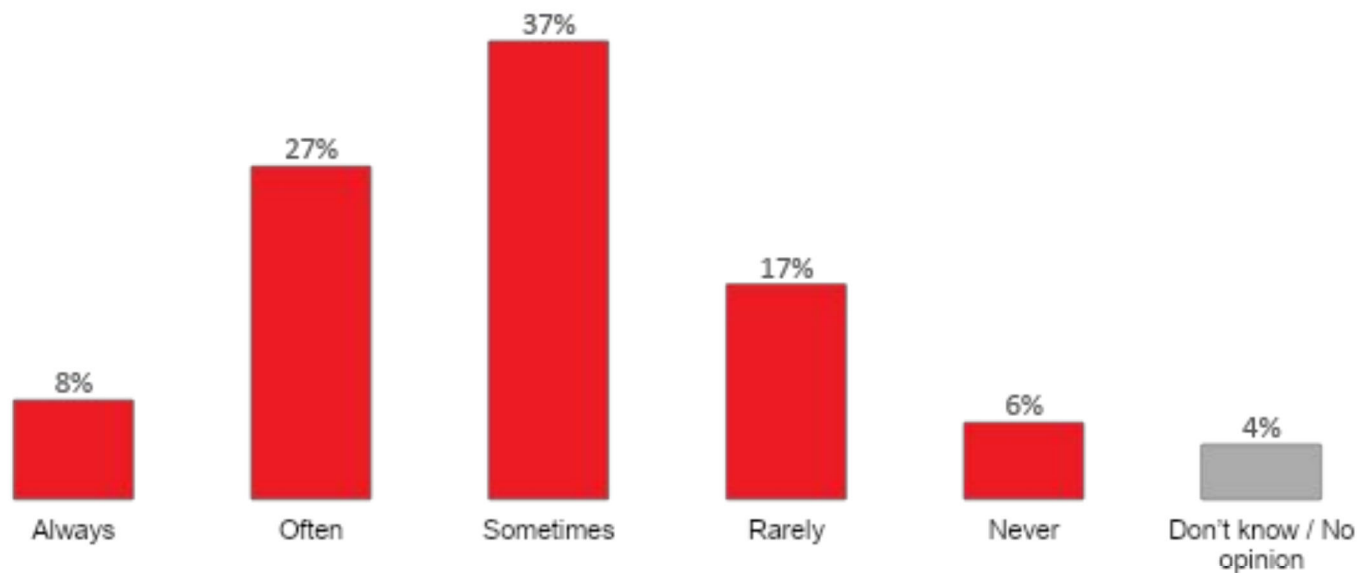


DETAILED RESULTS
Media Use and Habits

Most said they visited websites or other media sources to check whether the news/info they're reading is true and accurate

While one-third (35%) claim to check other sources to verify news or information accuracy "often" or "always, a similar amount (37%) claim to do so "sometimes." Liberals are the least likely to do so regularly (32% do so "often" or "always" vs. 39% of those from other parties). Notably, those who are confident in their ability to spot disinformation are more than three times as likely than their non-confident counterparts to say that they check for truth and accuracy frequently (42% vs. 13%).

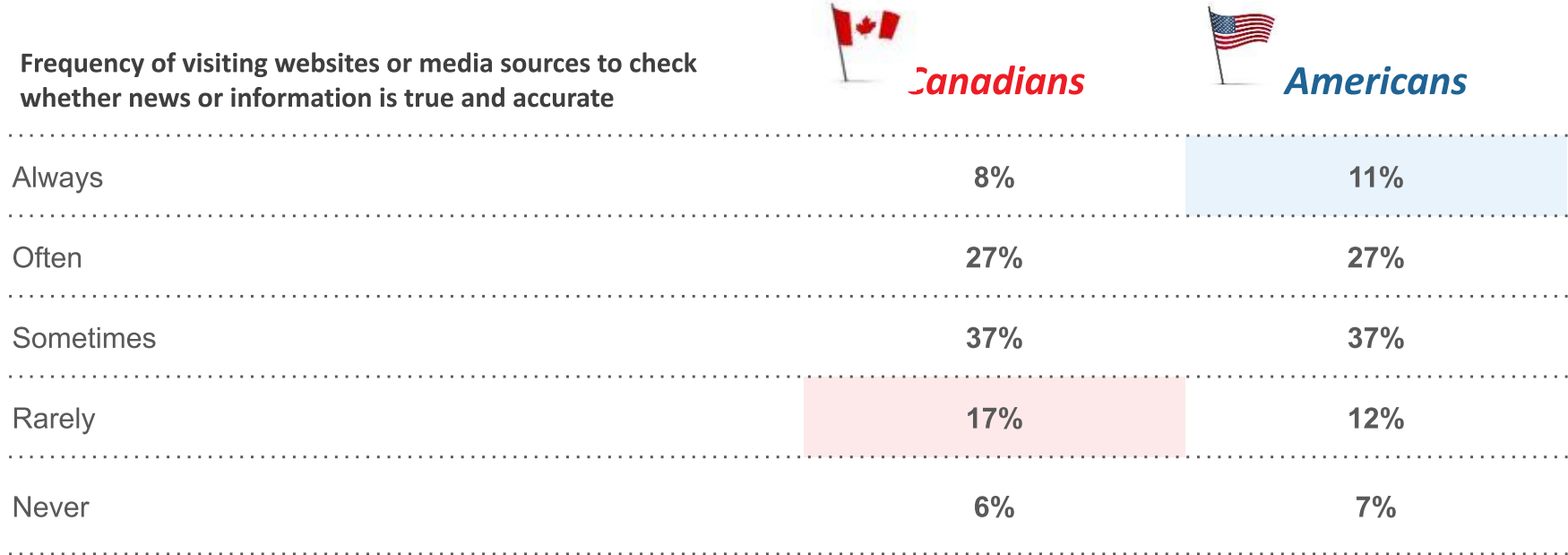
Frequency of visiting other websites or media sources to check whether news or information is true and accurate



Q8: How often, if ever, do you go to other websites or media sources to check whether the news or information you are reading is true and accurate? Base: ALL (n=2003).

Canadians are much more likely than Americans to rarely/never visit sources to check if news or information is true and accurate

Slightly more Americans (38%) than Canadians (35%) say they check their sources of information “often” or “always” (although not significantly so). Canadians (23%) are significantly more likely to “rarely” or “never” check sources compared to Americans (19%).



Q8: How often, if ever, do you go to other websites or media sources to check whether the news or information you are reading is true and accurate?

Base: ALL (Canadians n=2003 | Americans n=2200).

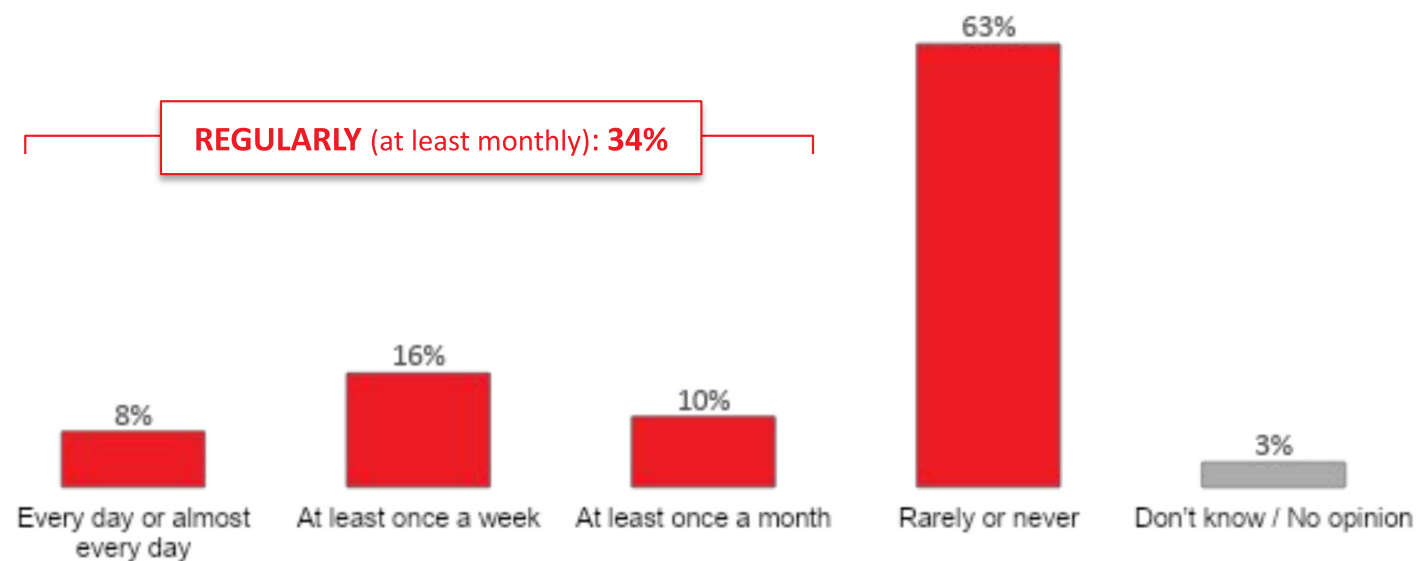
  Significantly higher

Just one-quarter regularly share news or other public information with others on social media

Sharing information on social networks is not a habit of most Canadians, with nearly two-thirds (63%) stating they rarely or never do so.

Those who are confident in their ability to recognize disinformation are more likely to share news/information on at least a weekly basis than those who are not confident (27% vs. 15%), as are younger Canadians (28% of those under 35 years of age vs. 22% of those 35+), and men (28% of men vs. 20% of women).



Frequency of sharing news and other public information with others on social media



Q11: How often, if ever, do you share news and other public information with others on your social networks? Base: ALL (n=2003).

Americans are much more likely to share news and other public information on social media, especially on a daily (or almost daily) basis

Americans are more likely to share news and information with their social networks than Canadians. Americans (42%) report sharing at least once per month compared to Canadians at 34%. Americans (18%) also feel more comfortable sharing daily compared to Canadians (8%).

Frequency of sharing news and other public information with others on social media	 <i>Canadians</i>	 <i>Americans</i>
Every day or almost	8%	18%
At least once per week	16%	12%
At least once per month	10%	12%
Rarely or never	63%	52%
Don't know	3%	5%

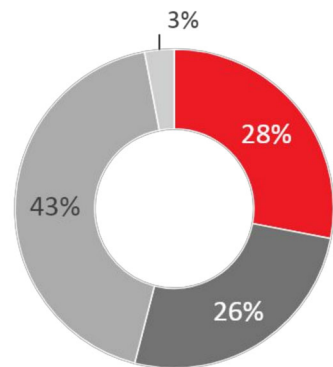
  Significantly higher

Q11: How often, if ever, do you share news and other public information with others on your social networks? Base: ALL (Canadians n=2003 | Americans n=2200).

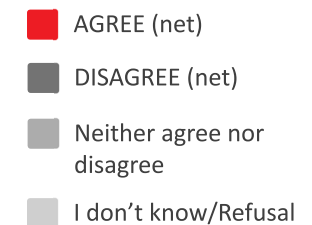
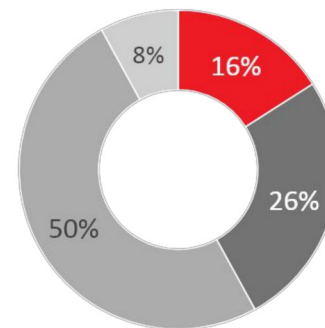
One-quarter of Canadians avoid watching/reading/listening to the news because of the disinformation

Those in rural areas of Canada are much more likely to avoid the news because of disinformation (37%) than those in urban (24%) or suburban (27%) areas, as are younger Canadians (39% of those under 35 vs. 24% of those 35+). Those who use social media are also more likely to claim to avoid the news (29% vs. 15% of those who don't use social media). **Americans are twice as likely as Canadians to read news from sources outside their own country because of the amount of disinformation in their media (30%).**

"I avoid watching, reading, or listening to the news because of the amount of disinformation"



"I'm more likely to read news from sources outside of Canada because of the amount of disinformation in Canadian media"



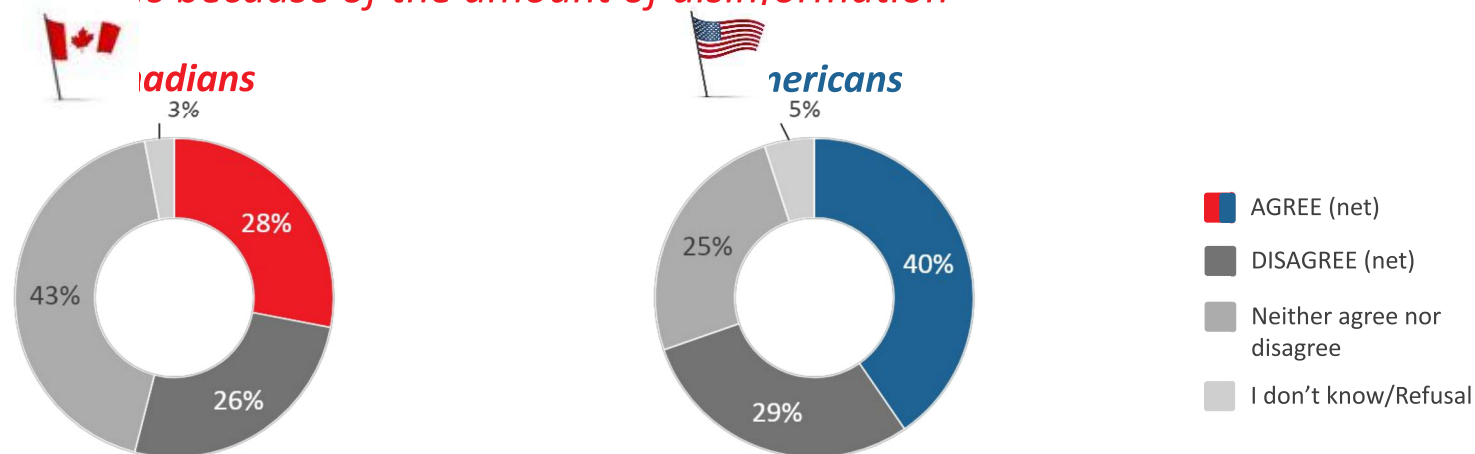
Q13: How much do you agree or disagree with the following statements? Base: ALL (n=2003).

Data <5% not shown

Americans are more likely than Canadians to avoid the media/news because of the amount of disinformation

Americans (40%) are more likely than Canadians (28%) to avoid the media and news because of disinformation. Canadians are more ambivalent than Americans about media/news avoidance, as demonstrated by the large 18-point percentage gap in the answer of neither agreeing nor disagreeing (43% of Canadians vs. 25% of Americans).

"I avoid watching, reading, or listening to the news because of the amount of disinformation"



Q13: How much do you agree or disagree with the following statements? Base: ALL (n=2003).

Data <5% not shown



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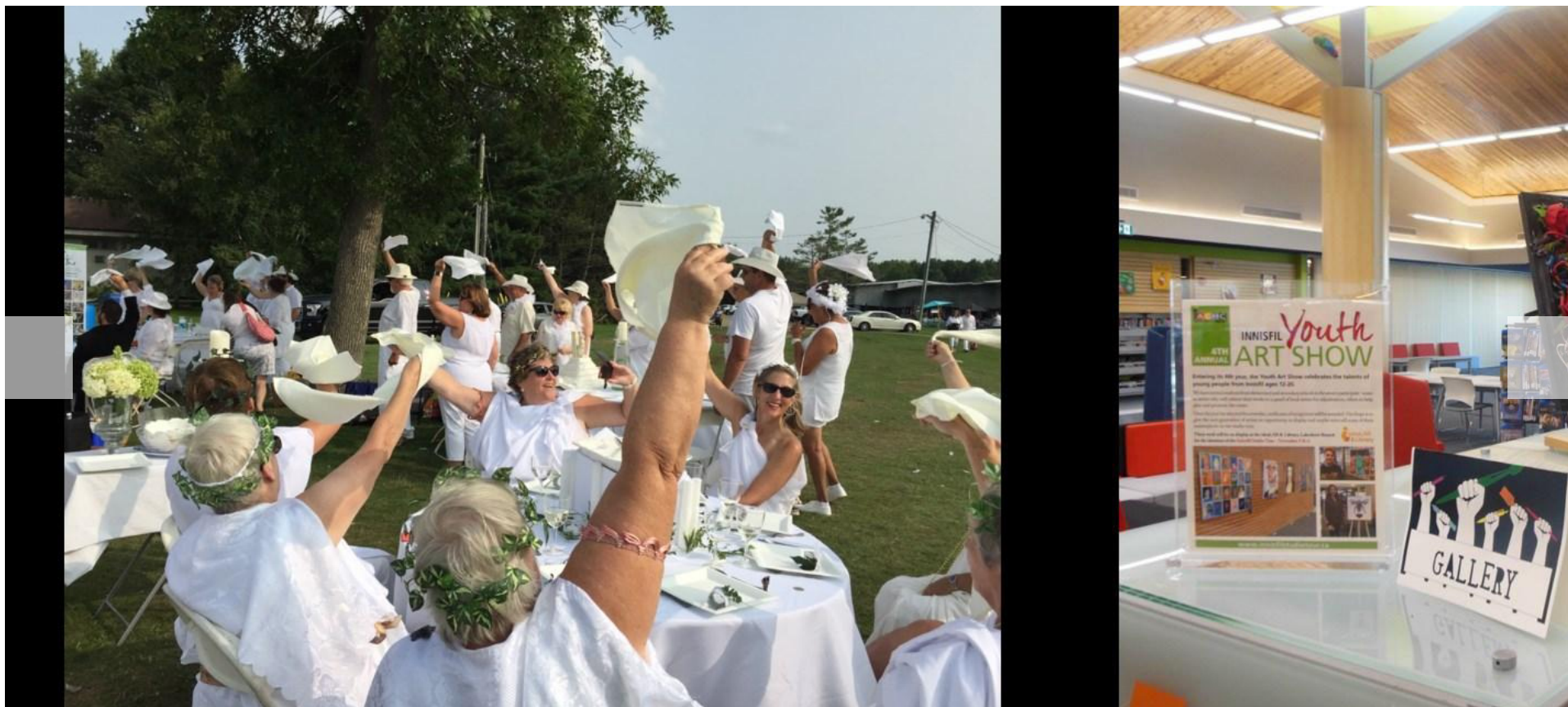


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Arts and culture alive and well in Innisfil

Ricardo Vigliano

Dec 11, 2022 7:30 AM



1 / 4 The Innisfil Arts, Culture and Heritage Council's Dinner in White is an annual pop-up picnic event that gathers community groups and individuals. | Supplied photo

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Enhancing the arts, culture and heritage as an integral part of Innisfil's identity has long been on the minds of the Innisfil Arts, Culture and Heritage Council (IACHC).

Sydney Hardie, a current board member of the IACHC, said the council has been playing an impactful role in engaging the public in determining Innisfil's priorities regarding local artists and arts groups.

"By reaching out and working with other community organizations and events, we are able to bring more awareness of the benefits and value of creativity and imagination as necessary components to a vibrant, developing community," Hardie said.

Hardie explains that the goals of the IACHC is to help arts, culture and heritage individuals, groups and organizations realize their full creative, social and economic potential for the greater benefit of the community, and help Innisfil to become a recognized arts and culture destination.

Established in 2012, the council is known for two signature events. The first is its annual pop-up picnic Dinner in White, a classy event and fundraiser that gathers community groups and individuals. Each year the event takes place in a secret location somewhere in Innisfil, revealed to party goers only hours beforehand.

The second signature event is the Innisfil Studio Tour, a self-directed tour of artists' studios and group shows in Innisfil. The event has been running for over 25 years, and was taken on by the IACHC in 2014.

For the second year following the pandemic, the studio tour featured the Innisfil Autumn Art Show and Sale, held simultaneously at the Innisfil ideaLAB & Library and the Masonic Hall in Cookstown.

For this year's event, which occurred on the first weekend of November, the IACHC also partnered with local schools to hold a youth art show, where the student artwork is shown as part of the studio tour.

"The tour has been a great opportunity for artists to promote their work and for the community and visitors from surrounding areas to see the varied types of art and artisanal works created by residents of Innisfil," Hardie said.

The IACHC's partnership projects include the concert series, which features four shows throughout the year at the Innisfil ideaLAB & Library.

For Hardie, community experience is an essential aspect of the works by local artists in Innisfil.

"I think a lot of our local artists are able to draw on the beauty of Innisfil, the feelings that our community instils in them, and use that with their own experiences to create very unique and beautiful works," Hardie said.

Despite the many achievements throughout the years, the IACHC still struggles to bring awareness of local culture among new generations.

"As a growing town, with many young families, it is a challenge to attract and hold the attention of young parents, who are busy with kids and commuting," Hardie added.

In the hope of reaching new people who are not yet aware of the cultural opportunities that exist in Innisfil, the council has been involved with community events, such as the farmers' market, Culture Days, Celebrate Lake Simcoe, and the Santa Claus parade.

"We are looking to build the organization back up after COVID and are seeking people and artists who want to take an active part in creating a vibrant and innovative creative community," Hardie said.

There are several opportunities to get involved in the Innisfil arts community, such as holding art classes and cultural events in town, which includes music events, art shows, festivals, etc.

"We welcome anyone to contact us with ideas and activities that they would like to see happen in Innisfil," Hardie added.

For 2023, the council is hoping to host another concert series at the Innisfil ideaLAB & Library, and is planning to bring back the full Innisfil Studio Tour.

"Of course, the art show and sale was such a success that we may also have to do one in the spring or summer," Hardie said.

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“PALACES FOR THE PEOPLE”: MAPPING PUBLIC LIBRARIES’ CAPACITY FOR SOCIAL CONNECTION AND INCLUSION



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EXECUTIVE SUMMARY



BACKGROUND | Public libraries are trusted sociocultural hubs for enabling lifelong learning and fostering community relationships. As public facing organizations that are open to the widest range of individuals, libraries seek to create safe and welcoming spaces for individuals of different socioeconomic statuses; ages; abilities; ethnic, linguistic, religious and cultural backgrounds; and sexual and gender identities. Located in diverse settings (e.g., urban, rural, and Indigenous on-reserve communities), public library branches offer tailored resources and programs to meet the specific needs of their communities who are navigating the effects of our increasingly asocial society. Library staff have been and continue to be at the frontline, engaging with individuals who are contending with higher levels of social isolation and loneliness, as well as increased rates of mental illnesses and antisocial behaviours. Accordingly, public libraries are community hubs that create social capital that can facilitate resilience, helping communities withstand and potentially prosper during challenging times.

OBJECTIVES | We examined trends in public library-focused Library and Information Science (LIS) research from 2012 to 2022 to answer the following 4 research questions:

1. How do public libraries help patrons create or maintain connections in their communities?
2. What population groups are included in public library research and in what ways are they differently impacted by public library services, materials, and/or spaces?
3. How are public library virtual programming and services (especially prominent during COVID-19) changing the ways in which patrons engage with public libraries?
4. In what ways does the Canadian public library research landscape compare or differ from that in European and Australasian countries, and what lessons can we glean from these differences?

EXECUTIVE SUMMARY

RESULTS | Our analysis of 235 articles highlights public libraries as agencies of community building: libraries as conduits to information and learning, libraries as spaces of social inclusion, libraries as fostering civic engagement, libraries as bridges to community resources and involvement, and libraries as promoting economic vitality. Public libraries **foster connection** with their communities through multiple means:

- Encouraging feelings of belonging through library services
- Creating connections through technology
- Reinforcing cultural identities
- Creating safe physical spaces
- Addressing issues of accessibility

There were many **different populations** studied in our sample: older adults, library workers, children, teenagers, individuals without permanent or stable housing, immigrants and recent migrant populations, individuals without permanent employment, formerly incarcerated individuals, individuals living with different abilities, and library staff. Library workers must consider and incorporate the unique circumstances, needs, and expectations connected to each patron population group in their programs, collections, arrangements of physical and virtual spaces, and administration. Library workers encountered difficulties and tensions as they aim to engage with all patrons equally, especially when different patrons have different and more complex needs. Library workers called for more robust training in responsively working and engaging with patrons with more complex needs.

Studies centered on **COVID-19** spoke to the development of strategies designed to extend remote access to digital materials, services and programming to patrons including those excluded from such access by social location or status. The physical place of the public library was a hot topic too, with renewed calls for its centrality for connecting with patrons. The mental health and wellbeing of individual patrons, broader communities, as well as of library staff was another key focus in many of the studies. Strategies for coping with new patron needs and demands while negotiating the effects of the pandemic on staff morale, training and development are major concerns. Finally, there was a high sense of renewal for the value and rewards of community-engaged librarianship as a way forward through recovery into the future.

EXECUTIVE SUMMARY

In looking at the **public library research landscape across countries**, there are 3 lessons for scholars seeking to understand Canadian public libraries' capacity for social connection and inclusion:

1. Several themes are well-addressed across geographic regions meaning that Canadian findings can be put directly into conversation with findings from elsewhere in the world.
2. Some themes are not well-addressed in the Canadian context, but there is a robust body of work in other regions that Canadian researchers might build on.
3. There is a growing body of comparative multi-national studies of public libraries that provide insight into the structural and policy contexts within which public libraries can support social connection and inclusion. Canadian public libraries have not yet been well-represented in comparative international studies, and there is significant opportunity for gaining a deeper understanding of the unique features that shape their social connection work.

KEY MESSAGES

- Public libraries occupy an increasingly visible role in how individuals and communities learn, interact, connect, and share with one another.
- The feelings of connection that public libraries can create, foster, and/or sustain can only occur if patrons have access to these services.
- Public libraries are important and unique public spheres that can function to support democratic processes, which in turn, become critical grounds for freedom of expression, rights to education, rights to information, which in turn support cultural identity, social capital, social connectedness.
- Library patrons want and value the informal knowledge exchange that happens between library workers and patrons, as much as they want and value library as place and library as place for books and reading.
- Public libraries and library staff are being asked (implicitly and explicitly) to step into new social inclusion roles, as front-line staff.
- Public libraries and their workers are rarely adequately resourced and/or trained to do this increasing array of work.

1. Background

Public libraries are trusted sociocultural hubs for enabling lifelong learning and fostering community relationships¹⁻⁴. Sociologist Eric Klinenberg⁵ includes public libraries among his list of “palaces for the people”: social infrastructures that serve as the underpinnings of social life. Social infrastructures are physical places and organizations that shape communities' resilience and connection and the way people act and interact (see: Mattern^{6,7}). As public facing organizations that are open to the widest range of individuals, libraries seek to create safe and welcoming spaces for individuals of different socioeconomic statuses^{8,9}; ages; abilities; ethnic, linguistic, religious and cultural backgrounds¹⁰; and sexual and gender identities^{11,12}. Located in diverse settings (e.g., urban, rural, and Indigenous on-reserve communities), public library branches offer tailored resources and programs to meet the specific needs of their communities who are navigating the effects of our increasingly asocial society¹³. Library staff have been and continue to be at the frontline, engaging with and catering to individuals who are contending with higher levels of social isolation and loneliness, as well as increased rates of mental illnesses and antisocial behaviours^{14,15}. Public libraries, in short, attract all segments of the Canadian population, including those individuals most impacted by emerging patterns of social exclusion¹⁶. The shift to online environments during COVID-19 has exacerbated feelings of disconnection. During these times of change, public libraries facilitate resilience, helping communities withstand and adapt to difficult circumstances.

Public libraries “provide a sense of place, a refuge, and a still point; they are a vital part of the public sphere and an incubator of ideas”¹⁷. Research has likewise shown that they are trusted hubs of sociocultural connection, with relationships between patrons, library staff, and the surrounding community cultivating social capital and nurturing social inclusion¹⁸⁻⁻²⁵. They are thereby well-situated to provide inclusive support to individuals given their distribution in high- and low-income neighbourhoods^{26,27} and rural and remote locales; their long history of social inclusion in their values and mandates^{28,29}; their range of materials, programs, and services; and their spaces that can be used without expectation of payment^{30,31}, of particular importance given the preponderance of cost of living increases. Even individuals who do not use their public

library have reported that they do not want to live in a community without one³². Accordingly, public libraries are community hubs that create social capital that can facilitate resilience, helping communities withstand and potentially prosper during challenging times^{33,34}. Extant research also consistently demonstrates that public libraries have a long history of outreach to underserved and marginalized communities. This includes providing outreach and digital literacy support at long-term care facilities³⁵, training opportunities for previously incarcerated individuals seeking employment³⁶, inclusive programming for LGBTQ2+ individuals³⁷, sessions to support patrons as they search for affordable housing³⁸, and early literacy kits for low-income households³⁹.

Beyond scholarship that examines what might be considered more “traditional” library services (access to books, storytimes, book clubs, etc.), research is beginning to examine how public libraries as community spaces are evolving as they negotiate many of the immediate and more long-term consequences of an increasingly asocial society. Individual studies explore how libraries support people in voting and circumventing misinformation during elections⁴⁰, provide services to assist with newcomer and refugee resettlement⁴¹, support individuals living with addictions or without stable housing⁴², teach and loan new technologies⁴³, reach out to those unable to physically visit the library⁴⁴, and engage with rural, remote, and northern communities^{45,46}. Yet while studies in each of these topics have productively broadened the field of library studies, there is to date no consolidated understanding of the collective significance of these individual studies. This synthesis, then, is of particular importance given the difficulties libraries have traditionally encountered in communicating their value in meaningful ways⁴⁷. Moving away from traditional measures of library use or library value, including circulation and collection counts, gate counts, reference questions, which fail to capture libraries’ impact on the lives of their patrons, we approach libraries’ engagement with an “asocial society” in this synthesis (and thus libraries’ value and use) based on our understanding of *public libraries as social infrastructures that can and do foster connection*. This knowledge synthesis is a step forward in addressing this need of differently understanding libraries’ value and use for both scholars and those engaged in library work and policymaking.

This synthesis is not only rooted in the growing interest in public libraries as social institutions and community hubs, but also in the more immediate context of changes brought about by COVID-19. Emerging research reveals that physical distancing mandates in Canada, and the associated shifts to an exclusively online environment, have added new challenges for how libraries operate, particularly the ways in which they seek to bridge consequences of inequality. COVID-19 has exposed the multifaceted role of libraries as community spaces, as connectors, as service providers, as bridgers of the digital divide⁴⁸, and as community care partners^{49,50}. The importance of public libraries' engagement with vulnerable populations, who may not otherwise have access to information or the digital devices needed to stay informed, continues to be especially notable^{51,52}.

2. Objectives

This knowledge synthesis on the intricate, collaborative, and creative ways public libraries are embedded in a range of asocial-related issues (examining, for example, the impact of public libraries on patrons' sense of inclusion and belonging) is the first effort of its kind.

More specifically, this knowledge synthesis critically examines trends in public library-focused Library and Information Science (LIS) research from 2012 to 2022, paying particular attention to the ways in which public libraries are reported to foster relationships or feelings of connectedness among patrons and/or the communities they serve. This synthesis sought to illuminate the different ways in which public library systems and branches (whether through their materials, spaces, programs, or outreach initiatives) are mitigating growing feelings of disconnection, isolation, and loneliness in Canadian society. Leveraging the international expertise and networks of the research team, the synthesis was especially attuned to public library engagements and supports (or gaps therein) with vulnerable and marginalized patrons who are contending with our increasingly asocial society.

While several individual studies have separately examined libraries' outreach efforts, what remains unknown is the broader knowledge landscape regarding public library practices, spaces, and activities that collectively create and reinforce social connections in an increasingly asocial society. In response, we examined scholarly literature to answer the following four research questions to bridge existing knowledge gaps:

- How do public libraries help patrons create or maintain connections in their communities?
- What population groups are included in public library research and in what ways are they differently impacted by public library services, materials, and/or spaces?
- How are public library virtual programming and services (especially prominent during COVID-19) changing the ways in which patrons engage with public libraries?
- In what ways does the Canadian public library research landscape compare or differ from that in European and Australasian countries, and what lessons can we glean from these differences?

3. Methods

As a state-of-the-art review⁵³, our findings are geared to outlining current trends in the state of knowledge as revealed by our reading of the included articles. The core team searched the following five databases for peer-reviewed articles in English, published between 2012-2022: *Library, Information Science & Technology Abstracts (LISTA)*, *Scopus*, *Library & Information Science Source*, *Library Literature & Information Science Index*, and *Library and Information Science Abstracts (LISA)*.

After deliberation among team members regarding which terms to include in the database searches, a total of five searches were completed within each database using the exact same search strings, with each search targeting specific themes from the core research questions. Starting with “public library” (and its variants) as the primary search term, the following strings were queried in each database:

- “social inclusion” OR “social exclusion” OR “asocial” OR “social role” OR “social relation*” OR “social connect*”
- "community engagement" OR "community hub" OR "community development" OR "community space" OR “community participat*”
- "democracy" OR "public sphere" OR "third place" OR "third space"
- "wellbeing" OR "well-being" OR "well being"
- "loneliness" OR "homeless*" OR "isolat*" OR "mental illness" OR "mental health" OR "belong*"

As outlined in Figure 1 below, we initially retrieved 2708 articles, first eliminating 1649 duplicates and then 388 articles based on abstract and title-level screening. A further 436 articles were subsequently removed upon closer screening and reading. Using Covidence, a systematic review management software, five core members of the team (Dalmer, Rothbauer, McKenzie, Oswald and Martin-Yeboah) read through the included articles and extracted key information from each (e.g., bibliographic information, information about library services, and pertinent information related to exploring an ‘asocial society’) in order to answer our research questions.

The following overview is therefore based on a reading of 235 articles that met the inclusion criteria for this state-of-the-art review. The Canadian and international Collaborators on our team also reviewed the final 235 articles to ensure that our sample was not missing any obvious contributions and to ensure that our sample

included LIS research perspectives beyond the inevitable geographic limitations of Europe, North America, and Australia. Our large sample size aligns with the state-of-the-art review's aim of a comprehensive literature search. Given the large number of articles included in this review, we are able to report and relay a number of trends visible across the included sample.



Figure 1

4. Results

4.1 Bibliographic overview of included articles

The intention behind searching multiple databases was to ensure as much coverage as possible. Including Scopus in the search strategy allowed us to capture some multidisciplinary studies on public libraries. Given the search strategy, an expected majority of 89% (n = 208) of the 235 included studies originated from sources whose primary focus is LIS. Notably, other disciplines such as Geography, Gender Studies, Public Health, and Cultural Studies also contributed to the included studies. A total of 96 unique peer-reviewed journals were captured in our review with the following five journals appearing most frequently in our sample:

- *Public Library Quarterly*
- *Journal of Librarianship and Information Science*
- *Journal of Documentation*
- *Library and Information Science Research*
- *Advances in Librarianship*

As outlined in Figure 2, publication years dating back to 2012 were included in the search parameters, with relatively even coverage noted throughout. Starting in 2019, there is a small but notable increase in thematically relevant resources. This increase aligns with the start of the COVID-19 pandemic, which exacerbated many of the themes under study, and may also indicate that conversations related to our research questions are receiving more attention.

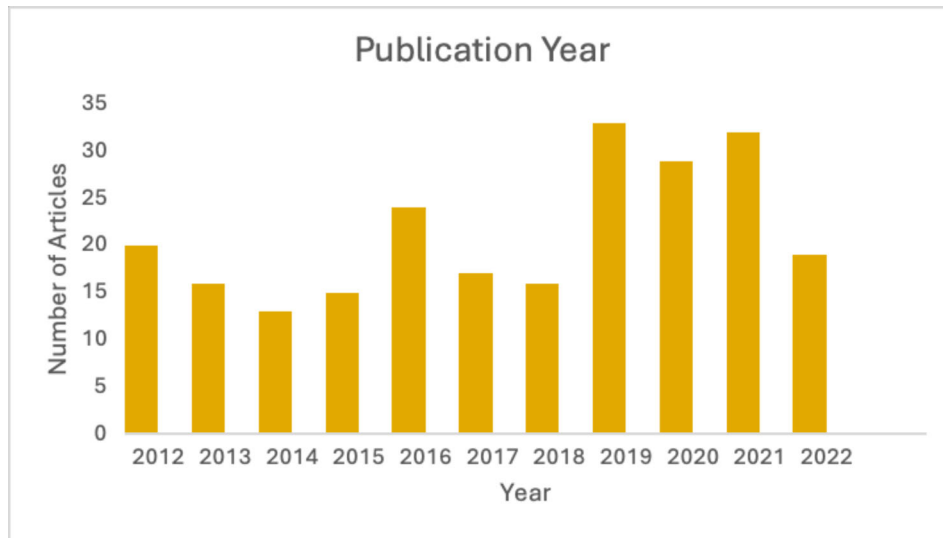


Figure 2

The research questions in this review created a slight geographic prioritization of countries, particularly in engaging with how the Canadian public library research landscape compares or differs from that in European and Australasian countries. An early decision was made to not limit searches by geographic region as there are important contributions to our themes that extend globally. As such, the geographic regions under discussion in each record were carefully recorded during data extraction. The primary regions under consideration in this review accounted for 52% of extractions (Canada, Australia and New Zealand, Europe, n = 142). Importantly, the United States was covered in 28% (n = 71) of extracted records and provided important insights on many of the key themes under consideration in this review. Twenty studies were identified as focusing on diverse geographic boundaries, with coverage extending beyond country borders. A full breakdown of the geographic regions can be found in Table 1.

Region	Number	Proportion
Europe	76	28%
United States	71	26%
Canada	35	13%
Australia and New Zealand	31	12%
Asia	24	9%
Africa	15	6%
South America	1	0%
Other	3	1%
Not Applicable	12	4%

Table 1

The included articles provided an array of study designs for consideration, with case studies (n = 56) accounting for almost 25% of the methods in use. The relevance of case studies is important as many of the resources examined the impact of specific programming on a library system or limited systems. In some scenarios, programming or library systems were examined across geographic boundaries^{35,54,55}, but most case studies focused on a single library system.

Additionally, more general qualitative research was noted in 21% (n = 50) of studies with library workers (n = 11) being the focus of these research questions most often with a variety of outcomes being measured with qualitative methods. Quantitative methods were utilized in 10% of studies (n = 23) with an additional 14% (n = 33) employing mixed methods. A full breakdown of study designs can be found in Table 2.

Study Design	Number	Proportion
Case Study	56	24%
Qualitative Research	50	21%
Essay/Opinion	35	15%
Mixed Methods	33	14%
Quantitative Research	23	10%
Lit Review	12	5%
Theoretical	8	3%
Systematic/Scoping Review	1	0%
Other	16	7%

Table 2

This brief bibliographic overview has illustrated that the search strategy employed in this review delivered a significant mix of resources that captured many unique peer reviewed resources relatively evenly split between the targeted years of coverage. Additionally, authors employed a diverse mix of study methodologies in pursuit of their research questions, with case studies being the most used method.

4.2 How do public libraries help patrons create or maintain connections in their communities?

Underlying a majority of the 235 articles is an acknowledgement that the role of public libraries is changing, from operating as information repositories to now *also* operating as community hubs. The ways in which public library systems and branches engage with their communities and patrons are therefore also shifting. Focusing in particular on the current state of public library-related research knowledge on issues related to growing feelings of disconnection, isolation and loneliness, articles explored the multiple ways in which public libraries afford connection for and among their patrons.

Public libraries have the capacity to contribute to a “renewal of a democratic public sphere by providing free and ready access to knowledge and information, as well as safe and trusted social spaces for the exchange of ideas, creativity, and decision making”⁵⁶ (p. 295). In negotiating how to best and realistically work towards realizing this capacity, included articles found that public libraries foster connection with their communities through multiple means:

- Encouraging feelings of belonging through library services
- Creating connections through technology
- Reinforcing cultural identities
- Creating safe physical spaces
- Addressing issues of accessibility

Of note, these different avenues by which libraries seek to create, foster, or sustain connection vary, sometimes significantly, by library system, library location, funding and staff availability, and the needs of the community, among others.

4.2.1 Encouraging feelings of belonging through library services

Perhaps unsurprisingly, public libraries mobilize their many services and resources to afford patrons feelings of connection and belonging. Public libraries draw on their spaces, their staff, their collections and materials, their programs, and relationships with community organizations to bolster feelings of connection. Public libraries provide access to material (books and other media, computer and Internet infrastructure) and nonmaterial resources (knowledge, exchange, relationships). There are a number of different library services and materials that library staff draw upon, loan, and/or provide that were differently interpreted as mitigating the impacts of an increasingly asocial society among the included articles. These library services include:

- materials and collections,
- programs,
- technologies,
- community collaborations,
- makerspaces, and
- library spaces.

Ninety-one percent (n = 215) of all included articles addressed one or more library services as part of their study. A majority of articles (n = 176) studied more than one library service, perhaps indicative that library services are often intertwined or are used in tandem to highlight different facets of the library or community. This section explores library service trends related to materials and collections, programs, community collaborations, and makerspaces. Library services related to technologies and spaces are explored in greater depth in sections 4.2.2 and 4.2.4, respectively.

Articles examining *materials and collections* highlighted the multiple ways in which access to a public library's materials (whether books, databases, magazines, CDs, DVDs, tools, etc.) were differently experienced and used by patrons. Some looked at the ways in which newcomer and immigrant populations access books (for themselves, for their children) in their first language⁵⁷. Others examined particular types of collections, looking at, for example, how rural libraries provide patrons access to health information⁵⁸ or patrons' experiences of accessing Books on Prescription⁵⁹. Importantly and of note, library collections are not limited to print books. For example, one study's⁶⁰ library's tool collection was highlighted for its capacity to improve life in patrons' neighbourhoods, by supporting them and their neighbours in everyday life, by

supporting paid work as a means to become self-employed and by providing a way to learn new skills by doing. Others highlighted how public libraries can foster feelings of belonging among their patron groups by including and showcasing different collections. Bain and Podmore's⁶¹ study, for example, discuss how the size, variety, age, quality, content, organization and visibility of LGBTQ2+ collections can play a key role in fostering feelings of inclusion among patrons. Should LGBTQ2+ books and other resources be lacking or difficult to access, this invisibility can signal a certain degree of LGBTQ2+ exclusion in the library.

Articles highlighting library *programming* examined different programs, events, and activities that library staff create and/or host for a variety of different patrons and patron groups. Programs vary between library branches and library systems, depending on the needs and interests of the surrounding community, the relationships built with community organizations, the capacity of library workers, and available funding. There is a wide variety of programs covered in this sample, from programs created and hosted in-house in the library, to programs that draw on partnerships with outside organizations. One segment of programs focused on supporting patrons of different age ranges, focusing, for example, on early learning programs and school preparedness programs for younger library patrons (and their families)⁶² or the impact of tailored exercise programs offered at the library for older patrons⁶³. Other programs covered in this synthesis focus on particular segments of the population that libraries engage with through their programming: Tales and Travels Program⁶⁴ for individuals living with dementia, conversation-based programming in libraries to support integration in increasingly multiethnic communities³⁴, employability training programs⁶⁵, and a variety of programs that focus on supporting individuals who are economically disadvantaged or living without permanent housing^{66,67}.

Public libraries are often discussed in tandem with the communities in which they are situated. Unsurprisingly, there were a number of articles that focused on the *community collaborations* that facilitate and enhance existing library services and differently engage with patrons and community members. Articles focused on community collaborations appeared to focus on three trends:

1. community collaborations to facilitate access to and increased knowledge regarding particular topics (e.g., health information or digital literacy⁶⁸)

2. community collaborations to more effectively support different patron groups who may have different or more complex needs (e.g., collaboration with social workers to better engage with individuals living with mental illnesses or individuals without stable housing^{69,70})
3. community collaborations to reach patrons who may not be able to physically visit their public library^{71,35} (whether due to mobility or health issues or due to geographic locale).

Those studies focused on *makerspaces* examine the capacity and impact of this specific type of space in libraries on its patrons. Makerspaces, also called hackerspaces, hackspaces, and fablabs, are collaborative spaces inside a library where people with common interests can meet, socialize, invent, and create using high tech, low tech, or no tech tools. Makerspaces can include 3D printers, sewing machines, sound recording equipment, kitchen tools, and other craft and hardware supplies. Studies found that patrons frequenting makerspaces reported increased self-confidence and improved teamwork abilities⁷². The integration of these creative spaces was also interpreted as a way in which the library was actively responding to community interests - creating a community hub of creativity and also contributing to patrons' economic vitality - and was perceived as changing perceptions of how libraries are responding to their communities (some articles referred to this as "future-proofing" the library^{73,74}).

In considering the library services explored in this section, the feelings of connection and belonging that they can create, foster, and/or sustain can only occur if patrons have access (whether physical access, technological access, geographic access, etc.) to these services. It is the access to these services that will ultimately dictate their utility in shaping and, at times, mitigating our increasingly asocial society.

4.2.2 Creating connections through technology

A number of articles took up the increasing importance of technology for and to patrons and the access libraries afford to a variety of technologies and their supporting infrastructure. In doing so, libraries in this category of articles begin to reveal the ways in which libraries accommodate the "transactions of everyday life"⁷⁵ (p. 551) including the practical role libraries play in providing access to digital and technical infrastructures and resources (internet, printers, photocopiers, computers, Wi-Fi, Wi-Fi

hotspots, and instruction and support from library staff to be able to manoeuvre these tools, etc.) necessary for engaging not only in the various work, entertainment, education, and social elements that comprise our everyday lives, but also for navigating bureaucracy and governance that shape everyday life. Other articles highlighted the ever-present digital divide that patrons navigate⁷⁶ (whether through gaps in skills and/or access), and the role of the public library in providing internet and technological device access, thus addressing broader questions related to technological capital and social inequality. Some articles drew a direct link between public libraries' technology provision (including free internet access, training opportunities and library staff's assistance) to a reduction in the digital divide and a reduction in social exclusion among patrons in the community, particularly in rural areas⁷⁷. For example, using a unique model of virtual assistance to support customers remotely, Fahim and colleagues⁷⁸ discussed an open+ pilot program that virtually connected patrons at the rural branch with library staff at the system's Central Library when needed. This program allowed increased access to the library (library hours increased from 17 to 60 hours per week) and overall community use of the rural library branch, with increases in the use of the library space, resources, and services as a direct result of the virtual pilot program.

Importantly, access to technology and the connections that can be afforded through this access are not experienced uniformly across patron populations. Marler⁷⁹, for example, discusses how libraries' policies, practices, and settings can either support or constrain the benefits that accompany technological access. In many library systems, use of computers requires a library account, which itself requires an ID which can preclude unstably housed adults. Patrons with library fines can also be denied access to different library technologies. Finally, many library systems place time limits (using software installed on desktops) on library computer access out of concern over management of computers as a shared public resource. Different communities who use libraries need public internet access that enables socialization, connection and association with others without concern for time limits and, for example, noise restrictions.

Another body of articles in this sample examine technology access and provision during the COVID-19 pandemic. Further explored in section 4.4, a number of articles

explored the technologies that libraries lent during the pandemic (e.g., Wi-Fi hotspots, increases in e-book provision), recognizing that many individuals relied on the library for internet access and were without access during lockdowns⁸⁰; others examined how libraries used technology (e.g., social media) to keep patrons abreast of developments regarding library closures and changes to programming⁸¹; and yet others discussed the broader implications of the shift to digital programs, collections, and activities during the pandemic, highlighting the value of both digital *and* physical library services and underlining that these services are not interchangeable⁸².

4.2.3 Reinforcing cultural identities

The International Federation of Library Associations and Institutions (IFLA) advocates for the inclusion of ethnic minority communities in library spaces and services. IFLA's *Guidelines for Library Services in Multicultural Communities*⁸³, for example, promote fairness and equity of access in library services to multicultural communities.

Articles that explicitly examined the ways in which cultural identities can be reinforced and respected focused primarily on library programs that respond to different cultural patron groups' needs. This included examining how library staff's readers' advisory services can help immigrants with psychological and socio-cultural adaptation in a new country⁸⁴ or the social impact of mobile libraries for rural children living in Taiwan⁸⁵.

Recognizing that active public library patrons typically belong to fairly homogeneous majority groups in terms of race, class, age, and gender⁸⁶, other studies served as exemplars or offered suggestions for libraries to enhance their cultural competencies with different population groups as a means of bolstering community engagement^{87,88}. Blackburn's⁸⁹ work about two Australian public libraries and Indigenous communities underscores the needed and continued work that library staff and Library and Information Science as a discipline need to do in this area, finding that "for community engagement to be sustained and for full cultural competence to develop within an organization, the environment to be considered is much broader than that of the library's relationship with its user community" (p. 229).

4.2.4 Creating safe physical spaces

Public libraries are regarded as “relatively safe spaces that are busy, open to all, free of frenzy, and lightly regulated⁹⁰” (p. 9). Throughout the sample, the importance and value of public libraries’ spaces were heavily featured. Underlying a number of the articles⁹¹⁻⁹³ that explore the ways in which libraries’ spaces foster feelings of connection, inclusion, or belonging among library patrons and the communities they surround is an understanding of the library as a *third place*, borrowing from Oldenburg’s⁹⁴ concept where third places are distinct and separate from the home (a first place) or work environments (a second place), where social connection, social capital, and community building can be fostered.

As third places are in flux as society, broadly, and communities, locally are changing, public library spaces are moving away from traditional spaces for lending to community hubs and social meeting points of connection. Some of the library services outlined in 4.2.1 illustrate this shift (e.g., community collaborations, makerspaces, and the diversifying collections that libraries lend). Public library spaces are increasingly mobilized and recognized for their capacity to enable patrons to participate in public life. Audunson and colleagues’⁹⁵ recent analysis of the role of public libraries as institutions that underpin a democratic public sphere encapsulates a number of the meetings, encounters, and social activities people experience in the public library as found across our sample:

- Bumping accidentally into friends and neighbours
- Visiting the library with family, friends, and colleagues as a result of a mutual project or interest
- Attending meetings and events in the library
- Going to the library to locate information on community issues
- Visiting a library cafe
- Locating information at the library about community events and activities
- Using technology in the library for social purposes
- Having conversations with strangers.

The library’s space, then, as an evolving community hub, is key in fostering, sustaining, or sparking social connections, whether intentional or inadvertent. White and Martel⁹⁶, drawing on Putnam and Feldstein’s⁹⁷ earlier work, highlight the ways libraries not only reinforce existing social bonds and connections but also create opportunities for

making unexpected connections between individuals and different population groups who might not otherwise have contact with one another.

Included articles spoke to the intangible as well as the tangible elements of the library's space that are so key to its use and prominence as a third place. Tangible elements that are crucial to the enjoyment of the library as a safe space include: warmth (in cooler months), reprieve from heat (in warmer months), bathroom facilities, internet access, and shelter⁴². More intangible qualities that contribute to patrons' perceptions of library's space include an overarching "feeling of warmth for public libraries"^{29,98} given the important and esteemed space they occupy within the social fabric of communities and the importance communities' place in libraries' capacity to provide access to information that helps individuals learn, grow, and change⁹⁹.

Creating and sustaining these safe, accessible library spaces is not without challenges. Some articles speak to the difficulties of maintaining a space open and welcoming for *all* patrons. Some articles speak to the discomfort some library patrons and library staff have in sharing library space with other population groups. Williams¹⁰⁰, for example, highlights library staff's frustration and difficulty regarding community perceptions (whether direct comments from patrons or community media coverage of the public library) related to allowing individuals experiencing homelessness in the library's physical space. At times, the library as community hub is at odds with the traditional view of the library as a quiet, reverent, solemn place of learning. This conflicting understanding of the library's space also challenges and sometimes restricts the use of the library's space by some patron groups. Articles by Williams¹⁰⁰ and Marler⁷⁹ highlight the struggles public library staff contend with when regulating social interactions in the library, e.g., by using signs that restrict certain behaviours and/or using security services who enforce policies (such as noise policies).

4.2.5 Addressing issues of accessibility

The group of articles focused on issues of accessibility approached the notion of access from different avenues. Some articles focused on how public libraries enhance access to information (e.g., consumer health information) and services for patrons living in geographically rural and remote areas¹⁰¹. Access in and to the library is differently experienced based on a variety of factors, including locale and population. A

larger portion of articles in this category focused on how different library systems or library branches are aiming to enhance library access (whether in terms of space, digital access, training, outreach) with the intention to more fulsomely support and/or empower marginalized communities¹⁰², particularly individuals living in poverty^{103,104} or those without stable housing^{68,105}.

The changing role of public libraries, traditionally considered a solemn space for reading to now viewed as a community hub, is also changing understandings and possibilities of access. This includes opening up access to different kinds of programs or to new types of collections. Makerspaces in public libraries, for example, are shifting patrons' access to different tools, skills, and learning and creativity opportunities. Inclusion of different types of collections in libraries, such as tool libraries⁶⁰, library-hosted food gardens¹⁰⁶, and seed libraries¹⁰⁷, similarly provide access to enhancing patrons' everyday lives. Library programs that partner with different community or government organizations or with professionals like social workers^{108,109} provide access to knowledge about different events, workshops, programs, assistance, and knowledge that can support patrons in their everyday lives.

Issues of accessibility are differently experienced depending on different factors, including public libraries' geographic locale as well as the availability of funding to employ library workers. Some studies included in the sample, for example, examine how library systems are contending with the difficulties of reduced opening hours by implementing self-managed or community-managed^{110,111} libraries. These types of libraries, similar to the open+ pilot program⁷⁸ that virtually connects patrons at a rural branch with library staff at the system's Central Library described in 4.2.2, are unstaffed during some or all of its opening hours but open for registered patrons to enter and use their services. Studies examining these types of libraries, which are often instituted to enhance community access, question whether patrons' expectations, perceptions, and experience of libraries are altered if library staff's physical presence is removed.

Underlying each of these articles was a recognition, and, at times, a celebration of the role of public libraries in mediating access: "the importance of public libraries as spaces for social reproduction therefore arises from their role as a mediator of

inequality through free access to information”¹¹² (p. 114). And while other articles similarly praise the library for its “central role” in providing *equal* access in an increasingly stratified society, given the multitude of different individuals with different needs who visit the library¹¹³, providing equal access (whether to collections, programs, spaces, etc.) to all patrons may be more aspirational than an everyday, lived reality.

4.3 What population groups are included in public library research and in what ways are they differently impacted by public library services, materials, and/or spaces?

The diversity of library services outlined in section 4.2 are differently created, promoted, and received in response to the different needs and expectations from libraries’ patron communities. As Johnson and Griffis¹¹⁴ ask, do these different services create the necessary conditions wherein “everyone feels welcome, irrespective of personal circumstance?”. Given the distribution of public libraries across the country, in urban and rural locales and in neighbourhoods of high and low poverty, the ways in which public libraries both connect with and provide connection manifest differently depending on their contexts and the communities they serve. Research on this topic is indicative of the many different population groups that public libraries engage with and support on a daily basis.

As illustrated in Figure 3, there were a multitude of different populations studied in the synthesis sample: older adults, library workers, children, teenagers, individuals without permanent or stable housing, immigrants and recent migrant populations, individuals without permanent employment, formerly incarcerated individuals, individuals living with different abilities, and library staff. Patron populations categorized as “other” consisted primarily of studies that did not categorize patrons as belonging to one specific population type. Sixty-four studies identified multiple population groups as part of their sample, in which case multiple population groups would be counted in one study. This breadth of population groups, each with their own unique circumstances, needs, and expectations, is indicative of the range of factors and contexts library workers must consider and incorporate in their programs, collections, arrangements of physical and virtual spaces, and administration.

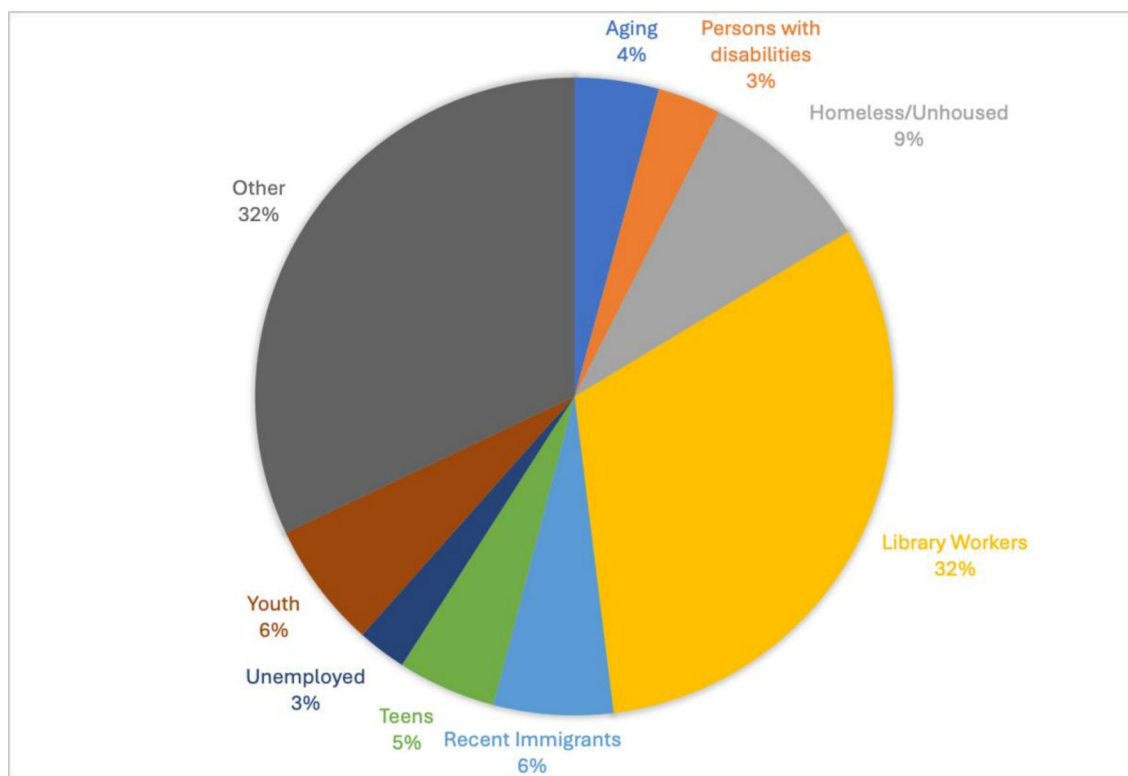


Figure 3

A majority of articles that answer this particular research question seek to identify or highlight the role of the public library in different patron populations' lives by talking either to the population in question or to library staff for their perspectives. Articles that focused primarily on speaking with library workers examined: a) the broader ways in which library staff view the public library as fostering connection¹¹⁵, digital inclusion¹¹⁶, resilience¹ and trust and social capital¹¹⁷ or b) library staff's perspectives on working with different population groups (including families,^{118,119} patrons in crisis⁶⁹, patrons without stable housing^{68,120}, patrons living in rural locales^{115,121}). Our team identified a concerning number of articles that study library workers' interpretations of user populations without also including the voices of those communities. This research approach risks moving away from Wiegand's¹²² prompt to focus on the library in the life of the user and instead falls back on what Zweizig¹²³ labelled a persistent limitation of early public library use studies that studied the patron from the perspective of the library.

Articles focused on different populations largely examined the library services that respond to different patron populations' needs. How these needs are determined, however, was not always clear. Articles focused on individuals without stable or permanent housing or those living in poverty focused on the more tangible elements that the library can provide: warm spaces, bathroom access, quiet spaces, access to computers and Wi-Fi for correspondence or work searches^{105,124,125}. Research taking up this patron population group also reveals how different populations will differently experience and use library space with greater and lesser degrees of comfort (their own comfort as well as the comfort of library staff and other library patrons¹⁰⁰). Library programs and their capacity to foster social inclusion, learning opportunities, and lively conversation, were particularly salient for other population groups, including older adults^{126,127}, immigrants and recent migrant populations^{128, 129}, and children^{85,130}. Studies that examined teenagers as a patron population appeared to focus primarily on the ways that teens use technologies in the library, whether for education, connection, or entertainment^{131,132}. Individuals living with different abilities were studied in a broader and more aspirational context in this sample; studies examined models or best practices that libraries are using as they seek to be more accessible^{133,134}.

A key theme that resonated through articles that explore different patron populations is the difficulty and tension that library workers encounter as they aim to engage with all patrons equally, especially when different patrons have different and more complex needs^{42,124}. Also of note are library workers' calls for more robust training in responsively working and engaging with patrons with more complex needs¹³⁵. Not only do library staff engage with a wide variety of patron populations on a daily basis, but they are also tasked with supporting other patrons to be understanding and/or accepting of patrons who might be experiencing mental health challenges, extreme poverty, or other obstacles. Williams'¹⁰⁰ research articulates the many lines of work that are foisted upon library staff (whether they are adequately trained and compensated, or not), particularly as the library continues to evolve as a community space that invites all individuals from the community including, in this case, individuals experiencing homelessness:

“The library’s function as a third space brings large numbers of people experiencing homelessness into proximity with public library workers. As a result, library staff are often required to construct and enforce both physical

boundaries (e.g., seating, opening the library early on cold days) and interactional boundaries (e.g., determining whether answering a question is appropriate, or how much assistance one can provide)" (p. 708).

Wahler and colleagues¹³⁶, in their findings, thus call for libraries to find ways to support their staff to more effectively serve patrons with varied psychosocial needs.

4.4. How are public library virtual programming and services (especially prominent during COVID-19) changing the ways in which patrons engage with public libraries?

In their study of challenges faced by Australian public libraries during the 2020 pandemic lockdowns, Jane Garner and colleagues¹³⁷ found that public libraries functioned as the “steady ship during the crisis” and responded “rapidly and with agility” to the COVID-19 closures. In a general way, these early English-language studies of public library strategies under COVID-19 tell remarkably similar stories of challenge and response. Because the date range of this preliminary literature review stops at 29 August 2022, the recent surge in publications about library responses during the pandemic is not fully captured in this report. The fast-moving shifts and changes exacerbated by COVID-19 underscore the timeliness of identifying and compiling literature on public libraries as social institutions. This is especially so considering the growing volume of work (scholarly, professional, and grey) being produced during the COVID-19 pandemic that can be productively analysed through an ‘asocial lens’. Furthermore, as most of the studies are primarily concerned with institutional responses and strategies, we find that we are unable to fully answer the research question as we posed it: data on users and patrons is thin in the sample of articles included in our review.

In reports about public libraries during 2020 and 2021 the story begins with immediate pandemic responses to the crises instigated by fears and anxieties about personal and public health and by the consequences for library operations due to enforced lockdown measures. In some of the papers we read, authors align the disruptions in library mandates with ruptures in society more broadly to make calls for transformation in library services that redress inequities in services to BIPOC

communities, to poor and underemployed adults, to people experiencing housing stress and homelessness, and to people in need of social supports for their mental health and wellness. In a general way, these early studies are *all about* social connections in local library communities as library managers and workers were committed to letting their communities know that the library was still there, still available for information and knowledge, cultural and educational programming, for books and reading, and the internet. More recent reports take a longer view which makes sense after nearly three years of COVID-19 and the realization that the trajectories of isolation, anxiety, loss, and asociality will require ongoing efforts, resources, attention, and innovation in recovery.

Several themes emerge from our reading of the sample of 19 articles (a subset of our larger literature review) that directly addressed COVID-19. The first theme was found in one way or another in every article – namely, the development of strategies designed to extend remote access to digital materials, services and programming to patrons including those excluded from such access by social location or status. The physical place of the public library is a hot topic too with renewed calls for its centrality for connecting with patrons, especially those seen to be most in need of access to supportive, free, and safe community spaces. The mental health and wellbeing of individual patrons, broader communities, as well as of library staff is another key focus in many of the studies. Strategies for coping with new patron needs and demands while negotiating the effects of the pandemic on staff morale, training and development are major concerns. Finally, the story ends with a high sense of renewal for the value and rewards of community-engaged librarianship as a way forward through recovery into the future.

4.4.1 Digital literacy and addressing digital exclusion

Given the widespread, global lockdown during the early years of the pandemic it is not surprising that many studies report on the use of various online and digital technologies to deliver services to patron groups impacted by the pandemic. In fact, digital literacy initiatives to address digital exclusion is the overwhelmingly dominant theme within this sample of papers. Researchers made explicit calls for services that consciously address social exclusion, systemic racism, and communities of users previously invisible or neglected in public library mandates. The studies explore public

library pandemic responses in relation to communities of older adults⁸⁰, remote learners and recently unemployed adults¹³⁸, and adults marginalized from access to information and communication technologies⁸². Some studies^{139,140} theorize service impacts on racialized minorities, who have been disproportionately impacted by the pandemic. Studies¹³⁷ reported on the challenges of managing staff including their levels of technical skill to work remotely with library patrons with the appropriate technology.

4.4.1.1 E-borrowing and e-reading

Studies in our sample also report on increases in electronic borrowing of library materials that includes remote access to books, databases, textbooks, multimedia, and other kinds of services (e.g., Wahler et al.¹⁴¹). McMenemy, Robinson, and Ruthven⁸², in a national survey of public libraries in the United Kingdom, found the marked increase in e-book borrowing during the pandemic brought visibility to the role of the public library in meeting needs of patrons, although e-borrowing came nowhere near making up the shortfall in access. Of those almost 13 million active library users in 2018-2019, only just over 5 million were able to borrow from their library service in 2020-2021, leaving about 7.5 million previously active users with no service.

Berra¹³⁸ describes responses from one library case study to connect with users during lockdown that included processing remote applications for library cards to enable access to library resources and Wi-Fi hotspots, increased access, and ease of access to e-books for students, and the development of new remote, tutoring services.

4.4.1.2 Reaching out to community through social media

An early systematic review of literature related to public library pandemic response by Kostaglios and Katsani¹⁴² shows that there is renewed attention to communicating with communities through social media applications. However, while there is some evidence that public libraries increased their social media communications during the lockdown months of the pandemic, one U.S. study⁸¹ of library Twitter accounts found that “public libraries actively deployed technologies to continue their services and fulfil their mission to keep people connected to information and traditional services. However, public libraries need to evolve their adoption of the Twitter platform to

facilitate access to local community information, as well as relevant, critical, and timely knowledge and information with regard to current events” (p. 728)

Kou, Chen, and Pan¹⁴³ present an analysis of online library news and social media communications from three libraries in Wuhan, China during pandemic closure and reopening periods. Their findings give evidence of concerted emergency management efforts to “ensure internal team stability” (p. 287) while also sharing authoritative health and community information to the public. These libraries also offered online cultural programming and established reading “corners” in health sector locations to help with the long stints of isolation at home, social anxiety, and covid panic. Such initiatives were seen as ways to support and build community resilience when dealing with pandemic challenges.

4.4.1.3 Alleviating digital exclusion

In a study of Scottish public library responses to the pandemic during 2020, Reid and Mesjar¹⁴⁴ make several recommendations beginning with a need for a national conversation about digital content provision in public libraries and the role libraries have as digital “enablers” in the sense of supporting efforts to overcome the digital divide for many members of the public.

Casselden¹⁴⁵ investigated the relative success of a digital literacy initiative for older adults in Newcastle, UK. Older adults who participated in the digital literacy programs were motivated by pandemic conditions to understand and navigate the digital world with confidence, independence, and skill. This study emphasises the effects of participation on their feelings of confidence and social connectedness. The study also sought to explore how organisational partnerships can work to alleviate digital exclusion amongst older people.

4.4.2 Physical place of public libraries: A contested ground

In general, the studies in this sample found digitized public library services met needs for information and sometimes for social connection. However, there is strong caution throughout regarding the physical place of the library. In a study of German public libraries and broader European contexts, Thiele and Klagge¹⁴⁶ found that the local physical space of the library is critical for participation in society, specifically its

function as a “third space” (via Oldenburg) and for educational justice. It still matters for communities in part because of the significant constraints of access to digital services due to users’ specific socio-spatial and socioeconomic living conditions. Similar findings are put forward by Reid and Mesjar¹⁴⁴. Garner et al¹³⁷. also note the role of locality in terms of the type and variety of services offered by Australian public libraries during crisis periods of the pandemic months.

Voices^{139,140} also call for caution in reifying the physical place of the public library as a safe place with abundant examples of how public libraries sustain the ideologies of white supremacy which endanger and alienate racialized minorities and other communities that continue to be systematically denied equitable levels of service.

4.4.3 Support for mental health and wellbeing

Some studies in the sample directly report on the role that public libraries play in regard to health impacts of living under pandemic lockdown conditions. Bradley⁴⁷ argues that public libraries can fundamentally contribute to the eight domains of wellness identified by the Canadian Index of Wellbeing – community vitality, democratic engagement, education, environment, healthy populations, leisure and culture, living standards, time use—especially during the period of post-pandemic recovery. Public libraries can play a role through traditional lines of service such as through provision of space, access to resources including technology, and programming.

Kou, Chen, and Pan¹⁴³ found that Wuhan public libraries explicitly designed and delivered information and cultural programming to alleviate mental health stresses caused by pandemic conditions. In one of the few studies to consider both academic and public library virtual programming in support of mental health and wellbeing, especially prominent during the pandemic, Hall and McAlister¹⁴⁷ noted key differences. They report that nearly three-quarters of the public library staff respondents indicated that their libraries offered virtual services and resources for mental health and wellbeing compared to just over half of staff at academic libraries. Not surprisingly perhaps, public libraries offered more virtual programming year-round compared to academic libraries that focussed more on high stress and anxiety periods such as during midterms and finals. Importantly, the authors note the value of the “strong and

enduring relationship between public libraries and social service agencies” suggesting that community partnerships and service alliances are critical.

Garner et al.¹⁴⁸ report that during just a four-month closure in Australia due to the pandemic, from mid-November 2019 to mid-March 2020 the Library Social Worker in the City of Melbourne Library completed 642 patron interactions. The study further analyzes case notes and statistics related to 43 patrons who were experiencing homelessness or housing stress and who received significant social work support during these months of lockdown. Furthermore, the relationships that library workers establish with their patrons create the secure ground for these kinds of positive social work interactions to occur.

A small case study based in the U.S. by Ogden and Williams⁶⁹ explored the impacts of trauma-informed approaches to working with patrons in crisis situations through a series of workshops co-designed and facilitated by social workers and librarians. These kinds of skills are seen as requirements by some for public library workers because of negative social and mental impacts of the pandemic.

Wahler et al.¹⁴¹ conducted a large-scale survey in the U.S. (n=3251) of library workers and patrons to understand their pandemic related needs and to explore how public libraries could promote local resilience as communities recover from the pandemic impacts. Findings indicate that patrons and staff, alike, experienced significant changes to their daily routines due to restrictions, social isolation, job losses, and work-from-home arrangements. Stresses were also reported due to difficulties using the library due to library closures, reduced hours, inability to physically browse materials, limited transportation, and a lack of internet access. This study also reports that the pandemic took its toll on library workers too due to changes in overall access to services, fewer patrons, different psychosocial needs, virtual/remote assistance, fear of being infected, COVID enforcement among others.

4.4.4 Renewal and recognition of community-engaged and people-centred librarianship

In their systematic literature review on global public library responses to COVID-19, Kostagiolas and Katsani¹⁴² found that public libraries immediately worked to serve their communities by developing and expanding online services and programs, aimed to provide trusted health information, provided opportunities for cultural and educational programming, and shared COVID-19 related research to the public. Further, they found that public libraries are striving to be accessible, community-engaged, and people-centred, playing a foundational role to support democratic processes/function, cultural expression, and information exchange of communities.

Reid and Mesjar's¹⁴⁴ findings suggest the critical requirement of continued strong advocacy for public libraries and the importance of the library as a physical space. They posit the importance of maintaining the flexibility, agility and autonomy which emerged during lockdown. Reid and Mesjar¹⁵¹ present compelling evidence for the social value of public libraries as free, safe, and public spaces within communities. The testimony from library managers also illustrates a particular culture of care in the relations between staff and library users, while at the same time, calls for recognition from local authorities for the breadth of public library services as well as their essential role for many users. Garner et al¹³⁷. further report that Australian public libraries stressed the value of strong relationships with and clear policies from governing authorities as well, especially in the context of rapid innovations being undertaken during lockdown periods.

Lenstra and colleagues⁸⁰ show similar findings and make related calls for advocacy, recognition, and funding for small town and rural public libraries in the U.S. Seventy-six percent of those surveyed (n=353) described concerted efforts to reach out to support older adults in their communities during pandemic lockdowns. In a case study of mobile outreach to youth in the Western Washington region in the US, Beckman¹³⁰ describes a small research study into mobile outreach services to youth during 2020. Not only did the library provide access to take-home "engagement" kits during the pandemic, by so doing, the library was "providing this space for community engagement [that] places the library at the center of relationships between

neighbors, communities, and individuals” (p. 22). Lenstra and Campana¹⁴⁹ extend this notion of mobile outreach to “outdoor librarianship” which is presented as one of the more novel public library responses to the pandemic restrictions. As with other innovative public library initiatives, outdoor library programming works best with meaningful community partnerships.

An Australian study¹⁴⁸ has some preliminary evidence to show that the unique qualities of the public perception of public libraries as “safe and welcoming” may allow for more positive interactions between library social workers and clients experiencing homelessness and housing stress than more traditional social work locations.

4.5 Deterrents to social connection

In addition to the many creative ways libraries foster feelings of social connection among their patrons, we must also acknowledge those aspects of public library systems that work against the creation of social connection among patrons. For example, many public library systems require identification and a fixed address to be able to create a library account to borrow materials or use computers, a difficult task for those without stable housing^{36,42,68}. Additionally, library collections that do not adequately reflect the community can also exacerbate feelings of social exclusion among some library patrons⁶¹.

The long lasting and ongoing struggle of library funding leads to questions of what librarians can realistically accomplish given constrained budgets and limited staff. The conversation around library funding is complicated and multifaceted. Of the articles reviewed, 18% (n = 42) included some degree of conversation about funding. Terrile¹⁵⁰ provides a powerful overview of funding concerns dating back the last 15 years:

Libraries can and should be that link for communities, but it is important to note that the same social and economic factors that contributed to increased rates of housing insecurity and homelessness in the last 10 years have also had a profound impact on public libraries. Budget cuts, layoffs, shortened hours, and reduced services are, in many areas, still a reality almost a decade after the

Great Recession, especially for small and/or rural public libraries (Kelley 2012; Peet 2016) (p. 134).

Indeed, the sentiment that librarians and library systems are required to do more in service to their communities while contending with shrinking budgets and staff constraints is a global theme. In the Canadian context, Frederiksen¹¹² examines the debate around library funding in Toronto and reveals that “controversy over Toronto's public library budget revealed intense disagreement over the role and value of public libraries. Keeping libraries open and public became the central challenge to what many activists began to call an austerity budget.” (p. 141). In the United Kingdom, the library system has been decimated partially under the guise of libraries becoming community managed. Goulding¹⁵¹ acknowledges that “at the core of the apparently irresistible tide of community managed libraries lies a drive for austerity and the localism rhetoric has become a convenient smokescreen for local councils for withdrawal from public library service delivery” (p. 489). Finally, in the Australian context, O’Hehir and Reynolds¹⁵² conclude that changing the needs of the Australian population will have, “a significant effect on how future Australian public libraries are funded, what services and facilities are provided and how they are utilised and staffed” (p. 318). Indeed, across the globe it is evident that a major deterrent to the public library evolution and universal access to knowledge, services, and programming is having the funds to do so.

In direct relationship with funding is the sustainability of fines within public library systems. While libraries have a longstanding tradition and relationship with enacting fines for overdue materials, it must be acknowledged that these arguably outdated practices create barriers to access for many groups. Many systems have chosen to reduce, eliminate, or forgive fines in some capacity. As Lopez et al.¹¹⁸ discovered in their study, “fine forgiveness in several Maryland libraries creates more equitable use of library resources” (p. 324). This is an important observation given that the system under study by Lopez et al. show “82% serve families from predominantly low-income homes” (p. 323). In a specific fine forgiveness program, children and teens can reduce their fines simply by reading: “at Baltimore’s Enoch Pratt Free Library (MD) when children and teens read in the library each week, they log reading hours that earn them fine forgiveness”¹¹⁸ (p. 324). It should be noted that fine forgiveness programs also need to be transparent and accessible. In the case of one unnamed library system that

served large populations of LGBTQ2+ youth, Winkelstein¹⁵³ found that while the library “had fines and fees attached to the late return or non-return of library materials [...] they offered unwritten, unspecified, subjectively applied alternatives to fines and fees” (p. 206). The issue identified by Winkelstein¹⁵³ was that “one had to feel safe already to be able to take advantage of exceptions to the rules” (p. 206). The inconsistent application of a forgiveness system in this case is a disservice to disadvantaged people by creating subjectivity by way of a power imbalance between patron and librarian.

One immediately observable connection between fine forgiveness and funding is that the former may lead to a reduction of the latter. Public libraries do not earn revenue and what little they may earn through fines is under fire as libraries evolve and prioritize accessible and free information. Indeed, in the Australian context, O’Hehir and Reynolds¹⁵² cite a government report that “proposes ‘developing different revenue streams may initially challenge the public’s perception of public libraries as a ‘social good’; however, applying fees to non-core services and programs is no different from charging for catering” (p. 315). While O’Hehir and Reynolds identify the ramifications of such a proposal, they also acknowledge the ongoing tension between funding and earning revenue.

Finally, few studies evaluated the impact of securitization of the public library space. Most notably, Selman and Curnow¹⁵⁴ argue that “Winnipeg’s downtown Millennium Library’s aggressive and invasive security screening practices set a dangerous and exclusionary precedent for Canadian libraries.” (p. 1). They go on to powerfully state that “We should deeply question a solution that touts its cost effectiveness at the expense of real investment in staffing, training, and other best practices that do not unfairly exclude and stigmatize patrons”¹⁵⁴ (p. 5). Indeed, the safety and security of patrons and staff requires addressing and there is much debate on the proper path forward. However, engaging with a policy that “undermines trust and reciprocity with the affected communities”¹⁵⁴ (p. 5) and provides no alternative is problematic for the authors. One library system in Chicago¹⁰⁹ is working with security and library staff to tackle this issue by training them to understand issues of mental health, trauma, and homelessness with the goal of “helping reduce expulsions [through the] equipping of library and security staff to help create a more welcoming space for patrons experiencing homelessness” (p. 442). Clearly, with proper care and training, there are

ways to implement safeguards to prioritize the safety of everyone without ongoing exclusion and marginalization of certain groups.

Deterrents are policies enacted within libraries that run contrary to goals of connectivity and accessibility to the public. Funding, and by extension the ability of librarians and library systems to produce the material and programming required to reach their goals is an ongoing challenge globally. Additionally, fines can be seen as a barrier to access and any implementation of fine forgiveness must be transparent to patrons. Lastly, securitization of the public library must be implemented with care, both for library employees and for patrons.

4.6 In what ways does the Canadian public library research landscape compare or differ from that in European and Australasian countries, and what lessons can we glean from these differences?

Overall, our sample of studies provides multifaceted evidence addressing our questions about how public libraries help patrons create or maintain connections in their communities, what population groups are included in public library research and in what ways they are differently impacted by public library services, materials, and/or spaces, and how public library virtual programming and services (especially prominent during COVID-19) has changed the ways in which patrons engage with public libraries. The included studies also provide evidence of the general deterrents to public libraries' ability to foster social connection and inclusion.

Models of public library service, library policy and governance, and the degree to which governments allocate resources to public libraries vary substantially between countries and regions. In order to understand the contributions Canadian public library scholarship can make to broader discussions of public libraries and social connection, it is important to consider the research through a geographic lens, noting international patterns of inquiry and findings that can inform research on the Canadian context.

This section briefly revisits our main study themes and our themes of connection/connectedness from a geographic perspective to identify promising places for Canadian researchers to build on, complement, or extend research being undertaken internationally.

4.6.1 In what ways does the Canadian public library research landscape compare or differ from that in European and Australasian countries?

Of the 235 articles in our sample, 37% (n=88) reported research findings that afford comparison between Canadian public libraries and those in other countries. The majority of these (n=76) addressed public libraries within a single geographic region and the remaining articles (n=8) reported on comparisons across regions. The number of items describing African (n=3) and Asian (n=3) public libraries is very small. This section therefore provides a general overview of coverage in all regions and more detail about studies of European and Australian/New Zealand libraries.

Not surprisingly given the high European population base, the number of countries with a long public library tradition, and the frequency of European scholars and professionals publishing in English, almost half of articles (n=42) addressed public libraries in Europe. It is noteworthy that the number of articles addressing Australian/New Zealand public libraries is nearly triple the number of articles about Canadian libraries; this points to an opportunity for Canadian researchers to build this body of scholarship on public libraries' capacity for social connection and inclusion.

4.6.1.1 Overview of key themes across regions

Of the articles affording comparisons between Canadian and international public libraries, most (n=84) addressed one or more of our key themes: Asocial society, Community connection, Libraries as Third Place, Upholding/Establishing Democracy, Community Resilience, COVID response, UN 2030 Sustainable Development Goals. Table 3 shows the distribution of articles and key themes across regions.

Region	Articles	Themes
Europe	42	78
Australia and New Zealand	21	39
Cross-regional comparison	8	12
Canada	7	24
Africa	3	18
Asia	3	7
Total	84	167

Table 3 | Articles addressing key themes under study

Figures 4, 5 and 5 show the relative proportions of these themes across articles addressing European, Australian/New Zealand, and Canadian libraries:

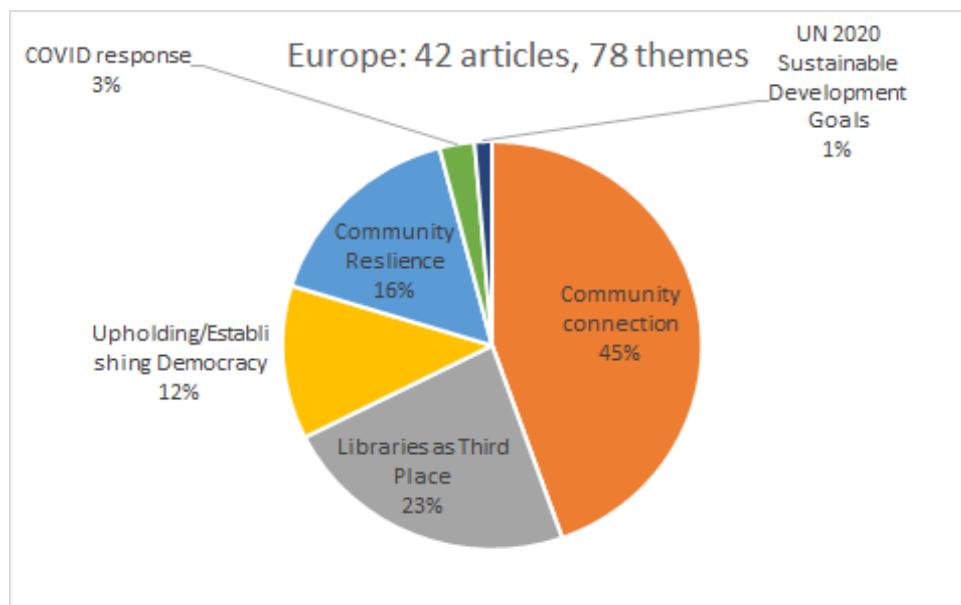


Figure 4

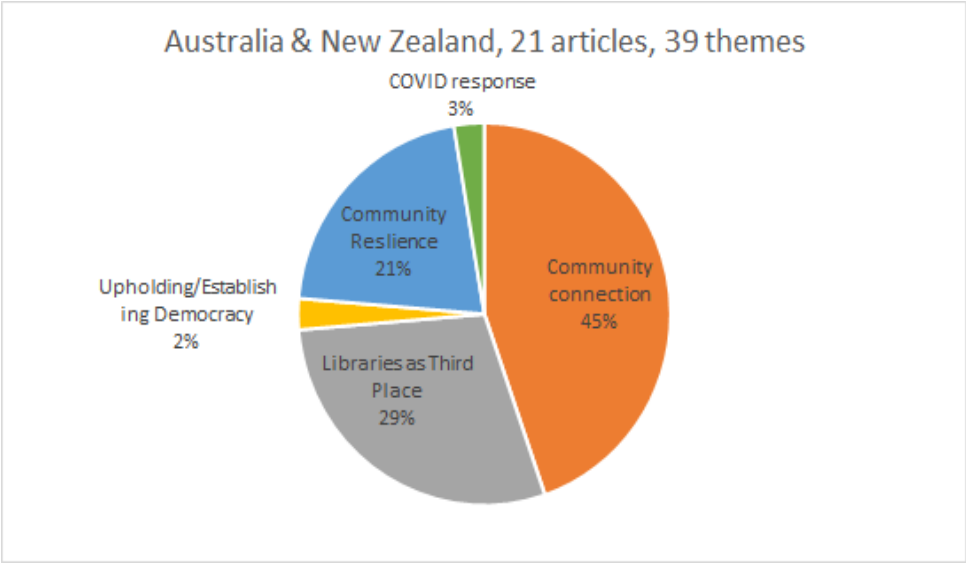


Figure 5

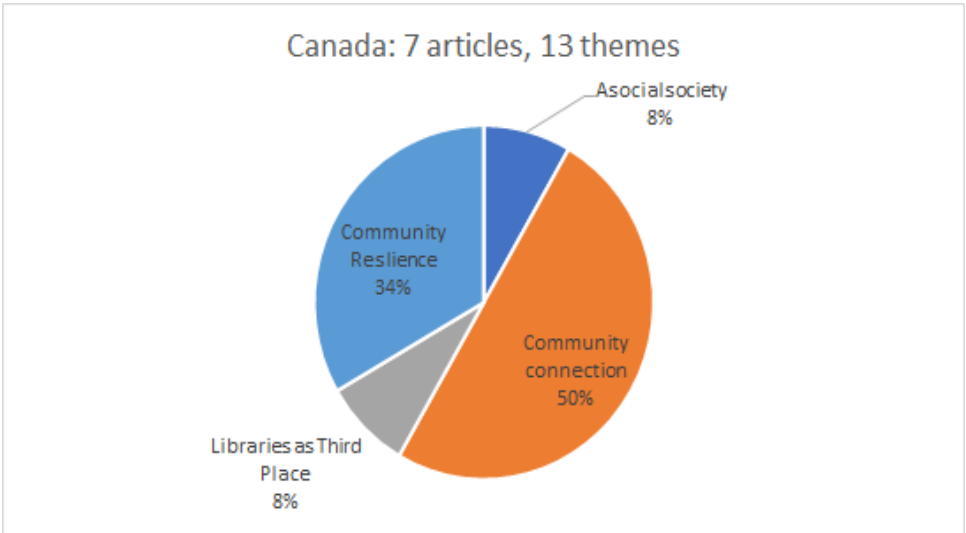


Figure 6

Across the three regions, scholarship focused on the Community Connection theme, with many descriptions and evaluations of programs, services, and outreach to specific demographic segments in public library catchment communities. The next section elaborates this finding by providing an overview of coverage of our Themes of Connections/Connectedness across regions.

The second- and third-most-common themes, Public Library as Third Place and Community Resilience, were closely associated with Community Connections, with

studies exploring whether and how the physical space of the public library supported community connection^{155,30}. The remaining themes received less attention overall. Upholding/Establishing Democracy is a greater focus in studies of European public libraries, particularly those situated in Nordic countries where library laws include an explicit emphasis on democracy, meeting places, and democratic expression^{9,93,95}. A small number of European studies addressed the 2030 United Nations Sustainable Development Goals^{156,157}, and a single Canadian study addressed asocial society¹⁵⁸. Given our data extraction period, a very small proportion of this subset of articles (Europe n=2, Australia/New Zealand n=1) were devoted to COVID response.

4.6.1.2 Overview of themes of connection/connectedness across regions

Of the articles tagged as affording comparisons between Canadian and international public library findings, most (n=72) addressed one or more of our Themes of Connection/Connectedness: Addressing issues of accessibility; Creating connections through technology; Creating new educational programming; Creating new recreational/ social programming; Creating safe physical spaces; Encouraging belonging; Reinforcing cultural identities. The strong majority (n=68) addressed public libraries within a single geographic region and a small number (n=4) reported on comparisons across regions. Table 4 shows the distribution of articles and Themes of Connection/Connectedness across regions.

Region	Articles	Themes
Europe	34	108
Australia and New Zealand	20	63
Canada	7	12
Cross-regional comparison	4	12
Asia	4	9
Africa	3	11
Total	72	215

Table 4 | Articles addressing themes of connection/connectedness

Figures 7, 8, and 9 show the relative proportions of these themes across articles addressing European, Australian/New Zealand, and Canadian public libraries:

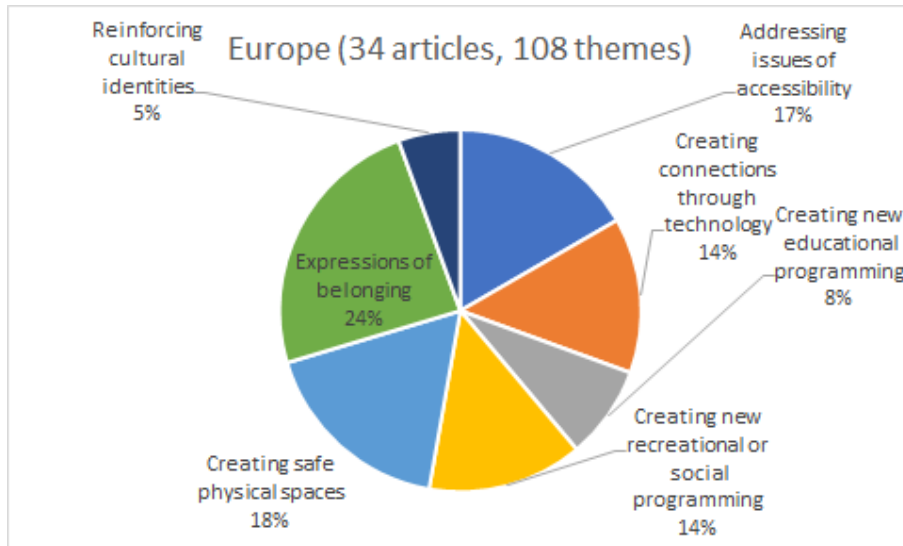


Figure 7

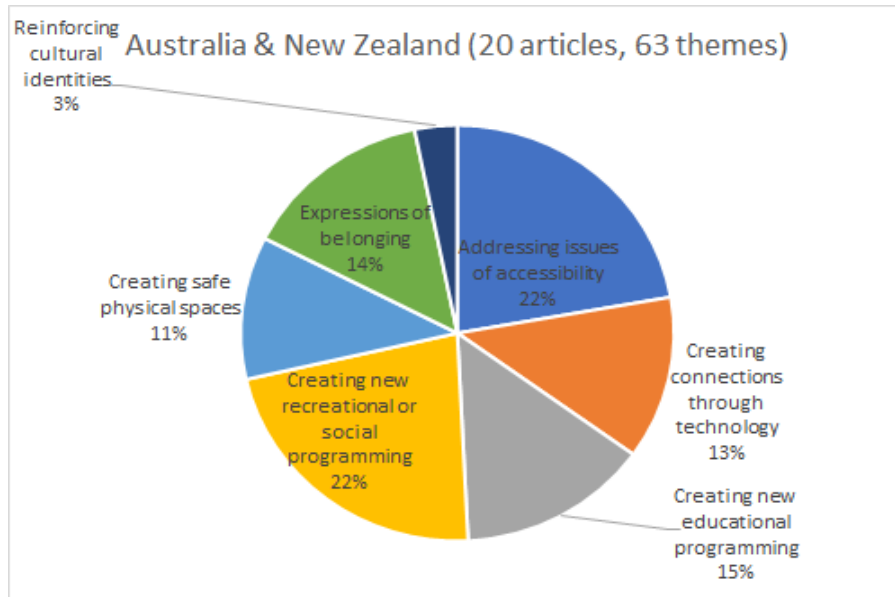


Figure 8

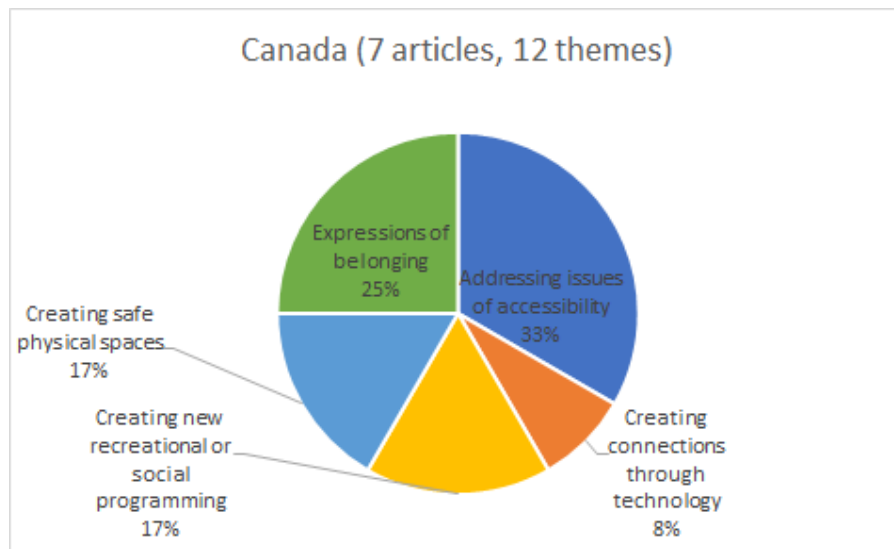


Figure 9

A notable pattern is that research focusing on Canadian public libraries addresses only five of the seven themes, whereas research on European and Australian/New Zealand public libraries addresses all seven. In comparison to the other two regions, research on themes of social inclusion in Canadian public libraries focuses more strongly on the overall issues (e.g., issues of accessibility, encouraging belonging) and less on the development and evaluation of specific programs and services (e.g., creating new educational programming, creating new recreational or social programming, creating connection through technology). For example, research on creating new educational programming is much more prominent in the Australia/New Zealand literature than elsewhere.

Despite the primacy of Encouraging Belonging in all three regions, there was much less emphasis on the cognate theme Reinforcing Cultural Identities. This theme was most prominent in studies of European libraries, where scholars like Briony Birdi¹⁵⁹ address collections, programs, and services for newcomers including refugees.

4.6.2 What lessons can we glean from these differences?

This body of scholarship provides three lessons for scholars seeking to understand Canadian public libraries' capacity for social connection and inclusion. First, several themes have been well-addressed across geographic regions. This means that Canadian findings can be put directly into conversation with findings from elsewhere in

the world. For example, there is a strong body of Canadian, Australian, and European research that shows how public libraries can prevent social isolation among older adults^{158,160}. Parallel Canadian^{161,162} and British^{145, 163,164} research shows how public library volunteering can contribute to social, geographical, and digital inclusion but may be unsustainable. Studies of Canadian and Australian programming show that public libraries in both countries offer similar kinds of programming for older adults^{35,64}, motivated by a similar desire to create opportunities and mitigate age-related challenges, achieved through trial and error and in the face of similar constraints. However, comparisons reveal important differences between countries about the degree to which identifying older-adult programs as such is seen as respectful or stigmatizing. The availability of such parallel studies permits triangulation and the assessment of transferability of Canadian findings.

Second, some themes are not well-addressed in the Canadian context, but there is a robust body of work in other regions that Canadian researchers might build on. As mentioned above, the theme of Reinforcing Cultural Identities was emphasized most frequently in studies of European libraries. For example, Birdi and colleagues' 2012 UK study¹⁵⁸ found that although public library staff generally recognize the importance of universal services for minority ethnic communities, most libraries take a narrow approach to implementation, focusing on the linguistic needs of newly-arrived immigrant groups rather than acknowledging the changing needs of more established communities. This results in an emphasis on providing materials in languages other than English to the neglect of English-language materials that represent "a multi-ethnic Britain" for both newcomers and the dominant community. Studies of Asian immigrants to New Zealand^{57, 165} similarly show how public libraries can support both integration into the host community and the fostering of the home language and cultural values. Rebecca Williamson's⁷⁵ study highlights the everyday practices and materialities that come together to carve out spaces of belonging and shows that inclusive social infrastructure is critical for creating the conditions for overcoming incivility in diverse cities.

Susan Macdonald's¹⁶⁶ study recognizes that Canadian public libraries represent a site where hegemonic struggles for power unfold. They thereby participate in practices that constitute immigrants in Canada and that can support their inclusion and exclusion.

However, no Canadian studies that met our inclusion criteria explicitly addressed the Reinforcing Cultural Identities theme. There is a very strong body of Canadian Library and Information Science scholarship on the role of public libraries in newcomer settlement (for example the work of Nadia Caidi and Lisa Quirke at the University of Toronto, Danielle Allard at the University of Alberta, and Nafiz Shuva at Queens College, CUNY, none of which met our inclusion criteria). There is therefore an excellent opportunity for Canadian scholars to make a more explicit connection between the work Canadian public libraries do to include people facing marginalization and the research from other regions that explicitly addresses the themes under study in this report.

Finally, there is a growing body of comparative multi-national studies of public libraries that provide insight into the structural and policy contexts within which public libraries can support social connection and inclusion. In 2019, Ragnar Audunson and colleagues⁹⁵ identified a deepening and broadening over the past 20 years of research on public libraries as institutions underpinning the public sphere and democracy. They identify social inclusion as one of four major topics of study. They caution that the relationship between public libraries and democracy in a digital and globalized world is complex and dynamic and call on researchers to go beyond normative proclamations of the democratic role of public libraries without empirical support.

Since 2014, Pertti Vakkari and colleagues¹⁶⁷ have undertaken an increasingly broader series of analyses of perceived outcomes of public libraries across Europe and beyond. Their work highlights both international commonalities and national-level structural features, such as policy frameworks and resource constraints, that shape the extent and perceived benefits of public library services. Johnston and colleagues⁹³ surveyed public librarians in several European countries about the extent to which they emphasize their institutions' public sphere, social, and digital roles as justifications for public library investment. Their results show evidence of both a unified international professional culture and of clear influences from national contexts. For example, they found that although librarians in almost all countries prioritized public libraries' public sphere role in promoting equality by giving access to knowledge resources, literary, and cultural experiences, Norwegian librarians emphasized libraries' role as public meeting places and arenas for debate in support of the public sphere^{30,168}.

Widdersheim et al.¹⁶⁹ argue that the Scandinavian model is rooted in public library-related cultural policy. In Nordic countries, public library policy is primarily directed downwards from centralized national ministries of culture. There is a strong connection between cultural policy, public libraries, democracy, and the public sphere and an emphasis on the importance of public library space as a physical, face-to-face meeting place for public debate. This model makes the democratic function of public libraries explicit and considers public libraries primarily cultural rather than educative institutions. In the U.S., cultural policy, the public sphere, and public libraries are shaped less by national decision-making bodies than by state and local governments. In Japan, there is more emphasis on the public library as contributing to a literary public sphere than on its function as a physical meeting space. American and Japanese public libraries are therefore seen more as recreational and educational institutions than are Nordic public libraries. Hider et al found that Australian public library mission statements¹⁵⁵ place the role of public libraries somewhere between the Norwegian and American models, emphasizing their provision of spaces and places that support social connection and most frequently positioning public libraries as community builders more broadly.

Delica and Elbeshausen⁵ compare the ways that the discourse and practice of inclusion have affected the development of British, Canadian, and Danish public library systems. In Denmark, the new library-led community centre combines the Nordic welfare model with information needs of newcomers: libraries bring together already existing but previously isolated institutional knowledge and competencies. In the UK, social libraries are needs-based, with a mission to reduce social inequality. In the Canadian community-led libraries model, communities become the catalyst for changes to public library organization, services, and values.

Canadian public libraries have not yet been well-represented in comparative international studies, and there is significant opportunity for gaining a deeper understanding of the unique contextual features that shape their social connection work.

5. Implications

This knowledge synthesis on the intricate, collaborative, and creative ways public libraries are embedded in a range of asocial-related issues (examining, for example, the impact of public libraries on patrons' sense of inclusion and belonging) was the first effort of its kind. As such, based on our reading and analysis, there are a number of implications that can inform Library and Information Science research and practice:

- Public libraries occupy an increasingly visible role in how individuals and communities learn, interact, connect, and share with one another.
 - Public libraries are increasingly understood, studied, and used as community spaces and community hubs that engage with and support a wide range of community members.
- The feelings of connection and belonging that public libraries can create, foster, and/or sustain can only occur if patrons have access (whether physical access, technological access, psychological access, geographic access, etc.) to these services.
 - It is the access to these services that will ultimately dictate their utility in shaping and, at times, mitigating our increasingly asocial society.
- Public libraries are important and unique public spheres that can function to support democratic processes, which in turn, become critical grounds for freedom of expression, rights to education, rights to information, which in turn support cultural identity, social capital, social connectedness.
 - The means by which public libraries bolster community connection and resilience was made that much more visible during the COVID-19 pandemic.
- Library patrons want and value the informal knowledge exchange that happens between library workers and patrons, *as much as* they want and value library as place and library as place for books and reading.
 - Accordingly, renewed and new research needed to explore the disconnect between what library workers think library patrons want and value, and what library patrons themselves want and value.
- Public libraries and library staff are being asked (implicitly and explicitly) to step into new social inclusion roles, as front-line staff: e.g., supporting unhoused individuals, responding to addiction and overdose, serving the public through changing masking and vaccine mandates.

- In addition to contending with neoliberal agendas and financialised logics, public libraries are rarely adequately resourced and/or trained to do this increasing array of work.
 - If municipal and provincial funders see public libraries solely as repositories of knowledge, libraries' increasingly expanding roles will not be sufficiently resourced. This can lead to staff burnout and to physical dangers for staff and library patrons.

- A majority of research included in this review is published in Library and Information Science-focused journals which may limit the exposure of this research outside this discipline, suggesting that trans-disciplinary knowledge exchange and mobilization are urgently needed to both position and extend the roles of public libraries and public library research knowledge.
 - Similarly, a majority of peer-reviewed research on this topic excludes research by library practitioners, which is often published in public library association magazines and other venues accessible to library workers. Research relationships and collaborations between academics and practitioners is advised to ensure that knowledge resulting from studies can be mobilized to different audiences.

- Our team identified a concerning number of articles that study library workers' interpretations of user populations without also including the voices of those communities.
 - There is therefore an urgent ethical imperative to understand the evolving place of the public library from communities' perspectives. Future work is needed on co-design and community participation in the planning and development of library services.

6. Limitations

Our study has some limitations stemming from inclusion criteria. Our reliance on only English language full-text articles means that relevant studies in other languages were missed. Similarly, as we have focused on the English language, we therefore have excluded certain geographic regions from our sample. As outlined in the previous section, our strict adherence to peer-reviewed articles has excluded articles published in various public library magazine-type publications, thus eliminating the voices and experiences of public library workers who may be more likely to write for these outlets. Additionally, our analysis did not explicitly account for the relationships and engagement that library staff build with library patrons and thus did not highlight this important component of public libraries' contributions to contending with an increasingly asocial society. Johnson¹⁷⁰ has previously noted the potential benefits that emerge from the relationships and interactions that occur between staff and patrons: "building patrons' trust in the library and its staff, connecting people to both community and library resources, providing social support for patrons, reducing social isolation, helping patrons gain skills to function in an increasingly online world, and providing a positive place for neighborhood residents to gather" (p. 52). To begin to compensate for these oversights, we have intentionally placed engagement with working library staff at the core of our knowledge mobilization plan (outlined in Section 8).

7. Conclusions

In our analysis of the 235 articles included in our sample, as we answered our four research questions, we simultaneously addressed the interconnected SSHRC-identified issues that encompass the global challenge of the emerging asocial society: **physical surroundings** (*What steps are being taken in public libraries in Canada and abroad to create safe, accessible spaces that bring diverse people together through education and recreational and social programs?*); **technologies** (*How might the use of new technologies accessed in or through public libraries—including increasingly common makerspaces—promote healthy connections between individuals?*); and **expressions of belonging** (*What library programs, spaces, or materials are used to create and reinforce social connections and cultural identities? How are library programs and spaces changing as a result of new technologies?*).

This knowledge synthesis made visible the intricate, collaborative, and creative ways public libraries are embedded in a range of asocial-related issues. Based on our understanding of *public libraries as social infrastructures that can and do foster connection*, we illuminated the different mechanisms (whether through their materials, spaces, programs, or outreach initiatives) through which public libraries foster relationships or feelings of connectedness among patrons and/or the communities they serve, thus mitigating growing feelings of disconnection, isolation, and loneliness in Canadian society. Our analysis corroborates Scott's⁹⁸ five facets of public libraries as agencies of community building: libraries as conduits to information and learning, libraries as spaces of social inclusion, libraries as fostering civic engagement, libraries as bridges to community resources and involvement, and libraries as promoting economic vitality. While the library services analyzed in this knowledge synthesis vary from library to library based on community needs, library locale, and available funding, among many other factors, what resonates throughout the sample are public libraries' function as a hybrid public-private sphere that accommodates the transactions of everyday life and that integrates work, home and public sphere activities^{75,171}.

8. Knowledge Mobilization Activities

Our planned Knowledge Mobilization (KMb) activities respond to calls from public library practitioners and associations, SSHRC, and academic researchers, all of whom share an interest in understanding and raising awareness about the many roles public libraries play in connecting individuals and communities who are negotiating an increasingly asocial society. The knowledge synthesis and the translation of our findings are bolstered by our carefully selected international team: the five Canadian and three international library workers and scholars are leaders in library and information science (LIS) and possess expertise in the precise subject areas investigated in this grant (e.g., public librarianship, library engagement with vulnerable or marginalized populations). As such, our KMb plan has been created to effectively mobilize the local, national, and international connections that our team brings. Additionally, the KMb plan benefits from the team's infrastructure of affiliated research Centres and extended networks which have memberships that include community stakeholders. This report is our first step in working towards mobilizing the knowledge we have accrued throughout this process. The multiple KMb-related elements described below will follow and will build on the release of our final report.

8.1 Project website

Key to this project and its utility across sectors will be the development of a dedicated project website. In addition to housing the primary deliverable (the Knowledge Synthesis Report), the project website will feature links to publications, a bibliographic database, and Research Snapshots that identify promising practices for public library workers and administrators, library associations (e.g., Canadian Federation of Library Associations [CFLA], Canadian Urban Library Council [CULC]), and researchers. Given the international composition of our research team, this website is especially crucial for knowledge to be discoverable and disseminated across the countries and communities we represent. The open-source, bibliographic database will contain bibliographic information on all articles included in the Synthesis in addition to coded keywords associated with each article. Researchers, for example, can use the database to address related questions about public libraries' roles in the community that are beyond the scope of the Report, such as additional tabulations or bibliometric

analyses of the bibliographic data to identify trends or patterns in the current body of published research.

8.2 Bridging the academic-practitioner divide: Direct communication and media contributions

Our KMb plan focuses on producing and communicating findings and suggested improvements to decision makers, stakeholders, and the public. As such, the team will directly communicate the Knowledge Synthesis Report and the Research Snapshots (explained further below) to various non-academic stakeholders, including the leadership and membership of public library associations (e.g., Ontario Library Association and the Canadian Federation of Library Associations), systems, and organizations (e.g., Ontario Library Service [OLS]) and governmental bodies (e.g., the Government of Alberta's Public Library Services Branch with whom Collaborator Dr. Oliphant has previously worked). This dissemination will draw on the team's extensive networks with public library systems and associations at local, national, and international levels. For example, as part of her SSHRC Insight Development Grant on the role of public libraries in older adults' everyday lives, Applicant Dr. Nicole Dalmer is engaging directly with CULC, the Ontario Library Association (OLA), and several library systems across Ontario (e.g., Toronto, Hamilton, Orillia and Peterborough Public Libraries). Co-applicant Paulette Rothbauer maintains active ties with the OLS and several Ontario public library systems including those in rural and First Nations communities. She also serves on the Executive Board of the Canadian Association for Information Science (CAIS), a scholarly association that actively bridges the scholar-practitioner divide in LIS. Collaborator Lorisia MacLeod, a practicing librarian and a member of the James Smith Cree Nation, will mobilize her connections with the CFLA-FCAB and with the Library Association of Alberta (she is on the Board of Directors of each of these associations) to share findings from this synthesis.

To bridge the academic-practitioner divide, we will disseminate our findings through multiple venues and means of access: **First**, in addition to the Knowledge Synthesis Report, to make our findings accessible for the public library community and other interested community organizations we will create Research Snapshots – short, plain-language summaries (housed on our project website, and advertised via social media and key library sites [e.g., *Public Libraries News*]) that highlight promising practices

that public libraries use to engage with diverse patrons who differently experience and negotiate our increasingly asocial society. These Research Snapshots will identify mechanisms through which public libraries may mitigate the impacts felt by the “loneliness epidemic”. **Second**, the research team will submit a proposal to present the findings from the Report at the January 2024 OLA SuperConference (the largest library conference in Canada) hosted in Toronto. This conference is an ideal forum to present findings because it attracts public library administrators, practitioners, and thinkers from around Canada: conversations at this conference lead the discussion on contemporary movements in public library practices. **Third**, principal findings will be disseminated via publications widely read by public library workers and administrators (e.g., *Public Libraries*, *Open Shelf*, and *Library Journal* magazines, *Partnership: the Canadian Journal of Library and Information Practice and Research*, the International Federation of Library Associations and Institutions [IFLA] blog, the Community, Diversity and Equality Group of UK’s Chartered Institute of Library and Information Professionals [CILIP], of which Collaborator Dr. Birdi is a member). To reach broader stakeholders, we will submit an op-ed based on the synthesis findings to a Canadian national publication (e.g., *Globe and Mail*) and to *The Conversation*. **Fourth**, the team will present its findings at public library association meetings as relevant or feasible (e.g., at the CULC annual meeting or an OLA webinar), and with community-focused think tanks (e.g., Canadian Urban Institute, C.D. Howe Institute) to share findings with policymakers, urban professionals, civic and business leaders, community activists and academics.

8.3 Academic audiences: Peer-reviewed articles, conference presentations & knowledge synthesis report

To expand the reach of our knowledge synthesis, we will submit a proposal to present the findings from the Report at the annual Canadian Association of Information Science (CAIS) conference – the premiere gathering of information science scholars in Canada (held virtually). Following feedback from participants at the three presentations (the required SSHRC meeting and presentations at the OLA SuperConference and CAIS conference) and any feedback or comments received via the project website, the team will prepare two peer-reviewed articles (one on general findings and a second focusing on comparisons that emerge from conversations between the Canadian, European, and Australasian team members) for submission to

peer-reviewed journals (such as *Public Library Quarterly*, *Societies*, *Information Research*, or *Social Science Research*).

In addition to presenting the Knowledge Synthesis Report at the SSHRC-organized meeting in Ottawa, we will deposit open-access versions of our Report and other outputs in our respective institutional repositories and to The LIS Scholarship Archive (lissarchive.org) for global dissemination opportunities. Links to the Report hosted on institutional repositories will also be posted to the personal websites (e.g., University profiles) and social media (e.g., Twitter, ResearchGate, Academia.Com, LinkedIn, etc.) of the Applicant, Co-Applicants, and Collaborators and the Departments, Centres, and Institutes with which the researchers are affiliated (e.g., OLA, OLS, CFLA, CILIP). These sites and media are primarily used by other academic researchers, but can also be accessed and used by non-academic researchers (such as library administrators), and provide a more accelerated access to research than journal publication. This approach is especially appropriate for a knowledge synthesis, which can be rapidly out-dated as new articles are published.

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NEWS

'I'm struggling with this': Wasaga Beach library logo meets mixed reaction at council table

Wasaga Beach mayor also expresses concerns with new town logo introduced earlier in 2022

By Ian Adams Wasaga Sun

Tuesday, December 20, 2022

You can brand [Wasaga Beach](#)'s new council as less than enthusiastic about the town's logo introduced earlier this year.

During a presentation on the new logo for the [Wasaga Beach Public Library](#), the branding process for the municipality's corporate look also came under scrutiny – with Mayor Brian Smith suggesting it may need to be reviewed.

Smith said the library's logo and the town's new logo represented a “completely different look and feel to what our community was built on,” he said.

“I'm struggling with this no differently than I'm struggling with 'W3' (the stylized 'WB' adopted in 2022 by the town as a logo), because unless it says Wasaga Beach below it, I would suggest if you showed it to 1,000 people, 990 of them wouldn't know what 'W3' was,” he said. “When you don't see the words, that's what it appears to be.”

What will stay constant for the library will be the use of the word 'library'.

The option to drop the word 'library' had been posed to the community earlier this year as part of the branding process in advance of its impending move to the new twin pad arena and library complex at the end of 2023.

Overwhelmingly, marketing consultant Marsh Thornley of STC told council at its Dec. 8 co-ordinated committee meeting, the desire was to keep the word.

“This was something we were asked to explore as other local libraries have actually dropped the word ... but we heard from the community that there is a desire to keep 'library' in the name,” he said. “That said, there is certainly interest in promoting a centre that offers more than what is currently associated with libraries.”

Along with 'library', Thornley and his associate Henry Zaluski presented the concept for a new logo that draws inspiration from bookshelves and digital pixels, with typography that is representative of the library's “uniqueness, and its confidence, with a tag line of 'Find+'.

The company also developed animated 'pixel' characters designed to help patrons navigate library services, with colours drawn from the municipality's new logo and brand introduced earlier this year.

Related content

[Here's a look at Wasaga Beach's new tourism logo](#)

The cost of the library's branding project was just under \$30,000. The library's chief executive officer, Pam Pal, said the costs of new marketing materials – library cards, stationary and promotional materials – will be included in the library's 2023 budget request.

She expected those costs to be less than \$10,000.

Pal said the library board would review the font of the logo in January.

The town's corporate branding process was \$70,536, of which \$50,000 was covered by a grant from the County of Simcoe. However, the cost to roll out the new brand was not immediately available.

The town also launched a tourism logo in 2019, with the cost covered through grants from RTO7 and the county.

Deputy Mayor Tanya Snell said she found the different logos inconsistent and agreed there needed to be a "bigger conversation" about how to tie together the town's 'brands'.

"We need to get a cohesive plan to get all these pieces together because they don't look like the same product, the same town, or the same vision," she said.

The new logos and branding, Smith said, do not reflect the town's uniqueness.

"Branding is something this council needs to sit back and look at again," he said. "I think we need to get back to the roots, what's biggest and most important to our community, and that is (being) the longest freshwater beach in the world.

"I don't see us depicting that in any of the branding or logos that we're doing."

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Ian Adams is a reporter for Simcoe.com, covering community news and events throughout south Georgian Bay, and municipal councils in Clearview Township and Wasaga Beach.

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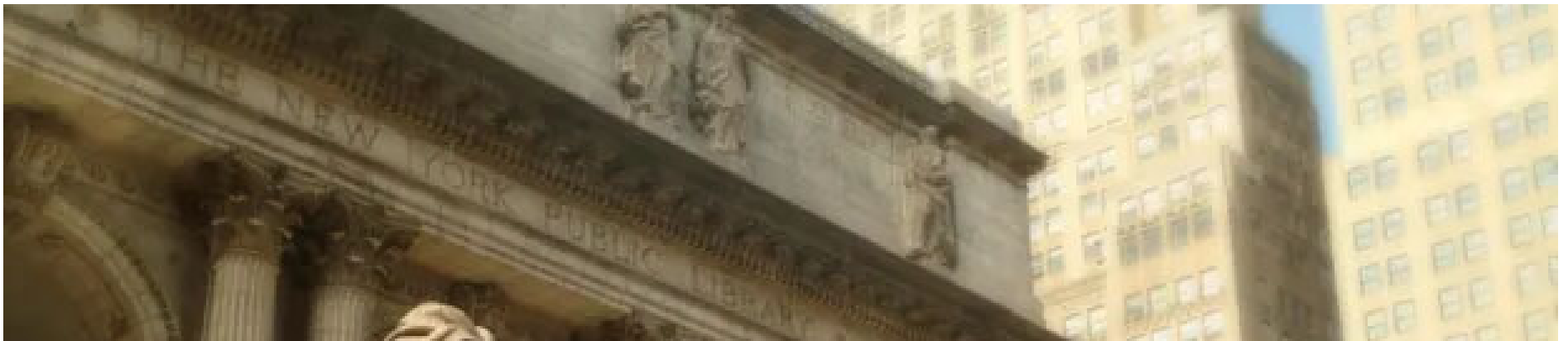
This year I'm thankful for US public libraries - beautiful icons of a better civic era

Moira Donegan



The US can often be cruel to its citizens, but the public library is a sanctuary and a vision of what our country might one day be

Wed 28 Dec 2022 15.13 GMT





If you proposed it now, at any town council or city hall meeting, you would be laughed from the room. The concept is almost unthinkable indulgent, in our austere times: an institution, open for free to anyone, that sells no products, makes no money, is funded from public coffers, and is dedicated solely to the public interest, broadly defined. And it's for *books*.

If the public library did not already exist as a pillar of local civic engagement in American towns and cities, there's no way we would be able to create it. It seems like a relic of a bygone era of public optimism, a time when governments worked to value and edify their people, rather than punish and extract from them. In America, a country that can often be cruel to its citizens, the public library is a surprising kindness. It is institution that offers grace and sanctuary, and a vision of what our country might one day be.

/// The public library makes a radical proposition: that learning, knowledge and curiosity are for

To the eyes of a modern American, it can be a strange, even disorienting vision. For one thing, public libraries are unusually beautiful places, the kind of buildings that make you feel underdressed. In many American cities, the public library ranks among the most ornate and stately fixtures of downtown. They're erected in early-20th century high style, like the Egyptian revival building at Los Angeles' Riordan Central Library or Boston's

and curiosity are for everyone

neoclassical McKim building. Or sometimes they're modern monuments to an ongoing investment in public services, like Seattle's fantastic main branch, a gleaming structure in glass enmeshed in steel latticing.

How different these buildings are from the architecture of other American government buildings - from the flickering fluorescent hells of the DMV, or the windowless, prison-like encampment of many public schools. The only public buildings that rival our libraries in beauty are courthouses - but what happens in libraries is much nobler and less vulgar.

Over the past year, I began working in the public library for the first time in my freelance career, regularly making the subway commute from my apartment in Brooklyn to the 42nd Street flagship branch of the [New York](#) Public Library. No matter how often I went, every time I mounted the steps to the entrance, passing between the two famous marble lions - nicknamed Patience and Fortitude - that gaze out across Fifth Avenue, I was always a little nervous.

The building felt beyond my station, as if I was about to get caught doing something I shouldn't. As I settled into my seat at a broad hardwood table and opened my laptop beneath the chandeliers, I always half expected a suited security guard to arrive and ask me politely but firmly to leave. But what is so precious and stupefying about the public library is that no one ever does. I have a right to be there - not because of any institutional affiliation or job or paid subscription, but because I'm a New Yorker, a regular person, in a city that has decided to honor its people with this place.

There are a lot of indignities to American city life, and maybe there are especially indignities to life in New York. There is the indignity of the crowded and dysfunctional subway system, where the cars are packed so tightly at rush hour that my face is regularly crammed into the armpit of a stranger just as the conductor comes over the speaker to tell us we're being rerouted impossibly far from where I need to go. There is the indignity of the city's dirtiness, where huge heaps of garbage emit nauseating smells in the summer, and where in winter the streets are filled with brown slush and puddles of mysterious liquid whose provenance you don't want to know. There is the indignity of the price of rent.

-

But the public library offers an almost otherworldly dignity, a sense of purpose and seriousness that falls over you when you enter. The silence of the reading rooms begins to feel like the reverent hush of a temple.

The majesty of library buildings is matched only by the nobility of their purpose. The public library does not make anyone money; it does not understand its patrons as mere consumers, or as a revenue base. Instead, it aspires to encounter people as minds. The public library exists to grant access to information, to facilitate curiosity, education, and inquiry for their own sake. It is a place where the people can go to pursue their aspirations and their whims, to uncover histories or investigate new scientific discoveries.

And it is available, crucially, to everyone. It costs nothing to enter, nothing to borrow - in New York, and in many other cities, the public library system has even eliminated late fees. All the knowledge and artistry of its collection is available to the public at will, and it is a privilege made available, without prejudice, to rich and poor alike.

There's nothing inevitable about this egalitarianism; it was perfectly possible that libraries could have remained permanent bastions of the elites, as they were before a wave of public and charitable investment - and democratic sentiment - established public libraries across America in the decades after the civil war. And the kind of dignified, edifying sanctuary for thought and curiosity that they provide could easily again become the sole provenance of the rich.

Library budgets are constantly being cut; in New York, Mayor Eric Adams has proposed draconian, multimillion-dollar year-over-year reductions to the public library system's operating costs, the kind of drastic withdrawals of support that will inevitably force some locations to close.

But the optimism and respect for the people that is represented in the public library is worth taking into the future with us. The public library makes a proposition that's still radical: that learning, knowledge and curiosity are for everyone, and that the annals of history, literature, science and art might not be just an indulgence of the privileged, but an entitlement of citizenship.

Moira Donegan is a Guardian US columnist

Article count [on](#)

You've read 6 articles in the last year

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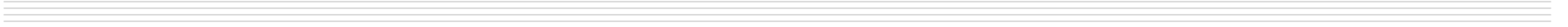
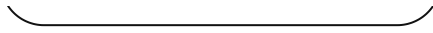
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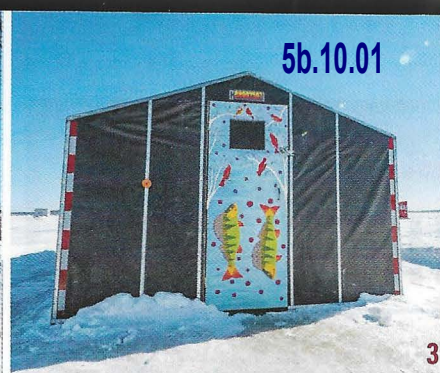




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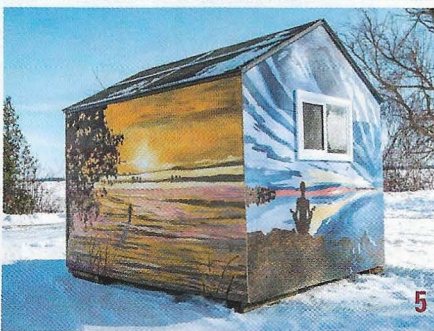
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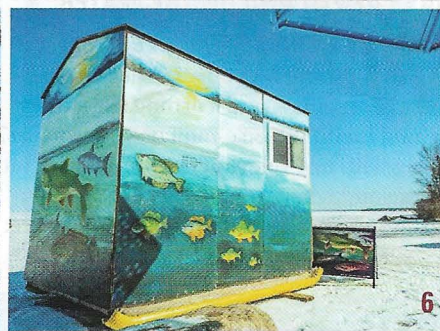
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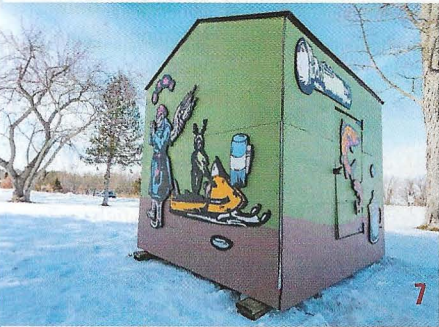
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COMMUNITY

ART ON ICE

A CHEERY ANTIDOTE TO THE DREARY DAYS OF WINTER

BY THE EDITORS

HARDWATER ANGLERS HAVE often gussied up their ice huts, but Innisfil, Ontario, on the western shores of Lake Simcoe has truly taken things up a notch. Last winter, the town and the Innisfil ideaLAB & Library partnered with outfitter Gail's Hot Box Huts to transform 11 ice huts into an innovative public art installation.

Each painted by different local artists, the colourful huts were put on display in various public spaces around town throughout last winter, as well as out on the ice itself. A panel of local jurors comprised of representatives from the Innisfil Arts, Culture and Heritage Council, the Barrie Area Native Advisory Circle, and UpLift Black selected the participating artists. At press time, plans were underway to continue with the project this winter, with five additional huts.

"It was to lift our community's spirits during the long winter months, promote local tourism and encourage a family-friendly Canadian pastime," says Wendy Ricciardi, the communication coordinator for the Innisfil ideaLAB & Library. "This project also helped us address issues of social isolation, belonging, mental health and well-being in a post-pandemic environment."

According to Ricciardi, the unique display provided opportunities for local artists, as well, while serving "to connect citizens to their community and their shared history." The ice huts also support Innisfil's Culture Master Plan. Last




10



11

THE ARTISTS: 1. ANGELA AUJLA
2. CASSIDY MORRIS 3. CATHERINE BECHARD
4. CHRISTOPHER MOORE 5. ERIN SANDERSON,
MARIA KELEBEEV & SHARON CHICK
6. LASHA RACQUEL 7. TIM LAURIN
8. NATALIE VERY 9. SHAUNA UMNEY GREY
10. TAMARA BENOIT 11. LEANDRA ALYSSA

year, the federal government's Healthy Communities Initiative funded the project; this year, it will receive support from the County of Simcoe 2022 Tourism, Culture and Sport Enhancement Fund.

Throughout this winter, the five new painted huts will form an outdoor art gallery in Innisfil Beach Park in town, while last year's 11 colourful huts will be placed out on frozen Lake Simcoe alongside the other rental units from Gail's Hot Box Huts. 

NOV 2022 CEO REPORT



My Library makes my
world better because...
it allows me to express myself
freely within a creative space.



**BETTER
LIBRARIES
BETTER
WORLD**

EQUITY, DIVERSITY & INCLUSION WORKING GROUP

Updated Job Recruitment Language

The staff-led EDI Working Group focuses on initiatives to create organizational change guided by the Library's and Board's commitment to equity, diversity and inclusion. The group reviewed and updated the language used in the Library's job recruitment postings. The template was updated to be more inclusive and to reduce perceived barriers to applicants. This template will form the basis for all job advertisements moving forward. Job ads now include rate of pay information to increase remuneration transparency; sections highlighting how to request accommodations, should one be required, in the application process have been made more prominent. These seemingly small changes can make an important impact on widening the pool of potential candidates and make it easier for candidates to apply for positions with the Library.

SUPPORTING LOCAL ORGANIZATIONS

Crafting for Humanity and the Red Scarf Campaign

In November, participants in the Crafting for Humanity program had an opportunity to see their crafted projects be appreciated around the Town and Library. Near the end of November, red scarves created in previous sessions were made available around the Library, the Rotary Trail and the Hope Tree for residents to discover and take home. The Red Scarf Campaign is a movement in raising awareness of the positive advancements in HIV/AIDS treatment and prevention.

This year the Gilbert Centre (a charitable organization based in Barrie, which provides support services to people living with HIV) partnered with a variety of organizations to place scarves all around Simcoe County. More than 260 scarves were tied in a range of communities, thanks to the partnerships with Grace United Church, Grandmothers to Grandmothers Barrie, Mariposa Grandmothers, Telus, the Innisfil ideaLAB & Library, and Muskoka Pride. The Red Scarf Campaign ran in conjunction with International HIV Testing Week, HIV/AIDS Awareness Week, and World AIDS Day.



➤ Open UP opportunities to strengthen connection & engagement with our community

BETTER LIBRARIES, BETTER WORLD

“My Library makes my world better because...”

This fall we launched a bold new advocacy campaign aimed at grabbing the attention of our fans and users as well as creating opportunities to engage new supporters. Sometimes, the best people to talk about the services and opportunities we provide the community are our users. Turning Library users into advocates, we asked our community members why the Library makes their world better.



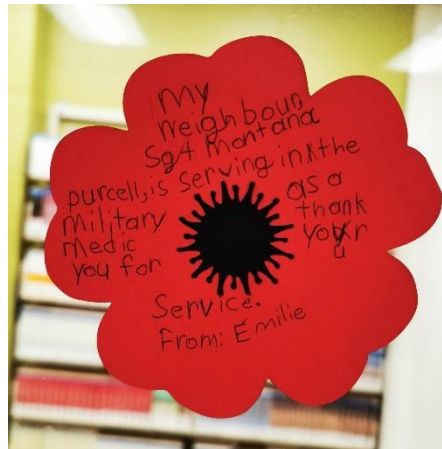
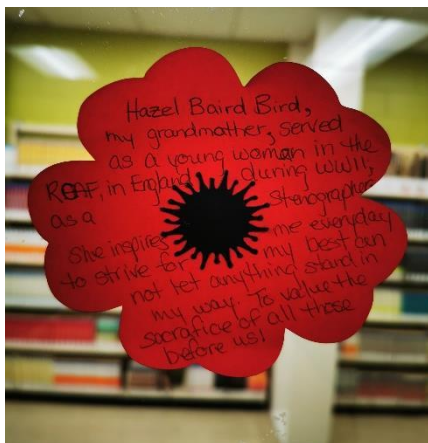
CAPTURING COMMUNITY MEMORY

Poppies of Remembrance

Between October 29 and November 11, Library patrons were invited to fill out a laser-cut poppy with the name of a loved one who served in the armed forces, or simply write a few words of thanks, in honour of Remembrance Day. These poppies were then displayed surrounding the silhouette of a soldier in a prominent window of each Branch. Patrons filled out nearly 100 poppies this year, matching last year's total, which indicates how well received the project is in the community. Patrons of all ages participated, and numerous poppies were inscribed with touching stories and details. Images of some of the inscriptions were also shared on the Our Stories Innisfil social media as a way of ensuring that these memories could be shared widely.



Displays at the Cookstown, Stroud, and Lakeshore Branches



“My neighbour Sgt. Montana Purcell is serving in the military as a medic. Thank you for your service. From: Émilie”



“Hazel Baird Bird, my grandmother, served as a young woman in the RCAF in England during WWII as a stenographer. She inspires me every day to strive for my best and not let anything stand in my way. To value the sacrifice of all those before us!”

SCHOOL OUTREACH

Kindergarten Outreach Visits

In November, the Library was excited to reconnect with our local schools and offer Kindergarten storytime visits. The goal of these visits is to introduce students to the library in a fun and engaging way while making sure that every child entering school in Innisfil gets a library card. We visited thirteen Kindergarten and Grade One classrooms, sharing information about Library programs, resources, and collection items including books, movies, games, and robots with over 260 children.

Book Bag for Classrooms and Families

The Library offers a free book bag service for busy families and teachers. By filling out a short form on our website detailing age group and topics, caregivers and teachers can request a bag of between 10-30 books, or a list of e-resources available with a library card that will be prepared within a week. This fall, we have completed 24 classroom book bags ranging from Kindergarten to Grade 8 on a variety of topics, as well as 19 family book bags for age groups from babies to teens.





Build UP our reputation as a trusted community asset

COLLECTIONS

2023 E-resources and Databases

The Library will be providing residents with new e-resource and database offerings next year. E-resources and databases are funded both by the Library itself as well as through the newly formed Integrated Library Service at the County of Simcoe, depending on the product. New to the Library is LinkedIn Learning, which is an on-demand, online learning library that offers over 16,000 courses in seven different languages. New courses are added every week and can be accessed at any time. Another product is Statista, a database base that has more than 1,000,000 statistics on over 80,000 topics across, useful for municipal and business research. The Library also chose not to renew some subscriptions as they offered duplicate services, including online learning platform Gale Courses, Mango Languages and some hobby databases. The Library will continue to offer cloudLibrary, Kanopy, PressReader, and Comics Plus. Below is a chart of the complete databases, including new subscriptions, renewals, and cancellations.

Product Acquired/Renewed	Product Removed/Not Renewed
Ancestry Library Edition	Cypress Resume
Brainfuse HelpNow & JobNow	DIY: Auto Repair Source
Canadian Reference Centre	DIY: Hobbies & Crafts Reference
Canadian Points of View	DIY: Home Improvement Reference
Consumer Health Complete (English and French)	Gale Courses
DIY: Small Engine Repair	Learning Express
Global Road Warrior	Mango Languages
Globe and Mail Historical	Science Reference Centre
Kermode	
LibraryAware	
MasterFile Premier	
Niche Academy	
Novelist Suite	
PressReader	
Primary Search	
Teen Health & Wellness	
Toronto Star Historical	
World Book	

New Product Acquired	Replacing
LinkedIn Learning (NEW)	Gale Courses, Learning Express
Transparent Language	Mango Languages
Statista (NEW)	

Raise UP the Library's identity as an innovative hub

IN THE HACKLAB

Tinkershop Programming

Throughout the month of November, Tinkershop programming has continued to gain more and more popularity with the public. Customers, eager to prepare for the holidays, have been signing up for a wide range of programs from Laser Engraved Cutting Boards to 3D Printed Cookie Cutters to create the perfect custom gifts for family and friends. Library Staff have noticed a significant increase in the number of customers on the waiting list for programs and have added in additional program slots to try and meet the demand for these programs.

In addition to the individual Tinkershops being offered, Library Staff have also offered sessional programs lasting 6 weeks each. The goal for these programs is to develop and build skills, as well as create community connections with participants. In Dazzling Disney, participants have learned the ins and outs of using Inkscape and Cricut Design Space to create a wide range of Disney inspired projects. For many customers in this program, it is the first time they have ever participated in a Tinkershop or used design software. This group has made huge strides with their knowledge and ability to navigate in the hackLAB. In Code Jams, customers have learned to use a variety of software to build and code their own games using block-based code. This program continues to be a popular choice for adults and children wanting to learn more about coding.



SPECIAL EVENTS

Pumpkin Walk

Sponsored by the Innisfil ideaLAB & Library along with Innisfil Historical Society, the Innisfil ideaLAB & Library, Clean Up Innisfil, the Rotary Club of Innisfil, and the Innisfil Arts, Culture and Heritage Council, the second annual Pumpkin Walk took place the day after Halloween at Innisfil Beach Park. Carved pumpkins donated by residents were placed along the trail at Innisfil Beach Park to be admired one last time. Once the event concluded, high school volunteers loaded the hundreds of pumpkins into trucks and trailers for local farmers. Partnering with these community organizations and being a supporter of events enables residents to enjoy unique experiences, get outdoors and connect with others.

RVH Fundraising Campaign Launch

The Lakeshore Branch was the venue for the RVH Foundation's kick-off fundraising campaign. The Library space was transformed, housing a virtual reality emergency room, a neonatal hospital space and a look to the future campus in Innisfil. The event welcomed 100 guests as RVH shared impactful stories of current and past patients in hopes for financial support for the project. These events cement the Library's role as a major community asset, and showcases the Library's ability to bring people together for community good. Learn more:

<https://www.keeplifewild.ca/>




IACHC Art Show & Sale featuring Digital Youth Art Show

The Innisfil ideaLAB & Library hosted the Innisfil Arts Culture and Heritage Council's Autumn Art Show and Sale the first weekend of November. The event showcased the works of a dozen local artists as well as a digital youth art show, the digital art slideshow was on display at both the Lakeshore and Cookstown branches.

Supporting the local arts community through the Autumn Art Show and Sale, artists displayed one-of-a-kind works of art, sculptures, paintings, jewellery and more at the Lakeshore Branch. Both customers and artists love our venue; the artists were happy to transform our shelving and stage to display their works. We were thrilled to accommodate these creative, talented artists, not only to highlight art, but also to support the creative economy. This event encouraged the community to engage with culture and the arts and connect with local artists.



 Local artist Jamie Hardie with Mayor Dollin. Photo by Innisfil Today.

Rotary Club of Innisfil Gingerbread Contest


The smell of gingerbread filled the air at the Lakeshore Branch on Saturday November 26th for the Rotary Club of Innisfil's Annual Gingerbread House Contest. The event also included a gingerbread storytime, a craft and a bake sale. With over 14 entries from all age ranges, from children, to youth, and adults, over 15 craft vendors and dozens of delicious cookies and cakes, residents of all ages enjoyed a day full of fun, treats, and amazement at the talented bakers across Simcoe County. Library Staff also participated in the craft sale portion of the day, offering a table of ideaSHOP items for customers to explore and purchase. This table sparked curiosity and encouraged many conversations about the hackLAB, Tinkershops and programming in the space. Customers were amazed by the items that had been created and eagerly stopped by the hackLAB on their way out of the building for a tour and to ask more questions about the space.

Former Innisfil resident and well-known baker Beatriz Muller was the special guest judge along with Sydney Hardie, Innisfil Arts Culture and Heritage Council and Innisfil Rotary president Tim Norton. First, second, and third were awarded in each category as well as a People's Choice award.

In addition to the contest, there was also a life-size gingerbread house, a balloon wall, a visit from Santa, the Grinch and Olaf stopped by, and music filling the air, something for everyone. The Library is a space for the community to gather. Partnerships with organizations, like the Rotary Club of Innisfil, allow us to bring so many more experiences and events to the community.

Library Staff worked with a local artist to create custom decals for the front lobby windows at the Lakeshore Branch to align with the festive theme of the Gingerbread Contest. These panels, printed using the Roland BN-20, used static-cling vinyl and water-resistant ink to create whimsical scenes of gingerbread houses, candy trails and trees. The public response to the window decals was extremely positive, with customers sharing how the windows provided a 'pop' of colour to the lobby and really helped promote the overall event.



 Rotarians pose in front of the life-sized gingerbread house décor.

Ice Hut Art Launch & Hope Tree Lighting

The 3rd Annual Hope Tree lighting coincided with the unveiling of the 2022/2023 Ice Hut Art project. Surrounded by the artists, the community, members of Council, Library Board members, and staff, 5 newly transformed ice huts were on display for the launch of this year's public art installation in Innisfil Beach Park.

With the smell of hot chocolate in the air, so generously supplied from Starbucks Innisfil, the evening started with remarks from Mayor Dollin recognizing not only the artists but the jurors and funding partner. Community partners from Ethnic Mosaic Alliance, PRNT Collective, and UPlift Black were consulted and formed the jury. The 2022/2023 project was funded in part by [The County of Simcoe 2022 Tourism, Culture, and Sport Enhancement Fund](#),



The ice huts, [Looking Forward by Angela Auja](#); [Nature and Community by Cheryl Daniels](#); [Yalda by Neda Mazhab Jafari](#); [Good Vibrations by Jeanette Luchese](#); and [Simcoe Journeys by Maria Kelebeev](#) will be on display for the community until March 2023. The 11 ice huts that were on display for the 2021-2022 season will be located on

the ice at Gail's Hot Box Ice Huts.

After the launch, a collective countdown occurred as the Hope Tree was lit once again. This symbol of hope and resiliency that was established in 2020 during the COVID-19 pandemic is now the host of scarves, hats, and mittens, made available for those in need, courtesy of Innisfil ideaLAB & Library's Crafting for Humanity program.



Light UP pathways to personal & professional growth

CHILDREN'S PROGRAMMING HIGHLIGHTS

Drop-in Family Storytime

With the increased demand we have been seeing for preschool programming in our community, our family storytimes have returned to a drop-in model. We now offer three different mornings for our drop-in family storytime, one at each branch, where caregivers can attend with children of all ages to participate in reading, rhyming, singing, and playing. We have seen increased attendance, with some storytimes reaching up to almost 30 people. Caregivers have shared how much they appreciate being able to come to storytime as part of their weekly routine, and how engaged the children are for the 30 minute storytime. A few families who are on the waitlist for registered programs come regularly to drop-in storytime, and stay afterwards to connect with other families in the community and share ideas for activities to attend with their little ones.



PA Day Activities

November 18th was our first in-person PA Day program since 2020. There were a variety of activities available, with crafts, building challenges, and STEM inquiries for ages 4-12 led by two children's programmers. One parent shared, "This program was amazing! I was able to book a study pod for a virtual interview while my boys had a great time."

With the strike action affecting schools in Simcoe County, the library was quick to provide passive activities for families while schools were closed, including activity and colouring sheets, inviting book displays, and more variety of toys available in the children's area of the three branches.

ADULT PROGRAMMING HIGHLIGHTS

Sociable Seniors

In the Sociable Seniors program, art based sessions continue to draw an active crowd. Most recently, the group painted watercolour flowers, as Jocelyn walked them through the process step by step, in order to achieve the intended effects. As always, the structured program gave way to material explorations among the group. One participant added speckles by wetting her brush with lots of pigment and flicking it onto the paper. Other participants were interested in that technique and she did a demonstration so that others could do the same.



There were many inquiries as to when the next watercolour class is going to be. Someone said, 'I can't wait for the next one!'



Book Clubs

The Library's book clubs continue to be a space of lively debate, for all things literature! For example, *Braiding Sweetgrass* by Robin Wall Kimmerer received mixed reception at a recent meeting. One patron shared that, "it was more like a devotional; where you engage with the small stories and pick out wisdom over different days, rather than try to read it in a linear way, like a novel". One of the best parts of meetings is how eager members are to share books that they were reading and enjoying. Most of one club have been passing around *Bluebird* by Genevieve Graham, and enjoying the author Lesley Crewe, both based in Nova Scotia. They also shared that a resident of Sandy Cove has recently published a murder mystery, and promised to share more details about the book.

The November book selection for the Thursday evening book club at Lakeshore was called *Empty Mansions* by Pulitzer Prize winning author Bill Dedman. It is the Biography of Huguette Clark. The Clark family possessed the wealth of the Rockefellers and Vanderbilts during the Gilded Age though not many have heard of them. Through reading the book, we learn that the author was drawn to Huguette after learning that for the last twenty years of her life she lived in a hospital room even though she possessed properties all over the U.S., and still had access to a 300 million dollar fortune. Many of the participants enjoyed the book, with some of them completing a second reading!

STAFF TRAINING

Ontario Library Association's Child and Youth Expo

Three programming staff attended a variety of sessions at the virtual Child and Youth Expo focused on the theme of 'Deliver Us From Legacy: Bridging the Gap to Inclusion'. All staff reported enjoying the learning opportunity and left the sessions feeling proud of the high quality programming offered in Innisfil, and at Libraries around the province.

Staff reported the following highlights:

- Session on "Accessibility in Child and Youth Services" reminded staff to think beyond visual activities. Ensuring activities have auditory and tactile components ensure vision or hearing impaired participants have other opportunities to participate
- Reaffirmation on why the work staff do in preschool programs is so important for parents, as well as children. Staff are able to model skills to parents, like the 'serve and return' approach that encourages parents to give their baby a chance to engage verbally and physically in conversation and then have parents respond to their babbles and movements
- New program ideas, including hosting a 'Kid Business Craft Sale' where children can sell their creations, and outdoor program ideas to test out in the Town Square once it is open
- Tools for dealing with backlash around programs, specifically around Drag Queen Storytimes which have received increased negative attention from protesters in the last year. Staff reported feeling more prepared to deal with possible negative press and protesters thanks to the learnings shared by other libraries

Staff Speaker Series: Kimberly Silk on the Economic Impact of Libraries

Kimberly Silk, is Principal at Brightsail Research, an advisory services firm dedicated to empowering cultural institutions to use data to inform decision-making, support advocacy, and communicate impact. For over a decade, she has worked with libraries across North America to help them develop metrics and evaluation techniques to demonstrate the value they contribute to the community. She is co-author of “So Much More: The Economic Impact of Toronto Public Library on the City of Toronto” (2013) and “Creating a Culture of Evaluation: Taking Your Library from Talk to Action” (2017).

Kim’s presentation centred on the Economic Impact of Libraries, and looking at ways of calculating and understanding the value that Innisfil ideaLAB & Library brings to our community.

APPENDIX A:

Level UP! Communications Insights

Media Outreach & Social Media Response

DATE PUBLISHED	NEWS OUTLET	TITLE
Nov. 2, 2022	Simcoe.com	Halloween pumpkins get an encore at Innisfil Beach Park
Nov. 4, 2022	Barrie Today	Innisfil Studio Art Tour returns this weekend
Nov. 5, 2022	Simcoe.com	Here's how Innisfil is marking Remembrance Day 2022
Nov. 8, 2022	Barrie Today Innisfil Today	'Big mess of creation': Creative flair floods Innisfil art show
Nov. 10, 2022	CTV News Barrie	Gingerbread House Contest in Innisfil
Nov. 16, 2022	Niagara Falls review/Barrie Advance	Red Scarf Campaign Stands against stigma, while raising awareness of HIV advances.
Nov. 18, 2022	Simcoe.com	'A Stressful Time': Christmas 4 Kids launches 2022 toy drive
Nov. 22, 2022	Bradford Today Innisfil Today	Igniting hope, artistry, and community at Innisfil Beach Park
Nov. 22, 2022	Simcoe.com	'Share your hopes for the future': Hope Tree lit, ice hut art unveiled at Innisfil Beach Park

Nov. 23, 2022	CTV Barrie	Innisfil Ice Hut Art returns
Nov. 23, 2022	CTV Barrie	Innisfil Christmas for Kids Toy Drive begins
Nov. 25, 2022	Bradford Today	What's Happening in South Simcoe this weekend?
Nov. 28, 2022	Innisfil Today Bradford Today	'Sweet' competition held at Innisfil Library over the weekend
Nov. 30, 2022	Simcoe.com	Winner crowned in Simcoe County gingerbread house contest at Innisfil IdeaLAB and Library

Facebook Insights (Nov. 1 to 30, 2022)

FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL IMPRESSIONS
3,550 (Followers) 2,962 Likes	68 during this period	1,322 engagements (983 reactions, 151 shares, 188 comments)	Posts earned 18.2K impressions over this period (number of times our posts have entered a person's screen)

Top Organic Post (based on reach):

Date: Nov. 15, 2022 7.9K Reach

The Troy Scott Community Fridge at our Lakeshore (Alcona) Branch is running low, so we're asking our community for help! If anyone is able to donate some food, we know our community members in need would really appreciate it.

Visit innisfil.ca/en/living-here/community-fridge.aspx to view guidelines and thank you for your kindness and donations!



7,856
People reached

854
Engagements

↑ +7.1x higher
Distribution score

Boost unavailable

Twitter Insights (Nov. 1 to 30, 2022)

FOLLOWERS	# OF TWEETS	TOTAL ENGAGEMENT	TWEET IMPRESSIONS
1,528	41 during this period	49 engagements (31 likes, 10 retweets, 8 quote tweets, 0 reply) 29 Mentions	5.9K impressions over this period (number of times users saw our tweets)

Top Organic Post (based on reach):

Top Tweet earned 554 impressions

Top Tweet earned 554 impressions

We're so close to the [@rotaryinnisfil's](#) Gingerbread House Contest happening this Saturday from 10am-3pm!

We will also be having a [#booksale](#) and items from our ideaSHOP for sale. It's holiday season and these items make great gifts, so make sure to stop by and check it out! pic.twitter.com/9HOEFRrLKZ



Instagram Insights (Nov. 1 to 30, 2022)

FOLLOWERS	# OF POSTS	TOTAL LIKES & REACH	TOTAL COMMENTS
1,757 (+34)	50 during this period	2255 accounts reached. 865 likes.	20 comments in total on content posted during this period

Top Post (based on engagement): Nov. 26, 2022 425 Reach



innisfilidealab ...

innisfilidealab Olaf likes warm hugs and gingerbread and librarians too!
Join us today @rotaryclubofinnisfil Gingerbread House Contest, Bake sale and craft show.
#supportlocal #HappyHolidays #Olaf ##Frozen
1w

taya_mclellan And holding hands!!!
1w 1 like Reply

[View insights](#)

🤍 💬 📌

Liked by townofinnisfil and 40 others
NOVEMBER 26

Top Reel (based on engagement): Nov. 22, 2022 1.2K Reach



innisfilidealab
Original audio



innisfilidealab Thank you to our community for your donations and a big shout out to @innisfil.market for donating to all of the Troy Scott Community Fridges from donations they have received!

This initiative helps those that experience food insecurity and we're so thankful for our community for helping those in need!



Edited · 1w



innisfilmoms Yayyyyy 🥳🥳



1w · 1 like · Reply



scarrera81 Where do you donate I would love to donate



1w · 2 likes · Reply

— View replies (1)



Liked by barriepubliclibrary and 52 others

NOVEMBER 22

TikTok Insights (Nov. 1 to 30, 2022)

FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL LIKES
1015 followers	10 during this period	13K video views. 54 profile views. 26 shares. 5 comments.	484 likes (total number of likes on all videos within this timeframe)

Top Organic Post (based on views):
Nov. 9, 2022 (6102 views)



DEC 2022 CEO REPORT




Speak UP for diversity & inclusion

COMMUNITY-LED EVENTS

Making Change Simcoe County AGM

Making Change Simcoe County is local not-for-profit organization of community volunteers. Their mandate is to spark broad community interest and foster conversations around inclusion and diversity. They have a specific focus on raising awareness and educating and exposing people to Black communities, Black cultures, and issues around anti-Black racism. In December, Making Change SC held their annual general meeting at our Lakeshore Branch. Seventeen community members attended to learn more about the organization, their accomplishments and goals for the future. The Library is looking forward to partnering with Making Change SC in 2023.



 *The volunteer board of directors presents.*

Chanukah Celebration

As a community-led event, the ideaLAB & Library once again hosted a menorah lighting. Innisfil's Grand Chanukah celebration for children was organized with Innisfil's Jewish community and included remarks from Rabbi Zev Kaplan from [Chabad Innisfil](#). MP John Brassard was onsite to assist with the lighting as well as Mayor Lynn Dollin and other Council members. Following the lighting, participants were welcomed to view a fire show and then invited back inside the Library for crafts and treats.

Rabbi Kaplan with the Menorah.



LOCAL HISTORY AND OUR STORIES INNISFIL

Identifying Missing Voices

2022 was a year for strengthening community engagement with Innisfil's history and encouraging residents to recognize their part in our collective story. Whether it was through social media posts to highlight items or find answers, poppies to encourage everyone to reflect on what Remembrance Day means to them and our community, or promotion of our genealogical databases to empower patrons to find their family's story, the Library helped foster connection by illuminating the ways our separate lives can entwine.

As part of our commitment to building an inclusive community, we need to work harder to ensure our local history resources better reflect our community. Traditionally, regional histories are viewed through a settler or colonial lens. In Innisfil, this approach has come at the expense of wider knowledge of our Indigenous history and our BIPOC residents, past and present. It is true of most efforts to capture local history across Canada, which means that the work to diversify our collections and resources will not be a straightforward process. Nevertheless, the Library is committed to making improvements, beginning with the expansion of our genealogical resources to include items specific to Black and Indigenous history. It is exceptionally difficult to conduct research in these areas using traditional genealogical databases, such as Ancestry or Family Search. Additionally, there will be a concerted effort to capture history as it happens in the community with a special focus on BIPOC stories and events to ensure that these critical voices are a part of our online database moving forward.



On social media, partners at UPlift Black reminded us of the privilege of being able to trace your lineage.



innisfilidealab Learn about your family tree 🌳

Visit us at one of our branches to use Ancestry. You can find census, birth, marriage, death records and more!

Check out the databases available to you with your #librarycard here: innisfilidealab.ca/websites-databases/

12w



upliftblackorg We love this but we can't help but be reminded how difficult it is for Black and Indigenous folk from the Western world to trace their ancestry due to genocide, Trans Atlantic slave trade etc. 😞

12w Reply

Open UP opportunities to strengthen connection & engagement with our community

SUPPORTING THE COMMUNITY

Holiday Care Bags

Our Crafting for Humanity participants, as well as a Grade 9 class from Nantyr Shore Secondary School worked together to hand sew fifty felt and fleece “Care Bags”. These bags were then filled with donations from the public and staff of personal care items, from shampoo and toothpaste to hand cream and razors, which were collected at our three branches during the month of December. The completed Care Bags were placed near the Community Fridge locations so that people in need could take them home for the holidays. We had an abundance of donations, with the overflow donated to the food bank. Many of the people who took the Care Bags expressed their gratitude and appreciation to staff.



Dozens of care bags prepared by the community, for the community.

Warm Wishes Make Warm Hearts

Teens, looking for community service hours before the holidays, were provided with a set of four blank greeting cards and craft supplies to create bedazzled, cheerful cards with well wishes and happy messages. Returned cards were sent to seniors in our community through our Home Library Delivery program, dropped off at Lakeside Retirement Community, and included in the Care Bags available at the Community Fridges. Almost 180 decorated cards were returned and distributed.



CONNECTING COMMUNITY

Town of Innisfil Staff Family Holiday Party

The Town of Innisfil's Staff Family Holiday party took place at the Lakeshore Branch, gathering children 11 and under along with their families to enjoy, explore and celebrate the holidays in our space. Participants enjoyed activity stations, including everything from greenscreening to hackLAB crafting, before Santa was ushered in with the musical stylings of local singer/musician Patty McLaughlin. This annual celebration provides an opportunity for staff members from departments across the municipality to connect and explore the ideaLAB & Library.

Families played and explored the Library and all the activities.



Town Square Opening

Innisfil's first ice-skating trail is now open as part of the new Town Square. The refrigerated, 240 metres of ice-skating surface is free for anyone to enjoy and open daily from 8 a.m. to 9 p.m., weather dependent. The Town Square is located right next to the Lakeshore Branch and includes washrooms, stage and event space, space for food trucks and market vendors, a trail, playground, and fire pit. The splash pad and additional water feature will be open in Summer 2023. The grand opening event for the space will take place on January 27, 2023 and will showcase this new community gathering space. New families have been visiting the Library after spending time skating, looking for a space to warm up and extend their visit.



Morning Song Circle at the Lakeshore Branch

As summer turned to winter, the Innisfil Beach Park Song Circle participants needed a warm space to gather. As a result, Friday mornings, the Lakeshore Branch is now filled with song. Musicians meet and perform in a supportive, encouraging environment and anyone who enjoys music, singing, playing or listening is encouraged to attend these community-run song circles. Community Living Association for South Simcoe (CLASS) offers a day program for adults with disabilities and has discovered the morning Song Circle; it is now a permanent feature in their calendar as a weekly destination.



Build UP our reputation as a trusted community asset

COLLECTIONS THAT MEET COMMUNITY NEEDS

Interlibrary Loans

Interlibrary loan is the process by which a library requests material from, or supplies material to, another library for the purpose of obtaining resources not available in the user's local library. Over the course of 2022, Library staff made 610 requests for items through Interlibrary Loan and received 504 items for Library customers. As a lender, the Library received 1,490 requests from other library systems and shipped out 515 items.

Interlibrary loan supports the Library's adult book clubs, which are happy to have resumed meeting in person as of Fall 2022. The use of Interlibrary Loan ensures that the clubs can select books that meet their needs and interests, thereby safeguarding the long-term sustainability of this valuable program. The Library also supplies book club titles to other libraries throughout Southern Ontario. Innisfil customers use this service to find older books and audiobooks not in the Library's collection, which helps the Library meet the community's information and research needs. The Library also supplies items in this way to other library systems, participating in a cooperative effort to ensure equitable access to materials for all communities across Southern Ontario.

Reorganizing Lakeshore Children's Area

In December, the Children's Area at the Lakeshore Branch was reorganized to feature more face-out displays. The new layout also encourages children to explore the collection, by allowing glimpses of what's around the corner, as opposed to the straight rows that were previously in place. The addition of bench seating nestled in the collection encourages people to spend more time in the area, resulting in exposure to more books.



The primary audience for these collections is children; therefore, their behaviours and attributes were carefully considered in planning the new layout. Displays are located on the lower shelves so they will be at eye level, allowing children more autonomy over their choice of reading materials. When children select their books, they are more likely to read them, building a foundation for lifelong reading habits. Board Books were relocated to the carpeted area, with the entire bottom shelf made up of face-out display. This allows even babies, curious and exploring the world, to choose their own books.



Raise UP the Library's identity as an innovative hub

COOL TECH AND LOCAL GIFTS

Holidays at the ideaSHOP

The ideaSHOP was launched in 2020 as a new way to introduce the community to the possibilities and opportunities created in the HackLAB. The products are designed by Staff and created using technology available for anyone at the Library. The small amount of revenue helps to fund additional programs, such as free HackLAB activity kits for seniors. The shop inspires residents to learn how to use this technology that otherwise would not be available to the community and showcases the amazing skills to be learned through our programs. This month saw 23 online orders and 54 items sold. The most popular items included Laser Cut Wilderness Ornaments, Laser Cut Advent Calendars and Teacher Appreciation Ornaments.

"These items are so beautiful! I gave a set of wine glasses to a friend last year for Christmas and this is what she requested again. I'm so happy to have a local option for shopping"

"Your staff are just so creative! I'm always amazed by the projects that are offered in the ideaSHOP"



Light UP pathways to personal & professional growth

FOSTERING COMMUNITY GROWTH

Noon Year's Eve

We ended the year with a bang with over 100 people coming out to our Noon Year's Eve drop-in storytime. This program was advertised on our social media pages, and many spread the news by word of mouth, which resulted in our largest storytime turnout in a long time. Many families stayed afterward to talk to the programmer and to say thank you for the event and the craft bags. Many participants shared that this program was their big outing of the day, as they would be having a more relaxed evening with their little ones at home. We were very excited to be a part of their family holiday celebrations.

It was wonderful to see all the connections in the crowd. Adult friends were greeting each other, offering hugs, and catching up after the holidays. A few families from the previous registered session of preschool programs also came and sat together. During the craft and play time, a few children recognized each other from school and played together; parents had the opportunity to introduce themselves to each other. Plenty of families branched off all over the library after the program to chat and spend time in the branch. We also had a number of people sign up for library cards after attending the program.

One family shared, “we always have the most wonderful time at Saturday storytime, and it’s the highlight of our week! You all do an incredible job and we appreciate the time and creativity you put into your programs.”

Another mom, a former teacher before she decided to become a stay at home mom, talked about social connections between humans, and how important it is for babies to get social time as well. Other caregivers added that they were so grateful for the Library preschool programs and that they really enjoy seeing their children interact.



Tech Help

Our Tech Help program is a key source of technical support for many of the Library's customers. In December, problems ranged from big to small, with many participants bringing varied issues and concerns.

Near the middle of the month, at the request of her lawyer, a participant needed to export text messages from her Android phone to her Apple computer. Unfortunately, there was no way to automatically archive the data, or easily move the needed information across devices. In this case, a workable solution was to simply take screenshots of the texts, so that the relevant information could be transferred to her computer. In a similar situation later in the month, a participant needed to find a way to transfer images across devices in order to set up an online store. With a bit of help, we were able to get her photos syncing, so that she could continue her project.

At Cookstown, we helped a participant, who maintains machinery at a nearby golf course, streamline their workflow, so that they could be more productive on the job. In this case, the challenge was how to organize the data entry for machine maintenance tasks in Excel. Staff set up a spreadsheet with individual sheets for each 17 machines, with the first sheet acting as a table of contents. Each entry on the table of contents was hyperlinked to a specific machine's maintenance log, and each machine had a link back to the first page. By the end, the customer was satisfied with the result and intends to keep the file (and his machines) well maintained.

In an enlightening session, Staff was able to assist a participant, who had print literacy challenges, sign into their email account on a laptop rather than accessing it on their phone. Once Staff realized the literacy barrier, they were able to offer solutions that enabled this customer to access the service despite the challenges that were faced. Ultimately, Staff were able to ensure their email would sync with their phone. The programmer noted, "It was certainly an eye-opening session for me. You wouldn't think so, but many adult Canadians face literacy challenges. I was happy to be able to help him in the short time we had!" This session provides a brief glimpse into how Library Staff support Innisfil residents, as we help them navigate the technology that ensures access to information and allows them to fully participate in the digital world!



Tuesday Adult Social

Recently, we ran a Tuesday Adult Social: Adult Colouring session which helped participants connect and share their experiences! One of the participants arrived somewhat apprehensive over what to expect; she warmed up and started sharing some of her life experiences. She also revealed that she hoped to write a self- help book so that she could support other people living through the same experiences. The conversation shifted to how colouring can be therapeutic for a lot of people; in the end, the participant remarked how glad she was that she attended the program because it got her out and talking. She read a study about how social engagement improved cognition in older adults. It's nice that she made that connection with the program.

Afterwards, a CMHA (Canadian Mental Health Association) staff approached and asked about the program. She was looking for activities to suggest to the adults with whom works, overheard some of the conversation and thought it would be a good fit. She said she would even like to come out and participate herself. It was a nice connection!



APPENDIX A:

Level UP! Communications Insights

Media Outreach & Social Media Response

DATE PUBLISHED	NEWS OUTLET	TITLE
Dec. 1, 2022	Cottage Life	This ice fishing hut art is unbelievable
Dec. 1, 2022	Simcoe.com	Winner crowned in Simcoe County gingerbread house contest at Innisfil ideaLAB and Library
Dec. 7, 2022	Simcoe.com	Innisfil's C4K charity keeping 'magic' in kids' lives while tackling increased demand this holiday season
Dec. 11, 2022	Bradford Today Barrie Today	Arts and culture alive and well in Innisfil
Dec. 19, 2022	Barrie 360	Skating Trail Now Open at Innisfil Town Square
Dec. 19, 2022	Barrie Today Simcoe.com	New skating trail opens at Innisfil Town Square
Dec. 19, 2022	Barrie Today	Light It Up Innisfil brightens community spirit
Dec. 22, 2022	Barrie Today	Here's what's open, closed in Innisfil during the holidays
Dec. 23, 2022	The Peak	Christmas 2022: What's open, closed in and around Barrie, Ont.

Dec. 23, 2022	Simcoe.com	'Efforts will focus on main roads to ensure critical emergency services can continue:' Innisfil declares Significant Weather Event
Dec. 25, 2022	Simcoe.com	Innisfil ends 'significant weather event'

Facebook Insights (December 1 to 31, 2022)

FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL IMPRESSIONS
3,594 (Followers) 2,990 Page Likes	70 during this period	1,922 engagements (1,656 reactions, 114 shares, 152 comments)	Posts earned 27.2K impressions over this period (number of times our posts have entered a person's screen)

Top Organic Post (based on reach):
Date: Dec. 18, 2022 6.1K Reach

 Innisfil Idealab & Library
Published by Hootsuite · December 18, 2022 at 5:00 PM · 🌐

Thank you to our Crafting for Humanity participants for these beautiful scarves they made that are now at the Hope Tree located at #Innisfil Beach Park! 🧶



6,121 People reached 742 Engagements Boost unavailable

Top Paid Post. Date: Dec. 6, 2022 11.6K Reach

Are you looking for a unique and personal gift this holiday season? Check out our holiday items from the ideaSHOP: <https://bit.ly/3it2ito>

Why shop local?

- 📍 It supports your local community.
- 🔥 You're encouraging innovation.
- ♻️ Reduces environmental impact.

Shop local today!



11,552
People reached

2,050
Engagements

Boost unavailable

Twitter Insights (December 1 to 31, 2022)

FOLLOWERS	# OF TWEETS	TOTAL ENGAGEMENT	TWEET IMPRESSIONS
1,525	51 during this period	47 engagements (34 likes, 8 retweets, 5 quote tweets) 15 Mentions	7.2K impressions over this period (number of times users saw our tweets)

Top Organic Post (based on reach):
 Top Tweet **earned 1,056 impressions**

Top Tweet earned 1,056 impressions

⚠️ Due to the significant winter weather and poor travel conditions, all of our branches will be closing early today, December 15, at 5pm. Drive carefully and stay safe ❄️
pic.twitter.com/n6AEKoZ3Fs



Instagram Insights (December 1 to 31, 2022)

FOLLOWERS	# OF POSTS	TOTAL LIKES & REACH	TOTAL COMMENTS
1,795 (+38)	51 during this period	2025 accounts reached. 996 likes.	29 comments in total on content posted during this period

Top Post (based on engagement): Dec. 15, 2022 441 Reach

The screenshot shows an Instagram post from the account 'innisfilidealab'. On the left is a yellow graphic with the text 'Service Disruptions' in bold black font. On the right is a text update: 'Due to the significant winter weather and poor travel conditions, all of our branches will be closing early today, December 15, at 5pm. Drive carefully and stay safe 🌨️'. The post has 29 comments and 996 likes.

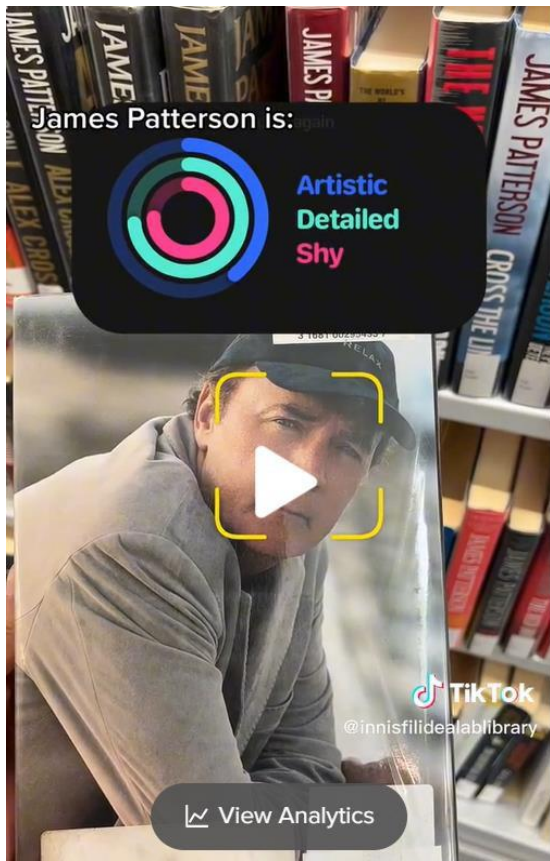
Top Reel (based on engagement): Dec. 30, 2022 873 Reach

The screenshot shows an Instagram Reel from 'innisfilidealab'. The video shows the exterior of a library building with a sign that says 'ideaLAB and with library'. The reel has 873 reach and several comments. Comments include: 'Zwindy Williams • And with that the 2022 season comes to an end', 'What an amazing year 2022 has been! We can't wait to see what 2023 brings 🎉', '#Wewanttoknow, what was your favourite Library event, program, moment, item or anything else from this past year? 🎉', 'Looks like a truly wonderful year!', 'Being able to go back to in person activities the kids really missed the programs.', and 'Our Song Circle made the cut!!! Yippee!!'. The reel is liked by 'barriepubliclibrary and 62 others'.

Tiktok Insights (December 1 to 31, 2022)

FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL LIKES
1016 followers	13 during this period	6.5K video views. 62 profile views. 27 shares. 9 comments.	290 likes (total number of likes on all videos within this timeframe)

Top Organic Post (based on views):
Dec 24, 2022 (1011 views)





Corporation of the Town of Innisfil
Budget to Actual Variance Report - Operating
For the Period Ended December 2022
Library

5d.01.01

		2022	Year to	YTD Actual as	Budget-Actual
		Total	Date	a Percent	Year to Date
		Budget	Actuals	of Budget	Remaining Balance
Notes:	Library				
	Library Operating				
	Revenue				
	Opening (Surplus) Deficit				
	Opening (Surplus) Deficit				
	3100 Beginning Deficit(Surplus)	-1	-25,066	2,506,600.00%	25,065
	Total Opening (Surplus) Deficit	-1	-25,066	2,506,600.00%	25,065
1	Total Opening (Surplus) Deficit	-1	-25,066	2,506,600.00%	25,065
	Registration & Facility Fees				
	Facility Rental				
	4438 Hall Rental	-4,000	-5,705	142.63%	1,705
	Total Facility Rental	-4,000	-5,705	142.63%	1,705
	Registration Fees				
	4464 Programming	-23,000	-15,661	68.09%	-7,339
	Total Registration Fees	-23,000	-15,661	68.09%	-7,339
	Total Registration & Facility Fees	-27,000	-21,366	79.13%	-5,634
	User Fees, Licences and Fines				
	Fines				
	4620 Fines				
	Total Fines				
	User Fees				
	4447 Misc. Revenue	-30,000	-8,646	28.82%	-21,354
	4490 Photocopy Etc.	-7,500	-8,346	111.28%	846
	4491 Books	-2,800	-4,758	169.93%	1,958
	4492 IdeaSHOP sales	-2,000	-2,771	138.55%	771
	Total User Fees	-42,300	-24,521	57.97%	-17,779
	Total User Fees, Licences and Fines	-42,300	-24,521	57.97%	-17,779
	External Recoveries				
	Other Municipality Revenue				
	4301 Revenue - Own Municipality				
	Total Other Municipality Revenue				
	Total External Recoveries				
	Other				
	Government Grants				
	4100 Grants - Ontario	-45,921	-14,010	30.51%	-31,911
	4200 Grants - Federal		-27,060		27,060
	Total Government Grants	-45,921	-41,070	89.44%	-4,851
	Other Revenue				
	4760 Donations		-1,804		1,804
	Total Other Revenue		-1,804		1,804
	Total Other	-45,921	-42,874	93.36%	-3,047
	Transfer from Reserve & Reserve Funds				
	Contributions from Obligatory RF				
	492507 Oblig.RF-Library DCA	-561,867	-172,887	30.77%	-388,980
	492513 Oblig.RF-Parks Outdoor DCA				
	492515 Oblig.RF-Parks Indoor DCA	-13,448	-12,574	93.50%	-874
	Total Contributions from Obligatory RF	-575,315	-185,461	32.24%	-389,854
	Total Transfer from Reserve & Reserve Funds	-575,315	-185,461	32.24%	-389,854
	Total Revenue	-690,537	-299,288	43.34%	-391,249
	Expenditures				
	Wages & Benefits				
	Wages & Benefits Permanent				



Corporation of the Town of Innisfil
Budget to Actual Variance Report - Operating
For the Period Ended December 2022
Library

5d.01.01

	2022	Year to	YTD Actual as	Budget-Actual
	Total	Date	a Percent	Year to Date
	Budget	Actuals	of Budget	Remaining Balance
5010 Salaries - (FT)	2,316,041	1,781,019	76.90%	535,022
5025 Overtime - Banked (FT)		767		-767
5100 Benefits (FT)	529,578	528,385	99.77%	1,193
5101 Benefit Clearing (FT)		1,773		-1,773
7126 Contingency-Wages	-55,749			-55,749
Total Wages & Benefits Permanent	2,789,870	2,311,944	82.87%	477,926
Wages & Benefits Non-Permanent				
2 5011 Salaries - (PT)	19,104	495,468	2,593.53%	-476,364
5102 Benefits (PT)	139,191	56,291	40.44%	82,900
5103 Benefit Clearing (PT)		9,005		-9,005
Total Wages & Benefits Non-Permanent	158,295	560,764	354.25%	-402,469
Total Wages & Benefits	2,948,165	2,872,708	97.44%	75,457
Materials & Supplies				
Facility/Park Maintenance				
7080 Cleaning Supplies	12,000	7,082	59.02%	4,918
7180 Facility/Parks Maintenance	57,603	54,485	94.59%	3,118
Total Facility/Park Maintenance	69,603	61,567	88.45%	8,036
Advertising & Publicity				
7020 Advertising & Publicity	8,059	1,491	18.50%	6,568
Total Advertising & Publicity	8,059	1,491	18.50%	6,568
Clothing				
5210 Clothing/PPE	675	178	26.37%	497
Total Clothing	675	178	26.37%	497
Education, Seminars & Memberships				
5230 Education & Development	20,000	14,004	70.02%	5,996
7100 Conferences & Seminars				
7300 Prof. Dues & Memberships	2,993	2,791	93.25%	202
7620 Training (Health & Safety)		2,096		-2,096
Total Education, Seminars & Memberships	22,993	18,891	82.16%	4,102
Equipment Maintenance				
7140 Equipment Maintenance	2,200	2,265	102.95%	-65
Total Equipment Maintenance	2,200	2,265	102.95%	-65
Equipment Utilization				
7130 ..Equipment Utilization	3,500			3,500
7135 ..Equipment Utilization Recvry	-3,500			-3,500
Total Equipment Utilization				
Fuel				
7200 Fuel	1,846			1,846
Total Fuel	1,846			1,846
Office, Printing & Postage				
7040 Books/Publications/Subscriber	143,019	161,572	112.97%	-18,553
7360 Office Supplies	9,296	10,858	116.80%	-1,562
7400 Photocopy	13,000	11,616	89.35%	1,384
7440 Postage	1,000	893	89.30%	107
7460 Printing	6,582	8,114	123.28%	-1,532
3 Total Office, Printing & Postage	172,897	193,053	111.66%	-20,156
Insurance				
4 7220 Insurance	26,043	29,611	113.70%	-3,568
Total Insurance	26,043	29,611	113.70%	-3,568
Materials				
7028 Audio Materials	54,221	25,823	47.63%	28,398
7280 Material	22,000	19,944	90.65%	2,056



Corporation of the Town of Innisfil
Budget to Actual Variance Report - Operating
For the Period Ended December 2022
Library

5d.01.01

	2022	Year to	YTD Actual as	Budget-Actual
	Total	Date	a Percent	Year to Date
	Budget	Actuals	of Budget	Remaining Balance
7283 Technology Supplies	19,500	23,223	119.09%	-3,723
7284 ideaSHOP Supplies	500	40	8.00%	460
7398 Periodicals	12,328	5,401	43.81%	6,927
Total Materials	108,549	74,431	68.57%	34,118
Other Expenses				
5120 Board&Committee /Non-payroll	4,000	2,300	57.50%	1,700
5 7320 Mileage	4,858	6,227	128.18%	-1,369
7389 Culture Engagement	37,500	21,954	58.54%	15,546
7450 Pre school Storytime				
6 7470 Programming - Children	9,260	10,918	117.90%	-1,658
7545 Project Expense		40,087		-40,087
Total Other Expenses	55,618	81,486	146.51%	-25,868
Public Relations				
7 7485 Public Relations	6,821	9,809	143.81%	-2,988
Total Public Relations	6,821	9,809	143.81%	-2,988
Purchased Services				
7380 Purchased Services	751			751
Total Purchased Services	751			751
Software Maintenance and Licencing				
8 7580 Software Annual Maint. Fees	42,252	46,562	110.20%	-4,310
Total Software Maintenance and Licencing	42,252	46,562	110.20%	-4,310
Total Materials & Supplies	518,307	519,344	100.20%	-1,037
Utilities				
Telephone and Utilities				
7600 Telephone	10,508	7,029	66.89%	3,479
7660 Utilities - Hydro	64,995	50,833	78.21%	14,162
7680 Utilities - Natural Gas	16,067	12,042	74.95%	4,025
7700 Utilities - Water/Sewer	6,628	7,579	114.35%	-951
Total Telephone and Utilities	98,198	77,483	78.90%	20,715
Total Utilities	98,198	77,483	78.90%	20,715
Contracted Services				
Audit Fees				
8080 Audit	3,004	3,053	101.63%	-49
Total Audit Fees	3,004	3,053	101.63%	-49
Cleaning Contract				
8185 Cleaning Contract	39,165	38,078	97.22%	1,087
Total Cleaning Contract	39,165	38,078	97.22%	1,087
Contracts				
8250 Contracts - Labour	3,133			3,133
8290 Contracts	15,888	9,560	60.17%	6,328
8325 Contracts - Grass Cutting	1,992			1,992
8850 Snow Removal	38,591	26,430	68.49%	12,161
Total Contracts	59,604	35,990	60.38%	23,614
External Legal Costs				
8640 Legal		3,304		-3,304
Total External Legal Costs		3,304		-3,304
Total Contracted Services	101,773	80,425	79.02%	21,348
Rents & Financial				
Service Charges				
9110 Debit/Visa Charges	4,481	3,327	74.25%	1,154
Total Service Charges	4,481	3,327	74.25%	1,154
Total Rents & Financial	4,481	3,327	74.25%	1,154



Corporation of the Town of Innisfil
 Budget to Actual Variance Report - Operating
 For the Period Ended December 2022
 Library

5d.01.01

	2022	Year to	YTD Actual as	Budget-Actual
	Total	Date	a Percent	Year to Date
	Budget	Actuals	of Budget	Remaining Balance
Long term debt - Principal & Interest				
L.T.D. Principal & Interest				
5610 Debt Interest	142,790	52,462	36.74%	90,328
5620 Debt Principal	432,525	133,000	30.75%	299,525
Total L.T.D. Principal & Interest	575,315	185,462	32.24%	389,853
Total Long term debt - Principal & Interest	575,315	185,462	32.24%	389,853
9600 Facility rental revenue(Intern	-29,000	-29,000	100.00%	
9610 Facility rental expenditures(I	26,300	26,300	100.00%	
Total Internal Rental Expenditure(Revenue)	-2,700	-2,700	100.00%	
Internal Transfers				
9630 Salaries/Ben. Internal Chgs				
9681 Snow Clearing - Expenditures		1,571		-1,571
9696 Depart. Overhead Allocations				
Total Internal Transfers		1,571		-1,571
Total Internal Recoveries/Transfers	-2,700	-1,129	41.81%	-1,571
Total Expenditures	4,243,539	3,737,620	88.08%	505,919
Total Library Operating	3,553,002	3,438,332	96.77%	114,670
Total Library	3,553,002	3,438,332	96.77%	114,670
Total Library	3,553,002	3,438,332	96.77%	114,670

1. Running a surplus, based on the budget of -1, the formula can create a large YTD percentage of budget. This is managed by the Town Finance Team; we cannot amend the formula.
2. The PT Benefits vs. Salaries were not set up correctly in FMW and are not reflecting the correct object codes. There is no impact on the dollars.
3. Books, Office Supplies and Printing exceeded their budgets due to the addition of product/services to meet access to information needs, and higher than expected product costs due to inflation.
4. Finance has confirmed that premiums have increased over the amount budgeted. We can expect to be over budget by the end of 2022.
5. Courier delivery was switched from an external contractor to internal staff. Mileage budget has been affected and the 2023/2024 budget will reflect this change.
6. Programming Budget actuals will be offset by funds received from Friends of the Library
7. Public Relations budget is offset by revenues.
8. Annual Software Maintenance budget was exceeded due to the Evergreen upgrade.



Corporation of the Town of Innisfil
Budget to Actual Variance Report - Capital
 For the period Ended December 2022
Library

5d.01.02

	Carryover	2022	In-Year	Total	Actual	Expenditure	Service
	from Prior	Budget	Approvals	Approved	Spent to	Still to	Bundle
	Years	Approved	Granted	Budget	Date	Occur	
Library							
LIB27 HR Organizational Review	1,491			1,491		1,491	Lead & Manage
LIB28 Strategic Plan	30,017			30,017	29,190	827	Lead & Manage
LIB37 Cookstown Facility Assessment & Repairs	112,298			112,298		112,298	Community Spaces
LIB39 Job Evaluation/Job Description/Pay Equity	7,562			7,562		7,562	Lead & Manage
LIB42 Design / Preparation for ideaLAB & Library wit	550,000			550,000		550,000	Building the Town of Tomorrow
LIB45 Updated Needs Assessment Study	40,000			40,000		40,000	Building the Town of Tomorrow
LIB5 Electronic Equipment - All Branches	30,000	67,955		97,955	59,203	38,752	Lead & Manage
LIB52 Replacement Furnishings	19,882	25,000		44,882	25,424	19,458	Community Spaces
LIB55 Master Plan/Needs Assessment Study	22,051			22,051	20,840	1,211	Building the Town of Tomorrow
LIB65 Marketing Kiosks	99,993			99,993		99,993	Arts & Leisure
LIB66 Mobile Outreach Unit (InnMotion)	78,000			78,000		78,000	Arts & Leisure
Total Library	991,294	92,955		1,084,249	134,657	949,592	
Strategic Projects (Managed by Library)							
ADM25 Innisfil Engage: Community Engagement	24,523			24,523	3,261	21,262	Lead & Manage
ADM44 Innisfil's 200-year Anniversary	4,946			4,946	4,454	492	Arts & Leisure
Total Strategic Projects (Managed by Library)	29,469			29,469	7,715	21,754	
Total Library	1,020,763	92,955		1,113,718	142,372	971,346	

Municipal Council Report

November 9, 2022 Council Meeting

- [Watch the meeting](#)
- Andrea Khanjin, MPP Barrie-Innisfil provided congratulations to incoming Council and extended best wishes to the outgoing Council. She presented a written scroll from the government as thanks to each member who is not returning.
- Council received a number of reports for information including for the: Joint Interim Fire Governance Advisory Committee Meeting and Audit Advisory Committee.
- BDO Canada LLP was appointed as external auditor for the Town of Innisfil for the fiscal years ending 2022 through 2026.

December 7, 2022 Council Inauguration Ceremony

- [Watch the meeting](#)

December 12, 2022 Information Session - Traffic Calming Strategy

- [Watch the meeting](#)
- Members of the public and Council were invited to learn more about the Town's traffic calming strategy, the goal is to develop a 10 year strategy to meet community safety needs.
- The meeting reviewed the project, addressed pilot project studies for Belle Aire Beach Road and Maple Road and included a question and answer session.

December 14, 2022 Council Meeting

- [Watch the meeting.](#)
- Council received a presentation of the proposed 2023/2024 Budget.
- Council appointed the public and Council members of the Innisfil Public Library Board
 - Councilor Robert Saunders
 - Councillor Jennifer Richardson
 - Barbara Baguley
 - Sue Bennett
 - Cynthia Gordon
 - Raj Grover
 - Rhonda Flanagan
 - Rob Nicol
 - Anne Smith
- Council reinstated the Joint Interim Fire Governance Advisory Committee, Innisfil Heritage Advisory Committee and Innisfil Audit Committee.
- The following members of Council were appointed as representatives to the JIGAC:
 - Mayor Lynn Dollin
 - Deputy Mayor Kenneth Fowler
 - Councillor Alex Waters
- Deputy Mayor Kenneth Fowler was appointed as representative for IHAT

Municipal Council Report

- The following members of Council were appointed as representatives to the IAC:
 - Deputy Mayor Kenneth Fowler;
 - Councillor Grace Constantine
 - Councillor Linda Zanella
- Councillor Kevin Eisses was appointed as the Innisfil representative to the Nottawasga Valley Conservation Authority
- Councillor Fred Drodge was appointed as the Innisfil representative to the Lake Simcoe Region Conservation Authority
- Councillor Linda Zanella was appointed as the Innisfil representative to the South Simcoe Streams Network

December 15, 2022 Orbit Potential Innovation Plan (OPIP) Information Session

- [Watch the meeting.](#)
- Members of the public and Council were invited to attend a public information centre, focused on the Orbit Master Servicing Plan and OPIP study. Comments were able to be provided through Get Involved Innisfil.



JHSC Meeting Agenda & Minutes

MEETING DATE: Monday, November 14, 2022

TIME: 2:30 to 3:30 PM

LOCATION: Ops Meeting Room 2 and Teams

CO-CHAIRS: Richard Rivet, Ken Schuyler

MINUTES: Jennifer Sheremeto

ATTENDANCE Jennifer Sheremeto, Paul Tomaszewski, Richard Rivet, Jennifer Miyasaki

REGRETS Nick Ayres

Item	Agenda Item	Lead	Item Details	ACTION & NOTES
1.	<u>Call Meeting to Order</u>	Jennifer S	- Time enter – opened by Jennifer	- 2:35pm
2.	<u>Workplace Inspections</u>	Jennifer S	Roundtable discussions.	<p>Richard – October inspections completed with no major concerns. Usual house cleaning items. Not yet completed Nov inspections.</p> <p>Jennifer M – November inspection completed with no major concerns. Some minor items were fixed by facilities staff immediately.</p> <p>Nick – Not available.</p> <p>Paul – November inspections will be completed in the coming week. All open MOAR cases regarding the air line hoses on the floor and being moved have now been resolved.</p>
3.	<u>Workplace Incidents & Accidents</u>	Jennifer S	<ol style="list-style-type: none"> 1. IRC staff seizure (loss of conscious) and ankle injury – MOL investigation & JHSC report 2. Library – staff seizure (not loose conscious) 3. Roads vehicle accident 4. Other Items... 	<ul style="list-style-type: none"> - Jennifer S provided an update to the members on the MOL investigation into an incident at the IRC. The staff members had an apparent seizure and broke their ankle when they fell. They lost conscious for a short time. The MOL report have been posted in facilities. A report was submitted to PT. - Jennifer M provided an update to the members on an incident that occurred at the library with a staff member who had an apparent seizure while at their desk. The staff

				<p>member did not lose conscious. A report was submitted to PT.</p> <ul style="list-style-type: none"> - Jennifer S and Richard R provided details on a vehicle accident that occurred with 3 Roads staff and a resident vehicle. The Town vehicle was rear-ended by the van. Everyone was ok with minor damage to Town vehicle, but more major damage to resident vehicle. A report was submitted to PT.
4.	<u>Training</u>	Jennifer S	1. JHSC member training completed	<ul style="list-style-type: none"> - Jennifer M and Nick A completed the online JHSC Level 1 and Level 2. They are now officially certified members. Congratulations. - Paul T. will be completing this training in the coming months.
5.	<u>Round Table</u> <u>JHSC</u> <u>Miscellaneous</u> <u>Items</u>	All Members	<ol style="list-style-type: none"> 1. Meeting attendance 2. Update on Health & Safety Partner 3. Other Items... 	<ul style="list-style-type: none"> - It was discussed that if a member can not attend a meeting to have a back up alternative member attend on your behalf. As well, it is important to provide a summary of inspections details and other comments to the committee prior to the meeting. - There have been no updates on the hiring of a new Health & Safety Partner. PT is still recruiting.
6.	<u>Meeting Dates</u>	Jennifer S	- December 8 – Operations Centre	- We will keep this meeting as if for now to be held in person and via Teams.
7.	Close Meeting	Jennifer S	- Time enter of meeting closed.	- 3:10pm



INNISFIL PUBLIC LIBRARY STAFF REPORT

STAFF REPORT NO. LIB-01-2023

DATE: January 16, 2023

TO: Innisfil Public Library Board

FROM: Susan Baues, Deputy CEO

SUBJECT: Statutory Holidays 2023 and New Year's Day 2024

RECOMMENDATION:

THAT the recommended hours of operation for the 2023 Statutory Holidays, and New Year's Day of 2024 be approved as presented.

BACKGROUND:

Early each year, and in conjunction with the Town's schedule, as much as is possible, the Board decides on the management of Statutory Holidays. To ensure that the statutory holidays which fall on a Monday are provided to Staff, past practice has been to close branches on the Saturday prior to the holiday and offer Staff, who work on that Saturday, an alternate day off. Budget and staffing levels permitting, Lakeshore Branch remains open on the Saturday of long weekends.

Canada Day must be observed on July 1 and, this year, it falls on a Saturday.

As Christmas Eve falls on a Sunday, library service is not affected as this is a day the library is typically closed. Christmas and Boxing Day fall on a Monday and Tuesday, respectively; it is recommended that all branches re-open for regular service on Wednesday, December 27th.

New Year's Day falls on a Monday with resumption of full service recommended to commence on Tuesday, January 2, 2024.

STAFF REPORT #LIB-01-2023 – STATUTORY HOLIDAYS 2023 AND NEW YEAR’S DAY 2024

ANALYSIS/CONSIDERATION:

The following chart outlines a proposed list of closures for all branches to accommodate the Statutory Holidays to be observed in 2023 and for New Year’s Day of 2024:

Holiday	Official Date	Hours/Closures
Family Day	Monday, February 20, 2023	All branches closed Sunday, February 19, 2023 & Monday, February 20, 2023; Open Saturday, February 18, 2022 at Lakeshore only.
Good Friday	Friday, April 7, 2023	All branches closed Friday, April 7, 2023
Easter Monday	Monday, April 10, 2023	All branches closed Sunday, April 9, 2023 & Monday, April 10, 2023; Open Saturday, April 8, 2023 at Lakeshore only.
Victoria Day	Monday, May 22, 2023	All branches closed Sunday, May 21, 2023 & Monday, May 22, 2023; Open Saturday, May 20, 2023 at Lakeshore only.
Canada Day	Saturday, July 1, 2023	All branches closed Saturday, July 1, 2023.
Civic Holiday	Monday, August 7, 2023	All branches closed Sunday, August 6, 2023, & Monday, August 7, 2023; Open Saturday, August 5, 2023 at Lakeshore only.
Labour Day	Monday, September 4, 2023	All branches closed Sunday, September 3, 2023, & Monday, September 4, 2023; Open Saturday, September 2, 2023 at Lakeshore only.
Thanksgiving Day	Monday, October 9, 2023	All branches closed Sunday, October 8, 2022, & Monday, October 9, 2023; Open Saturday, October 7, 2023 at Lakeshore only.
Christmas Eve	Sunday, December 24, 2023	All branches closed Sunday, December 24, 2023
Christmas Day	Monday, December 25, 2023	All branches closed on Monday, December 25, 2023.
Boxing Day	Tuesday, December 26, 2023	All branches closed on Tuesday, December 26. All branches re-open on Wednesday, December 27, 2023.
New Year’s Eve	Sunday, December 31, 2023	All branches will be closed Sunday, December 31, 2023
New Year’s Day	Monday, January 1, 2024	All branches closed on Monday, January 1, 2024; All branches re-open on Tuesday, January 2, 2024.

STAFF REPORT #LIB-01-2023 – STATUTORY HOLIDAYS 2023 AND NEW YEAR’S DAY 2024

OPTIONS/ALTERNATIVES:

- 1. The Board can approve the recommended proposed hours of operation for the 2023 Statutory Holidays, and New Year’s Day (2024).

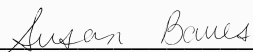
FINANCIAL CONSIDERATIONS:

The costs for the proposed schedule are commensurate with costs in prior years.

CONCLUSION:

The closures recommended for 2023 and New Year’s Day 2024, if approved by the Board, would result in minimal disruptions to library service.

PREPARED BY:



Susan Baues
Deputy CEO

APPROVED BY:



Erin Seuccimarri
CEO