



REGULAR BOARD MEETING AGENDA

Wednesday, June 16 at 7:00 pm

Online via Google Meet

1. **CALL TO ORDER**
2. **LAND ACKNOWLEDGEMENT** [2 minutes]
3. **ADOPTION OF AGENDA** [2 minutes]
4. **ADOPTION OF MINUTES**
 - 4.1. Regular meeting of May 26, 2021 [2 minutes]
5. **BUSINESS ARISING FROM THE MINUTES**
 - 5.1. COVID-19 Response Update [10 minutes]
 - 5.2. Advocacy Plan [L. Greentree] [10 minutes]
6. **COMMITTEES**
 - 6.1. Internal Committee
 - 6.1.1. Carver Policy Review: Type II. 3 – Financial Condition [5 minutes]
 - 6.2. External Committee
 - 6.2.1. City Report [5 minutes]
 - 6.2.2. Friends of the Library Report [H. Ayotte] [5 minutes]
7. **NEW BUSINESS**
 - 7.1. 2022 Budget Proposal [15 minutes]
8. **CONSENT AGENDA**
 - 8.1. CEO May Report
 - 8.2. Budget and Finance Report
 - 8.3. Statistics Report
 - 8.4. Regional, Provincial, Federal Report
 - 8.5. Coming Events
 - 8.6. Newsletter
9. **ADJOURNMENT** Date of next meeting: **September 15, 2021**

**St. Albert Public Library Board
Adopted Minutes May 26, 2021**

Minutes of the Regular Meeting via Google Meet

BOARD

Janice Marschner, Chair

Missy Steeves, Trustee

Holly Ayotte, Trustee

Bill Wells, Trustee

Julie Stefner, Trustee

REGRETS

David Hlokoff, Trustee

Colleen McClure, Vice-Chair

STAFF

Peter Bailey, CEO

Cory Stier, IT and Materials Manager

Rhonda Kozuska, Administrative Services Coordinator (recorder)

1. CALL TO ORDER

The meeting was called to order by J. Marschner at 7:02 PM

2. LAND ACKNOWLEDGMENT

3. ADOPTION OF AGENDA

(21-28) B. Wells moved adoption of the agenda

CARRIED UNANIMOUSLY

4. ADOPTION OF MINUTES

(21-29) M. Steeves moved adoption of the minutes of April 21, 2021

CARRIED UNANIMOUSLY

5. BUSINESS ARISING FROM THE MINUTES

5.1. COVID-19 Response Update

- Big news is the announcement that possibly has libraries opening June 10
- The Leadership team will discuss shortly. We will stick to previous rules, attendance numbers and masking rules.

- We don't have to follow the exact guidelines of the Government if we chose to have stricter guidelines
- 5.2. Compensation Philosophy (Tabled from April meeting)
- P. Bailey revisited the memo outlining the necessity for the City to proceed with the classification review. He shared the quote by an external consultant that was substantially higher.
 - B. Wells raised a question concerned with library staff being compensated fairly and in line with other libraries
 - P. Bailey – confirmed that the City compensation review will include other library comparators. As well, St. Albert Library has relationships with other libraries where they share their classification review with us when we participate

(21-30) Moved by H. Ayotte that the Board supports aligning Library employee compensation with City employee compensation through alignment of the Library salary grid with the City salary grid, through addition of “Accordingly, the CEO may not: Deviate from alignment with the City of St. Albert’s salary grid and classification system into the Carver Policy Type: II. CEO Constraint. 7. Policy Title: Compensation and Benefits.

SECONDED by B. Wells

CARRIED UNANIMOUSLY

(21-31) Moved by M. Steeves that the board approve to proceed with a classification review done by City HR staff, with an estimated cost of \$16,000.

SECONDED BY J. STEFNER

CARRIED UNANIMOUSLY

6. COMMITTEES

6.1. Internal Committee

6.1.1. Carver Policy Review – Type II. 9 – Health and Safety

- B. Wells - Requested clarification of how committee is formed

(21-32) M. Steeves moved to adopt the Health and Safety report as submitted

CARRIED UNANIMOUSLY

6.2. External Committee

6.2.1 City Report

- Meeting with Council was the main focus over the last while
- B. Wells suggested the Board present formally to Council that focuses on the strengths and accomplishments without discussing the EY report
- J. Marschner recommends to not make a public presentation at this time

6.2.2 Friends Report

- Last meeting was AGM;
- Reel Mondays has the Arden booked in the fall; hopefully will be able to move forward with it
- Board commends the Friends on their attractive report

7. NEW BUSINESS

7.1. Strategic Planning Update

- P. Bailey wanted to clarify the Board's role in strategic planning
- Spring of 2022 - will revisit a formal 4-year plan, using the Nelson framework which includes the community and Board input
- Because of COVID the one-year recovery plan was created
- P. Bailey to look into possibilities for library funding with the federal government's new plan and funding for a Canada-wide early learning and child care system.

7.2. Advocacy Strategy & 2020 Annual Report

- Advocacy strategy will be supplied at the June Board meeting

8. CONSENT

- B. Wells question re: ALTA Library conference

9. IN CAMERA ITEM – CEO REVIEW

(21-33) M. Steeves moved to go in camera at 8:06 pm

CARRIED UNANIMOUSLY

(21-34) M. Steeves moved that details of personnel matters, the CEO performance review and the in camera discussion remain confidential pursuant to Sections 19 and 24 of the *Freedom of Information and Protection of Privacy Act* (FOIP) R.S.A. 2000, C. F-25.

CARRIED UNANIMOUSLY

(21-35) B. Wells moved to go out of in camera at 8:17 pm

CARRIED UNANIMOUSLY

ADJOURNMENT

(21-36) J. Stefner moved to adjourn

CARRIED UNANIMOUSLY

Meeting adjourned at 8:18 pm. **Next meeting: 7 pm Wednesday, June 16, 2021 – Google Meet**

These minutes are certified true and correct

Board Chair

CEO REPORT – May 2021

Peter Bailey

The discovery of children’s remains at the former Indian Residential School on the Tk'emlúps te Secwépemc First Nation near Kamloops, followed by the attack on the Muslim family in London, Ontario made for a grim week just when the news on Covid was improving. I think what links these two tragic events is ignorance, so it made me glad to I work in a place that is all about knowledge and seeking to dispel ignorance. Change follows understanding, and that’s where libraries – this library – can play an important part in moving forward.



It has been interesting to see the reaction of local people and all Canadians to the Kamloops discovery. It came as no surprise to Indigenous people or non-indigenous people close to the issue. So it has been cheering to see the hunger from people for information and knowledge on the tragedy of residential schools. We saw it right away at the Library, with books on residential schools immediately borrowed and put on hold. We have waiting lists for books like *21 Things You May Not Know About the Indian Act* by Robert Joseph.

I’m proud of efforts on Reconciliation, our work on building relationships with Indigenous people, our Cultivating Reconciliation series, including the community discussions around the Indigenous Canada online course, and programs by and with Indigenous people that educate and inform (several programs are planned for National Indigenous Peoples Day on June 21. We know truth comes before Reconciliation, so we know we are just at the start of our journey as individuals, as an organization and as a community.

Staff efforts to promote understanding and knowledge in equity, diversity, inclusion and Indigeneity have been inspiring in the past while. With the support of Leslie Greentree and Stephanie Foremsky, Lindsay Johnston led efforts to celebrate Asian Heritage Month in May and Michele Pagliuso with Pride and National Indigenous History Month in June. This library really is here for YOU, here for ALL.

FACILITY

Re-closing

- Close, open, and REPEAT! In-person library services start up again June 14 at Downtown and June 15 at Jensen Lakes. Thanks again to Kathleen Troppmann and her crew for pivoting so ably once again. Let's cross our fingers that this time it's for good.

Jensen Lakes Library

- Our JLL main entry door had a lock problem. Beacon Glass made the repairs and it is solid again.

COLLECTIONS

Collections Use

- Curbside ran for the full month at both locations. Curbside totalled 16,418, with 4,309 visitors
- Digital circulation decreased 13% over May 2020 with 13,115 checkouts.
- We filled 19,230 requests, up 8% from the previous month. In 2021 year to date we have filled 88,712 holds, 227% higher than 2020.
- 10,329 items were pulled to fill holds, using 26 hours of staff time.

<u>MAY USE</u>	<u>2021</u>	<u>2020</u>	<u>M/M</u>	<u>Y/Y</u>
Print material	21,473	355	n/a	4%
AV Material	2,646	114	n/a	-49%
Digital Resources	13,115	18,575	-29%	-13%
TOTAL LOANS	37,232	19,044	96%	-10%

Materials Management

- Items Added: 961 | Items Deleted: -1,709
- Current collection size: 159,032 physical, 52,758 digital

Nintendo Switch Games!

- We will launch the long-requested Nintendo Switch games in June. Patrons have been requesting these items for years. Nintendo excels in family friendly games in a way that the other platforms haven't quite been able to duplicate.

eResources

- After preparing patrons that Acorn TV was leaving on May 14, OverDrive then pulled it down too soon. Communication from OverDrive has been terrible, pretty much nonexistent.

SERVICES and PROGRAMS

SERVICES

Book Bundles

- The book bundle service accelerated in May. This is a readers' advisory service where staff gather books on a theme or topic for circulation as a bundle. It works very well with Curbside service where patrons are unable to browse the shelves themselves.
- Patron comment about the bundles: "These book bundles are absolutely fabulous. They're such a good idea. I never thought of it until they were on display in the window."
- **Armchair Escape Bundles.** Based on the success of the kids' bundles, a new service for adults which will run for the summer months where staff will gather books on a getaway destination.

Career Resource Centre

- Alberta Community and Social Services requested a PowerPoint that highlighted our CRC services. It will be used to provide an overview of our job supports to Employment and Financial Services. Geoff, Leslie and Alison created this video can be used as a promotional tool to attract new users to the CRC from community groups, including Newcomer groups.
- Geoff held several CRC Service Meetings with leaders in the community:
 - Rajesh Jaiswal, Executive Director NABI
 - Leanne MacMillan, Community Development Coordinator at FCSS

PROGRAMS

John Ware Reclaimed Watch Party

- Alberta author and filmmaker Cheryl Foggo joined in to share her award-winning documentary. Following the screening, Cheryl was interviewed by author and library staffer, Leslie Greentree.
- *John Ware Reclaimed* re-examines the mythology surrounding John Ware, the Black cowboy who settled in Alberta, Canada, before the turn of the 20th century.

STARFest

- Great success with Mary Lawson (featured author) event June 5, with interviewer Fran Kimmel.
- Michelle spoke with both LitFest and Wordfest directors on the phone to see how they are managing their festivals this year.
- The festival lineup is coming together well.
- Almost fully booked; Michelle just needs to confirm how the festival will look (# virtual/in-person)

Book Clubs

- The Monday Evening Book Club led by Geoff discussed *Hamnet and Judith* by Maggie O'Farrell.
- The Seniors Book Club led by Luise discussed *American Dirt* by Jeanine Cummins.
- The Tuesday Afternoon Club led by Sandra discussed *The Inconvenient Indian* by Thomas King.
- The Offbeat Book Club led by Geoff discussed *The Midnight Library* by Matt Haig.

Summer Jobs 101 (Teen program)

- On one of the first summery days of the year 16 teens chose to spend their afternoon with us, learning about resumes, job searching and more. Our partners all did a wonderful job tailoring their presentation style to this younger age range:
- Pascal & Emeric from Canada Job Bank showed teens how to search for reliable summer jobs; Lincoln the Resume Tutor gave them tips and talked about how he can help them; and Joey Shaunnessey from the City of St. Albert discussed mental health, staying motivated and recovering from the rejection teens might encounter in their job search.

Children's Book Club

- The Paperback Kids book Club (April 8, 22) continues to grow with kids anxious to talk about books and connect with each other after school. Lindsay shares that new participants bring a lot of energy and humour to the group. The snack packs continue to be a draw for new participants.

Baby Laptime

- Baby Laptime wrapped up in the third week of May. At the last program, the mothers in attendance remarked on the effect of the program during the pandemic. One mother wanted to note how it was this group that was watching her child grow and how much she enjoyed getting to see other children growing as well at a time when the family was so isolated.
- As a programmer in attendance from the fall, Charity also felt a connection to these children as she witnessed the growth and changes sharing "It was remarkable to see them move from curious or shy observation to full on participation."

Family Storytime

- Drew and Lindsay will carry on with the momentum and lovely group that are attending Family Storytimes and continue with them until June 24. The hope is that these will be able to transition into in-person outdoor storytimes in July and August.

COMMUNITY

Reading Buddies

- Though the spring edition of this program wound down through the first two weeks of May, Charity and Celeste continued to work on preparations for the (new) summer programs, with recruitment for summer Reading Buddies teen volunteers launching mid-May. Celeste created promotional materials to advertise for volunteer positions and emailed her contacts at schools and those who run youth programming in the City.
- Together Charity and Celeste updated and divided the new training videos into two parts based on what they had experienced and learned running the program this spring. Celeste recorded and updated the volunteer training video to show how to use Zoom and how to search on Overdrive. Charity recorded a video that dealt specifically with reading tips.

Teens

- Celeste met with BAM (Building Assets and Memories) teens to discuss some programming and to get their feedback on a program idea for Teen Makerspace: Take & Make this summer.
- Celeste attended the Youth Programming Update meeting with the City; Bent Arrow; BAM; Big Brothers/Big Sisters; Amplify; Outloud. Summer programming for youth remains largely online.

Senior Homes Delivery Service

- Following the massive fire at the Citadel Mews West lodge, Janice connected with Cheryl Binassi, the activity coordinator to express well wishes to her and the residents as well as easing her worries about the library books being damaged. The lodge can no longer house residents. Janice: "I am very sad to cancel the library material delivery service indefinitely."

ArtWalk: Agreement to postpone ArtWalk until 2022.

Outreach

- **Trail Tales:** Every Tuesday, weather permitting, Emily put a trail tale out along the river. The children's team have been very helpful putting them away in the evenings. Team is frequently stopped by people walking the trail telling us how much they enjoy seeing the stories.
- **Stroller Walks** continued though May along Red Willow Trail near the Botanic Park
- **Nevada Place.** Emily continued to stock the free bookshelf on a weekly basis with free discards and provide individually packaged crafts. Met with Alice, a homebound resident to deliver her requested books from the library and take back returns.

COMMUNICATION and GOVERNMENT RELATIONS

Communication

- **Annual Report.** Leslie completed the 2020 Report to the Community for presentation to the Board prior to the Board-Council meeting on May 20. The report goes to print shortly and will be disseminated to identified stakeholders in June.
- **STARFest: Mary Lawson.** Many comms pieces and efforts helped make this first STARFest event of 2021 a great success.
- **Summer Reading Game.** Lots of work in support of our premier summer program, including new outdoor flag banners to be used by SRG staff and Outreach staff for outdoor events.
- **Career Resource Centre marketing upgrades.** Leslie arranged for photos of the Resume Tutors that align with the Library's new graphical goals and created new templates for staff to use in promoting the Resume Tutor service.
- **Patron Point.** We begin working to install and get trained on this new software. On top of managing customer databases for Customer Service, Patron Point has marketing tools that will allow us to develop more professional and targeted newsletters, among other benefits.

Social Media

- Michele P. created April social media promos for book clubs, trivia night, genealogy club, Canada Revenue Agency program, pollinators and birdwatching programs, Seed Library pickup service, eResources (Brainfuse, LinkedIn Learning, notice Acorn is ending), Joanne's Mystery Picks and the personalized book list service. Geoff posted about the Cheryl Foggo/ John Ware Watch Party, Nisha Patel NFB Short Films Watch Party, the Poet Laureate and the Offbeat Book Club.
- Michele P. and Lindsay did organized the Asian Heritage Month posts for next month.
- Michelle S. met with Leslie to discuss different ways to use social media to promote STARFest and encourage audience engagement. They set up a STARFest Instagram account.
- Leslie & Cory are investigating getting a professionally produced STARFest promo video made.
- On Tiktok this month, Tessa and Celeste created several videos aimed at teens: Reading Outloud book of the month; YA books under 250 pages; Snow in May!? It's okay! Read all day; Fierce Reads inspired by the Lindalindas; Funny & Heartwarming Reads; and promoting the Reading Buddies volunteer opportunity. Tessa's YA books under 250 pages received over 700 views!



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St. Albert
Public Library

STAFF and ORGANIZATION

Staff Development

- AART Webinar: Socially Distanced RA and Programs, May 20 – Luise
- Northern Lights “Spark Ideas, Ignite Passion” Conference sessions (May 27-28): The Million Dollar Reason Your Library Should Promote Your Collection and How to Do it – Luise
- Storytelling session with Richard van Camp – Luise
- Bibliocommons Basics Webinar, May 31 - Celeste, Luise
- U of A Science Literacy MOOC - Michelle S.
- Building Bridges: Collaborations at Work (Emily)
- Engage Your Community with Databases & Streaming Media Services Webinar OverDrive (Lisa)
- Webinar: Learn How To Manage Your Enhanced Midwest Tape (hoopla) Digital Experience (Lisa)
- Marigold Conference: Keynote-Focus on the 90%, session-Conflict in the Workplace (Lisa)
- BiblioCommons Webinar Basics (Lisa)
- Marigold Library conference: Beyond Book Displays and Diversity Training: What Can Libraries Do to Truly Be for Everyone? Creating the Template for Engaging Your Community and Successful Conflict Resolution in the Workplace. (Janice)
- Customers Without Masks (May 20) Ryan Dowd training (Janice, Stephanie, Alison, Lindsay)
- Lindsay attended Indigenous Voices: Authentic Children’s Literature in the Classroom and Library webinar on May 25 & 26, presented by the San Diego Office of Education.
- Lisa trained Celeste and Lindsay in Overdrive Curation, that is creating promotional lists of ebook titles that show up for patrons on Overdrive/Libby.

Staff Committee

- Chair Michele P. led an engaging meeting with the committee, discussing the possibility of transitioning Staff Committee work to focusing on sourcing and offering training opportunities for all staff. Michele and Stephanie discussed some next steps and more conversation is needed to ensure we have ongoing training opportunities for all staff in addition to PD on Staff Development Day.

TECHNOLOGY

Summer Reading Game website

- IT staff have been working with Children's, Teen, and Adult staff to develop the online web component of the 2021 Summer Reading Game. Staff have the advantage of being able to build this year's site on the Joomla platform that was developed last year for the 2020 Summer Reading Game, instead of having to start from scratch.
- Team explored some Virtual SRG software this month and tested out Beanstack - software used by other libraries in Alberta. After an orientation and some testing, we eventually decided that this software would not suit our needs. The Children's team, Celeste and Michele P. moved forward with program planning for the Children's, Teen and Adult Summer Reading Games that is not dependent on new SRG software. Our in-house IT team has been making great progress on accessible and attractive platforms for all three levels of Summer Reading Game programming.

Patron Point

- IT staff have completed the configuration of the integrated library system that will allow the new Patron Point system to connect to it. Patron Point is a platform that does many different things, including customized notices, targeted marketing campaigns, and the ability to allow library users to register for a library card from home without the need to come into the library to complete the process. Training in the Patron Point system has begun and will continue over the next few weeks.

Other

- Upgrades to Staff machines. IT staff have been updating staff machines in May with a newer, supported version of Windows 10 and with the latest version of Microsoft Office (2019).
- IT responded to 25 tickets in May 2021.

PATRON COMMENTS

😊 POSITIVE

- “Every time I call for assistance, I am helped by someone who is knowledgeable and friendly. When I pick up a bag of books, whoever comes to the door is happy and welcoming! It is an absolute pleasure to have interactions with any staff member at SAPL.”
- “As I live within sight of the library I have not used the on-line service in the past. In these days of Covid 19 we have to resort to new experiences. I signed out the book *Alaska* by James Michener and I have been reading it avidly. Tonight I went online and effortlessly extended the due date. Many thanks. So many on-line endeavours end in frustrations, so this experience was a great pleasure. I must hurry now and get reading. Thank you again!”
- “I was able to renew a long expired card today and I’m now reading a book on the Libby app. Very pleased with how simple this went, the assistance from Robin, and how intuitively the system works. A big thanks.”
- Helped a patron over the phone with set up of her Kobo for the library's eBooks. She is super happy and excited to read on her new Kobo. She said, "I would say I love you but I don't know you Ha! Ha!" - Janice
- "I'm so happy that you are able to place holds for me and that the library is still lending out books while you are closed!"
- "I really do appreciate the library especially during this covid time. Thank you for all you do to keep us sane!" - patron email
- "As I live within sight of the St.Albert Public Library I have not used the on-line service in the past. In these days of Covid 19 we have to resort to new experiences. I signed out the book *Alaska* by James Michener and I have been reading it avidly. The content is typically Michener, and I’m enjoying it so much but the tiny print is difficult to read. My aged eyes are not helping. Tonight I went on line and effortlessly extended the due date. Many thanks. So many on-line endeavours end in frustrations, so this experience was a great pleasure. I must hurry now and get reading. Thank You Again!" - BiblioCommons Feedback
- Patron commented she has received great library service and thank you. Looking forward to coming back to the library.
- Library patron called and commented she is very happy to hear the library will be open soon for in-person service. She said she has come into the library at least twice a week for many years and missing us.
- "Thank you! These are great!" Emailed response to funny book list request
- Re: personalized book lists: "Thank you so much for these books! She has requested them all!"
"Thanks so much Lindsay! [He] says awesome!"

- Hi, I'm a teacher for a bilingual spanish english kindergarten, I called earlier in the month, do you remember me? My class was in quarantine for being a close covid contact. We were in class one day before going back home. The books you picked out last time were perfect, can you help me again?
- I think these book bundles are absolutely fabulous. They're such a good idea and I never thought of it until they were on display in the window. How can I get more of them or get a specific theme? We're doing online school and I'd like to go along with what the teacher is doing for themes in school.
- I was at curbside pickup today and noticed the bundles of picture books in the windows, how do I get one of those? (Let her know to just ask for one, or to try a personalized booklist)
- In response to a booklist made by Charity: "The list looks great and thank you for informing me about the board book bags! I will definitely be taking advantage of those :)"
- In response to a booklist made by Charity: Thanks for the list! We like all the books you recommended so far, especially Again!. Based on the info I provided, the books are all on point. We'll be sure to use this service again. Thank you!
- Created a booklist for a student teacher. This was over the phone and she was very specific in what she wanted and only wanted 3 or 4 books, so I didn't have her fill out a personalized booklist. She was happy with what I found for her. (Jillian)

Jensen Lakes Comments

- Patron requested we put in 5 extra books for her 10yo girl as she is reading so much and really needed some extras. Both staff helped select books from JF. This is a regular customer who places a lot of holds, but she really just needed some new ideas at random and was very grateful
- A city staff member came for curbside and said she was very impressed with JL and will do all her pick ups from here from now on :)
- Patron loved being able to see the picture book bundles on display in window and walked around side of building to see which others we have and took one.
- Patron said she is thrilled with the service at JL, her daughter is an avid reader and comes weekly to collect a large stack of books for her.
- Patron from last week was here again with her daughter who we had previously grabbed a JF selection for. She said she was very happy with the titles and the girl said she loved them all. And asked how to be a librarian herself :)
- "You ladies are all so good!" -Patron calling in to ask for best seller express recommendations. We talked for 10 minutes about what we were reading and what was good!
- Another great comment - a senior so thankful for our curbside service at JL. She said she is very grateful for all the hard work. She also asked when we were reopening after she heard the "summer plan" announcement today.

Adult Programs

- **John Ware Reclaimed Watch Party** with Cheryl Foggo and Leslie Greentree
 - Bravo! Loved that film.
 - Beautiful, fascinating and determined research of love. Thank Cheryl you for allowing history to become more meaningful for all of us.
 - Thank you, Cheryl, for sharing your personal and community quest for relevance and identity. What a powerful story, well-researched, poignant, and meaningful.
 - What an amazing undertaking to put that film together - congratulations!
 - Great music in the film! You gave a real sense of that with the songs in the film. It also does help the audience to make connections too.
- **Trivia Night**
 - Thank you ladies! I always look forward to trivia nite.
 - We rush home for this LOL--this better continue after COVID
- **Saint City Writers**
 - The meeting with Nisha was good. She provided us with a homework writing prompt, ahead of the meeting, and we all shared our responses during the meeting. It was an interesting exercise, as always - except this time we also heard a "professional" response. :) She also shared with us what she is working on right now (a non-fiction book), and talked about her writing process. It was an interesting meeting. - Ewa, Saint City Writers

Teen Programs

- **Zoom Reading Buddies Volunteer Feedback:**
 - "I had a lot of fun with this program. I learned how to borrow virtual books from the library and I had a ton of fun getting to know my buddy and reading with them. I usually picked out a few books for my buddy to choose from and every week we had a ton of fun. I had an awesome time doing this program and I already signed up for the summer one! :)"
 - "This was a great program! I loved working with my buddy on their reading! It was such a great environment and program to be a part of! I was able to connect with my buddy virtually and feel like we were both getting something out of it!"
- **Summer Jobs 101 Feedback:**
 - "I was amazed by all the resources that you offer with your FREE résumé tutors. I am so grateful. I'll try to see one of the workers this summer by virtual meetings."
 - "The Job Bank website will be very useful in the future. I think that was the best bit of information I got."

- **Virtual Escape Room Feedback:**

- It was really fun and I loved the challenge.
- I found that the escape room was very fun to complete :)!
- Thank you for making these. They are so much fun!
- I really enjoyed the details. Overall, I found that having everything come together in the end was very satisfying, and the experience quite fun :)!

Children's Programs

- **Baby Laptime**

- "Thank you so much! Library day in our house is a treasured day! Ashley and Charity, you both are so kind, so welcoming and you have brightened each of my sons lives. My 2-year-old went from being terrified of the iPad to being overjoyed about his library time. You both are both so patient, kind and are truly a shining light in my children's lives. We sing the songs you teach us all week, even daddy knows them by heart now. Thank you for all you do, thank you for recognizing each child and making an effort to know all their names and call on them or comment on something about them. Your efforts are grand! Thank you. It's hard to put into words how much our 30 minutes a week has enriched our lives since September, but it has had a profound impact.
- We absolutely loved story time. Getting to connect with other parents and their little ones through zoom story time made Monday a favourite day in our house. We loved seeing you both each week and hope to see you again soon in person. Thanks again. ♥

Outreach

- **Trail Tales:**

- I really enjoyed Drumheller Dinosaurs Dance, the book along the Sturgeon River pathways. It is excellent for repetition, illustrations, Alberta Badlands setting and vocabulary development. Has it been submitted for any awards? I hope so! Thank you for continuing with book placement along the pathway. I, a retired elementary teacher, love the books you put out. Thank you! Thank you! Thank you!
- "I like your signs" said a person walking by. "What a great idea!" "I like the pictures"
- When I was eating lunch outside, I came across a family running towards the trail tale. They have 2 young kids. One parent said "Thank you for doing this - the kids have so little to do these days."

- **Forest Friends:**

- "What a good program! I saw lots of children running sign to sign yesterday."
- "Thank you for providing this service! I really appreciate it"

- "Thank you for so much for running this program! My kids were so excited that they were ready to leave an hour early." "This is what they need - just playing outside" "the Gruffalo is one of our favourites!" "The obstacle course was great. It's where we spent most of our time" "We'll see you next week!"

- **Nevada Place:**

- "oh - you're the lady who brings us library books and crafts - thank you! My kids look forward to your crafts". Met a resident who requested certain types of discards for free bookshelf if available (home improvement / electrical). He doesn't qualify for home bound but I mentioned he can also request the books he likes for curbside pick up.
- "Thank you for providing this service! I really appreciate it"
- Christopher came down to chat. He asked when the library opens as he needs tech help with his new ipad. Offered to help remotely or over the phone. He is going to wait until in person tech help is an option. Some excited comments from people passing by "ooh, you're adding new books :)" "I've read all the childrens books, glad you are adding more"

- ☺ **NEUTRAL**

- Patron wanted to come in to do resume printing. Was disappointed when he learned we were closed for in person services
- Patron asked about requesting board books - I told her about our board book bundles we were offering and she took one of those
- Patron called to enquire about the quarantine period - she got a pre-overdue notice and said she was sure she returned the item on Sunday, so I explained about our closed days and the 24hr quarantine. She also then asked if anything she gets at curbside has been quarantined too and was happy when I said everything has been.

- ☹ **NEGATIVE**

- All good this month!