

Annual Report

The Next
Chapter

2022

Our Values

Intellectual Freedom

Provide equitable access to and support for knowledge and creativity.

Inclusiveness

Support inclusion by creating trusted services and spaces that welcome everyone.

Innovation

Anticipate and respond to changing needs and technology.

Respect

Support the value and dignity of all individuals.

Accountability

Ensure that library services remain relevant and vital and that resources are managed effectively and ethically.

Mission Statement

Freedom to Discover

A Letter from *Paul and Lori-Anne*



Lori-Anne Spence-Smith
Library Board Chair



Paul Takala
CEO and Chief Librarian

2022 held the promise of a hopeful story unfolding at Hamilton Public Library. As each day and month brought a new reality to the world, HPL responded and **wrote a new chapter in service and support.** We increased branch hours, reintroduced in-person programming and resumed well-loved and much-needed community services including Study Halls and Home Library Service. We revamped branches at Carlisle, Greensville and Valley Park, refreshed Terryberry and Westdale, added innovative Makerspace services in many branches and increased Bookmobile visits throughout the city.

Change is familiar territory for HPL. We've grown, helped residents adapt and risen to new challenges since 1889, when the city's first library was established. In 2022 HPL's future-focused, hard-working Staff did its utmost to help bring back well-loved programs such as Family Storytime, tech and writing classes, movies, author events, games and more. We look forward to building on this work and offering more programs in 2023.

In 2022, we would finally see lockdowns, masks, vaccine certificates and protocols phased out as we moved through the COVID-19 pandemic. We introduced innovative ways to support our community by offering CO2 monitors, free lamination of vaccine certificates, transit passes for children and menstrual products. The power of partnerships brought Indigenous Markets to Central Library, passes for free entry to the Art Gallery of Hamilton, local conservation areas and City museums as well as educational opportunities for all ages through thousands of programs and events.

It's our nature to strive to do more for Hamilton residents, which is why HPL launched a new survey to gather feedback on new opportunities and build on our strengths. Nearly 5,000 people offered their opinions and ideas, which will help guide our strategic planning for the next five years. As always, the community's needs will guide everything we do at HPL.

We look forward to the next exciting chapter in 2023.

CHAPTER ONE

Fostering Literacies: Digital, Financial, Numerical, Cultural and Informational

While promoting a love of reading and writing through our vast catalogues of print and digital books, magazines and newspapers, as well as our annual **Hamilton Reads** pick, and **Spotlight on Local**, which highlights Hamilton authors, musicians and artists, HPL also focuses on developing all kinds of literacies – for all ages.

Storytime, Math Quest and **Imagination Station** programs help develop young minds. In-branch **computer classes, code clubs, Makerspace tours** and **online resources** such as **LinkedIn Learning** help improve basic knowledge and skills for beginners, hobbyists and career-seekers and climbers.

Informational literacy is another area where HPL shines. Whether seeking details about childcare, foodbanks, shelter, counselling, or sports organizations, HPL's community information databank **Red Book** is a wellspring of help for residents. Our **Researcher-in-Residence** connects the curious with myriad information-seeking studies.

Culturally speaking, HPL celebrates Black History in February, Pride and Indigenous History in June and women's achievements in October — to name a few highlights over the year — with branch displays, concerts, featured reading lists and dedicated programs. In 2022, we also launched twice-monthly **Indigenous Markets** that ran from May-December at Central Library. It gave Indigenous artists and makers a stage to share their talent and art with the wider community.

HPL, **Hamilton Area Anti-Racism Coalition** and **Empowerment Squared** also worked together last year in many concrete ways to encourage understanding and harmony in the community.



"As a person who is deeply happy in libraries, I am now very excited to be able to 'go' to our partner libraries to look for books. You have been and continue to do *a terrific job with electronic offerings.*"

— HPL Member, pleased about *More to Borrow* (hpl.ca/more-to-borrow)



CHAPTER TWO

Community
and Partnerships



“This pilot project with HPL made possible by the generous support of an anonymous donor and the Hamilton Community Foundation, and the City’s HSR Fare Incentives for Ridership Recovery program will make a meaningful difference to families and young transit users in Hamilton.”

— Mayor Fred Eisenberger, on the PRESTO Card Program

Every year, HPL seeks and solidifies its ties with dozens of local organizations including educational institutions, charities, arts and culture stalwarts, city agencies and other community-focused groups. In 2022, we built on and added to the robust list of partnerships across the city and beyond.

With the City of Hamilton’s **Public Health** service, several library branches regularly hosted **COVID-19 vaccine clinics** throughout the year where more than 10,000 vaccines were administered. This is an ongoing effort. We also regularly deliver **book bags to young, new parents** in support of Public Health parenting and early literacy programs.

HPL also supports civic engagement. Voters went to the polls three times last year in local, provincial and federal elections. HPL worked with the **City, Elections Ontario and Elections Canada** to set up polling stations in branches and inform the electorate with educational reading lists and tools.

HPL Staff again teamed up with **McMaster University** in several ways. For the writerly crowd, HPL and McMaster offered the popular **Writer-in-Residence** program giving aspiring scribes expert advice from an established author and supported the first **e-Writer-in-Residence** program, connecting writers across timezones. At **tax time**, HPL connected with McMaster volunteers to help modest income earners file their returns. And young learners also benefit from our McMaster partnership through **Children and Youth University** programs and **Early Years Engineering Kits**.

Staff collaborated with Mohawk College’s City School, Hamilton Street Railway to offer kids’ PRESTO passes, **Art Gallery of Hamilton** passes, tutoring partnerships with **Adult Basic Education Association, Frontier College** and **Neighbour to Neighbour Centre**, shared programs with the **YWCA, Alzheimer’s Association, Green Venture, Hamilton Philharmonic Orchestra**, Hamilton’s literary festival **GritLIT, Hamilton Arts Council, Winterfest** and so many other worthy groups focused on building a better community.

CHAPTER THREE

Celebrating Hamilton Public Library's Newest Branches

On July 9, HPL held open house celebrations at three of its newest branches: the newly renovated and constructed Valley Park, Greensville and Carlisle Branches. Parkdale Branch's one-year anniversary celebration was held on July 14 where guests enjoyed tours of the library and an attached Indwell apartment, capped off by an Indigenous drumming ceremony.



Valley Park Branch

The new Valley Park Branch, which is part of the new 11,000-square-foot Valley Park Community Centre, features a Makerspace, sound studio, green screen and 3D printer. It also has two state-of-the-art multi-purpose rooms made possible through a \$1.25 million donation from the Heritage Green Community Trust.



Greensville Branch

The new Greensville Branch boasts a modern design with new collection materials for Members to read, watch, listen and learn. It also has peaceful study, reading and children's areas and inspiring indoor and outdoor recreational spaces.



Carlisle Branch

HPL secured \$1.75 million in funds to transform an old TD Canada Trust building into a bigger, beautiful, modern, accessible branch.



Parkdale Branch

2022 marked one year for this novel 1,500-square-foot neighbourhood branch. Parkdale Branch is attached to Indwell's McQuesten Lofts, an architecturally significant 50-unit community building and housing complex.

CHAPTER FOUR

Services Above
and *Beyond*

This was a year of reflection and renewal at HPL. Staff worked diligently to bring back old favourites and introduce new programs and services.

The **Bookmobile** was back on the road, much to the delight of fans across the City and in rural neighbourhoods. Staff also expanded routes adding new sites at Tim Hortons Field, Stoney Creek Arena and Gage Park. In 2022 more than 40,458 library materials were borrowed through HPL’s two Bookmobiles — a 51 per cent increase over 2021 — further proving its popular appeal.

Visiting Library Service changed its name in 2022 to **Home Library Service** but its purpose to reach homebound or institutionalized Members remained at the core. Staff worked diligently throughout the year to deliver by mail more than 17,223 library materials to this population.

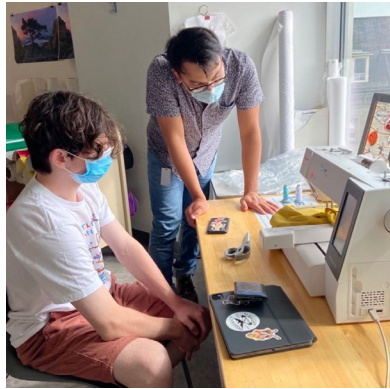
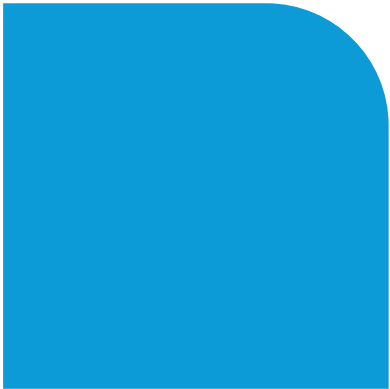
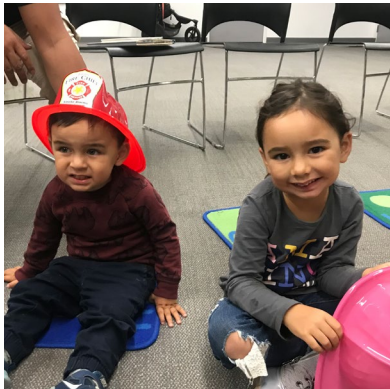
For the digital crowd, the **Borrow More** feature connected HPL cardholders with libraries in Ottawa, Mississauga, London and Burlington. By the end of the year, Members borrowed more than 1.2 million eBooks and eAudiobooks through OverDrive and Hoopla and Telephone Stories listeners picked up the phone to hear a tale in English and French 441 times.

HPL met the demand for digital access by providing **free Wi-Fi** inside and outside branches. Residents connected more than 767,600 times throughout 2022 – that’s a 190 percent increase over 2021. With more than 180 **public computers** across 23 library branches, the public logged in 315,282 times in 2022. HPL lent out its more than **70 devices** such as tablets and laptops over the year to homes in need. And **printing, lamination, copiers and learning resources and tech classes** remained a constant need we’re happy to have fulfilled in 2022.



“The staff here are simply lovely, and I’m very happy to spend my time with them here. Were it not for this location, I could be having a much harder time studying for college.”

— Google Review, for the Parkdale Branch



“I just wanted all the Staff of Hamilton Public Library to *know how awesome you all are*. This institution has pretty much kept me sane during this mind-boggling pandemic, I’m not sure how well I would have fared without the Library.”

Diana K., Member

TD Summer Reading Club was back with a plethora of programs that piqued the curiosities of young people. Programs encouraged children and teens to read and explore throughout the season. They learned about frogs, cartooning, Stickbots, magic, music, dinosaurs and traditional storytelling.

HPL’s ever-popular writing contests drew hundreds of entries to the annual **Power of the Pen** for scribes ages 12-18 and adult essayists and poets in the **Short Works Prize** competition.

The **Newcomer Learning Centre** at Central Library is a vital resource for many people in our community. Volunteer tutors help newcomers tackle the nuances of the English language, while Staff connect others to employment, credential evaluation and housing information. Book clubs, conversation circles and Human Library events also helped Newcomers transition to life in Canada.

Extended Access at rural branches in Lynden, Freelon and Greensville allowed more than 1,000 Members to pick up holds, browse and use computers during daytime hours that fit their

busy schedules to and from work, before and after school or naptime. **After Hours Study Halls** opened again allowing Members to head to Red Hill, Terryberry, Dundas or Waterdown to get their work done from 8pm-Midnight. HPL also **expanded its hours** throughout the year to maximize service.

Opening **Local History and Archives** again in 2022 thrilled countless information seekers of the past. The popular destination on the 3rd Floor at Central Library also saw a mini-makeover last year. LH&A continues to work on digitizing its collection to make them accessible to students and researchers.

In partnership with Public Health, HPL brought **social workers** back to Central Library to help connect residents with local services and mentor and coach Staff in challenging situations.

At the heart of building and supporting strong communities are dedicated, caring people. In 2022, HPL Staff and partners collaborated using these myriad ways to examine and find solutions to community needs, one person at a time.

CHAPTER FIVE

Making an Impact: 2022 at a Glance

1.74M

In-person visits

5.1M

Circulation

2M

Hours Wi-Fi use

315,285

Computer sessions

510,393

Pages printed

52,000

AskHPL questions

33,810

New members

94,820

Print jobs

4,499

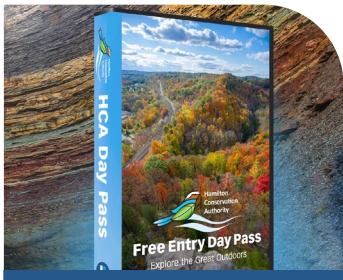
PRESTO passes issued

CHAPTER SIX

2022 Timeline

January

HPL teamed up with Hamilton Conservation Authority to offer Members free access passes for one week to local conservation areas.



March

March 16, the Bookmobile welcomed back Members after a two-year hiatus. Two new sites were added at Tim Hortons Field and Riverdale.



May

The first Indigenous Market was held at Central Library on May 14. Markets ran every second and third Saturday from May through December. The market featured artists, makers and creators of one-of-a-kind handcrafted items.



July

On July 9, HPL held three open houses to celebrate renovations at Valley Park, Greenville and Carlisle Branches. On July 14, Parkdale Branch celebrated its one-year anniversary.



September

HPL welcomed new Researcher-in-Residence, Ali Solhi. Ali works virtually with researchers to help find study participants in the community and advance our collective knowledge.

A reception on September 15 welcomed local author Amanda Leduc, left, as our new Writer-in-Residence and Ukrainian author Kateryna Babkina as our first international Writer-in-eResidence. This program is a partnership with McMaster University.



November

Author Norma Dunning joins HPL for an online reading of *Tainna: The Unseen Ones*, to celebrate the Hamilton Read selection's program finale.



February

February 18, HPL launched the PRESTO card pass in partnership with HSR and Metrolinx. Children age 6-12 with a library card were eligible to receive the free pass and ride the City transit service free.



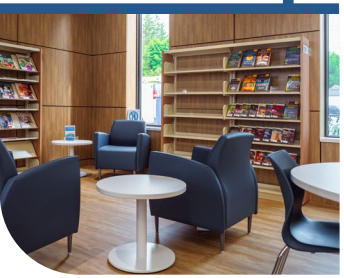
April

In-person programming returned to HPL in April. Popular draws such as Family Storytime, Book Clubs, Knitting and Crochet and Noon Hour Concerts brought life back to normal in Branches.



June

June 15, HPL opened the new Carlisle Branch at 277 Carlisle Rd. The renovated bank is a larger space the growing community will enjoy for years to come.



August

The Summer Reading Club returned in a big way with 426 in-person programs and 14 online programs attracting 11,745 participants.

The Newcomer Learning Centre's service desk at Central Library reopened again. Tutors and students returned to in-person and virtual programs.



October

HPL launched a Community Survey to seek valuable feedback from residents and Members. Nearly 5,000 people contributed their opinions, which will help guide our next Strategic Plan.



December

HPL launched the Children Express collection at all Branches. Now, young readers can check out popular titles immediately for three weeks.

Social workers returned to Central Library to assist the public with resources, counselling and more.



Hamilton Public Library Board - 2022

- Lori-Anne Spence-Smith, *Chair*
- John Kirkpatrick, *Vice-Chair*
- Gagan Batra
- Elly Bowen
- Robert Coruzzi
- C. A. Klassen
- Stu Laurie
- Councillor Judi Partridge
- Councillor Maria Pearson
- Lynne Serviss
- Nicolas van Velzen