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Annual Report



Your place to connect, explore, and learn.

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Welcome!

Our Library is no stranger to the community. With branches in Markdale, Flesherton, and Kimberley, our vision to engage and empower through innovative and integrated library and cultural programs, service, and information.

2022 marked another year of change, as the Board welcomed a new CEO (that's me!) and many new members of the Grey Highlands Public Library Team. In just one year, one thing was obvious: As a Library system, at our core, is providing excellent and accessible library and information services, including diverse collections, programs, and events, uplifting local talent and bringing national attention to our small, rural system. From leading Ontario Cultural Days, National Day for Truth and Reconciliation events, championing environmental sustainability, mental and physical health, addressing the digital divide, and fostering early literacy, the Library is here to provide a safe, inclusive space for public learning, community connection, personal discovery, and unique cultural experiences. It's been a pleasure serving as the CEO/Chief Librarian.

CEO/Chief Librarian Jennifer Murley

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Message from the Board Chair

The role of a library is more important than ever. In an era where books are still banned, they can be found in a public library. Along with thousands of other books, local historical material, access to technology, educational support, essential community outreach and a place for residents and visitors to come together, all free of charge.

I am very happy to report that the Library system in Grey Highlands is alive and flourishing. Our new CEO has maintained the excellence of her predecessor and is making strong inroads in the community. Plans are underway to continue this growth and to renovate and restore our facilities. Dollar for dollar, the Library remains the best investment we make in our community.

Library Board Chair, Kevin Land

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Message from the Mayor

Congratulations to CEO Jennifer Murley and the entire Grey Highlands Library team on another successful year of operating and maintaining the Library System.

This past year saw some of the highest usage and engagement from visitors to the Library. The ability to open the doors once again to in person visitors and host events gave the community the chance to get back to normal.

Our children are so fortunate to have the Storytime programs and PD Day activities offered by the Library. The staff are what makes these programs such a success.

In addition to the Library's services and programs, there was an array of local events hosted. The Harvest Café with Ted Barris, several great Author Talks, Culture Days, Art Exhibits, and more were all well attended. Offering culturally diverse and inclusive events to the community to educate and empower us all is one of the things that you do best.

As we look to the year ahead, I want to thank the entire Grey Highlands Public Library Team for their dedication and commitment to the Grey Highlands Community.

Mayor, Paul McQueen

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Strategic Goals

1

Cultural Leadership

Continue our role as a municipal cultural leader; be a model for cultural leadership; be recognized as community hubs where culture happens.

2

Customer First

Be a model for responsive and innovative service.

3

Tech Friendly

Respond proactively to technology needs and opportunities.

4

Service Growth

Strengthen the current service provisions and resources based on the needs identified in our 2017 community survey and ongoing surveys and focus groups.

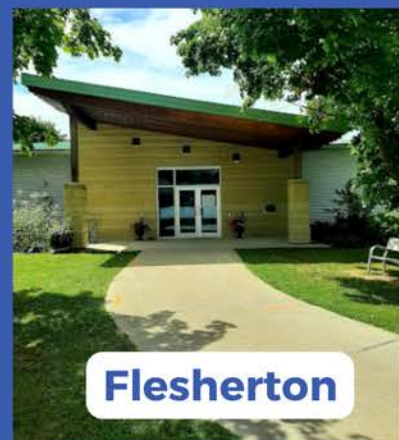
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At a Glance

In 2022, over 47,500 physical and digital materials circulated, we welcomed over 21,000 in-person visits, and 28,000 people visited the Library's webpage to access services and authoritative information.

Over 6200 residents accessed the Library's FREE Wi-Fi and over one thousand people used public computers to stay informed and connected.

We partnered with over 50 local organizations and ran 148 programs that reached over 2500 people.



www.greighighlandspubliclibrary.com

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Cultural Leadership

We continued to produce content on the Grey Highlands Cultural Channel, while increasing cultural programming for all. Staff led important conversations surrounding Black History, climate change, Truth and Reconciliation, Ontario Cultural Days events, and civic engagement. We were the first organization to sign on to the innovative Grey Highlands Municipal League, where staff supported local efforts to boost participation and education surrounding the Municipal Election. The League received province-wide attention for its innovative "candidate menu".



26 new videos added & 210+ hours of video watched on the Grey Highlands Cultural Channel YouTube page.



\$400+ of books purchased from GoodMinds, supporting Indigenous authors and publishers; 300+ residents reached by Truth & Reconciliation programming.



500+ residents supported civic engagement initiatives & 100+ attended Ontario Culture Days events.



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Customer First

We're here to serve the community and to respond to the unique needs of our patrons. In 2022, we were excited to increase accessibility to Library services and resources by returning to in-person programs, returning to evening hours, expanding our collection of non-traditional materials (including STEAM kits & lendable robots), and securing over \$50,000 in Ontario Trillium Grant funding to purchase air filtration systems and embark on a new Strategic Planning process. The Library also celebrated 125 years of public library services in Markdale, raised over \$400 in support of Breast cancer research, and donated over \$200 to the food banks in Flesherton and Markdale.



Invested over \$20,000 in safety measures to continue to provide frontline in-person services; Installed a permanent plexiglass barrier in Markdale & purchase air filtration systems.



Celebrated 125 years of public library services in Markdale and Library Assistant Becky Hill's 5 year staff service award.



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Tech-Friendly

With the support of the our various Friends groups, the Library began to replace all public access computers to enhance its technology offerings and the overall experience of users. Additionally, the Library upgraded its faxing and printing machines, purchased Wi-Fi extenders, upgraded its wireless Internet services for faster speeds, added an events calendar to the website, revamped the monthly e-newsletter to increase communications, embarked on a transformation of its digital presence, and was anonymously gifted a 3D printer.



28,000+ people viewed the Library's website.



235+ new followers on social media and
23,923 people reached by Facebook events
alone.



6000+ residents accessed the Library's free
Wi-Fi and borrowed the Internet hotspots 160+
times.



21,000+ digital materials circulated & 24,000+
recorded uses of digital resources.

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Service Growth

While COVID still played a significant role in the day-to-day lives of staff, volunteers, and residents alike, the Library saw a significant increase in memberships, strong program attendance, and expanded its hours. Staff also initiated new partnerships to expand summer programming for adults and the Kimberley community.



375 new memberships (182% increase from 2021)



1863 physical items added to the collection



148 programs held with 2440 participants



Expanded hours of operation and returned to evening hours

2022



Wrap Up

As 2022 came to an end, the Library celebrated another successful year. In 2023, the community can look forward to the grand opening of the Library's outdoor reading spaces, facility enhancements to the Markdale Walter Harris Memorial Library, and a continued commitment to community-led Library, cultural, and information services in Grey Highlands.

