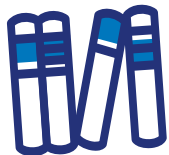




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## Community Feedback

The library saved my life as a teen. It gave me a safe place to go to connect with others through the internet, and escape into books when life was at its toughest. I don't think I would be here today without the library.

## In 2022, your Library...



hosted  
more than  
**1.32 million**  
visits



loaned nearly  
**half a**  
**million**  
books & educational tools



put on over  
**1,197**  
**programs**  
free to the public





It's been a dynamic year of change at TBPL with many proud new initiatives for the organization. The Library hosted a fantastic series of events for the 2022 municipal elections. For the first time, all candidates for every seat on Council were gathered at the Library to share their vision for Thunder Bay. Residents, regardless of income, age, mobility and ethnicity were invited to meet their candidates face-to-face and ask the tough questions they needed to decide how to vote. Playing a major role in supporting our local democracy was a thrill and will be the first of many initiatives aimed at helping voters be informed and our community more inclusive when it makes major political decisions.

TBPL also began a holistic review of our facilities. This work is over 20 years in the making, and marked a milestone as we passed 100 years since our first building opened in 1912. After extensive community engagement involving thousands of survey respondents, over 45 interviews with local organizations and four in-person public consultation sessions, we finalized a new Master Facilities Plan. The plan entails the creation of a new central library to offer city-wide services along with a number of neighbourhood branches to deliver locally targeted programming. Council unanimously endorsed this new vision and directed a full costing to be presented to Council in 2024.

In addition to these major milestones, we're extremely proud of the impact we've had on the community. In 2022 the Library hosted over 2,300 in-person visits per day, loaned almost 500,000 books and educational materials and put on over 770 free programs for the public. We secured a 94% citizen satisfaction rating, tying us for the #1 best public service in Thunder Bay. With a new Board appointed in the fall of 2022, we're excited to welcome many new members who bring fresh ideas and energy to the Library. We look forward to seeing you all at your Library soon.

Richard Togman, CEO

Carol Grieve, Board Chair

## Community Feedback

I think the TBPL is the most under-rated service in the city and deserves way more support and acknowledgment for the amazing work it does. The staff are very friendly and helpful. I enjoy the children's spaces and programming, my kids love going to the library and borrowing books.

I can't even imagine how much money our family has saved borrowing books from the library instead of buying them.

## Library Board

The New Library Board was appointed in November, 2022.

These members from the community and City Council are proud to represent your interests from 2022 to 2026:

Carol Grieve, Board Chair

Jane Todd, Vice Chair

Kelly Fettes

Syed Kabir

Sarah Lewis

Charmaine McCraw

Councillor Michael Zussino

Councillor Trevor Giertuga was also appointed to the Board in 2023.

## Library Management

Richard Togman, CEO

Cherri Braye, Director of Resources

Tina Maronese, Director of Communities

Chris Gratton, Facilities Manager

Kim Gunn, Human Resources Manager

Raili Roy, Marketing Manager

Mary Akis, Executive Assistant

Library services, collections, programs, and facility work are implemented by our talented and hardworking staff, comprised of 7 Librarians, 16 Technicians, and 53 Customer Service, Administration, and Facilities staff.

## Investing in Staff Training

In addition to regular training in health and safety and other regulatory training, Library staff had many opportunities to add to their knowledge by participating in various workshops and clinics, such as:

- Critical Incident Debriefing Training
- Virtual Services Training to learn all about our online resources
- Customer Service Training
- Building Resilience & Psychologically Safe Interactions
- Conflict Response for Leaders
- Emotional Intelligence
- “Taking Steps to Advance True Reconciliation” - A presentation by The Hon. Jody Wilson-Raybould

## Community Feedback

TBPL's greatest strength is their kind and friendly staff. They always give great book recommendations too.

## Community Feedback

If I ever run into a problem, your knowledgeable staff has always given expert assistance and solved my problem in short order.

### Facilities Planning

Our libraries are the heart of our community and have been a refuge for many for over 100 years. However, our community has changed dramatically since our first building was established in 1912 and decades of under-funding have left much of our physical infrastructure in need of significant repair. In 2022, the Library Board embarked on a Master Facilities Planning process that spanned 18 months with the goal of fundamentally deciding on how the library can adapt its infrastructure to the future of our city.

LGA Architectural Partners and Lighthouse Consulting were hired to study our facilities in 2022, conduct a large-scale survey and interview key stakeholders. Over 1900 people took part in the facility needs survey in February and March, 2022 and dozens of key stakeholders were interviewed ranging from City Councillors to library users. This study identified a path forward involving the creation of a central library branch and a reimagining of our library system.

The Library management team began intensive study in the fall of 2022 and into the winter of 2023. They conducted another, deeper round of community consultations with over 45 community organizations and more than 2200 people responding to our public survey. Four public consultations sessions were also held at each of our branches to allow any interested resident to have their say and hear about our ideas. The findings were stark - our current library buildings do not meet operational needs, have significant physical challenges and a large deficit in terms of public space. In addition, the maintenance of the current infrastructure is not sustainable given current funding levels. The sizes, locations and amenities of each branch are not well matched to local needs and severely constrain our ability to deliver modern, high quality library services to the community.

A business case for the Master Facilities Plan was presented to City Council in June 2023. It is based on a new model for the library with a central branch to provide city-wide services and a number of neighbourhood based branches to deliver targeted and locally relevant services to each neighbourhood. City Council unanimously endorsed the creation of a new central library and the retention of Mary J.L. Black and Waverley. The future of County Park Library was left as an open question subject to further study and Brodie Library is tentatively slated to be decommissioned. The Library is due to report back to City Council no later than June 2024 on a full costing of the plan and a final decision on the future of our library system will be made at that time.

If this new plan is given final approval by Council it has the potential to increase library space by 80% and increase hours of operation by 35%. All surveys to date show great public support for the Master Facilities Plan and a strong appetite to see tax dollars go to fund this amazing initiative.

### Community Feedback

Libraries are a vital part of a healthy community. They are one of the few free and safe public spaces that are welcome to all. They offer information and programs to young parents and children, immigrants, the elderly, job searchers, & First Nations peoples. Libraries display information that promotes civic involvement in elections, and helps direct marginalized citizens to social services.

Thunder Bay needs an increased library budget to address these needs.



## Financial Summary for 2022

### Revenue

City of Thunder Bay	7,199,500
Province of Ontario	229,573
One Time Grants	14,082
Fundraising	83,912
Other Revenue	153,407
<b>Total Revenue</b>	<b>7,680,474</b>

### Expenditures

Salary & Benefits	5,478,227
Library Services & Collections	733,809
Capital Expenditures	437,320
Buildings & Equipment	511,706
Administration & Supplies	509,723
<b>Total Expenditures</b>	<b>7,670,785</b>

## Supporters

### Olive Tree Foundation

Thanks to a generous grant from the Olive Tree Foundation, we added titles to our collection that confront racism and Islamophobia, as well as enhancing resources in our Indigenous Knowledge Centres.

### Northern Ontario Heritage Fund Corporation

### KM Hunter Foundation

### John Andrews Foundation

### United Way of Thunder Bay

**In 2022, your  
Library ...**

was used  
more than

**2,300 times  
per day**



## Community Feedback

When I was at my poorest, and had no phone, no computer, the library was my only connection to friends, family, and was where I searched for jobs and spent time reading when I was sad and lonely.

While I access the library for fun now that I am financially stable, it was critical at certain times in my life and it must ensure this service is available.



**In 2022,  
Library ...**



WiFi was used

**112,050  
times**

The Thunder Bay Public Library seeks to amplify community benefits by partnering with and supporting a wide range of institutions and local organizations. Through our regular work we actively help other organizations achieve their goals.

### Partnerships with Service Providers at Brodie

As a community hub it is important to “meet people where they’re at” so that we are able to help our patrons access the services they need. With this in mind, the Thunder Bay Public Library forged partnerships with local social service providers to have them offer their services in the Brodie Study Room. Partners include organizations such as Ka-Na-Chi-Hih, Alpha Court, the Canadian Mental Health Association, NorWest Community Health Centres, and more!

### Anishinabek Employment and Training Services

This is a unique partnership whereby an Indigenous education, training and employment agency is co-located with the Public Library so that both organizations can collaborate, maximize resources and deliver services to the community.

### The Business Community

TBPL is dedicated to supporting organizations that uplift the local small business community such as the CEDC, the Northwestern Ontario Innovation Centre and PARO. We support them by providing their clients with market research workshops and access to knowledgeable Library staff who are eager to help entrepreneurs with accessing market research data. The Library also provides free access to powerful market research databases like SimplyAnalytics and InfoCanada.

### Thunder Bay Museum

The Library partnered with the Thunder Bay Museum to assist them in promoting their recent installations honouring the Holocaust and the History of Residential Schools.

### Science North

Another key partner for the Library is Science North. Library staff have been trained to offer two engaging and educational Science North experiences. Mary J.L. Black hosts the Northern Nature Trading site, and the Brodie Library hosts the Think Hub. We also work with Science North by participating in the Thunder Bay Science Festival and offering other science based programming.



## Community Feedback

Since becoming a new mom I have started to realize how amazing having public libraries have been for my daughter and I. The programs and space the libraries have offered have encouraged me to get out of the house, provide spaces to meet up with friends and other families, allowing us to borrow books to read at home, early literacy skills, social skills, create friendships, and I could go on. I would hate to see other families not have these opportunities from lack of funding or even worse, a closure.

**City of Thunder Bay Surveys**

In 2022, the Library helped to distribute hard copies of the Advancing Indigenous Relations Strategy Survey and the Thunder Bay Citizen Satisfaction Survey by making hard copies available and encouraging online survey completion.

**Budget Survey**

The survey was conducted between November 25 and December 9, 2022 to provide City Council with community feedback regarding the library's budget. The community response to the survey was swift and decisive. Over 2,600 people responded to the survey in just over two weeks. The community expressed very strong support for the Library receiving an appropriate level of funding to ensure that buildings are properly maintained and the infrastructure gap is closed.

**New Hours**

New hours of operation went into effect in September 2022 with the addition of evening and Saturday hours.

**Apply for a Library Card Online!**

In 2022, a new online Library card registration form went live! For the first time, people could apply for and receive a library card number immediately after filling out the online form. The e-service card allows for online borrowing and use and can be converted to a full service card in person at any library location.

**Community  
Feedback**

I use the library very frequently as both a reader myself and as a teacher. The library allows for people of all income levels to take out books to inform and entertain themselves and give computer access to those without, plus hosts special events for children, families and other groups.

The value of our libraries to our community is immeasurable!

In 2022,



**3,074**  
people applied  
for new library  
cards





## Programs

In person events and programming started again on May 1, 2022!

The Library offered:

- 395 Adult Programs
- 256 Youth Programs
- 546 Children's Programs

In total, 28,188 people participated in Library programs in 2022!

## TD Summer Reading Club (SRC)

This popular summer program to prevent the summer slide in reading skills resumed in-person for the 2022 program at all four library locations.

In total, 550 children participated in the program. Two hundred & fifty children aged 0-5 and 300 school aged children registered to take part. A number of contests were offered such as a colouring contest, a writing contest and a Youth and Adult BINGO card.

## TBPL Went Viral!

It happened: TBPL went VIRAL on YouTube with a video featuring Young Mac and Potato the Rabbit! The Library Friends videos are creative and funny! Check them out on YouTube along with many instructional Learning with the Library videos.

**In 2022,  
Library ...**



**social media  
visits totalled  
483,652**

## Community Feedback

The libraries provide valuable and immeasurable support for the education and literacy of children. As a young mom of two kids, we utilize the free library programming weekly. Every week the classes are FULL. If funding were cut, myself and countless other families would feel the loss if it were to be reflected in the kids programming.





## New Board Games

Waverley Library launched a pilot Board Games collection in 2022 featuring games from local creators and ranging from perennial classics like Monopoly to newer games like Settlers of Catan and Ticket to Ride. These games are available for patrons to take home and enjoy with friends and family of all ages.

## Automatic Renewals

TBPL is now offering automatic renewals for materials - patrons no longer need to visit our branches or website to renew their items. Upon approaching the due date, books are automatically renewed to the patron's card if they have not been returned by that point.

## Ukrainian Books for Children

In recognition of our new Ukrainian citizens and due to heightened interest in Ukraine in general, TBPL has brought in a selection of books for children with dual-language Ukrainian and English text. These books are available to all patrons from our childrens' sections.

## Free Passes to the Art Gallery

The Thunder Bay Art Gallery has partnered with TBPL to provide passes to the Gallery for loan with a library card. Patrons can borrow a pass and enjoy the Gallery's exhibitions at no cost.

## Free Passes to the Thunder Bay Museum

TBPL patrons can now borrow passes to the Thunder Bay Museum and explore the history of Thunder Bay and Northwestern Ontario. The passes allow a group to enjoy the Museum's displays as well as a discount on gift shop items.

## Climate Change Collection

In recognition of the conversation around Climate Change, Brodie and Waverley Library hosted a Climate Change Collection at their branches. A curated collection of climate related titles was selected and given exclusive shelf space to draw attention to this important issue.



## Community Feedback

Books books books! I like reading real books. I like having access to the books I can read on a device. I like the newsletter that gets sent out to my email - I'll often borrow books mentioned there.

When our children were small, they attended all of the groups offered, and we went to the library as a regular outing. We were new to Thunder Bay, and made friends that we still have today! We also enjoy streaming shows on Kanopy.

## Event Hosting

The moveable shelves that the Library installed in the last couple of years have provided us with very flexible public spaces that allow us to host big events at our two larger downtown locations.

## Municipal Election Events

The Library organized a series of five candidate meet and greets and question and answer sessions for the municipal election held in October 2022. There is a lot of interest in the democratic process, and in learning about the candidates and issues that resonate most with members of the community. We were proud to host the candidates and to provide them with another way to connect with voters in person. It's the Library's role to provide democratic public space where people can come together to learn and grow.

The events were very well received by members of the public and the media. Attendance increased for each of the five events, culminating in the Mayoral debate. There were 221 people in person at the Waverley Library, while hundreds also watched live online or on YouTube after the fact.

## Craft Revival

The Library was a host site for the first time for the Holiday Craft Revival event. We hosted more than a dozen vendors on the main floor at the Waverley Library and provided children's activities and a program on the lower level. Almost 1,400 shoppers came through the Library in one day! TBPL is proud to support artisans and the local economy.



## Community Feedback

The library provides an incredibly crucial service to all walks of life, free of charge. For myself, I can speak to the fact that my family and I access multiple times a week every week to use playgroups, pre-school prep, crafts, books, and socialization.

The library is critical to every neighborhood it is in, and if anything I would like to see MORE branches opening.

The Friends of the Thunder Bay Public Library is a key partner for the Library. This amazing group of volunteers helps to raise funds and advocate for the Library. The Friends is planning a big move of their bookstore to the Brodie Library in 2023. We are looking forward to having this dynamic group as our partners in a new space designed especially for them.

Interested in volunteering with the Friends? Email [friends@tbpl.ca](mailto:friends@tbpl.ca), pick up an application form at any library location or print one online at [tbpl.ca/friends](http://tbpl.ca/friends)

## Thank you, Friends of TBPL!

Nancy Angus	Carol Hrycyszyn	Diane Piovesana
Gary Barney	Kathie Johnson	Maria Piovesana
Susan Beimers	Barb Koppenhaver	Janet Robertson
Judith Brown	Bonnie Lambert	Ellen Skillen
Pamela Cain	Christine Lawrie	Diana Smith
Brooke Carfagnini	Mary Jane Lewandowski	Colleen Snelgrove
Lloyd Chung	Alice MacKay	Gary Stockla
Randy Creighton	Deb Maki	Ellen Towill
Samantha Creighton	Janeen & John Mann	Sierra Trees-Turner
Stewart Creighton	Donna Mercer	Rose Helene Tremblay
Margaret Curtis	Anne Oliphant	Helen Urquhart
John DeBakker	Bernice Parent	Dan Ventrudo
Peggy Derkacz	Pauline Parker	Ron Wakewich
Natalie Diakunchak	Denis Parsons	Lesley Walters
Adrian DiGiuseppe	Christine Paul	Mary Lou Warren
Frances Duke	Anthony Peotto	Roberta Welbourne
Nadine Ellement	Patrick Peotto	Linda Wills
Piroska Golphy	Tom Peotto	Allan Yahn
Maureen Hansen	Joanne Petrisano	Randy Zaroski
Allison Hill		

The Friends of the Thunder Bay Public Library is a non-profit association of public service minded volunteers who are dedicated to promoting and supporting public library service in Thunder Bay.

Friends of the Library annual activities include:

- Bingos
- Used Bookstore - opening Fall 2023 at the Brodie Library
- Home Delivery of Books to those unable to get to the library
- Special Events & Book Sales
- Raffle and Ticket Sales



Kathie Johnson presents a volunteer of the year award to Neddie Diakunchak. (Peggy Derkacz also received an award!)



Friends gather at the Annual AGM.



# A Thank You to Our Donors!

# 2022 REPORT TO THE COMMUNITY

## Platinum Donors

Gerald Apperly  
Maurice & Jacqueline  
Black  
Ken Boshcoff  
Iris Hartog, in memory  
of Dr. John Hartog  
Elizabeth Mazurski  
John Randle

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Margaret Wanlin &  
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Pat Warywoda  
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Dorothy Wright  
Anonymous (2)

In 2022, your  
Library ...



was visited

**691,552 times**

## Thank YOU! Monthly Donors

Georgina Adderley  
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