

15,837

Questions Answered

2,400+

were during closure



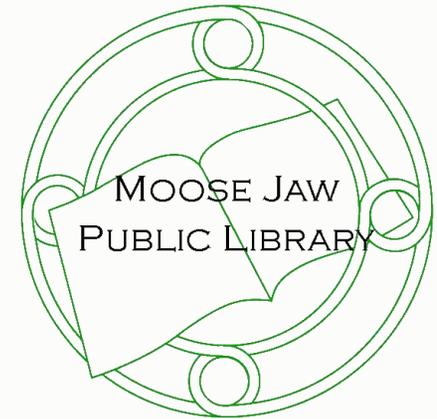
255 programs  
3783 attendees



137 of these  
were presented digitally

*Sincere appreciation to our sponsors*

- Friendly City Optimists
- Post Horizon Booksellers
- Saskatchewan Library Network
- Saskatchewan Writer's Guild
- Walmart



**"I grew up in Moose Jaw and have always loved visiting the library when I'm there for a visit." Starla**

1,210

Craft Bags assembled & distributed through the **Playgrounds Program & Hunger in Moose Jaw** during July & August.



14,350

Active Cardholders



182 of these  
were issued during closure

*Thank you to the 2020 Library Board*

- Chairperson Sarah Simison
- Jamie Atkins
- Teri Bourdages
- Heather Eby
- David Howick
- Gayle Jones
- Tracey Moody
- Brian Sykora
- Mayor Fraser Tolmie
- Rae Trites
- Wei Qi

*Moose Jaw Public Library*

2020

fb

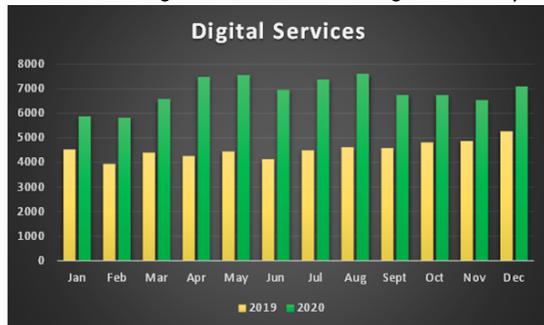
Facebook Likes

1,773

↑ 16%

Eliminated  
overdue fines to  
facilitate Library  
use!

Increased Digital Services throughout the year.



**"I really miss coming to the Archives, but I hope to be there when the pandemic is in the past." Brenda**

Follow us on social media!



Contact us:

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 Moose Jaw SK                    moosejawlibrary.ca  
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**"Thank you so much. Public libraries are very dear to my heart - so thank you for providing this wonderful service. I always loved coming into the Moose Jaw Public Library when I was visiting my Dad - the building itself, the books, the other resources, and all the lovely people who work there." Judy**



March 17  
Library closes



April 1 Virtual  
Programs Start



June 15 Curbside  
Service Begins



August 10  
Library opens



September 11 Public  
Computers Available



October 19 Reading  
Room Reopens

### Message from the Chair of the Board

Needless to say, 2020 has proven to be a challenging year. Despite facing the unforeseen challenge of a pandemic, the Moose Jaw Public Library rose to the occasion. Head Librarian Gwen Fisher and her management team quickly developed a comprehensive plan for pandemic operations which included virtual 'help desk' support, virtual programming and curbside pick-up service. As we all adjusted to life during a pandemic the library team adjusted accordingly developing and expanding programs and services to meet the needs of our community. I would like to take this opportunity to applaud the hard work and dedication shown here by Gwen and her team. Thank-you all! This year, the Library Board supported management through reopening phases in-line with new government health regulations and to stay on track with the strategic planning process. Progress continues with the Strategic Plan, the first of which undertaken in the Library's history. We had several intensive meetings over the last year and continued to meet virtually over the course of the year. We are committed to seeing the process through to completion and are looking forward to rolling out the results in order to better serve the community over the coming years. I would like to thank the board of directors for all of their hard work and dedication. Special thanks to outgoing board members Rae Trites, Gayle Jones, and Tracy Moody. Thanks to the Friends of the Library for all of the amazing support they continue to give. The Friends hosted a very successful, socially distanced, puzzle sale in August to help raise funds for the library. The line-up stretched all the way to Langdon Crescent! Thank you to Palliser Regional Library for their advice and advocacy work throughout such trying times, and also to the City of Moose Jaw for their ongoing support despite having to face the difficult decision of temporarily cutting some Library funding as they

faced tough times themselves. Finally, sincere thanks to our patrons who continued to use library services and attend programs. Thank-you for being patient as we navigated these changes and thank you for your continued support and patronage. We hope to talk more with all of you over the coming year to hear your ideas on how we can better meet your needs and the needs of the broader community.

Sarah Simison Chair, Moose Jaw Public Library

### Head Librarians Report

2020 was another great year at the Moose Jaw Public Library, despite the uniqueness of the year.

On behalf of the Moose Jaw Public Library staff, thank you for using your public Library. We are so proud to be part of learning and culture in our community.

In March, we closed the physical doors to the Library and began the hard work of transitioning our service to a virtual one. We offered support by phone, put more resources into our digital offerings and offered our first virtual programs. Over the summer we were delighted to begin sharing books again as we launched curbside service, undertook our first summer reading club delivered mainly by a reading app and then worked to establish the safest procedures for everyone to enjoy the Library by August when we opened our physical doors once again. It was a great opportunity to reflect on our service, make adjustments and consider new ways of delivering our service.

Thanks to City Council for valuing Library service in our community. Deepest thanks to Chairperson Sarah Simison and the Moose Jaw Public Library Board, another group of committed volunteers who are at the foundation of our service. Thanks to the Palliser Regional Library including Director Jan Smith for true cooperation across agencies in a very challenging year. Thanks also to the City of Moose Jaw and in

particular to the Parks and Recreation Department for knowledge sharing regarding best practices for reopening. Thank you to the staff of the Moose Jaw Public Library for your efforts to make this Library a great one and a gem of our community. Thank you for the patience you have shown while we have tried to find a way to safely serve you over the past several months. We are looking forward to offering efficient and transformative library service in 2021.

### Accomplishments in 2020

- The Virtual Help Desk answered over 2,400 questions while the Physical Library Doors were closed to the public. We helped people register for Library cards, navigate using our digital resources for access to books, audiobooks, newspapers, films and music.
- We introduced a Web Chat to better serve our patrons.
- We continued providing Archives research service by phone and email during the closure.
- We offered 78 virtual programs. The most popular was the adult virtual program, "History Mystery", in which participants were invited to identify names, places and timelines for photographs from the Archives collection.
- Story time went virtual and has become popular with daycares who could not visit the library in the past.
- We made over 1400 literacy kits to keep children learning during summer. We delivered them weekly to the Parks program and Hunger in Moose Jaw.
- We became active outdoors! We designed a summer of fun physically distanced family activities in Crescent Park!
- Summer Reading Club went virtual -- Moose Javians read for 54,959 minutes on our Reader Zone app. That is 916 hours... That is 5.45 weeks of reading!

**"Very grateful for [the] creative approach you have for programs so we can still participate." Sara**