

**Winnipeg Public Library Board (WPLB)**  
**June 7, 2010 5:15 p.m.**  
**Transcona Library, 111 Victoria Avenue West**

**Final approved minutes**

Present: Chair R. Burgess; V. DePape, D. Hultin, C. Kolybabi-Labossière, D. MacEwan, J. Mabee, B. McDonald, J. St. Hill, S. Singh, T. Surgenor, R. Walker, A. Wallace, J. Watt and H. Graham

Regrets: A. Hoeft, Councillors M. Pagtakhan and H. Smith

Guests: Angela Mehmel, Branch Head / Librarian, Transcona Library  
Deb Dyck and Chris Leskiw, Leskiw and Associates  
Kym Shwaluke, Chair, East Kildonan-Transcona Library Advisory Committee  
Observer Cecile LeBlanc, member, East Kildonan-Transcona LAC

**1. Call to order**

R. Burgess called the meeting to order at 5:16 p.m. and welcomed guests.

**2. Approval of the agenda**

The revised agenda was approved on a motion by C. Kolybabi-Labossière and seconded by J. Mabee.

**3. Guest speaker A. Mehmel**

R. Walker introduced Ms Mehmel, who initially worked at Winnipeg Public Library from 1982 until 1991 when she left to get her library science degree. She then spent seven years in B.C. as the Librarian in charge of Fort St. John Library. Since her return to Winnipeg Public Library in 2000, she has held various positions. She is currently in her second year as the Transcona Library Branch Head / Librarian. (Her presentation notes are in Appendix A.) Ms Mehmel also handed out a sheet of statistics for circulation, children's and adult programs, memberships, reference questions, and collection size.

Ms Burgess thanked Ms Mehmel.

**4. Leskiw and Associates**

Ms Burgess welcomed guests Deb Dyck and Chris Leskiw of Leskiw and Associates, with whom the Board had contracted to conduct a *Needs Assessment and Report on Library Services with Aboriginal Populations Living in Winnipeg*. (The full report is posted at <http://wpl.winnipeg.ca/library/contact/boardfiles/reports.asp>.) Ms Dyck and Mr. Leskiw explained their related work experience.

Ms Dyck and Mr. Leskiw gave an overview of the process they used to get feedback from the Aboriginal community and other related agencies. The goal was to engage the inner city / north end Aboriginal community, to listen, and to report back to the Board, with recommendations. They talked to nearly 300 community members to get a balanced perspective, via personal interviews, discussion circles and surveys. Balanced information provides a stronger overall picture of what exists and what can be done, the surveyors said.

The Library for many is not on their radar, especially due to their economic situations, in which feeding, clothing and shelter is the first priority. The population is becoming more stable, and for the younger population there are more opportunities to connect. There is a growing middle class.

The consultants shared their observations based on feedback received.

- Success is all about relationships. The Library can generate increased use through stronger relationships.
- Demonstrate value (why it's worth making the trip).
- Provide accurate information in ways that will reach this community, in collections that are relevant, visible and easily accessible.
- Show that the library is a "go to" place. Be inviting, welcoming, and fun. Make it easier to get there. Have operating hours that are convenient and consistent. Staff attitudes are very important, to make a connection and to communicate warmly. Go into the community, to get to know its residents, to participate in community events, to learn more about the Aboriginal community, so that residents can put a face on the library. Do not judge.
- Fines are a huge issue. Transiency and not knowing that items can be renewed by phone or by computer are factors. "Fines equal shaming...the Aboriginal community has learned from history to withdraw from shaming."
- Do things to make members of the Aboriginal community feel that they belong. Have more Aboriginal staff. Celebrate Aboriginal writers and storytelling. Sponsor Aboriginal community events and activities.

A lot of Aboriginal organizations would love to partner with the library; for example, perhaps there could be a partnership between WPL and Rossbrook House, which is setting up a library. Bookmobiles were ideal for this potential clientele.

In their research Leskiw and Associates examined library service for Aboriginals in Edmonton, Saskatoon and Regina.

- The consultants advised that the Library's plans should include the creation of an advisory group, and that intentions and expectations be communicated. Enhance the cultural awareness training sessions that the City provides for staff by adding what it is like to live in the north end.
- Work through Aboriginal organizations to target information.
- Advertise on bus interiors.
- Convey basic information, for example, about ways to avoid fines. Connect with parent councils.
- Hire dedicated Aboriginal liaison staff.
- Promote reading and literacy to youngsters.
- Develop a community library, for example in the area of Selkirk Avenue, where the University of Manitoba and Urban Circle are already in place, and coming soon will be the University of Winnipeg. *Pathways to Success* is coming into Lord Selkirk Park.

In conclusion the consultants said the focus should be on relationships and partnerships. The community does care about the library; the youth is engaged and a number of people are interested.

In response to questions, Ms Dyck said the consultants will provide a list of groups the Library Board can contact. She noted that some of those with improved circumstances are buying books rather than using the library.

Ms Burgess thanked Ms Dyck and Mr. Leskiw for their report, its insights, and recommendations. Mr. Walker said that the same presentation will be given to library staff on June 17.

**5. Guest K. Shwaluke**

Ms Shwaluke has been the Chair of the East Kildonan-Transcona Library Advisory Committee for three months. This is her third year as a member of that LAC.

Ms Shwaluke said that the LAC is trying to be more useful and beneficial to its community libraries. At the last meeting, members decided to take the summer to come up with ideas. Members would like to do something for the reopening of Henderson Library in the fall, perhaps to provide artwork, and in 2011, they would like to do something for Transcona Library's 50<sup>th</sup> anniversary.

Ms Burgess thanked Ms Shwaluke.

**6. Approval of May 3, 2010 minutes**

The minutes of May 3, 2010 were approved on a motion by C. Kolybabi-Labossière and seconded by J. Watt.

**7. Matters arising from the minutes**

Most items will be covered during Reports.

**a. LAC Chairs' meeting**

Ms Kolybabi-Labossière said that she is looking forward to meeting with the LAC Chairs at a meeting scheduled for June 22. The agenda will include the discussion of two questions:

- Do you promote the Winnipeg Public Library and its services, informally, in your day to day life, and if so, how?
- If you currently do not, please explore ways you can do this in the future.

The agenda will also include the review of a draft generic brochure on LACs, and planning for Books2Eat 2011.

Ms Kolybabi-Labossière will try to attend LAC meetings too. She went to the Assiniboia LAC meeting on June 1 and will go to either the City Centre or Lord Selkirk-West Kildonan meeting this week.

**b. Books2Eat**

Ms Kolybabi-Labossière reported that J. St. Hill has agreed to be co-chair of the planning committee for this 2011 event. On June 9 the Co-chairs will meet with Millennium Library's Head of Reader Services, T. Gretzinger. A. Hoeft will be consulted on event promotion.

**8. Reports**

**a. Chair**

Ms Burgess said that she was joined by Winnipeg Library Foundation Chair Sandy Hyman, for the presentation of the highlights of the Library Board's annual report to the Standing Policy Committee on Protection and Community Services. (Ms Burgess would have preferred that the annual report could have been completed and submitted earlier in the year.) Councillor Thomas asked if there was anything in the annual report that should be referred forward for the 2011 budget. Ms Burgess replied that the Board is still seeking an increase to the base materials budget.

Ms Burgess thanked Board delegates to the Manitoba Library Association conference for their reports. She noted the special report that D. MacEwan submitted, on the session on health and literacy. T. Surgenor added that Public Library Services provided financial support and staff resources for the conference. Ms Burgess thanked Dr. MacEwan for introducing her to the new President of the Manitoba Library Trustees' Association, Diane Bazin, with whom she will meet again later in the summer.

Ms Burgess reported on the Canadian Library Association's annual conference, which she attended as the Board's delegate, in Edmonton in early June. She said Winnipeg Public Library provides exceptional service, for example, the partnership with the Province's Public Library Services to provide e-books to library members. Ms Burgess said that WPL staff has so much to offer that she would like to send staff to provide conference sessions on WPL's innovative programs and services. She noted that Millennium Library is well recognized. She also said that she would like to learn more about Bill C-32 on copyright legislation. And she got ideas for the Board's Speakers' Bureau.

The CLTA / Stan Heath Achievement in Literacy award was given to Regina Public Library Board for its Learning Together program for ESL mothers with their pre-school children. And in a tie, the award was also given to Lethbridge Public Library Board for the Library's annual Spelling Mini-Bee. Ms Burgess said that both libraries were worthy winners.

The Canadian Library Association's financial difficulties stem from having a shortfall in members, Ms Burgess said.

**b. Treasurer**

Mr. Watt distributed a financial report and presented highlights.

**c. Executive Committee**

**Next strategic plan**

The Board has issued a Request for Proposals to facilitate a planning session and to prepare the Board's next strategic plan. The submission deadline is June 15.

**Library Book Rate:** WPLB joined a large contingent to lobby MPs to support MP Merv Tweed's Private Member's Bill which received second reading on May 29. In response to the Board's letter, Manitoba MPs Shelly Glover and James Bezan replied. Ms Graham listed to the audio record of the May 28 debate, which was limited to one hour and will presumably resume in September. Those who spoke were totally in favour of the Bill, or in favour of referring the matter to a committee for review. Mr. Tweed said that he had been unable to find out the actual cost implications to Canada Post, yet that information, Ms Graham said, was contained in a Canada Post document some time ago.

**SpeakUp Winnipeg:** Mr. Walker said that the City had a tight timeline for getting the overarching report *Our Winnipeg*, the City's draft 25 year plan to the Province for approval before the end of the current legislative session. The other four supporting direction strategies might be updated yearly. Due to the short time frame, the attendance was small at some of the public general and round table sessions to review the draft of the main report. There was much discussion on housing at one of the two sessions which Mr. Walker attended. A staff member went to a session that included discussion on libraries and culture. Board member A. Wallace attended one of the information sessions.

**d. Community Outreach Committee**

J. Mabee reported on the meeting held on May 20. Kathleen Williams, the Library's Administrative Coordinator of Community Outreach and Marketing, spoke about her division's programs.

- The West End Library Learning (WELL) program has just begun. There are currently 14 participants. Kirsti Knight has been hired as the teacher; she also evaluates the students and does all the programming. Students requiring English as an Additional Language are directed to programs that specifically meet that need. There will be several pilots. The first will run until June 30, 2010. The next will run from January to June 2011.

- Ms Williams said that, in the Aboriginal Youth Strategy, the Aboriginal Elder-in-Residence, is Bettson Prince. Large art pieces are being created to be permanently installed in the Millennium Library's Aboriginal Reading-in-the-Round. The kids who created the art will be invited to the official launch.
- The Check-it-out Reading Zone is a mobile library at the Norquay Community Centre, in partnership with Frontier College, and at Dufferin School.
- The Princess White Dove Library is a community-based library at Turtle Island Community Centre. WPL provides some donated materials as well as some staff expertise.
- Homebound services: volunteers deliver books to registered homebound readers.
- Mobile Library services to seniors: monthly visits to 18 seniors' living facilities.
- Institutional deposits: nursing homes and seniors' residences are welcome to borrow large deposits of books for four months at a time.
- Book-a-Librarian: outreach librarians are available to present to newcomer/EAL classes, literacy classes, seniors and Aboriginal organizations promoting the use of the library.
- Outreach Services has added a Library Services Assistant, Angela Humphrey, who will take over seniors' services.
- As the winner of the Board's 2008 Jack Montgomery Community Outreach award, Ms Williams circulated to the CO Committee members print copies of the Photo Novels that are lessons developed to help using the library easier for new Canadians and anyone with literacy issues. The publications are posted at <http://wpl.winnipeg.ca/library/libraryservices/newcomers.asp>.

Other business: the CO Committee is working on a certificate to be presented to the winners of the Language and Literacy, and Jack Montgomery, awards.

Ms Mabee gave an update on the web content and articles submitted to @ the Library.

The CO Committee will be reviewing the format and content of the Language and Literacy grants document. One of the 2010 panelists suggested some revisions, based on an outsider view. Her comments and the form will be sent to CO committee members to review before the next meeting on September 23.

#### **e. Manager of Library Services**

Mr. Walker distributed his report (Appendix B).

In response to a question, Mr. Walker added that the survey at Millennium Library, to ask customers about that library's hours, went well. He thanked Board volunteers for their assistance in surveying customers. Over 470 survey responses were received. Library office staff is inputting the information, which Community Services Department staff will analyze. As Council requested, Mr. Walker will submit a report in August to City Council's Standing Policy Committee on Protection and Community Services.

Leskiw and Associates' report: next week Leskiw will meet with the working group and other staff who were involved, as well as some Community Services staff. Following that, a task force will be established to prepare an implementation plan. The Board will have a role on the implementation committee.

Other Aboriginal Youth Services activities:

- An Elder-in-Residence, Bettson Prince, has just been hired. He will also help with cross-cultural training for staff.
- Canvas art pieces will be hung from the ceiling in the Aboriginal Reading-in-the-Round area of Millennium Library.

- Collections will be upgraded.
- Three Aboriginal youth will join the Library's Youth Advisory Council.
- A programmer will be hired for Princess White Dove Library, which is located on Flora, south of Selkirk Avenue in Turtle Island Community Centre.

#### **f. Board representatives to Library Advisory Committees**

##### **Riel LAC:**

Ms Mabee said that at the May 10 meeting, Chair Andrea Geary welcomed the new LAC members. All were in attendance. Windsor Park Library Branch Head D. Clague reported on behalf of the Library. The March 29<sup>th</sup> Meet and Greet was a success; and gift cards were handed out as prizes. D. Williams spoke about the recognition event for Dr. Allan Patterson at the Windsor Park Branch.

Ms Mabee gave the board's highlights and mentioned keeping involvement in the civic election on a personal level and not representing the LAC or the Board. The LAC would appreciate questions they might ask candidates.

The June BBQ was discussed. It was to have been held at the Louis Riel Branch but this might be a problem as the re-opening date is not set. The Chair will explore the idea of having an event at St. Boniface in the early fall to celebrate their renovations.

There was still some concern voiced about the future amalgamation of libraries in the Riel LAC's area.

The next meeting is September 20, 7:00 at Pembina Trail Library.

##### **Assiniboia LAC:**

Dr. MacEwan said the LAC met on June 1 in the new program room at St. James-Assiniboia Library. Members talked again about the possible transition to a new LAC Chair. The LAC discussed having a fall seminar on e-books, combined with a tea party. Although a LAC member suggested conducting a survey, a Board member suggested that having a tear-off panel in the LAC brochure might work well to gather customer feedback. A Board member suggested that the fall seminar could incorporate a workshop on how to download e-books.

The next meeting will take place on September 14.

Ms Kolybabi-Labossière also attended that LAC meeting. She said that Assiniboia LAC members asked about e-books, the challenge of parking at Westwood Library, processing time for new library materials, and more access to databases from home (for example, Ancestry.com). Mr. Walker told the Board that the cost for the Library to offer remote access to that database might be at a premium rate. However, Ancestry Plus will be added at Henderson Library, for in-library use, in addition to its current locations at Millennium and St. Boniface Libraries. In 2009 the Library spent \$313,000 on databases that can be accessed from home, and in 2010 will spend \$350,000.

Mr. Walker will get a draft LAC brochure to Ms Kolybabi-Labossière by June 15.

#### **g. Speakers' Bureau**

D. Hultin is still sending out public service announcements. He asked Board members to let him know if they see or hear the messages. He and Councillor Pagtakhan have not managed to connect to arrange for a speaking opportunity in the Philippine community.

Mr. Hultin consulted one of his instructors in the Creative Communications program at Red River College. The instructor advised focusing the presentation less on the Library

Board and more on the Library. Working in partnership with the Library, perhaps a speaker could attend a library event, program or other speaking opportunity in which staff would be involved, and spend a few minutes talking about the Board, to recruit members.

#### **h. Winnipeg Library Foundation (WLF)**

Ms Burgess noted that one of the Library's former managers, Bruno LeGal, has been appointed as Foundation Manager. Paula Mitchell, WLF Board member, has joined Sandy Hyman as WLF Co-Chair. Mr. Walker added that Ms Mitchell, along with Annitta Stenning, managed the Millennium Library Community Campaign on behalf of WLF.

Ms Burgess said that WLF has invited two Board members to join several Foundation Board members at the Mayor's Luncheon for the Arts and Annual Awards on June 18 at the Fairmont Hotel. The Foundation has purchased a table of ten. Two seats, as suggested by the Winnipeg Arts Council, will be available for two artists whom the Foundation would sponsor. Attending on behalf of the Foundation will be Co-Chairs S. Hyman and P. Mitchell, and past Chair K. Keppler. Representing the Library will be R. Walker and A. Cohen. The WPLB representatives will be V. DePape and R. Burgess.

Mr. Walker added that the WLF is fundraising and has obtained a Winnipeg Arts Council grant for the Millennium Park's water feature and art wall. (Park features are illustrated at <http://wpl.winnipeg.ca/library/pdfs/MillenniumParkMasterPlan.pdf>.)

#### **i. Manitoba Public Library Services**

Mr. Surgenor said that the Provincial and Territorial Public Library Council (PTPLC) meets regularly. Its Aboriginal Library Services Working Group has published *Sound Practices in Library Services to Aboriginal Peoples: Integrating Relationships, Resources and Realities* (August 2009). [The 83 page document is posted at [http://www.bclibraries.ca/ptplc/files/FINAL%20AUGUST%202009%20PTPLC\\_LibServAboriginal\\_FINAL.pdf](http://www.bclibraries.ca/ptplc/files/FINAL%20AUGUST%202009%20PTPLC_LibServAboriginal_FINAL.pdf)]. Mr. Walker and some library staff have copies.

Manitoba will participate in the First Nation Communities Read program: <http://www.sols.org/ministryprojects/firstnations/communitiesread/2010/About%20FNCR.pdf>.

The Assembly of First Nations (AFN) 31st Annual General Assembly (AGA) will take place on July 20 - 22, 2010 at the Winnipeg Convention Centre. Public Library Services would like to get on the agenda, and also have a library booth.

In the U.S. there is a new report on early childhood literacy. Mr. Surgenor will forward the program name to H. Graham to forward to WPLB members.

Manitoba's Culture, Heritage and Tourism Taskforce on Library Accessibility has worked with some Manitoba library groups to do an inventory of services and resources and has polled users. A White Paper is pending.

The western provinces of the PTPLC have held their own meeting. Topics have included virtual reference services and cooperative licensing.

In 2007, Library and Archives Canada (LAC) was asked to develop a national strategy to improve access to library services for Canadians with print disabilities. A paper has gone to the National Librarian / Archivist. <http://www.collectionscanada.gc.ca/iela/index-e.html>.

Other issues of concern to PTPLC are copyright and the Library Book Rate.

### **9. New Business**

#### **a. Sponsor Winnipeg**

A Board member asked if there is a role for the Library Board in evaluating Library-related naming rights' requests submitted to Sponsor Winnipeg. Mr. Walker said approval of naming rights rests solely with City Council, which follows national standards. When asked if the Library could get sponsorship funds, Mr. Walker said it could vary according to the situation. (For example, the first sponsorship in this program was a contribution of \$25,000 to build a collection of adapted and talking books for the Millennium Library's Children's and Teen Services Area.)

#### **10. Other Business**

##### **a. In camera**

Discussion moved in camera, on a motion by C. Kolybabi-Labossière and seconded by V. DePape.

Members returned to a meeting of the whole on a motion by B. McDonald and seconded by J. Mabee.

#### **11. Date and Location of Next Meeting**

**July 5, 2010 at 5:15 p.m.**

**Pembina Trail Library, 2724 Pembina Hwy.**

Ms Burgess and Mr. McDonald conveyed their regrets. Ms C. Kolybabi-Labossière will chair the meeting.

#### **12. Adjournment**

The meeting was adjourned at 7:55 p.m. on a motion by J. St. Hill.

### **Appendix A**

#### **Transcona Library presentation by A. Mehmel, Branch Head / Librarian**

- In 2011 Transcona Library will celebrate its 50<sup>th</sup> anniversary in its current location. This building was constructed in 1961 and in the ensuing 50 years the Transcona Library has become a key part of the neighbourhood.
- Our primary customers are families and seniors...there's a senior's complex across the street, assisted living on Plessis and another 55 plus being built in the area and there is an existing one on Bond Street. We also serve rural residents from Dugald and Oakbank.
- We expected a drop in some of our rural users when the Dugald Library was opened and the Springfield Municipality stopped reimbursing part of the cost of out of town cards. Anecdotally the staff has noted that the numbers are down, but our core group of out-of-town patrons continues to buy memberships because what we have to offer regarding collection and services is worth it.
- Our circulation places us 13<sup>th</sup> in the System but it doesn't relay the community's reliance on our facility. We have a lot of support workers who make our branch a stop in their weekly outings with their clients who have a variety of disabilities and challenges. Transcona Springfield Employment Network is but one example. They bring their clients to help plan bus routes and work schedules. Workers from a variety of day centres and group homes also visit to read magazines, use the computers, and use our space for tutoring.
- Transcona Branch provides a social outlet for people. Storytime is an important outing for parents as well as the children. While the children are in storytime, the parents congregate to talk about their children, discuss behaviour, and what's happening in the neighbourhood. One mom comes with her autistic child and her child's worker just for socialization in a welcoming environment.



- Because of our location we benefit from events held in the surrounding area. The Farmer's Market held every Thursday in August is located in the church parking lot next door as many people stopping at the market will come into the library.
- Many people use the library as a place just to meet a friend or relative. They never use the materials but sit and wait to be met or picked-up. This is especially true for the seniors who live in the apartment block in front of us.
- We are also a destination for job seekers who need help with their resumes and applying for jobs online. Often the people coming to apply for jobs have low literacy and computer skills. Frequently they are sent here by Service Canada for assistance. The large part of reference work now involves assisting people with printing resumes, sending them as attachments, saving their work, and the odd time correcting spelling and formatting. For many people it is the first time they have ever been in the library and reference staff work hard to make it a positive experience.
- Another example of library usage is the business owner without a storefront who uses our tables to interview potential staff.
- Not only do we have informal relationships in the community like Service Canada, TSEN and a variety of group homes, we also try to foster more formal relationships. The Transcona Horticultural Society always provides us with flowers for our front desk, and as part of a scavenger hunt organized by the Transcona Historical Museum, participants are asked to pick up a library application form.
- Because we are a recognized part of the community we are frequently asked to participate in a variety of community events.
- The organizers of the Honda Literacy event held in January at Kildonan Shopping Centre always call us to provide a puppet show and to read stories to children.
- We have in the past participated in the Hi Neighbour Festival run by the Transcona Jaycees and the Transcona Biz.
- Our biggest community ally is the Biz. They promote us as they do other businesses in Transcona. As part of their community improvement mandate, they provide a lit Christmas tree outside the library in winter, provide flowers for our frontage and hanging baskets in summer, as well as a banner displaying the artwork of local students. This year it is a picture of Hi Neighbour Sam. They also donate small items such as pencils and erasers for us to give to children during class visits. In turn, we host the student banner selection committee meeting, for which the Children's Reference Supervisor Darrell Boguski assists as one of the judges. On occasion we host their AGM.
- Due to extensive promotion and the support of teachers in the area, we have had the highest summer reading statistics 3 years in a row. We had 712 children participate in 2009...the next closest branch had 558 children registered. The most impressive part of this statistic is that we had 14 boys and 21 girls, thirteen years of age and over join. This was second only to St. John's Library. This is the age where a lot of kids stop coming to the library.
- 9 different schools from K to 8, bring multiple classrooms for a visit to the library along with a variety of daycares. They come every year to promote the library and the importance of reading over the summer. Prior to coming the children each receive an application for a library card. It not only brings in new memberships, but we frequently collect fines on previously issued cards.
- As for upgrades and improvements—our building is looking its age in some places; our outdoor signage, front counter and carpet all need replacing and I've been working on Building Services to clean the space between us and the building next door...this is not an easy task as the space between the buildings is very narrow. On a positive note, the whole staff is excited that the outside of our building will be painted this year and building services tell me that this facility is in better shape than most they maintain.

## Appendix B

**Manager's Report** June 7, 2010

**1. Branch Updates**

Henderson - Closed, interior demolition complete, tender on construction to be awarded tomorrow

Louis Riel - Closed, counter removed, carpet and tile being laid, new lighting being installed, furniture beginning to arrive

Osborne - Closes in August for six weeks

Cornish - Work underway on park at back of library, 95<sup>th</sup> Anniversary being planned

Transcona – Exterior being painted this summer.

**2. Library Facebook Page**

The Library recently launched its own Facebook page and currently has over 300 fans. Staff will be populating the site with library program and service information. Fans can comment on postings, but cannot post to the wall itself.

**3. Winnipeg Humane Society Partnership**

The Library is working on a partnership with the WHS and their very successful "See Spot Read" program. This program connects young readers, who are struggling with their literacy skills, with dogs so they can read to them and gain confidence and improve their literacy skills. The goal is to offer a session of the program at a public library branch in 2011.

**4. Multilingual Library Flyer**

The library is working on a series of multilingual flyer in various languages (Amharic, Arabic, Chinese (simplified), Farsi, French, German, Korean, Russian, Spanish, and Ukrainian) that tell about library service. This project is being done in partnership with Public Library Services through the Manitoba Opportunities Fund.

**5. Literacy for Life grants**

The library has recently received two Literacy for Life grants. One is to refurbish its Parent Packs, and a second to establish Family Literacy Fun Days at all branches across the system.