

AB Library Statistics

Survey Report - This tab contains the Alberta Public Library Survey. It is to be filled in with current information, up to and including the Board Governance - Board Members section. All municipal and intermunicipal library boards are required to complete this report.

Annual Report - This tab contains fields to capture statistical data for the reporting year for each library service point the board operates. If the board does not operate a service point, the Annual Report fields will not be visible. Urban library boards with multiple branches in the same city are excluded from this and can report aggregate data.

Survey Report

The Alberta Public Library Survey captures current year information.

This information is used in the *Alberta Public Library Directory*, which is produced by the Public Library Services Branch and is available at <https://open.alberta.ca/publications/6656702>.

Approval

The Survey and Annual Report is filed by the library board pursuant to the Libraries Regulation. By approving, the board accepts the report, certifies its essential accuracy and transmits it to Alberta Municipal Affairs, Public Library Services Branch (PLSB), in accordance with the above regulation. Personal information contained in the report will not be disclosed except for use by Alberta Municipal Affairs.

The completed Survey and Annual Report must be approved by the library board via resolution *before* it is submitted to PLSB. PLSB reserves the right to request a copy of the meeting minutes to demonstrate board approval.

	Date report approved by library board

Library Board

The legal name of the library board.

	Name of library board
	City of Grande Prairie Library Board

Name of Library

Provide the name of the library operated by the library board.

	Name of library
	Grande Prairie Public Library

Library Phone, Email, Website

Report the current main phone number for the library, the general email address for reaching library staff and the URL for the library's website.

	Library phone	Library email	Library website
	780-532-3580	info@gppl.ca	www.gppl.ca

Library Address

Report the current address of the library.

	Street address	P.O. box	City/town, etc.	Province	Postal code
	101 9839 103 Avenue		Grande Prairie	Alberta	T8V 6M7

Contacts

Library Manager: Provide the name and work email of the person charged with the management of the daily operations of the library.

Respondent: If a person other than the library manager prepares this report, please provide their name and email. The respondent might be a library staff person, a member of the board, or any person charged with filling in the data. This information is not included in the Directory.

	Name	Email
Library Manager	Hailey McCullough	hmccullough@gppl.ca
Respondent (if different than above)		

Board Governance - Board Members

Provide the full names, contact information, and term expiry date for all current board members (i.e. members at the time of filling in this report). Indicate the board chair by entering their information in the first line of the table. While names of board members are public information, phone numbers and email addresses are strictly for the use of Public Library Services Branch and are not made available to the public.

Please note that the library board term expiry date must reflect the individual's appointment as made by municipal council and must be provided for all board members, including those members who are also councillors. The board term expiry date should not reflect the individual's date of recruitment, the date of their first board meeting, the date they were elected chair (or any other officer position), or any other date.

The *Libraries Act* requires all board members to be appointed by municipal council. Appointments are made by council resolution and therefore will be recorded in council meeting minutes. When an appointment is made, the municipality may also provide documentation (e.g. a letter) that includes the relevant information (i.e. resolution number, date of appointment, and the term length/expiry date).

Please see the *Appointments to the Municipal Library Board* or *Appointments to the Intermunicipal Library Board* fact sheets (<https://www.alberta.ca/public-library-board-development.aspx>) for more information.

If you are unsure about board member appointments and term expiry dates, contact your municipality for more information. If there is no record of appointments by council for some or all board members, please contact Public Library Services Branch at libraries@gov.ab.ca or 780-427-4871 for support.

	Name	Phone	Email	Library board term expiry (year/month/day)	Councillor?
Chair	Erica Fisher			2025-12-31	No
Board Member 1	Grant Berg		gberg@cityofgp.com	2025-10-20	Yes
Board Member 2	Leanne Beaupre		lbeaupre@countyp.ab.ca	2025-10-30	Yes
Board Member 3	Simon Bossen			2025-12-31	No
Board Member 4	Darren Francis			2026-12-31	No
Board Member 5	Lisa Kerkhof			2026-12-31	No
Board Member 6	Shawn Seitz			2026-12-31	No
Board Member 7	Shashi Goel			2027-12-31	No
Board Member 8	Dan Lemieux			2026-12-31	No
Board Member 9	Melissa Erickson			2027-12-31	

Annual Report

This is the Annual Report portion of the report. Please fill in the data for the reporting year (i.e. the previous calendar year) unless otherwise indicated.

Board Governance

Provide the actual dates (e.g. Jan 28, Feb 13) of board meetings held during the reporting year. All library boards are required by the Libraries Act to meet at least once every four months (Part 5, Section 33(1)).

Provide the amount of time board members volunteered on library board business during the reporting year, e.g. board meetings, committee meetings (a 2 hour board meeting with 5 members in attendance would equal 10 volunteer hours).

Any volunteer work *in the library* by board members should be recorded in the *Personnel - Volunteers* section.

	Dates of board meetings held (e.g. Jan 28, Feb 13)	Board volunteer hours
	Jan 9, Feb 13, Mar 12, Apr 9, May 14, Jun 11, Sept 10, Oct 8, Nov 12	226

Library Hours

Report the total number of hours the library was open to the public for the reporting year. If you are reporting for multiple libraries, please provide the total hours for all locations combined.

Do not include administrative days, where there may be staff in the library but no library users.

There are two possible calculations:

- 1. Actual count of hours open per year.
- 2. Estimate:
 - If the library hours were the same all year: 50 x total hours per week
 - If summer hours differed from regular hours: [(50 - # summer weeks) x total regular hours per week] + (# summer weeks x total summer hours per week)

	Total hours open during reporting year
	3,041

Personnel

Paid and unpaid staff that worked in the library during the reporting year.

Staff

Report total number of employees and the total hours worked in the reporting year (paid leaves such as vacation or sick days can be included). You may need to get this figure from the individual or agency that does your staff payroll.

Include all paid staff (full- and part-time) who were employed by the library board during the reporting year whether they were paid directly by the board or paid through the municipality.

Do not count the number of positions, count the total number of individual persons that worked in the library during the reporting year. Each person should only be counted once. For those that have multiple credentials (i.e. both an MLIS and Library Technician diploma), please count them by the credential required by the position they are in. Do not include individuals who provided service through a contract, such as custodial staff or bookkeeping.

	Total # of employees	Total hours/year
MLIS or equivalent	7	10,169.00
Library technician	7	8,599.00
All other credentials (e.g. high school, Library Operations Certificate, diploma, other university degree)	50	32,319.00
Total	64	51,087.00

Volunteers

Report the number of volunteers (i.e., those who worked without payment from any agency) that assisted with library activities, and the total number of volunteer hours for the reporting year. If a board member volunteered at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here.

Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in *Board Governance > Board volunteer hours*.

Do not include volunteer activities of Friends groups. Friends groups are separate organizations and have their own reporting mechanisms.

	Total # of volunteers	Total volunteer hours contributed
	383	1,132.00

Collections

Report only items that have been acquired as part of the library collection. Count the total library collection, not just items added during the reporting year.

Collection management

Report the number of print and non-print items acquired and withdrawn during the reporting year. Do not include e-content.

	Items acquired	Items withdrawn
Print items	9,035	8,129
Non-print items	1,125	2,277
Total	10,160	10,406

Print and non-print items

Report the total number of print and non-print items in the library collection. Include both catalogued and uncatalogued items. Do not include electronic equipment for loan or e-content as they are captured in the following sections.

Print items: include physical books and issues of periodicals.

Non-print items: include physical items such as audiobooks (e.g. books on CD), music (e.g. CDs), videos/movies (e.g. DVDs), videogames (e.g. Xbox, PlayStation), kits (e.g. CD/book combinations) and objects (e.g. baking pans, tools, snowshoes).

	Total print items (including issues of periodicals)	Total non-print items	Total print and non-print items
	103,277	16,808	120,085

Electronic equipment for loan

Report the number of electronic equipment items available for loan by patrons. These are items that are available for use inside or outside of the library. This may need to be a manual count if the items are not held in the ILS (e.g. Polaris/Workflows).

	Wireless hotspots	Mobile devices (e.g. laptops, chromebooks, e-readers, tablets)	Total electronic equipment
	42	55	97

E-content

If your library board licenses any e-content resources such as e-books, e-audiobooks, online magazine subscriptions, movies, games or databases, include the items in this section.

Only count e-content licensed by your library board. Do not count e-content licensed and purchased by a library system (if applicable) or the Public Library Services Branch (PLSB), as those statistics are captured outside of this report. However, for library boards that are a member of a system and have contributed funding towards system level e-content purchasing (e.g. the system has licensed items paid with money contributed by your board), you may count the items purchased with your contributed funds in the reporting year. Please contact your system for this information.

For library boards that are not part of a library system, include any licenses brokered by The Alberta Library (TAL).

	E-books	E-audiobooks	All other e-content combined	Total e-content items
	n.a.	n.a.	¹ 3	3

Total collections

Total library collection.

	Total physical collection	Total e-content collection	Total library collection
	120,182	3	120,185

Library board contributions

If your library board contributed money to your library system for licensing e-content (e.g. e-books, e-audiobooks or e-magazines) during the reporting year, please indicate the dollar amount contributed. This is above and beyond any annual allotment funds that may be required by the library system for purchasing.

	Library board contribution
	\$23,932.00

Circulation

This section captures how many items were circulated (physical and virtually) to library users during the reporting year.

Circulation

Report number of circulations during the reporting year. Include all items that were signed out for use and item renewals.

For electronic equipment and/or objects (e.g. mobile devices, snowshoes): Report the number of circulations captured either through the ILS (e.g. Polaris/Workflows) or manually by staff if the items are not in the ILS.

For e-content (e.g. e-books and e-audio and all others): the numbers may only reflect a portion of total circulations, as it depends on how the e-content platform is configured. Please consult with your library system.

Do not include items that were sent to other libraries (those are captured in the *Interlibrary loan* section).

	Total print	Total non-print	Total electronic equipment	E-books	E-audiobooks	All other e-content combined	Total Circulation
	351,661	64,130	1,075	0	0	0	416,866

Interlibrary loan

Interlibrary loan (ILL) is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. This includes items that are sent to other libraries within your library system. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

	ILL borrowed	ILL lent
Within Alberta (including within your library system)	71,273	51,766
Outside of Alberta	5	40
Total	71,278	51,806

In library use

Report the number of physical items used within the library during the reporting year, but not circulated.

There are two possible calculations for each:

1. Actual count of items used within the library for an annual total.
2. Typical week estimate: count the number of items used during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Print and non-print items
	36,508

Library Access

This section will cover the ways that library users access the library and the range of services available to them.

Cardholders

Report the number of active cardholders during the reporting year.

An active cardholder is a user whose card was used at some point during the reporting year to access physical and/or virtual library resources and services. This includes virtual borrowing activity as well as authentication to access electronic resources. Cardholders can include people who are residents (i.e., people whose municipal taxes directly support the library board operating the library | fund the library) and non-residents. However, do not include ME Libraries users as that data is captured outside of this report.

	Total active cardholders
	12,216

Visits

Report the number of in-person and virtual visits (i.e. website visits) to the library during the reporting year.

There are two possible calculations for each:

- 1. Actual count of visits for an annual total.
- 2. Typical week estimate: count the number of visits and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	In-person visits	Website visits
	214,206	135,000

Information Services

Report the number of information technology assistance and reference transactions during the reporting year. Information technology assistance transactions are reported separately from reference transactions.

A reference transaction is an in-person or virtual encounter in which library staff recommend, interpret, evaluate and/or use information resources to help a library user meet particular information needs. It includes readers advisory. It does NOT include directional or administrative questions, such as "Where is the washroom?" or "When does the library close?"

An informal technology assistance transaction is an occasion where library staff help or train a library user on technology in the library. It includes unscheduled individual instruction and assistance in things such as how to use email, demonstrating a URL or how to print a document. Do not include any pre-planned, coordinated events (i.e., library programs) where technology training is delivered. These are captured in Programs > Digital literacy programs.

There are two possible calculations for each:

- 1. Actual count of transactions for an annual total.
- 2. Typical week estimate: count the number of transactions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Total informal technology assistance transactions	Total reference transactions
	4,313	27,971

Examination Services

If examination services were provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year. If an individual sits for more than one exam at the library, count the number of exams taken, not the individual.

	Total number of exams
	160

Meeting space

Meeting space is defined as any area within the library that may be reserved by an individual or group for a use that is not part of the library's regular programming. The space may or may not be physically isolated (e.g., a separate room with a door); however, during the reserved time, the space is solely for the use of the party who made the reservation. The library may or may not charge a fee for use of the space but some form of reservation in advance (e.g., booking through library staff or software) is required.

Do not include regular walk-in use of library facilities.

	Meeting space bookings
	311

Public Workstations

Public workstations are desktop computers owned by the library board available for public use. This can include computers in computer labs used for public instruction. Generally, public workstations are positioned in a static location in the library. Count public workstations with internet access separately from workstations without internet access. Workstations without internet access include those dedicated to games, word processing, children's literacy, etc.

Do not count laptops or other mobile devices made available for public use inside or outside the library. Instead, count those under *Collections > electronic equipment for loan*.

	Public workstations with internet access	Public workstations without internet access	Total public workstations
	54	n.a.	54

Public workstation and wi-fi sessions

Report the number of sessions conducted by users at any of the available public workstations or on the library's wireless connection, regardless of the length of the session. If a user logs on more than once, count each log-on separately.

Count public workstation sessions and public wi-fi sessions separately.

There are two possible calculations for each:

1. Actual count of sessions for an annual total.
2. Typical week estimate: count the number of sessions during one week and multiply by 50 to provide an estimated annual total.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.

	Number of public workstation sessions	Number of wi-fi sessions
	35,544	90,552

Facility

Provide Information on the building the library was housed in during the reporting year.

Facility ownership

Library facilities can be owned by a variety of agents. Most often, a building that houses a public library is owned by one of the following:

- Municipality
- Band or Settlement
- School board (when a library is housed in a school)
- Library board
- Society or other charitable group
- Private business or company
- Private owner (individual)

Report what category the owner of the facility that houses the library falls under. If your library board operates multiple service points in various facilities, please select all that apply.

If there was a change in facility owner during the reporting year, please report the current owner and note the change in the appropriate facility status field below.

	Facility ownership
	Municipality

Facility size

A service point is a physical location where users can directly access library materials and services. This includes mobile libraries (e.g. bookmobiles).

Report the total area in square metres of the library service point(s) being captured in this report for the reporting year. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space.

In order to convert a measurement of square feet to square metres, multiply square footage by 0.09.

	Library Area (Sq. Meters)
	3,884.1

Facility status

These fields are to report on the status of the library facility(ies) during the reporting year.

	Yes or no	Please provide a brief explanation (if applicable)
Did the library move locations (temporarily or permanently) during the reporting year?	No	
Did a new service point open or an existing one permanently close during the reporting year?	No	
Did the library close for renovations at any point during the reporting year?	No	

Programs

A library program (in-person or virtual) is a pre-planned, coordinated event that:

- meets a community need;
- is hosted/presented by the public library;
- is set for a designated time and place;
- has a defined purpose;
- has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and
- may involve a registration process and/or some promotion of the event.

Do not include programs that are delivered by external organizations in the library unless library staff are involved with the planning and development of the program as per above.

For hybrid programs (i.e. participants can choose to attend in-person or virtually) count the program in the category that best reflects how the program was being delivered and report the corresponding total number of participants (whether they attended virtually or in-person). For example, if the program presenter/facilitator delivered the program in-person, count it as an in-person program and include the total number of participants combined, whether they attended in-person or virtually.

In-person programs

Report the total number of in-person program sessions and participants for each age category. Do not include data for digital literacy or outreach programs as they are counted separately in the sections following.

Please note that a session is one instance of a program being offered. A program may consist of multiple sessions offered at different times. If a program consists of multiple sessions, ensure you are counting each session and not just the overall program.

Participants should also be counted on a per session basis. If an individual attends multiple sessions, even in a case where the sessions are connected (e.g. part of a series), they should be counted each time. For example: if a program was offered in 5 sessions, with 20 participants each time, you would count 100 participants.

For public libraries housed in schools, only count class visits if public library staff have planned a program to coincide with the visit.

	Total # of in-person sessions	Total # of participants
Children's	549	8,887
Young adult	67	1,051
Adult	455	7,592
Multigenerational	133	6,467
Total	1,204	23,997

Digital literacy programs

Report the total number of in-person sessions and participants for digital literacy programs (all age categories combined).

A **digital literacy program** is defined as any program where the primary purpose is for participants to build skills related to the use of various forms of technology (e.g. computers, mobile devices), accessing/creating/using information in a digital environment, or communicating via digital means.

Do not count any informal technology assistance or instruction, as this is counted as a type of reference transaction in the Information Services category.

	Total # of digital literacy sessions	Total # of participants
	48	219

Outreach programs

Report the total number of in-person sessions and participants for outreach programs (all age categories combined).

An **outreach program** is a program run by library staff and/or library volunteers that does not take place within the library or on library grounds.

	Total # of outreach sessions	Total # of participants
	59	7,311

Virtual programs

Report the total number of virtual program sessions and participants (all age categories combined). A virtual program is defined as any program that is delivered remotely using technology (e.g. via telephone, video conferencing software, or other digital platforms). Virtual programs may be delivered in either a synchronous (e.g. delivered live via Zoom) or asynchronous (e.g. video hosted on YouTube) format and are counted together for the purpose of this report. Please see the definitions below to ensure virtual program sessions and participants are reported as accurately as possible.

Synchronous virtual programs

Synchronous virtual programs are those where participants access the program at a specified time and the delivery is controlled by the program presenter/host. Some or all of the content may be pre-recorded but the presenter/host is present at the time of delivery and may interact with participants in some way.

Sessions: Count the total number of synchronous virtual program sessions offered across all platforms.

Participants: For each session, count the highest number of participants at any point during the session (i.e. the peak number of participants).

Asynchronous virtual programs

Asynchronous virtual programs are those where participants access the program at any time without the presence of a program presenter/host. Depending on the platform, there may be some interactive elements but access to the content is controlled entirely by the participant.

Sessions: Count each video/module/program once. Only count videos/modules/programs that were accessible during the reporting year.

Participants: Count the total number of times the program was accessed (regardless of whether or not it was completed or accessed multiple times by the same individual). How access is captured will vary by platform. For example, for videos hosted on YouTube or similar, you should count the total number of views during the reporting period. For any programs that have been available across multiple reporting years (e.g. video available in 2021, 2022, and 2023), you may need to use analytics available in the platform (or do your own calculations) to ensure you only count the number of participants during the current reporting year.

	Total # of virtual sessions	Total # of participants
	0	0

Take-home programs

Report the total number of take-home program sessions and participants (all age categories combined).

A **take-home program** is defined as any program that is planned and designed by library staff but is completed independently by the participant(s) at home or off-site. Take-home programs require the distribution of library-compiled "kits" (name may vary by library, e.g., "take and make") which include, at a minimum, the instructions and materials necessary to complete the program. Other library kits (e.g., book club kits) do not count as take-home programs. Take-home programs should demonstrate all elements of a traditional library program—e.g., planned and designed by library staff, has library prepared materials (instructions, worksheets, resource lists, etc.), has a defined purpose/learning objective, is available for a defined period of time.

Take-home program sessions: count each instance of a take-home program being offered. If the same program is offered multiple times (e.g., once a month), count each instance as a session.

Take-home program participants: count only the number of program kits taken by patrons. Do not count the number of kits created or the number of registrations, if registration was required.

	Total # of take-home sessions	Total # of participants
	37	2,330

Total programs

Total sessions and participants in the reporting year for in-person, digital literacy, outreach, virtual and take-home programs combined.

	Total number of sessions	Total number of participants
	1,348	33,857

Library Trends

Each year this question will change to capture current trends in Alberta's public libraries.

Does your current plan of service focus on any service responses specifically for seniors? The Plan of Service is a strategic plan that allows a board to connect with the community it serves and give direction to library service so that it aligns with local needs. The most important part of the planning process is the needs assessment—where the board engages with library users and non-users to find out what the most pressing needs are in the community and determines what role the library can play in addressing those needs. The final Plan of Service document includes goals and objectives the library will work to achieve over a set period of time.

Select the answer from the choices below. If you wish to provide additional information please use the notes field.

	Does your current Plan of Service focus on any service responses specifically for seniors?
	Unsure, we are in the process of doing a new plan of service

Accomplishments & Comments

Summarize the major achievements of your library board for the reporting year and/or provide any comments your board has about public library service delivery.

Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.

	Accomplishments & comments
	<p>2024 Highlights</p> <p>COLLECTIONS Interfiling Project Complete In 2024, staff completed the interfiling project that was started in late 2023. Staff interfiled GPPL's Biography collection into the general Non-fiction collection. This has made browsing the collection easier for patrons.</p> <p>Book Club in a Bag GPPL introduced a new collection in 2024 - Book Club in a Bag. This collection contains several themed bags that contain multiple copies of a single title, available to borrow for local book clubs. This has been a very successful addition to GPPL's collection, and has become a valuable resource to our patrons.</p> <p>Lucky Day Loans In June GPPL launched the Lucky Day collection. This collection allows GPPL patrons to access items that have long holds lists sooner. The items have a 7-day loan period, and get swapped out every three months with new titles.</p> <p>TECHNOLOGY New Computer Reservation and Print Solution In 2024, GPPL was able to make the switch to a new computer reservation and print solution (My PC and Papercut). This has allowed for easier printing, faxing, and photocopying for patrons. Patrons can now print in color and have the ability to print from any device.</p> <p>TELUS Learn to Tech Grant GPPL received a \$10,000 grant from TELUS to to purchase new programming laptops. This has allowed us to run more technology programs for children and youth.</p> <p>New HRMS/Payroll System GPPL switched to Criterion, a new HRMS and payroll system that allows for more accessibility and provides a suite of useful features for employees. The new system allows employees to enter their timesheets from an app if they choose, and also provides options for tracking performance reviews, training, disciplinary action, and more.</p> <p>PROGRAMS, PROJECTS, & SERVICES</p> <p>Library Tours In 2024, Children's & Teen Services staff ran 84 tours with a total of 1,662 participants. Demand for tours continues to increase year over year, and we expect this number to continue to grow.</p> <p>Letters to Santa During the Canada Post strike, GPPL partnered with Santa to collect letters from local children. Staff answered 661 letters to Santa, and the project was even featured on Global News nationally!</p> <p>Children's Department Redesign The Children's Area at GPPL saw a fun redesign that removed old shelving and introduced new fun and interactive seating and shelving in the picture book section.</p> <p>Black History Month GPPL was honoured</p>

to have been involved with the planning and facilitation of Grande Prairie's first Black History Month Gala. This was a fun and vibrant event that celebrated Black culture and the Black experience and included performances from several talented speakers and artists. 1,000 Books Before Kindergarten Program In 2024, the Children's & Teen Services Department brought back the 1,000 Books Before Kindergarten program to help promote early literacy with our youngest of patrons. CUSTOMER SERVICES Sunday Hours Expansion In June, GPPL expanded Sunday hours so that the library is open at 11 AM on Sundays rather than 1 PM. This change was made to better serve the community and has allowed for Sunday visitors to be more spread out. Community Votes Grande Prairie Once again, GPPL was fortunate to have been nominated in multiple Community Votes categories and managed to place in each one. The following were awarded: Platinum: Child Play Places and Children's Activities Gold: Non-Profit and Community Groups Silver: Indoor Playground Bronze: Family Entertainment Top Pick: Community Organization Exams GPPL is now set up to proctor Canadian Adult Education Credential (CAEC) exams. As need for exam proctoring services continues to grow, we anticipate this will become a much requested service. STAFFING Staffing Changes Once again, we saw numerous staffing changes in 2024. Hailey McCullough was officially hired as GPPL's Director. Our Head of Customer Services moved into the position of Head of Adult Services, and our Community Outreach Librarian moved into the Head of Customer Services role. We also welcomed a new Teen Services Librarian and a new Community Outreach Librarian to our team, as well as a new Children's Programmer to temporarily fill in for a staff member on maternity leave.

¹, Databases that we pay for independently: TumbleBooks, Gale Courses, Learning Express(0-2025-01-08)



	2024	2023	Change
Staffing and Volunteers			
Board Volunteer Hours	226	392	-42%
Number of Employees	64	55	16.4%
Number of Employee Hours	51,087	41,328	23.6%
Number of Volunteers	383	460	-16.7%
Number of Volunteer Hours	1,132	1,152	-1.7%
Collections			
Items Acquired	10,160	14,461	-29.7%
Items Withdrawn	10,406	10,183	2.2%
Total Physical Collection	120,185	124,445	-3.4%
Library Board Contributions	\$23,932	\$35,723.04	-33%
Circulation			
Total Number of Items Checked Out	504,481	495,016	1.9%
Interlibrary Loans - Borrowed	71,278	60,570	17.7%
Interlibrary Loans - Loaned	51,806	55,394	-6.5%



	2024	2023	Change
Cardholders & Visitors			
Active Cardholders	12,216	10,728	13.9%
In-Person Visits	214,206	201,591	6.3%
Website Visits	135,000	138,000	-2.1%
Library Services			
Reference Transactions	27,971	25,623	9.2%
Exams	160	467	-65.7%
Meeting Space Bookings	311	321	-3.1%
Public Computer Sessions	35,544	35,327	0.6%
WiFi Sessions	90,552	51,592	75.5%
Programs			
Number of Children's Program Participants	8,887	2,941	202%
Number of Young Adult Program Participants	1,051	220	377.7%
Number of Adult Program Participants	7,592	7,923	-4.1%
Number of Multigenerational Program Participants	6,467	4,905	31.8%
Total Number of Program Participants	23,997	18,251	31.5%