



BOARD CHAIR



Rose Savage
Chair, Vaughan Public Library Board

Vaughan Public Libraries exists to serve you, our customers, and I believe that when we look back on 2021, we will see a year marked by resilience, dedication, and innovation. This was a year when we rapidly amended service to meet public health guidelines, while also maintaining access to an exceptional collection, and remarkable levels of customer service. It was a year characterized by adapting to the present, while also building for the future.

VPL's digital pivot in 2020 meant that we were able to offer high-quality virtual programs throughout the past year, alongside a suite of digital resources that we bolstered during the pandemic to provide flexibility to our customers. In-branch, we worked tirelessly to exceed expectations, ensure public safety, and innovate to provide you with the best possible experience. At the beginning of 2022, our staff commitment to resourcefulness and creativity was recognized with an Innovation Award from the Urban Libraries Council. Shortly after that, the Vaughan Public Library Board, alongside our Ontario colleagues, received the Joyce Cunningham Award for Library Board of the year. This recognized our ability to adapt, transform and expand services during trying times.

In August we opened the [Mackenzie Health Vaughan Library](#), providing library services and collections access to the local community, patients, caregivers, and hospital employees. This branch delivers health literacy expertise and programming, all in a comfortable, welcoming space. Our drive to grow and improve does not stop there. Work continued on the VMC Libraries, which are scheduled to open in Summer 2022, and we began a reimagination of [Maple Library](#), which will see it reopen as a bright, vibrant community hub. The design phase for Carrville Library was completed, as was the feasibility study for a new library in West Woodbridge.

2021 was a remarkable year for many reasons, but I believe we have come out of this stronger than ever with an enhanced commitment to innovation and customer service. It was a year that reinforced how important libraries can be to their communities, and how they can change to provide even greater value. We look forward to continuing this journey with you and seeing you at our branches this year.



Watch video message

LIBRARY BOARD



Front row from left: Palma Pallante, Rose Savage (Chair), Gino Rosati, Loreta Pavese, Margie Singleton (CEO), Antonella Nicaso, Ralph Cinelli, Gary Thompson (Vice Chair), Laurie Hewitt.

Back row from left: Gail Blackman, Denise Da Ros-Presutti, Richard Wu, Bruno Riga (2019-2020), Marilyn Iafrate, Mario Ferri, Hameed Malik, Sandra Yeung Racco, Donald Lazar, Manjit Kaur.

Not pictured: Marcella Di Rocco (2021-2022), Gary Sangha (2021-2022).



Margie Singleton
CEO, Vaughan Public Libraries

In 2021 we prioritized customer and staff safety by modifying our operating model as public health requirements changed around us. That meant that we needed to restrict access to our branches, develop and maintain curbside pickup service at our branches and place other services on hold. We pivoted and innovated to provide you with the best possible experience, and thanks to the resourcefulness and dedication of our staff we were able to exceed expectations. Not only did their hard work help us all through hard times, it also laid the foundations for a more exciting future.

As we look forward to the rest of 2022, we have much to celebrate. We are delighted to return to full pre-pandemic in-person service, which will see an end to all restrictions in our libraries. Families will once again be able to attend in-person storytimes, students will be able to meet in groups and use dedicated spaces for their work, our Creation Spaces are reopening and all the other enhanced elements that we've had to remove or restrict, will once again return.

A new hybrid programming model will allow us to deliver both virtual and in-branch programs to provide flexibility to customers, and we have some great ideas in store. For example, following up on the terrific success of the [Reflecting on Racism and Discrimination](#) lecture series, we have introduced a new series focusing on Social Inclusion and we will also introduce a new lecture series focusing on children's mental health issues.

This year will see the reopening of [Maple Library](#), which has been closed to customers for the past year. This reimagined space is exactly what our vision is for all Vaughan Public Libraries locations – it is a vibrant, welcoming space, responsive to the needs of our customers, serving as a community hub and destination for the local community with both interior and exterior spaces including a beautiful exterior Reading Garden.

We are also very excited that the new VMC Library and VMC Express will open in spring 2022. The 2nd floor VMC library is a full-service library enhanced by culinary literacy programming in the City's teaching kitchen. The first floor VMC Express adopts an innovative self-serve model to provide our most popular items to people on the go. In addition, this year will see the official plaque unveiling at [Mackenzie Health Vaughan Library](#), ground breaking for Carrville Community Centre and Library, and design will begin for a new library in West Woodbridge and renovation to the existing downtown [Woodbridge Library](#), which is celebrating its 50th Anniversary at its current location.

2022 promises to be a busy year with so much to look forward to. I hope you'll join us.



Watch video message

EXECUTIVE MANAGEMENT TEAM



From left to right: Christine Fiorini (Deputy CEO Corporate Services), Aleksandra Dowiat Vine (Deputy CEO Growth & Communications), Margie Singleton (Chief Executive Officer), Lisa McDonough (Deputy CEO Customer Experience).

IMPACT IN THE COMMUNITY



In 2021
VPL branches
were open for
approximately
28,703 hours

**VPL CREATES OVER
\$38.3 MILLION
IN DIRECT TANGIBLE BENEFITS**



Collection Use **\$28 MILLION**
 Programs **\$2.6 MILLION**
 Reference & Database Services **\$4 MILLION**
 Technology Access **\$3 MILLION**
 Meeting & Study Space **\$0.4 MILLION**

**& VPL CREATES OVER
\$15.7 MILLION
IN INDIRECT TANGIBLE BENEFITS**

Vaughan Public Libraries
deliver **\$225** of
Economic Impact for
EVERY RESIDENT IN
VAUGHAN
for a total economic impact of
over **\$76 MILLION**

\$11,449,544

TOTAL
ECONOMIC
IMPACT
OF **SOCIAL
INCLUSION**
GENERATED BY
VPL



\$23,135,923

COGNITIVE
& LITERACY
DEVELOPMENT

\$759,930

HEALTH &
WELLNESS

\$12,914

ENGAGED CITIZENS
& SAFER
COMMUNITIES

\$43,995,385

ENTERTAINMENT
& ENJOYMENT



VPL has
Over 554,000 physical items in
branches and 26,712
items available digitally

COLLECTIONS

Vaughan Public Libraries has over 554,000 physical items in branches and 26,712 available digitally. In the 12 months of 2021 a total of 2,439,450 physical items and 315,491 digital items were borrowed. The VPL online catalogue received a total of 1,881,344 visits from 1,183,357 unique customers. The most popular book of 2021 was *A Promised Land*, by Barack Obama and the most popular movie was *Tenet*. VPL's collection is broad in scope and includes many items that have been embraced by the community, including Mifis, GoPros, iPads, board games, STEAM kits and more.



In addition to our regular collection, VPL offers a wide range of databases and digital services. These include [LinkedIn Learning](#) (where customers can develop new skills and improve career prospects), [Cantook Station](#) (which provides Francophone resources in both e-Book and e-Audiobook format), and [Brainfuse](#) (which provides educational assistance and can even help people prepare for their citizenship tests). VPL's databases have seen prolific usage during the past year with over 388,000 impressions of that form of digital content.





Libraries serve an important role in bringing new resources to the community

PROGRAMMING

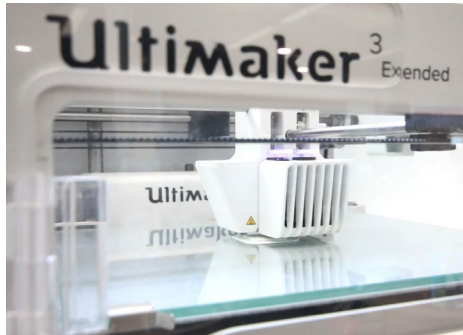
Vaughan Public Libraries offered an exceptional range of programs for all ages in 2021. Due to the pandemic, programs were held virtually but continued to be very popular with customers. Highlights included the thought-provoking lecture series, [Reflecting on Racism and Discrimination](#), VPL's Virtual Family Nights, and the Summer Reading Club, with 1,212 children participating. VPL also ran its annual Teen Summer Challenge and Virtual Science Fair.



Virtual programming proved to be in favour amongst all age groups. For adults, the most popular installments were Reflecting on Racism and Discrimination, Magical Morocco: Glimpses of Architecture, and COVID-19 Vaccine Q&A. Toastmasters for Teens Online had 259 people sign up over the 2021 sessions, while 1,300 students attended Remembrance with the Memory Project, hosted by an Armed Forces Veteran in November 2021. Of course, children's programming remained the most heavily attended, with 782 students attending Indigenize Our Minds: A Pow Wow Experience and 308 people enjoying the Harry Potter Party in February 2021. Pre school programs proved to be the most popular and well-attended weekly programs throughout 2021. Little Explorers Storytime Zoom had over 900 participants, and Baby Adventures on Zoom had over 300 participants.



PARTNERSHIPS



Libraries can serve an important role in bringing new resources to the community, extending services to new areas, and building stronger relationships to improve civic wellbeing. At no time has this been more important than during the past two years. During 2021, VPL contributed to the community vaccination program with 5 staff volunteering for reassignment to the Maple Vaccination Centre, where they played an important role keeping our community safe.

VPL staff also worked with local and regional organizations to extend services and collections to more people than ever before. The Pierre Berton Resource Library saw two major developments this year – a partnership with [VentureLAB](#) has led to the creation of a dedicated working area for local start-ups and entrepreneurs. This is the perfect complement to existing services at these locations, which in addition to our regular services for businesses, also contains a Make-It! space, which can be used to prototype products and develop promotional items. Pierre Berton also welcomed [The Lendery](#) – in partnership with York Region, VPL can now offer household items, sports equipment, tools and more – all available to borrow with your library card! In December, VPL partnered with Mackenzie Health and now provides [Welcome Baby Kits](#) to the families of all newborns at the Cortellucci Vaughan Hospital. These kits include information about VPL, a children's library card and a board book. Finally, in collaboration with the City of Vaughan's Public Works team, we were able to install storywalks in every Ward of the City. Visitors at each of these 5 locations could walk with their families and read pages from a children's storybook on boards as they enjoyed our wonderful parks.





**HERE WE
GROW AGAIN**

GROWTH

VPL welcomed its 11th branch in 2021 with the opening of the Mackenzie Health Vaughan Library. Situated in the Cortellucci Vaughan Hospital, this library provides collections access to the local community, as well as patients, visitors, and workers at the hospital. Reflective of the potential of libraries to offer new ways of learning, customers have access to health literacy expertise, programming, and databases. Work also continued on the VMC Library and VMC Express with a planned opening spring 2022. *(Con't on next page)*

MACKENZIE HEALTH VAUGHAN LIBRARY



VMC LIBRARY & VMC EXPRESS

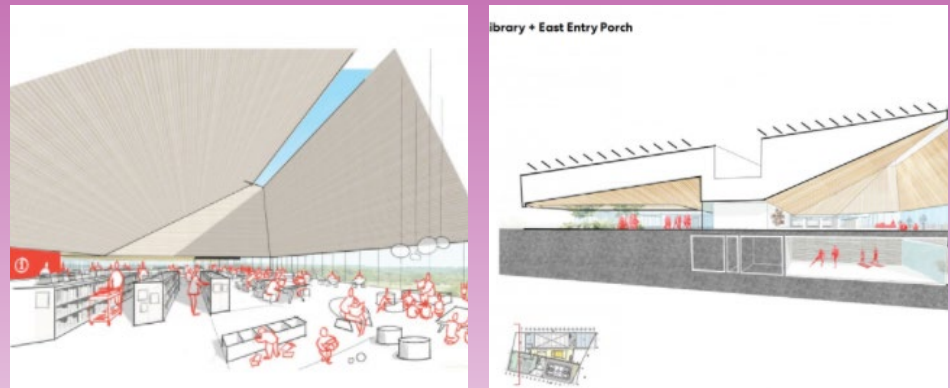


MAPLE LIBRARY RENOVATIONS



Located in Vaughan's new downtown, these branches are located steps away from a major transit hub, offering on-the-go convenience, while also providing services to the growing local community. A renovated and reimagined Maple Library will reopen in Spring 2022. The upcoming Carrville Library completed its design phase in 2021, and the feasibility study for a new location in West Woodbridge successfully concluded with design to be initiated in 2022.

CARRVILLE LIBRARY RENDERINGS





**WHEN THE WORLD CHANGED,
WE CHANGED**

OUR STAFF



VPL's staff are its greatest asset, and the successes of the past year have been built upon their creativity, resourcefulness and dedication to truly exceptional levels of customer service. Since the beginning of the pandemic, they have had to adapt to radically different ways of doing things, from virtual programming to curbside pickup and Virtual Information Desks. Throughout it all they have maintained a can-do attitude and have approached every change with a positive outlook and a desire to reshape service and program delivery to best meet the needs of their customers. We are pleased that our staffing complement has increased as new locations have been added and will continue to grow in the future.



THE FUTURE



2022 should see a resumption of regular service at Vaughan Public Libraries, with a return to in-person programming and relaxation of public health measures aligned with Provincial and Regional requirements. We have many developments in progress and look forward to sharing them with you.





VPL's Vision Statement

Enrich Inspire Transform

VPL's Mission

Vaughan Public Libraries offer welcoming destinations that educate, excite and empower our community.

Vaughan Public Libraries respectfully acknowledges that our libraries were built upon the Territory and Treaty lands of the Mississaugas of the Credit First Nation per the Toronto Purchase agreement or Treaty 13. We also recognize we are situated in the traditional territory of the Huron-Wendat and the Haudenosaunee who occupied this land before the arrival of European settlers.

The City of Vaughan is currently home to many First Nations, Inuit and Métis people. We acknowledge their contributions to the life and prosperity of this land. As representatives of the people of the City of Vaughan, we are grateful to have the opportunity to work and live in this territory.



www.vaughanpl.info

905.653.READ

BCRL BATHURST CLARK RESOURCE LIBRARY
900 Clark Avenue West, Thornhill L4J 8C1

CCRL CIVIC CENTRE RESOURCE LIBRARY
2191 Major Mackenzie Drive, Vaughan L6A 4W2

PBRL PIERRE BERTON RESOURCE LIBRARY
4921 Rutherford Road, Woodbridge L4L 1A6

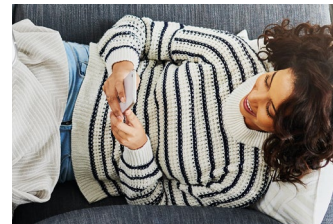
Mon–Thurs 9am–9pm; Fri 9am–6pm;
Sat & Sun 9am–5pm

KL KLEINBURG LIBRARY
10341 Islington Avenue North, Kleinburg L0J 1C0

Mon & Wed 1–9pm; Tue, Thur & Sat
9am–5pm; Fri & Sun 1–5pm



Sign up for a Library Card



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AN ANSLEY GROVE LIBRARY
350 Ansley Grove Road, Woodbridge L4L 5C9

DC DUFFERIN CLARK LIBRARY
1441 Clark Avenue West, Thornhill L4J 7R4

MA MAPLE LIBRARY
10190 Keele Street, Maple L6A 1G3

MHV MACKENZIE HEALTH VAUGHAN LIBRARY
3200 Major MacKenzie Drive West, Maple L6A 4Z3

PL PLEASANT RIDGE LIBRARY
300 Pleasant Ridge Avenue, Thornhill L4J 9B3

WO WOODBRIDGE LIBRARY
150 Woodbridge Avenue, Woodbridge L4L 2S7

VMC VMC LIBRARY & VMC EXPRESS
200 Apple Mill Rd, Vaughan L4K 5Z5

VV VELLORE VILLAGE LIBRARY
1 Villa Royale Avenue, Woodbridge L4H 2Z7

Mon–Thurs 9am–9pm; Fri 9am–6pm;
Sat & Sun 9am–5pm