

# Eleanor London Côte Saint-Luc Public Library

## ANNUAL REPORT 2020



Prepared by Janine West, Director

## MAYOR'S MESSAGE



### WORKING TIRELESSLY DURING A TOUGH YEAR

In 2019, I ended my *Library Annual Report Message from the Mayor* with the following: "Every year is a new opportunity to ask ourselves: what does our community need? How can we do better? How can we help those who are most in need? And every year, the Côte Saint-Luc Library rises to the challenge, responding to the needs of the residents of our beautiful city."

This has never been more apparent than in 2020, where we saw the library staff working tirelessly during the pandemic to bring needed programs and services to our residents. From initially helping residents access necessities such as groceries, to providing valuable information on the coronavirus and referrals for assistance, our library rose to the occasion taking on new roles and responsibilities as the situation required. When public libraries were permitted to reopen, our library did it in the safest way possible offering a contactless outdoor pickup service so residents could have access to much needed reading and viewing material. When public health authorities warned about isolation and mental health concerns, our library found ways to connect with residents with

virtual programming accessible even to those without Internet access.

Our battle to stop the spread of the virus continues into 2021 with rules changing as the virus itself changes. In February, with the help of the Library, the City made available a database of local organizations offering programming and support to the community. The goal is to make it easier for residents to find virtual programming that interests them and keep people busy and connected.

The Côte Saint-Luc Public Library has done an outstanding job, but each person has a part to play. Please remember to wear your mask, keep two metres apart and wash your hands as often as possible. We are resilient and will get through this together. Stay safe.

A handwritten signature in black ink that reads "Mitchell Brownstein". The signature is written in a cursive, flowing style.

**Mitchell Brownstein**  
**Mayor**







## DIRECTOR'S MESSAGE

2020 has been a year like no other, a year that has uniquely tested our ability to adapt to difficult and challenging circumstances. I am so proud to say that the Library has met that challenge. We not only have adapted to new ways of working together, but we also have found new and creative ways to serve our residents.

One is reminded that the public library is often seen as a beacon of hope that brings comfort during difficult times. We have heard from many this past year how much joy we have brought them. Adapting our services to meet special needs during a pandemic, we can be proud of what we have accomplished: From our No-Contact Pick Up and Home Library delivery service which has provided much needed reading and viewing material, to our virtual programs which have engaged residents of all ages with interesting speakers, activities and discussion groups, to our virtual reference service which has helped our

residents with their technology or information needs, we have not only reinforced a sense of dependability and reliability but of connection as well.

Since the start of the pandemic, one of our overarching goals has been to safeguard our library community; whether it be our library members who rely on us or whether it be the staff that serve them, our uncompromising commitment to health and safety has been our strength enabling us to continue to fulfill the Library's mission during these unprecedented times.

A handwritten signature in black ink that reads "Janine West". The signature is fluid and cursive.

**Janine West**  
**Library Director**



## OUR MISSION

Responding to our community's social, educational, creative and cultural needs in an inclusive and welcoming way.

## OUR VISION

Empowering everyone to live a happier and healthier life by fostering creativity, discovery and social connection.



# 2020 | YEAR IN REVIEW

## Top Requested Titles



### SERVICES ADDED IN RESPONSE TO COVID

- No-Contact Pickup
- Online Memberships
- Virtual Programming
- Virtual Reference
- Library YouTube Channel
- Creative Club for Kids and Teens



**188,854**

Library Visits in Person and Online

**9,234**

Active Cardholders

**688**

New Members



**146,474**

Items Checked Out

**541**

Programs Offered

**8,841**

Program Attendance

**16,285**

Patron Questions Answered

**41,727**

Digital Items Checked Out



**1,118**

People Follow Us on Facebook

# COMMUNITY SUPPORT AND COLLABORATION

Throughout the pandemic, the Library continued to take a community-led approach to providing programs and services to residents. These were some of our most impactful collaborations and initiatives during COVID-19.

## INFORMATION REFERRAL

One of the Library's first objectives when we closed our doors in March was to create a Virtual Reference Desk so that residents could contact the Library for vital information. Whether it was to field questions or simply to chat with a patron who was lonely, librarians were able to offer support. During the early

weeks, the Library received many urgent calls about COVID-19—where to get help, how to get tested, where to get a mask, how to get groceries and the Library was able to answer our residents' questions and concerns or to refer them to agencies who could.

## SOCIAL MISSION

During the pandemic, the Library played a vital role by contributing to growing the social mission of the City. Our goal was not only to provide residents with

access to necessities such as groceries, but to uplift spirits and bring positivity to their lives.

## GROCERIES

Helping our residents get access to groceries was one of the Library's initial primary concerns. With residents told to stay inside, ways to access food were urgently needed. Librarians created a list of nearby stores that accepted telephone or online ordering and delivery and helped residents navigate the technological challenges which had become their new reality. The task was challenging as the situations in grocery stores changed almost daily. During the first couple of months of the pandemic the Library received over 100 calls related to food access.

Moreover, with the loss of employment, food security quickly became an issue in Côte Saint-Luc. The Library reached out to The Depot (formally the NDG Food Depot) which was responsible for the food bank that covered Côte Saint-Luc. A greater number

of Côte Saint-Luc residents were reported to be using their service and demand was increasing steadily. Daniel Rotman, Executive Director, wanted to begin delivering food baskets to needy families and he requested the City's help. In response, two employees were provided along with city vehicles. The Depot was able to assist over 450 Côte Saint-Luc families during the period from May to June.

Finally, the City and the Library supported a local volunteer-run grocery project with the help of library staff member Linda Whittaker who facilitated credit card payments for the City. Her conscientiousness, efficiency and calm manner was very much appreciated by all.





# COMMUNITY SUPPORT AND COLLABORATION

## MENTAL HEALTH

The pandemic brought a lot of upheaval for children, teens, and families. In 2020, the Library began focusing on providing resources and programs to give students better tools to manage their own self-care and cope with difficult feelings. This was in part due to work with the Youth Advisory Group members, who expressed that many teens were feeling distressed or sad because of the current situation. With their help, the Library organized a six-part series called *Real Talk* where teens could come together to discuss their concerns with a professional coach provided by Ometz. Topics ranged from study habits and screen time to stress, sadness, media consumption, and self-care. For younger children managing difficult feelings, Art Therapist Samantha Abdallah offered a workshop about creative journaling with a focus on mental health and exploring emotions through art and writing.

## MARKERS

To keep spirits up and kids and/or adults busy, the Library distributed 233 packages of markers to residents and library members who requested them with the message:

## 3D PRINTED PPE

City Councillor David Tordjman brought a PPE initiative to the Library and the Library's 3D printer was put into service producing face shields to help front line health workers during the shortage. Library Coordinator Justin Burnham managed production. He produced 50 masks and hundreds of ear protector straps.



THE IMPORTANCE OF STAYING  
COGNITIVELY AND SOCIALLY  
**CONNECTED**  
DURING COVID

with Psychologists **Rachel Z. Goodman, PhD**  
and **Harriet Greenstone, MA, OPQ, PhD**

Wednesday, December 9  
at 2 pm **FREE.**

on TBS—call 438-809-7799  
then press 500 514 054 # #

or on Zoom  
CSLLibrary.org/liveonzoom

The Library also organized a program for adults entitled *The Importance of Staying Cognitively and Socially Connected During COVID*. Psychologists Rachel Z. Goodman and Harriet Greenstone shared their insights into the way COVID-19 can affect mental health and provided tips on how to cope during these stressful times including keeping a regular schedule, staying physically active and being mindful of our nutrition.



Add a **rainbow**  
to your window



# COMMUNITY SUPPORT AND COLLABORATION

## HOLIDAY BOOKMARK

To bring some cheer to the holiday period and to let our patrons know that we were thinking of them during this time of isolation, the Library included holiday bookmarks in all the pickup bags during the month of December.

This was a note from one patron:

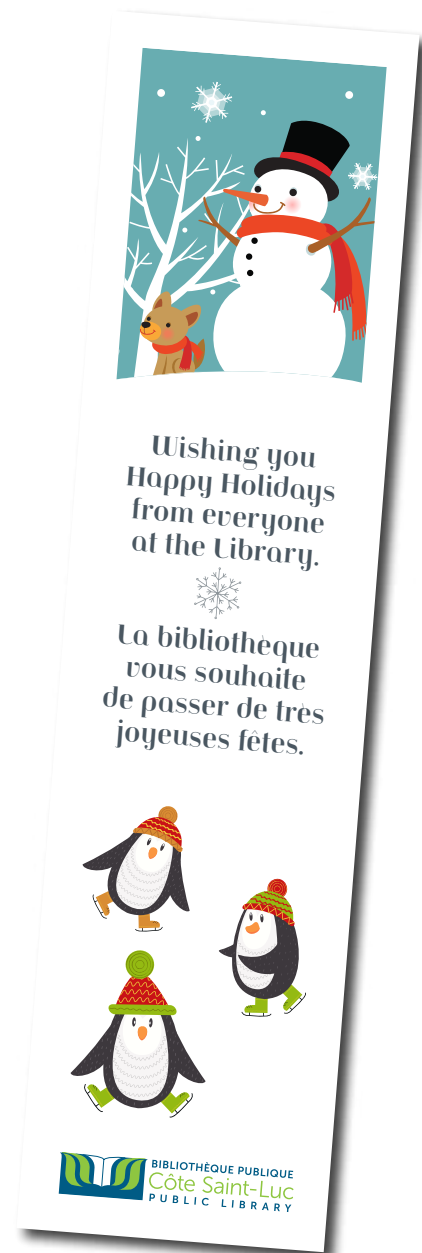
*I love our Library! Thank you ALL for keeping it functional throughout this pandemic year. Most particularly, I am grateful for the kind small touches exemplified by the charming Happy Holidays BOOKMARK I found in the last book I borrowed.*

*Wishing you all a healthy, happy and stimulating New Year! You are the best.*



## CARE CALLS

During the summer months, as the Recreation Department reopened their facilities to the public, the Library was called upon to take over the Care Calls program. One of our dedicated library staff members, began doing care calls for vulnerable residents. On average, she would make 30 to 35 calls a day offering a sympathetic ear to isolated seniors.



# COMMUNITY SUPPORT AND COLLABORATION

## COVID STORIES PROJECT AND COMMUNITY PHOTOGRAPHY PROJECT

Following the closures, the Library embarked on an initiative to collect photographs and experiences from residents and thus create a local, first-hand record for the future. We put out a call to all residents to share their experiences including how COVID-19 changed their lives, what they have observed, and

their thoughts in general regarding the pandemic. Although we received only a handful of written submissions, we received over 100 photos. Story submissions and images are archived at the Library and are published on our website.



## TELEPHONE BROADCAST SERVICE

One of the Library's early priorities was to create accessible programming for our residents, particularly isolated seniors. However, we quickly came to understand that so many of our seniors did not have access to the internet. How could they access programming on a virtual platform? The Communications Department assisted by creating the Telephone Broadcast Service, a low-tech platform where resi-

dents could simply call a number using their home phone and listen to regularly scheduled programming every weekday at 2 pm. Audio content included regulars such as Joe Schwarcz, Kathy Diamond and Hershey Dvoskin as well as librarians Steven Tomlinson and Farah Mohammed and a host of authors. The service attracted between 10 and 75 residents daily depending on the program.





## CHILDREN AND TEENS

### PROGRAMS AND SERVICES

With children and teens not in school and an entire brochure's worth of programming cancelled, the Community and Family Services team quickly established priorities and began offering digital services and programming for children and teens, such as the digital reading tool *Tumble Books*, as well as live Zoom programming. The team's goals were to help provide structure, maintain social contact, and to keep up reading and writing skills. The Library hoped that these programs and services would help take some strain off families while children and teens were not in school.

### Overdue Fines

During the closure, library fines were waived to remove any barriers that existed which might have prevented members from accessing library collections. More importantly, a long-held dream to permanently abolish late fines on children's and teen materials was passed by City Council in 2020.

### School Support

The Library contacted schools in Côte Saint Luc to find out what they might need from the Library during the pandemic. Based on their response, the Library created online memberships forms, making it easy for teachers and students to join the library. The Library also supported school summer reading lists with an increase in resources allocated for purchasing eBooks and print copies of titles on the lists.

Schools were also sent information about the Library's summer programming, pointed toward the Library's growing eBook collection for young people, and encouraged teachers and administrators to share the Library's TD Summer Reading Club and Writing Contest information to keep their students reading and writing over the summer.

Laura Segall, Executive Director of Hebrew Academy, sent this message to all parents:



This move allowed young people who may not have disposable income to continue to enjoy the Library, without the fear or shame of late fines. Abolishing fines also allowed children and teens to continue to use the library's resources and enabled families to create library cards for all their children without fear of large fines.

*We have many partners in our community who work with us to enhance your children's education and experience. One of those partners is the Côte Saint Luc Library. This year, the CSL library has made it easier than ever to become a member, even for those students who do not reside in Cote Saint Luc. As well, they have gone over and above, investing in our partnership with their purchasing dollars, to acquire both hard copies and digital copies of all of our High School Summer Reading titles. I wish you all a summer of happy reading! And if you happen to see one of the CSL librarians, feel free to thank them for their investment in our children.*

## BROADENING OUR SERVICES

2020 marked a year when the Library had to creatively reinvent many of its services to remain relevant in the face of the many restrictions imposed by COVID-19. Many of the questions that the Library received in the early days of the pandemic concerned when we would be able to provide access to the collection.

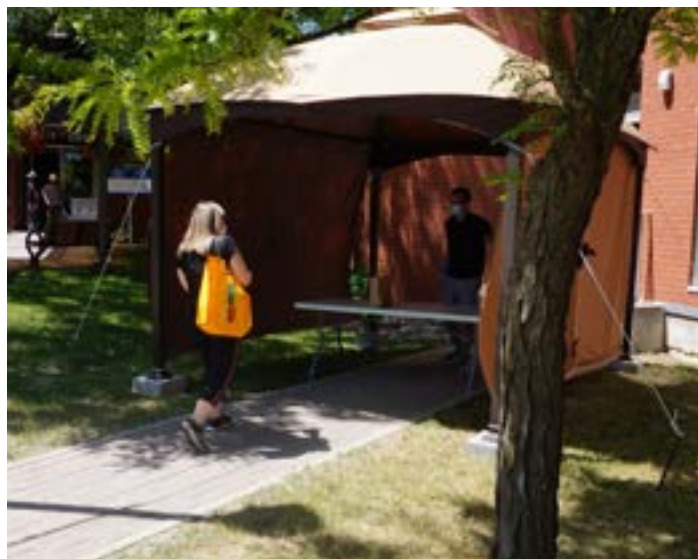
### NO CONTACT PICK UP SERVICE

At the end of May, the Quebec Government announced that libraries could slowly begin reopening their services. Phase 1 of this process included implementing a no contact pickup service so that users could access library materials without having to enter the library building. On June 9th, a library team returned to the building to start the process of setting up our new No Contact Pickup service.

The service operated out of the Youth Department's emergency exit. Library members were able to reserve items online or call the Library for assistance. Library staff retrieved the items and called members to schedule pick up appointments. The Library also began the process of accepting returns in the outdoor return chute. Returned items were quarantined before being checked in and reshelved. The Library did everything to ensure that library material could be circulated safely and securely.

The Library's No Contact pickup service filled a very real need in Côte Saint-Luc. Not only did it provide access to library materials, but it allowed library users to stay connected to something familiar and comforting. Reading and watching movies were something that everyone could do safely. When the second wave of COVID-19 arrived, coinciding with the arrival of the cold winter months, this became truer than ever. Many snowbirds stayed throughout the winter and this service helped ease their isolation.

Throughout 2020, the Library was able to accommodate up to 650 no-contact pickups per week and process on average 4500 reserved items per month.



# BROADENING OUR SERVICES

## LIBRARY VISITS



After the Quebec government announced that public libraries could implement pick up services to allow access to their collections, they soon moved forward to allow for library visits. On July 27th, the Library opened its doors to members for the first time since March. Our message was “Gradually Reopening, Keeping Everyone Safe”. We opened in a very limited way with library members required to schedule their visit. Visits were Monday – Thursday at 10:30, 12:00 and 1:30. Sundays were available for families to visit the Youth department. Each visit was 50 minutes long with the 40 minutes in between used for cleaning and sanitizing.

A staff member checked in each library member in the atrium, asked the required health questions, made sure visitors were wearing a mask and directed them to the handwashing station. Because the Youth Department was closed to the public except for Sundays, the library was able to continue offering its No Contact Pick Up Service.

On September 26th, the government once again announced that libraries were closing to the public. The Library continued to offer its pickup service until the end of the year. Throughout the period that the library was open, we had 1033 visits.

## HOME LIBRARY SERVICE

Enrollment in the Home Library Service was already rising before the pandemic hit, and by the end of 2020 the HLS membership had increased by almost half, with 295 active members. The service delivered 5983 items during the year, for a total of 1463 individual home deliveries: just under 200 fewer than last year, despite 10 weeks of no deliveries from March-June, and without the service’s 8 regular volunteer delivery drivers.

For the 10 weeks the service was unable to continue with deliveries, staff member Kathy Aubie and Seniors’ Services Coordinator Katie Bezaire made care calls to HLS members to combat social isolation and anxiety about the pandemic. They were assisted by the library’s circulation and children’s staff.

The Library implemented increased hygiene measures before restarting deliveries as a no-contact service in July 2020 to adjust to COVID-19 health and safety protocols. When the Library was finally able to reinstate the service, it was not unusual when speaking to an isolated senior member for them to come to tears when thanking us for continuing to deliver books and DVDs during these difficult times. Not only did we continue to receive sweet words of thanks, we also often heard terms like “godsend,” and “life-savers.”



## A PLACE FOR TEENS

One of the biggest priorities during COVID-19 was to help our youth stay connected. With the input of the teens who sit on the Youth Advisory Group, the Library and the Recreation Department teamed up to create a virtual space for teens in Côte Saint-Luc every Thursday evening at 5:30 pm. The programs were diverse in scope, with the goal of bolstering mental and physical health, pursuing hobbies, and creating safe spaces for new teen friendships to flourish.

### REAL TALK

Expert guests shared practical techniques to improve mental or physical health, encouraging teens to ask questions, and leading to honest discussions

### QUARANTEEN THURSDAYS

#### Game Nights

Teens were invited to hang out in and play online party games like Among Us with other CSL teens.

#### Arts and Craft Nights

Teens were able to learn a new crafty skill, paint with other teens, and hang out in a friendly, fun, and creative online environment.

## VOLUNTEERS MAKE A DIFFERENCE

### GROWING MENTORSHIP AND VOLUNTEER ACTIVISM

The Library's teen volunteer program continued to provide opportunities for teens to mentor younger students, while the Youth Advisory Group allowed teens to share their concerns with their peers during a particularly difficult year. The Youth Advisory Group also led the way in helping to plan and organize mental health workshops for teens with the Library's *Real Talk* series, bringing in partner organization, Ometz. With the addition of teacher-volunteers in

### TEEN VOLUNTEER ACCOLADES

The Library's exceptional teen volunteers continued to make a positive impact on the community. Longtime volunteer Isabella has been with the Library as a volunteer since she was 12 years old. In 2016, she won the City's Royal Canadian Legion Brigadier Frederick Kisch Br. #97 Award. In 2020, Isabella won the Lieutenant Governor General of Quebec's Award for Youth. Isabella says, "I just wanted to thank you for everything you've done for me in the past few

in a safe and welcoming space. Topics ranged from managing stress to healthy eating.

### Hot Topics

Members of the Youth team led stimulating topics and discussions; topics included pop culture, what was happening in the community, and news around the world.

### Youth Advisory Group

One Thursday a month, teen YAG volunteers met to plan programs for young people, discuss issues in their community, and share ideas.

2020 to help with *Virtual Reading Buddies*, teens also had the opportunity to be mentored by retired professionals to develop a specific set of skills. The Library's teen volunteers have formed bonds with older community members, as well as with younger students.



years while I've been volunteering at the library. Volunteering there is something I really enjoy and it was really what made me realize that I loved volunteering."



# THE DIGITAL EXPERIENCE

In 2020, the Library launched several new services to help library users with their technological needs as well as to provide increased access to a larger digital collection.

## ONLINE MEMBERSHIPS

In 2020, the Library made it easier for patrons to join online, allowing access to digital materials without having to come into the building. This was welcomed

by many patrons who now more than ever wanted access our resources but could not visit in person.

## MORE EBOOKS

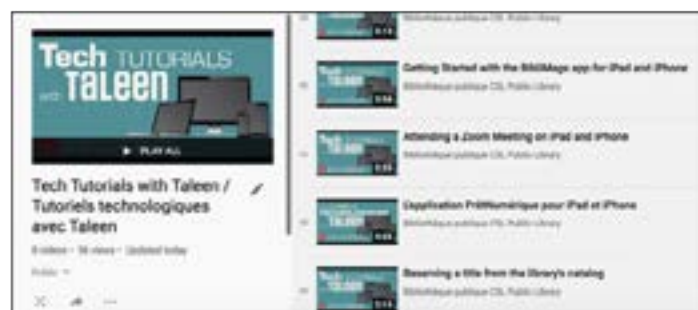
Particularly during the early months of the pandemic when users had no access to the library's physical collection, we began to increase its offerings of eBooks to meet the demand. Print purchases were halted and replaced with eBook purchases allowing

greater access and variety than ever before. Digital use increased from 29,383 checkouts in 2019 to 41,737 checkouts in 2020. With the increased demand for eBooks came an increased demand for assistance on how to use this service.

## ONLINE TECH TUTORIALS AND INSTRUCTIONS

To further assist our patrons' ability to function in the online world, the Library published a resource webpage called *Tech Tutorials and Instructions* which brought together all the instructions for our digital resources, for our online catalogue and for the new Zoom platform. These step-by-step instructions were easy to read and included informative pictures showing patrons where to go and what to click. Instructions were available for all the different types of devices (tablet, laptop, smartphone, etc.).

On the same webpage, patrons could also find our new instructional videos which demonstrated how to access our digital collections, how to reserve



books online, or how to use Zoom. These videos were published on the library's YouTube channel in a series called **Tech Tutorials with Taleen** and were created to facilitate technology use.

## VIRTUAL TECHNOLOGY HELP

With the COVID-19 pandemic forcing many of our patrons to stay home, there was a marked increase in both technology use and digital collection use during 2020.

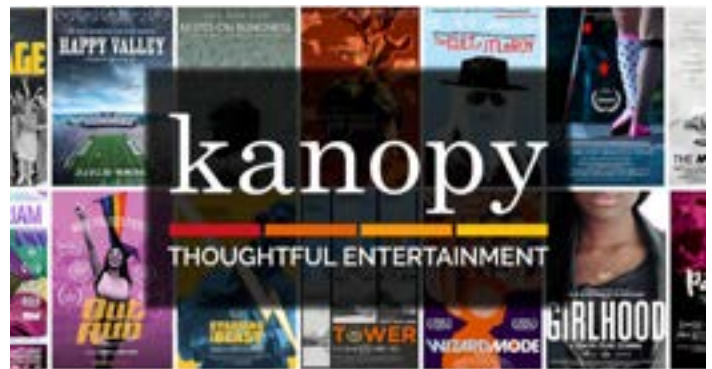
The Library's one-on-one technology help service, launched in 2019, also made this shift towards the virtual. Since the COVID-19 closures in March, there have been a total of 125 technology help appointments, not including the over 750 calls that we received through Virtual Reference that were answered over-the-phone and by email. Many of these includ-

ed questions about accessing the Library's digital collections, as well as questions about technology devices. The Library has helped our patrons learn how to use their devices, how to stay in touch with others through email, messaging, and social media, and how to read or listen to books online. We have also helped them learn to navigate Zoom, a platform which gained much popularity in the last year as a leading teleconferencing software.

## THE DIGITAL EXPERIENCE

### NEW DIGITAL RESOURCES

As a result of more people staying at home, the Library made considerable efforts to increase access to digital materials. The Library added two new digital resources to its collection of online services: *Kanopy*, a database of critically acclaimed movies, inspiring documentaries and award-winning foreign films; and *CreativeBug* providing patrons with the opportunity to explore and develop their more creative side with thousands of award-winning video classes taught by top designers and artists. Kanopy was a welcomed addition in a time where the Library's DVD collection was inaccessible, while *Creativebug* was a great inspirational resource for DIY crafters and makers during a time of social isolation. Kids also benefited from new digital resources: *Tumble Books* and their related resources, *Tumble*



*Math and Teen Book Cloud*, offered free subscriptions to their digital books during the COVID-19 crisis. For other resources such as *Hoopla*, we chose to increase borrowing limits during the pandemic.

### JANE'S WALK 2020

On May 3rd, Library Director Janine West, along with the support and participation of City Councillor Dida Berku, led the city's annual Jane's Walk as a virtual tour. This year, the focus was on the area of Côte Saint-Luc that was hitherto known as "The Village", the residential hub of Côte Saint-Luc from the 1920s to the 1940s. They virtually explored landmarks, buildings and houses, along streets such as Côte Saint-Luc Road, Westminster, Wolseley, Hudson, Westover and

Wavell. These homes are among the oldest in Côte Saint-Luc and therefore have some historical significance. Using the Google Tour Creator platform, the Library was able to virtually map out the walk, including information and photos at each stop. This virtual tour was live streamed on the library Facebook page. It now lives on the Library's YouTube channel and has had over 160 views.





## DIVERSITY AND INCLUSION

Diversity and inclusion have long been values dear to libraries, which are fiercely open to all and frequently referred to as “the great equalizer”. Côte Saint-Luc Public Library is proud to support its many residents of different backgrounds and abilities and provide services to all.

The children’s and teen librarians continued to champion the diversity of the Côte Saint-Luc community in 2020 through collections, programs, and

services for young people, providing access to a wide range of representative works created to break down stereotypes and curb bullying. Maintaining a diverse collection and giving voice to marginalized communities also helps to foster empathy, self-acceptance, and pride in heritage. As an integral part of fostering an accepting and inclusive community, the Library leads by example in showing young people of all faiths, ethnicities, genders, and sexual orientations that they are safe, welcome, and valued.

## MOHAWK INTERCULTURAL WORKSHOPS



Prior to the pandemic, the Library collaborated with Merton Elementary School bringing guests from the Kanawake Mohawk community to speak with 100 grade 5 and 6 students about their traditions and culture, via a four-session workshop that took place in January. The program opened the conversation about different belief systems and allowed students to think critically and to get a first-hand perspective from an indigenous community in Canada. Through interactive activities, the groups explored the concepts of war and peace, bullying, listening, interconnectivity, and respect, all while learning about Mohawk culture.

## HIGHLIGHTING DIVERSE VOICES ONLINE

The Library continued to collect books that represent diverse communities. To highlight and provide easier access to these collections, the Library began creating YouTube videos and book lists. In 2020, authors of colour and their work was the focus, bringing lived experience to the library’s collections through children’s and young adult fiction and non-fiction. Users can now search for “own

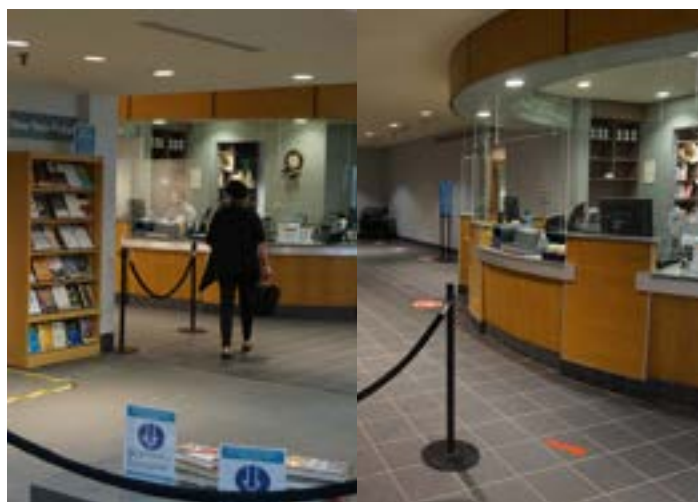
voices” books in the library catalogue, as well as access curated lists to help guide them. In 2021, this project will expand to include authors/characters of different faiths and backgrounds to continue to provide representation so that children and teens can see their own experiences reflected or walk in someone else’s shoes.

## LIBRARY SPACES

### ADAPTING OUR SPACES TO PROTECT OUR PATRONS AND STAFF



Following health and safety protocols established by government agencies, the Library quickly adapted its spaces to be able to serve residents in a safe manner. Plexiglass barriers were installed, 2 metre distancing markers were laid down, and directional arrows placed on the carpet creating a safe pathway throughout the library for library patrons as well as staff. For those staff members who returned to the workplace, workstations were reconfigured, health and safety protocols were established, and PPE was provided to all.



### CREATING VIRTUAL COMMUNITY SPACES

#### LIBRARY WEBSITE

During the past year, the Library website played a crucial role in disseminating information to the community. Not only did we communicate information about our services and programs, but we also included detailed steps on how to join the library online, how to sign up for library visits, how to use the pickup service, how to access programming on the new Telephone Broadcast Service, and how to

access digital resources. Furthermore, the website included invaluable links to COVID-19 related information making it easy for residents to find useful information all in one place. Finally, the Library used positive messaging such as Gradually Reopening, Keeping Everyone Safe and Library Services, Keeping Everyone Safe, to instill a sense of security and dependability during these difficult times.

# LIBRARY SPACES

## FACEBOOK

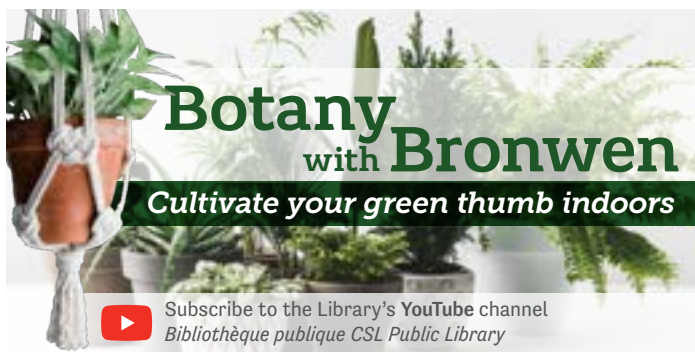
The Library's Facebook account became an important virtual library space during the pandemic: We went from posting 10-16 times a month to 10-20 posts a week as a way of both keeping residents informed of library developments, but also to maintain the social culture the Library has always provided. Not only did this combination of information about virtual library programming and personalized staff content increase our number of posts, this also in-

creased the amount of interaction the posts received from the library's page followers, going from an average of 2 reactions/post pre-pandemic to posts regularly garnering 10 reactions/post, and some receiving upwards of 30 likes, comments, and shares. This shift enabled the Library to translate the warm and welcoming physical atmosphere it is known for into a virtual setting.



## YOUTUBE CHANNEL

To stay connected to the Côte Saint-Luc community and provide information and entertainment in a new and innovative way, the Library created a YouTube channel. Video topics ranged from themed book lists highlighting diverse voices, to tech help, author talks, lectures, STEAM projects, culinary activities, gardening tips, and more. The YouTube channel served as a virtual extension of the library and has proven to be both a creative outlet for staff as well as a platform to share knowledge and skills.



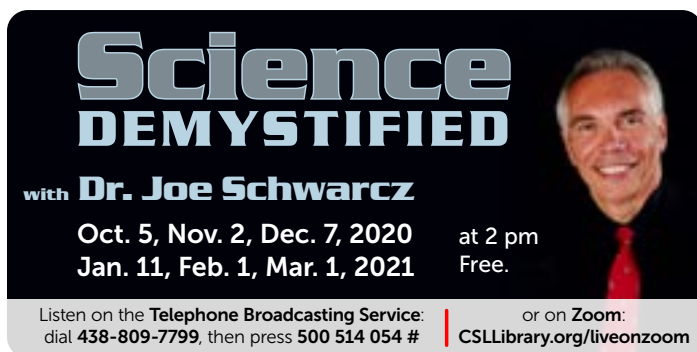


## COMMITTED TO LIFELONG LEARNING

Keeping minds healthy and active was particularly important during this pandemic year. Here are some of the ways in which the Library helped keep our residents informed and improve their quality of life in 2020.

### LIBRARY PROGRAMMING

Informative and interesting lectures covering the areas of literature, science, politics, music and art were offered on a regular basis and transitioned easily to the Zoom platform. Dr. Joe Schwarcz brought chemistry to life, while Hershey Dwoskin kept residents up to date with current affairs and politics.



**Science DEMYSTIFIED**  
with **Dr. Joe Schwarcz**  
Oct. 5, Nov. 2, Dec. 7, 2020 at 2 pm  
Jan. 11, Feb. 1, Mar. 1, 2021 Free.  
Listen on the Telephone Broadcasting Service: dial 438-809-7799, then press 500 514 054 # or on Zoom: CSLLibrary.org/liveonzoom

### BRIGHT LIGHTS FILM CLUB

The *Bright Lights Film Club*, led by Film Librarian Steven Tomlinson and volunteer Gayle Cohen started off in February as per usual, but had to adapt into a Facebook event out once the pandemic arrived. Facebook was used to announce the film and participants discussed the film using this platform.

### LET'S TALK MOVIES

*Let's Talk Movies*, led by Steven Tomlinson was reimagined as a podcast which could be aired on the Telephone Broadcast Service. A variety of actors, actresses and movie themes were explored.



**Let's Talk Movies**  
with Film Librarian Steven Tomlinson  
Free.  
Ce programme se déroule en anglais.  
on TBS—call 438-809-7799 then press 500 514 054 # #



**LOCKDOWN VIEWING**  
STEVEN'S RECOMMENDATIONS  
Free. on TBS—call 438-809-7799 then press 500 514 054 # #

### LOCKDOWN VIEWING

*Lockdown Viewing* was another program given by Steven Tomlinson who offered his expertise when it came to what to watch on cable TV and streaming services during these times.

### A PASSION FOR MUSIC

Music Librarian Farah Mohammed continued to delight audiences with her popular music lecture series, *Passion for Music*. Transitioning to the Zoom environment, topics for these one-hour lectures varied from lives and music of various composers, to exploring different types of music and different musical instruments throughout the ages.

### A MUSICAL MOMENT

Music Librarian Farah Mohammed also created a new podcast series. These weekly podcasts, which were 30-45 minutes in duration, covered a wide array of different topics in music. Timely in nature, topics included seasonal themes, holiday music, and topics on music related to current events.

## COMMITTED TO LIFELONG LEARNING



### 50s POP HITS AND THEIR ROOTS

In addition to all the offerings provided by our Music Librarian Farah Mohammed, the Library also hosted Craig Morrison, ethnomusicologist, teacher and lead singer of the highly popular band Vintage Wine for an unforgettable trip down memory lane. In this virtual lecture he closely examined some of the most important and influential 50s pop songs and icons.

Musician and Concordia ethnomusicologist **Craig Morrison** delves into the roots of 1950s era rock 'n' roll hits in this virtual lecture.

**50s POP HITS AND THEIR ROOTS**

Wednesday, Nov. 18 at 2 pm  
**FREE.**

on TBS—call 438-809-7799 then press 500 514 054 # # or on Zoom  
CSLLibrary.org/liveonzoom

photo: Linda Rutenberg

### PARIS IN THE DAYS OF POST-IMPRESSIONISM

Crowd-favourite and museum docent Grace Powell offered a virtual glimpse of the much-anticipated *Paris in the Days of Post-Impressionism* exhibit held for a short time at the Montreal Museum of Fine Arts.

EXHIBIT TALK

**Paris in the Days of Post-Impressionism**

WITH MMFA'S GRACE POWELL

Wed., Sept. 30 at 2 pm

on TBS—call 438-809-7799 then press 500 514 054 # # or on Zoom  
CSLLibrary.org/liveonzoom

Musée des Beaux-Arts de Montréal, 1999, on canvas, private collection

MUSÉE DES BEAUX-ARTS MONTREAL MUSEUM OF FINE ARTS

### A MUSICAL MOMENT LIVE!

A Musical Moment LIVE! was also presented by Music Librarian Farah Mohammed, with the same kind of topics as in the podcast form. A varied playlist was presented, centered around a chosen theme.

### LET'S TALK MUSIC CLUB

To increase engagement amongst seniors, a music club was also created. Started in December, the Let's Talk Music club is hosted by Music Librarian Farah Mohammed. Using Zoom, this club-style format is much more interactive: with a limit of 15 participants, participation was encouraged, and discussion was easily facilitated.

# FOSTERING A LOVE OF READING FOR ALL

During the pandemic, the Library continued to fulfill one of its primary missions of fostering a love of reading for all. With a cradle to grave approach, the Library offered early literacy programs for the very young, author visits for all ages, book discussion groups, as well as inspiring book talking events given by library staff.

## LITERARY PROGRAMMING FOR ADULTS



### CANADA READS CSL EDITION

One of the final programs offered before the pandemic was the March 11 library version of the CBC's *Canada Reads* debate, a country-wide initiative which invites all Canadians to read five shortlisted titles and determines through an extensive debate process which of the five titles best represents the year's theme. The 2020 theme was: *One Book to Bring Canada into Focus*. The CSL edition featured librarians Danielle Bélanger, Jennifer Eisman, Maria Luisa Morales, Alisa Soukhodolskaia and Mearaid Stevenson who each defended one of the five shortlisted titles. The program was animated by librarian Lisa Milner.



### BOOK CLUBS

Book clubs have been instrumental in keeping that connection with our patrons and many patrons have been thankful that they can continue to meet with friends and acquaintances, albeit virtually. Library Director Janine West offered the first Zoom book club meeting in March and challenged her librarians to do the same. *Afternoon Book Club* with Antonella and *Café con Medialunas* with Maria Luisa were soon able to transition their patrons to the online environment. The book discussion was only part of the ex-

perience; patrons were so glad to simply have an opportunity to talk to other people. This year the Library added the *Between the Covers* romance book club, led by Mearaid Stevenson.

### BOOK TALKS

Librarians continued to offer Readers' Advisory throughout the year by offering book-talking podcasts airing on the Telephone Broadcast Service. Library Director Janine West started things off by offering podcasts recommending some of her most notable reads. Soon after more librarians followed suit with regular literary contributions from Danielle Bélanger, Katie Bezaire, Jennifer Eisman, Maria Luisa Morales, Lisa Milner and Mearaid Stevenson. As our skill and confidence grew, some librarians paired up and conversed live on a variety of literary themes. Kathy Diamond continued to provide her monthly book reviews via podcast.



The Library also presented a virtual version the crowd-favourite *You've Gotta Read This!* The four participating librarians included Danielle Bélanger, Jennifer Eisman, Mearaid Stevenson and Library Director Janine West. Each shared some of their top picks for what to read over summer.



# FOSTERING A LOVE OF READING FOR ALL

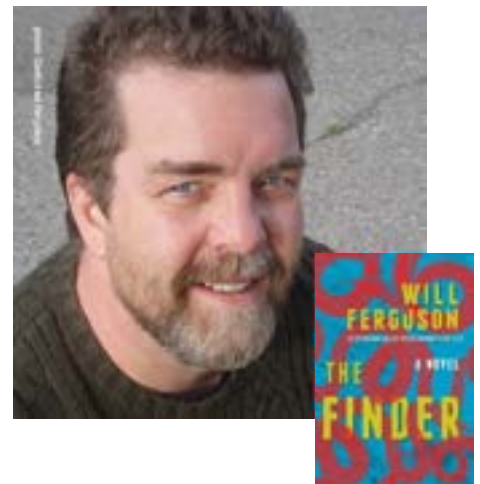
## AUTHOR TALKS

As soon as the Library launched its Telephone Broadcast Service in March, Library Director Janine West reached out to the Quebec Writers Federation in search of authors who may want to participate in our efforts to provide programming to seniors without internet. At least a dozen authors all generously offered their time and created some of the most interesting and memorable podcasts including one from the late Joel Yanofsky.

Our other guests included Monique Polak, Mark Abley, Claire Holden Rothman, Michael Carin, Eva Stachniak, Ariela Freedman, Emily St John Mandel, Marjorie Celona, Dr. Mark J. Poznansky, Alison Wearing, Emma Donoghue and Sami Jo Small.

The Library went on to approach other well-known authors for live zoom events. Most authors, no longer able to do live book tours, were exceptionally willing to attend a virtual event, and most did this free of charge. Library Manager, Danielle Bélanger developed a strong working relationship with a few select Canadian publishers, especially Simon and Schuster who continue to offer up virtual event ideas. Danielle became not only the organizer of these events, but also the host and interviewer.

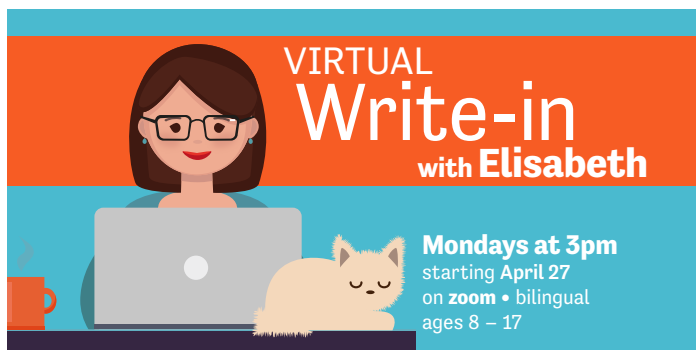
In June, Danielle had the opportunity to interview award-winning author Lawrence Hill. The interview covered the themes of *The Illegal* including race, privilege, skin colour, bloodlines and power. In July, Danielle interviewed physician and bestselling author Daniel Kalla. As the Director of Emergency Medicine at St. Paul's Hospital in downtown Vancouver, Kalla had plenty of first-hand experience with the opioid crisis which proved to be instrumental in the writing of his latest novel, *The Last High*. In September she hosted Megha Majumdar whose debut bestselling novel, *A Burning* had been making waves in the literary world. She also hosted Giller Prize winner Will Ferguson, best known for his humorous observations on Canadian history and culture, about his new book *The Finder*. Finally, in December she hosted American best-selling author Kristin Harmel, whose latest book *The Book of Lost Names* was inspired by a true story from the Second World War about a woman with a talent for forgery who helped hundreds of Jewish children flee from the Nazis. Other authors included Catherine McKenzie, Amy Stuart, Rachel Ryan and Liz Nugent.



# FOSTERING A LOVE OF READING FOR ALL

## LITERACY PROGRAMMING FOR CHILDREN

### VIRTUAL PROGRAMMING



When schools closed in March, the Library's virtual programs provided a social support system for kids and teens who were feeling isolated, while continuing to encourage reading, writing, and lifelong learning in a new virtual format. Members of the Library's youth team began offering Zoom programs soon after the shutdown and have been able to welcome children from 2 to 17 to their programs.

### VIRTUAL READERS' ADVISORY SERVICES

The Library continued to provide Readers' Advisory Services for young people in a new virtual setting. Children, teens and parents were able to fill out an online form when they were unsure of what to borrow next. With this new online service, librarians rec-

### SUMMER READING CLUB

With school having been closed, it was especially important for the Library's youth team to engage young readers during the summer via the TD Summer Reading Club.

The TD Summer Reading Club went entirely virtual in 2020, drawing 55 children, teens, and families with reading logs, weekly challenges, and a Kobo as the grand prize. This year's Summer Reading Club theme was *Game On!* Sparked by a suggestion from staff member Elisabeth, the team created a gamified feedback mechanism for reading and program participation via electronic badges. The Reading Club also incorporated the Côte Saint Luc Scavenger Hunt, which was designed by Sarah Houle from the Recreation Department. This added a great out-



In the early spring, the Library offered a *Virtual Write-In* and weekday *Virtual Reading Corners* where children had the chance to hear stories read aloud or bring a book to read to themselves silently.



ommended titles that best met the patron's interests and needs. This personalised service was greatly appreciated by patrons who normally enjoyed discovering books by browsing the library shelves but were no longer able to do so.

door element, as children and teens walked around searching for things in different districts of Côte Saint-Luc.

During a year where school was interrupted and students were faced with the possible deterioration of their reading skills, the team hoped to make reading fun, playful, and motivating. This year, we invited participants to track their time spent reading via a virtual log. For every 2 hours of reading, they received a digital badge. This approach became a game for participants, who were motivated to accrue badges to track their personal progress. The winner of the Kobo, Anna age 17, logged 122 hours of reading this summer. As a whole, the participants logged an impressive 558 hours of reading.

# FOSTERING A LOVE OF READING FOR ALL



The Virtual Closing Party, planned by the Library's Youth Department, included Scavenger Hunt Bingo, Literary Pictionary, and Prize Winner announcements, and drew 12 children and teens, many of whom attended with the rest of their families.

Overall, the Virtual Summer Reading Club was a challenge met with enthusiasm and appreciation from many families. Although the club was small this year, participation was quite strong. Parents, kids, and teens seemed to enjoy the reading and participation tracking that allowed them to participate at their own pace. The team got some nice feedback from parents and teens as well:

*A parent wrote, "On Wednesday when I asked Evelyn her favourite thing she'd done that day (and it was a full day!) she said story time with [Ariane]... because someone else was reading to her! We're really enjoying the program. Thank you!"*

*A parent thanked the team for their summer programs. She said that her son would have been lonely and bored, especially as his parents were both working from home. She was grateful for the social outlet and the fun that he had participating in the Summer Reading Club, while improving his reading skills and growing his enthusiasm for books and reading.*

The library's virtual youth programming, from *Reading Buddies* to *Virtual Writing Corner*, helped children and teens remain motivated and find joy in reading.





# LEARNING IS FUN AT THE LIBRARY

The Library continued to offer programming that was on the lighter side throughout the pandemic.



## TIPS AND TRICKS ON HOW TO DECLUTTER YOUR HOME

This Zoom and TBS presentation/workshop with Camila Marquez provided the audience with ideas on how to organize and keep your home tidy as well as guidance on how to start and complete home decorating projects without getting overwhelmed.

## MINDFULNESS WORKSHOP: CREATE YOUR OWN VISION BOARD

This Zoom and TBS virtual workshop invited participants to create their own vision boards with certified life coach Joyce Cohen in order to visualize and manifest the life of their dreams! In this workshop an overview of samples and key concepts was provided to be able to create one's own unique and personal collage.

## COOKING WITH MARY BERG

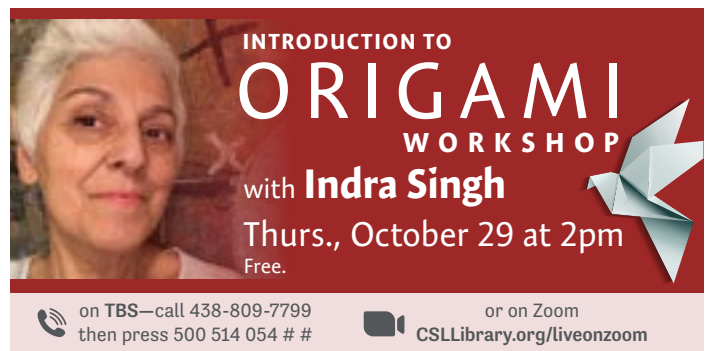
This Zoom and TBS cooking demonstration and chat featured Chef Mary Berg, host of *Mary's Kitchen Crush*, author of *Kitchen Party: Effortless Recipes for Every Occasion* and the winner of *MasterChef Canada's* Season 3. Mary gave a demonstration of how to make her Classic Strawberry Shortcakes recipe. This was followed by an interview with Library Manager, Danielle Bélanger.



# LEARNING IS FUN AT THE LIBRARY

## INTRODUCTION TO ORIGAMI

In this Zoom and TBS workshop, attendees were invited to learn the basics of creating origami figurines. Instructor and artist Indra Singh provided a guide on how to create incredible and original Japanese art in the comfort of your home. "Making art is as important as breathing", says Indra, and while love and appreciation of life continues to influence and energize her work, staying curious, she believes, is the most valued fodder for a truly meaningful and rewarding art practice.



## GAMES FOR YOUTH

To help build STEAM skills and community, the Library also offered *Magic: The Gathering*. The Youth Advisory Group leaders also offered a popular *Among Us* game night for teens. For younger children, there were online *Game Time* programs for ages 8-12, run with the help of Youth Advisory Group volunteers. In November, the Library also offered a Virtual Code Club thanks to Kids Code Jeunesse. Code Club was led by a University student who was previously a library volunteer and is now studying to be a software engineer.



## HOLIDAY CREATIVE CLUB

Over the winter holidays, the Library offered a *Holiday Creative Club* to encourage reading and writing for pleasure, and to keep children, teens, and families engaged and entertained during the vacation. Over 70 young people registered. Each participant received a creative club kit which contained a journal, a bookmark, markers and an activity booklet. The activity booklet was also made available on the library's website. Children and teens participated in baking challenges, a book bingo, and fun STEAM projects. The booklet also offered creative writing prompts and colouring pages.



## REACHING OUT

Throughout the pandemic, the Library has continued to reach out beyond its four walls, meeting our library patrons where they were and delivering impactful programming and services.

### SENIOR'S RESIDENCES VISITS

At the beginning of 2020, Bibliothèque pop-up de Côte Saint-Luc/ Côte Saint-Luc Pop-Up Library was taking place monthly in 3 seniors' residences in Côte Saint-Luc to facilitate access to library materials for

the city's older residents. While the last Pop-Up library took place in March 2020, the residents who attended these events have continued to be served by the Home Library Service in the form of deliveries.

### POETRY WORKSHOPS

Seniors' Services Coordinator Katie Bezaire's Poetry Workshop with the Cummings Centre's Senior Drop-In Centre transitioned to virtual programming as of April 27th using the Zoom platform. These work-

shops operate as a form of mental stimulation for older adults with cognitive impairments by incorporating elements of shared reading, discussion, and analysis into weekly meetings.

### CÔTE SAINT LUC WOMEN'S CLUB

The Côte Saint-Luc Women's Club's first program since the pandemic hit took place in December. This special virtual book review by Senior's Services Coordinator Katie Bezaire, and run through the Library's Zoom

platform, was the first of a monthly series of book discussions with the Club's members and is currently the Club's only scheduled programming.

### MUSICTIME FOR SENIORS

MusicTime for Seniors is a program developed and given by Music Librarian Farah Mohammed. Now in its second year, this weekly program has transitioned from the Seniors Drop-In Centre at the Aquatic & Community Centre to a Zoom environment during the pandemic.

It is with these kinds of activities that encourage participants to talk of their memories and reminisce of past experiences.

The purpose of this program is to introduce music to elicit memories and commonly shared experiences among older seniors. A specific theme was chosen for each session and included describing and playing different kinds of music, singing songs, showing pictures, reading poetry, and having lively discussion.

Music Librarian Farah Mohammed worked closely with the Supervisor of the Drop-In Center and Drop-In Program educators in order to ensure that the music component was well-integrated with the curriculum and reflected the weekly lesson plans. This program continues to be widely appreciated by the teaching staff at the Drop-In Center.



Before the Pandemic



Transitioning to Zoom