

May 28, 2025

Key Takeaways from the “What We Heard Report” by ATN include:

- The Board emphasized that the provincial library funding formula should reflect community priorities and values.
- The Board needs to regularly invest in infrastructure and capital purchases to prevent service degradation; however, funding is a significant challenge.
- The priority for service development is to increase staffing and expand hours to support more programming and partnerships.
- The Board believes EDIA should be integrated into all services and library spaces.
- Access to technology and the Internet is a high priority for the public.
- Physical collections and books are a high priority for the public.
- The public values digital books and collections for the flexibility and convenience they offer.
- If funding was available increasing open hours and access to the library space was the priority for the public.
- The public would also like to see multi-format and different channels of communication to foster engagement and partnerships.
- ECRL needs to improve communication with Municipal units.
 - Their comments indicate confusion about roles and responsibilities.
Example: “We see a missed opportunity in not modifying spaces to be more inclusive. A better designed community room, for instance, could serve as a hub for people with disabilities or low-income residents who rely on public access.” Municipal units are responsible for library spaces and accessibility. ECRL has no funding for rent, furnishings, or facility upgrades.
- Municipal units want the Board and ECRL Leadership to have a future-forward innovative service vision.

Strategic Planning Report Summary



- The priority for Municipal units is radical organizational transformation rather than a focus on incremental service improvement. This contrasts with the public priority focused on traditional or core library services.
- To serve the community better, staff want:
 - More training
 - More communication
 - More books and collections
 - More open hours
 - More tech support, particularly for seniors
 - More local partnerships
- Approximately half the staff believe they should receive increased compensation for the value of the work they do.
- Approximately half the staff are uncomfortable taking time off due to the workload upon returning or potential library closures.