

2021



Report to the Community



Community Feedback

The library is a very important place in the community. As facilities become more expensive and out of reach for so many people, the library shows itself to be a place where everyone can come in and access and receive a service.



**Thunder Bay
Public Library**



A Message From the Board Chair



Despite the restrictions imposed by the Covid-19 pandemic, TBPL remained open for business throughout the year. We provided curbside service and in-person service within the library buildings as well. We also offered a wide range of virtual services such as online programming and more access to digital resources.

TBPL remained open online, 24/7 during the pandemic. We were able to offer most of our regular services to patrons, in one fashion or another. In-person browsing and use of computers were limited at times.

It was possible to browse our collection via the online catalogue and place holds, which could be picked up from the library. Staff members also helped many people place holds over the phone. We formed partnerships with a wide range of agencies to offer free loanable technology to those who did not have access to the internet.

We continued to grow our own

online content, with staff developing new skills to craft programs for children, youth and adults. One of the many benefits of online programs is that they can be enjoyed by a far larger audience than in-person programs as there are no capacity limits. An in person program may only accommodate 30 people, while an online program can reach a wider audience!

We were also able to move forward with all of our strategic objectives in 2021 and made good progress with our efforts to tackle systemic racism, mitigate poverty and homelessness, foster inclusion and diversity, encourage youth participation, build a clean, safe and healthy community and support the city's economic recovery. We would particularly like to draw your attention to the Stories of Anishinaabe Resilience (SOAR) project which tells the story of local Residential School survivors. This project, funded in part by the Department of Canadian Heritage, was initiated before the discovery of

unmarked Residential School graves. This made the gathering of local stories, development of a podcast and curriculum for high schools, even more important.

2021 was a successful year for TBPL. We learned many things from the pandemic after the initial pivots that were required in 2020. We will continue to apply these lessons as we move forward in 2022 by implementing a post-pandemic recovery plan. Thank you for continuing to use, and support, your public library.

A handwritten signature in black ink that reads "Carol Grieve".

Carol Grieve, Board Chair

SOAR project
See page 12

www.tbpl.ca/soarproject

New Vision, Purpose, Mission and Values

New Vision, Purpose, Mission and Values Statements were approved by the Library Board in August 2021.

Thunder Bay Public Library's

VISION:

The Public Library will be an inclusive, safe and welcoming community hub built around trust, understanding and collaboration to meet the community's needs.

PURPOSE:

Everyone has the right to access the resources and services they need to learn, express themselves creatively, and reach their full potential.

MISSION:

We are facilitators for the needs of our community. We partner with our community and strive to meet everyone's needs for research, creativity, entertainment and support services.

VALUES: We are...

Inspired by our Community.

Our job is to equip community members with the tools they need to learn, create and grow. The enlightenment of our members inspires us.

Welcoming.

Everyone who walks through our doors deserves our respect. We are the living room of the community and everyone is welcome here.

Inclusive.

When we say everyone, we mean everyone. Our community is beautifully diverse and access to knowledge is universal.

Helpful.

As our services grow, we will do everything we can to connect people with the tools and support they require to achieve their goals.

Sharers of Knowledge.

We love to teach something new, just as much as we love learning something new. We share our knowledge and learn from our community.



Community Feedback

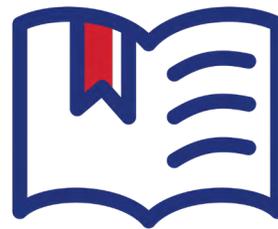
The staff are kind and welcoming. They are helpful in assisting to find material. I love being able to take out the movies. When I had a lower income, I would take my daughter to the library every weekend to pick out books and movies. It was fun.

Community Feedback

The access to such a wide variety of information and resources is what I appreciate the most. I personally love the access to books and reading/play spaces for my children. But the library does so much more than that - they have access to computers and educational supports for all levels, which I'm sure really benefits our community!



Collections



Kanopy film streaming service was added to our online offerings. The Great Courses on Kanopy allow individuals to learn about areas of interest, and documentaries and feature films for adults and kids are all available for free!

Transparent Languages, an online language learning program, is offered to library members via a direct link.

Staff developed themed kits of books for curbside pickup.

Libby by OverDrive was added to provide 24/7 access to over 3000 digital magazine titles. *(NOTE: we are now offering eMagazines via cloudLibrary by Newsstand.)*

Some paper copies of magazines were withdrawn, but we retained a core collection at each branch. Old issues were donated to the Correctional Facility and Community Care.

ComicsPlus, an electronic comics service, was added to our offerings.

We received a donation that was used to add key titles including books on the topic of homelessness and poverty.

Chromebooks were added to the Bridging the Digital Divide Program.

Staff assisted with the development of diversity audit software, along with libraries from around the world, to be used for collection analysis.

Community Feedback

I'm always impressed that you have almost all of the new materials I'm looking for. Libraries don't always have a reputation for the new and hot fiction but TBPL seems to be staying current and I appreciate it a lot.

Community Feedback

The range of the collection, particularly literary fiction titles is excellent. Book Club bags are an awesome service. The historical collection at Brodie is really important for our community and for me personally.



Beyond words

we also loan ...

garden tools Ontario Parks passes radon meters pedometers audiobooks tablets

energy meters WiFi hotspots DVDs walking poles chromebooks knitting needle kits

Collections



A climate change collection was developed in collaboration with local agencies and interested community members.

We worked collaboratively with the Northwest Dementia Working Group to improve the collection on the topic of Alzheimer's and dementia.

TBPL greatly enhanced the eBook collection on cloudLibrary in order to provide constant access to reading and listening material.

We acted on feedback from a community survey to improve collections and make additions such as the new knitting needle kits.

In 2021, TBPL patrons requested 1,016 items through InterLibrary Loan. TBPL loaned 1,595 items to other libraries.

Ancestry LE, an online genealogy database, was offered to Library users from home as opposed to only in the Library.

We conducted a video services survey about our current offerings and possible future directions for this collection.

Ontario Provincial Parks day-use passes were available for loan for anyone with a library card.

Garbage bag tags were available for sale at all library locations in a partnership with the City of Thunder Bay.

23,400

reference questions

90,765

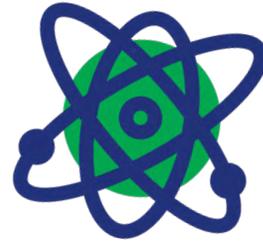
electronic items circulated

Community Feedback

I absolutely love using the cloudLibrary. I always have several books on hold...wonderful when out of town to be able to access the library. I have sat in airports during flight delays and finished one book but can easily start another...it's like carrying a whole library in my purse! If I ever run into a problem, your knowledgeable staff has always given expert assistance and solved my problem in short order. As well, I was interested in a 5-book series. The library had Book 1 and 4 but the others were not on your shelves. I wrote a letter asking about the missing books. I was astounded to receive a response that the missing volumes would be purchased and available in 17 days! WOW - what service. Even better, they were available and I was notified in only about 7 days. I absolutely love the library and the staff.



Programs and More



“The Book Club Hub”, a monthly article on the Off the Shelf blog that highlights some of the Book Club in a Bag options, was launched.

Staff started a series of posts on social media called “Check These Out” to help promote the collection in general, and highlight various titles such as #OwnVoices books, BIPOC authors, LGBTQ2S+ authors, & Canadian authors.

Summer Reading Bingo for adults and youth ran from the end of June to September, with many patrons participating. We received great feedback from patrons that participating inspired them to read more diverse titles.

Read This Next, TBPL’s book review podcast and web series, continued with another 36 episodes in 2021. Themes were chosen to highlight the breadth and depth of our diverse collection. The show is featured weekly on Shaw Cable and can also be viewed on our YouTube Channel.

Our reference email, reference@tbpl.ca, received more patron questions than ever before in 2021 - a total of 1,024!

New and Upcoming DVDs lists were made available on the website on a bi-monthly basis.

We provided an online book list called Hey! Read This!, featuring new books on key themes to help to bridge the lack of opportunity for in-branch browsing during times of curbside only access.

Learning with the Library - a new video series, was initiated in 2021 to provide step by step instructions for using our online digital resources. Find the videos on YouTube.

Community Feedback

Please keep in mind not everyone has access to the internet at home or a mobile device. The library offers not only books, but tools for those of us who can not afford those extras! Most people take for granted that “everyone” has these things. The library makes it possible for people to apply for jobs, surf the net for info on any number of topics. Just a great big thank you. You are so important to the quality of life, especially now!

643

programs

32,009

attendees

Learning
with the
LIBRARY

www.tbpl.ca/virtualcollection

Programs for Kids



TBPL held 70 virtual class visits with a total of 2,546 attendees from Kindergarten to Grade 12 from Lakehead Public Schools and Thunder Bay District Catholic School Board.

TD Summer Reading Club (TD SRC) ran from July 5 to August 20. This program was adapted to be delivered through curbside pick-up and included draws and a colouring contest. The prize for the final week was a party bag to accompany a virtual “party room” that included a puppet show, craft, story, music and a science experiment created by staff. There were 500 spaces for children to register. One of the weekly prizes was a free book. There were a total of 4,617 ballots submitted for TD SRC and over 10,000 books/chapters read.

A new program called Scientists in Situ was launched, featuring cool science projects for children to complete.

1000 Books Before Kindergarten was launched. The program encourages early literacy and for families to read together. Incentives and prizes are included for every 250 books read.

Preschool Storytime and Tales for Twos programs continued virtually.

Staff developed take home kits such as DIY Treasure box, Slime, Star Wars, Escape Room, Earth Day, Galaxy Jar kits, and more.

A new American Sign Language program for children and families debuted in November 2021.

We celebrated Canadian Children’s book week with a virtual visit and reading from three outstanding book creators - illustrator Meta Hatim, and authors Charlene & Wilson Bearhead.

395 requests for children’s book bundles were fulfilled in 2021.

Community Feedback

We love the children’s programming. Before COVID, we were attending programming at the library in person and also visiting the library in the evenings. During COVID, sadly no in person programming HOWEVER the library continued programming online and it was amazing.

Community Feedback

The selection, the help of the librarians, recommendations of books for my daughter that we would never have chosen ourselves. The new online activities and themed book bags are AMAZING. My daughter always loved the Northern Nature Trading and Goldiblox kits, so the SITU, Tinker Kits, etc have been so much fun! She’s learned a lot over the past two years, and the sense of online community with the library has been wonderful.



Programs For YOUTH & Adults

TBPL hosted online meditation sessions to help cope with COVID.

Staff put together very popular Take and Make Adult Program Kits - most of which supported recycling and a sustainable, eco-friendly lifestyle:

- Macrame Wall Hanging and Plant Hangers
- Make a Gift Bag Using Recycled Maps
- Make Your Own Beeswax Wraps
- Altered Art for Youth - Reused Old Paintings to create new
- Decoupage Magnetic Clothes pins
- Rustic wooden Christmas ornament
- Holiday candles made from recycled books

TBPL facilitated and hosted an inter-generational Altered Art for Seniors program, pairing grade 7 and 8 students with local seniors to create mixed media art pieces.

The Spice Club began in September with a great response from patrons. Patrons receive a monthly spice along with a brochure with facts, recipes and book recommendations.

A virtual YOUTH space was launched online via Discord to help engage students.

The Completely Booked bag subscriptions program ran for YOUTH 12-19 - each month we checked out 2-3 books to each participant.

Do It Yourself take-home kits for teens were very popular. These included Candle Holder kits & Magazine Art kits.

Among Us game nights ran from January to March.



Community Feedback

Currently I use the libraries to borrow books, but I understand that the library offers assistance to people like copy/faxing/printing/WiFi/computer access/and more for people free of charge, which is fantastic. I also appreciate the creativity of different programs that you have available. For example, "the spice club" is a great idea to introduce people to ingredients they don't readily use.



Programs For YOUTH & Adults

Minecraft Mondays started in March and is a popular, ongoing weekly program for teens.

Staff created and distributed youth scavenger hunt sheets from May through August with many happy participants.

A new Online Safety 101 virtual class visit presentation debuted to bridge the gap between class visits available to grades K-3 and high school.

Get Gardening take-home kits with seeds were developed for youth and 20 somethings.

YOUth received volunteer hours for knitting hats, which were donated to Shelter House.

YOUth Reviews were written by young people for volunteer hours.

We had 44 youth participate in an "art collab" program to make a puzzle to decorate the Waverley and Brodie youth spaces.

Class visits were hosted for many classes from grades 6 to 12.

Book Clubs

Mary J.L. Black book clubs (there are 2 clubs) each read their 75th book as a group, marked by an article in The Walleye.



Community Feedback

I have really appreciated all of the changes that have been made to continue offering residents programs and activities during the pandemic. Also, I have learned a lot about what is offered at the library (that I didn't know) through the social media posts. Our family has used the children's programs extensively, and some of the teen programs as well.

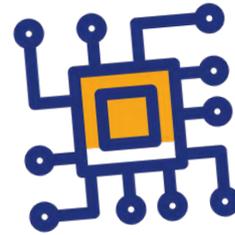


Pictured - (l to r) - Lori, Chelsea and Richard with just a few of the book club in a bag titles.

Community Feedback

I think the library is an extremely important part of the community. I find in person browsing, children's programs and crafts very important. I think having the computers and library staff available to members of the community is extremely important to those who do not have a computer or tools available to browse for information or books, or even have a space to go and browse the shelves or computers. I think as a community space there is so much information that can be shared. I think providing varied hours provides an opportunity for all members of the community to use the library services. Thanks for all you do.

Services



The Home Service delivery program restarted in September and gained momentum towards the end of the year, with a few dozen regular homebound readers.

We resumed providing pre-payment/pickup space for Good Food Box service at Mary J.L. Black in December.

TBPL hosted an infant flu vaccination pop-up clinic for the Thunder Bay District Health Unit at Mary J.L. Black in November.

Library staff wrote 27 @ Your Library articles in 2021 which were published in the Chronicle Journal. There were also 10 author interviews posted to the Library blog.

Staff conducted 6 market research workshops with PARO and the CEDC.

The Library cleared all fines from Library accounts - the Library stopped charging fines on overdue items on January 1, 2020!

Staff helped many community members to access their vaccine passports and print/laminate them.

The Library continues to offer battery recycling depots at all locations in a partnership with the City of Thunder Bay.

Community Feedback

I am a genealogist so I very much appreciate the reference material at the Brodie Resource Branch. The staff are all knowledgeable and very helpful.

Community Feedback

I have access to the Internet and electronics to connect to the Internet, but I am glad that those who cannot access them have the opportunity at the library.

89,298

uses of WiFi



Bridging the Digital Divide

Technology Loan Program

We thank our community partner agencies who participated in the referral program in 2021 and we gratefully acknowledge the support of the Government of Canada's Emergency Community Support Fund, the Thunder Bay Community Foundation and the United Way of Thunder Bay for assistance in funding the program.

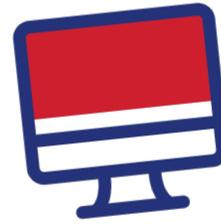
As of January 10, 2022 any adult or teen patron with a library account in good standing is now able to place a hold, borrow and renew a device and WiFi hub.

The tablets, Chromebooks and WiFi hubs are available to help those who need to access digital resources. Borrowers can access a tablet or chromebook, along with a WiFi hub with unlimited data.

The loan period is four weeks (28 days) and as long as there are no holds, devices can be renewed twice. Visit or call any library location to place an item on hold.

50 tablets **90** chromebooks **100** rocket hubs

www.tbpl.ca/digitaldivide



Program Partners

AETS
Alpha Court
Alzheimer Society of Thunder Bay
Brain Injury Services BISNO
Canadian Mental Health Association
Catholic Family Centre
Community Living Thunder Bay
Crossroads Centre
Dilico Anishinabek Family Services
Family Healing and Wellness Centre
Elevate NWO
Elizabeth Fry Society NWO
Healthy Babies/Healthy Children TBDHU
Hospice Northwest
Injured Workers Support Group and
Speakers School
John Howard Society
Kinna Aweya Legal Clinic
Lakehead Social Planning Council
Lutheran Community Care Centre
March of Dimes
Métis Nation of Thunder Bay
Mindful Makers Collective
North Superior Workforce Planning Board
Northwest Employment Works
Northwestern Ontario Women's Centre
NorWest Community Health Centre
Ontario Aboriginal HIV/Aids Strategy
OPTIONS Northwest
Our Kids Count
Rapid Access Addiction Medicine Clinic &
Balmoral Centre
Roots to Harvest
Shkoday
Sister Margaret Smith Centre
St. Joseph's Health Care - Mental Health
Outpatient Program
Three C's Reintroduction Centre
Thunder Bay Children's Centre
Thunder Bay Counselling
Thunder Bay Literacy Group
Thunder Bay Multicultural Association
Thunder Bay Parkinsons Support Group
YES Employment
Youth Inclusion Program - City of Thunder Bay
Maamawi Counselling Centre
TBRHSC Cardiovascular Rehab Program

Stories of Anishinaabe Resilience (SOAR)

The goal of the SOAR project is to increase awareness and commemorate the history and legacy of St. Joseph's Residential School while also honouring residential school survivors, their families, and communities. This is a multi-faceted project.

A research assistant, Sarah McPherson, was hired to conduct research on the establishment, location and movement, policies and everyday goings-on, and the closure and tearing down of St. Joseph's Residential School, as well as testimonials and records of survivor experiences there. This research report includes archival resources held by the City of Thunder Bay, the Thunder Bay Museum, National Centre for Truth and Reconciliation, Shingwauk Residential School, and Department of Indian/Aboriginal/Indigenous and Northern Affairs, as well as secondary source material online and at Lakehead University and Thunder Bay Public Libraries.

Secondary Level Education Curriculum was developed by Johanna Mousseau-Krahn, BEd. The units are cross curricular and intended for high school students. To access the package, contact Robyn Medicine at rmedicine@tbpl.ca

Several painted art pieces have been installed at Brodie and Waverley Resource Libraries. Each piece commemorates and honours the survivors of St. Joseph's Residential School. We thank the talented artists who contributed to this facet of the project - Quill Christie-Peters, Rufus Moonias, and Brian Michon.

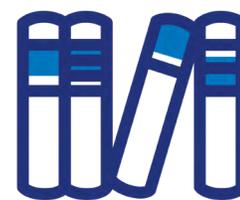
The most important piece of this project was connecting with residential school survivors and family members. Survivors of St. Joseph's Residential School open up about their personal experiences at the school known as the "boarding school". Listen to their personal accounts each month in the Stories of Anishinaabe Resilience (SOAR) Podcast available on Anchor by Spotify. www.anchor.fm/soar-podcast



This project is funded by the Government of Canada.

Canada 

Community Hub Developments



We worked with Sheridan College and local Indigenous volunteers to design and create new shelving and furniture for the Indigenous Knowledge Centre at the Brodie Library. The furniture was installed at the library in 2021.

Condition Assessments were completed at all libraries to determine future capital needs.

New shelving was ordered and installed at the Brodie Library.

Free menstrual products were made available at three library locations in our public restrooms thanks to a pilot program with the City of Thunder Bay.

Mary J.L. Black Library celebrated its 10th Anniversary on June 11, 2021.

The Library engaged LGA Architectural Partners and Lighthouse Consulting to work with us on a Facilities Needs Assessment Project. The consultants engaged the community by conducting interviews with local stakeholders and a community survey.

A new multimedia studio was set up at the Brodie Library, on the lower level, in the former storyhour room. The new studio is equipped with audio and video editing software and equipment, a keyboard, electric guitar, green screen, lights and so much more!



Community Feedback

I think the TBPL is the most under-rated service in the city and deserves way more support and acknowledgment/recognition for the amazing work it does.

The staff are very friendly and helpful. I enjoy the children's spaces and programming (pre-COVID), my kids love going to the library and borrowing books. I can't even imagine how much money our family has saved borrowing books from the library instead of buying them.

Community Feedback

The libraries that I attend have a warm and welcoming environment. I don't use the computers or WiFi there personally but I know this is important for members of our community and I think the library helps support a lot of vulnerable people and that is really important. I also appreciate the French language books as my child has started French immersion.

The Library Budget



Thunder Bay Public Library Financial Summary for 2021

Revenue

City of Thunder Bay	6,981,200
Province of Ontario	229,573
One Time Grants	90,060
Fundraising	54,447
Other Revenue	81,999
Total Revenue	7,445,279

Expenditures

Salary & Benefits	5,061,396
Library Services & Collections	780,807
Capital Expenditures	540,196
Buildings & Equipment	535,456
Administration & Supplies	341,468
Total Expenditures	7,259,323

Community Feedback

Libraries are an invaluable asset to our community. They provide everyone a place to be without one's socio-economic status or ability to "buy something" dictating their ability to gather and obtain valuable services; be it books, media materials, or computer access.

TBPL Library Board:

Carol Grieve, Chair
Jane Todd, Vice Chair

Board Directors:

Eleanor Ashe
Patrick Curran
(Dec. 2021 - Dec. 2022)
Joan Duke
Councillor Andrew Foulds
Margaret MacLean
Melanie Mayhew-Hammond
(Dec. 2018 - Oct. 2021)
George Saarinen
Richard Togman

Secretary/Treasurer:

John Pateman, CEO



Friends of the Library



The Friends is an arms-length group of community volunteers who are dedicated to promoting and supporting public library service in Thunder Bay. Over the past 35 years, the Friends have supported the Library's collections, programs and services, as well as the renewal of its branches.

Due to the pandemic, many of the Friends normal activities were curtailed. The home service delivery program, where volunteers deliver library materials monthly to members who are unable to visit the Library, operated from September to December.

The Friends is one of the 80+ local charities which belong to the Superior Shores Gaming Association. During 2021, volunteers were not allowed into the facility, but we continued to share in revenues and were able to donate money for new collections.

Our used book sales were hampered during 2021. The Southside Book Nook, our used bookstore in Victoriaville, was closed for eight months, opening for business on September 7. In January, the Friends initiated a Friends Bookstore Facebook page along with on-line sale of books. In July we hosted a very successful outdoor Off the Wall Art Sale which offered prints and original artwork for sale as well as art books. In early December the Friends hosted a Christmas Extravaganza Sale with beautifully decorated books suitable for gifting and a Buck-a-Bag Sale in the Victoriaville Village Green.

The Friends Executive met online on a monthly basis. The Friends also held an AGM in April 2021 via Zoom, and the volunteer of the year award was presented to the very deserving Diane Piovesana for her significant accomplishments over the years.

The Friends elected a new slate of officers at the AGM and these include Fran Duke, President, Janet Robertson, Vice President, Joanne Petrisano, Treasurer, Patrick Peotto, Secretary and Kathie Johnson, Past President.

A huge shout out to the Friends for their amazing support of the Library. Despite the challenges of 2021, the Friends still donated \$8,911 to the Library to purchase collections for the whole community to enjoy.

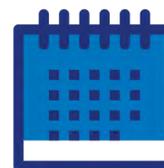
Nancy Angus	Deb Maki
Gary Barney	Janeen & John Mann
Susan Beimer	Donna Mercer
Susanne Bragg	Anne Oliphant
Judith Brown	Pauline Parker
Pamela Cain	Denis Parsons
Lloyd Chung	Anthony Peotto
Janice & Randy Creighton	Patrick Peotto
Samantha Creighton	Tom Peotto
Stewart Creighton	Joanne Petrisano
Margaret Curtis	Diane Piovesana
John DeBakker	Maria Piovesana
Peggy Derkacz	Janet Robertson
Neddie Diakunchak	Ellen Skillen
Frances Duke	Diana Smith
Piroska Golphy	Gary Stockla
Maureen Hansen	Sierra Trees-Turner
Allison Hill	Rose Helene Tremblay
Carol Hryczszyn	Helen Urquhart
Kathie Johnson	Dan Ventrudo
Barb Koppenhaver	Ron Wakewich
Bonnie Lambert	Mary Lou Warren
Christine Lawrie	Roberta Welbourne
Mary Jane Lewandowski	Linda Wills
Helena Liira	Allan Yahn
Alice MacKay	Randy Zaroski



Pictured - Diane Piovesana, 2020 Volunteer of the Year.

Thank you, Donors!

Special thanks go out to these 2021 donors for their generosity. We appreciate your support of Thunder Bay Public Library.



Platinum Donors - \$500+

Gerald Appery
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Jean Engholm
Patrick & Dianne Fenlon
Karl Granberg
Margaret Miller
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Monthly Donors

Thank you to our monthly donors! We would like to give a special thank you to those who chose to support the library with a monthly gift in 2021.

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Anonymous

Did you know that donating monthly - at any amount - is one of the best ways to support the library? Setting up the payments is easy and convenient and knowing that your donation is coming each month helps TBPL plan its future programming and purchasing. Join the monthly giving club today at www.tbpl.ca/monthly

