



November 2025 Strategic Operations Report

Empowering Our Community (and Staff)

- Newmarket Library partnered with GenWell, Canada's Human Connection Movement, to deliver two workshops on the importance of social health in addressing the loneliness epidemic. One workshop was directed to community leaders, and the other towards Library staff. The community feedback on the workshop was overwhelmingly positive.
- The Library proudly sponsored the Diversity, Equity and Inclusion Award at the Town of Newmarket's Annual Community Awards Celebration. The award was presented to Gloria Malcom. Gloria's work with the Newmarket African Caribbean Canadian Association (NACCA) fosters belonging through hospitality and cultural programming, making the community more inclusive and vibrant.

Ensuring Welcoming and Accessible Places and Spaces

- To raise visibility for "Talk to a Stranger Week", November 24-30, 2025, the Library set up a community living room to invite people in to spark new connections. The living room did prompt some conversations between patrons and inspired an article from Lisa King with York Region.com: "I met the perfect stranger at Newmarket Public Library. Here's how I did it, and how you can to"
- November saw an increase in circulation at both Kiosks from the month of October. Circulation was up by 8% at Magna and 43% at Ray Twinney Recreation Centre (RTRC). Fall collections continue to arrive to replenish the kiosks while older and low performing content is removed. A selection of picture books from the main location was added to the Magna Kiosk in October due to the popularity of this format.

Providing Engaging and Relevant Services

- In November staff delivered 72 programs with 925 participants, marking a 44% increase over 2024 and averaging 13 attendees per program. Year-to-date, compared to 2024, we've welcomed 37.1% more visitors into the library while offering 17% fewer programs, a strong indicator of growing engagement and program impact. On November 15th, the Library hosted its first Human Library™ event, featuring seven "human books" sharing experiences such as overcoming

substance abuse, navigating business failure, and immigrating to Canada. Despite coinciding with the Santa Claus Parade, the event attracted 25 unique “readers” and facilitated 36 one-on-one conversations. Participant feedback was very positive.

- The Chess for Kids program continues to be a hub for creating meaningful connections. A teen volunteer, recently arrived from Ukraine, has found a welcoming space to build confidence, practice language skills, and form friendships. Similarly, a father-daughter duo attends weekly sessions to bond, learn, and share memorable experiences. Creating opportunities for connection over shared interests demonstrates that the Library is more than just books, it is a place where people grow, connect and thrive.

Customer Feedback from the Human Library

- “I left with a completely new perspective on experiences I had never considered before.”
- “It was powerful to have such honest conversations in a safe environment.”
- “I feel more connected to my community than ever.”
- “It was comforting knowing that I am not alone as there were similarities in our experiences, regardless of our culture or diversity.”
- “WOW. I never expected to feel so connected to my community. Kudos to the library for continuing to be one of the few places in our community that still values human connections.”
- “Your openness about your experiences is so humbling and authentic. We need more of these conversations in our community.”



The seven volunteers, “Human Books”, from the Human Library™ event