Appendix C

Library Services alignments in support of Council and City strategies and policies

Council's Strategic Priorities Action Plan 2023-2026

Points of alignment	Page number
1.4 *Expand access to existing facilities and programming for recreation, library, community gathering, and 24/7 safe spaces, especially downtown*	p. 15
3.1 Accelerate implementation of municipal responsibilities for United Nations Declaration of Indigenous Peoples, Truth and Reconciliation Commission Calls to Action and Missing and Murdered Indigenous Women and Girls Calls for Justice	p. 17
3.3 Accelerate implementation of the Poverty Reduction Strategy	p. 17
3.6 Increase funding to implement the Winnipeg Recreation Strategy (SPAP noted "improve access to library and recreation services facilities")	p. 17

Community Trends and Performance Report, 2023

Winnipeg Public Library Service Goals are noted as being in alignment with the following OurWinnipeg 2045 sustainable development goals.

OurWinnipeg 2045 Sustainable Development Goals	Libraries Service Goal	Page number
Social Equity	Advance digital literacy by providing relevant programs and services.	p.200
Good Health and Well-Being	Support the development of literacy skills in children and youth through targeted materials, services and programs.	p.200
Good Health and Well-Being	Provide material that reflects the diverse needs and interests of the community.	p.200
Good Health and Well-Being	Increase awareness of the library and its benefits.	p.201
Social Equity	Expand the impact of the library through partnerships and community outreach.	p.201

OurWinnipeg 2045 Development Plan

Points of alignment	Page number
1.15 Community Capacity Development *Partner with community organizations and Indigenous governments to enable community development, leadership and empowerment opportunities, by leveraging municipal programming and service resources including recreation, libraries and the arts, in particular for systemically disadvantaged groups and for those living in areas of highest need.*	p. 20
3.15 Community Capacity Development *Support economic agencies, institutions and community development organizations who are providing workforce education and skills development that aligns with emerging, evidence-informed economic opportunities.*	p. 26
3.16 Optimize Facility Access *Maximize the use of existing municipal assets to promote recreation, community development, and social interaction, while optimizing equitable access, infrastructure reinvestments, service delivery methods and resource management.*	p. 26
3.18 Digital Communications *Facilitate equitable access to communications technology infrastructure networks to enable digital literacy, employment, education, and entertainment opportunities as strategic community and enterprise supports.*	p. 26
3.19 Community Capacity Development *Partner in providing life-long literacy opportunities through municipal facilities and programs including libraries and access to official languages, to advance learning, skills development and self-sufficiency, especially for people who face barriers to economic opportunity.*	p. 26
6.29 New Communities *Plan New Communities to identify and include a defined level of service for public infrastructure and resource requirements, or approved alternative, to achieve complete communities, including an integrated and sustainable transportation system, recreation, parks, libraries, emergency services, and digital communications technology.*	p. 34

Winnipeg Poverty Reduction Strategy 2021-2031

Points of alignment	Page number
Goal 3, A. *Hiring and training programs are implemented that focus on equity, diversity, inclusion, reconciliation with Indigenous people, and poverty reduction.*	p.42
Goal 3, B. *Support is provided to community-led income and employment initiatives for low-income people through partnerships, grants, and in-kind use of City assets and facilities.*	p.42
Goal 3, D. *The City advocates for improved social and economic programs for low-income individuals and families (i.e., Living Wage, Basic Income, childcare, social support, youth employment), and leads by example through action, collaboration, and partnerships.*	p.42
Goal 4, A. *The immediate needs of residents experiencing homelessness or at risk of homelessness are met through collaboration with community partners and other levels of government.*	p.43
Goal 4, B. *Front-line City employees have the knowledge, skills and resources to help connect residents to needed supports.*	p.43
Goal 4, C. *Strategic partnerships to connect people to needed supports are developed.*	p.43
Goal 4, D. *The City adopts a Harm Reduction approach to reduce the harms of substance use for residents.*	p.43
Goal 6, A. *Residents have equitable access to City services, in particular demographic groups who experience marginalization.*	p.47
Goal 6, B. *Community development models and collaborative approaches are enhanced or initiated for service planning and delivery in areas of higher poverty.*	p.47
Goal 6, C. *Use of City's tools and resources are maximized to reduce systemic inequities.*	p.47
Goal 8, A. *Community and equity-based approaches to safety are prioritized and resourced, particularly for First Nations, Métis Nation, Inuit, Black, Racialized and Religious Minority groups and in areas of higher poverty.*	p.49
Goal 8, B. *There is increased safety and security of Indigenous women, girls, 2SLGBTQ+ people, and youth, as the City pursues partnerships and joint initiatives, and prioritizes safety in its decision-making.*	p.49

Newcomer Welcome and Inclusion Policy

Adopted February 27, 2020

Points of alignment	Page number
Strategic Priority 1. A Welcoming City **The City will work to ensure all Newcomers to Winnipeg are welcomed and supported.**	
1.1 Improve communications and promotions to Newcomers of existing and future City programs and services.	p.8
1.2 Create welcoming and orientation opportunities for Newcomers to learn about and connect with the City.	p.8
1.3 Encourage Newcomers to access City services.	p.8
1.4 Educate Newcomers on important life-safety issues through targeted information campaigns.	p.8
Strategic Priority 2. A City without Racism **The City intends to address racism and discrimination in Winnipeg and work to eliminate inequities through education, public awareness, and leading by example.**	
2.3 Build relationships to foster community safety and trust.	p.8
2.4 Work to build understanding between Newcomers and Indigenous peoples.	p.8
Strategic Priority 3. 3. Equitable & Accessible Services **The City will work to provide City services that are equitable, responsive to community need, and accessible for all, through partnerships, social cooperation, and advocacy.**	
3.1 Support and encourage Newcomers to access City services.	p.8
3.3 Support Newcomer community use of City facilities.	p.8
Strategic Priority 4. A Representative Workforce **The City will strive to build a workforce that represents the population it serves.**	
4.1 Diversify the Public Service by creating opportunities for Newcomers and equity seeking groups.	p.8-9
4.2 Create training and employment opportunities for Newcomer youth at the City.	p.9

Winnipeg's Indigenous Accord

Library Services, as part of City government, has a role to play in supporting Winnipeg's Indigenous Accord. In particular, Winnipeg Public Library is uniquely suited to advance any actions related to education and creating awareness of Indigenous-related topics among non-Indigenous Winnipeggers. Winnipeg Public Library also has the potential to expand the range of culturally relevant program opportunities for available to Indigenous Peoples living in Winnipeg.

Principle 10 *Reconciliation requires sustained public education and dialogue, including youth engagement, about the history and legacy of residential schools, Treaties, and Indigenous rights, as well as the historical and contemporary contributions of Indigenous peoples to Canadian Society***.**

Administrative Report - Truth and Reconciliation Calls to Action

February 24, 2016

COUNCIL DECISION 1. That in support of the implementation of the five Truth and Reconciliation Commission's Calls to Action related to municipalities, the Winnipeg Public Services be directed to:
A. Continue current activities of the City, which have no cost implications, that relate to the Truth and Reconciliation Commission's Calls to Action.
C. Investigate additional measures that could be taken by the City to implement the Truth and Reconciliation Commission's Calls to Action

Administrative Report - Missing and Murdered Indigenous Women and Girls (MMIWG) Calls for Justice

March 20, 2020

Calls for Justice Access text of individual Calls for Justice here.	**Page number**
2.3 *Library Services has Indigenous collections to borrow across branches including language learning resources (books, audio, etc.) and cultural resources. Furthermore, Library Services offers programming to address education and awareness on topics in reconciliation (e.g., series with the Treaty Relations Commission of Manitoba). Free classes in Cree, Ojibwe, film screenings and lectures in topics such as treaties and impacts of residential schools are also offered.* --- *The Community Services Department and Indigenous Relations and will explore how these opportunities can be offered consistently and how Indigenous women, girls and 2SLGBTQQIA people can access these programs equitably.*	n/a Alignments recorded in Appendix B: Current City of Winnipeg Initiatives and Potential Enhancements to Address the Calls for Justice
2.4 *Library Services resources to support this Call for Justice include free use of library equipment (inc. sound recording, program partnerships), space, information services research support, and room booking fee waivers for not-for-profit activities that meet criteria to facilitate community use. Millennium Library has two permanent Indigenous spaces that include the Indigenous Collections (including language learning materials): main floor children/family area Ah kha koo gheesh (Groundhog Place - Children Emerge from Learning) and Wii ghoss (Birch Bark Centre) on second floor adult area. The Library has the tools to preserve knowledge by digitizing interviews with Knowledge Keepers and language speakers in Millennium Library's ideaMILL technology and our PastForward online repository.*	n/a

2.7 *Library Services offers free use of equipment for recording, podcasting in the ideaMILL as well as programs and staff guidance on how to use the equipment.*	n/a
8.1 *Beginning in 2016, the Canadian Centre for Child Protection and the City of Winnipeg teamed up for a first-of-its-kind program to enhance the protection of children within all city-run aquatic centres, recreation and leisure centres, and libraries. The program aims to educate employees and patrons on how they can better protect children and reduce victimization within public facility environments by augmenting current administrative procedures and protocols; clarifying how to respond to and report concerns; and increasing capacity of staff to address issues of child sexual abuse and exploitation through training.* *----* *The Community Services Department and Indigenous Relations will collaborate to see how current training for staff who work in City facilities such as recreation, pools and libraries might be enhanced, including funding, to address this Call for Justice.*	n/a
11.1 *Library Services provide public awareness on Missing & Murdered Indigenous Women, Girls & Two-Spirit through both ongoing and periodic initiatives:* *• Info Guide on Indigenous resources and topics includes focus on Missing & Murdered Indigenous Women, Girls & Two-Spirit https://guides.wpl.winnipeg.ca/indigenous* *• Library social media shares timely resources on MMIWG (e.g. when the report was released).*	n/a
15.2 *Library Services encourages and offers frequent opportunity to learn about Indigenous Peoples through extensive collections (read, listen, watch), programs (lectures, films, story times etc.) and information displays and exhibits (including many by Indigenous organizations, artists, filmmakers). Indigenous collections are broad range of materials from historical to contemporary issues with a priority on Indigenous-authored content. As well, Library Services posts on social media and provides an informative Indigenous Info Guide and a Residential School Info Guide. https://guides.wpl.winnipeg.ca/indigenous and https://guides.wpl.winnipeg.ca/residentialschools of recommended reading and information.*	n/a
15.3 *Library Services provides public awareness on Missing & Murdered Indigenous Women, Girls & Two-Spirit through both ongoing and periodic initiatives:*	n/a

• Info Guide on Indigenous resources and topics includes focus on Missing & Murdered Indigenous Women, Girls & Two-Spirit https://guides.wpl.winnipeg.ca/indigenous *• Library social media shares timely resources on MMIWG (e.g. when the report was released).*	
16.4 *Community Services provides Cree and Ojibwe Indigenous language classes through Library Services; Library Services has materials on Inuit language and culture in the Indigenous Collections.* *Indigenous cultural activity programs are delivered through the Recreation Services Division.* *----* *The Community Services Department and Indigenous Relations will seek to collaborate to explore how these opportunities might be offered consistently and include Inuit history and culture.*	n/a
17.26 *Library Services regularly offers a Métis Genealogy workshop (in partnership) and the Indigenous Collections include Métis language and culture resources.*	n/a
17.4 *Community Services provides Cree and Ojibwe Indigenous language classes through Library Services; Library Services has materials on Métis language and culture in the Indigenous Collections.* *----* *The Community Services Department and Indigenous Relations will collaborate to explore how these opportunities could be offered consistently and include Métis history and culture.*	n/a
18.1 *Library Services has 2SLGBTQQIA collections (tagged for easy findability) and an online informative Info Guide: https://guides.wpl.winnipeg.ca/LGBTTQ. Library Services takes part in annual Pride events, partners with Sunshine House for Read by Queens, and regularly seeks out other opportunities to program with 2SLGBTQQIA communities (e.g. in 2019 hosting web comic author Sophie Labelle with Trans Manitoba).*	n/a

Welcoming Winnipeg: Reconciling Our History
January 30, 2020

Potential exists to align Winnipeg Public Library services in support of the *Welcoming Winnipeg* policy's processes, specifically:

Points of alignment	Page number
The criteria that applicants conduct research to support their application. *Welcoming Winnipeg aims to balance/restore historical imbalances within the city. Therefore applicants should demonstrate that research has been conducted to support the requested changes.*	p.4

The City of Winnipeg's Long-Term Commitment Plan – Equity, Diversity, Inclusion and Anti-Racism (Appendix B – Equity, Diversity & Inclusion Policy and Strategy)
September 29, 2021

Points of alignment	Page number
2. Internal: Recruit & Retain People *2.5.3 Design enhancements in the workplace that support the expressed needs of diverse employees, for all employment status categories.*	p.22
3.3 **Educate leaders and employees to achieve the level of equity, diversity & inclusion competence and confidence needed to create an equitable, diverse and inclusive organization.** *3.3.2 As part of the Anti-Racism Awareness at the City, plan ongoing events throughout the year in collaboration with community partners.*	p.25
4 External: Listen & Respond to Community Members	
4.2 Embed EDI in products, programs and services to ensure they are responsive to the needs of our diverse customers and community members.	p.27
4.3 Integrate EDI into marketing, community engagement and customer service to ensure they are responsive to the needs of our diverse customers and community members.	p.27

Public Service Measures to Acknowledge and Support the LiveSAFE Policy Statement - City of Winnipeg Community Safety Strategic Action Plan

Adopted November 25, 2021

Points of alignment	Page number
Recommendation # 1: Develop and sustain a high impact collaborative network facilitated and coordinated by a Community Safety and Well Being Integration Centre and functioning in a collective impact planning environment. *b.Integrate and align the plans of the City of Winnipeg and its departments' plans and related initiatives of other levels of government, community agencies and the private sector*	p. 18
c. Update the existing LiveSafe Policy to reflect community stakeholder suggestions for a vision for the City and guiding principles [Note: select Winnipeg Public Library services (e.g., mobile library service) have been incorporated into LiveSafe Policy action items.]	p.18
Recommendation #2: Invest in recreation and leisure facilities to be the center of community safety and well-being with targeted, accessible and culturally relevant recreation and sports programming for low income children and youth in high crime areas. *d. Conduct an inventory of publicly funded infrastructure, location and their usage (community centres, arenas, sports fields, schools, libraries) and identify opportunities to optimize their usage through partnerships and reimagined programming* *• Equity between high and low crime areas* *• Provide professional support to improve capacity and capability in needed areas* *• Identify sports/ activities of particular interest to Indigenous residents* *• Ensure inventory and analysis considers human resourcing needs and opportunities to provide highly qualified personnel in high needs areas and supporting evening and weekend access as well* *• Consider other recreation activities including learning and practicing music, computer access, gaming*	p.20

Winnipeg Recreation Strategy

December, 2021

Library Services is mentioned extensively throughout the *Winnipeg Recreation Strategy* with respect to facility development. Below is a point of alignment that addresses operations.

Points of alignment	Page number
3.1.3 Collaboration between recreation and library services *Libraries are also well positioned to promote and support health and wellbeing. Libraries are trusted community institutions that provide access to relevant and reliable information, bring the community together through programming and gathering spaces, and transform lives through learning.*	p.44

Age-friendly Winnipeg Action Plan

May, 2014

Points of alignment	Page number
Social Participation	
Direction and Overview **The City of Winnipeg recognizes being a great city means having opportunities for Winnipeggers of all ages to experience community vitality, opportunities to fulfill their potential and to experience the creativity and expression of the arts.** **Directions that support age-friendly social participation include:** *Provide equitable access to municipal programs, services and facilities, through a variety of strategies including the integration of age-friendly principles into City services.*	p.11
Provide high-quality, responsive and innovative library programs and services that emphasize literacy and lifelong learning.	p.11
Provide libraries that are safe, convenient and accessible community places.	p.11
Foster life-long arts learning opportunities.	p.11
Taking Action ***Library Programs*** *Expanded computer training and other senior-friendly programs at City libraries – with promotion of resources for older adults to seniors serving organizations.*	p.11
Taking Action **Age-Friendly Recreation and Learning** ...encouraging partnerships with Senior Serving Organizations that provide programming for older adults/seniors to ensure more efficient use of space within city. As well, most City libraries have accessible, no-cost meeting rooms available to not-for-profit Senior Serving Organizations.	p.11-12

Respect and Social Inclusion	
Direction and Overview *The City of Winnipeg demonstrates respect and inclusion through its Respectful Workplace policy, Universal Design Policy and by promoting equitable access to municipal programs, services and facilities.*	p.13
Taking Action **Including all Generations** *Multi-generational use of the recreational buildings and civic space is an ongoing strategy. The Community Services Department has neighbourhood-level teams that strive to identify and respond to community needs while promoting multi-generational activities.*	p.13
Civic Participation and Employment	
Direction and Overview **The City of Winnipeg has an inclusive and age-friendly approach to employment, and works with others to promote opportunity for participation and employment for all Winnipeggers. Specific OurWinnipeg directions related to civic participation and employment include:** *Promote the concept of lifelong learning by partnering to enhance existing workforce integration and life-skill programs.*	p.15
Taking Action **Including all Generations** *Multi-generational use of the recreational buildings and civic space is an ongoing strategy. The Community Services Department has neighbourhood-level teams that strive to identify and respond to community needs while promoting multi-generational activities.*	p.15
Communication and Information	
Direction and Overview *The City of Winnipeg strives to deliver integrated, efficient and complete information about services and programs. Beyond the City's policy of integrating age-friendliness into policies, strategies, guidelines and actions, the Universal Design policy commits the City to ensuring that all Information, such as written documents and announcements, website design, interactive communication processes, and oral and visual presentations, prepared by any department in The City of Winnipeg take into consideration compliance with Universal Design criteria.*	p.17
Taking Action *Promoting Awareness of Library Services* *The City provides information to older adults about the range of the Library's Age Friendly and other services through the Library's newsletter, website and attendance at relevant community events as well as through community-based presentations conducted by Library staff and hosted by Senior Serving Organizations and other relevant groups.*	p.17

Service information is shared with organizations such as Home Care coordinators to try and spread the word.	
Community Support and Health Services	
Direction and Overview *The City of Winnipeg strives to use municipal services such as libraries and recreation as opportunities to foster healthy communities. Partnerships with community organizations, developers and other partners are used to foster an urban environment that is supportive, accessible and age-friendly.*	p.19
Taking Action **Lifelong Learning *** *Winnipeg Public Libraries continue to work with University of Manitoba, Lifelong Learning and Continuing Education Branch to promote their seniors programs. City libraries have been a host site for the University's Extended Learning on Nutrition for Seniors programming during Seniors Month.*	p.19
Taking Action ***Libraries in the Community **** *A special Institutional Deposit Service is available for Senior Serving Organizations and facilities and a Homebound Library Service is available that provides a monthly delivery of Library materials to individuals without the physical ability or social supports to access a library.*	p.19

*These two items were point-in-time activities that took place in 2014, however Library Services continues to work to provide programs and services relevant for seniors.