



ST. CATHARINES PUBLIC LIBRARY



ANNUAL Report 2003

www.stcatharines.library.on.ca

ST. CATHARINES PUBLIC LIBRARY BOARD 2003

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MISSION STATEMENT

The St. Catharines Public Library Board is committed to providing all the citizens of St. Catharines with the highest level of library services, materials, and facilities within the resources available to meet their informational, educational, and recreational needs.

LIBRARY HIGHLIGHTS 2003

On January 27, 2000 the Library Board approved the *Strategic Agenda: serving our community 2000-2003*. This strategic plan provided the framework for the renovation of the facilities and the enhancement of library services. In 2003 the final objectives of this plan were completed.

FACILITIES

In 1999 a consultant conducted a condition assessment of the 22-year-old Central Library. The Board approved a multi-year funding strategy to address the deficiencies identified in the report. The last major project was the replacement of the HVAC system at the Central Library, and this was completed in October 2003. In addition, the Merritt Branch was renovated and relocated to a new site in the Hartzel Road Plaza.

PROGRAMS

Regular children's programs included: Time for Tots, Toddler Time, Preschool Story Time, Story Stairs and March Break programs. The TD Summer Reading Club theme was "20,000 Reads Under The Sea" and 550 children between the ages of 5 and 12 were registered. The Surf the Net computer camp was held in July. Other events included Fire Safety with Inspector Bob and Sparky, and Cartoonmania with artist Beverly Sneath.

Teen programs included the St. John Ambulance Babysitters course and Glitter and Glamour. A new program, Our Beliefs: Youth And Spiritual Traditions, was introduced at the Central Library. The summer reading program was Teen Book Survivor Island. The third annual Fresh Ink writing contest for 12 to 18-year-olds continued in popularity. Prizes were awarded for

the winning entries and they were published in the Library's *Fresh Ink Magazine*.

Adult and seniors programs covered a wide variety of topics including: gardening, tax clinics, family law, and travelogues. Readings were done by Hans Tammemagi, author of *The Glory Of Parliament Hill*; William Thomas, author of *Never Hitchhike On The Road Less Travelled*, and poet John Weier, author of *Violinmaker's Lament*.

The St. Catharines Art Association held their annual spring and winter art shows at the Central Library and the Chapel Singers and the Salvation Army Citadel Band held their annual Christmas concert in the atrium.

In 2003 the Library introduced two new programs: Discover Your Roots, which provides a basic overview of genealogical resources and family history research methods, and a computer course on how to search the electronic subscription databases.

TECHNOLOGY

Remote access to the electronic subscription databases was introduced. Registered patrons now have 24/7 access to over 2500 electronic full-text periodicals, newspapers and reference publications via the Library's website. The Royal Canadian Henley Regatta trophies and results database was completed and is accessible via the Library's website.

COLLECTIONS AND SERVICES

Two electronic databases were added to the existing collection: Career Cruising and Electric Library. The DVD collection was expanded significantly to respond to increasing demand. A video, DVD, and CD listing was introduced and is published quarterly. The hold

service was reviewed and a non-pick up fee was implemented to improve access to the materials. Meeting room rental rates were also reviewed and revised.

COMMUNITY NEEDS ASSESSMENT SURVEY

In 1997 a user survey had been conducted. This survey indicated that improvements were required in a number of areas including: hours of service, collections and facilities. In 1999 some of the concerns were addressed. The *Strategic Agenda: serving our community 2000-2003* provided a strategy to address the remaining deficiencies and included new initiatives and service enhancements.

In 2003 a follow up survey was conducted. The results indicated a dramatic and positive change in all categories over 1997. All collection ratings had improved. 97.5% of the respondents indicated they were pleased with the Library system. 92.3% indicated they usually found the items or information they needed. 96.6% were pleased with the facilities. Almost 80% found the Library hours convenient compared with only 65.5% in 1997.

MINISTRY OF CULTURE AWARD

The Library was the recipient of the 2003 Ministry of Culture Angus Mowat Award Of Excellence. The award recognizes a commitment to excellence in public service and program delivery.

STRATEGIC AGENDA

The *Strategic Agenda: innovation and information 2004-2006* was completed and approved by the Library Board in November 2003. The *Strategic Agenda* is posted on the Library's website.

STATISTICS

Library Use

Circulation	1,257,900
In-House Use	951,808
Information Requests	172,016
Visits	603,044
Holds Filled	80,048
Patrons Registered	73,499

Program Attendance

Programs	11,553
Class Visits	3,890

Web Services

Virtual Visits	177,401
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Collection

Volumes held	358,348
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LIBRARY SERVICES

- Collections (Print And Non-Print)
- Information Services
- Local History/Genealogy
- Interlibrary Loan
- Computer Courses
- Reserves
- Access To The Internet
- Children's Programs
- Teen Programs
- Adult Programs
- Meeting Room Rentals
- Word Processing

FINANCIAL STATEMENT 2003

Revenues

Municipal Contribution	4,043,760
Provincial Grant	228,616
Miscellaneous Revenue	327,644

Total Revenues4,600,020

Expenditures

Salaries and Benefits	2,896,650
Library Materials	784,994
Occupancy Costs	411,712
Library Services and Supplies	191,176
Operating Capital	243,537

Total Expenditures4,528,069

Unexpended Revenue 71,951

The Library gratefully acknowledges the ongoing support of the following: the City of St. Catharines; the Provincial Government; sponsors of our programs; and the many donors who assisted the Library through contributions to the Endowment and Trust Fund, Honour With Books, and Gifts In Kind.

LIBRARY LOCATIONS

Central

54 Church Street, L2R 7K2

905-688-6103, fax 905-688-6292

Tues. - Thurs. 10 am - 9 pm

Friday 10 am - 6 pm

Saturday 9 am - 5 pm

Sunday 1:30 pm - 5 pm

Oct. - Dec.

Jan. - May

Grantham

Scott and Vine Streets, L2M 3W4

905-934-7511

and

Merritt

149 Hartzel Road, L2P 1N6

905-682-3568

Tues. - Wed. 10 am - 5:30 pm

Thurs. - Fri. 10 am - 9 pm

Saturday 9 am - 5 pm

Port Dalhousie

23 Brock Street, L2N 5E1

905-646-0220

Tuesday 1 pm - 8 pm

Thursday 10 am - 12 noon

1 pm - 8 pm

Saturday 11 am - 4 pm