



# **ANNUAL** Report **2010**

**ST. CATHARINES PUBLIC LIBRARY**

**[www.stcatharines.library.on.ca](http://www.stcatharines.library.on.ca)**



## ST. CATHARINES PUBLIC LIBRARY 1888 - 2010 2010 REVIEW OF ACTIVITIES - EXECUTIVE SUMMARY

### Executive Summary

The St. Catharines Public Library has served the community for 123 years. While much has changed over the past century the fundamental principles of library service have remained the same. St. Catharines Public Library continues to support and promote literacy, life-long learning, self-improvement and the development of an informed citizenry and a creative community. The library provides access to cultural resources, leisure materials and a world of information in a variety of formats. The library offers programs for all age groups including computer and cultural programs. Its doors are open to everyone regardless of age, ability, education, or economic status. The Library provides accessible public space where individuals and groups can gather to learn, to discuss and to share ideas.

The St. Catharines Public Library's website provides a portal to the library resources and services including 24/7 access to: over 34,875 electronic full-text magazines, newspapers and reference sources; 200 reference E-books; and a downloadable digital collection. Patrons can search for materials, renew materials, place holds, print full-text articles and download books either at the library or from the convenience of their home, office, smart phone, notebook or tablet personal computer.

Strategic plans guide the development of library services. The *Strategic Agenda 2007-2010 Door onto the World* provided the focus for service development in 2010.

Key objectives that were achieved in 2010 are listed below.

- Introduced a Downloadable Audio and E-Book collection.
- Implemented Facebook and Twitter software to promote services and programs.
- Increased programming for children, teens and adults by 10%.
- Launched a children's book club.
- Organized the 10th Annual Fresh Ink Writing Competition for Teens.
- Installed public wireless Internet access at the Branches.
- Published From the Back Room an anthology of poems and stories by the Teen Writer's Club.
- Upgraded 15 public access computers with CAP grant funding.
- Implemented Workplace Violence Prevention and Harassment Prevention Policies
- Conducted a Workplace Violence Risk Assessment Survey.
- Retrofitted the interior fountain, replaced the sump pump and upgraded the accessible washrooms at the Central Library.
- Implemented HST legislation.
- Upgraded the Integrated Library System.
- Updated the Tangible Capital Asset Inventory.
- Conducted a Benefits Review, Banking Services Review and Vendor Review.

The report that follows provides more detail on the activities of the Library in 2010.

## 2010 REVIEW OF ACTIVITIES - DETAILS

### Technology

The Library maximizes the use of computers and advances in technology to: store and retrieve data, order and receive materials, and deliver products and services in a cost-effective and convenient manner. Technology plans have guided this development.

In 2006 the Library replaced its automated system. In 2008 we installed: software that allowed users to search the catalogue, electronic databases, e-books and web resources all-in-one or mix and match; software that allowed patrons to self-manage access to the public Internet stations; and software which controlled remote access to our paid electronic full text subscriptions.

In 2009 IT staff implemented the following web services: Wordpress Blog; a Help Desk Ticketing and Support Tracking system; and Internal WebBlog for staff; and a Document Management and Distribution system. Wireless Internet access was also introduced at the Central Library.

In 2010 the following IT objectives were completed.

- Implemented Debt Collect Software which automated collection activities.
- Launched the Downloadable Audio-book and E-Book Collection.
- Integrated Twitter and Facebook software with library system software in order to promote collections and services to the online community.
- Introduced wireless Internet access at all Branches.
- Upgraded 15 public access Internet computers with grant funding from Industry Canada's Community Access Program. All public PCs are configured to allow:
  - USB and flash memory devices at every station
  - Word processing, spreadsheet and presentation software
  - Multi-language support
  - Scheduled power on and off
  - Other remote management features (wake-on-lan)
  - Open office was installed on all public Internet stations to allow patrons the ability to create and edit Microsoft Office Documents created in MS Word, Excel, PowerPoint as well as open and edit attachments received via email.
- Upgraded 25 staff pc's.
- Developed on-line time card application and staff scheduling software.

### Virtual Library Services - Access to collections, patron records, electronic collections

The Library provides 24/7 access: to the online catalogue; patron records; full-text periodicals, newspapers and reference sources; as well as downloadable e-books and audio books. Patrons can search the online catalogue, check their records, place holds, renew items, print full text articles and download books remotely. They can email their reference requests to the library. They can also follow the library through our Facebook or Twitter applications. Automated telephone messaging systems notify patrons of their holds and over-dues.

## Electronic Resources

Print magazine and newspaper subscriptions are expensive to provide and maintain. They require processing, shelving and inventory management. Print copies can be lost, defaced and available to only one user at a time.

Publishers also recognized the advantages of producing journals/newspapers in electronic formats and developed full-text electronic databases which bundled a number of periodical/newspaper titles and reference resources. In 2004 the Library subscribed to 5 electronic full text databases which offered access to 2,500 magazines, newspapers and reference books. In 2005, as part of the Large Urban Public Library Consortia we were able to offer access to 17,000 full-text resources with very little increase to our cost.

In 2010 these same subscriptions (and those available free of charge through the Southern Ontario Library Service portal) provide access to 34,875 magazines, newspapers and reference materials.

## Downloadable Digital Collection

In June 2010 we introduced the downloadable digital e-book and audio book collection. The collection includes fiction and non-fiction for adults, teens and children. There are 1,451 copies in this growing collection which circulated 3,321 times to 1,155 patrons in 2010. Training courses are offered in the Learning Resource Center on how to download the material, as well as one on one.

## **Collections (non-digital)**

Collection development plans ensure the systematic review of all resources. Collection development includes: an analysis of use statistics, patron requests, knowledge of school curriculums, knowledge of other resources in the community, familiarity with publishers and publishing trends etc.

Vendor reviews are conducted annually and volume discounts are negotiated. Centralized collection development considering the system as whole ensures resource duplication is kept to a minimum. DVDs, CDs, audiobooks, large print materials are housed at the Central Library with branches receiving regular floats of these collections.

In 2010 the Library added 23,543 titles and 48,225 items. In addition to purchased material, the Library added 1,235 donations. The collection consists of 367,077 items.

## Special Collections/Local History

This unique collection provides valuable genealogical and local history materials. The Library purchases a variety of material for Specials Collections, primarily microfilm of newspapers and census data.

## Norval Johnson Heritage Centre Library Collection

In October 2009 the Library acquired the Norval Johnson Heritage Centre Library's Black History collection which was housed in Niagara Falls at 5674 Peer Street. The Centre's Library was affiliated with the BME Nathaniel Dett Memorial Chapel.

The collection includes: 1,300 books, genealogical binders of unique Black History materials for the Niagara Region, and vertical file material. In 2010 staff began to index and organize all the primary and secondary resource materials and are creating finding aids for these resources which are housed at the Central Library.

## Programs

### Children's Programming

A primary role of the Library is the development of literacy skills in children 0-11 years of age. To support this objective in 2010 the Library offered the following regular programs for children:

- Books for Babies (0-24 months)
- Toddler Time (24-40 months)
- Preschool Storytime (3-5yrs)
- Family Storytime (ages 5 and under and their families)
- Saturday Story Stairs

We also develop and offer:

- March Break programs (10 in 2010)
- Summer Reading Club Programs (age 5 to 12)
- Read Together Summer Reading Club (age 4 and under)
- Class Visits

In 2009 the Library offered 598 programs. The total attendance at the programs was 9,157. In 2010 we offered 662 programs (11% increase). Total attendance was 10,246 (11.8%) increase.

### Young Adult Programming

In 2009 staff continued to expand programs for this target group and created a Teen Advisory Council to solicit feedback and input.

In 2010 we offered a wide variety of programs for teens which included:

- Anime Club
- Teen Computer Lab and Homework Help
- Research Skill Development for Grade 12 students
- Teen Writers Club
- March Break Programs
- i-Read Teen Summer Reading Club
- Fresh Ink Writing Contest
- Photography Contest
- Scrap book workshop
- St. John's Ambulance Babysitters Course
- Driver's workshop

The Teen Writers Club is a partnership with the Canadian Authors Association. The Club meets once a month. In 2010 the members of the writers club completed an anthology of poems and short stories to commemorate 120 years of library service - 1888-2008. The anthology From the Back Room was published in 2010 with an official launch and book signing which was held at the Library in October.

In 2009 we offered 92 teen programs. Total attendance was 1,678. In 2010 we offered 111 programs (20% increase). Total attendance was 2,069 (23%) increase.

## **Adult Programming**

### Computer Programs

The Library continued to offer a variety of computer programs that teach the public how to create, send, search and retrieve information. These include:

- Introduction to Computers
- Internet I, II, and III
- Email Basics, Microsoft Word Basics
- Genealogy on the Internet
- Finding Health Information on the Internet
- Job and Career Searching Online

Afternoons for Adults continued in 2010 with both a Spring and Fall series. In 2010 the Library offered 12 programs which included:

- Memoir Writings
- Drivewise Seminar
- Concert of Old Favourites
- Mature Driver Improvement
- Qi Gong and Tai Chi

### Adult Programs

In addition, the Library offers a wide variety of life-long learning programs including author readings. Some of the programs we offered in 2010 are listed below.

- Day the Falls Stood Still - C. Buchanan -Author Reading.
- Recreating the Past - C. Arnt - Presentation on Butler's Rangers and the War of 1812
- Visions of Niagara Wine - L. Bramble - Author Reading.
- History of Women's Softball in St. Catharines 1919-1960 - M. Likavec Author Reading
- Tax Clinics and Learn to Prepare Your Own Taxes - Canada Revenue Agency
- Myths, Miracles and Magic of the Night Sky - Dr. B. Philack
- Biodiversity in Niagara - C. Lindbald (Niagara Peninsula Conservation Authority)
- Edible Plants - C. DiRaddo (Sassafras Farms)
- Canada's Black Military Heritage - W. Morrison (Norval Johnson Heritage Centre)
- Strange Fatality, the Battle of Stoney Creek 1813 - J. Elliott - Author Reading
- Stories of St. Catharines Wartime Neighbourhoods -1941-1947 - St. Catharines Heritage Committee
- Life in the Middle Ages - Society for Creative Anachronism

- Continuum Concert, music from the 17th and 20th centuries
- Niagara Reads Program
- Get Social Media - Social Media Club Niagara
- Charities Information Session - Canada Revenue Agency
- Wills, Estates, and Powers of Attorney - (Niagara North Community Legal Assistance)
- Memorial Remembrance Day Concert – Lincoln & Welland Regimental Bands
- Christmas Concert – Chapel Singers/Salvation Army Band

In 2009 we offered 379 adult programs with a total attendance of 5,541. In 2010 we offered 402 adult programs (6% increase) with a total of 5,807 attending (5% increase).

### **Overall Program Attendance – All Age Groups**

In 2009 the Library offered a total of 1,069 programs including class visits with 16,376 attending. In 2010 the Library offered 1,175 programs (10% increase) with 18,122 attending (10.6) % increase.

### **Facilities**

In 2010 the sump pump was replaced at the Central Library. In addition, 6 thermal panels in the atrium were replaced and the interior fountain was retrofitted.

### **Museum - Cataloguing Project**

In 2007 the Library agreed to catalogue the Museum's book collection and host the records on our database. In 2010 we catalogued 1,365 items. The total number catalogued/processed since 2007 is 10,391 items.

### **Outreach, Visiting Library Service**

In 2010 the Library made 498 housebound visits delivering 3,292 items. Throughout the year, staff provided outreach to daycares and schools, as well as book deposits to a number of seniors' residences.

### **Fundraising and Grants**

#### **Grants**

In 2010 the Library received a Community Access Program grant for \$13,134. The grant was used to purchase 15 public access Internet PCs. A grant for \$37,500 was received from the Ministry of Culture in support of the proposal to acquire a digital collection. The grants totalled \$51,750.

#### **Fundraising and Donations**

The Library continued fundraising activities through the sale of used books, equipment, book bags, Endowment and Trust and Honour with Books programs. In 2010 the Library received a donation from the Estate of Ms. June Munro. Ms. Munro was the Chief Librarian from 1973 -1981. The total amount in 2010 from all of these avenues was \$69,504.00.



### **Meeting Rooms**

Meeting rooms are provided primarily for not-for-profit community groups. In 2009 the rooms were booked 550 times and generated \$14,836 in revenue. In 2010 the rooms were booked 629 times and generated \$16,437 in revenue.

### **Aquatic Centre and Library Branch**

In 2008 the City approved the construction of an Aquatic Centre and Library Branch at Pearson Park. The program elements were established in October 2008. In March 2009, a design was presented to the community. The tender was released in February 2010. Construction commenced in the spring. Four Library staff members are part of the project team.

### **Committees**

Library staff are active participants in a number of community and regional and provincial committees including among others: the City of St. Catharines Culture Committee, the Region of Niagara Iture Committee, and the city's Integrated Community Sustainability Committee, and the Federation of Ontario Public Libraries.

## STATISTICS 2010

<b>Collection</b>	
Volumes held	370,793
Titles held (not including periodicals)	256,975
Digital collection	1,235
Periodicals (print titles)	695
Periodicals (electronic titles)	34,875
<b>Library Use</b>	
Circulation	1,159,252
In-house Use*	974,550
Information requests*	226,252
Visits	
• In person (does not include attendance in the meeting rooms)	459,836
• Virtual visits	409,210
<b>Programs</b>	
Programs	1,175
Attendance	18,122

\* Note: From Annual Survey

## FINANCIAL REPORT 2010

<b>Revenues</b>	
Municipal Contribution	4,906,500
Provincial Grant	228,616
Miscellaneous Revenue	367,396
Funds Transferred to Reserves	(327,547)
<b>Total Revenue</b>	<b>5,174,965</b>
<b>Expenditures</b>	
Salaries and benefits	3,389,152
Library Materials	896,192
Occupancy Costs	474,566
Library Services and Supplies	198,643
Operating Capital	71,412
<b>Total Expenditures</b>	<b>5,029,965</b>
<b>Unexpended Balance</b>	<b>145,000</b>

## LIBRARY BOARD 2010 and LIBRARY 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.

Les McDonald, Chair  
A. McEwen, Vice-Chair  
Anne Carruthers  
Anna Cook  
Councillor Bill Phillips  
Shirley Reilly  
Andrejs Rosts  
Melanie Sendzik  
Councillor Bruce Williamson

## LIBRARY BRANCHES AND LOCATIONS

### **CENTENNIAL**

54 Church Street  
905-688-6103  
905-688-6292(fax)

### **GRANTHAM**

400 Scott Street  
905-934-7511

### **MERRITT**

149 Hartzel Road  
905-682-3568

### **PORT DALHOUSIE**

23 Brock Street  
905-646-0220

Email us at [admin@stcatharines.library.on.ca](mailto:admin@stcatharines.library.on.ca)  
Telephone Reference Service 905-688-6103, ext 211  
Email reference Service [askus@stcatharines.library.on.ca](mailto:askus@stcatharines.library.on.ca)

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