ANNUAL Report
2011

ST. CATHARINES PUBLIC LIBRARY

www.stcatharines.library.on.ca

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ST. CATHARINES PUBLIC LIBRARY 1888 - 2011
2011 REVIEW OF ACTIVITIES AND ANNUAL STATISTICS

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Executive Summary

The St. Catharines Public Library has served the community for 124 years and while the Library has changed the fundamental principles of library service have remained the same. The Library continues to support and promote literacy and life long learning.

To achieve these objectives the Library provides access to materials and information in a wide variety of formats, including full text electronic databases as well as downloadable E-books and audio books. The Library offers programs that develop literacy and creative writing skills, that teach or inform, that stimulate debate and discussion, as well as programs that promote local arts and culture. Computer literacy programming is also an integral part of library activity.

The virtual library is open 24/7. Our website provides the portal to library resources and services including access to: over 82,656 electronic full-text magazines, newspapers and reference sources; 200 reference E-books; and a downloadable digital collection. Clients can search for materials, place holds and renew items, download books, and print full text articles from the convenience of their home, office, smart phone or notebook or tablet pc. Facebook and Twitter. accounts promote services and upcoming events.

Key objectives in 2011 include the following:

- Activities related to the creation of the New Grantham Branch including:
  - Creating the Request for Proposal for the shelving.
  - Creating the Request for Proposal for the furniture.
  - Conducting a collection review.
  - Developing a Donation and Sponsorship Program.
- Expanding the Downloadable and E-book collection.
- Organizing the 11th Fresh Ink Writing Competition for Teens.
- Installing wireless Internet at the Branches.
- Launching InfoChat - a chat based information and research service.
- Installing a new Unified Threat Management Firewall.
- Upgrading public pc's and printers.
- Participating in the development of the Integrated Sustainability Strategy.
- Building partnerships locally and provincially.

The report that follows provides more detail on the activities of the Library in 2011.

2011 REVIEW OF ACTIVITIES AND ANNUAL STATISTICS

Technology
The Library uses computers and new technologies to: store and retrieve data, order and receive materials, and deliver products and services in a cost-effective and convenient manner. Our technological infrastructure is always evolving and its development is guided by operational and strategic plans.

In 2006, the Library replaced its automated system. In 2008 the Library installed: software that allowed users to search the catalogue, electronic databases, E-books and web resources all at the same time and software that allowed patrons to self-manage access to the public Internet stations. In 2009 IT staff implemented a number of web services including: a Wordpress Blog; a Help Desk Ticketing and Support Tracking system; an internal WebBlog for staff; and a document management and distribution system. Wireless Internet access was introduced at the Central Library. In 2010 the Library automated its fine collection activity, introduced the downloadable Audio-book/E-book collection, launched Twitter and Facebook, installed wireless Internet access at the Branches, and upgraded 15 public access and 25 staff computers. In 2011, IT goals included: installing a new Unified Threat Management Firewall and upgrading public access pc's and printer.

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 and downloadable E-books and audio books. Patrons can search the 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 or use Info-Chat. They can follow the Library through Facebook or Twitter

Full Text Electronic Resources
In 2004 the Library provided access to 2,500 full-text electronic magazines, newspapers and reference books.

In 2011, the Library provided access to 82,656 online magazines, newspapers and reference materials.

Downloadable Digital Collection
In June 2010, the Library launched the downloadable digital E-book and audio book collection. The collection includes Fiction and Non-Fiction titles for all age groups. In 2011 the 2,728 titles had circulated 14,770 times.

Collections

Collection development plans ensure the systematic review of all resources. In 2011 the Library added 23,077 titles (21,008 print/AV titles and 1,277 digital titles) and 44,923 copies (42,195 print/AV copies and 2728 digital copies). At year end the collection included 252,822 titles and 364,550 copies. The online electronic full-text magazines and reference materials are not included in the collection statistics.

Special Collections/Local History

This unique collection consists of local history and genealogical materials in a wide variety of formats. The Library purchases materials for this collection, primarily microfilm resources of newspapers, census tracks etc.

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 Norval Johnson Heritage Centre was affiliated with the BME Nathaniel Dett Memorial Chapel. The collection is housed at the Central Library and includes over 1,300 books, as well as genealogical binders and clipping files of Black History materials for the Niagara Region. In 2011, staff completed organizing and indexing all the primary and secondary resource materials, with the help of W. Morrison and L. Johnson, members of the NJ Heritage Centre Library Board.

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 the Library offered the following regular programs:

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

In addition the Library developed the programs listed below:

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

In 2011 the Library offered 635 children's programs. The total attendance at the programs was 10,060.

Young Adult Programming
In 2011 staff continued to expand programs based on feedback received from the Teen Advisory Council. Programs offered included the following:

- Anime Club
- Teen Computer Lab and Homework Help
- Research Skill Development for Grade 12 students
- Teen Health and Wellness Electronic resource workshop
- Teen Writers Club
- March Break Programs
- iRead Teen Summer Reading Club
- Fresh Ink Writing Contest
- Photography Contest
- Twighlight Trivia
- Tween and Teen Photography Contest
- Electronic Resources for Teens Driver's workshop
- Wii Winter Games
- String Prints

In 2011 there were 124 programs with 1,838 teens in attendance.

Adult Programming
Computer Programs
The Library continued to offer a variety of computer programs that teach the public how to use the new technologies which included:

- Computers 1 and 2,
- Internet I, 2 and 3
- Email Basics
- Microsoft Word Basics
- Genealogy on the Internet
- Finding Health Information on the Internet
- Job and Career Searching Online
- Ancestry Online Research
- Downloading Audiobooks & eBooks
- Twitter Basics
- Facebook 1 and 2

Afternoons for Adults continued in 2011 with both a Spring and Fall series. Programs included:

- Writing your Will
- E-Reading Made Easy
- Hiking 101
- Cruising the Rhine River
- Elder Abuse and Fraud
- Transitioning Care as we Age

Adult Programs
Life-long learning programs and author readings continued in 2011. Some of the programs are listed below.

- Destroying and Discovering Heritage - seminar by Brian Narhi (St. Catharines Heritage Committee)
- Niagara Birds by J. Black and K. Roy
- Covering Niagara: Studies in Local Popular Culture by Professor Joan Nicks and Professor Barry Keith Grant
- Small Business Roundtable Discussion.
- Debt Trouble - seminar by Kathleen Batstone
- The Hamilton and the Scourge (ships of 1812) - seminar by M. McAllister
- Reducing Your Risk of Chronic Conditions - seminar by J. McNeil
- The Astonishing General: The Life and Legacy of Sir Isaac Brock - by Dr. Wesley Turner
- A Celebration of Jane Austen - seminar by Professor Barbara Seeber
- The Art of Writing and Publishing - seminar by W. Connor
- The God Tube: Uncovering the Hidden Spiritual Message in Pop Culture - by Professor J. Lawler
- Mastering the Art of Coping in Good Times and Bad - by Linda Edgar
- Tax Clinics - Canada Revenue Agency
- Learn to Prepare Your Own Taxes - Canada Revenue Agency
- Life in the Middle Ages - Society for Creative Anachronism
- Memorial Remembrance Day Concert – Lincoln & Welland Regimental Bands
- Christmas Concert – Chapel Singers/Salvation Army Band

In 2011 a total of 4, 051 adults attended the 368 life-long learning programs and author readings.

Overall Program Attendance – All Age Groups
In 2011 the Library offered a total of 1,182 programs (includes class visits). Total attendance was 17,203.

Facilities
In 2011 the Library continued to address ongoing maintenance issues.

Museum – Library - Cataloguing Project
In 2007 the Library agreed to catalogue the Museum's book collection and host the Museum's records on the Library's database. In 2011 the Library catalogued 214 items. Total catalogued since 2007 is 3,102.

Outreach, Visiting Library Service
In 2011 the Library made 505 housebound visits delivering 3,529 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 -$31,423.00
In 2011 the Library received $13,134 from the Community Access Program to upgrade public access Internet PC's, public printers and the Computer Training Room laptop. A grant for $18,289.00 was received from the Ministry of Culture which will be used in 2012 to acquire computer equipment and software that will make our online catalogue, online materials and print materials more accessible to clients with special needs.

<u>Fundraising and Donations -$17,811.00</u>
The Library continued fundraising activities. Fundraising initiatives include a variety of donation programs, as well as the sale of used books and equipment. In 2011 these avenues realized a contribution of $17,811.00.

Meeting Rooms
Meeting rooms are provided primarily for not-for-profit community groups. In 2011 the meeting rooms were booked 628 times and generated $17,165.00 in revenue.

Aquatic Centre and Library Branch
In 2011, Library staff continued to work on projects related to the completion of the new library branch. These included: creating the Request for Proposal for the shelving and the furniture, conducting a collection review, developing a Branch Specific donation and sponsorship program, preparing telecommunications and equipment updates. Members of the Library's Project Team liaised with the City's project manager on a regular basis to respond to questions from the general contractor with respect to various elements of the library.

Committees and Partnerships
In 2011 the Library was an active participant of the City of St. Catharines Culture Committee and the Integrated Community Sustainability Planning Committee and Federation of Ontario Public Libraries Board.

Collections	
Volumes held	252,822
Titles held (not including periodicals)	364,550
Digital Collection	2,728
Periodicals (print titles)	695
Periodicals (electronic titles)	34,875
Library Use	
Circulation (includes digital)	1,128,520
In-house Use	127,274
Information Requests*	228,592
Visits	
• In person (does not include attendance in the meeting rooms)	449,286
• Virtual visits	622,915
Registered Patrons	79,297
Programs	
Programs held.	1,182
Attendance	17,203

From Annual Survey Week

FINANCIAL REPORT 2011

Revenues	
Municipal Contribution	5,082,450
Provincial Grant	228,616
Miscellaneous Revenue	383,838
Funds Transferred to Reserves	(347,378)
Total Revenue	5,347,526
Expenditures	
Salaries and benefits	3,462,947
Library Materials	887,742
Occupancy Costs	484,938
Library Services and Supplies	193,986
Operating Capital	185,913
Total Expenditures	**5,215,526**
Unexpended Balance	**132,000**

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
Telephone Reference Service 905-688-6103, ext 211
Email reference Service askus@stcatharines.library.on.ca

**For a complete list of services, access to the online catalogue, electronic databases
and digital media collection please visit our website at www.stcatharines.library.on.ca**