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**St. Catharines**  
Public Library  
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**2021 Annual Report**



# 2021 at the Library

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While we entered 2021 in a lockdown, we did not let that stop us from serving our community. SCPL kept its doors open with curbside services and successfully offered hundreds of virtual programs for all ages to keep our customers connected to the community. In 2021, we added exciting new items to our collections, including telescopes, sports equipment and crafting tools, always free for our customers to borrow.

Behind the scenes, SCPL was hard at work restructuring our library to fully prioritize customer service. We also started the exciting process of developing this new brand you see today. This groundwork has set SCPL up for success in 2022 and for years to come.

**240,888**  
**digital items**  
were borrowed in  
2021, a 5.6%  
increase from 2020.

**3,460**  
**memberships**  
were issued,  
including 1,584  
online memberships.



# Message from the Chair and CEO

Library of things. Book bundles. NewsBank database. Fine-free initiative for seniors, teens and children. New Central elevator. All of these fabulous St. Catharines Public Library projects launched in 2021. Despite it being a year of continued restrictions and uncertainty, your library was dedicated to improving spaces, collections, programs and services for the people of St. Catharines.

And we're not stopping! Last year we began work on more innovative ways to serve you in 2022 and beyond, including our mobile library and a renovation of the downtown branch.

We, the Library Staff and Board, can't do this alone. We are grateful for the support of the City of St. Catharines, the Ontario Provincial Government, the Ontario Library Service, our many volunteers and donors, and you, the public we serve every day. Thank you.

**Janice Coles**  
Library Board Chair

**Ken Su**  
CEO

## Financials

### Revenues

Municipal Contributions	\$5,677,708
Provincial Grants	\$228,616
Miscellaneous Revenue	\$77,784
<b>Total Revenues</b>	<b>\$5,984,108</b>

### Expenditures

Salaries and Benefits	\$3,948,635
Materials	\$876,363
Occupancy Costs	\$526,871
Services and Supplies	\$250,705
Operating Capital	\$241,013
<b>Total Expenditures</b>	<b>\$5,843,587</b>



# Our Values

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## Inclusion

We are committed to creating a space that is welcoming, accessible, and free of judgement.

## Change

We recognize that societal changes are occurring and we embrace our own evolution to keep up with the times and develop new ways of better serving the community.

## Community

We believe the community is for all people and we are committed to building a healthy and connected St. Catharines.

## Teamwork

We work collaboratively with the Board of Directors, staff, and community partners to provide the best possible service to our customers.

## Service

We believe every customer deserves to be treated with kindness and we are dedicated to delivering outstanding customer service.

## Accountability

We understand the importance of being transparent and taking responsibility for our actions to foster a healthy organization and an engaged community.

**Ideas in bloom.**





# SCPL by the numbers

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**118,822**  
in-person  
visits

to all branches across  
St. Catharines

**465,090**  
physical items

were checked out  
in 2021, an increase  
of 19% from 2020.



**1,005,867**  
electronic resources  
were accessed.

**38,786**  
social media  
engagements

including likes,  
comments, shares.



**117,600**  
questions  
answered  
by staff.

**607,716**  
catalogue  
searches

were conducted  
last year, an increase  
of 11.7% from 2020.

**5,597**  
attendees  
attended 366  
programs.



# Learn more about your SCPL

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## Locations

### Central Library

54 Church Street  
St. Catharines, ON  
L2R 7K2

### Dr. Huq Family Library Branch

425 Carlton Street  
St. Catharines, ON  
L2M 4W8

### Merritt Branch

149 Hartzel Road  
St. Catharines, ON  
L2P 1N6

### Port Dalhousie Branch

23 Brock Street  
St. Catharines, ON  
L2N 5E1

### Books to Go Kiosk, Holds to Go Locker

240 St. Paul Street W.  
St. Catharines, ON  
L2S 4B8



## Contact us

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