



**ANNUAL** Report  
**2008**

**ST. CATHARINES PUBLIC LIBRARY**

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



## **ST. CATHARINES PUBLIC LIBRARY 1888 - 2008 2008 REVIEW OF ACTIVITIES - EXECUTIVE SUMMARY**

### **Executive Summary**

On January 12, 2008 the Library marked 120 years of continuous library service. While much has changed in the world of libraries since 1888, the fundamental principles of public libraries service has remained the same. Their doors are open to everyone, regardless of age, ability, education or economic status. Libraries provide cultural resources, leisure materials, and access to a world of information. They promote literacy, life long learning, the creation of a well-informed and creative community and provide public spaces where individuals can gather to learn, to discuss and to share ideas.

Strategic plans have guided the development of the library services. Our current plan the Strategic Agenda 2007-2010 Door onto the World identifies objectives for the improvement of: programs, services and collections; investigation of technologies that will enhance access or streamline operations; and the promotion of creative partnerships.

The St. Catharines Public Library maintains print and non-print collections. Our website is the portal to our resources and services. We provide 24/7 access to 17,000 electronic full-text magazines, newspapers and reference sources as well as 200 E-books. Patrons can search for materials, place holds and renew items from the convenience of their home or office. The library provides Internet/word processing stations for the public, computer courses and a wide variety of literacy and life-long learning programs for adults, children and teens.

Some of the key objectives that were identified and completed in 2008 are listed below.

- Expansion of our Children, Teen and Adult programs.
- Introduction of new skills development computer programs.
- Replacement of 25 obsolete single purpose PCs (1/2 with grant funding) with PCs. that allow multi-purpose functionality (Internet access, word processing, email).
- Replacement of remaining CRT monitors with LCD monitors.
- Extension of item loan periods for AV materials.
- Implementation of automated serials management software.
- Replacement of the Life Safety (Fire Alarm) System at the Central Library.
- Retrofit of the 30 year old elevator at the Central Library.
- Development of an Intranet or online document management system.
- Development of Technical Services tracking software.
- Participation in an Education Safety Association Audit and Accessibility Audit.
- Negotiating a three year collective agreement.
- Cataloguing the Museum's book collection.
- Acquisition of the Norval Johnson Heritage Center Library.

The report that follows provides more detail on these and other objectives and library activities.

## 2008 REVIEW OF ACTIVITIES - DETAILS

### Technology

Libraries have always maximized the use of computers to: store and retrieve data, order and receive materials, and deliver products and services in a cost-effective manner. In 2006, we replaced the automated system. In 2008, we upgraded the consolidated searching software which allows users to search the catalogue, electronic databases, e-books and web resources all-in-one or mix and match.

The library installed software that allows patrons to self-manage access to the public Internet stations eliminating the need for staff intervention, as well as 'Patron Authentication' software which controls remote access to our paid electronic full text subscriptions.

In 2008 we implemented Serials Management software which controls the timely receipt and claiming of serial subscriptions. In 2008 we began to investigate Debt Collect Software to automate our collection activities and this will be pursued in 2009. In 2008 we replaced 23 public PCs with multi-functional equipment. Half were funded by the Community Access Program grant of \$12,400.

The new PCs have been 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

In addition the IT department created and implemented the following:

Help Desk Software to track support requests, frequency and problem resolution.

Internal Library WebBlog for staff members.

Intranet or online document management system which archives corporate information and allows staff and/or the public to access documents based on security clearances.

### 24 – 7 Access to Collections, Patron Records and Electronic Resources

The library continued to provide 24/7 access to the online catalogue, patron records and full-text electronic databases and reference books. Patrons can search our system from their home or office, place holds, renew items and check their borrower profile. Automated telephone messaging or email notifies patrons of their over-dues and holds.

In 2004, the library subscribed to 5 electronic subscription databases, which provide access to over 2500 full-text articles in magazines, newspapers and reference books, as well as providing maps and pictures. By 2005 the library, as part of the Large Public Library Electronic Consortium, increased its subscription databases from 5 to 22.

By forming a consortia the libraries were able to leverage considerable savings for the members. The Consortia has been able to add products with very little increase in costs. In 2008 the library

provided access to over 17,000 full-text magazines, newspapers, reference materials, maps and pictures and over 200 E-books. The electronic materials can be accessed from any library workstation or remotely via our website.

Electronic subscriptions offer advantages for the both the patron and the library. Benefits for the patron include ease of use, variety of search criteria and instant accessibility to the print copy. Benefits for the library include not having to maintain print subscriptions which also eliminates processing, shelving and housing costs.

#### Consolidated Searching

Consolidated searching software was implemented in 2007 and upgraded in 2008. This software allows patrons to 'tailor' their search requirements to be as broad or as narrow as they wish. They can search just the catalogue or a combination of the catalogue, specific electronic subscriptions, e-books and web resources.

#### Website

In 2008, the library continued to develop and upgrade its website. All programs and services are highlighted both in the calendar and on the front page. The pages are updated daily. The library also maintains a calendar of events on the St. Catharines Standard's information portal.

#### Collections

The library works on 3 year collection development and weeding plans. This ensures that there is a systematic review of the collections. Old and obsolete material is weeded and new material added based on detailed criteria as per the collection development plan. Collection development includes an analysis of circulation statistics, review of reference and patron requests, knowledge of school curriculums, awareness of emerging or new subject areas; changes in the interests of the community etc. In order to maximize purchasing power, vendor reviews are conducted annually and purchasing has been consolidated to achieve vendor volume discounts. Duplication of resources is kept to a minimum. Certain formats such as DVDs, CDS and Large Print materials are housed at the Central Library but branches receive regular floats of these materials.

In addition to purchased material the Library receives donated material which is also added to the collection. Book sale revenues are also used to build the collections.

#### Special Collections/Local History

The Central Library houses the Special Collections Department. This unique collection provides valuable genealogical and local history materials. The library purchases a variety of material for Special Collections, primarily microfilm of newspapers and census data. Donations are also made to this department including gifts of rare and/or out of print material. In 2008 the St. Catharines Historical Society donated the titles listed below:

The Enterprises of Robert Hamilton: A Study of Wealth and Influence in Early Upper Canada 1776-1812

William Lyon MacKenzie, Canadian History through the Press

Lawries, Bones and Blacks: Scottish Settlers in Grantham Township 1837-1925

The Province of Ontario: A History 1625-1927

The Political Adventures of John Henry; the Record of an International Imbroglia

Other donations received include:  
Index for Tecumseth Township; the Unforgettable Past.  
Niagara's Gorge Bridges  
Collected Information on William Bryson Allan  
Niagara's Elected Representatives 1792 to Present  
Memories: Elm Street United Church 1858-2008

#### Norval Johnson Heritage Center Library collection transfer

In October of 2008 the library agreed to take accept all the materials housed in the Norval Johnson Heritage Center Library in Niagara Falls, Ontario.

This unique collection of Black History materials which focus on the Niagara Region includes over 1300 print volumes, as well as genealogical binders, clipping files and pictures. The transfer will take place in 2009.

#### AlphaPlus Literacy Centre Collection

In 2008 the AlphaPlus Literacy Centre in Toronto offered their collection of 300 items in English and French to the library. The materials were cataloged and added to the collection.

### **Programs**

#### Children's Programming

A primary role of the Library is the development of literacy skills. To support this objective the Library offered a number of sessional programs for children which included:

- Time for Tots
- Toddler Time
- Preschool Storytime
- Saturday Story Stairs
- March Break programs
- Summer Reading Club (age 5 to 12)
- Lollipop Reading Club (age 4 and under)

The library offered a variety of non-sessional programs throughout the year as well. In 2008 new programs included the following:

- Home-schooling
- Stamp Collectors Club
- Chapter by Chapter Club
- Kindermusik
- Chess Club
- Internet Safety for Families
- Homework Help for Children Using On-line Resources

The Homework Help program was conducted in the Computer lab for children 8-12 years of age and their caregivers.

In addition staff conducted class visits in-house as well as visiting schools, daycares and other venues. Booklists for a variety of reading levels are prepared to assist children and parents in selecting appropriate materials that will build on emerging literacy skills.

During March Break the Library ran 14 programs/events which included:

Castlemoon Theatre Presents

Under the Sea

Reptile Show

St. John Ambulance Home Alone Courses

Check out the Library

Cartooning with Bev Sneath

Brett's World of Magic

Learn to Knit

The Summer Reading Program theme for 2008 was Laugh out Loud. This program ran from June 21st to August 23rd. The reading materials, activity books, and programs are tied to the literacy initiatives to be achieved. Their contests and weekly prizes for participants.

### Young Adult Programming

One of the goals for 2008 was to review and expand the programs for teens. Regular programs offered throughout the year included the following:

Research 101 for Teens

St. John's Babysitters Course

Teen Writers Club

Homework Help

March Break Programs (included)

- Introduction to Web Design
- How to Land the Ultimate Summer Job
- Digital Photography
- Writing Workshop

Teen Summer Reading Club

Fresh Ink Writing Contest

Fresh Ink Teen Writing Competition and Teen Writers Club

This was the 8th year of our Fresh Ink Teen Writing Competition. TD Canada was the corporate sponsor. Local authors Marlene Bergsma and Ron Prickett were the judges. Over 100 people attended the Awards Reception in October.

The Teen Writers Club which was launched in September 2007 continued in 2008. Members of the Canadian Author's Association run the club which sprang out of the writing contest. Young authors have the opportunity to learn new skills through a variety of writing and reading exercises as well as having their works critiqued by published authors and their peers.

A number of new teen programs were launched in 2008 including:

Anime Club

Open Mike Café

Pictionary Challenge

Magnetic Poetry Workshop

Teen Photography Contest

Wizard Rock Concert.

### Adult Programming

Computer Programs

A primary role for the Library is to teach clients how to search and retrieve relevant information using print and electronic resources. We offer the following programs;

Introduction to Computers  
Internet I, II, and III  
Email Basics  
Computer Basics With Windows  
Microsoft Word Basics  
Genealogy on the Internet  
Finding Health Information on the Internet  
Job and Career Searching Online  
Connect Direct to 17,000 e-products  
Learn to use the Information Portal

Afternoons for Adults Fall and Spring Series

This adult daytime series launched in 2000 has a spring and fall component. Programs' included:

Maximizing Tax Returns for Seniors  
Ins and Outs of RRSP Planning  
Community Food Advisors Series  
Discover Your Roots  
Backpacking Around the World  
Gift of Music  
Diabetes Awareness  
Herbs and Their Use  
Thinking About Downsizing Your Home  
Offstage with Garden City Productions

#### Adult Programs

In 2008 we continued to expand our adult life-long learning programs. Some of the sessions and guest speakers are listed below:

Remembering the Past: A History of St. Catharines and the St. Catharines Library  
- Prof. Hughes and S. Wilson  
Turn your Dreams into Realities - Sue Augustine  
Set Design and the Shaw Festival - William Schmuck  
Philosophers' Café Classical Concepts of Beauty - Prof. A. Coleman and A. Bertland  
Women and the Middle East - Tasha Hakeem  
Women and Spirituality - Dr. C. Penner  
Interior Decorating - Michele Auger  
Digital Photography - Valerie Frost  
Access to Justice - Jennifer Pothier  
Canadian Authors Association - Evening of Short Stories/Evening of Poetry  
Hear ye! Life in the Middle Ages - Society for Creative Anachronism  
Wills and Powers of Attorney - NNCLC  
Decorating for the Holidays - BB. Blooms  
A Christmas Carol a Dramatic Reading.

Authors readings occurred throughout the year and included: John Weir - Under the Wings of Africa; Anna Olson - In the Kitchen with Anna ; Erno Rossi White Death Blizzard of 77; Eva Tihanyi - Wrestling the Grace of the World; and Ruth Troughton Confessions of an Innkeeper



Book Clubs continued to the run at the Central Library and Grantham Branch.

#### Business Programs –Enterprise Centre

In 2008 the following programs were offered in partnership with St. Catharines-Enterprise Centre.  
Effective Record Keeping and Cash Flow Forecasting  
How to Register a Business Plan  
Market Research Made Easy

#### Facilities

In addition to regularly scheduled maintenance activities the library completed a retrofit of the 30 year old elevator at the Centennial Library and replaced the Life Safety System. The library participated in an Accessibility Audit and an Education Safety Association Audit. In 2008, staff workstations began to be upgraded according to ergonomic priorities identified in 2007.

#### Museum - Cataloguing Project

In 2007 the library agreed to catalogue the Museum's book collection and host the records on the library's database. In 2007- 300 items were catalogued, in 2008 - 800 titles were catalogued.

#### Outreach, Visiting Library Service

In 2008 the Library delivered rary had delivered 3,485 items to housebound individuals. Throughout the year, staff provided outreach to daycares and schools, as well as book deposits to a number of seniors' residences.

#### Fundraising and Grants

In 2008 the Library received a Community Access Program grant for \$12,400 and was used to purchase 12 public access Internet PCs. The sale of used books, equipment, book bags, and other fundraising programs netted \$23,867.

#### St. Catharines Photography Club - Annual Calendar

The St. Catharines Photography Club produced its first calendar in 2007. A portion of the proceeds supports the club and they donate a portion to a not-for-profit organization as selected by the members. In 2008 the Club selected the St. Catharines Public Library as the not-for-profit organization they wished to acknowledge. Funds from the sale will be reflected in 2009.

#### Meeting Rooms

Meeting rooms are provided primarily for not-for-profit community groups. In 2008 the rooms wer booked.....and generated .....

#### Committees

The library is an active participant of the City of St. Catharines Culture Committee and the Region of Niagara Culture Committee and a number of other local, regional and provincial initiatives.

## STATISTICS 2008

<b>Collection</b>	
Volumes held	368,252
Titles held (not including periodicals)	248,075
Periodicals (print titles)	689
Periodicals (electronic titles)	27,979
<b>Library Use</b>	
Circulation	1,192,989
In-house Use*	767,800
Information requests*	153,550
Visits	
• In person (does not include attendance in the meeting rooms)	462,424
• Virtual visits*	
<b>Programs</b>	
Programs	1035
Attendance	15,894

\* Note: From Annual Survey/MPMP

## FINANCIAL REPORT 2008

<b>Revenues</b>	
Municipal Contribution	4,647,250
Provincial Grant	228,616
Miscellaneous Revenue	355,987
Funds Transferred to Reserves	(216,071)
<b>Total Revenue</b>	5,046,480
<b>Expenditures</b>	
Salaries and benefits	3,234,759
Library Materials	876,900
Occupancy Costs	473,887
Library Services and Supplies	237,444
Operating Capital	78,190
<b>Total Expenditures</b>	4,901,180
<b>Unexpended Balance</b>	145,300

## LIBRARY BOARD 2008 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  
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