



ANNUAL Report
2009

ST. CATHARINES PUBLIC LIBRARY

www.stcatharines.library.on.ca

ST. CATHARINES PUBLIC LIBRARY 1888-2009 2009 REVIEW OF ACTIVITIES- EXECUTIVE SUMMARY

Executive Summary

On January 12, 2010 the Library marked 122 years of continuous library service. While much has changed in the world of libraries since 1888, the fundamental principles of public library service have remained the same. The doors of the library are open to everyone, regardless of age, ability, education or economic status. The library provides access to cultural resources, leisure materials and a world of information in a wide variety of formats. It promotes and supports literacy, life long learning, and the creation of a well-informed and creative community and provides public space where individuals and groups can gather to learn, to discuss and to share ideas.

Our website provides a portal to library resources and services including 24/7 access to over 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.

Strategic plans have guided the development of library services. The current plan *Strategic Agenda 2007-2010 Door onto the World* provides the principles for service development.

Some of the key objectives which were accomplished in 2009 and were based on the vision in the plan are listed below.

- Increased the number of programs for Children, Teen and Adults.
- Created a Teen Advisory Council.
- Sponsored the 9th Fresh Ink Teen Writing Competition.
- Sponsored the 3rd Teen Photography Contest.
- Sponsored the Teen Writers club and publication of an anthology of poems and short stories.
- Launched the askON virtual reference service.
- Acquired the Norval Johnson Heritage Centre - Black History Collection.
- Created book clubs at the Grantham and Merritt Branch.
- Replaced 13 Public Access Internet PCs with CAP grant funding.
- Upgraded the Central Library's electrical system.
- Retrofit the fountain inside and outside the Central Library.
- Conducted a benefits review.
- Conducted a telephone service review.

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

2009 REVIEW OF ACTIVITIES - DETAILS

Technology

Libraries maximize 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, the automated library system was replaced. In 2008 the library 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 eliminating the need for staff intervention; software which controls remote access to our paid electronic full text subscriptions; and serials management software which automates the receipt and claiming functions of magazine subscriptions.

In 2009 the library investigated Debt Collect Software which would automate collection activities which will be implemented 2010. In 2009 the library upgraded 28 public PCs, 13 of which were upgraded with the \$13,000 received from Industry Canada's Community Access program. All public PCs are multi-functional and 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 2009 IT staff up implemented the following web services:

- Wordpress Blog
- Help Desk Ticketing system that tracks support requests, frequency and problem resolution
- Document management and distribution system
- Internal Library WebBlog for staff members

In 2009 IT staff investigated wireless Internet access for the branches which will be made available January 2010.

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

The Library provides 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 overdues and holds.

In 2004 the Library subscribed to 5 electronic databases which provided access to 2,500 full text magazines, newspapers and reference works. By 2005, as part of the Large Urban Public Library Consortium, subscriptions increased to 22 with very little increase to costs. By 2009 patrons had access to over 17,000 full-text magazines, newspapers, reference materials, maps and pictures and over 200 E-books. This year *Ancestry Online Library Edition* was added to the suite of products.

Electronic subscriptions offer advantages for both the patron and the library. The patron can access the material instantly and get a print copy. The Library does not have to maintain print which eliminates processing and shelving costs.

Collections

Three-year collection development and weeding plans ensure there is a systematic review of all resources. Collection development includes an analysis of circulation statistics, review of reference and patron requests, knowledge of new subject areas or genres, awareness of school curriculums, and knowledge of changes in the publishing industry. 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 with branches receiving regular floats of these materials.

In 2009 the Library investigated digital media - digital audiobooks, music, DVDS, and E-books. In 2010 we will be launching a digital collection. The Southern Ontario Library and vendor grants are providing collection start-up funding of over \$12,000.

In 2009 the Library added 21,715 titles and 45,424 items. In addition to purchased material, the Library added 1,302 donations.

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. Starting in 2004 the St. Catharines Historical Society has donated funds to purchase microfilm in the Upper Canada Sundry series. A total of 16 reels have been added to date bringing the dated documents up to 1826. In 2009 the St. Catharines Historical Society purchased:

- *Upper Canada Sundries* 3 microfilms (C-4617, C-4618, C-6862)

Other donations received included:

- *Growing Together - St. Andrews United Church, Port Dalhousie, 1852-2002*
- *Mr. Attorney: the Attorney General for Ontario in Court, Cabinet and Legislature, 1791-1899* by Paul Romney.
- *The Law Society of Upper Canada and Ontario's Lawyers, 1797 -1997* by Christopher Moore
- *Morris's History of Prescott, 1800-2000* by John A. H. Morris
- *Essential Histories: The War of 1812* by Carl Benn
- *Historical Facts (St. Catharines)* compiled by A.E. Coombs

Norval Johnson Heritage Centre Library Collection Transfer

In October of 2008 the Library agreed to take over the Norval Johnson Heritage Centre Library which was housed in Niagara Falls at 5674 Peer Street and affiliated with the BME Nathaniel Dett Memorial Chapel. In April 2009 the over 1,300 books, genealogical binders, of unique Black History materials for the Niagara Region were transferred and processed for the Central Library. The collection was unveiled on October 24, 2009. TD-Canada Trust provided \$3,200 for the transfer of the collection and to sponsor lectures on black history in 2010.

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 for children:

- 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)
- Class Visits

In 2009 the Library offered 598 programs. The total attendance at the programs was 9,157.

Young Adult Programming

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

In 2009 the Library offered 92 programs which were attended by 1,678 teens. Program attendance was up by 42% from the previous year. Regular teen programs included:

- Research 101 for Teens
- St. John's Babysitters Course
- Research Skill Development for Grade 12 students
- Teen Writers Club
- Homework Help
- March Break Programs
- Teen Summer Reading Club
- Fresh Ink Writing Contest
- Photography Contest

The Teen Writers Club meets monthly and is a partnership with the Canadian Authors Association. In 2009 writer club members were working on an anthology of poems and short stories to commemorate 120 years of library service 1888-2008. The anthology will be published in January 2010.

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
- Computer Basics With Windows
- Microsoft Word Basics
- Genealogy on the Internet
- Finding Health Information on the Internet
- Job and Career Searching Online
- Connect Direct; Online Research Resources and askON.

Afternoons for Adults was launched about 5 years ago. In 2009 a total of 12 programs were offered with 340 attending. Programs included:

- Service Canada and Pension Benefits
- Vegetable Gardening
- Book Café
- Concert of Old Favorites
- Travel to Antarctica
- Gardens City Productions presents Grease
- Coping with Hearing Loss
- Planning Information for lower cost Funerals
- Orchid Growing for Beginners
- Heart and Stroke Foundation
- Storytelling workshop
- Page Turners
- Sunshine Singers

Adult Programs

The Library continued to expand its adult life-long learning programs. In 2009, 39 programs were offered with 1,678 attending. Some of the sessions and guest speakers are listed below:

- Home Staging by Mara Snider
- Youth and Sub-Culture as Creative Force - Dr. Hans Skott-Myhre
- Philosophers' Café- Meaning of Death - Rev. Huether and Prof. Maloley
- Learn to Prepare your own Taxes - Canada Revenue Agency
- Charitable Fraud and Effective Donating -L. Wiebe
- Set Design at the Shaw Festival - Wm. Schmuck
- Terrorists Attacks on the Welland Canal - Assoc. Prof. A. Hughes
- Skin Rejuvenation - F. DiPaola
- Protect Yourself Fraud and Identity Theft - Det. Const. M. Scott
- Customer Accessibility Standards - Niagara North Community Legal Assistance
- Beauty of Canadian Feed Quilt Bags- N. Stahlschmidt
- Life in the Middle Ages - Society for Creative Anachronism.
- Music in the Courtyard - District School Board of Niagara
- **Niagara Reads Author Series**
- Skin Boat - J. Terpstra
- Laura Secord: Seeking the Truth Beneath the Chocolate Coating - Assoc. Prof. A. Hughes
- Powers of Attorney - J. Wahl
- Tenant Rights and Responsibilities - T. Kirby
- Disaster Preparedness - St. Catharines Fire & Emergency Mgt. Services & Red Cross
- Remembrance Day Concert - Lincoln & Welland Regimental Band
- Decorating for the Holidays - B. Baker
- Christmas Concert - Chapel Singers/Salvation Army Band

Overall Program Attendance - All Age Groups

In 2009 the Library offered a total of 1,069 programs including class visits with 16,376 attending.

Niagara Reads Author Series

The library came up with the concept of the Niagara Reads Author Series in 2006. St. Catharines public library staff secured a corporate sponsor and invited the other libraries in the region to participate. St. Catharines Public Library developed the Niagara Reads logo, all the programs, posters and media releases. The co-ordinated program ended in 2009.

St. Catharines Public Library continues to run Niagara Reads in October which is public library month for Ontario. This series provides an opportunity to acknowledge, showcase, celebrate and promote the creativity of the local authors, poets, historians, illustrators and local publishers.

Facilities

In addition to regularly scheduled maintenance activities the following retrofits were completed at the Central Library: interior and exterior fountain; electrical system; and life safety system in the computer room.

Museum - Cataloguing Project

In 2007 the Library agreed to catalogue the Museum's book collection and host the records on our database. In 2009 staff catalogued 423 items (1,523 titles have been catalogued in total).

Outreach, Visiting Library Service

In 2009 the Library made 623 housebound visits delivering 3,685 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

In 2009 the Library received a Community Access Program grant for \$13,134. The grant was used to purchase 13 public access Internet PCs. In addition, the Library continued fundraising activities through the sale of used books, equipment, book bags, and received donations through the Endowment and Trust program and Honour with Books. In 2009 these avenues realized a contribution of \$26,164.28 this included the \$3,423.48 donated to the Library by the St. Catharines Photography Club from the proceeds of the sale of their 2009 calendar.

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.

Aquatic Centre and Library Branch - Design

In 2008 the City approved the creation 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. A tender is expected to be released in February 2010. Four library staff members are part of the project team.

Committees

Library staff are active participants in a number of community, regional and provincial committees including among others: the City of St. Catharines Culture Committee, Region of Niagara Culture Committee, Niagara Escarpment Adult Services Committee, Niagara Escarpment Children's/Youth Services Committee, Federation of Ontario Public Libraries.

STATISTICS 2009

Collection	
Volumes held	368,221
Titles held (not including periodicals)	242,970
Digital collection	n/a
Periodicals (print titles)	682
Periodicals (electronic titles)	34,875
Library Use	
Circulation	1,218,121
In-house Use*	1,013,750
Information requests*	249,100
Visits	
• In person (does not include attendance in the meeting rooms)	472,917
• Virtual visits*	393,100
Programs	
Programs	1,069
Attendance	16,376

* Note: From Annual Survey/MPMP

FINANCIAL REPORT 2009

Revenues	
Municipal Contribution	4,742,100
Provincial Grant	228,616
Miscellaneous Revenue	355,987
Funds Transferred to Reserves	(160,459)
Total Revenue	5,166,244
Expenditures	
Salaries and benefits	3,382,066
Library Materials	885,449
Occupancy Costs	486,706
Library Services and Supplies	194,615
Operating Capital	92,408
Total Expenditures	5,041,244
Unexpended Balance	125,000

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
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