



# 2020 at the Library

2020 brought new challenges and new opportunities to St. Catharines Public Library. In the face of a world-wide pandemic, we found new ways to deliver safe, contactless services in-person, online, and through curbside pickup. We launched new collections, grew our digital offerings, opened on Mondays, and delivered engaging virtual programs for all ages.



## Digital Circulation

Digital items were borrowed 528,918 times, which is an increase of +187% from 2019.



## Memberships

We issued 2,463 new memberships in 2020. 869 were issued online.



## Live Virtual Events

Our Zoom programs were attended by 1,476 kids, teens and adults from June to December.

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## Reference Services

Our catalogue was searched 543,917 times and staff answered 126,095 questions.



## Social Media

We received over 800,000 likes, shares, views and comments on our social media accounts.



## Digital Newspapers

PressReader was our most used digital resource, with 238,496 borrows.



## In Person Visits

We had over 138,478 in-person visits to our branches in 2020.



## Physical Items

Despite the lockdown, we circulated 390,882 physical items in 2020.

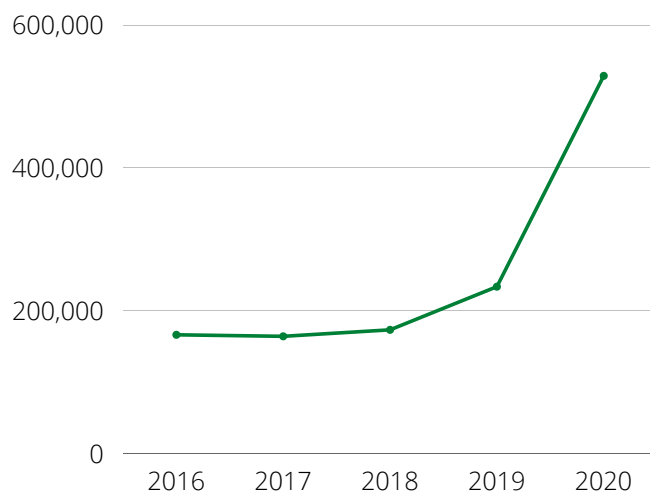


## Pre-Lockdown Events

2826 kids, teens and adults attended in person programs from January to March.



## Digital circulation over time



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# Message from the chair

As we begin a new year, we can look back on a year of both challenge and surprising innovation. We entered 2021 in the midst of the covid pandemic and, once again, the Library faced new lock downs and restrictions to in-person service. However, lessons learned from the previous year and the resourceful work of staff saw the Library expand its digital and online delivery of materials and innovative programming.

A number of initiatives are underway to modernize and streamline aspects of the Library's operations including an operational reorganization, a revamped website and the implementations of an app for easy access to the Library. Some initiatives have had to be put on hold due to the pandemic, including a re-evaluation of the use of some Library spaces.

The Board applauds the diligent work of both management and staff reaching out and engaging the St. Catharines community in new and exciting ways this past year. We look forward to the rest of 2021 when we can build on our accomplishments and renew old acquaintances in person once again.

- Hilary Findlay,  
Chair, St. Catharines Public Library Board

## 2020 Financials

### Revenues

Municipal Contribution	\$5,677,708
Provincial Grant	\$228,616
Miscellaneous Revenue	\$94,926
<b>Total Revenues</b>	<b>\$6,001,250</b>

### Expenditures

Salaries and benefits	\$3,680,308
Materials	\$935,264
Occupancy Costs	\$539,687
Services and Supplies	\$298,043
Operating Capital	\$535,441
<b>Total Expenditures</b>	<b>\$5,988,743</b>



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# Our Values

## Inclusion

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

## Teamwork

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

## 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.

## Service

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

## Community

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

## Accountability

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



**Learn.  
Grow.  
Connect.**

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