



# BROCKVILLE PUBLIC LIBRARY

## 2014 Annual Report

engage  
evolve  
experience

### Hours:

Mon : 9 am - 1 pm

Tues - Thurs : 9 am - 8 pm

Fri : 9 am - 5 pm

Sat : 9 am - 5 pm

Sun : 1 pm - 5 pm

\*Closed on Sundays on long weekends

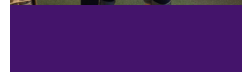
23 Buell St. P.O. Box 100

Brockville, ON K6V 5T7

[www.brockvillelibrary.ca](http://www.brockvillelibrary.ca)

[info@brockvillelibrary.ca](mailto:info@brockvillelibrary.ca)

P: 613.342.3936 | F: 613.342.9598



# 2015 Letter from Chair

The year (2014) was filled with action, change and success. Guided by the values and priorities articulated in the Strategic Plan, we focused our energy and resources on the four action areas listed at the bottom of the opposite page.

Thanks to the positive and energetic leadership of staff, together with support from Friends of the Library, community groups, donors, and appreciative customers we are seeing significant changes in all four of these strategic priorities. We continue to seek feedback from everyone and use this information to plan our next steps.

This Annual Report speaks to the successes in 2014. I would like to highlight, in particular, the growing community connections evident during this year, 2015. For example, The Early Years Saturday morning program is a welcome addition and makes the Library a popular gathering place for families. The Irish Society provided collaborative informative and fun celebrations in March. The City of Brockville has approached the Library to be an access point for the purchase of transit tickets. These are a few examples of the community connections achieved this year.

In order to expand and enhance our collection, programs and services, we rely on donations and fundraising. Each donation makes a difference. Recent donations have supported technology, comfortable furnishings and accessibility. All donations and grants are greatly appreciated!

This fall, we will reflect on the outcomes of our strategic actions to-date and set detailed direction for the next two years. We will need to anticipate, and plan for, the challenges inherent in taking these next steps.

Nancy Bowman, Chair  
Brockville Public Library Board

## 2015 BOARD MEMBERS & LIBRARY STAFF

Nancy Bowman – Chairman  
Leah Wales -Vice-Chairman  
Rick Sands -Treasurer  
Chuck Quick  
Chris Hannah  
Jennifer Cullen  
Margaret Wicklum  
Cathy TeKamp  
City Representative: Jeff Earle

Linda Chadwick, Chief Executive Officer  
Amanda Robinson, Manager of Resources & Technology  
Laura Julien, Manager of Customer Experience  
Coordinators: Brandy Smith, Lisa Cirka, Margie Bentley & Carolyn Yee  
Library Assistants: Dawn Dupuis, Jennifer Sechi, Leisa Price-Storey, Melanie Graham, Victoria Thomson, Joyce Ferguson, Tabitha Paul, Jackie Page  
Student Pages: Laura Glasser, Jena Wren, Bushra Kadhra & Olivia Rossetti  
Custodian: Mike Zuiker



## **BROCKVILLE PUBLIC LIBRARY**

Strategic Plan 2013-2018  
*...the short story.*

### ***Vision***

A vibrant community catalyst for culture, discovery and connections.

### ***Mission***

A welcoming, resourceful environment open for everyone to explore, learn, create and share.

### ***Values***

Accessibility | Collaboration | Diversity | Innovation | Intellectual Freedom

**Engage:** We are connected to our community and it is connected to us.

**Evolve:** We break away from our stereotypes and embrace change.

**Experience:** We are the place to be. People are excited to return and recommend us to others.

### **Strategic Priorities at your Library:**

#### **√ Transform your library spaces**

accessibility, functionality, aesthetics

#### **√ Expand your access to services**

business hours, fees, parking, kiosk, technology, resources

#### **√ Connect with our community**

customer service, marketing, outreach, partnerships, City relations

#### **√ Enhance our service delivery**

staffing levels, professional development, work flows, communication

# 2014 Quick Facts

12,689 eBOOKS WERE DOWNLOADED

196,320 ITEMS CIRCULATED

168,611 FACEBOOK VISITS

135,706 PEOPLE CAME THROUGH LIBRARY DOORS

60,522 VISITS TO OUR WEBSITE

211 INDIVIDUALS RECEIVED COMPUTER TRAINING

\$4,908,000 WORTH OF RESOURCES ENJOYED BY YOU

31,777 COMPUTER USES & 25,261 PEOPLE USED OUR WIFI

8,112 ACTIVE CARD HOLDERS

102 MEETING ROOM RENTALS

865 LIBRARY MATERIALS DELIVERED TO HOME DELIVERY CUSTOMERS

198,613 ADDITIONAL ITEMS USED IN THE LIBRARY & ONLINE

220 HOURS OF PROFESSIONAL DEVELOPMENT FOR STAFF & TRUSTEES

# 2014 Highlights

FRIENDS BOOKMARKS AUTHOR SERIES



ENHANCED YOUTH ENGAGEMENT

LIBRARY "ON THE STREETS" (RIBFEST, SIDEWALK SALE, HARDY PARK & @ THE "Y")

LIBRARY AS YOUR CLASSROOM

PINTS & PAGES PLUS 13 OTHER BOOK CLUBS

DOORS OPEN



SPACE MAKEOVER



FUNDRAISERS (PIZZA & SUMMER PARTIES & STAFF MARATHONS)

# 2014 Children & Teen Programming

340 children's programs were hosted

5,123 people attended these programs



Lego Club



Craftapalooza



St. Lawrence Academy  
Reading Buddies



Read to Every Kid Every  
Day Launch



Summer Programming  
Maker Fun

75 teen programs took place

and 388 teens attended these programs



# 2014 Adult Programs & Volunteers

223 adult programs were hosted

2,192 people attended these programs



Culture Days



Poetry Lives in Brockville



Friends White Elephant Sale



Community Living Program Enjoys  
Police Visit

65 volunteers supported us, and

gave 1,308 hours of their time valued at \$14,450

# 2014 FINANCES = ACCOUNTABILITY @ YOUR LIBRARY

## WHERE THE MONEY COMES FROM...

City of Brockville	\$633,750
Province of Ontario	\$44,624
Project grants	\$38,331
ILS Partnership	\$23,860
Library-generated revenue	\$46,842
Donations & Fundraising	<u>\$11,473</u>
SubTotal	\$798,880
Roots & Wings Funding	\$16,839
Transfer from Reserve	\$0
Investment in Capital Assets	<u>\$4,866</u>
Total	\$820,585

## WHERE THE MONEY GOES...

Resources: books, magazines, movies, etc.	\$79,460
Administration & Programs	\$52,475
Facility & Utilities	\$68,788
ILS (Integrated Library System) & Computer Services	\$57,612
Staff, Benefits, Training	\$562,011
Transfer to Reserve	<u>\$239</u>
Total	\$820,585

## Online Addresses

### Friends of the Library:

[www.brockvillelibrary.ca/friends.htm](http://www.brockvillelibrary.ca/friends.htm)

[friends@brockvillelibrary.ca](mailto:friends@brockvillelibrary.ca)

[www.facebook.com/friendsofthebrockvillelibrary](http://www.facebook.com/friendsofthebrockvillelibrary)

### Facebook& Twitter:

[www.facebook.com/BrockvillePublicLibrary](http://www.facebook.com/BrockvillePublicLibrary)

[www.twitter.com/BrockvillePL](http://www.twitter.com/BrockvillePL)