



BROCKVILLE PUBLIC LIBRARY

2016 Annual Report

engage
evolve
experience

www.brockvillelibrary.ca

info@brockvillelibrary.ca

P: 613.342.3936 | F: 613.342.6096

library hours

mon 9am — 1pm

tues, weds, thurs 9am — 8pm

fri, sat 9am — 5pm

sun 1pm — 5pm

* closed sundays of
long weekends



Letter from our Chair

Brockville Public Library contributes to our community through programs, services and resources which are delivered within the Library, out in the community and online.

A highlight this year has been the rejuvenation of the children's space on the main floor. Thanks to the generous support from the Rotary Clubs of Brockville, matching funds from City Council and several donations from local foundations, families and individuals, the space has been updated to ensure accessibility and allow for flexible programming. Dubbed 'The Family Room' it is a busy place filled with happy children, parents, caregivers and grandparents. Library staff has already noticed a significant 50% increase in circulation from this area, due in part to the forward facing shelving and the increased accessibility.

In October 2016, we launched an annual giving campaign titled "My Giving Library". In this first year we have met our modest goal of \$10,000. Fundraising has become necessary to ensure we continue to provide quality programs and varied resources to meet our customer needs. Our Library is open 7 days per week and welcomes community members of all ages and walks of life. There is truly something for everyone here.

Our Library staff are creative, enthusiastic and committed to ensuring each customer has a rewarding experience. Staff can often be found out in the community, connecting with agencies and partners, providing programs during community events and highlighting literacy and lifelong learning. Thanks to the combined efforts of staff, volunteers, Library Board, and Friends of the Library, the Brockville Public Library is a vibrant and integral contributor to the City of Brockville and area community.

2017 Board members & Library staff

Chair: Nancy Bowman

Vice-Chair: Leah Wales

Treasurer: Jennifer Cullen

Chris Hannah

Chuck Quick

Rick Sands

Cathy TeKamp

Margaret Wicklum

Chief Executive Officer: Linda Chadwick

Manager of Resources & Technology: Amanda Robinson

Manager of Customer Experience: Laura Julien

Coordinators: Margie Bentley, Lisa Cirka,
Carolyn Yee & Brandy Smith

Library Assistants: Dawn Dupuis, Joyce Ferguson,
Melanie Graham, Maggie Kim, Jackie Page, Jennifer
Sechi & Leisa Price-Storey

Student Pages: Lucas Arzoumanian, Bushra Kadhra,
Olivia Rossetti, Victor Glasser & Jena Wren

Custodian: Mike Zuiker

2016 Adult Programs & Volunteers

273 adult programs were hosted

3,443 attended these programs



Paint Party



Culture Days



One of our volunteers



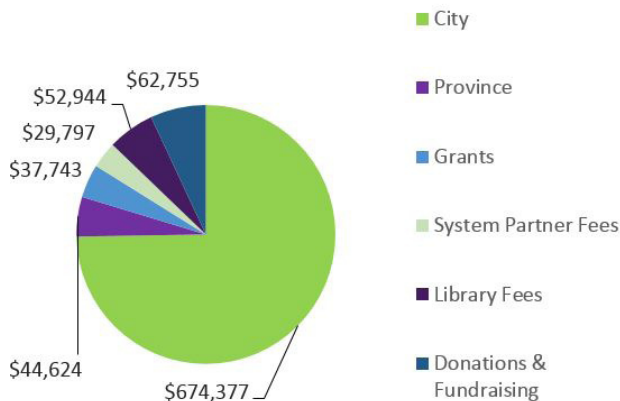
Community Living

71 volunteers supported us, and

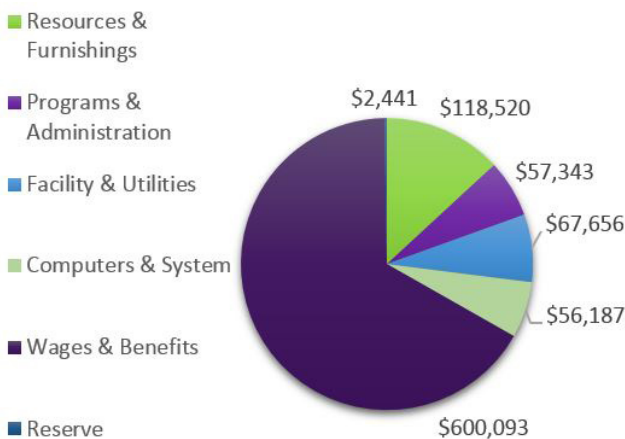
gave 3,209 hours of their time valued at \$36,101

2016 Finances = Accountability @ Your Library

Where the money comes from...



Where the money goes...



Online Addresses

Friends of the Library:

www.brockvillelibrary.ca/friends.htm

friends@brockvillelibrary.ca

www.facebook.com/friendsofthebrockvillelibrary

Facebook & Twitter:

www.facebook.com/BrockvillePublicLibrary

www.twitter.com/BrockvillePL



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

2016 Quick Facts

18,010 eTitles were downloaded

167,569 Items circulated

241,632 Facebook & Twitter visits



137,934 People came through the library doors

65,078 Visits to our website

234 Individuals received one-on-one technology training

\$4,691,932 Worth of resources enjoyed by you

30,775 Computer uses & 43,620 people used our wifi

7,706 Active card holders

1,661 Uses of space by our community & 62 meeting room rentals

953 Materials delivered to home delivery customers

129,675 Additional items used in the Library & online

228 Hours of professional development by staff & trustees

2016 Highlights



Paint Nite & Escape Room fundraisers



Children's room makeover

Mapsacks, Santa Claus parade, jigsaw puzzles, City heritage pathfinder

Launched Axis360 : a new eitle service



My **giving library** planned giving

Mobile printing



BPL Perks



Doors Open, community clean-up, newcomer classes, Read to Every Kid Every Day

2016 Children & Teen Programming

409 children's programs were hosted

7,453 attended these programs



Santa Claus Parade



TD Summer Reading Club



TinkerLab: Hack



Wrap up Party



Touch a Truck

58 teen programs took place

and 441 attended these programs