



# Annual Report

## 2020



A Story of Innovation, Resilience & Gratitude

## Message from the PCPL Leadership Team

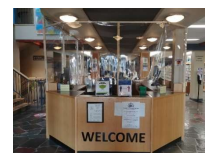
2020 began like any other year. In January and February, library programs were running on schedule, materials were circulating, and we celebrated the opening of our new accessible washroom.

Then, on March 13, 2020, in response to the COVID-19 pandemic, the City of Port Colborne made the difficult decision to close its facilities to the public. That meant that the library closed its doors, too. Although physical doors were closed, library services didn't stop.

The Board took a strategic response to the pandemic and held virtual meetings throughout the year to support staff and our community. Staff responded to each new challenge with innovation, resilience, and creativity to ensure that the library's mission to meet the needs of our user communities remained as uninterrupted as possible. Together, we found new ways to safely deliver services while complying with public health directives. Whether that meant contactless curbside pick-up or increased digital resources, our dedicated staff reached out to be there for our patrons. Always a friendly voice in a time when isolation often posed as big a threat as the pandemic.

Each new year is an opportunity to build on the past, build for the future, and improve services to better assist our community. This year was no exception. Library staff worked diligently to complete projects that were planned for 2020. They finished inventories of the collections, helped get a brand new website up and running, successfully migrated to a new integrated library system, and joined the Libraries in Niagara Cooperative (LiNC).

Innovation and resilience were very much a part of 2020, but at the heart of the story is gratitude. We are thankful to our City, for the Mayor and Council, and to everyone on the City team who helped us keep library services flowing. We are thankful to our patrons who showed us patience, kindness, and support during a difficult time. We are proud to serve the City of Port Colborne and are grateful to be your library.



# The PCPL Leadership Team

## Port Colborne Public Library Board of Trustees

- Michael Cooper, Chair
- Bryan Ingram, Vice-Chair
- Councillor Mark Bagu
- Brian Beck
- Valerie Catton
- Harmony Cooper
- Jeanette Frenette
- Ann Kennerly
- Cheryl MacMillan



Michael Cooper, Board Chair



Scott Luey, Chief Executive Officer

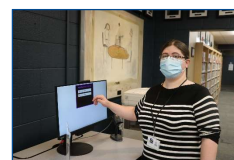


Susan Therrien, Director of Library Services

## Management Team

- Scott Luey, Chief Executive Officer
- Susan Therrien, Director of Library Services
- Bryan Boles, Treasurer

# The PCPL Team



# Vision, Mission and Values

## Vision

Empower. Enrich. Educate.

*"Port Colborne is so fortunate to have such great Library staff."*

## Mission Statement

The library is committed to providing the services necessary to meet the needs of our user communities.

*"Thanks for the fun activities, [we] enjoyed reading this summer"*

## Values Statement

- Barrier-free, fair and equitable access
- Community responsiveness
- Professional, courteous service
- Lifelong learning and literacy
- Intellectual freedom
- Operational efficiency and accountability
- Innovation and tradition
- Cooperation

*"My vision limits my attempting this but do wish to compliment the Library staff for being there throughout the Pandemic! They are fantastic."*

*Our Port Colborne Library is awesome as are their staff!"*

*"I picked up a book this afternoon. I am a senior and don't see many people these days with Covid. I have a very small bubble. I just want to say how pleasant and friendly the girl was."*

# Strategic Plan

## Actions taken during 2020 to support the Library's Strategic Plan

1. **Attract new users / increase engagement / outreach**
  - Increased digital resources for patrons to enjoy at home
  - Increased online access; online card registration; social media presence increased to attract new users
  - Updated the website to attract new users and disseminate information about library services
  - Migrated to a new integrated library system and joined Libraries in Niagara Cooperative (LiNC) to increase access to library materials across the Niagara Region
2. **Increase teen users and usage**
  - Program offered to high school students to earn community service hours remotely by writing book reviews
3. **Maximize use of library space**
  - Physical spaces adapted in response to COVID-19 including window shopping for patrons unable to enter the library
4. **Continued exploration of the Cultural Block**
  - Partnership with the Museum for programming
5. **Increase staff/library internal capacity**
  - Continued staff development
6. **Explore new funding sources for library programs and infrastructure improvements**
  - OTF Resilient Communities Fund grant application to ensure future capacity and resilience post-COVID-19
  - CanadaHelps added to the website

## 2020 Began Like Any Other Year

### 2020 started according to plan

In January and February, library staff presented engaging programs

- Saturday Story Time with Shelly
- Vale Story Time with Your Hometown Real Estate
- Craft programs
- Tot Time
- Music Makerspace
- Documentary Films
- *I Read Canadian*
- Family Day activities

#### Special moments included:

- The addition of Makerspace items (including LEGO bricks) was made possible by a donation from the Port Colborne Lions Club
- The official opening of a new accessible, universal washroom. The project was made possible by the Government of Canada Enabling Accessibility Fund (EAF). The event included Mike Cooper (Board Chair), MP Vance Badawey, Mayor Bill Steele, and Andrea Mamo (City of Port Colborne Accessibility Advisory Committee)



Enjoying the new LEGO collection made possible by the Port Colborne Lions Club



Official opening with Mike Cooper, MP Vance Badawey, Mayor Bill Steele, Andrea Mamo & Susan Therrien

## On March 13th, Our Plans Changed

### COVID-19 brought a series of twists and turns

- **March 13, 2020**
  - The library facility is closed to the public.
- **March 17, 2020**
  - Province of Ontario emergency declaration. Public libraries are required to close immediately.
- **March 24, 2020**
  - The Province of Ontario closes non-essential workplaces. Public libraries are deemed non-essential in Regulation 82/20. Library staff work remotely to provide digital services and business continuity.
- **April 14, 2020**
  - Extension of provincial emergency declaration for 28 days.
- **April 27, 2020**
  - Province releases *A Framework for Reopening our Province*. Public libraries are not referenced.
- **May 12, 2020**
  - Emergency extended to June 2, 2020.
- **May 14, 2020**
  - The Province announces that libraries can start curbside pick-up and delivery effective May 19, 2020.
- **June 1, 2020**
  - The library implements curbside pick-up.

# Together We Wrote a New Story

---

## The library pivoted to adapt to each new change

- **June 8, 2020**
  - The Province announces that its second stage of reopening will start June 12, 2020, but it would be a regional approach. Niagara Region public libraries are not included.
- **June 15, 2020**
  - The Province announces that its second stage of reopening will start in the Niagara Region on June 19, 2020. Public libraries can reopen with limited on-site services, such as computer access and contactless book pick-up and drop-off.
- **June 29, 2020**
  - The library adds access to public computer (by appointment) to curbside pick-up and drop-off services (by appointment).
- **July 13, 2020**
  - The Province announces that its third stage of reopening will start.
- **July 17, 2020**
  - As with Stage 2, it will be a regional approach and the Niagara Region is not included.
- **July 20, 2020**
  - The Province announces its third stage of reopening can start in the Niagara Region effective July 24, 2020. Regulation 364/20 stipulates that, *Libraries may reopen for all on-site services, as long as materials that are circulated, returned or accessed within the library are disinfected or quarantined before being recirculated.*

# Together We Wrote a New Story

---

## And pivoted again ...

- **August 4, 2020**
  - The library adds in-person browsing the collection (appointment and walk-in by capacity) to curbside pick-up (appointment only) and limited public computer access (by appointment only).
- **September 17, 2020**
  - The Region extends the mandatory mask bylaw to April 1, 2021.
- **October 2, 2020**
  - A province-wide provincial mask policy takes effect.
- **November 3, 2020**
  - The Province introduces a new five-tiered, colour-coded system to regulate areas during the COVID-19 pandemic.
  - Niagara Region is placed in Green-Prevent Zone restrictions.
- **November 16, 2020**
  - Niagara Region is placed in Orange-Restrict Zone restrictions.
  - The library returns to curbside pick-up only services. In-person browsing and public computer access is suspended.
- **December 26, 2020**
  - Provincewide Shutdown goes into effect. The library remains at curbside-only. Only essential staff on-site.

# We Had a Plan ...

## Pillars to guide the library's emergency response actions and recovery plan

1. **Well-being** for the library as a workplace and a public space
  - Prioritize staff and public safety
  - Protect and support staff
  - Maintain teamwork with compassion, guidance, and daily communication
  - Health and safety – planning, policies, risk management, risk assessment, staff training
  - Protect vulnerable populations
2. **Delivery of library services**
  - During disruption, replace services with quality alternatives such as enhanced virtual collections
  - Re-imagine service delivery methods; make lasting (not just temporary and reactionary) improvements
  - Review and prioritize core services
  - Adjust materials budget
  - Review technology requirements
  - Maintain effective communication
  - Connectivity – maintain 24/7 Wi-Fi for public access
  - Online card registration

# ... A Plan Based on Four Pillars

## Pillars to guide the library's emergency response actions and recovery phases

3. **Financial impact and sustainability**
  - Review the operational budget; adjust for possible shortfall; plan for 2021 and beyond
  - Review and re-prioritize capital projects for 2020
  - Establish new partnerships to share resources and reduce expenses
  - Review service hours; plan for series of closures and reopenings; plan for reduced open hours for the public
  - Staffing – ensure staff are prepared and trained to assist with new services and delivery methods (e.g., curbside)
  - Monitor collection needs
  - Risk management
  - Cashless payment options
  - Support community and local business
  - Protect assets
4. **Framework and principles of library service**
  - Maintain core principles of library service including equitable access and freedom of information
  - Maintain free services
  - Review the strategic plan and Board policies
  - Prioritize health factors
  - Support community and local business
  - Support Council and City staff

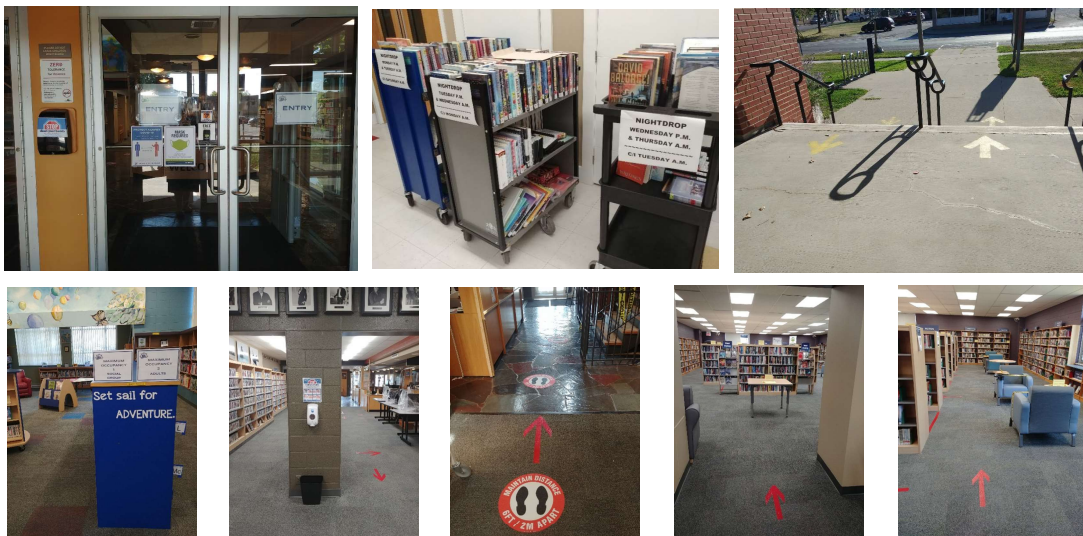


# We Partnered with Our City

## Policies, procedures, and protocols to support and protect

1. **Reduce barriers** for people who cannot access the library during lockdowns
  - Increase the number of holds and items per patron; renew items
  - Waive fines on overdue items
  - Online card registration for patrons to access digital resources from home
  - Offer services such as readers' advisory, reference questions by phone, email, and via website contact form
  - Expand digital collection including streaming video, online courses, e-books, digital magazines and audiobooks
  - Expand access by keeping the book drop open 24/7
  - Wi-Fi 24/7 to keep people connected
  - Free printing for pick-up via curbside
2. **Remote work options for staff**
3. **Health and safety**
  - Policies and procedures
  - Provide health and safety training; safe work practices
  - Prepare physical spaces; physical distancing; hygiene and sanitization; PPE; clear signage; capacity levels
  - Quarantine returned and accessed library materials for 96 hours
4. **Communication**
  - Maintain clear communication
  - Keep website updated; focus on social media for dissemination of information to the public

# Adapting in the Time of COVID-19



## Contactless Curbside Pick-Up



Started  
June 1, 2020

2,933  
Curbside  
Pick-Ups

891  
Curbside  
Appointments



## Communications

### Extra! Extra! Read all about it in the library's digital newsletter!

A monthly digital newsletter updating the community on events, programs, and COVID-19 information



### OFF THE SHELF NEWSLETTER

DECEMBER 2020

310 King Street, Port Colborne, ON L3K 4H1 | 905-834-6512 | [www.portcolbornelibrary.org](http://www.portcolbornelibrary.org)

[/PortColbornePublicLibrary](#)
[@PortColborneLib](#)
[@PortColborneLib](#)
[@PortColborneLib](#)

**Temporary Hours at the Library**  
Monday - Saturday | 9 a.m. - 5 p.m.  
Library staff are onsite to answer your phone calls and to schedule curbside pick-up.

**Holiday Hours**  
The library will be closed on the following days:  
December 24, 25, 26, 28, 2020 & January 1, 2021

Curbside pickup is available Monday to Saturday, 11 a.m. — 3 p.m.  
In-person browsing and computer access is unavailable until further notice.  
Limited printing services available.

Please note the following:

- The book drop is open 24/7 to return your books and library materials
- All returns will be quarantined for 96 hours. Fines will be waived on late items.
- There are currently no in-person programs or meetings
- If you need help, please call or email us and we will respond to your questions as soon as possible. Stay safe! We will see you soon.

**For more information visit:** [www.portcolbornelibrary.org](http://www.portcolbornelibrary.org)



Don't know what to borrow?  
Come check our window display of new items!



## Supporting Our Community

### Programming and engagement

- RBDigital magazines and video streaming
- Canadian Library Month - "Why I Love my Library"
- "Together We Read" online book club
- Online book club
- Virtual Patron Appreciation Day
- DSBN "A Card for Every Student"
- Curbside window shopping for library materials
- Take-and-make crafts for all ages
- Contests and games
- "12 Days of Giveaways"
- Seed library
- Book bundles



## Programming

### Digital programming dominated 2020



The Library's YouTube Channel launched on April 15, 2020.

By the end of April, we had produced seven videos!

- ☐ Intro to Dungeons and Dragons
- ☐ Story Time
- ☐ Fingerplays
- ☐ LEGO Challenge
- ☐ DIY Crafts for all Ages

**Over 700 views**

Thank you for watching!

Our most popular video?

LEGO Challenge: Create a Member of Your Family



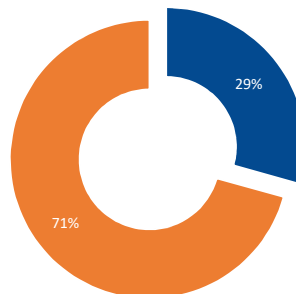


## Programming Numbers

### 208 PROGRAMS

- 114 Community Events
- 57 Children's Programs
- 24 Pop-Up / Outreach visits
- 13 Teen programs

**61 In-Person Programs**  
**147 Digital Programs**  
**24 videos produced**



■ In-Person Programming ■ Digital Programming

3,399 Attendees  
 Community Events  
 (Digital and In-Person)

1,539 Attendees  
 Children's Programs  
 (Digital and In-Person)

687 Attendees  
 Pop-Up / Outreach Visits  
 (Digital and In-Person)

168 Attendees  
 Teen's Programs  
 (Digital and In-Person)

## Why I Love My Library

### During Library Month, we asked our patrons to tell us why they love their library

"I love the library because the books take you to places unknown. You can be someone else for just a little while. Everyone has something special. The library is my something special."

"The public library is a place that provides me knowledge, escapism, mysteries and plenty of laughter. The books, movies, TV series, documentaries and music CDs. Without my public library I would feel displaced. Thank you."

"I love my library because everyone here is courteous, pleasant and helpful. It is a joy to come into the library. We here in Port Colborne are very fortunate to have our library. Thank you."

"Port Colborne Library has been a lifeline to me, especially during these stressful, uncertain "Covid" times. Being an avid book reader, I was ecstatic when the library reopened in June 2020 for curbside pickup. I have always found the staff to be courteous and helpful. I look forward to the day when the public can once again enjoy the tranquil, modernized interior which remains a source of inspiration, knowledge, and creativity."

"I love to read and have been an avid reader since I was a child. Reading has taken me around the world and expanded my imagination. I'm a senior now and still read daily. Love our library! Thank you!"

"In this discombobulating time of COVID and crazy politics, the library is a soothing refuge. The first time I entered, after shutdown, was like reuniting with a long absent friend. I love the peace comfort, stability of it; browsing among the stalls, discovering new authors & titles. A good "real" book & comfortable chair – bliss! The staff are unfailingly kind & helpful. They always ensure pleasant visits. To top it all off – it's FREE for everyone!!!"

# Why I Love My Library

Then we asked our littlest patrons to tell us why they love their library

"There are like 100 80 23 million books in the library."

"I saw lots of books."



"I like the steps going upstairs."

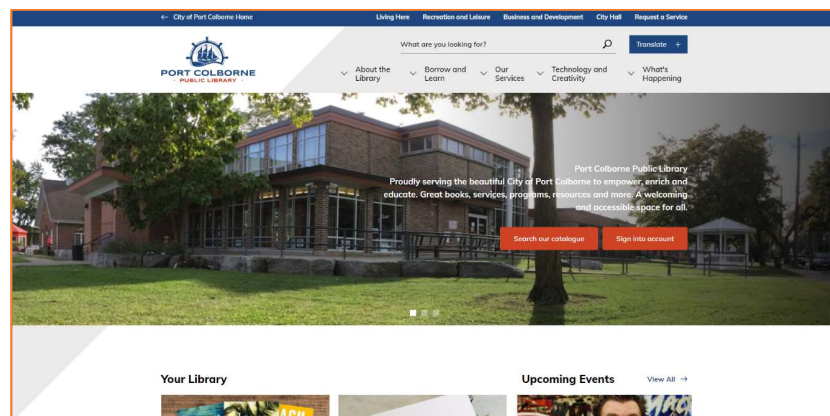
"I played the computer there."

"The books are so fun to read!"

"My Mommy reads me books there."

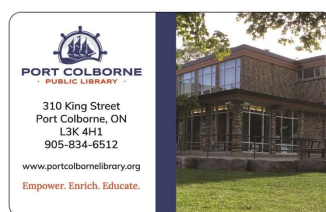
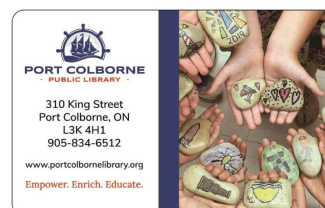
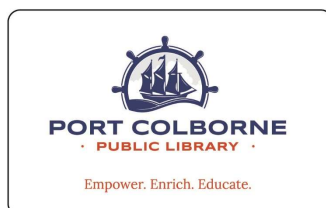
# Projects Completed in 2020

New Website in Partnership with the City of Port Colborne



## Projects Completed in 2020

### New Library Card Designs



## Projects Completed in 2020

### New Integrated Library System

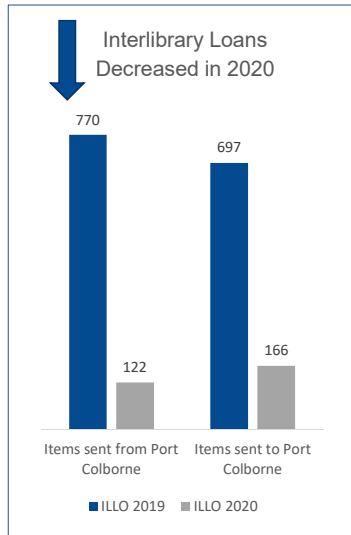
- The library migrated from SirsiDynix Workflows integrated library software to Equinox **Evergreen**
- The library joined nine Niagara Region public libraries as part of the Libraries in Niagara Cooperative (LiNC).
- Preparations began in March 2020 with database updates and inventory of collections
- Migration began November 9, 2020
- Go-Live Date of November 19, 2020
- Staff received online training on the new system
- Reciprocal borrowing with partner LiNC libraries started January 4, 2021

47,000+ Item Records Migrated

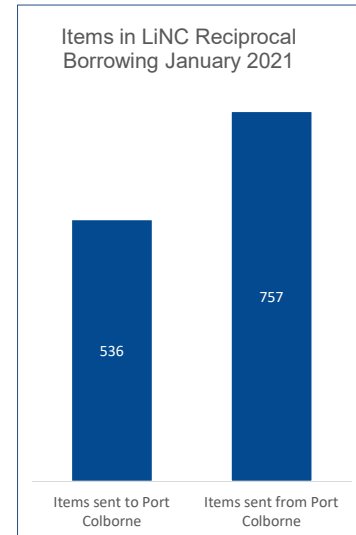
7,000+ Patron Records Migrated



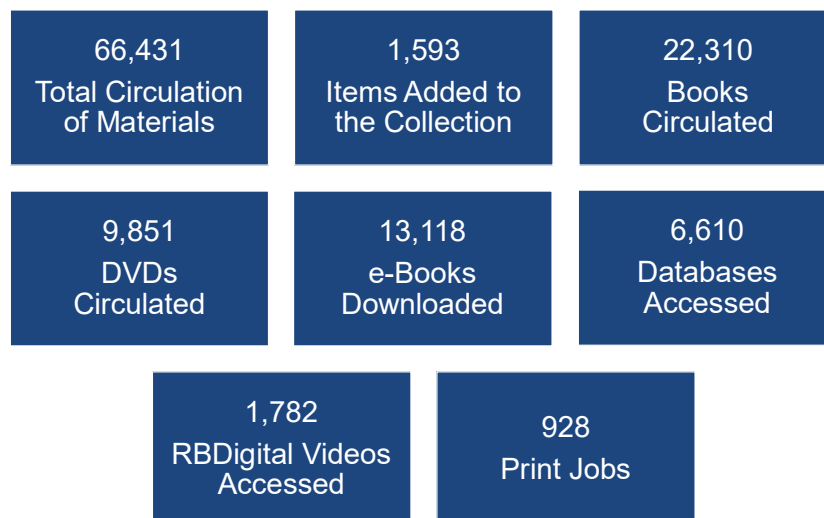
## Reciprocal Borrowing



With LiNC reciprocal borrowing, the library now processes more transits per month than in the entire year of 2019.



## The Year in Numbers



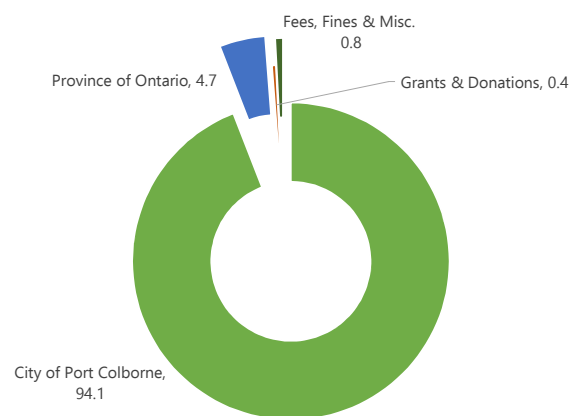


## The Year in Numbers



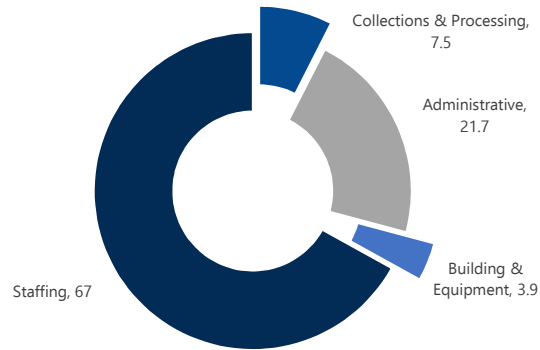
## The Year in Number\$

### Revenue



# The Year in Number\$

## Expenses



## Looking Forward to 2021

### In 2021, the library will continue to build and grow, with innovation and resilience

- The library will complete projects as part of an OTF Resilient Communities Fund grant to update three public service areas. The grant will help strengthen the library's capacity to safely provide library services and safe spaces for people to meet, work, learn, and connect.
- The library will upgrade connectivity and voice solutions to enhance internet access and telephone services.
- The library will continue to grow its collections, programs, and services.
- The library is committed to helping our community recover from the pandemic.



A sneak peek...

## With Gratitude

### Donors

Andre Pleau  
 Frederic and Carmela Eiss  
 Claudia Brema  
 Rita Ferri-Morgan  
 Vicki Fretz  
 Margaret Hammond  
 Amylee Thibodeau

### Grants

Government of Canada  
 Enabling Accessibility Fund (EAF)

### Partnerships

Libraries in Niagara Cooperative  
 Port Colborne Fire & Emergency Services  
 Port Colborne Historical & Marine Museum  
 Port Colborne Lions Club  
 Port Colborne Optimist Club

TD Summer Reading Club in partnership with:  
 Libraries and Archives Canada  
 Toronto Public Library  
 TD Canada Trust

Special thanks to the entire team at the  
 City of Port Colborne  
 Mayor Bill Steele  
 City of Port Colborne Council

### Volunteers

Frank and June Berndt  
 Robin Muileboom  
 Shelley Upton  
 Claire Wilby



## Proudly Serving Port Colborne

