



Port Colborne Public Library Annual Update

September 13, 2022

The Library Board and the PCPL Team



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Amanda Emery

Part-time Librarian Assistants

Kristina Saltarelli

Garry Turner

Nick Reid

Jiya Jimmy

Our Mission: To provide the services necessary to meet the needs of our user communities.

PCPL: Anchored in success

The pandemic continued to pose challenges in 2021, but the library remained open to serve our community, whether curbside or in-person. Our team underwent changes. We said goodbye to three who retired, and welcomed three new faces.

Behind the scenes, we were busy planning, preparing, and implementing innovative new changes so that when our doors reopened to normal services, the library would be more resilient and able to offer vibrant programs in an accessible, inclusive, and welcoming space. Helping our community navigate the challenges of the pandemic included:

- Answering questions via phone to provide information, and many times simply to be a friendly voice in a time of isolation
- Assisting with accessing and printing vaccination QR codes
- Hosting an income tax clinic
- Eliminating fines on overdue items to reduce barriers to service
- Providing free print services and access to computers and internet
- Free programming and weekly take-and-make craft kits available for families
- Making curbside easier with window shopping displays and website carousels
- Maintaining the visiting library service for individuals and Northland Pointe



Library Board: Anchored in success

- Year 1 (2019): **Governance roles and responsibilities** (HR, health & safety, governance, operational policies)
 - Shelving/accessibility upgrade and PC Lions Gazebo projects completed
 - Universal accessible washroom (\$29,402 Enabling Accessibility Grant)
 - Risk assessment project – security cameras, mirrors, swipe entrances, elevator lock-out installed
 - Fines eliminated on children's cards/children's items
 - Truth and Reconciliation Land Acknowledgement Statement
- Year 2 (2020): **Community and municipal relations** (Board/Council relations, linkage to City, changing needs)
 - Joined LiNC (Libraries in Niagara Cooperative) and implemented new integrated library system
 - Migrated the library's website to the City's website/branding updates
- Year 3 (2021): **Assessing and planning for the future** (risk management/performance measures)
 - Building condition assessment (BCA) report
 - Fire alarm and fire panel upgrade
 - Fines eliminated on all overdue items
 - Truth and Reconciliation Calls to Action included workplace education (Board and staff), collection development, decolonize classification systems
- Year 4 (2022): **Legacy and Transition Readiness** (succession planning/self-evaluation/CEO evaluation)
 - Completed the \$121,400 OTF Resilient Communities Grant renovation project for a new service desk, public workstations and collaborative meeting spaces
 - Strategic Plan updated

Our Vision: Empower. Enrich. Educate..

Library Board: Anchored in success

Covid-19 response and recovery

- Support Council and City's response and recovery plans
- Prioritize well-being for the library as a workplace and a public space
- Policies, plans, procedures protocols to support and protect
- Protect vulnerable populations
- Adapt delivery model for library services/review and prioritize core services
- Implement cashless payment
- Maintain core principles of library services including equitable access and freedom of information
- Maintain free services
- Remote work options for staff
- Prepare physical spaces, safe physical distancing, hygiene and sanitation, signage, capacity levels
- Maintain clear communication – keep website updated, focus on social media for dissemination of information

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PCPL: Anchored in success

72,279 Total Circulation of Materials	1,639 Items Added to the Collection	29,702 Books Circulated
8,306 DVDs Circulated	326 Video Games Circulated	12,332 e-Books Downloaded
7,415 Databases Accessed	4,840 Audiobooks Downloaded	1,537 Streaming Videos Accessed



PCPL: Anchored in success

13,372

Patron
Visits

2,137

Browsing
Checkouts

11,234

Curbside
Checkouts

21,088

Website
Visits

1,346

Computer
Users

17,860

Catalogue
Visits

4,553

Incoming
Calls

299

New
Users

2,297

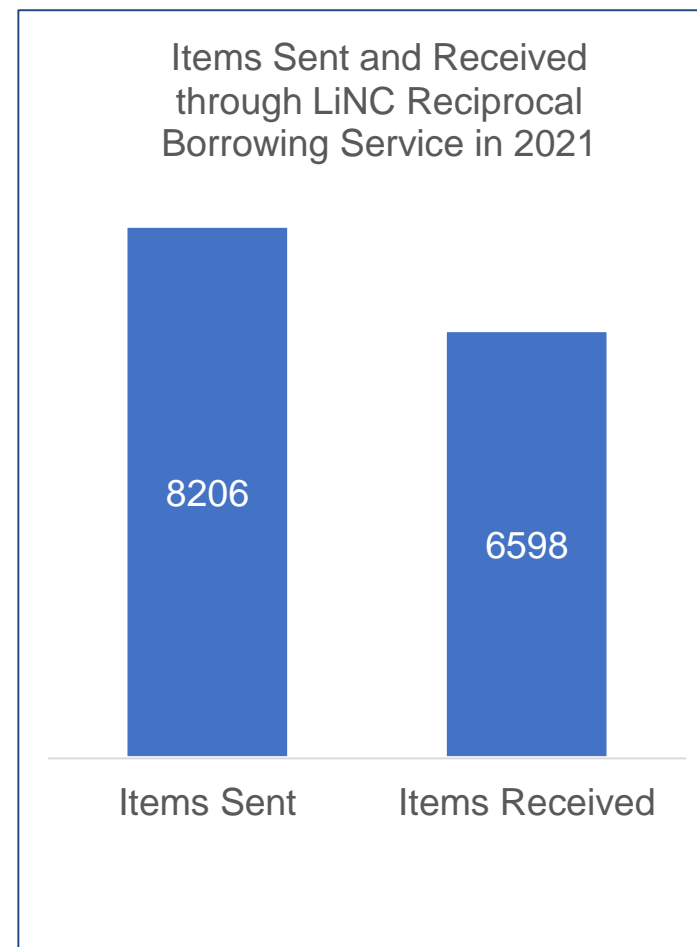
Print
Jobs



PCPL: Anchored in success

Libraries in Niagara Cooperative (LiNC):

- 10 partner libraries across the Niagara Region
- Resource-sharing and reciprocal borrowing
- Library team participates on LiNC Committees
- Weekly van delivery
- PCPL loaned 8,206 items in 2021 to LiNC libraries
- PCPL users borrowed 6,598 items in 2021 from LiNC



PORT COLBORNE

PCPL: Anchored in success

Programming and engagement:

- Top Hat Ceremony
- Income tax clinic
- Pop-up library and outreach/visiting library service
- Virtual class visits with local schools
- March Break activities
- TD Summer Reading Club
 - Imagine Arts Academy: Crayola Coiled Turtles art program (virtual)
 - Mad Science Spectacular (virtual)
 - StoryWalk
 - Sister Library in Elbow, SK
- 3-2-1 Weather Launch: Atmospheric Traveller (virtual)
- Bringing the Stars to your Library (virtual)
- JK to SK Club

1,994 Attendees
Community Events

2,721 Attendees
Children's Programs

241 Attendees
Pop-Up & Outreach Visits

1,108 Attendees
Teens' Programs

52
Children's Programs

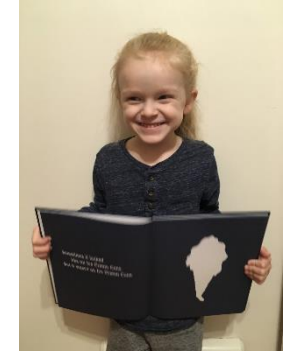
1,933
Take-and-Make Kits
Distributed



PORT COLBORNE

PCPL: Anchored in success

- First Nation Community READ Indigenous Collection
- I Read Canadian Day
- “Big Library Read” online book club
- “Together We Read” online book club
- Black History Month
- Freedom to Read Week
- Canadian Public Library Month activities/contest
- “Book Recommendations for Kids by Kids”
- Teen book reviews (earn community hours)
- Recommended Reads – book reviews (ages 18 and up)
- “12 Days of Giveaways” and surprise gift bags
- Fire safety swag bags
- Free Comic Book Day – dress up like a superhero
- “Recreate a Book Cover” contest



PORT COLBORNE

PCPL: Anchored in success



“Recreate a Book Cover Contest” winners



Superheroes spotted at the library
on “Free Comic Book Day”



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PCPL: Anchored in success

OTF Resilient Communities Fund grant (\$121,400)

- Updated three public service areas to help people meet, connect, learn, and work
- To enhance accessibility, build capacity and resilience, and create more inclusive spaces
- Service Desk
- Public workstations
- Private and collaborative meeting areas



PORT COLBORNE

PCPL: Anchored in success



PCPL: Anchored in success

Patron comment:

“I just wanted to let you all know that our family really miss our PCPL family very much. I hope that what the citizens of Port Colborne take away from this pandemic is how valuable you all are in our lives. It goes far beyond books and programs... it is the relationships that you all have formed with us. So I will get it off of my chest. Miss you all dearly and know that we appreciate all that you are doing to make the best of these difficult times. Also know that it is very important to us that you stay safe and be well. Sending Virtual hugs...”

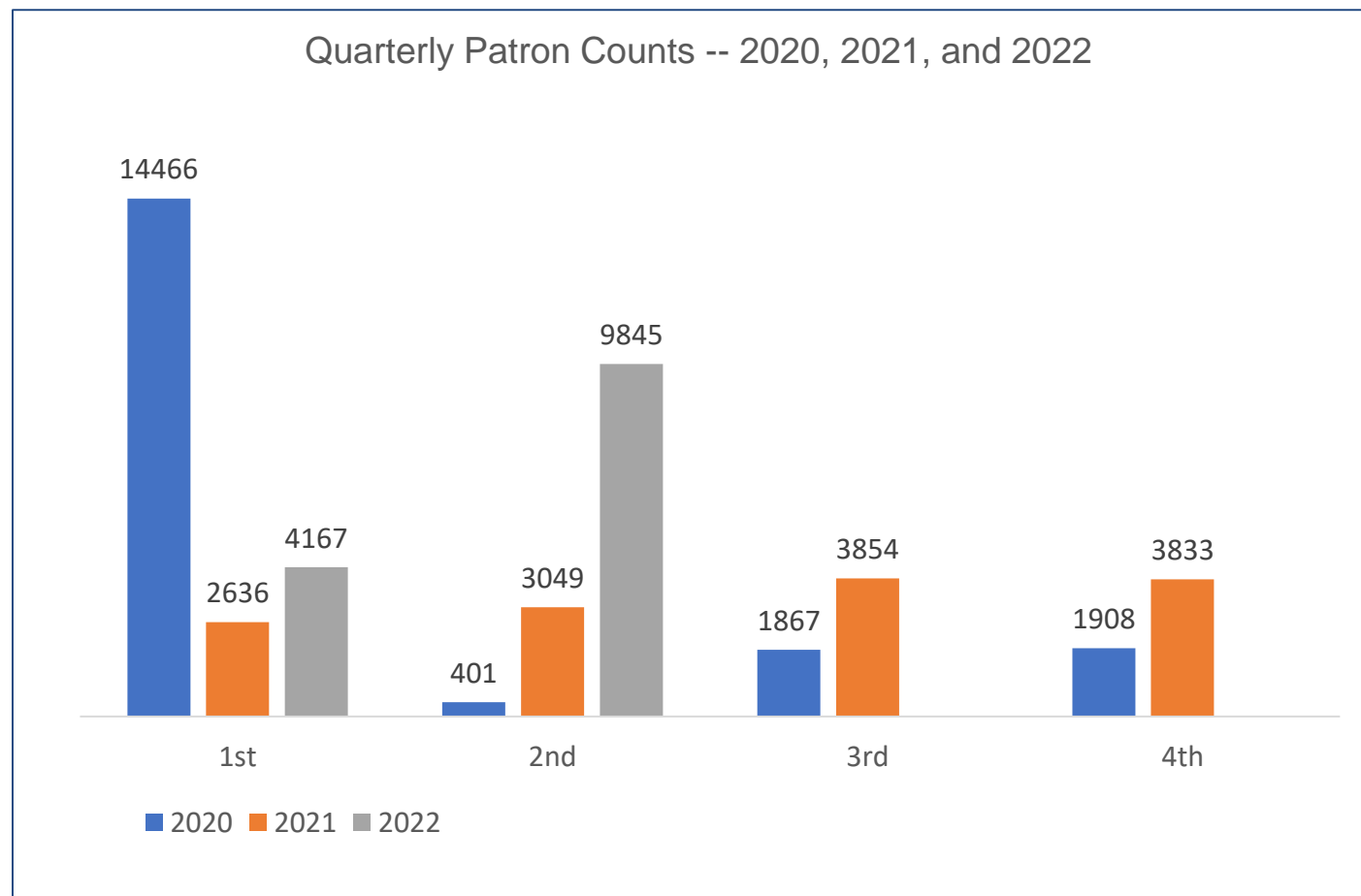
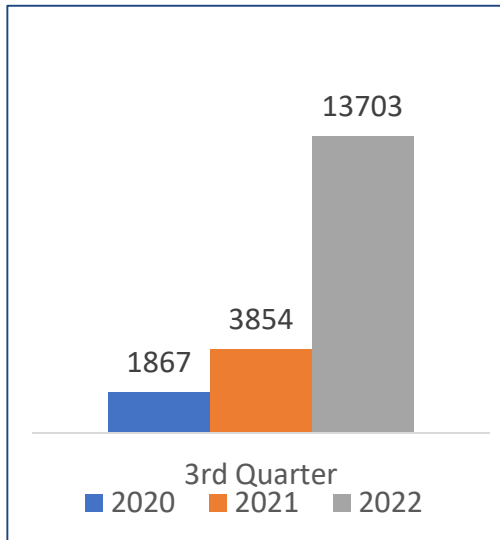


PORT COLBORNE

PCPL: Deckhands in action

Welcoming back our patrons:

- 1st quarter 2020 reflects normal pre-pandemic patron counts
- The number of visitors rose steadily during recovery phases in 2021/22
- The 2022 3rd quarter estimate below shows a return to normal numbers



PCPL: Deckhands in action

Programming:

- Expanding in-person programming for all ages
- Adult painting classes, quilting, and more
- “Local Author Talk” with Sara de Waard
- “Let’s Talk About...” series resumes October 2022
- “Library of Things” collections growing including new items such as a Nintendo Switch console for loan
- Art shows resuming in the atrium
- Collaborative programming with LiNC partners
- Collaborative programming with the Museum
- Pathstone’s Wellness Wall InSTALLation Series

Our Vision: Empower. Enrich. Educate..

PCPL: Deckhands in action

Capital projects:

- Upgrade accessible doors at the King Street entrance
- Add accessible door for the auditorium
- Replace the King Street Sign
- Install a generator

Technology projects:

- Complete the connectivity and phone solutions project to benefit both staff and the public
- Install a wireless print management solution for the public
- Financial system upgrade

Our Mission: To provide the services necessary to meet the needs of our user communities



PCPL: Deckhands in action

Delivery of library services:

- Explore new and innovative ways to serve our community across the entire City
- Expand strategic partnership with LiNC for enhanced resource-sharing and delivery efficiencies

Collections project:

- Decolonize the library classification system (Truth and Reconciliation Call to Action – Indigenous subject headings)

Human resources:

- Review the library's staffing model
- Update job descriptions
- Succession planning for the Director of Library Services

Our Vision: Empower. Enrich. Educate..

PCPL: Deckhands in action

Community Partners

- Contact North Niagara
- Community Living Port Colborne-Wainfleet
- Libraries in Niagara Cooperative (LiNC)
- Niagara Parents
- Niagara Peninsula Conservation Authority
- Ontario Caregivers Association
- Pathstone Mental Health
- Port Colborne Fire and Emergency Services
- Port Colborne Historical and Marine Museum
- Port Colborne Lions Club
- Port Colborne Optimist Club
- Ontario Parks

Library Partners

- Libraries in Niagara Cooperative (LiNC)
- Ontario Library Service (OLS)
- TD Summer Reading Club (in partnership with Libraries and Archives Canada, Toronto Public Library, and TD Canada Trust)

Our Mission: To provide the services necessary to meet the needs of our user communities



PCPL: Propelling forward

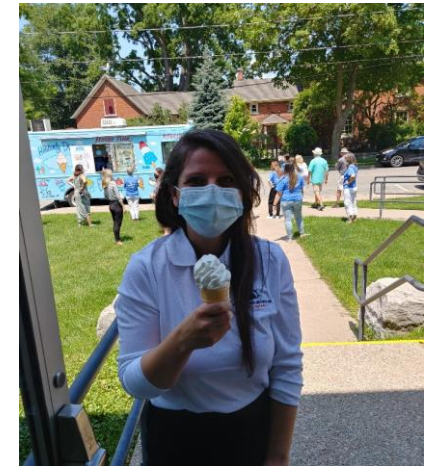
- Implementation of the Board's 2023-2027 Strategic Plan
- 2023 capital projects
- Upgrade and increase access to leading-edge technology for public and staff use
- Expand Makerspace, digital lab and access to lendable technology (hotspots)
- Explore ways to reach out to patrons across the entire City
- Conduct a community profile and customer satisfaction survey
- Update the library's programming, communications, and marketing plans
- Find new partnerships and leverage existing relationships to enhance programs
- Diversity audit of the collection
- Outdoor art installation project in partnership with the Museum
- Feasibility study to explore creating additional shared spaces with the Museum
- Truth and Reconciliation Calls to Action as they relate to public libraries
- Memorandum of Understanding

Our Vision: Empower. Enrich. Educate..

PCPL: Propelling forward

Proudly serving Port Colborne

- Committed to supporting Council's mission and vision



Thank you!

Port Colborne Public Library Board and Staff

