

Port Colborne Public Library Annual Update

City Council Meeting: May 9, 2023



PORT COLBORNE
· PUBLIC LIBRARY ·

Our Team



Library Board

M. Cooper, Chair
B. Ingram, Vice-Chair
M. Bagu, Councillor
B. Beck, M. Booth,
H. Cooper, A. Desmarais
C. MacMillan, E. Tanini



Scott Luey

Library C.E.O.



Susan Therrien

Director of Library Services



Bryan Boles

Library Board Treasurer

Librarian

1 Full-Time

Assistant Librarian

5 Full-Time

Librarian Assistant

4 Part-Time

Library: Services at a Glance

What we do:

- Provide an accessible, safe, and inclusive community hub
- Engage our citizens
- Champion intellectual freedom
- Support cognitive and literacy development
- Support social inclusion
- Contribute to the well-being of our citizens
- Support families, seniors, and low-income households
- Welcome newcomers
- Provide equitable, reliable access to internet and print services
- Provide entertainment and enjoyment resources/activities
- Contribute to economic development
- Build partnerships/support local business
- Work with local agencies to help vulnerable populations
- Align strategic goals with our City
- Make our community feel Port Colborne proud by what we do!

Library: Services at a Glance

Where we focus:

- Maintaining a safe, warm, welcoming, and attractive space for a positive user experience
- Library facility maintenance/sustainability
- Information, art, technology, history, and community life
- Free access to books, internet, and digital resources for a diverse community
- Free or low-cost programming and activities to support our user communities including children, families, seniors and vulnerable persons
- Resource-sharing/collections (LiNC)
- Cost-savings and efficiencies
- Outreach
- Accessibility, diversity, equity & inclusion
- Expanding makerspaces and digital technology
- Accessible meeting spaces for individual and collaborative work
- Partnerships with local service agencies to connect with the community
- Adapting to the priorities of the community and the City we serve
- Knowledgeable and tech savvy frontline staff
- Advocacy, marketing, and fundraising
- Excellent customer service
- Being ambassadors for the City and promoting City services and events



Library: Achievements & Successes

Return to Normal Services

- Recovery phases achieved in alignment with the City
- Re-opened doors in March 2022 with renovations completed
- \$121,200 Trillium Resilient Communities Fund
 - New service desk
 - Accessible meeting spaces
 - Accessible workstations
 - Improved lighting and networking



User-Focused

- Added cashless payment option
- Updated connectivity and Wi-Fi
- High demand for print services
- Library of Things expanded
- Tech help, income tax clinics
- Indigenous collection updated
- Partnerships expanded: PC Works, Niagara Regional Public Nurses, PC Lions, PC Optimists, PFLAG Niagara, Birchway Niagara, Service Canada, Chartered Public Accountants, YWCA, Contact North



+17,180

Total circulation increased compared to 2021



+\$6,210

Self-generated revenue increased compared to 2021



+20,007

Patron visits increased compared to 2021



+2,929

Print jobs increased compared to 2021



14,852

Total items shipped/received through reciprocal borrowing

Library: Achievements & Successes

Circulation



Electronic Resources



Library Usage



Library: Achievements and Successes

Serving our community:

- Visiting Library to Northland Pointe
- Ontario Parks Passes
- Niagara Peninsula Conservation Authority Passes
- Income Tax Clinics
- Painting with Kyla – Art for adults
- Wi-Fi and print services
- Vaccination certificates printed
- Teen Book Reviews (students earn community service hours)
- StoryWalks

Shared services and collaboration:

- Partnership with PC Works
- Partnership with Niagara Regional Public Nurses (Niagara Parents)
- Online book club: One e-read Canada
- Online book club: Big Library Read
- Online book club: Together We Read
- Supporting our schools – on-site class visits, Pop-Up and virtual class visits
- Cultural Block partnership and collaboration with the Museum and Archives – programming and shared spaces
- Libraries in Niagara Cooperative (LiNC) resource-sharing and shared ILS



Library: Events

Events and Celebrations:

- Black History Month
- Freedom to Read Week
- Family Day activities
- Top Hat Ceremony
- March Break activities
- TD Summer Reading Club
- National Indigenous History Month
- National Indigenous Peoples Day
- Seniors Month
- Pride Month
- Touch-a-Truck
- PC Optimists Book Giveaway
- International Women's Day

Events and Celebrations:

- Free Comic Book Day (Dress like a superhero)
- Emancipation Day
- Local Author Talk with Sara De Waard
- Canadian Public Library Month
- Ontario Public Library Week
- Art in the Atrium – welcomed first art show in our gallery since pandemic
 - Port Colborne Art Club
 - South Coast Niagara Artists
- “Let’s Talk About... Teen Mental Health” with local author Sara de Waard, Niagara Region Public Health Nurses, Pathstone



Library: Current Projects & Activities

Empower. Enrich. Educate.

- Increase programming
- “Let’s Talk About…” series
- Shared services with LiNC
- Expand Library of Things
- Marketing and promotion
- Fundraising
- Expand partnerships/Support local business
- Truth and Reconciliation Calls to Action for public libraries
- Improve accessibility – doors
- Complete phone/fibre upgrade
- Roof repair
- Elevator modernization
- Washroom backflow/watercloset upgrade
- Improve/innovate the user experience
 - Print server upgrade
 - Diamond financial system
- Lendable technology
- Support staff safety & success



Green Screen Studio



School class visits

Library: Future Plans and Strategies

Focused and Responsive

- Increase our volunteer base
- Market, market, market! – communications strategies/data analysis/strategic partnerships
- Fundraising and advocacy
- Cultural Block Partnership - enhance the experience (outdoor art)
- New strategies to support and promote local business – technology, people, skill-building

Creative and Mobile

- Enhanced services
 - Newcomers, seniors, teens, vulnerable persons
- Diversity audit of the collection
- Building maintenance/sustainability
- NovelBranch at Vale
- Outreach to underserved areas – focus on East Side
- Accreditation
- People-focused – investing in our staff to best serve our community and support Council's mission and vision



Partnerships and sponsorships – PC Lions Club



Diverse and inclusive resources



Our Patrons...

“I truly feel that my library – **our** library – now beautifully renovated - is an old friend who welcomes me through the personal smiles and assistance of the ever helpful staff, especially through the pandemic.”

“I love it because it is inclusive, accessible, family/child friendly, trendy, fun, unique! My children and I love everything about our library!!

“It is the personnel that make this library exceptional. They are all friendly, helpful and do their utmost to answer any question. A pleasure always.”

“Port Colborne's Public Library is a haven of resources both material and electronic that cheerfully and professionally serves the community and beyond.”



...Have the Final Word

“There is always something new for everyone to read, learn, try, play or see, plus the folks who work there are just lovely people.”

“Knowledgeable, helpful, pleasant staff. Best deal in town.”

“All the activities they do involve the community.”

“My library is a place where what I read is never questioned nor criticized and I can enjoy losing myself in unlimited vicariously pleasurable moments.”

“I have witnessed librarians treat [difficult] patrons with patience and kindness and it’s a beautiful thought. You listen well.”



Thank you!

