

2017

Annual Report

HALDIMAND COUNTY
PUBLIC LIBRARY

LED FOR
G PERMIT
4, 2017

DATE	REVISION
AUG 04 17	ISSUED FOR TENDERS / PER APPLICATION
JULY 24 17	ISSUED FOR FINAL CLIENT REVIEW AND COMMENT
	ISSUED FOR COORDINATION FOR CLIENT REVIEW

In 2017, the Haldimand County Public Library laid foundations for quality service delivery today and in the future. Building projects designed to create spaces responsive to changing community needs and growing expectations progressed substantially this year in Dunnville, Jarvis and Cayuga.

A 3,600 square-foot addition was completed at the Dunnville Branch, along with major renovations throughout the facility. The \$1,998,040 project, funded primarily by Haldimand County along with a \$455,000 Canada 150 Community Infrastructure Program grant and a \$40,000 donation from the Friends of the Dunnville Library, ensured our space remains functional and relevant to the community. Features include improved public computer access and wireless points; more accessible shelves, aisles, washrooms and service stations; new, safer sidewalks; shelving to accommodate growing collections; more seating; and an expanded parking area. The project also included new paint, flooring, efficient lighting, barrier-free entrances and accessible doors. Two new study rooms and a new programming room on the second floor now offer locations for individuals and groups to share interests and ideas. A new local history and genealogy room affords more space to showcase our heritage and collections were repositioned to highlight young adult resources and materials aimed at fostering users' creativity.

A Grand Re-Opening Ceremony was held on May 20th and included a memorable performance by the Dunnville Branch Ukulele Club, family-oriented games and a ribbon-cutting with remarks from Mayor Ken Hewitt, Councillor Bernie Corbett, Library Board Chairperson Linda Van Ede and others proud of the project's success and the contribution it will undoubtedly make to our community's future.



15,300 members

1,304 new patron registrations

10,625 program participants



4,100 reference questions answered



622 Facebook followers



155,600 annual visits



4,200 readers' advisory recommendations made



147,104 website visits

71,640 social media post views



In the spring of 2017, architectural plans were prepared to bring significant changes to our Jarvis Branch. Painting, flooring and light fixture replacements facility-wide were added to drawings that would create a new, enlarged and redesigned local history and genealogy room and a new study room that can double as a small meeting room. Our service counter and public washrooms would also be reconfigured, making them up-to-date and fully accessible. The entire building would get a facelift during this \$327,300 project, funded partially by a \$83,250 Canada 150 Community Infrastructure Program grant. We even planned to relocate some shelving and collections in order to create wider aisles and to accommodate future service delivery options associated with Haldimand County's community hubs initiative.

The Jarvis Branch closed on November 17th to allow for construction work and both staff and members waited anxiously for the exciting alterations to be completed the following January.

On the heels of exciting changes in Jarvis and Dunnville, planning began for the construction in Cayuga of a functional and practical, yet inspiring new 6,500 square-foot facility – the future home of both our library branch and a municipal heritage centre. Thier+Curran Architects were awarded the contract in 2017 to design a \$4,075,100 space which meets the needs and expectations of today’s library user with open, flexible features allowing for future demands and functional changes. The single-storey building will include an array of accessibility features, ensuring all visitors enjoy the library unencumbered: wider aisles; automatic doors; accessible washrooms, parking and computer stations; and easy-to-reach shelves and service areas.

Spaces for quiet study and relaxation, seating areas for reading and wireless connections, and zones for both youth and children’s resources have also been allocated. A program room and common spaces throughout will enable the library to offer an increasing variety of workshops, information sessions and social opportunities for people of all ages. The Library’s vision is to offer Cayuga residents a platform for community sharing, making new connections and developing together. We are particularly looking forward to opportunities arising from co-locating with Haldimand County Museum & Archives. The new facility will include a 600 square-foot genealogy centre and an 800 square-foot exhibit space. Various artifacts will also be interspersed among library collections. Together, the library and heritage centre will showcase Cayuga’s important past and give patrons a unique, ever-changing library experience.



300,179 total items borrowed

4,050 young adult titles borrowed

59,636 movies borrowed

27,137 eBooks downloaded

9,133 print and digital magazines used


CIRCULATION BY BRANCH

Dunnville	95,886 (32%)
Caledonia	90,252 (30%)
Selkirk	31,177 (10%)
Hagersville	28,525 (10%)
Cayuga	27,714 (9%)
Jarvis	26,625 (9%)

■ The Dunnville Branch was closed 3 months in 2017 for renovations

● The Jarvis Branch was closed 1 month in 2017 for renovations

DUNNVILLE
PROPOSED INTERIOR



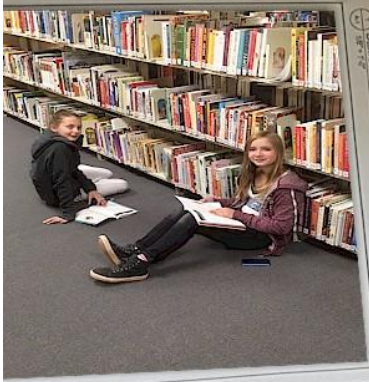
Library CEO, Debra Jackson, retired in April, 2017 after 31 years of exemplary service. Our friend and leader began her career as the CEO of the Dunnville Public Library in 1986 and, after municipal amalgamation in 2001, capably took the helm of a six-branch County library system. Her many accomplishments include building strong and enduring relationships with Council and the municipal management team, organizational restructuring and the streamlining of library services, the development of three-year strategic plans, a thorough library service review and the implementation of an employment engagement survey. As if major building projects at the Caledonia (2004), Hagersville (2005) and Selkirk (2007) branches weren't big enough accomplishments, Deb also ensured that in both 2011 and 2016, the Haldimand County Public Library was certified by the Province as an accredited institution, having met rigorous provincial requirements. We are forever thankful for Deb's legacy and wish her the best in retirement.

We also wished fond farewells in 2017 to Wendy Ockenden (Caledonia Branch), who retired in April after 29 years of dedicated service; to Charity Blaine (Dunnville Branch) who is now advancing her library career; and to Lisa Smeaton (Dunnville Branch), who left us to become a successful ebook author.

One of Haldimand County's greatest strengths is its sense of community. Sharing experiences and knowledge with our neighbours, valuing one another's opinions, and appreciating our differences contributes to the County's well-being. Hundreds of residents came together with enthusiasm at their library in 2017, learning, collaborating, connecting and filling our spaces with ideas and understanding. In addition to attendance at library-run programs, residents made use of library meeting rooms for fitness sessions, sports league discussions, small business gatherings, birthday parties, and an array of community assemblies.



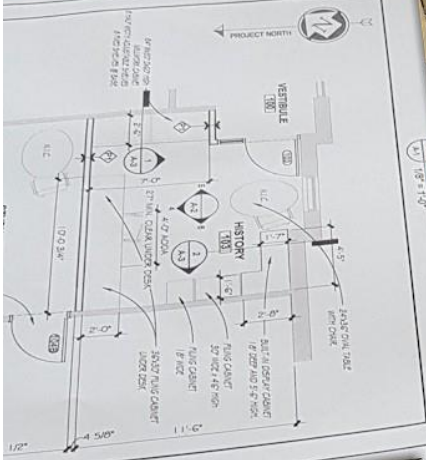
948 Knitting Club participants
652 Scrabble Club participants
619 Book Club attendees
34 Library Living participants



DEMO PLAN - MAIN FLOOR



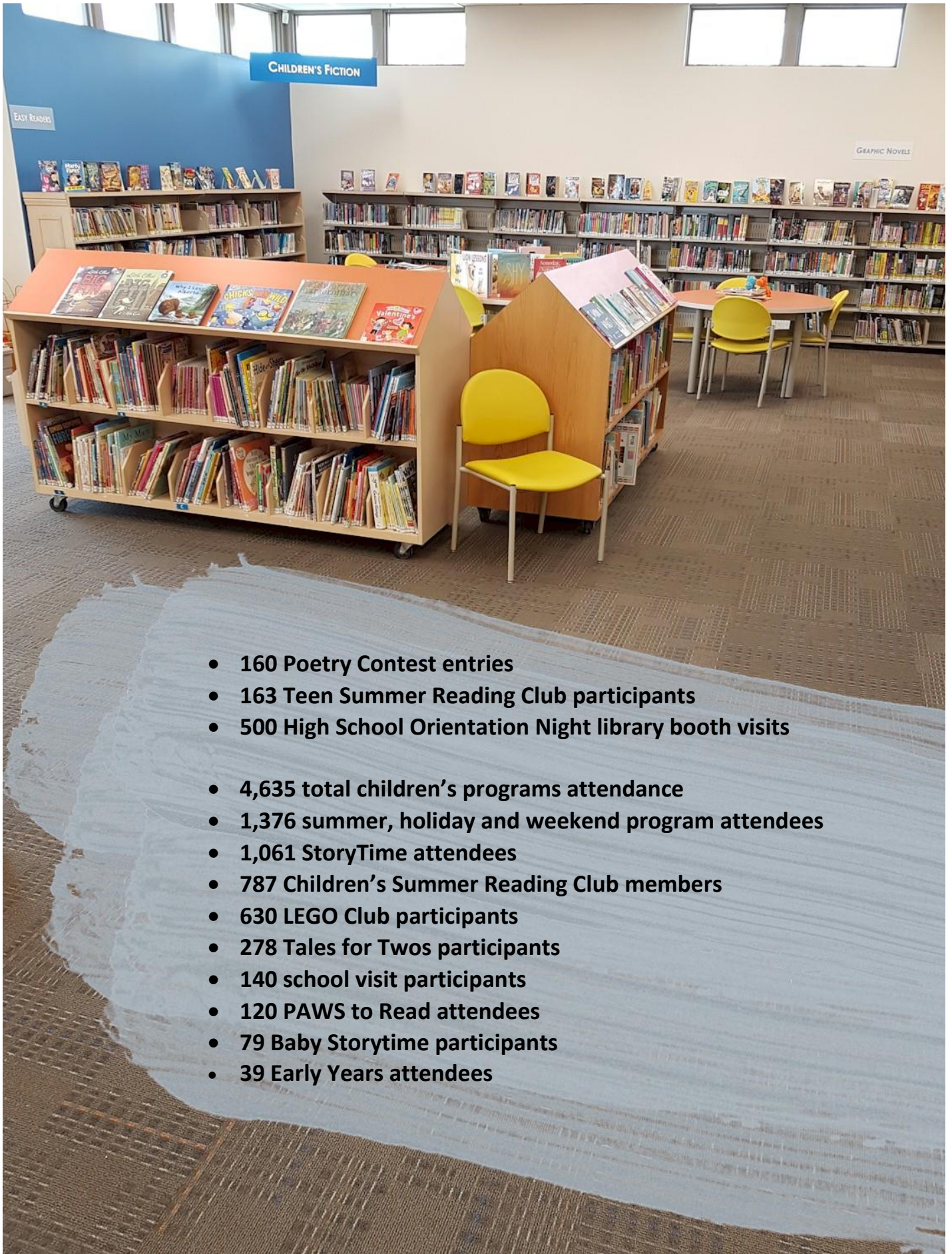
PROPOSED PLAN - MAIN FLOOR



Youth development is important to building healthy communities and in 2017, the Library offered fun, engaging and educational collections and programs to teenagers, helping them prepare for success in Haldimand County.

Through library collections, programs and spaces, young children also learned to share, be engaged in their communities, participate in the arts and to explore their world. Research proves that children who regularly attend a library read better than their peers. Children who attend preschool story hours at libraries enter school with greater literacy skills needed for scholastic success.

No.	DATE	ISSUED BY
1	APR 25 117	
2	JUN 14 117	
3	JULY 24	

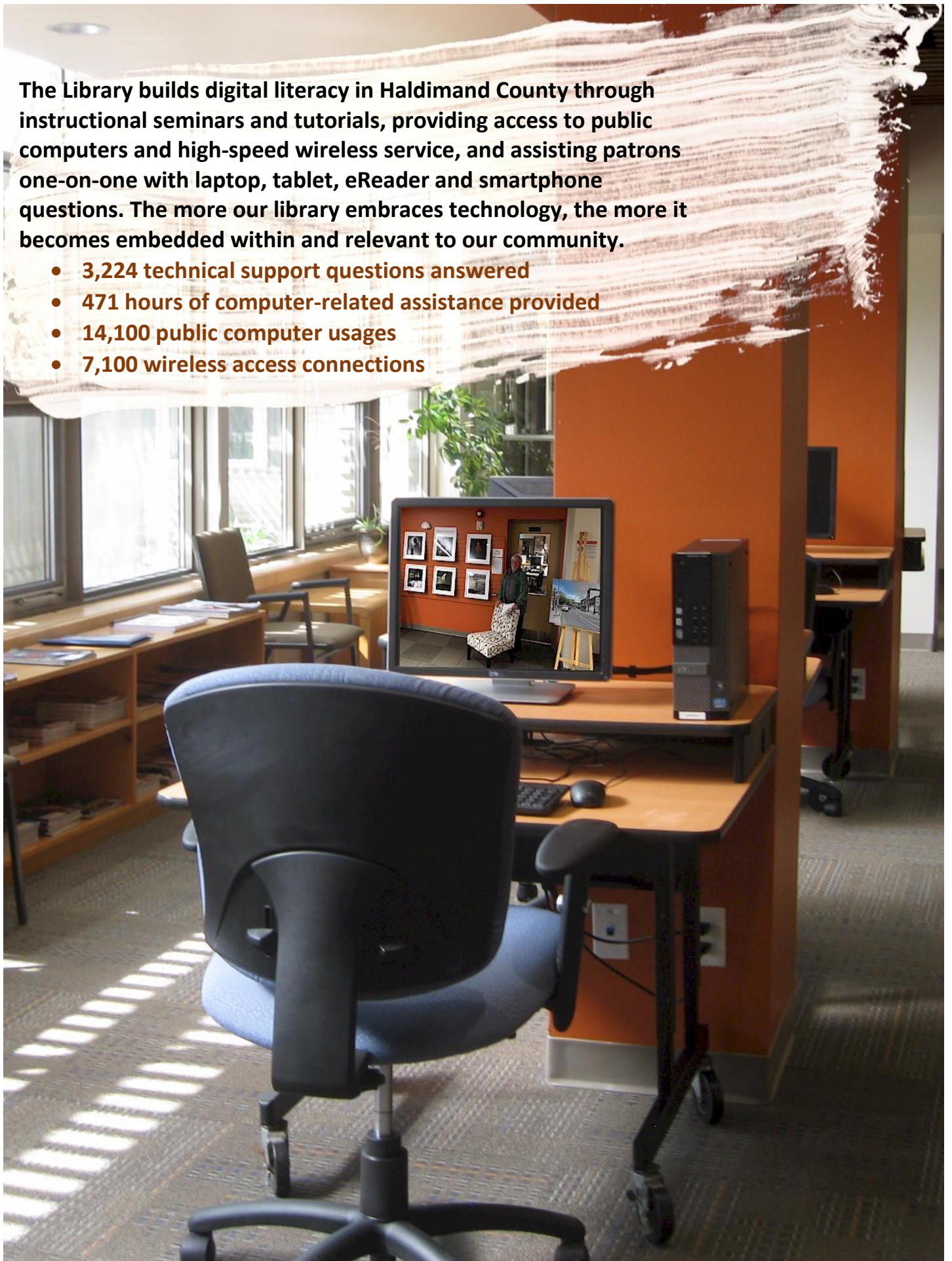


- 160 Poetry Contest entries
- 163 Teen Summer Reading Club participants
- 500 High School Orientation Night library booth visits

- 4,635 total children's programs attendance
- 1,376 summer, holiday and weekend program attendees
- 1,061 StoryTime attendees
- 787 Children's Summer Reading Club members
- 630 LEGO Club participants
- 278 Tales for Twos participants
- 140 school visit participants
- 120 PAWS to Read attendees
- 79 Baby Storytime participants
- 39 Early Years attendees

The Library builds digital literacy in Haldimand County through instructional seminars and tutorials, providing access to public computers and high-speed wireless service, and assisting patrons one-on-one with laptop, tablet, eReader and smartphone questions. The more our library embraces technology, the more it becomes embedded within and relevant to our community.

- 3,224 technical support questions answered
- 471 hours of computer-related assistance provided
- 14,100 public computer usages
- 7,100 wireless access connections





60 Babysitting Course registrants

274 total Gale Courses enrollments

735 Mango Languages course enrollments

25,862 non-fiction (information) books borrowed

108 Strengthen Your Mind workshop participants

Often called the “people’s university”, the public library provides learning opportunities free for all people, regardless of their socioeconomic status. Library resources, both print and digital, and library programs can have a transformative power. They can be used to gain proficiencies, even a level of expertise, that help residents succeed.

The library is an archival hub for some of Haldimand County's historically significant items and records. Our special collections, including the Hager Room artifacts and digitized Jarvis Record newspaper, safeguard our collective history and foster a sense of community pride. Integrating library collections with volunteer expertise and resources offered by the Dunnville District Heritage Association, North Erie Shore Historical Society and Jarvis history room archivists, HCPL delivers helpful, timely and convenient access to our area's past.

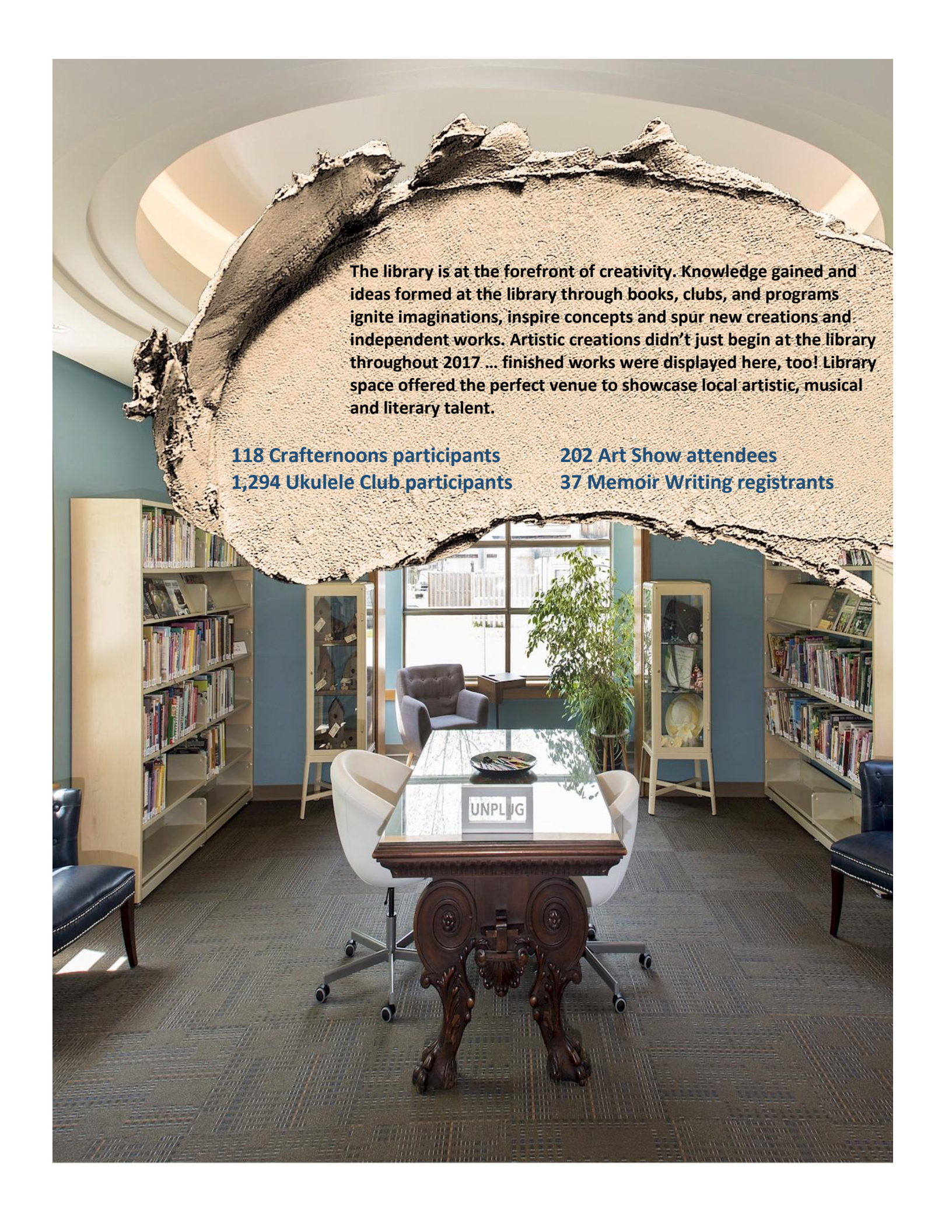
**32,636 Ancestry.ca
searches during 496
sessions**

**16 Roots to Branches Club
participants**



**Over 400 local history
questions answered by DDHA
and NESH volunteers**

**Over 350 Selkirk Heritage
Day visitors**



The library is at the forefront of creativity. Knowledge gained and ideas formed at the library through books, clubs, and programs ignite imaginations, inspire concepts and spur new creations and independent works. Artistic creations didn't just begin at the library throughout 2017 ... finished works were displayed here, too! Library space offered the perfect venue to showcase local artistic, musical and literary talent.

118 Crafternoons participants
1,294 Ukulele Club participants

202 Art Show attendees
37 Memoir Writing registrants

One of the foundations on which the library is built is the spirit of sharing. Pooling community resources – whether they be books, games, funds for connectivity, or professional expertise – adds exponential value to each resource when shared.

Dedicated library volunteers shared their time and expertise throughout 2017, keeping our collections orderly and accessible, raising funds for special projects, delivering materials to homebound members and helping make our children's programs even more fun.

5,268
volunteer
hours

54,237
interbranch
exchanges

31
deliveries to
Anson Place
Care Centre

\$7,269
cash donations

2,651 items donated
worth \$52,512

6,990
interlibrary
exchanges

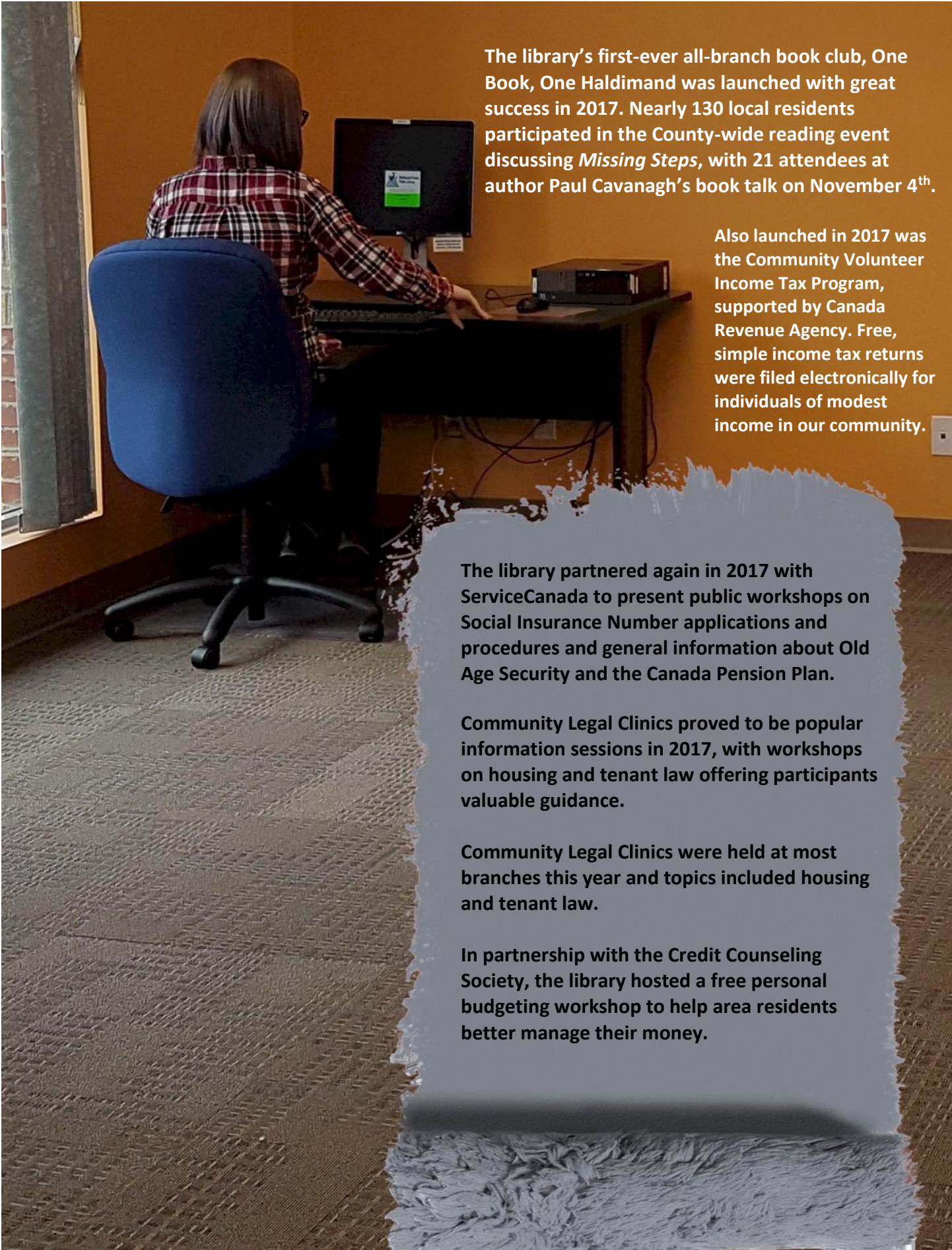
179,793
collection
items





The library is at the heart of its community, and at the heart of the library's business model is excellent customer service. For library staff to deliver high-quality services which benefit residents in as many ways as possible, training and skills upgrades are essential. In 2017, we attended numerous workshops, courses and seminars to ensure we continue to serve you well:

- First Aid / CPR Certification
- Tools for Finding Good Legal Information
- Maximizing Mango Languages
- Bookchains for Readers' Advisory
- Interlibrary Loan Techniques
- Selecting Book Club Titles
- Multicultural Grants
- Seed Library Programs

A photograph of a person with long brown hair, wearing a red and white plaid shirt, sitting in a blue office chair at a desk. They are looking at a computer monitor. The desk has a keyboard, a mouse, and a printer. The background is a plain wall with a window on the left.

The library's first-ever all-branch book club, One Book, One Haldimand was launched with great success in 2017. Nearly 130 local residents participated in the County-wide reading event discussing *Missing Steps*, with 21 attendees at author Paul Cavanagh's book talk on November 4th.

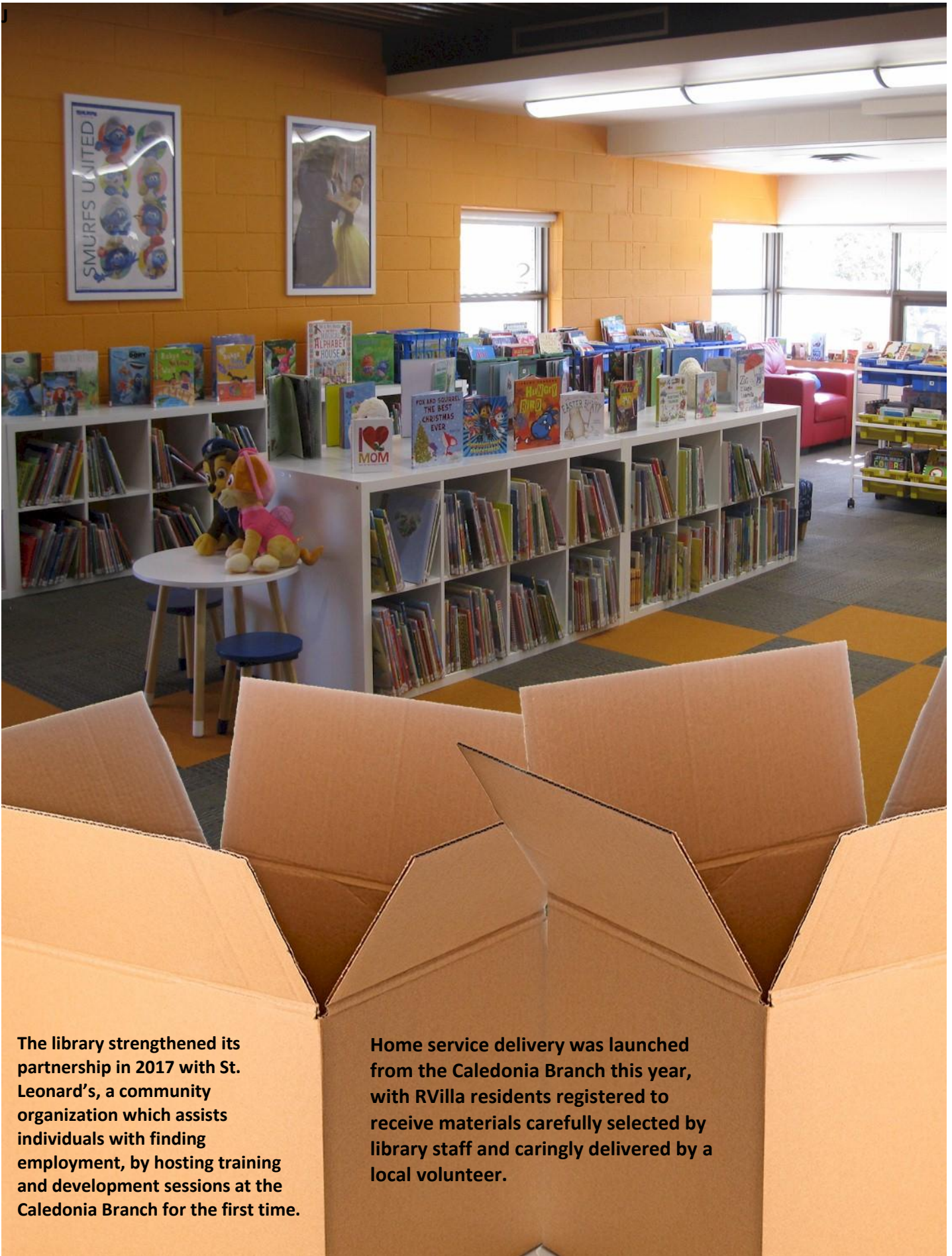
Also launched in 2017 was the Community Volunteer Income Tax Program, supported by Canada Revenue Agency. Free, simple income tax returns were filed electronically for individuals of modest income in our community.

The library partnered again in 2017 with ServiceCanada to present public workshops on Social Insurance Number applications and procedures and general information about Old Age Security and the Canada Pension Plan.

Community Legal Clinics proved to be popular information sessions in 2017, with workshops on housing and tenant law offering participants valuable guidance.

Community Legal Clinics were held at most branches this year and topics included housing and tenant law.

In partnership with the Credit Counseling Society, the library hosted a free personal budgeting workshop to help area residents better manage their money.



The library strengthened its partnership in 2017 with St. Leonard's, a community organization which assists individuals with finding employment, by hosting training and development sessions at the Caledonia Branch for the first time.

Home service delivery was launched from the Caledonia Branch this year, with RVilla residents registered to receive materials carefully selected by library staff and caringly delivered by a local volunteer.

FINANCES

TOTAL **\$1,773,090**

Revenues

- Municipal Levy \$1,542,230
- Grants (Federal & Provincial) \$84,910
- Fees / Recoveries \$39,870
- Donations \$7,900
- Other Revenues (Fines, etc.) \$31,040
- Transfers from Reserve \$67,140

Expenditures

\$1,243,420
Salaries, Wages
& Benefits

\$184,070
Services

Interdepartmental Charges
\$29,000

Transfers
\$231,680

Supplies & Materials
\$84,920

TOTAL **\$1,773,090**

social media *comments*

"I'm going right after school tomorrow to the [library's Ukulele Club]!"



"I'm so excited to see [the Dunnville Branch renos]!"

"Cool [children's holiday programs] How do I register?"



"Can't believe the great book I scored! [at the book sale]"

"Thanks for putting on a great event! (One Book, One Haldimand)"



"The [Rustic Sign Workshop] would be a great girls' night out!"