

Library Stats for 2020

Circulation	40,386
# of Internet Users	2,475
Patron Visits to Library	23,071
# of Adult in Programs	600
# of Children in Programs	415
New membership	140
Total Membership	9,011

Library Supporters in 2020

Deanna Hembroff
Avery Lorette
Carol Manning
Margaret Moore
David Norman
Mary Ann Sears
Travis Stoner
Laurie Tagliabracci
Candace Vanderbeek
Dale White
Ellen Witherly

Thank you very much!

It is through your kind generosity, that we are able to purchase new items or replace damaged items within our collection. You are appreciated.

Library Board 2020

* Former Trustees

Nick Adey (Council Representative)
Cary Dalton
Carolina de Ryk
Glenn Groulx*
Chelsea Keays (Chairperson)
Stephanie Lysyk
Brent Patriquin*
Dale White
Andrea Wilmot

Library Staff 2020

* Former Staff

Joe Zelwietro - *Chief Librarian*
Kathleen Larkin - *Deputy Librarian*
Beth Dimond, Lisa Latimer,
Lou Allison, William McDuff, Duncan Calder*,
Katherine Arendt, Mercedes Taylor, William
Matheson, Robert Hooft, Aidan Dias*, Kyla
MacIlroy*, Janel Squires-White.

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Prince Rupert Public Library



Annual Report 2020

Library Chairperson's Report 2020

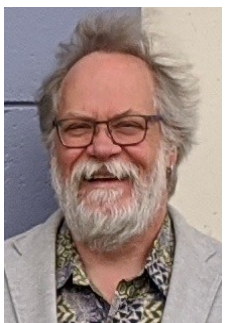


In 2020 the library board worked to support the chief librarian and the library staff through the major changes that the covid-19 pandemic required. We are grateful to Joe Zelwietro, the Chief Librarian, and all of the library staff for their

flexibility and dedication to their work and to the community through this challenging year. Several board members volunteered time to do deliveries when the library doors were closed to the public, and one of the things that was interesting about driving around town to patrons' homes was seeing how far the library reaches. We drove to every neighbourhood and every kind of house and apartment building. From a crow's eye view, our routes would have looked like a spider's web that extended to every corner of the town, with the library at the centre. The board is looking forward to the coming year, with doors open again and some hopeful possibilities for larger gatherings, programs, and groups of people in the library once again.

Chelsea Keays, Chairperson

Librarian's Report 2020



The long COVID-19 pandemic was the main story of 2020 here at the Prince Rupert Library. We remained an important community hub for residents of Prince Rupert and surrounding area throughout the year,

although our services and programs were

significantly impacted by the pandemic. Our goal in 2020 was to ensure that the library met the information needs of the public and sustained the services and collections while keeping our staff and patrons safe.

On March 6th the Library hosted, in cooperation with CBC Radio, a very successful author reading with Eden Robinson. We celebrated her novel, *Son of a Trickster*, a Canada Reads 2020 contender. It was one of our best patron turnouts ever, and several days later, everything changed. On March 17th, we closed our doors to the public due to province-wide COVID restrictions.

We listened to our fellow librarians and Library Boards from across the province, as well as to the Public Health Officer, Ministry of Health and WorkSafeBC. We had staff work from home and improved our Library communications by installing open-source chat software. We set up a Re-Opening working group consisting of management, union members and our Health and Safety representative. After building a COVID-19 safety plan, we executed it making our building safer for staff and patrons. We kept our phone lines open, waived all overdue fines for the duration of our closure, provided reference service by phone or email, offered home delivery for the homebound, and telephone assistance with our e-book platform. On June 15th, we added curbside pickup for borrowed items.

We continued this way until August 25th, when we set up appointments for new patron registration in a distanced and safe manner. On August 26th, we expanded our public services with access to 4 computers (30 minute time limit), resumed exam invigilation, printed patron documents received digitally and provided access to public phones and washrooms. We started using Zoom to bring our Friends of the Library Book Club together, which we continue to this day and it is appreciated. On September 14th, we opened the Library for browsing. This was a very welcome day, and we heard many positive comments. We

maintained this level of openness for the remainder of 2020.

We continued work on improving our technical infrastructure, (website, communication solutions, and networking equipment) and developed new collections such as our North Coast Reference Repository, a searchable digital historical collection developed from reference question research.

One non-COVID highlight happened on October 13th when we announced that we were eliminating overdue fines on children's materials. This will reduce the financial barrier that some patrons face. While this was overshadowed by COVID-19, it has been a welcome change and patrons appreciate it.

The perseverance of staff and the support of the Library Board enabled us to continue to improve services in a difficult year, and I appreciate both groups' effort and thank them sincerely.

Joe Zelwietro, Chief Librarian



Wap Liitsx – House of Reading



Eden Robinson & Rudy Kelly - Mar. 6, 2020