

Library Stats for 2019

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|---------------------------|---------------|
| Circulation | 65,083 |
| # of Internet Users | 7,133 |
| Patron Visits to Library | 51,395 |
| # of Adult in Programs | 1,422 |
| # of Children in Programs | 1,751 |
| New membership | 385 |
| Total Membership | 8,880 |

Library Supporters in 2019

Kevin Coswan
Jan Currie
Barry Dickinson
Lynne Edwards
Sandra Jones
Janet Lemon
Carol Manning
Elizabeth McDonald
Larry Moore
Sue Neilson
Mary Ann Sears
Veronika Stewart
Travis Stoner
Candace Van der Beek
Dale White
Jane Wilde
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 2019

* Former Trustees

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

Library Staff 2019

* 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, Aidan Dias, Kyla MacIlroy,
Janel Squires-White.

Prince Rupert Public Library

101 6th Ave. West
Prince Rupert, BC V8J 1Y9

Phone: 250-627-1345
info@princerupertlibrary.ca



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Prince Rupert Public Library



Annual Report 2019

Library Board Chair Report 2019



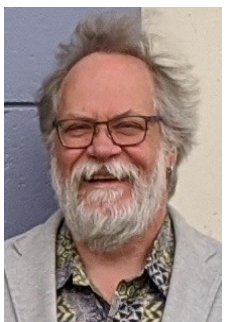
One of the highlights of 2019 for the board has been taking the first steps to create a strategic plan. In 2019 we focused on gathering input from community members, organizations and library staff and beginning to organize this into a plan that will guide the library programs, services and collections moving forward.

It has been valuable to hear about what patrons and staff find most useful and inspiring in the library and to hear suggestions for what the library could do differently or do more of in the future. A strategic plan is a chance for all of us to plan and also dream, and it's a document that will evolve and change with the library. Although the process of creating this plan is underway, it is never too late for changes and additions. If you have ideas, suggestions or requests for materials or programs, let us know.

It is a real pleasure to be part of the library board as we support Joe and all of the library staff in their ongoing mission to create a library that serves the community in the most welcoming and constructive way possible.

Chelsea Keays, Chairperson

Librarian's Report 2019



The Prince Rupert Library is an important community hub for the residents of Prince Rupert and surrounding area. Our goal in 2019 was to ensure the aims and capacities of the library matched the needs of the public and that the library

ensure the sustainability of its services and collections for many years.

We must also look at our relationship with City of Prince Rupert and therefore the taxpayers of Prince Rupert. Everybody contributes and the City of Prince Rupert manages the tax process to fairly distribute the funds to provide all the services a healthy community needs. It's natural to think about what we are and what the community needs from a library, so we continued developing the Library's multi-year Strategic Plan and adopting our services accordingly.

We looked at the library's fee schedule for various services and increased our Multi-purpose room rentals for commercial and governmental groups and maintained present rates for non-profit organizations.

We started exploring what library values align with the City of Prince Rupert's values. While the Library and the City are two different types of institutions it is worth investigating if the Library principles, policies and processes can be improved by following City's experience. While this did not lead to any changes to our policies in 2019 we will continue looking into this in 2020.

Over the past couple of years there has been a significant increase in the number of invigilation (examination proctoring) by Deputy and Chief Librarian. In 2019 we had 68 exam sittings vs. 23 in 2018. To deal with this demand the Library has raised invigilation rates to allow staff to maintain their present workloads while allowing for invigilations.

We also addressed barriers to successful patron usage of the library. One of the greatest obstacles is the financial one. Although library core services are free to our patrons, overdue fines and their accumulation on patron accounts over time can be an obstacle to patrons returning to the Library. This is especially worrisome for our youngest patrons who don't

stay children for long. We started looking at other library experiences and saw a beginning of significant changes. Some have reduced the fine rate for various types of patrons and a few libraries have eliminated all fines and some have not changed their fines policies. We tried something different and focused on children reading in the library. We started a 'Read your fines away' option for anyone under the age of 18. Although there was some positive response, it was not widespread. We will review this option in 2020.

It is vital that we are available to patrons when they need us and in 2019 we were able to increase the open hours in May 2019 to full days on Mondays from 10am to 5pm, which was welcomed by the public. As well we made the decision to open on Saturdays of long weekends due to patron requests.

The City is the primary funder of library operations, along with the province of BC. But specific projects (such as our digital newspaper repository 'Turning the Pages') often require their extra funding. In order to provide funds for this and other projects the library subscribed to "Grant Advance", a fundraising company for non-profit institutions. We'll assess this in 2020 to see if it is a worthwhile expense.

Overall, 2019 was a year for learning and building capacity to serve the community for many years to come. Come and discover what the Prince Rupert Public Library can help you achieve.

Joe Zelwietro, Chief Librarian



Wap Liitsx – House of Reading