



TOWN OF PELHAM PUBLIC LIBRARY Annual Report 2009

Circulation Increase 9% for 2009
Circulation Increase 63% from 2001 - 2009!!

PHOTO CAPTIONS FRONT COVER Culture, Life-long Learning, and Fun for All

(Top Left to Bottom Right)

1. Colouring ourselves "Purple, Green, and Yellow" for Munsch-a-Mania record-setting attempt.
2. Kate, St. John Ambulance Therapy Dog, listens to children read during the Sit-Stay-Read Programme.
3. Digging up the front entrance in anticipation of improvements to the front cement pad
4. Mystery Author Mary Jane Maffini shares a laugh during the Heart of Niagara Fall Reading Series.
5. Alissa York, author of Effigy, short-listed for the Giller Award.
6. Jennifer Bennett, Child/Youth Services Coordinator sharing a Christmas story just before Santa's arrival.
7. Nino Ricci, two-time winner of the Governor General's Award for Literature appears as part of the Heart of Niagara Fall Reading Series.
8. Tim Hudak, MPP; Harvey Hagerty, Ontario Trillium Grant representative; Bob Winter, Library Chair; and Dave Augustyn, Mayor of Pelham at the Trillium Recognition event. Grants have improved accessibility to the library.
9. The "55 and Better" Book Club revisits fairy tales.

Our Mission

As the cultural and informational heart of the community the Pelham Public Library enriches, engages and encourages all Pelham residents in their pursuit of life-long learning and cultural community development. The Library develops and provides equitable access to facilities, resources, services and programs with the aim of giving residents the best possible library.

Our Vision

The Pelham Public Library provides vibrant, efficient, responsive services that fulfill community development needs and anticipates new avenues for expanding our role as the cultural cornerstone of the community.



2009 Review

2009 was a year of transition and forward planning for the Pelham Public Library.

- increase in circulation by 9%, with an overall increase of 63% since 2001
- increase of 5% in people entering the library (over 2000 per week)
- increase in program attendance of 12% (over 8500 people)
- new seniors' programs continue to be well attended and popular
- formation of an exciting ground-breaking partnership developed with four other libraries – including Niagara College – to do a study on the viability of a new library system shared by all
- increased focus on accessibility resulting in renovations to Festival Room and exterior of Fonthill Branch, as well as development of new Accessible Customer Service policy (available from the website)
- creation of large print and audio book club collections for seniors

and those with disability issues

- introduced Books on Wheels borrowing program for those with mobility issues
- Pelham Public Library Board and staff made great strides in completing goals outlined in the 2006-2010 Strategic Plan

Looking Ahead

- Pelham Town Council approved tendering for a design for the new Fenwick Branch. The library greatly appreciates Council's approval of forward motion for a new, fully accessible library branch.

The Library Board and staff look forward to continuing to develop innovative services and programs beneficial to the community. In economically difficult times, residents turn to their libraries for free services and we are pleased to offer relevant and popular books, DVDs, services and programs. Thank you for your support. It is much appreciated!

Robert Winter
Library Chair

Stephanie Stowe
Library Director

Thanks to:

- Pelham Art Festival
- Ontario Trillium Foundation
- Friends of the Pelham Library
- Maple Acre Friends
- Province of Ontario
- Ministry of Culture
- Pelham Horticultural Society
- Canada Council for the Arts
- Niagara Community Foundation
- TD Summer Reading Program
- Sawmill Golf Course
- Donors of gifts in memory
- Mrs. Beatrice Williams
- Kiwanis Club
- Service Canada Summer Career Placement
- Local businesses, service clubs, individuals, and our volunteers

Special thanks to the Library Staff for their effort and dedication throughout 2009.



For more details on our current programs visit:
www.pelhamlibrary.on.ca

**Call (905) 892-6443 (Fonthill)
or (905) 892-5226 (Fenwick)**

Please view our most recent audit report on our website or ask to see a copy at the Fonthill Branch.

OPERATING PRINCIPLES

The Pelham Public Library:

- believes the Pelham Public Library is the heart of our community.
- supports Intellectual Freedom as a cornerstone of democracy.
- provides invaluable enrichment and life-long learning opportunities for residents.
- knows the ability to read contributes to an effective community and society.
- promotes and stimulates the joy of reading, literacy, and life-long learning.
- offers residents the best service, staff, resources and programs possible.
- values and effectively spends your tax dollars.
- provides, by law, free access to basic resources to Pelham residents.

The Library upholds this principle of free access, knowing that excessive fines or fees impede access and library use.

Board of Trustees 2009

Robert Winter, Chairperson
Bob Gibson, Vice Chair
James Lane (Councillor)
Mary Balint
Elizabeth Best
Peter Ferguson
Maxine Gaylor
Lucy Malvestuto
Harland Young

Library Staff 2009

Elaine Anderson	Susan Poirier
Jennifer Bennett	Jessica Stewart
Jennifer Fulop	Mel Taylor Ridgway
Frances Giles	Jo-Anne Teeuwesen
Clare Irwin	Nancy Ward
Tracey Knox	

Stephanie Stowe, Library Director
June Bowslaugh, Assistant Director
Laura Kmety, Assistant Director

Staff Notes

Our community surveys reveal that our best asset is our dedicated, friendly staff.

On July 31, 2009, June Bowslaugh retired from her position of Assistant Director. She worked for the Library for 25 years, beginning in 1984 at the Maple Acre Branch. In her 25 years, June has been a part of so many notable changes, including transitions to two automated systems and the

building of the Fonthill Branch. June's immense knowledge of services, the collections, and the community contributed tremendously to this Library's success.

Peggy Grady's career began at the Maple Acre Branch of the Pelham Library in 1988. Peggy graduated as a Library Technician and became the Branch Head, retiring in 2009.

Both have contributed greatly to the Pelham Public Library. We wish both June and Peggy well in their retirements.

Tracey Knox, circulation technician, left the library and was replaced by Susan Poirier. Susan's cheerful attitude, considerable library experience and skills as a library technician make her a great fit for the library team.

New Assistant Director

Laura Kmety, former Head of Public Services at Grimsby Public Library, is the new Assistant Director. Laura's



extensive experience in public libraries, including the Maple Acre Branch, made her the ideal candidate. We welcome Laura and her expertise to the Pelham Library staff.

Strategic Plan Accomplishments 2009

"Providing Quality Services for all that meet changing user needs"

- Thanks to an Ontario Trillium Foundation Grant, the Pelham Art Festival and Library Board's fundraising programs, the Festival Room was completely renovated with a new floor, fresh paint and lighting. A major project, a new front entrance with adequate wheelchair space at the Fonthill



Branch was funded by the Ontario Trillium Foundation as well.

The Board approved the new Accessible Customer Service Policy – look for it on our website.

- Thanks to the Ministry of Culture, the library was able to upgrade to fibre optic cable for much faster and more reliable Internet service.

- Thanks to a grant from the Kiwanis, the library continued to offer its innovative, curriculum-focused, healthy literacy program for JK up to Grade 2. Children learn about the library, healthy eating and physical activity. They are given a related book, booklists, flyers and a toy to take home.
- With the help of the Niagara Community Foundation, the Library was able to purchase multiple copies of large print titles and audio versions for local seniors' bookclubs. This grant will greatly help us expand life-long learning for seniors/people who are visually impaired in our region.



- With the help of a Ministry of Culture Library Strategic Development grant, Pelham and four other libraries, including Niagara College, investigated joining together in an open source automation system. This has resulted in the unique Niagara

Evergreen Library Consortium and a new system for the Pelham Public Library late in 2010.

“Communicating our passion for libraries and life-long learning in our community and beyond.”

- Life-long learning took on new dimensions at the Pelham Public Library with the offering of many innovative adult programs in 2009. Topics such as the JFK assassination, internationally recognized authors such as Nino Ricci and philosophers’ cafes attracted large audiences.



“Planning and providing for new and expanded library facilities.”

- Our strategic plan goal of achieving a new library in Fenwick drew one step closer as regular Maple Acre Facility Review Committee meetings took place through the year. In 2010, we will be asking for architectural

conceptions of the new branch.

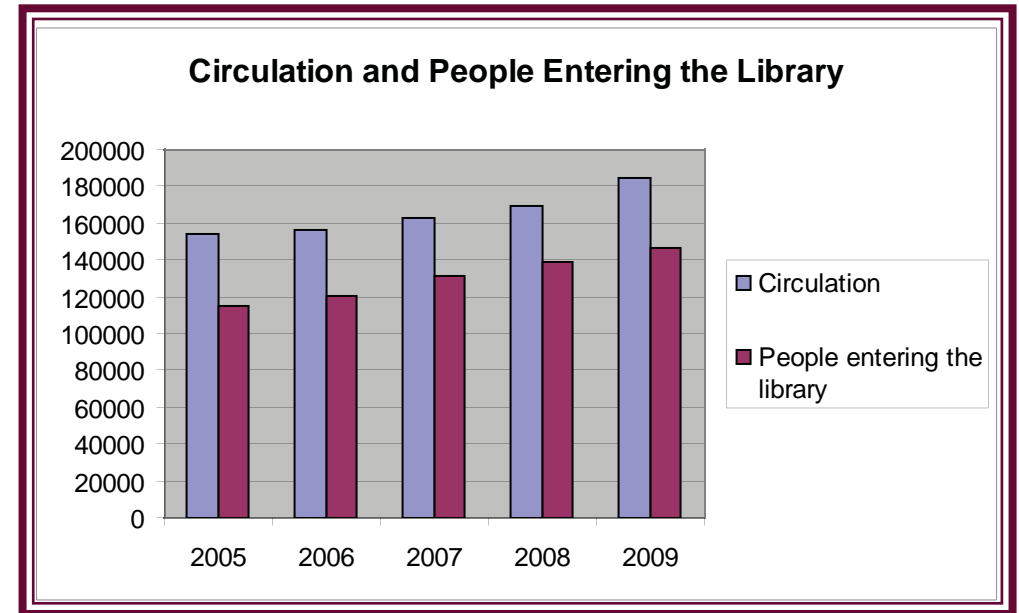
“Further developing and promoting Pelham’s culture and heritage.”

- Notable authors such as Nino Ricci in our Heart of Niagara Reading series, celebrating literary anniversaries with theatre, new book launches with local authors, and an exciting variety of children’s, adult and seniors’ programs offered great cultural opportunities for all!



“Supporting and promoting the continued development of staff, volunteers and Trustees.”

- Several staff members are working towards Library Technician diplomas.
- Our volunteers contribute valuable time, enthusiasm and skills to library services and events. Their efforts are greatly appreciated.



Pelham residents are dedicated users of their libraries as evidenced by steady increases in almost all areas!

ANNUAL STATISTICS 2009			
	2008	2009	% +/-
Fonthill Circulation	155864	169178	9%
Maple Acre Circ.	13485	16017	19%
SYSTEM TOTAL	169349	185195	9%
Internet Bookings	15246	18183	19%
Collection	65320	63857	-3%
Membership	9847	6921	-30% *
Program Attendance	7618	8516	12%
Website Visits	29206	28711	-2%
People Entering Library	139119	146468	5%

* Membership files purged for pending system upgrade.