

PHOTO CAPTIONS FRONT COVER
Culture, Life-long Learning, and Fun for All
(Top Left to Bottom Right)

1. Best-selling Author Linwood Barclay
2. New Evergreen Catalogue Ribbon Cutting: Mayor Dave Augustyn, CEO Stephanie Stowe, Technical Services Manager Jo-Anne Teeuwsen, Cataloguing/Computer Technician Clare Irwin, Library Board Chair Robert Winter
3. Clifford enjoys Storytime along with the children.
4. Nathalie Kita of Chez Fromage and volunteer Chef Michael prepare cheese samples for the Wine and Cheese tasting.
5. Seniors enjoy the wider, more accessible main door.
6. Choosing picture books.
7. Sing Niagara performs at the Holiday Seniors' Social
8. Signage was improved throughout the library
9. New laptops enabled us to offer computer classes.

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.



TOWN OF PELHAM PUBLIC LIBRARY
Partnerships and Progress 2010



Board of Trustees 2010

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

Library Staff 2010

Elaine Anderson Susan Poirier
Jennifer Bennett Jessica Stewart
Jennifer Fulop Mel Taylor Ridgway
Frances Giles Jo-Anne Teeuwesen
Clare Irwin Nancy Ward
Dan Wallace, Grant Staff

Stephanie Stowe, Library Director
Laura Kmety, Assistant Director

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.

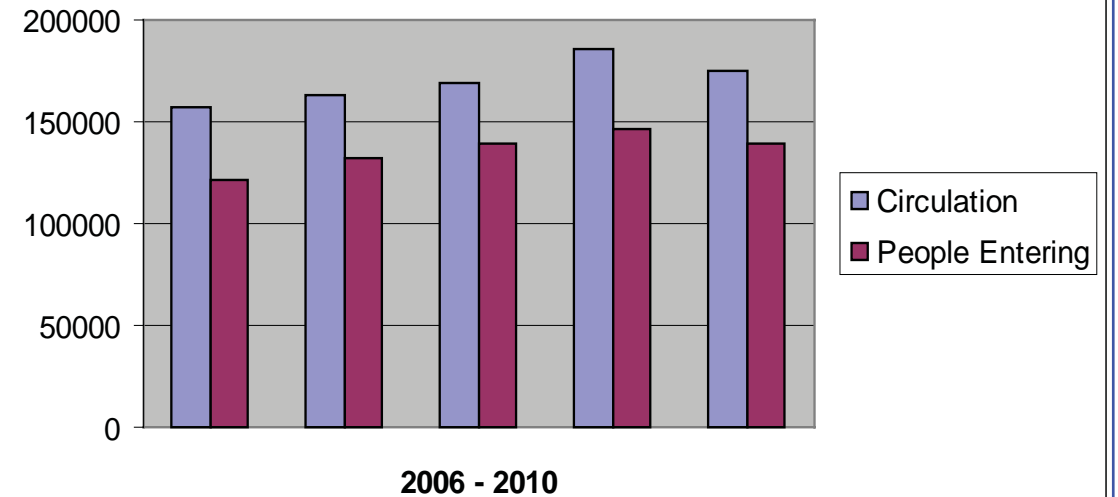
OPERATING PRINCIPLES

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.

Circulation & People Entering the Library



2010 HIGHLIGHTS

- ◇ Circulation: over 175,000 books, DVDs, magazines and other items checked out!
- ◇ over 139,000 people entering the library
- ◇ Internet use: over 15,000 bookings
- ◇ Website visits: over 30,000
- ◇ Programming Attendance: nearly 8,400 children, youth, adults, and seniors
- ◇ Reference questions: over 3,400 answered
- ◇ Membership: 7590 registered borrowers
- ◇ Volunteers: over 200 volunteers donated almost 2,000 hours

we have been able to re-offer computer classes on new laptops in the Festival Room, purchase a Children's Literacy computer at the Fonthill Branch, and supplement our French and DVD



collections. We were able to buy \$1,000 worth of e-materials under the new OverDrive program. Additionally we were able to support professional development through the use of funds for education courses and conference attendance. Overdrive Advantage and

*...expand digital equipment and computer courses... **

the ability to further use e-resources came to Pelham residents thanks to the Ministry of Tourism and Culture and Southern Ontario Library Service. In late December, we were able to mount the specific connection needed to download

e-materials from a new SOLS collection directly to the new e-readers such as Kobo, Sony and I-Pads.

**Goals from Strategic Plan 2006 - 2010*

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
- 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 2010.



Strategic Plan Review 2006 - 2010

As the Chairperson of the Pelham Public Library Board from 2006- 2010, I am proud and encouraged by the consistent and important improvements to our library. The Library Board and staff, with the guidance of the Strategic Plan "Forward to the Future" 2006-2010, have been able to accomplish a number of key projects. This library has been able to make significant gains in community service in many areas:

- winner of the Peter F. Drucker Award for Strategic Planning in 2006
- selected as a Community Leader in an Ontario Library Board Association research project
- cultural commitment to the community fulfilled by programs including notables such as Anna Olsen, Nino Ricci, Peter Robinson, Catherine Gildiner, Lawrence Hill and Richard B. Wright
- accessibility improvements ranging from signage to special large-print collections and home delivery visits
- Maple Acre Branch Facility Committee established to assess library direction in Fenwick
- unique Niagara Evergreen Consortium formed, allowing the Library to migrate to new Evergreen Open-source software system in

2010, at a substantial cost savings

- comprehensive "55 and Better" program (2007/2008) that is very successful
- introduced innovative community children's programs such as Healthy Literacy class visits
- Our overall success can be measured by a circulation increase of 12% from 2006 (156,791) to 2010 (175,270)

We could not have accomplished these impressive results without our community partners. We thank the many foundations and institutions who have helped support these projects: the Ministry of Tourism and Culture, the Ontario Trillium Foundation, the Library Strategic Development Fund, the Niagara Community Foundation, service clubs such as the Kiwanis and Lioness, Service Canada, the Pelham Art Festival, our Friends of the Library Groups and the small businesses across Pelham. Your support is greatly appreciated.

The Library Board and staff are very proud to be able to provide our community with the "vibrant, efficient and responsive services" foreseen in our Strategic Plan.

Robert Winter
Pelham Public Library Board Chair

2010 A Year of Partnerships

In keeping with our 2006-2010 Strategic Plan, the best description for 2010 is a year of fruitful and innovative partnerships.

*...providing quality services that meet user needs...**

In March, we partnered with Thorold Public Library under a special Ministry of Tourism and Culture Grant to hire Dan Wallace as an IT specialist for our libraries. The Ministry committed to funding the position for two years. Thorold kindly agreed to include Dan on their staff rolls and they manage all the administrative aspects. So far, Dan has provided valuable assistance with technology implementation, our website, teaching public courses and providing technical assistance with networking and routing.

*...offer residents best services, staff, and resources possible...**

2010 was spent finalizing the

Niagara Evergreen Consortium Library network, which is a partnership among Niagara College and four public libraries



– Pelham, NOTL, Lincoln and Fort Erie – to provide an Open-source ILS (Integrated Library System) for our residents.

*...a portal to new technologies, new formats...other libraries...**

Pelham Public Library migrated to the new system in October of 2010. Pelham's Technical Services Manager, Jo-Anne Teeuwsen, is Chair of the Niagara IT committee and has spent much time coordinating the various aspects of this new type of system. With Open-source software, much more technical time is required for system administration and on-going improvements and adjustments. This college/public library partnership is first in Ontario and second in Canada,

and we are among a handful of post-secondary and public libraries who have moved to an Open-source system. The IT Committee members and library administrations have all contributed to this new extremely innovative partnership and system.

The CNIB has developed a new Partnership program with public libraries. To date, they have provided us with a Daisy Reader and accompanying magazines and books for CNIB patrons. We look forward to continuing to share with them to better serve our patrons in need of assistance.

*...plan and provide for new and expanded library facilities...**

Maple Acre Facility Committee continued meeting in 2010 to further investigate a suitable location, design and potential funding for a new Maple Acre Branch.

*...provide equitable access...**

Enabling Accessibility financial

assistance of about \$43,000 was received from the federal government's Enabling Accessibility Program. We



improved accessibility including visual alarms at both branches, door openers, interior and exterior lighting and signage, hands free washroom fixtures and a lower deposit box at Fonthill. The funding for these significant improvements for our residents with disability issues is greatly appreciated!

Ontario Trillium Foundation funded \$11,000 worth of Playaway recordings and other audio-visual material to continue to aid those with disabilities in our community.

The Ministry of Tourism and Culture funded the Pelham Library for credits of over \$16,000 in 2009 and 2010. Thanks to the one-time funding,