



Real Experiences
Real Connections

Your Original Social Network



Report to the Community
April 1, 2015 - March 31, 2016

southshorepubliclibraries.ca
info@southshorepubliclibraries.ca



Chief Librarian's Report

This past year was yet another year of change and challenge for Libraries in Nova Scotia. Our long serving Provincial Librarian – Jennifer Evans – retired from her role as provincial champion and advocate for the improvement of libraries in the province. Jennifer was a real supporter of our work to improve library service and offer world-class education and enlightenment in Lunenburg and Queens Counties. For example, Jennifer's support helped us bring Lawrence Hill to Lunenburg last year for a very successful event that became a catalyst for a larger literary festival we are planning for 2016. She will be missed. On behalf of the South Shore Public Library Board, we wish her well as she turns the page on the next chapter of her life.

Speaking of the board, we said goodbye to one of our long serving members. Bob Myra passed away suddenly while on a fishing vacation in Yarmouth. Bob was a true gentleman and character who served on our Board of Directors since 1997. His commitment to public libraries, laconic nature and wonderful sense of humour will be missed greatly. Our Board is richer because Bob was part of it. Our thoughts and prayers will be with his family during these difficult times.

In the true spirit of community development that Bob personified, South Shore Public Libraries continues to build better libraries and improve our services. Senior library personnel are working hard with the Town of Lunenburg planning the branch's move to the Lunenburg Academy. Moving our Lunenburg branch to

the Lunenburg Academy is a wonderful opportunity to re-position our service in an important national historic site being repurposed for current and future community demand. This is an exciting opportunity with many challenges yet to overcome, but we are well on our way to making this move happen and we look forward to welcoming you to the refurbished space. I want to extend a personal thank-you to Mayor Bailey and her Council for fostering the political will and community support for this project. These are particularly challenging financial times for municipalities in Nova Scotia and this project would not be happening without Council's vision and support.

Continuing with the "building better libraries" theme, we have also been in discussions with the Region of Queens Liverpool on a potential move to the old courthouse in Liverpool. Like the Lunenburg Academy, this historically rich building is important not only to Liverpool but to the province and country as well. The Liverpool court house is celebrated as an excellent example of Greek revival temple-style architecture and for its continuous use as a courthouse since its construction in 1854. In my opinion, a public library is a perfect fit in this rich heritage building. A healthy community committed to remembering it's past while building a better future for everyone needs places where citizens can meet without prejudice or barriers to participation; a place that strives to offer equal opportunity public education for all. As important as a fair justice system, a good public library plays a vital role in the day-to-day life of a healthy democracy.

As information becomes more and more a commodity and monetized in this expanding digital age, good public

libraries will continue to ensure self-directed education, as well as research assistance and instruction, will be available to all. A good public library will also provide instructive and enlightening experiences through cultural and community concepts, events, and partnerships – fulfilling its mission as your community's original social network. As your original social network, we will continue to offer: real people, real connections, and real information you can count on. This is the educational advantage of your public library. We look forward to helping you grow your community one real connection at a time.

Speaking of real connections, our Board of Directors is busy putting together a new strategic plan that will guide us into the next decade. To this end, we had asked you to let us know what you like and don't like about your library. I want to thank all of you who responded to our call for feedback. We received a lot of real good information that will be incorporated into the strategic planning process. We greatly appreciate your thoughtfulness and willingness to help and we look forward to sharing the new plan with you in the near future!

- Troy Myers,
Chief Librarian
and CEO,
South Shore
Public Libraries



southshorepubliclibraries.ca
info@southshorepubliclibraries.ca

 South Shore
Public Libraries

Margaret Hennigar Public Library

Now in its second full year of public service and programming, the Margaret Hennigar Public Library continues to be a very busy place. Circulation continues to rise and new programs and services were offered to more patrons. What follows are highlights of these activities.

Author Readings are always a highlight and this year was no exception. We were pleased to welcome the following authors: Libby Broadbent, Mary Edigar, Pamela Ditchoff, Sarah Mian, Alan Wilson and Vernon Oickle. We also hosted Carole Glasser Langille's launch of her short story collection: *I Am What I Am Because You Are What You Are*, and a reading with Darren Greer, author of *Just Beneath My Skin*, the 2015 One Book Nova Scotia selection. Two other special events with local authors were: a *Poetic Feast* during Poetry Month (which featured three established poets, four emerging poets and two open mic spaces as well as an editing cafe) and *Read Local, Buy Local*: a Saturday gathering of 17 South Shore authors who held brief readings and brought selections of their works to sell.

Films were also a significant part of our programming this year. Our monthly Indie Film Nights offer screenings of quality independent films. Additional films were screened for Gay Pride Week, African Heritage Month and the Paris Climate Change talks.

Programming for kids continues to be a focal point. In

addition to weekly Story Time and the after school Adventure Club we were able to offer a LEGO club for younger kids, 'Special Saturdays' drop-in craft sessions, theme-based summer day camps, March break activities and fun tech programs.



We received grants from the following funders which made it possible to offer extra programming: League of Canadian Poets (for National Poetry Month) TD Friends of the Environment (for the *Come Grow with Us* program with our community garden) and Bauta Family Initiative on Canadian Seed Security (for the South Shore Seed Library). Other partners include: GG Geddes Film Productions, Helping Nature Heal, Transition Bay St. Margarets, Council of Canadians South Shore Chapter, Bridgewater and Area Community Sustainability Network, South Shore Waldorf School, the Springtide Collective, Samara Canada, the Growing Green Festival and Art

Happening. The first year of the seed library served as a pilot project and we were able to secure funding for a coordinator for year two with a goal of making the seed library self-sustaining. The UpSkillin! EXPO (part of the Growing Green festival) was a wonderful Sunday event at the library and spilled out into the Lunenburg County Lifestyle Centre.

We now have Art Display guidelines in place and were pleased to house these exhibits: the Kedge Weavers Guild 40th anniversary exhibit, the Bridgewater Elementary School shared Christmas art, the South Shore Waldorf School, and Rita Lamontagne's installation featuring pieces created on our 3-D printer.

Volunteers are a big asset and we are most grateful to the strong team of volunteers who step in and cheerfully take on a variety of tasks.

Groups who use our space always bring new people into the branch. Some examples are a geocaching group, a chess club, a writing group, English language tutors, Caregivers of Nova Scotia and the Alzheimer Society of Nova Scotia.

The Margaret Hennigar Public Library has a dedicated and knowledgeable staff who are much appreciated by library borrowers and other patrons. We look forward to another successful year!

- Marion Moore,
Branch Coordinator

southshorepubliclibraries.ca
info@southshorepubliclibraries.ca

 South Shore
Public Libraries

Thomas H. Raddall Library

The year started slowly but at least the weather was good, not so many closures as last year.

We lost our Branch Coordinator due to retirement but we sail on. There are a lot of new books coming in, so we spend a fair amount of time weeding. The summer brought more people through our doors as summer residents return and the reading program started.

In November Karen Forrest gave a talk on communicating with angels and heavenly relatives which brought in 30 people, a record for Liverpool I think! The Coding for kids programs and the Tech Tutor were popular events as well.

The building continues to have leaking problems which gives us very wet carpets on both sides of the library after a heavy rain. Many people are asking if we are moving to the court house; most seem to favour the idea.

- Robin Benjamin,
Library Clerk



Your Original Social Network

South Shore
Public Libraries

Alean Freeman Library

With the weather this winter being better, library usage was up from previous winters. This can also be attributed to Christina Pottie doing an e-book in-service with the complete school and making sure everyone had a library card.

Summer, as always, was wonderful as our regular Library members enjoyed the branch and our summer residents returned. New materials were added to the collection and weeding continued on a regular basis.

Our dedicated Library Volunteers continue to assist weekly. Congratulations to the Greenfield Library Volunteers on another successful year!

- Ken Malcolm,
Library Clerk

southshorepubliclibraries.ca
info@southshorepubliclibraries.ca

South Shore
Public Libraries

Lunenburg Library

The main focus this year has been on the upcoming move to the Lunenburg Academy. We're excited at the possibilities that the new space will allow for community events, children's activities, and new partnerships.

Although the move won't happen until later in 2016, we have been busy thinking and preparing so that we'll be ready when the time comes! Staff have been consulted on what they will need in the new space, including what works now (and what doesn't), and what might be possible with a completely different layout. Public input on everything we do is always important, so several public consultations were also held to capture the thoughts and ideas of community members about the new space. Anyone who wasn't able to attend one of the consultations was encouraged



to provide their feedback by phone, email, or in-person at a later date.

All of this information will be very useful during the design phase for the new location, and while we won't be able to put every idea into action, it all helps to shape not just the layout of the space but also how we approach our service so that we're doing the best possible job that we can.

That's not to say that we've been neglecting 19 Pelham Street while we're looking up the hill! We've done some rearranging to provide better display space for special collections, seasonal and topical highlights, and to shed some light on hidden gems you might not have known we have. We've also worked to make the regular collections more readily accessible, and to show off new items more prominently (especially in the kids' section).

We haven't just focused on the physical aspect of the library either - we've been working hard to build strong partnerships and offer a great variety of quality classes, activities and events for library members and visitors alike to participate in. Last summer we worked with the Fisheries Museum of the Atlantic so that family day passes for the museum could be borrowed at the library. This was such a success that we'll be doing it again this year!

Technology was again a big draw, with Lego robotics and computer coding classes for kids offered several times, and general one-on-one help and specific software training sessions being held for adults throughout the year.

Outdoors activities were also encouraged, with significant parts of our after-school clubs and summer reading camps introducing kids to the possibilities for play and exploration in nature. They also explored new ways to be creative with art - including building puppets and staging a play with their own creations!

The staff at the Lunenburg branch are always looking for ways to improve the library experience for anyone who walks in the door. Their knowledge, dedication, and commitment to customer service are second-to-none, and it shows - public feedback on the service they receive and how much they enjoy using the library is constant and full of praise!

- Jeff Mercer,
Deputy Chief Librarian



Author **Lawrence Hill** signing a copy of his book for Lunenburg Mayor **Rachel Bailey** at an evening library gala event in Lunenburg.

southshorepubliclibraries.ca
info@southshorepubliclibraries.ca

 South Shore
Public Libraries

Mobile Library

Again the Mobile Library was very busy as it played its integral part of community service. Our circulation reflects the borrowing of many titles in all formats including DVDs and magazines, our bulletin board reflects community events and the many SSPL programs offered, and our borrowers themselves (adults and children alike) reflect the pleasure they get from the service they receive and the Mobile time in which they can get materials, exchange ideas and plans, and gossip with their neighbours. This was made particularly clear as they were very generous to the Mobile during our Adopt-a-Book campaign.

Crystal's constant is to be as helpful as possible as a reader's advocate, and she places many holds so that there's always something entertaining waiting for our many patrons. Continuously refreshing the collection with many incoming new titles to provide the best possible browsing experience is another key component for good customer service. Dave and Karen also do a swell job, and a special thank you goes out to our behind-the-scenes technical service staff (Sharon, Sandra, Shelley, et al) for their good work and support!

In the past year the Mobile has continued to enjoy successful visits to the New Ross School, and we have a good number of participants from all schools in our Summer Reading program.

Several to the door deliveries were made to ill library members this year. We also returned two wallets, one

cell phone, and \$40.00 of found cash to their rightful, grateful owners. We even found one lady left behind from a bus tour! We tracked the bus down and had her delivered back to it, safe and sound.

In 2015-2016, the six-year-old Mobile Library received necessary repairs under the attentive eye of Dave White. A new diesel furnace was installed, new tires were put on, a leak in the back window was repaired, and new brakes were installed. The new people counter at the door doesn't work,...or maybe it does

since it recorded 1,250 people in one day! I jest :-)
Inclement weather only kept us off the road 4 times this year.

I conclude on a more somber note in that we had several of our more faithful patrons pass away and we will miss them. Crystal sends sympathy card to families on behalf of the Mobile staff.
Finally, Dave was very disappointed in the Montreal Canadiens.

- Crystal E. Madill,
Librarian Assistant



southshorepubliclibraries.ca
info@southshorepubliclibraries.ca

 South Shore
Public Libraries

Community Outreach

Community Outreach is about making connections, sharing ideas, and building partnerships, striving to engage, encourage, and serve people where they live - encouraging them to embrace literacy and the joy of reading.

One of the ways we strive to accomplish this through our Pop Up Library - this is essentially a satellite library that brings a selection of the library's collection to a location in the community. We can bring material for all ages, or geared towards a specific age group depending on where the pop-up library is hosted. This summer marked our 4th successful Pop Up season with over a dozen locations visited and hundreds of new library cards handed out.



The Nova Scotia Community Access Program (NSCAP) proved to be a strong partner again this year. Funds leveraged through CAP allowed SSPL to host several young people during the year and provide them



with meaningful work experiences. These young adults provided technology education and programming for kids and for older adults throughout the year. Most of this programming was in the branches but we were also able to offer a few offsite courses as well.

Outreach responsibilities include bringing services to those who are unable to visit a library. To serve these patrons we use books-by-mail, Home Library Service, deposits to homes for special care, and audio books by mail. A new addition to these special services we have started to facilitate is NNELS (National Network for Equitable Library Service); a restricted collection of audio and electronic items for people with print disabilities.

A great community connection we were able to strengthen this year was our partnership with the Fisheries Museum of the Atlantic. We created a pilot project where Family Passes to the Fisheries Museum were available for borrowing at the Lunenburg Branch Library. This project was so successful that we were asked to present it at the NS Archives, Libraries, and

Museums Conference 2015 and the upcoming Atlantic Provinces Libraries Association Conference 2016.

Overdrive and our electronic resources have created an entry point for us to visit many schools this past year. Teachers sent library card registration forms home with their students, once the forms have been returned new cards are assigned and existing memberships are updated. When the visits happen we get a chance to talk about the library in general and electronic resources in particular. Students all use their cards to download an eBook or audio book. We have been able to register significant numbers of new members in the 10-18-year-old demographic. We are creating new library users, who pass the word onto their friends and families about library services.

It has been a privilege to bring the experience of the library and its resources to people in the community and to spread the message of the library to new audiences throughout the year.

- Christina Pottie,
Community Outreach Coordinator



Your Original Social Network

South Shore
Public Libraries

southshorepubliclibraries.ca
info@southshorepubliclibraries.ca

South Shore
Public Libraries

STATISTICS

CIRCULATION	2012-13	2013-14	2014-15	2015-16
Alean Freeman (Greenfield)	3,375	2,821	2,676	3,020
Margaret Hennigar Public Library (Bridgewater)*	73,501	92,380	111,095	112,156
Lunenburg	41,679	40,253	37,980	36,025
Mobile	67,479	69,165	67,916	61,032
Thomas H. Raddall (Liverpool)	35,518	37,411	32,193	33,091
Outreach Services**	26,551	22,391	21,392	20,111
Overdrive (downloadable)	8,878	14,385	18,963	22,369
Total	256,981	278,806	292,215	287,804

INTERLIBRARY LOANS	2014-15	2015-16
Borrowed from other libraries	3,924	4,754
Lent to other libraries	2,882	3,329

INFORMATION REQUESTS	2014-15	2015-16
Alean Freeman (Greenfield)	375	434
Margaret Hennigar Public Library (Bridgewater)	9,769	10,478
Lunenburg	3,155	2,988
Mobile	1,697	1,730
Thomas H. Raddall (Liverpool)	2,773	3,018
Total	17769	18648

SPECIFIC TITLE REQUESTS	2014-15	2015-16
Alean Freeman (Greenfield)	138	260
Margaret Hennigar Public Library (Bridgewater)	16,992	17,455
Lunenburg	5,272	5,863
Mobile	20,125	20,386
Thomas H. Raddall (Liverpool)	4,992	5,724
Outreach Services	3,582	2,319
Overdrive holds (downloadable)	5,452	5,545
Total	56,553	57,552

* renamed in 2014

** formerly Hebbville (includes info on online renewals + BBM & Deposits + manual circ)

STATISTICS

VISITS TO LIBRARIES***	2014-15	2015-16
Alean Freeman (Greenfield)	672	1,300
Margaret Hennigar Public Library (Bridgewater)	57,661	92,035
Lunenburg	17,787	21,852
Mobile	16,326	18,199
Thomas H. Raddall (Liverpool)	15,751	15,594
Total	108,197	148,980

OPEN HOURS	2014-15	2015-16
Alean Freeman (Greenfield)	291	300
Margaret Hennigar Public Library (Bridgewater)	2,838	2,871.5
Lunenburg	2,407	2,442.5
Mobile	1,169	1,196
Thomas H. Raddall (Liverpool)	1,977	1,994
Outreach Services****	2,016	2,024
Total	10,698	10,828

STAFFING	2014-15	2015-16
Professional Librarians (FTE)	3	2
Non-professional staff (FTE)	16.5	16.93
Total (FTE: Full-time equivalents)	19.5	18.93

PROGRAMS	2014-15	2015-16
Alean Freeman (Greenfield)	0	0
Margaret Hennigar Public Library (Bridgewater)	280	480
Lunenburg	123	155
Thomas H. Raddall (Liverpool)	120	131
Other*****	0	22
Total	523	788

PROGRAM ATTENDANCE	2014-15	2015-16
Alean Freeman (Greenfield)	0	0
Margaret Hennigar Public Library (Bridgewater)	2,634	3,190
Lunenburg	744	1,037
Thomas H. Raddall (Liverpool)	650	586
Other*****	0	1813
Total	4028	6626

For information on the Library's finances please see the link to our audited financial statement, available on the Library website under *About SSPL*.

*** estimates from October Count Week

**** SHQ open hours

***** Outreach programs