



# Report to the Community

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*CEO Troy Myers*

## Chief Librarian's Report

2012-13 was a very busy and challenging year for South Shore Public Libraries. Our flat line funding continued and will continue in fiscal 2013 – 14. Given that we have to deal with rising costs for our goods and services and we are committed to invest in our hard working staff – with salary increases and professional development opportuni-

ties – we are finding it increasingly difficult to make ends meet and provide the high level of service South Shore Public Libraries is known for.

If it were not for our dedicated and professional staff solving problems creatively and doing more with less this flat line funding would have had more negative impacts on our service. Our people are our greatest resource and they continue to find ways to mitigate our shrinking funding. On behalf of Board Chair Patrick Hirtle and the entire South Shore Public Library Board, I want to extend my sincere gratitude to all members of staff. Without your dedication to serving the citizens of Queens and Lunenburg Counties, South Shore Public Libraries would not be the world leading library service it has become, and without you we will not be able to continue to improve our services and raise the bar on our service standards.

Speaking of the Board, I must also extend my thanks for their continued support and vision through these challenging financial times. We have a very engaged Board who dedicate much time and energy to making SSPL better. Our Board Members are our best advocates – both at the community and top government levels. Without their passion and vision, staff of South Shore Public Libraries would not be able to strive for excellence with the willingness and freedom we enjoy. Thank you all for your stewardship, commitment to good governance, and support as we move through these difficult financial times and keep doing great things.

Looking back on last year here are some updates on our key areas:

### **Lunenburg County Lifestyle Centre**

This project, while somewhat delayed, is now proceed-

ing full steam ahead. As I write, the interior finish work of the centre is on track for a projected completion date of September 1. Our branch library will officially be known as the “Margaret Hennigar Public Library”. The Hennigar family are great supporters and promoters of literacy on the South Shore & we are honoured to dedicate our new, world class library to the late Margaret Hennigar. Her tireless dedication to her community, business acumen, and literary bent personifies perfectly the vision and mission of South Shore Public Libraries. We will wear her name with great pride.

As the building nears completion, staff are busy managing the move from King Street to the Lunenburg County Lifestyle Centre (LCLC). This will be accomplished with very little disruption to service. Our goal is to close one set of doors on King St. and open the LCLC entrance as seamlessly as possible. Our technical services staff, under the expert leadership of Cathy MacDonald, have put together a plan and are currently engaged with its successful execution. It is our goal to not disrupt public library services at all. Stay tuned!

### **Facilities**

On the facilities front staff have been busy putting together our new 3D printing project located in the Thomas Rad-dall Library in Liverpool. This exciting service will allow all people to explore the possibilities that 3D printing technologies offer. We will have three printers available, which staff and volunteers will provide training for as required. The grand opening of our SSPL “Shape Space” is scheduled for the end of May and will be just the beginning. The Board has plans to offer similar services in our other outlets – with the Margaret Hennigar Public Library next on the list.

We must also thank our partners: NS Department of Communities, Culture, and Heritage, the Provincial Library, and the NS Human Rights Commission. Without this support we would not have been able to offer this expansion of our service – proving again how important partnerships are in making communities stronger.

### **Partnerships**

Speaking of partnerships our Community Development staff – under the direction of Jeff Mercer – has had a successful year building bridges in both counties.

I am particularly excited about our potential partnership with the Petite Rivere Community Hub project. The Petite group is very keen to offer library services in the new centre and we are very pleased to have the opportunity to work with them. While negotiations are ongoing we hope to be an integral part of the new Community Hub when it opens.

Other community partnerships of note are:

Afterglow (Art at Night in Bridgewater)  
Alzheimer Society of Nova Scotia  
Amnesty International  
Arthritis Society  
Bluenose Coastal Action Foundation  
Christmas on the LaHave  
Coastal Queens Place  
Community Links  
Community Sustainability Network  
Cultural Opportunities for Youth  
GG Geddes Productions  
Girl Guides Canada  
Growing Green Festival  
Heritage House Museum  
Lighthouse Media Group

Lunenburg Queens C@P Society  
Lunenburg Queens Volunteer Partnership  
Mahone Bay Founders Society  
Mahone Bay Settler's Museum  
Maritime Centre for African Dance  
Municipality District of Lunenburg  
Municipality District of Chester  
National Youth Arts Society  
New Germany and Area Promotion Society  
NSC@P  
Nova Scotia College of Art & Design University  
Nova Scotia Community College International  
Nova Scotia Community College Lunenburg Campus  
Park View Rugby Team  
Read to Me  
Region of Queens  
Ross Farm Museum  
Second Story Women's Centre  
SMU School of Business  
South Shore District School Board  
South Shore Health  
South Shore Sustainability Network  
studentsinbusiness.ca  
Sustainable Bridgewater  
Town Of Bridgewater  
Town Of Lunenburg  
Town Of Mahone Bay  
Townsend Strings and Things  
United Way Lunenburg County  
VON Lunenburg County  
Wishing Stone Gallery  
Young Driver's of Canada  
Youth Arts Week

### **Collections**

South Shore Public Libraries continues to offer some of

the best popular collections in the province. The SSPL Board commitment to building world-class library collections is reflected in the Board's decision to invest generously in our collections budget.

Consequently, we continue to see circulation staying strong in most outlets with the mobile circulation continuing to grow for four years in a row! (statistics, page 8)

### **Staff**

As previously stated we are blessed at SSPL with some of the best library professionals in the country. Without our people and their commitment to serving all residents of Lunenburg and Queens Counties we would not have enjoyed the success we have had, nor would we continue to grow our service during these difficult financial times.

One of the key members of our team, Janet Wells, has decided to retire after twenty-six years. Janet has been a dedicated member of staff serving the people of Lunenburg for almost thirty years. She will be missed and leave a big gap to fill. Her knowledge of her community and the people who live in it are impressive. On behalf of all Board Members and the rest of her friends at SSPL please join me in wishing her well as she turns this page and moves on to the next chapter of her life.

In conclusion, let me thank all members of SSPL staff and Board personally. In my tenure as Chief Librarian we have accomplished much in a short time. Our success would not be possible without the support of all of you. I look forward to opening the Margaret Hennigar branch in the near future, as well as all other challenges that await.

Troy Myers  
Chief Librarian/CEO

## Bridgewater Library

This past year has been a most interesting one for Bridgewater Branch staff. We continued to focus on providing quality public service, developing community partnerships and increasing our programming capacity while planning ahead for the move into the LCLC. April brought about some staffing adjustments. We now have staff from Headquarters working in the branch two days a week. The goal is to help make a smooth transition to the new library space - where the branch and the administrative office will be more closely integrated. Our patrons are now recognizing that a new library in Bridgewater is finally becoming a reality and excitement is building.

Adult programming included a book club, monthly Lunch 'N Learn sessions as well as workshops and other presentations, the popular Hidden Film Gems series (in partnership with GG Geddes Productions), South Shore Tellers, and a four week Spanish basics class led by a volunteer. We added "Fun with French" to our children's programs (again thanks to a volunteer) and held a very popular Day Camp during March Break. The Summer Reading Program was quite a hit - thanks in part to the Upper Clements Park passes, and the Summer Day Camps were filled to capacity.

We received a grant from Cultural Opportunities For Youth and were able to run three six-week teen workshops during the fall and winter. The instructors for Telling My Story were all gifted community members who taught Creative Writing and Poetry, Narrative Art (graphic novel creation) and Songwriting and helped teens explore their lives through these forms.

We were pleased to be part of some very interesting local



initiatives during the year and strengthened our ties with several community organizations including: Nova Scotia Community College, Bluenose Coastal Action Foundation, Maritime Centre for African Dance, Community Sustainability Network, South Shore Sustainability Network, Second Story Women's Centre, Afterglow (Art at Night in Bridgewater), Amnesty International, Growing Green Festival and Youth Arts Week. We also hosted several art exhibits during the year.

As always, we take the opportunity to recognize the wonderful work of our volunteers whose contributions we value immensely.

Marion Moore  
Branch Coordinator



## Lunenburg Library

It was business as usual at the Lunenburg library this past year. For our adult members we hosted six great author readings, a song writing workshop, & several e-reader/computer tutorials. We also were fortunate to have a computer intern one day a week for several months, to help patrons and staff with computer or e-reader problems. This was a very popular service.

For our junior members there were the weekly Tuesday morning Storytime and after school clubs. Attendance at Storytime and some of the after school clubs was down from last year. The Lego club was the most popular and well attended. The summer day camp and Summer Reading Program were quite successful. We also offered two school in-service day events and a lively Zumba dance program during March Break.

The big event of last year was SSPL's 40th birthday party which took place at the Lunenburg branch and was a great success in spite of the rainy weather.

Janet Wells  
Branch Coordinator



## Mobile Library

The Mobile Library continues to be an integral part of South Shore Public Libraries' services within Lunenburg and Queens Counties. Our Library members and visitors alike continue to visit, borrow books, make requests and use the Mobile, often standing and waiting for the vehicle to park so that they may get the latest Grisham or pick up their Inter-library loan requests. The Mobile increased its circulation showing just shy of a 5% increase over the previous year. Our 'new' vehicle has just passed its third birthday. We hear praise and accolades for the Mobile and its staff on a regular basis. Great service and great staff go hand in hand! Thank you to all Mobile Staff for another exceptional year!

Cathy MacDonald  
Librarian

## Thomas H. Raddall Library



A full schedule of popular programs for children and adults continued this year at Thomas H. Raddall Library. Programs included the children's Storytime and the After School Club @ the Library, led by the capable Barbara Jones. The after school LEGO CHALLENGE was a smashing success among budding engineers and architects. March Break Camp featured the talented Mister "J" who wrapped the children in his magic and imagination; who can quibble with a bunny and dove pulled from a hat - it's all magic to me. Fran Whitelaw engaged children with her "Painting Dragons" workshop, an in-service day event. The Summer Day Camp program wowed the children in attendance, and continued the annual Summer Reading Program theme of all things pertaining to IMAGINATION. Liverpool was the kick-off point for library's early literacy program, Tale Spinners, in the late fall.



Adult programs included author readings by such local notables as Donna Morrissey and Tom Gallant. The Brown Bag Lunch 'n Learn series had local speakers sharing their knowledge and passion on a wide range of topics, including gardening, health and wellness and family history.

A lunch time highlight was local author Molly Titus. She is an engaging speaker who read selections from her book **Letters from My Grandmother**. Adult programs pertaining to all things electronic were well attended events, particularly the E-Reader sessions. The Program Room was booked to host a number of community workshops, including the ongoing federal volunteer income tax assistance program for low-income individuals. It was also the venue for the 5-week program **Living Alone**, a joint initiative of the RCMP Senior Safety program, the VON and the Nova Scotia Department of Health.

Staff continue to weed the collection on a regular basis. The focus this year was on reducing the size of the VHS movie collection, plus any remaining audio books on cassette.

Our biggest excitement this year was the day the chipmunk sauntered in. A merry chase ensued and he wisely left the building.

Wanda A. Kushner  
Branch Coordinator

## Alean Freeman Library



Once again, the summer months proved to be a very busy time of year at the Alean Freeman Library with the cottagers returning, borrowing books and using the C@P computers to check email, print airline tickets and use the internet. Winter saw a few cancellations due to school closures and snow and overall bad weather. Our volunteer helpers continue their duties on a regular schedule. Diane Rogers, the volunteer coordinator, retired in March and Nancy Kenz has taken on that position. The collection is always a work in progress as Ken continually assesses the needs and wants of the community.

Thank you to our dedicated staff, volunteers and patrons who make the Greenfield Library a very special place!

Cathy MacDonald  
Librarian

## Outreach Services

Outreach Services brings the experience of the library and its resources to people in the community. We reach out to those who are unable to visit a library as well as those who have traditionally not accessed library services. We promote the library's resources and services in many different ways in our communities and beyond. The following is a brief summary of Outreach activities over the past year.

A cornerstone of delivering outreach service is developing and maintaining Partnerships.

One of our key partners is C@P. The C@P program has undergone significant changes over this past year but continues to be a great working partner for us. Although Industry Canada withdrew funding for the program in April, the province (through the Department of Economic Rural Development and Tourism) continues to support this valuable program. C@P funding this year allowed us to hire a summer student to help deliver our summer camps program, seniors' technology help and circulation desk duties. This winter C@P enabled us to hire a Technology Instructor who delivered one on one technology help at 3 branches. C@P also facilitated the purchase of Lego Robotics and provided funding for an instructor to deliver 8 hours of robotics instruction at each branch.

We have partnered with Nova Scotia Community College (NSCC) Lunenburg campus over the years on several projects - this year we expanded that relationship by hosting NSCC books at our Lunenburg Branch. The Heritage Carpentry program is taught in Lunenburg and in order to allow students easier access to course material, the Lunenburg Branch is housing print materials; these items are also available for library members to check out.



Last spring we were approached by NSCC International to participate in their Education for Employment project at VETA Mikumi, Tanzania. Troy and Christina traveled with the NSCC Int. team to Mikumi in June. During this trip they assisted with a library needs assessment, internet evaluation skills, and introduced electronic resources to staff and students. NSCC was able to secure bridge funding to continue the project and Christina was invited to return to Mikumi in February. The focus of the second trip was to find a wireless solution for VETA, restore the intranet and continue the work begun with electronic resources in June. This partnership has allowed us to serve locally and share globally; we have great hopes it will continue to grow and allow us to host faculty from Mikumi here at SSPL.

Outreach continues to reach out to those who are unable to come to the library. Books by Mail is growing; some users make their own choice of titles from the online catalogue while others rely on us to make those choices for them. The demand for talking book service also continues to grow and the acquisition of Playaway titles has certainly been a welcome addition to this service. The community

deposits to Tancook Island and Mill Village School continue to flourish and we have had other inquiries about this type of deposit.

Promoting library resources and services has taken us down several paths this year. Your Library In Motion, our pop up library, traveled throughout the South Shore this summer. We showcased this service at the NSLA/LBANS conference in the fall and I expect to see several imitations across the province in the coming year.

During the year outreach participated in many presentations and public events. Health fairs, school visits, Lunch 'n Learn sessions, Homes for Special Care visits, Recreation Department-sponsored events, and home visits just to name a few.

The diversity of Outreach really makes each day unique and challenging. I enjoy going to work every day and feel a sense of pride in our library and a connection to our community. I look forward to the exciting adventures that this year will afford.

Christina Pottie  
Outreach Coordinator



## STATISTICS

<b>CIRCULATION</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
Alean Freeman (Greenfield)	211	3,545	4,206	3,375
Bridgewater	71,830	72,653	75,479	73,501
Hebbville*	17,894	17,219	23,461	26,551
Lunenburg	39,921	42,782	45,405	41,679
Mobile	50,885	57,570	65,042	67,479
T.H. Raddall (Liverpool)	36,456	38,338	39,578	35,518
Overdrive (downloadable)		1,149	4,512	8,878
Total	217,197	233,256	257,683	256,981

<b>INTERLIBRARY LOANS</b>	<b>2011-12</b>	<b>2012-13</b>
Borrowed from other libraries	4,536	4,817
Lent to other libraries	4,824	3,493

<b>INFORMATION REQUESTS</b>	<b>2011-12</b>	<b>2012-13</b>
Alean Freeman (Greenfield)	148	432
Bridgewater	6,594	7,024
Hebbville	0	201
Lunenburg	3,509	3,133
Mobile	2,196	2,557
T.H. Raddall (Liverpool)	2,961	3,090
Total	15,408	16,437

<b>SPECIFIC TITLE REQUESTS</b>	<b>2011-12</b>	<b>2012-13</b>
Alean Freeman (Greenfield)	103	224
Bridgewater	14,074	15,426
Hebbville	4,840	4,278
Lunenburg	6,352	5,887
Mobile	15,517	17,815
T.H. Raddall (Liverpool)	5,788	5,384
Overdrive holds (downloadable)	2,057	3,461
Total	48,731	52,475



## STATISTICS

VISITS TO LIBRARIES	2011-12	2012-13
Alean Freeman (Greenfield)	1,550	2,058
Bridgewater	50,958	48,112
Hebbville		1,112
Lunenburg	24,815	30,023
Mobile	16,425	17,979
T.H. Raddall (Liverpool)	24,951	20,306
Total	118,699	119,590

OPEN HOURS	2011-12	2012-13
Alean Freeman (Greenfield)	300	294
Bridgewater	2,257	2,202
Hebbville	1,992	1,952
Lunenburg	2,427	2,396
Mobile	1,224	1,222
T.H. Raddall (Liverpool)	2,010	2,010
Total	10,210	10,076

For information on the Library's finances please see the link to our audited financial statement, available on the Library website at : <http://www.southshorepubliclibraries.ca/site-files/annual-reports/SSRL%20AUDIT%202012-13.pdf>

PROGRAMS	2011-12	2012-13
Bridgewater	263	203
Lunenburg	141	150
T.H. Raddall (Liverpool)	163	155
Total	567	508

PROGRAM ATTENDANCE	2011-12	2012-13
Bridgewater	2,032	2,017
Lunenburg	495	791
T.H. Raddall (Liverpool)	1,173	746
Total	3,700	3,554

STAFFING	2011-12	2012-13
Professional Librarians (FTE)*	3	3
Non-professional staff (FTE)	16.5	16.5
Total (FTE - Full-time equivalents)	19.5	19.5

COLLECTION EXPENDITURES (adult and children)	2011-12	2012-13
Audiovisual materials	15,806	44,139
Books (fiction and non-fiction)	201,195	193,126
Magazines and serials	9,939	10,673
Total	226, 941	247,938