



Report to the Community

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Chief Librarian's Report

This July I will complete my first full year with South Shore Public Libraries. I want to thank Tom Sheppard, Cheryl Stenström, Michael Colborne, and of course Lynn Robart for doing a thorough job with my orientation as the new Chief Librarian. Their hard work and dedication to SSPL transferred the necessary corporate knowledge so I was able to hit the ground running, which was a good thing because there was, and continues to be, a lot of work to do!

Lunenburg County Lifestyle Centre

Planning for the Lunenburg County Lifestyle Centre accelerated last summer. After the many years of discussion, partners in the project rolled up their sleeves and got to work on the detailed design and budgeting of the facility. As the lead for SSPL on the project, I worked closely with the architects (Diamond-Schmidt and Lydon-Lynch) planning the amalgamation of our Hebbville administration office and Bridgewater branch under one roof in the new building.

This project continues to be a huge priority for us and staff has been very engaged in the process. In particular, technical services staff has provided very valuable operational feedback on workflows. This information will help us build a flagship library and administration centre that will serve South Shore residents well for the next fifty years.

Currently, the project is almost ready to go to tender. By mid summer we should see construction begin in earnest. The project's completion date is November 2012 and we hope to have the building open to the public in January 2013. Stay tuned!

Facilities

In the central Queens area, our Greenfield branch – the Alean Freeman Public Library – has recently celebrated its first anniversary. The branch has quickly become an integral part of the community. Much of the credit for the library's success belongs to our dedicated staff member – Georges DeRome.



Georges' commitment to providing excellent customer service is greatly appreciated by the community. SSPL looks forward to continuing this partnership with: The Province, the Region of Queens, the South Shore Regional School Board, and the Greenfield Community Resource Centre Society.

Also celebrating a 1st birthday this year is our mobile branch – the "blue wave" bookmobile. This tireless work horse of SSPL has had a great year taking information to residents of both Queens and Lunenburg counties. Thanks to Crystal Madill and Dave White for their tireless dedication to satisfying the information needs of mobile patrons.

In this current climate of tight budgets and high fuel costs we hear stories of libraries discontinuing mobile services as Halifax Public Libraries recently announced. Here on the South Shore, SSPL recognizes our mobile service as a vital core component of our operation and we will remain committed to providing mobile services for many years to come.

We also started a small depository collection on Tancook Island last year. This collection project is in partnership with Wishing Stones Studio and Gallery run by library supporter Hillary Dionne. This modest project was very successful last year and will continue this summer. We are talking to C@P about the possibility of extending internet connectivity to the project – all in pursuit of removing barriers to information for the people of Tancook Island.

Another outreach project we are working on to further remove barriers to information for the people of the South Shore is our “library on the go” concept. Look for it this summer at a festival or beach near you.

Collections

I am very pleased to report our collection budget remains high measured by national library standards and the SSPL collections allocation will continue to set a standard for other regional library boards to follow. We continue to receive excellent community feedback on the improved quality of our collections. Our Board has made collections our number one priority and this will continue.

We will have to overcome challenges to do this; for example, our overall operating budget for 2011-12 has been reduced by \$5,100 and the next fiscal year is likely to be more of the same. Staff will be challenged to find new efficiencies in an already tight budget, but I am confident they have the knowledge and experience to find these savings without any noticeable reduction in public service.

Community Partnerships

SSPL continues to lead the way to building partnerships on the South Shore. I have already mentioned our exciting partnership with Wishing Stones and the community of Tancook. Another new partnership is with the students of Park View Education Centre who worked with us on our latest book sale. This book sale was a huge success and required very little staff involvement as the students provided most of the labour!

Other notable partnerships include: the Lunenburg County Lifestyles Centre (LCLC), the Town of Bridgewater Sustainability Partnership, C@P, South Shore Regional Health Board, United Way, Bridgewater Police Force, Lunenburg Queens Volunteer Partnership, The Mahone Bay Centre, Drumlin Hills Assisted Living Apartments for Seniors,

Region of Queens Recreation Department, The Municipality of the District of Lunenburg Recreation Department, South Shore Regional School Board, CKBW, the Canadian Mental Health Foundation, and the Seniors Expo.

Staffing

Staff was busy this year but still found time for training and development. All staff participated in certification first aid training provided by St. John’s Ambulance. We have also started health, wellness, and customer service training. This training is being provided by local consultant Emma Spencer. Currently, the staff of Bridgewater library has received this professional development opportunity but we anticipate including the rest of staff.

On a personal note, I want to thank all members of SSPL staff for making me feel welcome and taking the time to bring me up to speed on all operational issues. Any organization is only as good as the people who work for it, and I am lucky to be surrounded by so many good people who share a passion for libraries. We are blessed at SSPL to have dedicated staff members who work hard and still find time to do their work with a sense of humour.

Thank you for a good first year. I look forward to our future challenges and accomplishments!

Troy Myers
Chief Librarian

Branch Reports

Alean Freeman Library, Greenfield

The new library in Greenfield has been open for about one year now. There is a very regular group of dedicated patrons. As summer approaches the number increases as people start coming to cottages in the area, and this is definitely the busiest time of year. Everyone loves the library and have been very appreciative of being able to request books and also the fact we have so many new books. It is a very casual atmosphere there and everyone is very friendly and most patrons know each other. A wide variety of books are being checked out, although audio books have been slow to catch on. Use of the C@P computers increases during the summer when visitors come to check email. New patrons are slowly signing up as awareness of the Library spreads by word of mouth. There is a new sign up at the road entrance which will help also. We have a wonderful group of volunteers who come in and take a big interest in the library. I've been made to feel very much at home and welcome there which I think reflects very much the community spirit in Greenfield.

Georges deRomes

Bridgewater Library

This year saw the start of several new programs at Bridgewater Library. The after-school book club for 8-12 year olds is now named "Book Buzz". Participants have interviewed readers in the branch, written book reviews for the library's website, made a list of their all-time favourite kid's books and more. A new adult book club "Inquiring Minds" has had three meetings and members are enthusiastic about the opportunity to belong to a library-based book club. "Hidden Film Gems" at the Library has proven to be very popular. Thanks to GG Geddes, a local film programmer, we are able to screen independent international and domestic films, some of which have not been screened

anywhere else in Nova Scotia.

Other programs this year included author readings with Anne Emery, Kate Inglis, Rhonda Church and Neil MacKinnon. We hosted "Meet Your Columnists" evenings with favourite contributors to the local paper, a Storytellers session for grown-ups on International Storytellers Day and very popular writing workshops. The Summer Reading Program and March break programs were well received. In January Barbara Jones took on the Storytime program and brought some new twists to the always popular sessions.

A highlight of Bridgewater Library's year was the "Sustainability Is..." art show in the branch as part of the town's "Growing Green!" sustainability festival. Eight Lunenburg County artists had their work on display for the day of the festival and the two weeks following. A favourite was Janet Ready's hooking of Bridgewater Library featuring a regular borrower reading the daily paper. The library's participation in the day itself was also very successful: we gave away hundreds of donated books, conducted a "Timeless Tales" event (seniors reading to children) and the display books on sustainability themes had to be constantly replenished throughout the day. Bridgewater Library continues to be a member of the Bridgewater and Area Community Sustainability Network and this has proven to be a worthwhile partnership.

We are grateful to our volunteers who enhance the work we do. This year volunteers conducted an egg dyeing and hunt on the Saturday before Easter, assisted with the planning and preparation of the March break program, made cookies and cupcakes for the after-school program, cleaned the meeting room, made and installed coat racks for the upstairs bathroom, kicked off the summer reading program with an African Jungle Day, handled the set-up for movie nights, and offered seasonal craft sessions for kids.

Our sessions for introducing e-book readers have been very

popular with the e-book circulation increasing dramatically after Christmas.

We participated in a project through the Seniors Safety Program of the Town of Bridgewater police. Two volunteers conducted an audit of the building and services and then made a report of what we could do to improve conditions for seniors. Of course, most of their recommendations involved the building itself, but they also had good suggestions for what we could do to improve services. Following this, four staff members took the Senior Friendly training and we now proudly portray a "Senior Friendly" sticker on our front door. We welcomed Luke Comstock as the Saturday page. Luke is enrolled in the online Library Technician course and has been a great asset to the branch.

As part of the town's program to provide energy-efficient lighting for all town buildings, new lights were installed in the branch. The lighting is now much better and shelving is easier.

Marion Moore
Branch Coordinator

Lunenburg Library

It was a year of fairly smooth sailing at the Lunenburg branch. We had two staff changes. Our Saturday page, Erin Warner, resigned in July and Charissa Stewart was hired to fill the position. Alexander Benjamin Nolan, our Sunday student, left in December and the position was filled with a new page, Maggie Redden.

There was a good assortment of programs and events offered. Storytime for preschoolers continued to attract enthusiastic participants, although the numbers are down, largely due to changing demographics. There were fewer participants in the summer reading program also. Small Communities Big Ideas

offered a spring and fall series. The spring topic was food and sustainable agriculture and the fall series focused on the economy. Both had excellent presenters and were mostly well attended. We hosted several author readings and a presentation on Winthrop Bell, author of "*The Foreign Protestants and the Settlement of Nova Scotia*" given by well know genealogist Terrence Punch. The Computer Basics for seniors and Digital Cameras classes continue to fill a need. With more and more people interested in e-books, the Reading the Future sessions have been popular.

This year we switched our public access computers to the new "Thin Client" created by staff at the provincial library. There were some problems in the beginning that were resolved and our patrons have "acclimatized".

Improvements to the building included some new tile laid in the foyer and a new arm to prevent the door from slamming shut. Staff painted the wooden shelves for the children's picture books. The shelves now match the bench and the new table the town's workmen made for the children's area.

The branch also had a seniors friendly audit done. There were only a few small things that need to be changed. Staff completed the seniors friendly training, which was very worthwhile.

Janet Wells
Branch Coordinator

Mobile Library

The new Mobile Library, launched in March 2010, has just completed its first year serving patrons in Lunenburg and Queens Counties. Only minor schedule adjustments needed to be made and the public continues to be very happy with Mobile Library Service. Circulation continues to rise. The Mobile has the second highest circulation in the region, with an increase of

13% over the previous year. The switch to longer regular stops in central locations has been well received.

In September, NSLA conference attendees were privileged to have the vehicle on site for a Friday night reception at our Liverpool location. Pictures were taken, generators and mechanical parts explored and our 'new Mobile Library' was officially introduced to library workers from around the province.

Cathy MacDonald
Librarian

Outreach Services

The Outreach Branch had a fantastic year with lots of exciting new things happening. Outreach, by its nature, relies on partnerships in the community to reach out to places outside of the library walls.

Our Partnership with NSC@P continues to flourish and has added a lot of value to our Library. C@P provided funding for a full time summer student. This student, Nicole Byers, planned and implemented several technology tutorials that she delivered on a weekly basis at each branch. Nicole also designed and delivered weekly story time sessions to complement the summer reading program. Each fall C@P calls for projects and this year we were able to secure funding for our Read the Future project. All of the readers, audio devices, portable internet connection and instructor travel was covered by this funding. The Read the Future project allowed us to deepen our relationships with Drumlin Hills Retirement Community and the Mahone Bay Centre. C@P also provided funding that allowed the Outreach Coordinator to attend and present SSPL's model of community partnerships at the Canadian Library Association Conference in Edmonton, and to attend a Computers in Libraries conference in Washington in March.

SSPL's partnership with South Shore Regional School Board also continues to be fruitful in many ways; facilitation of several authors in school presentations, providing library information at Primary orientations, high school student coop and O2 placements, and the book sale with Park View Rugby team. A highlight of this partnership in 2010 would have to be being invited to present at a school board library technicians in service day.

Outreach continues its active participation in the Lunenburg Queens Volunteer Partnership. As a member of this partnership SSPL helped plan and participated in Generations Together Symposium; a one day event that brought seniors and youth together to discuss Community Involvement, Life-Long Learning, Active Living and Making a Living in Rural Nova Scotia. This event was made possible through a successful application to the Positive Aging Fund, The Department of Seniors, and in-kind funding from all the partner organizations.

Outreach responsibilities also 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. There has been an increase in numbers of people accessing these services during the year. A new trend this year is that several of the homes for special care are using the online catalogue to place holds for items their residents are interested in. We also began a new deposit this year, a monthly community delivery to Tancook Island. This is a pretty exciting development that came about through our C@P network connections. The initial scouting visit to the island was on a very windy day in December and the first set of books, CD's and movies was delivered in June and continued monthly until October. Presently this is a seasonal deposit, as the facility is not heated. When the technology infrastructure allows we hope to extend this service to include a C@P site.

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

Christina Pottie
Branch Coordinator

Thomas H. Raddall Library, Liverpool

Liverpool Branch reconfigured its physical space for a major shift of library materials. The DVD, VHS and Audio collection was moved to what was the 921 through 999 adult non-fiction area. This is a popular browsing area and is readily seen upon entering the library. The Young People and Graphic novel collection now occupies the back wall that is clearly visible just beyond the circulation desk/entry area. To create visual appeal new signage was added and appropriate posters posted in the YP area. The Reference and Nova Scotiana collection was moved to the shelving unit adjacent to the photocopier; a logical move. The branch now has an expanded area for displaying the ongoing influx of new materials that arrive weekly, and are now on prominent display.

Liverpool Branch received new Kik stools this year. This was to afford older patrons a low seat while browsing the bottom shelves as it is much easier for some to sit than bend. Much to the delight of staff and patrons alike Liverpool Branch received new monitors and PCs. One of the computers is an enhanced model which allows users who are physically or visually compromised to access a computer.

Liverpool library continues its full schedule of popular programs. Storytime is a perennial favourite with moms and tots enjoying the contagious, zany enthusiasm of Miss Barbara. Computer Basics and Digital Camera are as popular as ever. The new drop-in program **Reading the Future** presents a brief overview of available e-readers, and how

to download a book from the library's electronic catalogue to your reader or audio device of choice. The Program Room continues to be well used by community groups and government agencies. The federal volunteer income tax assistance program for low-income individuals ran from February through April. The Queens Economic Development office held a meet and greet session at the library for newcomers to the area. Stats Can has been holding training sessions for this year's census workers. The Raddall Reading Club continues to meet the third Thursday of the month. The Queens Gardening Club meets once a month during the spring and fall months and a local Bible Study Group meets three Thursday evenings a month. There was a mold outbreak in the Program Room which in turn affected the C@P Room and washrooms. This necessitated a thorough environmental cleaning to remove the mold and its potential to cause toxic health issues for patrons and staff alike. The entry overhang fell down due to wood rot. Mr. Hines addressed this problem promptly.

Mid-September South Shore Public Libraries hosted the annual NSLA Conference. Liverpool Branch hosted the opening evening reception.

I would like to extend a sincere thank you to Norm Amirault for his prompt attention to library concerns.

Interesting patron quotes: "God bless the libraries, we take them all for granted, don't we?" "You are more valuable than the psychiatrist!"

Wanda A. Kushner
Branch Coordinator

Statistics

CIRCULATION	2009 - 10	2010-11
Alean Freeman (Greenfield)	211	3,545
Bridgewater	71,830	72,653
Hebbville*	17,894	17,219
Lunenburg	39,921	42,782
Mobile	50,885	57,570
T.H. Raddall (Liverpool)	36,459	38,338
Total	217,200	232,107

INTERLIBRARY LOANS	2009-10	2010-11
Borrowed from other libraries	4,564	4,363
Lent to other libraries	2,930	3,407

INFORMATION REQUESTS	2009-10	2010-11
Alean Freeman (Greenfield)	6	49
Bridgewater	6,243	6,645
Lunenburg	2,913	3,213
Mobile	2,847	2,257
T.H. Raddall (Liverpool)	2,185	2,132
Total	14,194	14,296

SPECIFIC TITLE REQUESTS	2009-10	2010-11
Alean Freeman (Greenfield)	1	36
Bridgewater	12,710	12,876
Hebbville	5,246	4,064
Lunenburg	4,956	5,418
Mobile	9,461	12,679
T.H. Raddall (Liverpool)	6,087	5,776
Total	38,461	40,849

VISITS TO LIBRARIES	2009-10	2010-11
Alean Freeman (Greenfield)	63	1035
Bridgewater	43,860	44,786
Lunenburg	26,367	27,476
Mobile	12,366	13,721
T.H. Raddall (Liverpool)	23,562	19,302
Total	106,218	106,320

Statistics

OPEN HOURS	2009-10	2010-11
Alean Freeman (Greenfield)	12	270
Bridgewater	2,222	2,224
Hebbville	2,008	1,982
Lunenburg	2,408	2,439
Mobile	1,108	1,218
T.H. Raddall (Liverpool)	1,950	1,965
Total	9,708	10,098

PROGRAMS	2009-10	2010-11
Alean Freeman (Greenfield)	0	0
Bridgewater	74	100
Lunenburg	57	41
T.H. Raddall (Liverpool)	80	96
Other*	10	0
Total	221	237

PROGRAM ATTENDANCE	2009-10	2010-11
Alean Freeman (Greenfield)	0	0
Bridgewater	1,035	1,451
Lunenburg	865	368
T.H. Raddall (Liverpool)	1,374	817
Other	734	0
Total	4,008	2,636

STAFFING	2009-10	2010-11
Professional Librarians (FTE)*	3	3
Non-professional staff (FTE)	16.87	16.81
Total (FTE - Full-time equivalents)	19.87	19.81

Statistics

COLLECTION EXPENDITURES (adult and children)	2009-10	20010-11
Audiovisual materials	\$15,328	33,620
Books (fiction and non-fiction)	\$258,891	257,735
Magazines and serials	\$7,602	11,242
Other		
Total	\$281,821	302,597

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/AUDIT%202011-1.pdf>