



Report to the Community

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Chief Librarian's Report

It will soon be two years into my tenure as Chief of South Shore Public Libraries. It has been a year of much activity and change and I continue to be blessed with a thoughtful, active Board – under the steady guidance of Tom Sheppard – and an energetic staff keen to adapt to our growing organization. Here are a few of the year's highlights:

Lunenburg County Lifestyle Centre

While six months behind schedule the Lunenburg County Lifestyle Centre construction tender was signed in April. The project was held up due to cost issues. In short, the tenders came in significantly over the project's budget and the LCLC team had to look for reductions in the design. This process slowed the project down significantly and in the end resulted in a more modest building than originally planned.



Having said that, the design team under the leadership of architects Diamond-Schmidt and Lydon-Lynch came up with some very creative solutions which will allow us to achieve South Shore Public Libraries goal of building a world class facility - one that will bring our administration functions and Bridgewater public space under one roof. Even with the reduction in space, I am certain we will all be proud of the new space when it opens in April 2013 – finger's crossed!

As I write, the Bird Construction team is on site and the building's geo-thermal heating system is being installed. While I am sure there will be construction challenges ahead I have confidence the design team has the experience and will to overcome any hurdles as we get ready to open the doors. In preparation for opening staff have been busy communicating with other library systems across Canada and beyond seeking out best practices in work flow design and programming. The SSPL team has set the goal of building a world class flagship library and administration centre which will serve South Shore residents well for the next fifty years – a goal we believe strongly in and are working hard to deliver.

Facilities

South Shore Public Libraries turns 40 this year and the first branch library in our system was the Lunenburg public library. For the past few months staff and SSPL Board members have been working on our celebration plans which will culminate in a birthday party at the Lunenburg library in September – an event which will mark not only forty years of quality public library service but will set a positive tone for the next forty years of public library service on the South Shore.

Our mobile branch has had another busy year on the roads of Queens and Lunenburg Counties. It continues to be well used and is an integral part of our service delivery to our most rural library users. Crystal Madill and Dave White continue to set the bar high for mobile services and, in my opinion, offer a service which is an example of best practice, which other library systems aspire to!

Speaking of great staff members, the Alean Freeman Public Library in Greenfield is without Georges DeRome who is off on medical leave. His colleagues and his many loyal library users miss him dearly. We wish Georges and his family well on his road to recovery.

Our Liverpool Library continues to be an active hub of community activity. The branch has had some heating issues this past winter. We continue to work with the Town of Liverpool to solve these heating issues as well as to define the changing needs of the residents of the area.

It will be a really busy year for staff at the Bridgewater Public Library. We are planning our move to the new facility and in order to do this move efficiently there is much planning and packing to be done. Senior staff have been working on the plan this past year and we have started to engage branch staff in the many tasks required to make as seamless a transition as possible – all while maintaining the Bridgewater’s branch high level of service to the public!

Our “Library in Motion” service outlet had a successful and busy year and it has many appearances booked for the coming months. Thanks to Christina Pottie for being a champion for accessibility to library services for all our residents wherever they may be and making this project more successful than we imagined!

Collections

Our collections development activity continues to be a major priority and our circulation statistics support we are on the right track with the decision to invest in better collections. Much credit belongs to our Collections Manager – Cathy MacDonald – for her tireless dedication to improving SSPL’s collections. Moreover, Cathy and her team continue to do this during these times of budget restraint.

SSPL’s overall budget has not grown in this year of government austerity in Nova Scotia. In spite of this our overall circulation has grown from 232,107 the year before to 253,171. This is quite an accomplishment and clearly illustrates the collection development team is on the right track!

We have attached full comparison circulation statistics for our library outlets for review.

Community Partnerships

Building partnerships with other South Shore service providers continues to be a priority for the Board. In addition, we have also began to nurture partnerships provincially, nationally, and beyond. A couple of highlights are:

We have recently engaged the Nova Scotia Human Rights Commission to help us celebrate and promote human rights on the South Shore. We have also entered into a partnership with Nova Scotia Community College (NSCC) to assist staff in capacity building with a college in Tanzania as well as provide global development opportunities for Nova Scotians. SSPL will be sending staff to Tanzania this June for two weeks to train local library staff. We will also help them with a needs assessment and assist them in planning to achieve their goals. We also look forward to hosting our Tanzanian counterparts in the future.

We are very excited about these exciting opportunities and look forward to watching them develop. Our aim is to connect SSPL as tightly as we can to our community – both locally and globally.

Other partnerships of note are:

- LCLC
- C@P – Suttles and Seawinds project, etc.
- Seniors Expo
- Tancook Island Community Centre
- Carroll Auto Group
- Town of Bridgewater Sustainability Partnership
- South Shore Regional Health Board
- Parkview High School – book sales
- Mill Village Community Association
- Government of Nova Scotia Skills Development

Staffing

This year was another busy one for staff. Staff continues to successfully find better and more economical ways to satisfy the information needs of South Shore residents. In addition, staff made time this year to fully engage and complete the training we began last year. Expertly facilitated by local consultant Emma Spencer and funded by NS Government's Skills Development, staff completed wellness, customer service, and communication workshops. Emma challenged us to do things better and more thoughtfully in a fun and engaging environment. Staff members even explored their artistic sides and produced an original song celebrating the work of SSPL!

Thanks!

Lastly I want to extend a great thank you to all members of SSPL staff and Board. As mentioned, our operating budget remains static yet our business continues to grow – as measured by growth in library core services: circulation, information questions, and library visits. In addition we are setting high standards for the number and quality of successful partnerships.

We are able to achieve this success because we are fortunate to have a thoughtful Board with wide vision and a true understanding of board governance. While our Board provides the vision, we could not achieve our ambitious agenda without a knowledgeable, hardworking staff committed to setting a high standard of library service.

It is an honour to be responsible for such a good group of people and I will continue to encourage them to improve SSPL's service so we can become world leading and an example of best practice everywhere.

Troy Myers

Chief Librarian



Branch Reports

Alean Freeman Library

The Alean Freeman Library has undergone staff change this past year. Branch Clerk Georges DeRome underwent major surgery in October and Ken Malcolm, a Library Technician, has been ably filling the position. The summer months again proved to be a very busy time of year with the cottagers returning, borrowing books and using the C@P computers to check email, print airline tickets and use the internet. We continue to have our regular dedicated patrons and circulation has increased 19% in the past year. The collection has been weeded and new books, audios and videos, and magazines are continually added for our patron's reading and listening pleasure. As predicted the sign at the end of the road advertising our open hours brings more awareness that we have a Library in Greenfield.

Thank you to our dedicated Volunteers and patrons who continue to support and bring the community into the library.

Cathy MacDonald

Librarian

Thomas H. Raddall Library

T.H. Raddall added a new staff member to its current staff roster. Ken Malcolm, library technician at the Wickwire School, was hired as a casual staff employee. Ken works the library circulation desk on Friday and Sunday afternoons. In addition, Ken was hired as the library clerk at the Greenfield library. Ken replaced long-time staff member Georges deRome, who took medical leave in early October, and continues on the long road to recovery.

The Liverpool library received new monitors for its public terminals and upgraded the computers at the circulation desk with "new to us" computers. The library finally solved its long outstanding problem of loss of internet connection with the installation of a new router.

The Region of Queens Municipality generously provided the funds for a much needed new double-faced shelving unit for the adult fiction area. The new unit helped to accommodate the steady influx of new books and materials arriving on our shelves.

Public program offerings continued another successful year. The children were entertained by the very capable Barbara Jones. Barbara's programs included the ever popular Storytime, Read, Rhyme & Giggle and After School @ the Library. Her eight-week summer program Acting Out, included a final performance piece by all the children attending the acting workshop. Another highlight was the awesome Mad Scientist In-service Day event. Programs for interested adults included Computer Basics, Digital Camera Introduction, and the very popular E-Reader Open House evenings. The library hosted international authors William Deverell and Marq DeVilliers for two Sunday afternoon readings.

Wanda Kushner

Branch Coordinator

Bridgewater Library

Programs

Adult programs this past year included two book clubs: Inquiring Minds and Raising Them (a parenting book club), monthly Lunch 'n Learn brown bag sessions, the South Shore Storytellers, a two-part wine-tasting course, as well as Computer Basics, Digital Camera sessions, and the very popular E-book drop-in sessions. All ages were able to enjoy the monthly film screenings, Hidden Film Gems.

We changed the format of our pre-school programs somewhat this past year and now offer Read, Rhyme and Giggle and Storytime on both Monday and Wednesday mornings.

We wrapped up Book Buzz (the after-school book club) in the spring, and in the fall began the region-wide weekly after-school programs with Barbara Jones: Girl Power, Boys R Us, Pages and Creative Endeavors (for 8-12 year olds). The once-a-month Craft Zone on Saturdays gives an opportunity for younger children to explore their creativity. Highlights of the year included the summer Acting Out at the Library, the inservice day programs (Mad Science, visit from the Lumberjacks), and the March Break Day Camp (magician, movie and crafts). Participation in the summer reading program increased dramatically this past year—the passes to Upper Clements were a big incentive. The Thursday morning summer drop-in program (stories, games, crafts) worked well, thanks to our Bridgewater High School co-op student.

We were fortunate to be able to host the following authors during the year: Deborah Carr (in partnership with South Shore Naturalists), William Deverill, Doris Eaton, Shandi Mitchell (through a Canada Council grant), Jo Treggiari, Vernon Oickle and Chris Benjamin (in partnership with NSCC).

Darren Greer offered two free "Writing for Beginners" workshops which were very well received. Thanks to a grant from the Canada Council we were able to have Carole Langille as writer-in-residence during the fall months. She offered both adult and teen writing workshops, gave readings, and met with aspiring and seasoned writers to critique their work. This program was a tremendous asset for both the library and the community.

Community

This year Bridgewater branch was able to participate in several community initiatives and partnerships. We have two young people who are doing 'work experience' and volunteer placements - one from the Verge House Transition Program and one from an independent work placement effort. They are washing picture book and CD covers and scanning Town of Bridgewater vertical file material. We worked with the Employment Solutions Society to provide a free 3-part resume creation workshop. A young Park View exchange student from Turkey volunteers weekly. Three young people attended the Take Your Kid to Work Day and helped with Storytime. In partnership with a local Amnesty International member, we hosted a Write for Rights letter-writing day on Human Rights Day. A number of ESL and upgrading tutors use our space for their sessions. We continue to work closely with the Bridgewater and Area Community Sustainability Network. The library was buzzing on the day of the Growing Green! Festival: it was the opening day of the Sustainability Is...Art Show at Bridgewater Library (which hung for 5 weeks), the library held the second annual 'great giveaway' (we saved gardening, DIY, building books from our donations), and prepared a very popular booklist and display. SSPL was one of the sponsors of the first South Shore Sustainability EXPO

at NSCC Lunenburg Campus, and library staff worked on the planning. The library and the college teamed up to bring the keynote speaker for an author reading later in the day. Staff visited Bridgewater Elementary in June as part of the school's Community Leaders Reading Stories at the School Library Program which offered us the opportunity to promote summer programs at the library. Second Story Women's Centre holds regular office hours at the library and often books the meeting room for other meetings. We provide meeting space for other community groups: Baby Friendly Initiative, Adult Learning Network & 4-H among others.

We are grateful to the many volunteers who enhance the work of the branch. This year volunteers put up posters in the community, handled the set-up and furniture rearranging for film nights, made seasonal and topical displays, washed dishes, organized craft and display material, photocopied material, worked on book lists, prepared for children's programs, tidied the branch and much more.

Personnel

Luke Comstock resigned as Saturday page and Leann Frank started her duties last spring. Throughout the year, we were fortunate to have three O-2 (Options and Opportunities co-op program) students working here (two from Bridgewater High and one from ParkView). They each brought unique skills and interests and experienced worthwhile job training.

Branch News

Housing more books in the same space means we need to be innovative. We created some space by removing some reference material and were able to move the graphic novels and young adult books upstairs. We created a small seating area as well, so there now is actually a 'teen section' in the branch. We gave up our display space in the Adult Non-Fiction room in order to make more room there. The local fire department recommended some changes and the town installed magnetic door stops as well as another EXIT sign. Early March brought the news that negotiations with the contractors for the Lunenburg County Lifestyle Centre were complete. Excitement is growing as Bridgewater Branch staff members look forward to the beautiful new library space in the Lifestyle Centre.

Marion Moore

Branch Coordinator

Mobile Library

Patrons in Lunenburg and Queens Counties continue to visit, borrow books, make requests and use the services of the Mobile Library. Circulation has again increased and the Mobile has maintained its position with the second highest circulation in the region. Minor schedule changes were done and the longer, regular community stops add to the Mobile's success and visibility in communities. Each summer our Mahone Bay stop sees visitors from all over the world coming on the Mobile, getting their picture taken and generally being amazed at the wonderful service available to our residents.

A special thank you to Dave & Crystal who are the face of Mobile Library service for the South Shore!

Cathy MacDonald

Librarian

Outreach Services

This was another great year for the Outreach department with some exciting new initiatives, one of those being the Library In Motion project. This mobile library/capsite was the brain child of Troy and Christina; the traveling tent was present at 12 community events over the year: SSPL staff recognition, Privateer Days, Chester Farm Market, Treasures of Mahone Bay, Growing Green Festival, Big EX, Bridgewater Family Resource Day, MODL Movie Night, Tent Dwellers Festival, South Shore Youth Activity Day, Christmas on the Lahave and the Sustainability Expo. The LIM project enabled SSPL to see and be seen in the community and expose prospective new members to our services, this seemed to work as 67 individuals signed up for library cards and a few hundred items were lent. The costs for LIM were minimal and were purchased through our C@P partnership. Plans are now taking shape for this season. This initiative is being showcased this year at both APLA and NSLA.

Another new project that Outreach was involved in this year was eReaders. We got a wide variety of e-readers, learned how to use them, then showed the public what it was all about. Once again our invaluable partnership with C@P helped out, the C@P project Reading the Future provided funds to purchase the equipment. Ereader open houses were held in each branch with large turnouts at each one. We started off with one in May at each branch then repeated this format again in February and March. Two sessions were also held at the Mahone Bay Centre. The eReaders were also lent to two book clubs.

Yet another new initiative Outreach was involved in this year was the workplace education course by the Department of Advanced Education and Workplace Development. We were involved in the initial discussions with instructor Emma Spencer and Judith Purcell, had a seat on the education team and facilitated the meeting space and staff coverage for the course. We have a new community deposit this year as well; Mill Village Consolidated School receives a monthly deposit of about 100 items of all types. The school is open to the public on Wednesday evenings and Saturday mornings for browsing and checking out the items. This new partnership was developed with the Mill Village administration and Home and School Association. The first deposit was delivered in November and interest in the project has continued to grow. The seasonal deposit to Tancook Island was also renewed last summer and we look forward to it continuing again this summer. Deposits to seniors home continue as well with the expert gathering skills of longtime volunteer Jacquie Avery. Books by mail and talking book deliveries remain constant with a few new users for each service.

Outreach was successful in obtaining a summer student; Nicole Byers was hired as a C@P YI summer intern. Nicole supervised the other C@P youth in our area. Nicole's other large area of concentration was assisting the programmer in offering our super successful "Acting Out at the Library".

One more project Outreach accomplished, in cooperation with C@P, was "Starting with a Quilt". This digitization project shared the story of local business Suttles & Seawinds. This project developed partnerships with Suttles & Seawinds Inc., and the Mahone Bay Settlers Museum, with additional support from Council of Nova Scotia Archives, Costume Society of Nova Scotia, and the Mary E. Black Gallery: Nova Scotia Centre for Craft and Design. The SSPL/C@P project took a huge amount of inaccessible material and made it into a collection of information easily available online.

The Outreach department continued to offer educational opportunities to SSPL patrons, besides the eReader information sessions Computer Basics and Digital Camera Basics classes were also offered. These classes continue to be popular; there

were 5 sets of classes offered at the Bridgewater Branch and 3 each in Lunenburg and Liverpool.

Community Partnerships are high on the agenda of the Outreach Department and we continue to develop these. One way is our continued membership in the Lunenburg Queens Volunteer Partnership, VON Lunenburg County, and the Nova Scotia C@P Network. In addition to attending community events with LIM we have participated in Life on Your Own in East Chester, the Aspotagan Community Fair, Region of Queens Seniors Fair and MODL recreation department events. We continue our partnership with SSRSB and have had discussions with Mill Village Consolidated, New Ross Consolidated and Hebbville Academy about library services.

There have also been great opportunities for continuing education, aside from the Workplace education course, formal opportunities have presented themselves when attending CLA, NSLA, Cognitive Edge Training, C@P Human Dynamics Training, and most recently the First Nations Technology Conference. Lots of informal training also has taken place to initiate our entry into Social Media around Facebook and Twitter.

All in all this was an eventful and exciting year for the Outreach department. I look forward to the challenges and opportunities that will present themselves this year.

Christina Pottie

Branch Coordinator

Lunenburg Library

This year there were numerous programs and events for Lunenburg branch patrons. For preschool age children there was Read, Rhyme & Giggle, Storytime, and Bedtime Stories with Ms. Barbara. Read, Rhyme & Giggle and Storytime were quite well attended in the fall but attendance dropped for the winter session. Bedtime Stories never caught on, there having been only one parent with child attend. For school aged children there were several after school programs with Ms Barbara and in service day events. The Mad Science in service day program was a great success and would be well worth doing again. The summer acting program with Ms Barbara was a hit with those who attended and the regular Summer Reading Program had double the number of children participating compared with the previous year. March Break Day Camp was full and enjoyed by all. The magician was very entertaining and the children could not have behaved better. For our adult patrons the Computer Basics, Digital Camera Basics and E-book Open Houses were offered again. Interest in e-books is definitely growing. The Lunenburg Book Club, now in it's 21st year continues to meet the second Tues. of the month.

Besides these regular programs, there were several special events and author readings. In the fall of 2011, SSPL was fortunate to have writer & poet, Carol Langille as Writer-In-Residence. Carol's workshop and reading in Lunenburg were well attended and some of our local writers appreciated meeting with her to discuss their work. Author readings included Chris Walsh who read from his book about the Bill Lynch Show, Jack Diamond, well known architect who spoke to a huge crowd about his book Sketches: From Here and There and architecture in general, and Elisabeth Bailey who gave a presentation of her book, A taste of the Maritimes. An introduction to researching your family tree was given by Pat Smith and Barbara Spindler from the South Shore Genealogical Society. A showing of a film about Lyme disease titled Under Your Skin took place in October and drew a large audience.

There was one staff change in the Lunenburg branch. Our Sunday page, Maggie Redden resigned in December. Simone Karsten was hired to fill that position. Lunenburg branch has two longstanding, dedicated volunteers who were with us again this year. They are Ed Jordan and Grant Dixon, our Thursday evening computer tutors. Their help is very much appreciated by patrons and staff.

The C@P computers began to show their age and were frequently temperamental. They have recently been replaced and are working well. There were no major building issues this year and we did only a little rearranging to make better use of shelving and space.

Janet Wells

Branch Coordinator

Statistics

CIRCULATION	2010-11	2011-12
Alean Freeman (Greenfield)	3,545	4,206
Bridgewater	72,653	75,479
Hebbville*	17,219	23,461
Lunenburg	42,782	45,405
Mobile	57,570	65,042
T.H. Raddall (Liverpool)	38,338	39,578
Total	232,107	253,171

INTERLIBRARY LOANS	2010-11	2010-11
Borrowed from other libraries	4,363	4,536
Lent to other libraries	3,407	4,824

INFORMATION REQUESTS	2010-11	2011-12
Alean Freeman (Greenfield)	49	148
Bridgewater	6,645	6,594
Lunenburg	3,213	3,509
Mobile	2,257	2,196
T.H. Raddall (Liverpool)	2,132	2,961
Total	14,296	15,408

SPECIFIC TITLE REQUESTS	2010-11	2011-12
Alean Freeman (Greenfield)	36	103
Bridgewater	12,876	14,074
Hebbville	4,064	4,840
Lunenburg	5,418	6,352
Mobile	12,679	15,517
T.H. Raddall (Liverpool)	5,776	5,788
Total	40,849	46,674

VISITS TO LIBRARIES	2010-11	2011-12
Alean Freeman (Greenfield)	1035	1,550
Bridgewater	44,786	50,958
Lunenburg	27,476	24,815
Mobile	13,721	16,425
T.H. Raddall (Liverpool)	19,302	24,951
Total	106,320	118,699

Statistics

OPEN HOURS	2010-11	2011-12
Alean Freeman (Greenfield)	270	300
Bridgewater	2,224	2,257
Hebbville	1,982	1992
Lunenburg	2,439	2,427
Mobile	1,218	1,224
T.H. Raddall (Liverpool)	1,965	2,010
Total	10,098	10,210

PROGRAMS	2010-11	2011-12
Bridgewater	100	263
Lunenburg	41	141
T.H. Raddall (Liverpool)	96	163
Total	237	567

PROGRAM ATTENDANCE	2010-11	2011-12
Bridgewater	1,451	2,032
Lunenburg	368	495
T.H. Raddall (Liverpool)	817	1,173
Total	2,636	3,700

STAFFING	2010-11	2011-12
Professional Librarians (FTE)*	3	3
Non-professional staff (FTE)	16.81	16.5
Total (FTE - Full-time equivalents)	19.81	19.5

Statistics

COLLECTION EXPENDITURES (adult and children)	2010-11	2011-12
Audiovisual materials	\$33,620	
Books (fiction and non-fiction)	\$257,735	
Magazines and serials	\$11,242	
Total	\$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/SSRL/20AUDIT/202011-12.pdf>