



# ANNUAL REPORT

SOUTH SHORE PUBLIC LIBRARIES, 2017 - 2018

# Board Chair's Message

The past year has been a very exciting one for South Shore Public Libraries.

In a very real way, the library of the 21st Century is still trying to figure out what it can be and what it should be for its community.

Here on the South Shore, both our Board and our staff, lead by our dynamic Chief Librarian, Troy Myers, have set a high standard and vision for the role we believe a library can play in each of our communities.

While we continue to grow our collection and our programming, we are also embracing technology in a manner which few other library systems in Nova Scotia or, indeed, Atlantic Canada, can claim to match.

That's something to be extremely proud of and, indeed, it will allow us to remain relevant and prosper in an increasingly digital world.



A fine example from this past year was the launch of our Community Collections online digital archives, made possible through a partnership with the LaHave River Project and the Hennigar family.

This kind of project is our future – it opens history and knowledge up to those with an interest in Lunenburg and Queens counties, and is symbolic of what we can be doing, and what we should be doing, to engage our residents and library users.

It's my personal goal to see more of these kinds of co-operative partnerships happen going forward.

I would be remiss if I closed without also noting the outstanding work staff has done in preparing our Lunenburg Branch for the July move to its new home at the Lunenburg Academy.

While the SSPL Board embraced the vision, Troy, Jeff Mercer, and our entire staff team have worked diligently over the past several years with the Town of Lunenburg and the Academy to make the vision a reality. I'm extremely proud that SSPL will be part of the foundation upon which the future of the Lunenburg Academy is built.

With thanks, on behalf of the South Shore Public Libraries Board,  
Patrick Hirtle

Handwritten signature of Patrick Hirtle.

# CEO & Chief Librarian's Report

South Shore Public Libraries' **Vision 2027** document was released last year and, one year in, it continues to show us the way in a dynamic information landscape, which is fast moving and exciting. Knowledge is essential for the maintenance and continuous evolution of human society and the role of the public library in helping you find knowledge and accurate information has never been more important. The truth is out there and your library is here to help you find it. Public Libraries have also embraced our role to serve as your community living room, where you will find your original social network offering you real people, real connections, and real information you can count on.

Looking back over this year, I am pleased to report we have significantly surpassed many of our targets set by your Library Board of Directors. I encourage you to review all the metrics contained in this report so you can see all of our achievements in 2017 – 18. One area I would like to highlight is programming. Your South Shore Public Library board challenged library staff to do more community programming and we did. Library staff exceeded the programming target set last year by thirty five percent! They also did this on time, and within budget.

All of these achievements are only possible because of the dedication, passion, and professionalism of your library staff. South Shore Public Library staff are strongly committed to our mission and they have a clear understanding of how their efforts contribute to growing smarter and healthier communities. Many of their diverse accomplishments are included in this report to the community. Please take the time to have a look at the impressive achievements contained in this report. As always, if you have questions, comments, or complaints I can be found at [tmyers@southshorepubliclibraries.ca](mailto:tmyers@southshorepubliclibraries.ca).



This time last year I reported our move of the Lunenburg library to the Lunenburg Academy was close to completion. As it turned out, I was wrong with that particular prediction. As I write, we are still waiting for the move to happen. It comes to no surprise to anyone that refurbishing an old building takes time. On top of that, when Mother Nature slows you down as she did with the wind storm last fall which blew most of the exterior scaffolding down, projects such as this can get complicated. This all said, the move will happen. We look forward to showing you around sometime soon. I have no desire to get this wrong twice so count on it even if I have to paint the walls myself. :)

Speaking of Lunenburg, we said farewell to long serving staff member Barbara Davis in 2017. Barb worked twenty eight years with us and on behalf of all her friends and colleagues at South Shore Public Libraries we wish her all the best as she begins the next chapter in her life. Thank you Barb. You will be missed!

Lastly, I want to again thank all of our municipal and provincial partners who continue to help us achieve our goals. Without the ongoing support of our municipal and provincial governments, South Shore Public Libraries could not serve the people of Nova Scotia in the capacity we currently are able to do. In return for the generous investments our municipal and provincial partners make in us, we remain passionately committed to continuously improving and finding new ways to serve the public. Together, we will continue to contribute to the economic and social development of Nova Scotia as well as celebrate and promote our rich cultural heritage.

All my best,

Troy Myers  
Chief Librarian and CEO

A handwritten signature in blue ink, appearing to read 'T. Myers', with a horizontal line above it.





# MISSION

Our Libraries Celebrate  
Reading, Discovering, Learning and Sharing

# VISION

South Shore Public Libraries is a vital centre of the community, sharing a robust collection and innovative technology, that inspires life long learning and literacy in a positive, welcoming environment.

# VALUES

Literacy • Innovation • Inclusion •  
Intellectual Freedom • Collaboration • Community



## Alean Freeman Library, Greenfield

It has been a busy year at the Greenfield Library! We have seen the number of patrons grow from 2016, with both new year-round and seasonal residents.

In April 2017, we hosted our first National Canadian Film Day event and had 6 participants come out to see Bollywood/Hollywood. Though it may seem like a small number, it has been our best attended program to date and we were truly thrilled with the turnout.

Summer was very busy, with Greenfield being located in "cottage country", and was well beyond what had been expected! The circulation was consistently a similar volume to the Lunenburg and Liverpool branches throughout July and August; there were even several occasions when we circulated more items than those branches, but in just 3 hours!

Over the past 12 months the entire collection has been weeded to ensure that patrons have the best selection, as well as for ease of browsing. Our new books display is a constant draw, as are our other displays.

Once again this year we have to give a huge "thank you!" to our volunteers, both past and present, for making this small branch such a success.

Charity Fraser,  
Greenfield Branch Supervisor





# Mobile Library

2017 was a very active year for the Mobile!

The 2017 Summer Reading Program was a great success with about 100 participants. The on-site nature and activity programs provided by the Summer Reading Road Trip staff were a welcome addition to the program.

Our loyal patrons, who stoically endured a 2-month non-service period from Dec 13 – Feb 13 for a Mobile refit, let us know how much they missed us. The Mobile service received good press with a nice letter to the Herald from a patron, an interview on CBC radio and an article in the local New Germany Connections newspaper. Crystal and Dave provided some service out of the back of their car and made some deliveries to the Chester Legion. Many trips were made up the stairs at Margaret Hennigar Library to give books to Mobile patrons who came to pick up holds in Bridgewater. A big thank you to the Technical Service staff again for hosting our collection on the office shelves for the duration of the bus repair.

In February Richard Eldridge, who painted the lettering on the very first Mobile Bus, presented us a certificate on behalf of the Legion marking the 40 year anniversary of Mobile stops at Chester Basin.

Some stops are seeing a resurgence of circulation due to new families moving into the area. Petite Riviere has perked up and Chester is always busier with the return of summer residents. There are 6 book clubs that the Mobile provides titles for. We are starting to envision what a new Mobile Bus of the future will be when this version is eventually retired.

In personnel notes: our part time Mobile Driver Brenda Turner retired in the fall, we rejoiced in the arrival of our 1st Mobile Grandchild - Eli David White, and... well the Habs didn't show up this year.

Crystal E. Madill,  
Mobile Branch Co-ordinator



# Margaret Hennigar Public Library, Bridgewater

The Margaret Hennigar Public Library has truly become a community hub. Diverse groups of people come into our branch and gather to meet, talk, play, read, study, and learn. We often see many of these things happening simultaneously. We are fortunate to have the space to accommodate so many activities at one time. We are extremely thankful for our library patrons, who continue to support us by making great use of our extensive collection, technology, meeting spaces, clubs, and programs.

This year, we have seen an increase in programming offerings and have made a point to offer more diverse programs for various age groups. We are always open to program suggestions. It is our goal to offer something for everyone! It is fantastic to see that the Margaret Hennigar Public Library has become a hot spot for author readings, educational talks, art and handiwork, clubs and classes. Please continue to check out our program guide available online and in hard copy at any branch, or you can see what is happening on social media.

This year we have seen an increase in school, daycare, nursery school, and home school groups. We are happy to offer tours, and programs. We are delighted to see young children introduced to the library. We look forward to seeing our new young patrons again and again.

We had an exciting new series to mark Canada's 150th anniversary in 2017. In partnership with other libraries in the province we offered various free, hands-on workshops. These programs included knitting, sculpting, lotion making, soap making, and canned preservatives. They were well attended, and we will continue to offer handiwork programs.

Technology classes and use of technology at Margaret Hennigar Public Library continues to grow. New to us this year is Virtual Reality. We offer regular programs for all ages to try out this exciting technology. We also added to our Lego robotics collection with Lego Boost. We are still making great use of our 3D printers, tablets and computers.

Our popular regular programs such as baby club, story time, children's art programs, after school education programming, and book club will continue in 2018 due to their great success. We have introduced new programs such as microscope exploration, writers group, Etsy workshops, games club, and nature club.

Our Seed Library is now in its third year. Our seed library would not be possible without the generous help of our volunteers. The seed library also supports our community garden.

We are also entering the third year of displaying monthly art exhibits. We continue to host creative, intriguing, and thought-provoking artwork from local artists. Art at the library adds a wonderful visual experience for our patrons and continues to attract new patrons to our branch.

I would like to thank all of our wonderful, hard-working volunteers. They are an integral part of our branch. They help run programs, organize the library, and even make great reading suggestions to our patrons!

The Margaret Hennigar Public Library staff value and appreciate all of our patrons. We look forward to your visits. We feel fortunate that our patrons make us laugh, challenge us and make our days brighter. We all look forward to another exciting, busy and successful year.

Katherine Sharp,  
Branch Coordinator









Real People. Real Information.





# Thomas H. Raddall Library, Liverpool

We've had an exciting year at the Thomas H. Raddall Library this year working to serve the people of Liverpool and Queen's County. Our staff has been dedicated to offer the best services possible. We have increased our staffing and hired a full-time librarian in May to manage the branch and be the Emerging Opportunities Librarian for the system. During the summer we also had a summer student work with the public to address technology needs.

We offered a variety of fun adult programs including a monthly trivia night, National Film Board movies, Bad Movie Nights, infuser bracelet making, and game nights. We also held nights of education with the monthly Raddall Reading Club, author readings of both fiction and nonfiction, and the Bank of Montreal has spoken on how to bank safely. We've held classes on privacy, internet safety, French conversation classes, how to access e-books, tablet basics, and had a fitness instructor lead a chair exercise class. And we had both a former diplomat talk about his job, and the current ambassador to Thailand, Laos, and Cambodia speak.

We've held plenty of programs for kids as well. The Summer Reading Program kickoff brought in children from all over the county. The after school programs have been going strong. We've had singers, circus performers, and author readings to entertain young and the young at heart alike. Our Children's programmer Ms. Holly has done an excellent job offering literacy and art programs. And our March Break programming brought in over 100 kids over the run of the week, all capped off with a slime creation afternoon in which we used all the supplies and had difficulty finding places for the kids to sit.

Like the other branches we have been using virtual reality to both supplement our existing programs and as the focal point in brand new programs. It has been used with people of all ages and taken on the road into the community. Through VR, we have traveled from across the planet to inside the human body, built sculptures and toured museums, and just plain had fun.

We've gotten out of the library with our pop-up library, appearing at Privateer Days and even taking it to the beach for a scientific study. We've also taught classes on internet safety for different adult groups and made school visits to talk about library services and demonstrate how kids can access the library from home.

The Thomas H. Raddall Library has also welcomed the community into our building. We've hosted a volunteer coordination meeting, been the site for volunteer income tax help, opened our class room for education groups, had the local garden club host their monthly meeting, and have been a meeting space for other non-profit organizations in Liverpool.

We think back fondly on last year but look forward to the year ahead and the new ways that we can best serve the community. We strive to offer the best for the people of Queen's County and be an integral part of citizen's lives.

I would like to thank everyone that made this year possible. The staff of the Thomas H. Raddall Library for all their hard work, our volunteers that give up their free time, the support staff at the other branches that provide us with materials, and most importantly the patrons that come in and fill the library with life each day, thank you.

Eric Pottie,  
Thomas H. Raddall Manager, Emerging Opportunities Librarian





# Lunenburg Library

We again strove for more and better children's programming this year, and I'm happy to say we've been quite successful! After school activity has really blossomed this year, with a full house on Mondays for Minecraft, on Thursdays for Pokémon and other games, Adventure Club on Fridays, and kids just coming to hang out with their friends the rest of the week. We're very proud to be a safe place where they feel comfortable to be themselves and have some fun. Summer had its fair share of action too, with button-making, robotics camp, outdoor adventures, and amazing performances from singer/songwriter Jamie Junger and Gaelic singer Mary Beth Carty. Weather tried to interfere with our March Break, but we persevered – the highlights saw big crowds having a blast building Marshmallow Catapults and concocting messy fun at the Slime Station. The carpet will never be the same again, and we're still finding marshmallows in odd places!

After a fantastic Lunenburg Lit Festival the year before, Wayne Johnston returned to town in October and we were honoured when he requested to do a reading at the Lunenburg Library to debut his new book "First Snow, Last Light". The capacity crowd enjoyed a wonderful evening as Wayne was funny, insightful and thought-provoking (as always).

Speaking of Lunenburg Lit, the second festival was an incredible experience featuring very talented authors. Patrick Woodcock opened the festival with raw emotion in his newest poetry; Stephen Kimber, Pauline Dakin, and Janet Maybee comprised a fascinating panel of compelling non-fiction; Nino Ricci, Vernon Oickle, and Terry Fallis pleased the audience with an evening of compelling fiction. There is no denying that Roméo Dallaire was the star of the festival though – speaking about his military and charitable experiences overseas and his personal journey dealing with the effects of what he's seen and done to a packed house (with many waiting in line and outside the door), the audience was in awe the entire time and gave him a well-deserved standing ovation. It was a moving, intimate, at times unsettling, but ultimately inspiring experience that none in attendance will forget.

This year saw some changes in staffing here in Lunenburg. Alison Howlett joined us as Library Page, and after 28 years of service, Barbara Davis retired from her Library Clerk position. She was dedicated to helping each reader find their next favourite book and making the branch the best it could be. She will certainly be missed, but we wish her all the best in her retirement (plus she still does the occasional substitute shift, so she hasn't gone too far).

We've been putting a lot of work into preparing for the upcoming move to the Lunenburg Academy. We think everyone will be amazed at the design and features of the new space, and we are really excited to be delivering library service there and taking advantage of the new location to offer new and exciting programs for the community.

Opening day is... well you'll have to wait a little bit longer for that!

Jeff Mercer,  
Deputy Chief Librarian





# Community Engagement

Community Engagement and outreach is providing services to populations who might not otherwise have access to those services. Outreach is not stationary, but mobile. In addition to delivering services, outreach has the educational role to raise awareness of existing services.

During July and August we made a concerted effort to help reduce the summer slide for elementary school aged kids. We targeted rural areas that the Mobile Library services. Each week our summer student visited 4 locations - New Germany, Petite Riviere, Mahone Bay and Caledonia - delivering a story time and literacy related games and activities. Participating kids were encouraged to get a library card, read every day and join the Summer Reading program.

Our Pop up Library also traveled the roads of Lunenburg and Queens Counties from June to September. We visited Farmers Markets, Museums and even had a few beach days. During our road trips we promote the library, reach out to community members who haven't heard about our services, and excite patrons who have been using the library for years.

To Celebrate Canada 150 we got involved in two great Library led province wide activities; Makers 150 and Read 150. These projects gave us access to grants that allowed us to host some great activities last fall. The Makers project let us host several making workshops including needle felting, canning, soap and lotion making, and knitting. The Read 150 gave us opportunities to contribute to the Read Nova Scotia 150 publication and to host several authors.

A high light from the fall was working with our many community partners and hosting Lunenburg Lit Festival in late September. Working with partners and making new ones is a big part of Outreach. A new partnership this year, with the Queens Learning Network, enabled us to deliver IT based programming to their members. We continue to do numerous school visits throughout the year where we showcase library services and encourage teacher and students alike to come to the library.

I am pleased to announce we have had a real growth in our corps of Volunteers this year. We have over 30 people at several branches developing new skills, sharing their love of reading and libraries with others and making new friends.

Over the last few years we've been working on a major digitization project and it came to fruition this fall. We now have a powerful new venue for members of the public to share and preserve histories online: a virtual library that everyone can contribute to. Our website now boasts a section where people can upload and share their own treasured photos, stories, artifacts and more. Our main digital project to date is 100 years of The Bridgewater Bulletin dating back to 1898. Other collections include Art Exhibits @ the Library, Library Card Happiness, and Lahave Trail Associations Along the Lahave River.

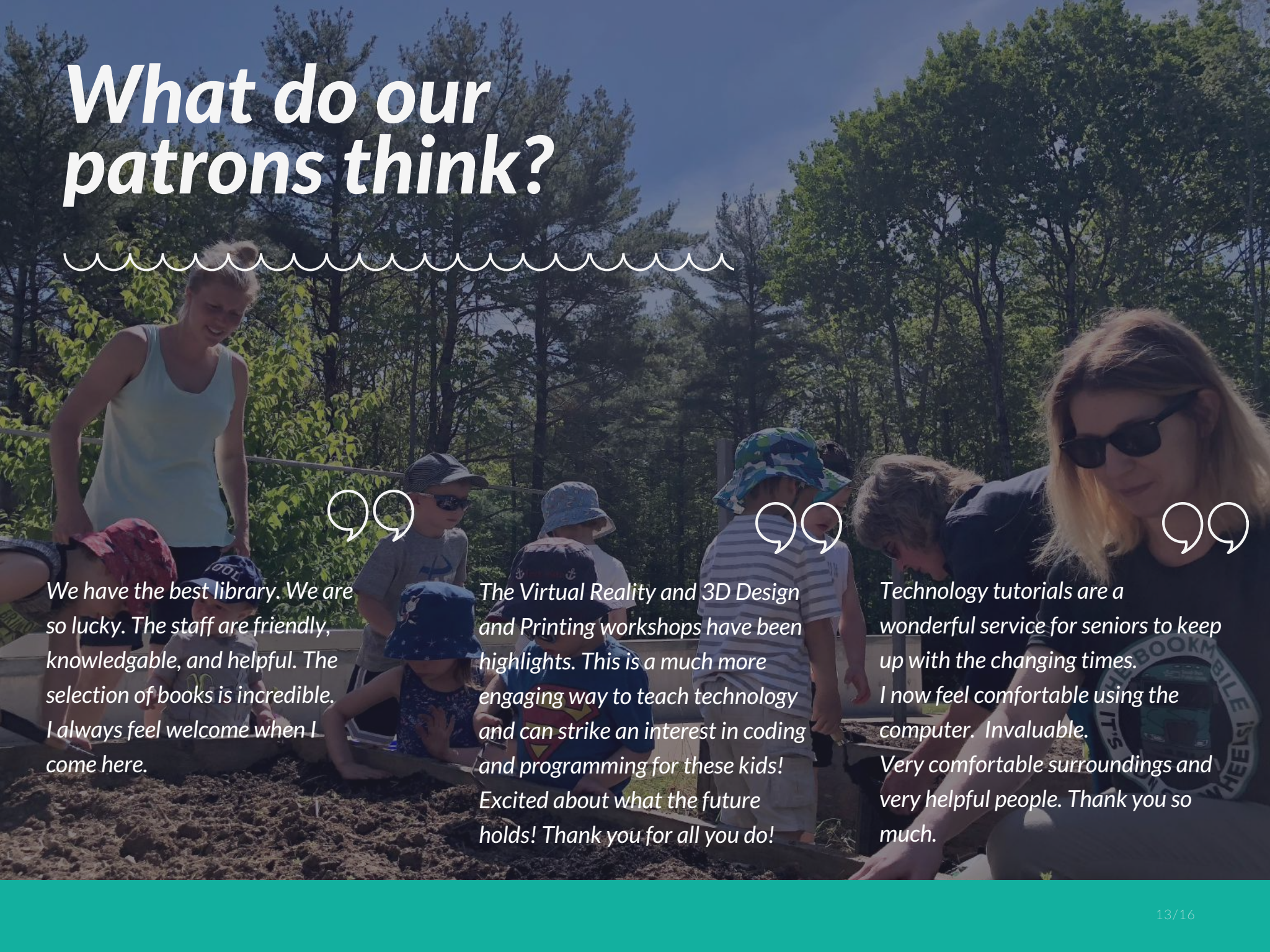
It's been an enjoyable and fruitful year and we will continue to build connections in the community and work to meet new and ongoing needs in the year to come.

Christina Pottie,  
Community Engagement Coordinator





# What do our patrons think?



We have the best library. We are so lucky. The staff are friendly, knowledgeable, and helpful. The selection of books is incredible. I always feel welcome when I come here.

The Virtual Reality and 3D Design and Printing workshops have been highlights. This is a much more engaging way to teach technology and can strike an interest in coding and programming for these kids! Excited about what the future holds! Thank you for all you do!

Technology tutorials are a wonderful service for seniors to keep up with the changing times. I now feel comfortable using the computer. Invaluable. Very comfortable surroundings and very helpful people. Thank you so much.





1,709  
NEW CARDHOLDERS

10,412  
HOURS OF PUBLIC  
COMPUTER USAGE

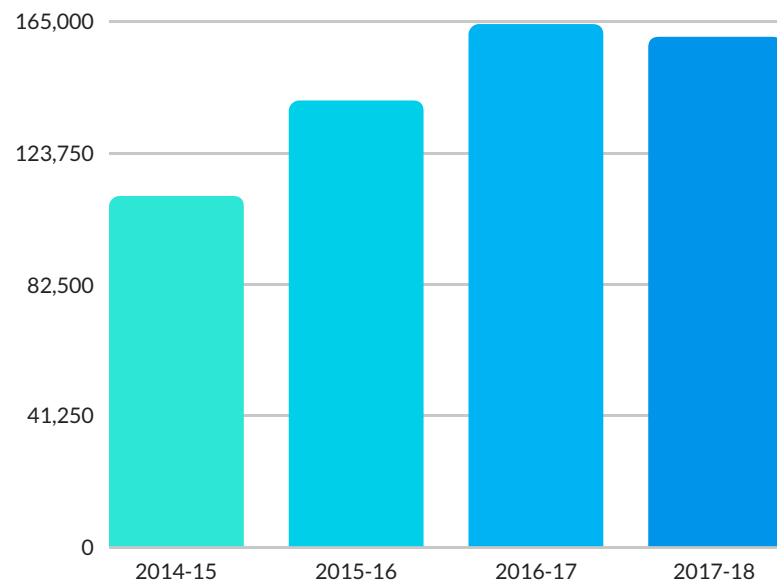


19,213  
QUESTIONS  
ANSWERED

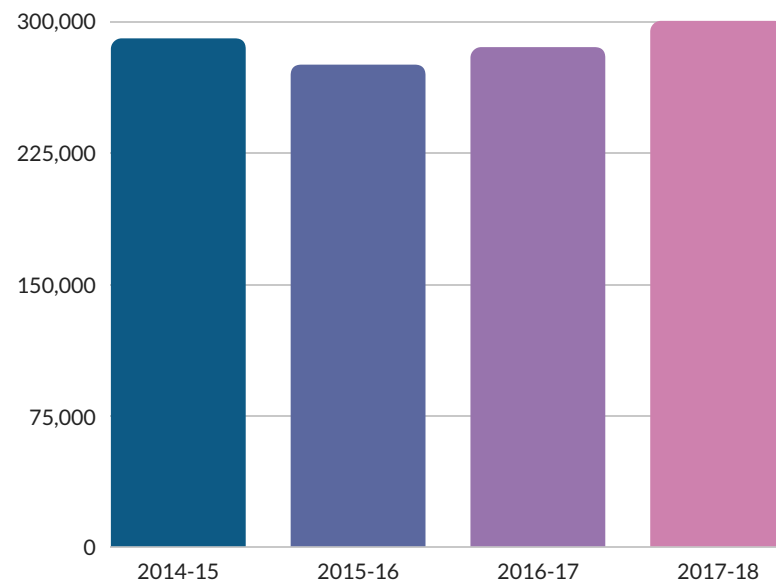
15,017  
ACTIVE MEMBERS



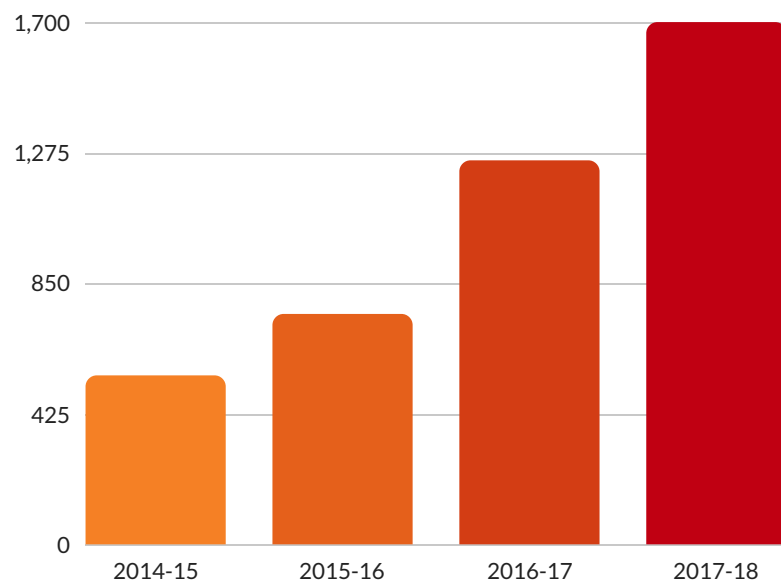
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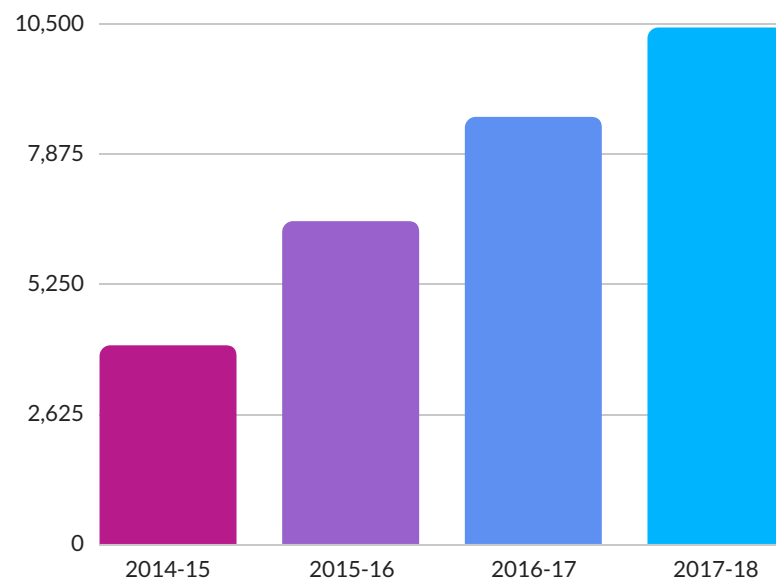
## ITEMS BORROWED



## PROGRAMS OFFERED



## PROGRAM ATTENDANCE



Source: NSPL

## ADMINISTRATIVE OFFICE

135 North Park Street  
Bridgewater NS  
B4V 9B3

902-543-2548

## LUNENBURG LIBRARY

19 Pelham Street  
Lunenburg NS  
B0J 2C0

902-634-8008

## MOBILE LIBRARY

135 North Park Street  
Bridgewater, NS  
B4V 9B3

902-527-7656

## ALEAN FREEMAN LIBRARY

5060 Highway 210  
Greenfield, NS  
B0T 1E0

902-685-5400

## MARGARET HENNIGAR LIBRARY

135 North Park Street  
Bridgewater, NS  
B4V 9B3

902-543-9222

## THOMAS H. RADDALL LIBRARY

145 Old Bridge Street  
Liverpool, NS  
B0T 1K0

902-354-5270

## MANAGEMENT TEAM

Troy Myers	CEO & Chief Librarian
Jeff Mercer	Deputy Chief Librarian
Eric Pottie	Emerging Opportunities Librarian
Lynn Robart	Executive Assistant

## BOARD MEMBERS

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Special thanks to South Shore Public Libraries 2016 funders, including the Municipality of the District of Lunenburg, Municipality of Chester, Region of Queens, Town of Bridgewater, Town of Lunenburg, Town of Mahone Bay, the Province of Nova Scotia and our Donors for your ongoing support.

