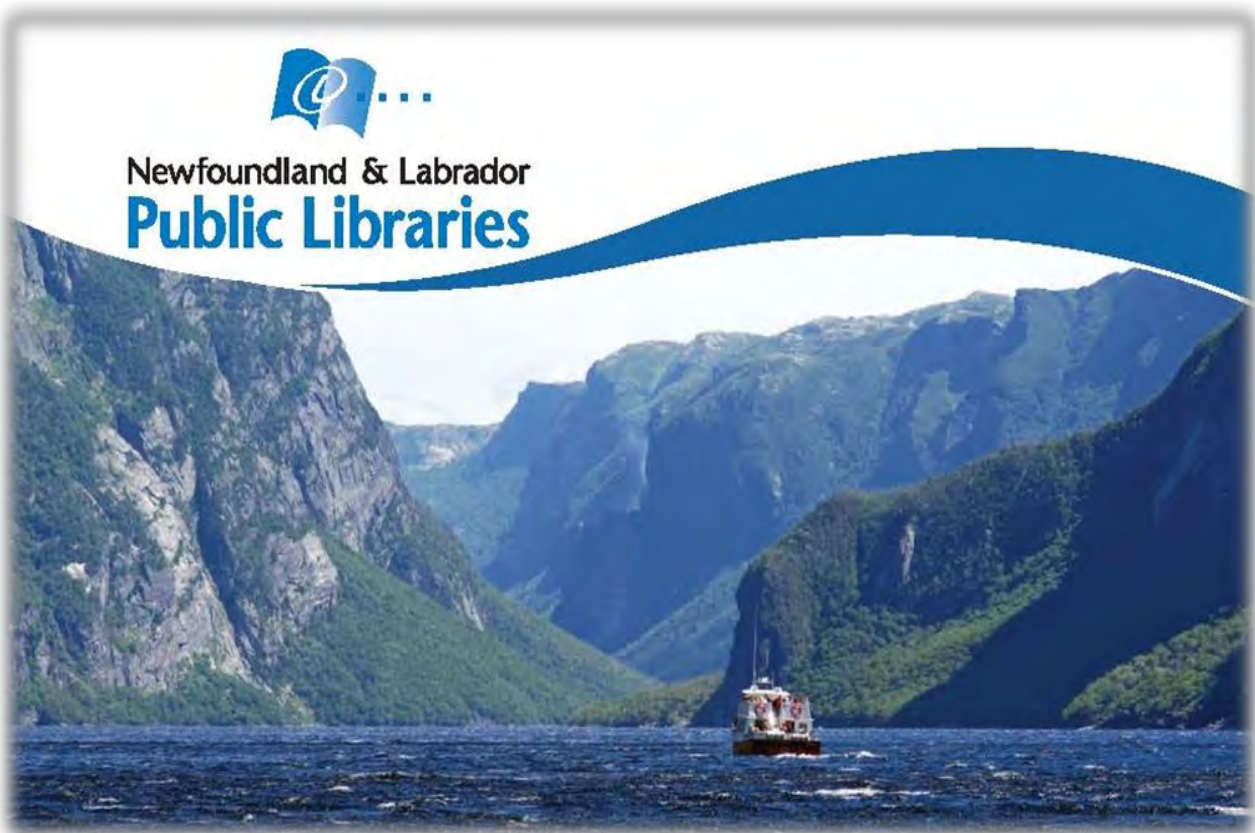




Annual Report

2012-13

Submitted by

**The Provincial Information
and
Library Resources Board**

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PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD PROVINCIAL ADMINISTRATION DIVISION 48 St. George's Avenue, Stephenville, NL A2N 1K9

Honourable Clyde Jackman
Minister of Education
Department of Education
P. O. Box 8700
St. John's, NL
A1B 4J6

July 24, 2013

Dear Minister Jackman:

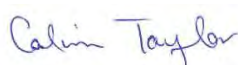
In accordance with section 16 of the **Public Libraries Act RSN 1990 CHAPTER P-40**, as amended, and section 9 of the **Transparency and Accountability Act, SNL2004 T-8.1**, we are pleased to submit the Provincial Information and Library Resources Board's annual report for the operation of the Newfoundland and Labrador Public Libraries during fiscal year 2012-13.

The mandate of the Provincial Information and Library Resources Board, as a category one government entity, is to provide public library and information services to the people of Newfoundland and Labrador. Public libraries have always been considered an important community service and while the use of libraries is changing, they still have a strong future. Instead of simply being repositories for print information, libraries now are used to access information for business and government programs, provide an early start for literacy development, provide resources for students, provide information for hobbyists, and as a space for programs or leisure reading. We want to build on the existing strengths of public libraries and expand library services so they can play a more important role in our communities.

On behalf of the entire board, I offer our sincere thanks to all our local, divisional, and provincial board members, staff, partners and patrons who have contributed to or used our services during this past year. I also want to acknowledge the support we have received from the Department of Education and government. Your continued use of and support for our services are sincerely appreciated.

This report was prepared under my direction and documents the activities and outcomes of the Provincial Information and Library Resources Board from April 1, 2012 to March 31, 2013 including our objective achievements for the goals relating to our 2012-14 plan. The outcomes reported support the strategic directions of government and my signature below is indicative of the board's accountability for the actual results.

Sincerely,



Calvin Taylor, Chair

BOARD STRUCTURES

Provincial Information and Library Resources Board

The Provincial Information and Library Resources Board (PILRB - the board) is an independent organization established by the Government of Newfoundland and Labrador, under authority of the *Public Libraries Act*, to oversee the operation of the public library services in the province now commonly referred to as the Newfoundland and Labrador Public Libraries (NLPL - the organization). The organization has existed, in some form, since 1935.

The PILRB is a provincial board composed of representatives and alternates of regional library boards and appointees of the Lieutenant-Governor in Council. The provincial board has not less than 10 and not more than 15 members which include: (a) a representative from each regional library board appointed by that board; (b) the chairperson of the St. John's Library Board appointed by that board; and (c) up to six other members appointed by the Lieutenant-Governor in Council. The current board members, as of March 2013, can be viewed in Appendix 1.

Regional and Local Library Boards

The PILRB currently operates 96 public libraries throughout the province. Each local library is operated by a local library board consisting of five to nine members with the exception of the three libraries in St. John's, which operate under the St. John's Library Board. A representative of each local library board is appointed to a regional library board, which assists the PILRB to ensure services and programs are consistent throughout the different regions of the province and aids in the development and implementation of policies. The structure of the boards is outlined in Appendix 2.

ORGANIZATIONAL OVERVIEW

Vision

A public library system that provides universal access to a full range of library services supporting personal growth, life-long learning and recreation while helping to connect people and communities.

Mission

By March 31, 2017, PILRB will have improved library services, facilities and equipment to enhance the library experience for the people of Newfoundland and Labrador.

Mandate

The mandate of the PILRB is outlined in the *Public Libraries Act*. It states:

6. (1) The provincial board shall establish and operate those public libraries in the province that it considers necessary and shall provide support to ensure that library materials, information and programs are available to meet the needs of the public.
- (2) The provincial board shall provide:
- (a) a resource collection of selected materials in its provincial reference and resource library which shall be available to the various libraries in the province;
 - (b) a centralized cataloguing and processing service through its technical services department;
 - (c) library service to communities that do not have a local library through its books-by-mail service;
 - (d) centralized administrative services through its provincial headquarters; and
 - (e) other centralized services considered necessary by the provincial board.

Lines of Business

The PILRB offers a variety of services throughout Newfoundland and Labrador (NL). These services are available to individuals of all ages although some restrictions apply. While there is a desire to have all services offered from all sites, certain services are available only at select sites due to hours of operation, size of the facility and staffing allocations. The majority of the services are provided free of charge but some are subject to minimal fees.

Library services are available to all individuals holding a valid library card and in some cases to individuals without a library card. Library cards are provided free of charge although replacement cards cost \$2.00. With a valid library card, library patrons can:

- access information in a library;
- borrow materials;
- attend library programs; and
- use public computers and access the Internet.

Library activities have been grouped into three distinct lines of business:

1. Information Access

- a) Patrons can access information in print and electronic formats.
- b) Patrons can make queries, and/or access library catalogues and databases housed in libraries.
- c) Patrons can access in-house information (also available to persons without a valid library card).
- d) Patrons can use public computers.
- e) Patrons can utilize free wireless Internet connectivity (can be obtained in or adjacent to the library in selected sites).
- f) Patrons can acquire assisted technology, emergent technology and new technology (at designated sites).
- g) Patrons can access major collections, i.e. the Newfoundland and Labrador collection, special interest collections, and the Literacy Clearing House collection.
- h) Most online services are available from within the library and from a computer at home (online courses, online shopping, online banking, etc.).

2. Information Lending

- a) Public libraries lend print materials and, where available, materials in audio, visual and/or digital format. Patrons are free to use materials on site and, where available, can renew or reserve materials from home computers using their library card access number.
- b) Certain sites lend equipment such as digital cameras, laptop computers, etc.
- c) In selected areas of the province, patrons can borrow books-by-mail or receive books via home reader services.
- d) Individuals can also obtain materials, through inter-library loans, from other libraries within or outside the provincial public library system.

3. Programs for Life-long Learning

- a) Any person can participate in library programs designed to address the needs and interests of all age groups, such as pre-school story times, class visits, book clubs, special presentations, computer training, etc. These programs are intended to help improve literacy, promote culture and increase skills. Occasionally, outreach programs are also provided.

Library Funding

The public library system is funded, primarily, by the Provincial Government in the form of an annual operating grant. In 2012-13, the grant was \$11,061,800, which represented a decrease of \$104,100 from 2011-12. Increased efficiencies in several areas helped minimize the impacts of the budget reduction.

Unfortunately, in April the board was advised that the Federal Government cancelled the Community Access Program (CAP) at the end of March. Since 1996 this federal/provincial cost shared program essentially built the public access computer system in public libraries throughout the province and has, for the past several years, contributed approximately \$500,000 annually to help sustain the system. The loss of this funding had a significant impact on public library services but fortunately the Provincial Government agreed to provide \$200,000 in 2012-13 to help support the system which was provided separately from our annual grant.

Many municipalities regularly contribute to the operation of public libraries either by providing direct funding or in-kind contributions. The actual funding provided in 2012-13 was low (\$64,000) considering the number of communities in the province, but the in-kind contributions were significant. These in-kind contributions in the form of free or low cost rent, snow clearing, maintenance, etc., which are not included in the budget figures, exceeded \$1,000,000. The remainder of the PILRB funding was self-generated from fines, fees for service and donations. The total PILRB operating and capital budget for 2012-13 was \$12.4 million, which takes into account the reduction in CAP funding.

The PILRB's fiscal position is audited annually by the Office of the Auditor General. The PILRB's financial statements for 2012-13 are attached in Appendix 3.

Staff Complement

As of March 31, 2013 the PILRB had a total staff complement of 210 full and part-time permanent employees (190 female and 20 male) and 190 substitute employees (178 female and 12 male) Substitutes are casual employees who are called to work when permanent staff members take leave. There were also approximately 800 volunteer library board members and many other individuals who volunteered to support their public library. The PILRB staff organizational chart can be viewed in Appendix 4.

Library Locations

There are 96 public libraries located throughout the province. These libraries are divided into four regions:

Western Newfoundland and Labrador	31	(includes 6 in Labrador)
Central Newfoundland	33	
Eastern Newfoundland	29	
St. John's	3	

Of the 96 public libraries, 32 are located in schools, 34 are located in municipal buildings, four are located in government buildings and 26 are located in PILRB owned or leased facilities.

Partnerships

The PILRB continues to maintain excellent partnerships with a number of groups and agencies which contribute to the provision of quality library services and programs:

- Many municipalities support public libraries with funding or in kind contributions.
- Local volunteer library boards help keep libraries open and raise funds to help establish and support PILRB programs.
- The school districts, throughout the province, provide space for 32 school/public libraries as well as cleaning and maintenance services.
- Sharing of resources and best practices continues with libraries at Memorial University and College of the North Atlantic.
- The Department of Education provides 90 per cent of PILRB funding as well as expertise when needed. It also continued its partnership with the PILRB for two early literacy initiatives: Kinderstart and Birth to Three Early Literacy Program, which both support government's early learning strategic direction, specifically the services and programming components.
- The Department of Transportation and Works has been a valuable partner in helping identify and correct issues with buildings or properties and when tendering for new or retendering for existing library space.
- The Toronto Dominion Bank and Library and Archives Canada support the TD Summer Reading Program and the Canadian Council for the Arts supports Literary Readings Program. Both programs, offered in partnership with public libraries, help enhance literacy.

- Canada Post continues to support the Library Book Rate, a reduced postal rate for mailing of library materials from library to library and library to end users. This rate helps provide library services to remote communities without library facilities and makes it economical to share library materials between libraries.
- There are many other organizations and agencies that assist the PILRB on a daily basis. That support, which is critical to the effective and efficient operation of public libraries, is truly appreciated by the boards and staff.

OPERATIONAL ACHIEVEMENTS

In 2012-13 the PILRB formally adopted the new, automated, data collection system which was developed by a team of staff members and piloted in 2011-12. This new system facilitates the timely collection of more accurate statistics from all libraries whether they are fortunate enough to be connected to the automated Library Management System or whether they are manually recording library activities. The new system will be beneficial in the evaluation of operational and program changes and in the future it will be possible to compare activities against the 2011-12 baseline. The following is a summary of NLPL operational activities during fiscal year 2012-13:

Library Services

- Of the 514,536 residents of the province (2011 Census, Stats Canada), approximately 450,000 people had direct access to a full range of library and information services through 96 public library facilities. One hundred per cent of the population had access to library materials either through library facilities or outreach initiatives such as Books by Mail, electronic resources and eLibrary services.
- 116,157 individuals were registered as library patrons representing 26 per cent of the population served. This is a 6.2 per cent increase compared to the previous year.
- 1,556,892 items (library materials) were circulated to all patrons (an average of 13 items per patron). This represents the total materials loaned to NLPL patrons and is a 2.5 per cent decrease over the previous year.
- 269,242 reference requests were processed. This represents the number of written and verbal inquiries processed by staff and is a 19 per cent increase compared to previous year.
- 98,080 interlibrary loans were processed. This represents the number of items transferred from one library to another, within or outside NLPL and is a 28 per cent decrease compared to previous year.
- 11,393 library programs were offered which is a 6 per cent increase compared to the previous year. A total of 106,753 people participated in the programs which is a 4 per cent decrease compared to previous year.
- 85,414 items (80,253 ebooks and 5,161 audio books) were checked out from our new e Library service). This is a 303 per cent increase compared to the previous year.
- 313,027 computer use sessions were recorded (30 minute blocks) from 472

public access computers. This is a 14 per cent decrease compared to 2011-12.

- 123,092 wireless sessions were recorded which represents the number of patrons who connect to the NLPL Internet services wirelessly using their own computer or device. This is a 12 per cent increase compared to the previous year.
- 213,424 items were used in-house but not borrowed. This is a 84 per cent increase compared to the previous year.

Library Operations

- \$1,335,900 was allocated for library materials including:
 - \$581,000 for books
 - \$144,000 for periodicals
 - \$47,500 for standing orders
 - \$138,000 for electronic information services
 - \$116,000 for DVDs and videos
 - \$10,500 for audio books
 - \$5,000 for talking books
 - \$112,000 for e-books
 - \$105,900 for early literacy materials in support of the NLPL/Kinderstart early literacy program.
 - \$76,000 for miscellaneous items such as binding, fees, supplies and freight
- Six libraries were automated and went live in 2012-13: St. George's, King's Point, Springdale, Harbour Grace, Holyrood and Musgrave Harbour. This brings the total number of sites automated to 42 of 96.
- Library capital improvements continued:
 - A renovation project was completed on the third floor at the A.C. Hunter Library in St. John's.
 - The Marjorie Mews Library in St. John's was expanded.
 - Major renovation projects were completed at the Harbour Grace Library, the Greenspond Library and the Gambo Library.
 - Revitalization projects were completed in Placentia, Fogo, Port Saunders and Labrador City.
- The new Corner Brook Library was officially opened in July 2012. The event, which was attended by provincial and municipal leaders, board members, partners, library staff and patrons, showcased the larger, modern and more versatile library facility. During this past year the number of patrons has grown from 7,829 to 9,016, which is indicative of the interest and support that the new, modern library, has generated.
- Upgrading continued on furniture and equipment in library sites across the province in support of efforts to improve library spaces for patrons and staff.
- Meetings were held with a number of municipalities and groups regarding the need for new or improved public libraries in their communities including: Portugal Cove - St. Philip's, Conception Bay South, Mount Pearl and Gambo.

Technical Services

- 48,881 copies of new library materials were purchased for public libraries sites around the province.
- 45,306 copies of library materials, including new purchases, donations and existing materials, were catalogued. Cataloguing is a process where information relating to library materials is entered into a database according to standardized rules and practices. This facilitates the retrieval of information on specific library materials easily and quickly. Not all materials received or processed is catalogued.
- 58,076 items were processed. Processing includes the stamping, repairing, covering and labeling of library materials.
- Technical Service staff continued to participate in automation projects in an attempt to increase the number of automated sites across the province. Six sites were automated in 2012-13.

Special Projects/Activities

- The PILRB's new data collection system was officially adopted on April 1, 2012 after a one year pilot. The few minor issues which were identified during the pilot were addressed and the new system is working well. It is simpler for staff to use, it provides faster feedback and broader reporting options which will permit the evaluation of program initiatives and service changes. The system was designed, built and is supported by existing IT staff.
- During the year, procedures were implemented for the establishment of eligibility lists for substitute library staff. The creation of these lists simplifies the hiring of replacement staff and helps ensure continuity of service for library patrons.
- A team of management staff continued to participate in contract negotiations during the year. Negotiations are expected to continue in 2013-14.
- Work continued on the implementation of the 70 recommendations arising from the operational review of the St. John's Public Libraries and the Provincial Resource Library. To date 53 recommendations are being acted upon or are completed.
- In 2012-13 all 96 library sites across the province participated in the Summer Reading Program with a total of 3,788 children registered. This program is co-sponsored by the Toronto Dominion Bank and Library and Archives Canada and is intended to enhance reading skills and literacy levels in children.
- The PILRB's new elibrary service has proven to be very popular. Since its launch in June 2011, usage has increased from 28,174 in the first year to 85,414 in the second year of operation. This new service allows downloading of electronic books and audio books directly to a device such as a Kobo, Sony e-reader or Apple iPod or iPad, either in the library or at home. This new service, which is helping expand library services to people who do not have access to a library or have difficulty getting to a library due to a disability or scheduling, is attracting more first time library users.

REPORT ON PERFORMANCE 2012-13

ISSUE: Accessibility to Library Services

In order to increase the usage of public library services by existing patrons and encourage more people to become library patrons, public library services must be of high quality and responsive to the needs of the public. Given the increasingly busy lifestyles of people, services have to be available at convenient times and be easily accessible from a variety of locations in order to encourage people to use them. There are also many communities without library facilities so alternate methods of service delivery must be developed to reach these areas. Services should be accessible to all people, regardless of their age, gender or ability. People should also have access to information describing what services are available, the hours of operation and where library facilities are located. This goal supports the strategic directions of government relating to Early Learning and Academic/Learning Foundation (specifically, the library services component).

Goal: By March 31, 2014, the PILRB will have improved accessibility to library services.

Measure: Improved accessibility to library services

Indicators:

- Enhanced programs
- Expanded services
- Expanded automation
- Enhanced promotions

2012-13 Objective

By March 31, 2013, the PILRB will have begun implementation of select options to improve accessibility to library services.

Measure: Begun implementation of select options to improve accessibility

Indicators:

- Held staff training sessions
- Revised hours of operation
- Automated additional sites
- Enhanced e-resources
- Enhanced programs

Staff Training

During 2012-13, a total of six staff training sessions were held in Eastern and Western Divisions in which staff in 60 libraries received training. These professional staff development sessions will help ensure that staff members have the necessary skills to provide a high quality service to library patrons. Topics covered included: library materials weeding, library automation, library promotion, outreach services, library appearance and operations, collection development, library database use, e-book services, programming for young people, children in the library and dealing with mental illness. Early literacy training was also provided in Western Division as part of the staff training sessions but it was decided to hold separate sessions in the other divisions as the amount of information being provided was too extensive for one session. Staff

training sessions were planned for St. John's and Central Division but due to operational issues, the sessions were deferred until next fiscal year.

During the year, extensive Occupational Health and Safety training was also undertaken. While this training is required under the Occupational Health and Safety legislation, and is an integral part of the NLPL's new Occupational Health and Safety Program, it is also critical to ensuring a safe environment for staff and patrons.

Revised Hours of Operation

During staff training sessions and at regional board meetings, staff and board members were advised to review the hours of operation of individual libraries to ensure they are convenient for the majority of patrons. Logically, more open hours per day and more days per week would be convenient for patrons but with limited hours and staff, improving hours of operation can be a challenge.

At the A.C. Hunter Library in St. John's the operating hours of the library were expanded within the current budget to include Saturday mornings and Monday afternoons in the summer and all day Monday during the winter. The changes in circulation will be monitored to determine the impact of these changes.

While work on this initiative was limited during this fiscal year, due to competing priorities in other areas, the review of hours of operation at remaining sites is still planned for next year.

Automated Additional Library Sites

Six libraries were automated and went live in 2012-13: St. George's, King's Point, Springdale, Harbour Grace, Holyrood and Musgrave Harbour. This brings the total number of sites automated to 42 of 96. Automation of library sites involves installing the NLPL automated library management system software and inputting library material information into the electronic database. Patrons can view the holdings of a library online and can borrow material either in person at the library or from another library via interlibrary loan. Patrons in remote communities can also request materials through the Books By Mail Program. Automation expedites the checking in and out of library materials, making library staff more efficient, and it automatically tracks overdue and lost materials thus improving the application of fines and the recovery of materials.

Enhanced E-Resources

In 2012-13, the PILRB continued to expand Overdrive, the new e-book and audio book service. The service allows patrons, with a valid library card, to download e-books or audio books to a portable device or a computer, either at the library, at home or any location with access to the Internet. During the year, funding was increased and the number of titles of e-books and audio books expanded from 5,598 in 2011-12 to 8,215 in 2012-13. During that same period, circulation increased from 26,638 to 108,275. While some regular library patrons use the new service instead of visiting the library, a significant number of users of the service are new patrons which helps explain the 6.2 per cent growth in patrons in 2012-13 compared to the previous year.

The NLPL continued to provide a good selection of electronic databases in 2012-13. These databases include: Canada's Information Resource Centre, Consumer Health, Canadian Reference Center, Consumer Reports, Master File Premier, Novelist Plus, PubMed (Health), Tumble Books Story Books, Tumble Books Cloud, Tumble Books Cloud Junior, World Book Online Suite and Literature Resource Centre. While the funding allocated to electronic databases is limited, these resources are constantly evaluated and updated in an attempt to provide the best resources within the budget allocation.

During 2012-13, work continued on development of the Key Project, an initiative to develop an electronic resource portal which will be accessible to anyone in the province with a valid public library card. A website has been developed and the committee has been identifying resources to post on the site. A soft launch is planned for the fall of 2013-14 with an official launch planned for the winter. The site, once it is populated, will provide free and subscription electronic resources from the partner organizations including NLPL, Memorial University, College of the North Atlantic and the Department of Education.

Enhanced Programs

One of the objectives of 2012-13 was to enhance the programs offered at library sites around the province. To this end, staff increased efforts to provide more and better quality library programs during the year. The total programs offered increased from 10,714 to 11,393, an increase of more than six per cent. It was surprising to note that the total number of participants in the programs decreased by approximately ten per cent over the previous year. It is not clear whether this is the result of declining populations in many of our locations or the product of the closure of some of our sites for renovations, including the main library in St. John's. Some examples of the program offerings include: Family Storytime; Tots Literacy Counts; Bedtime Storytime; NL Author Reading; Knitter's Circle; Scuba NL (Diving in Paradise: Cayman Islands); Discover music; Public Speaking; NL Women's Institutes eReader class; Springtime Crafternoon; Bookclubs; Internet Searching/Safety; Seniors' Tea; Card Making; Tips for Superb Soup; Wills and Estate Planning; Reading Buddies; White before Christmas.

Services for Children

The growth of PILRB's early literacy program for three to five year olds, The Literacy Connection (TLC), remained strong in 2012-13 with a total of 2,472 program offerings and 24,249 participants, an increase of three per cent in the number of participants over the previous year.

Development of a new early literacy program for birth to three year olds also continued with the hiring of three early literacy coordinators. Development/refinement of course content is scheduled for the spring of 2013, site selection and preparation is scheduled for the summer and implementation of a pilot project is scheduled for the fall. If the pilot project is successful, provincial implementation will follow, subject to available funding. Funding for this initiative has been provided through the Early Childhood Learning Division of the Department of Education.

The PILRB/Department of Education Kinderstart partnership continued. This program involves placement of library information and a free children's book in the Kinderstart (Kindergarten preparation sessions) packages. Children receive two more free books

upon visiting the library. The program has been well received.

Services for Blind and Visually Impaired

The PILRB recently became a registered member of the Commonwealth Braille and Talking Book Cooperative. This Cooperative is an organization which promotes the collaboration and sharing of resources among the Braille and talking book libraries of the Commonwealth and other interested institutions. Over the next few months, the PILRB will work out the logistics regarding the use of this new service and promote it to its blind and visually impaired patrons.

In an effort to further expand services to blind and print disabled patrons and residents of the province, the PILRB, through the Provincial Territorial Public Library Council, contributed to the National Network for Equitable Library Service being led by the BC Libraries Cooperative. The goal of this project is to produce a Canadian Accessible Library System repository and the related training program to bring talking books to Canadians via digital delivery through public libraries. The pilot project should be completed within a year and following that a decision will be made of whether or not to proceed to full implementation.

Other Activities Undertaken in Support of 2012-13 Objective

Enhanced Promotions

As part of the 75th anniversary celebrations in 2010, the PILRB carried out a three year promotional campaign using various media forms. This initiative was very successful in helping raise the profile of libraries and the services offered. While budget reductions in 2012-13 hampered our promotional plans, we built upon the excellent foundation already established by increasing the number of free opportunities to promote library programs and services including: radio and newspaper interviews, public service announcements, book reviews, etc.

New Data Collection System

The new data collection system, implemented in 2011 encourages the accurate and timely collection of library use information including patron numbers, programs and the number of participants, the numbers and types of materials borrowed, etc. This system facilitates the quick retrieval of information and is critical in the assessment of the impacts of operational or resource changes. Collection of standard baseline data began in 2011 and the compilation of annual statistics, which will be compared to the baseline data, will provide important feedback as work continues towards the improvement of library services in the future.

Discussion of Results

During the second year of this planning cycle, implementation began of the activities relating to improving accessibility to library services which were identified in year one. Staff training initiatives were carried out in two regions which will help improve staff members ability to provide services. A review of the hours of operation of sites commenced and the hours in St. John's were expanded using existing resources. Six library sites were automated which will help

improve access to library materials and make the system more efficient. E-resources, especially the number of titles of e-books and audio books were significantly increased. While this service is beneficial for people with access to a library, it is extremely important to those people without library services who can, with a computer and Internet access, now have ready access to library materials. As the strain on financial resources increases, the development and launch of the Key Project is especially important in that sharing of resources between four partner agencies will significantly increase accessibility to electronic resources with minimal additional cost. Work continued on the enhancement of services for children and persons with vision loss or print disabilities. Significant improvements were made in both areas which helps improve access to expanded services and programs for more people. Finally, our efforts to increase promotion will help ensure that members of the public are aware of the programs and services offered. All of the activities completed helped achieve the 2012-13 objective and will assist in the achievement of our 2014 goal to improve accessibility to library services. Our objective for the next fiscal year (2013-14) is outlined below.

2013-14 Objective

By March 31, 2014, the PILRB will have completed implementation of select options to improve accessibility to library services.

Measure: Completed implementation of select options to improve accessibility

Indicators:

- Held staff training sessions
- Revised hours of operation
- Automated additional sites
- Enhanced e-resources
- Enhanced programs
- Enhanced library operations
- Enhanced promotions

ISSUE: Facilities and Equipment

Libraries have traditionally been defined as buildings housing a collection of books and other information. While this definition is still partially accurate, libraries have evolved to become much more. They are meeting places for community groups, computer access locations, training centres, or simply places of relaxation. Since the use of libraries has expanded so has the need to ensure they are conveniently located, modern and spacious, while complying with the various regulatory requirements for public spaces and catering to the needs of everyone regardless of age or ability. Library facilities are as important as the information they contain. It is important, therefore, to ensure that the facilities and equipment contribute to, rather than detract from, the library experience. This goal supports the strategic directions of government in the areas of Early Learning (the space and furniture requirements component) and Academic/Learning Foundation (the library services component).

Goal: By March 31, 2014, the PILRB will have improved patrons' library experience through facilities and equipment upgrades.

Measure: Upgraded facilities and equipment

Indicators: - Improved facilities
- Improved equipment

2012-13 Objective

By March 31, 2013, the PILRB will have begun implementation of selected options to improve library facilities and equipment.

Measure: Begun implementation of selected options

Indicator: - Commenced upgrades to parking lots, pathways and entrances
- Commenced upgrades to furniture, shelving and lighting
- Commenced reconfiguring of library spaces
- Commenced upgrades to equipment

Upgrades to Parking Lots, Pathways and entrances

During the past year, library staff and boards were advised to complete a review of the access to each library to ensure there were no impediments to patrons when visiting library facilities. Where there were, local staff, local boards and divisional offices were asked to address the issues and if they did not have the resources, to forward details to provincial headquarters for consideration.

While no major issues were reported, the one issue which continued to be raised was the lack of accessibility to library sites for those with mobility impairment or vision loss. This tends to be more problematic in municipal buildings and standalone PILRB owned facilities. While it is often difficult and expensive to make sites accessible due to size, age, location and design of many facilities, the PILRB has agreed to address this, if practical, when a site undergoes major renovations. The Grand Bank Library was made accessible when it was renovated in 2011 but, unfortunately, it was not practical to make the Harbour Grace Library accessible when it was renovated in 2012-13 due to the location of the building and the elevation of the building relative to the road. Accessibility improvements will be reviewed during all future renovation projects and addressed where practical.

During the year the following improvements were made to help enhance services for persons with disabilities:

- A.C. Hunter Library - Washrooms upgraded to meet accessibility requirements
- Grand Bank Library – New elevator made operational and handicapped parking area paved and marked
- Placentia Library – Parking lot upgraded and marked for accessibility
- Gambo Library – Main entrance made wheelchair accessible
- Greenspond Library – Main entrance made wheelchair accessible

Upgrades to furniture, shelving and lighting

Each time a site undergoes a major renovation or minor revitalization, upgrades to furniture, shelving, lighting, etc., often occur. These improvements help enhance the appearance of the library and make the space more convenient for patrons regardless of age or level of mobility. During 2012-13, furniture, shelving and/or lighting were upgraded in the following library sites:

- A.C. Hunter Library, St. John's
- Marjorie Mews Library, St. John's
- Harbour Grace
- Bay Roberts
- Carbonear
- Old Perlican
- Fogo Island
- Summerford
- St. Albans
- Gambo
- Gander
- Wabush
- Port Saunders
- Labrador City

In the next fiscal year, mobile shelving units will be installed in a number of sites to help facilitate the rollout of the new early literacy program for birth to three year olds. This is especially significant for small libraries that do not have program rooms, and are unable to create program space due to the placement of permanent shelving. With installation of mobile shelving, the shelving can be moved to create space for the early literacy program and other events without increasing the floor space of the library.

Reconfiguring Library Spaces

Reconfiguring library space helps make libraries more accessible, user friendly, inviting and efficient. During the year, work started on improving the layout of library spaces. In St. John's, the Marjorie Mews Branch was expanded and reorganized and the addition of a new program room certainly improved the functionality of the space. At the A.C. Hunter Library, also in St. John's, the third floor was renovated. During this project, the library was reorganized to help improve the functionality of the space. Similar improvements were made to libraries in Harbour Grace, Greenspond, Gambo, Fogo and Wabush.

Upgrades to Equipment

Library equipment is an important part of library operations. Computers, scanners, printers, fax machines, copiers, microfilm readers, digital cameras, TVs, display boards and display monitors are all critical to an effective and efficient library. During 2012-13 the following sites received equipment upgrades:

- Gambo
- Gander
- Harbour Grace

- Old Perlican
- Pouch Cove
- Whitbourne
- Arnold's Cove
- Burin
- Southern Harbour
- Baie Verte
- Codroy Valley
- Corner Brook
- Happy Valley
- L'Anse au Loup
- Lourdes
- Port aux Basques
- St. John's (A.C. Hunter Library)
- Central Division Offices
- West NL Division Offices

Other Activities Undertaken in Support of 2012-13 Objective

The following activities were also undertaken in 2012-13 which contributed to achieving the objective:

Major Renovation Project

Each year one library site is selected, from the prioritized list established as part of the Facilities Improvement Plan, for major renovations (up to \$100,000). Each major renovation project usually includes improvements to one or more of the following: roof, windows, doors, siding, flooring, walls, washrooms, lighting, furniture, circulation desk and shelving. The major renovation project for 2012-13 was Greenspond. The project was successfully completed and the results are certainly worth the investment.

This year two other major revitalization projects were undertaken. The first involved a remodeling of the third floor reference library in the A.C. Hunter Library in St. John's. This is part of a three year plan to completely modernize the main library in St. John's. Upgrades included flooring, painting, lighting, furniture, shelving, etc. The second involved the library in Gambo, but this one was funded, primarily, by the Town of Gambo with financial assistance from the PILRB. This project involved the complete renovation of the interior of the existing library space in the municipal building. This project was successfully completed and the newly renovated library is now open.

New Library for Corner Brook

In addition to the capital improvements carried out during 2012-13, construction was completed on the new Corner Brook Public Library and it officially opened on July 30, 2012. The event was attended by provincial and municipal politicians, partners, board members, staff and patrons. The new, modern, spacious, 11,000 sq. ft. library, in the heart of the city, contains separate meeting and program rooms, a children's floor and lounging areas.

Occupational Health and Safety Issues

During the past year the NLPL's Occupational Health and Safety Program was formally adopted. Included in the activities undertaken were staff training, site inspections and correction of hazards or deficiencies. A number of issues were identified and steps have been taken to address them. Implementation of the health and safety program will help identify and target issues which are potentially hazardous to both staff and members of the public. Providing safe, risk free work and public spaces is one of our top priorities. Work will continue in 2013-14.

Upgraded Facility Signs

Work continued on the upgrading of external signage at library sites across the province. Generally, most people have some knowledge of what a library is, what it contains and some of the services provided. One of the most common complaints received relating to a public library is not being able to locate it. If the library is not part of a high traffic area, or even if it is but is not fronting on a main road, it is often not visible. In an effort to increase the visibility of public libraries and make finding them easier, installing new signs was identified as a priority in this planning cycle. This past year new signs were installed in: A.C. Hunter (St. John's), Southern Harbour, Whitbourne, Winterton and Ramea. To date a total of 43 of 96 sites have new signage. Installation of library signs is subject to the availability of funds.

In addition to the facility signs, local library boards and staff have been meeting with their local municipalities to discuss requirements regarding placement of library directional signs within their municipality. This will also help new patrons and visitors locate the library within the community.

Discussion of Results

During the second year of this planning cycle, implementation of a number of facility and equipment upgrades was successfully completed. The three major renovation projects which were completed helped significantly modernize the libraries involved. In addition to those sites, a number of other sites had facility improvements carried out, either through revitalization projects or furniture and equipment upgrades. Some improvements were made to the reorganization of library spaces but this will be one of the areas of focus for the next fiscal year. Finally, efforts continued to make libraries more visible through improved signage. Collectively these improvements helped create more functional and inviting spaces for patrons. Regardless of the information or the services provided, patrons must enjoy the library experience and providing modern, spacious, inviting and safe spaces certainly contribute to that experience. All of the activities completed helped achieve the 2012-13 objective and will assist in the achievement of our 2014 goal to improve patrons' library experience through facilities and equipment upgrades. Our objective for the next fiscal year (2013-14) is outlined below.

2013-14 Objective

By March 31, 2014, the PILRB will have completed implementation of selected options to improve library facilities and equipment.

Measure: Completed implementation of selected options

Indicator:

- Upgraded parking lots, pathways and entrances
- Upgraded furniture, shelving and lighting
- Reconfigured library spaces
- Upgraded equipment
- Upgraded signage

OPPORTUNITIES AND CHALLENGES

During 2012-13 a number of opportunities and challenges, which are important to the board, were identified. They include:

Public Internet Access

Public computer access is one of the most popular library programs in this province. This program provides computer and Internet access to those individuals who cannot afford a computer or Internet access at home. Unfortunately, the loss of the federal CAP funding will have a detrimental impact on the public computer access program offered through public libraries in the future.

Library Patrons and Services

The number of public library patrons in NL has increased over the past three years from 104,078 in 2010-11 to 109,328 in 2011-12 and 116,157 in 2012- 2013 (an increase of 11.6 per cent over three years), which represents approximately 26 per cent of the population served. While this is very promising, there is an excellent opportunity to increase the number of library patrons across the province, especially if outreach initiatives are successful.

New Libraries

NL has the highest number of public libraries per capita in Canada but there are still several large communities without library services and several other communities where the existing libraries are inadequate for the population served. Efforts must continue to address these needs.

Succession Planning

With the anticipated retirement of a large number of staff over the next five years, succession planning is becoming an important issue for the organization. Unfortunately, recruiting staff is challenging given that many of our libraries are in remote locations and operate between 10 and 20 hours per week.

Appendix 1
Provincial Information and Library Resources Board
Members

Provincial Information and Library Resources Board
2012-13 Board Membership
Divisional Board Representatives

Name	Location
1. Taylor, Calvin (Chair) Eastern Board Representative	Conception Bay South
2. Pink, James Western Newfoundland and Labrador Board Representative	Burgeo
3. Goodridge, Alan (Vice-Chair) St. John's Board Representative	Goulds
4. Elliott, Everett Central Board Representative	Botwood

Regional Board Observers

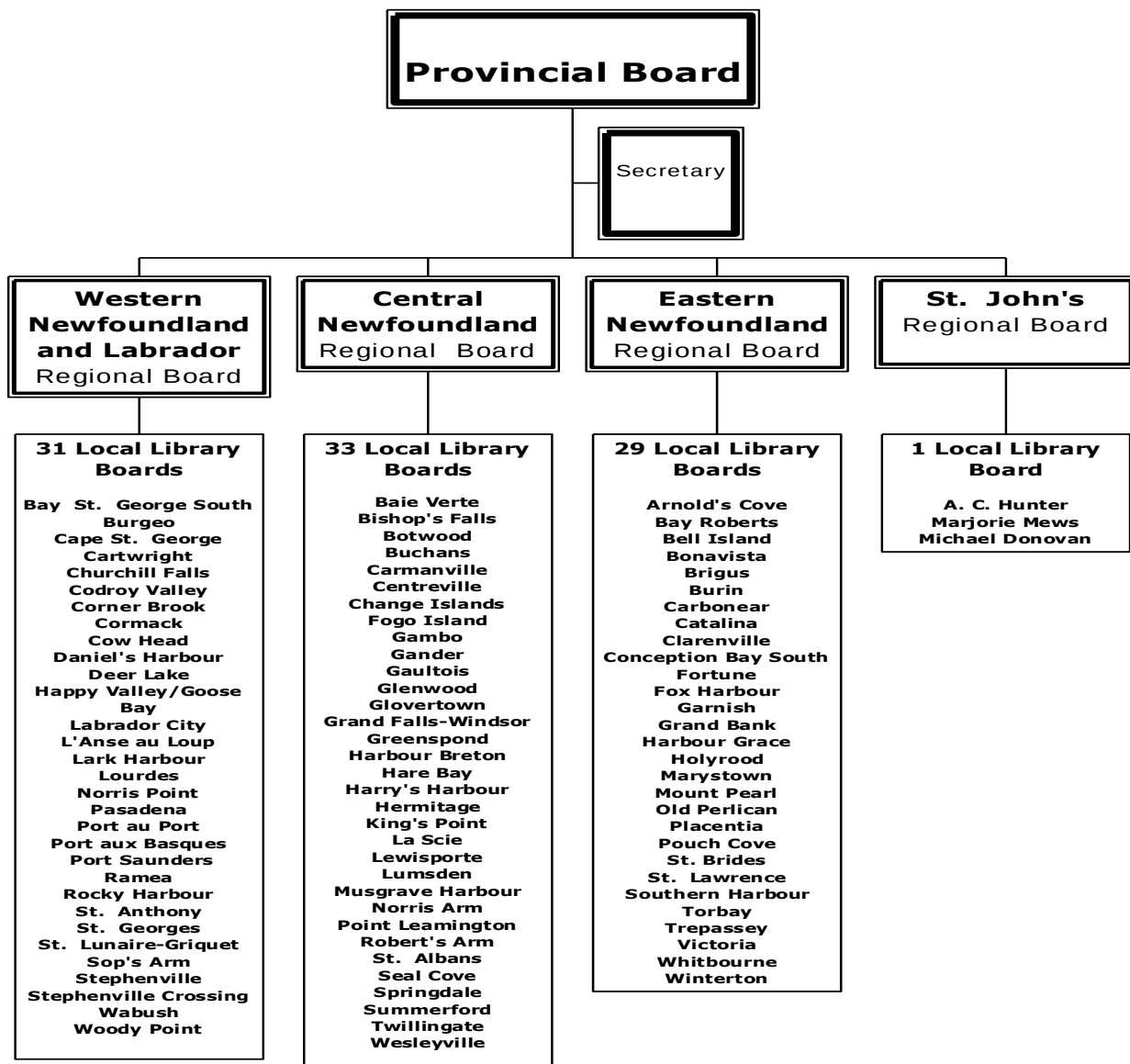
1. Noonan, Gillian Eastern Board Observer	Old Perlican
2. Tulk, Judy Central Board Observer	Traytown
3. Ford, Augusta St. John's Board Observer	St. John's
4. Neary, Pamela Western Newfoundland and Labrador Board Observer	Wabush

Appointees of the Lieutenant Governor in Council

1. Bellows, Carla	Rocky Harbour (reappointed February 2012)
2. Walsh, Patrick	Mount Pearl (reappointed February 2012)
3. Hayward, Rick	St. John's (reappointed February 2012)
4. Burke, Audrey	Grand Falls - Windsor (appointed February 2012)
5. Hynes, Estelle	Kippens - (appointed February 2012)
6. ADM Education – Karen Legge	St. John's (appointed February 2012)

Appendix 2
Newfoundland and Labrador
Public Libraries
Board Structures

**Provincial Information
and
Library Resources Board**
Board Structures

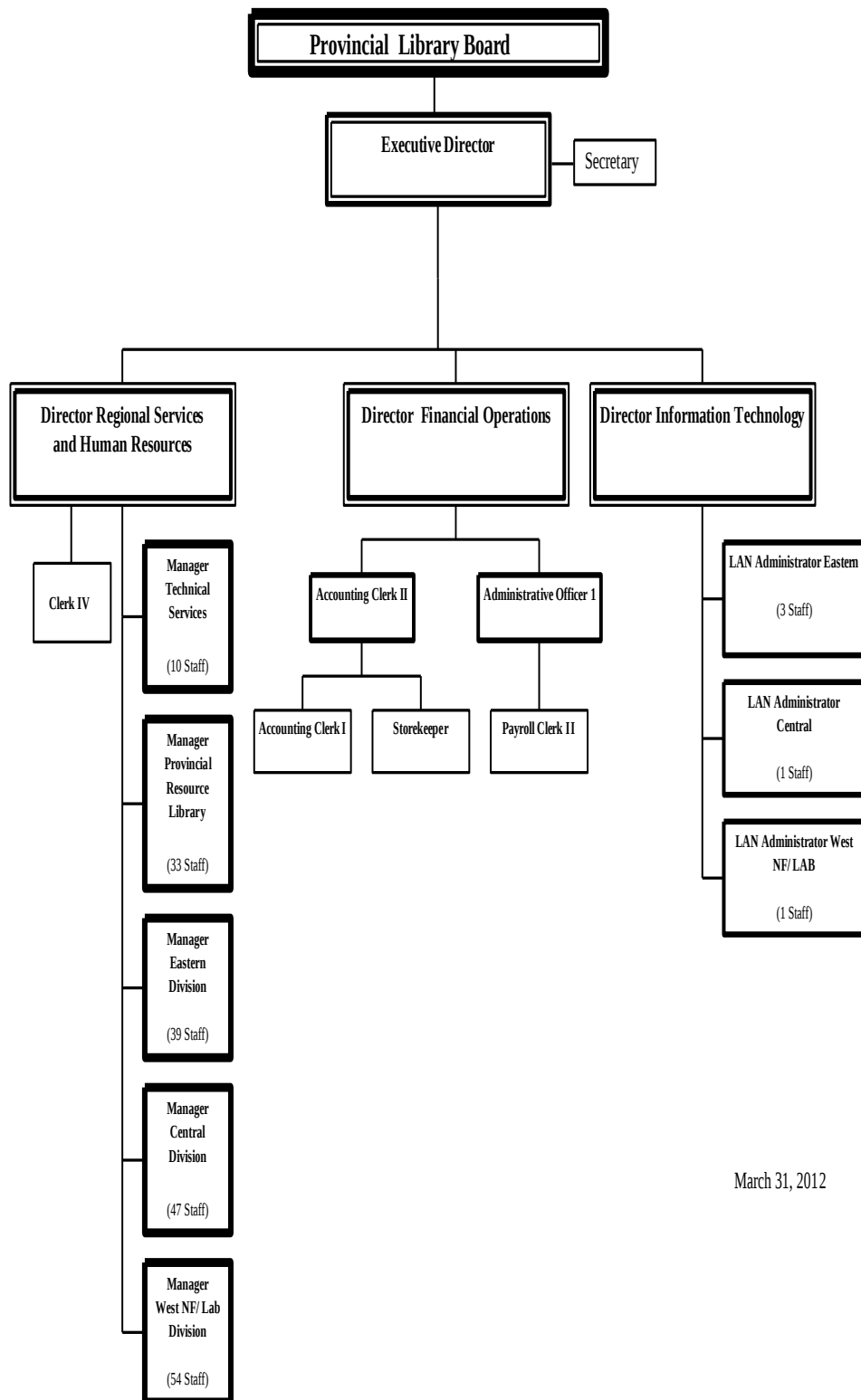


March 31, 2011

Appendix 3
Provincial Information and
Library Resources Board
Audited Financial Statements
2012-13

Appendix 4
Newfoundland and Labrador
Public Libraries
Staff Organizational Chart

**Provincial Information
and
Library Resources Board**
Staff Organizational Chart



March 31, 2012