Report to our Community 2019-20



A MESSAGE FROM THE LIBRARY BOARD CHAIR

This has been a transformative year for Colchester-East Hants Public Library (CEHPL) as we continue to innovate, collaborate, and evolve – reimagining the modern library to best serve the growing and changing needs of our communities.

The CEHPL Board of Directors adopted a new mission, vision, and core values this year (see page 4). These new statements will serve to focus and align CEHPL's future service planning. The staff and board are united in realizing our vision:

"We are the heart of a vibrant community. We empower. We enrich. We inspire."

This year has not been without its challenges. Public libraries in Nova Scotia have received less than a 2% increase in core funding since 2011. As the costs for goods and services continues to rise, we find it increasingly difficult to make ends meet and provide a high level of responsive service.

We lost one of our valued Board Members – Town of Truro Citizen Appointee Edith 'Bunny' Patterson – this year. A Library Board member since 1994, and a founding member of the CEHPL Library Foundation, Bunny was a selfless and steadfast supporter of the advancement of library services for our region. Her dedication, spunk, and unparalleled character is deeply missed by our library community.

On behalf of the entire CEHPL Board of Directors, I would like to extend our sincere gratitude to all members of staff for their ongoing hard work and commitment towards making a positive difference in the lives of others.

Ruby McDorman

Board Chair

2019-20 LIBRARY BOARD

Province of Nova Scotia

Ms. Ruby McDorman, Chair Ms. Erin MacPherson, Vice-Chair (to July 2019) Mr. Nathan Little (from Sept 2019)

Municipality of the County of Colchester

Councillor Eric Boutiler Councillor Karen MacKenzie

Municipality of East Hants

Councillor Stephen King Councillor Michael Perry

Town of Stewiacke

Councillor Roseanne Chapman Councillor Mary Commo

Town of Truro

Councillor Brian Kinsman Miss Edith 'Bunny' Patterson (to Aug 2019) Ms. Donna MacGillivray (from Jan 2020)

Below Bunny delivering a public address on behalf of the Library Board at the Grand Opening of the Truro Library on November 19, 2016.



WELCOME FROM THE LIBRARY CEO

At CEHPL, we strive to provide both physical and virtual spaces where people of all ages, abilities, and backgrounds feel welcome to learn, play, connect, create, and succeed.

NO MATTER WHO YOU ARE, WHERE YOU COME FROM, OR WHAT YOU BELIEVE, THE LIBRARY IS A PLACE WHERE ALL ARE WELCOME.



We're proud to share with you a closer look at the impact CEHPL has made across our communities in the past year. It takes many talented people, committed to serving their community, to support, plan, and deliver library services. My thanks go to:

- The governments of Nova Scotia, Colchester, East Hants, Stewiacke, and Truro for core funding to provide public library service;
- The municipal governments and staff of Colchester, East Hants, Stewiacke, and Truro for providing and maintaining branch library facilities, and where needed, working towards upgraded and/or new facilities;
- The volunteer board of the Colchester-East Hants Public Library Foundation and all donors for recognizing the value of the public library and donating time and money for its improvement;
- The MANY presenters, partners, and community volunteers who help throughout the year with programs and special events;
- Individual and corporate donors for their grants, in-memoriam and other gifts, and in-kind contributions;
- The Nova Scotia Public Library staff for their leadership and support on behalf of public library service in Nova Scotia;
- Colleagues and staff at public libraries throughout the province for their advice and collaboration;
- Ruby McDorman, Chair, and members of the Library Board for your leadership, good will, and active support;
- Fellow members of staff for your dedication, creativity, and support. It is an honour to work alongside you!

Tiffany Bartlett
Chief Executive Officer

WHO WE ARE

2019-2020

OUR MISSION

Colchester-East Hants Public Library strengthens our communities by welcoming all to participate in the discovery, creation, and sharing of ideas.

OUR VISION

We are the heart of a vibrant community. We empower. We enrich. We inspire.



OUR CORE VALUES

COMMUNITY MINDED
DISCOVERY
DIVERSITY AND INCLUSION

EQUITABLE ACCESS INTEGRITY INTELLECTUAL FREEDOM

Above

Youth Services staff celebrate the end of a busy Summer Reading Club outside the Truro branch, August 2019.

2019-20 HEADQUARTERS & OUTREACH SERVICES FTE 10.25

POP. SERVED 74,577 (EST.) FACILITY SIZE 4,104 SQ. FT. HOURS OF OPERATION 45 HRS/WK COLLECTION SIZE (REGION) 118,284 DIGITAL COLLECTION 24,032 CIRCULATION 26,384

ADMINISTRATION

Chief Executive Officer Tiffany Bartlett

Accounts Administrator Frances Dionne

Administrative Assistant Shelley Mattix

Administrative Clerk Debbie McDougall

Public Services Librarian Sarah Wood

SYSTEMS & TECHNICAL SERVICES

Head of Systems & Technical Services Bill Morgan

Systems Administrator Sylvia MacKenzie

Systems & Technical Services Clerks Brenda Clark Lori MacKenzie

Book Processors Sheryl Robinson Patricia Thorsen

OUTREACH SERVICES

Books by Mail & Satellite Services Assistant Charlene Brightman

Satellite Clerk Christine Goodwin

Interlibrary Loans Clerks
Patricia Thorsen
Amy West
Charlene Brightman

Delivery Driver Jason Barnhill

CEHPL BY THE NUMBERS

You came, you browsed, you borrowed... a lot! Thanks for spending time with us this year. We look forward to seeing you soon.



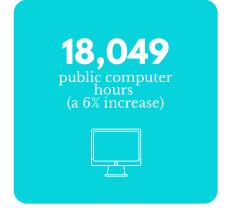




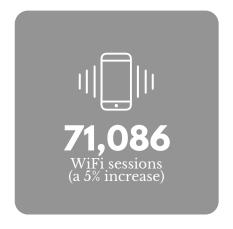
23,189
people attended programs











^{*}All Colchester-East Hants Public Library branches closed to the public effective March 16, 2020, due to the global pandemic. CEHPL continued to offer virtual services during this time.

ELMSDALE BRANCH

The Elmsdale Library serves as a community hub to the ever-growing corridor communities of Lantz, Milford, Elmsdale and Enfield and smaller outlying rural communities.

This year, our programming room was widely used by non-profit organizations and book clubs. Book clubs in particular have become very popular in the area; some utilize our meeting space, others meet in the community and one targets young adult readers at the local high school, but all rely on us for multiple copies of their selected monthly reads.

Our Innovation Station played host to exciting tech programs like Lego Robotics, and provided access to computers and printing for individuals, and our 3-D printer.

Summer Reading Club was very busy, and saw an increase in registrations numbers of 108 over the previous year for a total of 224 registrations in 2019. The summer reading program also saw 81,300 minutes read by participants and 303 children attend 28 summer programs!

In December 2019, the Elmsdale Library celebrated 30 years in the community recognizing the special anniversary with a Holiday Open House enjoyed by staff, patrons and special guests.

We look forward to another successful year during which staff and patrons alike will be empowered, enriched, and inspired to work together for the betterment of our community.

Patti Miller Branch Manager

I FEEL VERY FORTUNATE TO HAVE THE LIBRARY AVAILABLE TO TAKE MY DAUGHTER TO EACH WEEK! IT'S TRULY A WONDERFUL COMMUNITY RESOURCE!

-KERRI C., ELMSDALE PATRON

POP. SERVED 12,181 (EST.) FACILITY SIZE 4,366 SQ. FT. OPEN HOURS 1,881





Top
Patti Miller, Elmsdale Branch Manager, reads to young patrons.

Bottom
Budding artists show off their finished projects.

ELMSDALE BRANCH

3,544 *members*



31,100 visits

255

programs offered

1,533

program attendees 700

1,589

information questions

10 547

materials in the collection

31,439
items circulated

15,709
WiFi hours

holds placed

1,431
public computer
hours



7,460
WiFi connections

2019-20 BRANCH STAFF STAFF (FTE) 2.93

Branch Manager Branch Assistant Circulation Clerks General Clerk

Patti Miller Melanie Good

Arwa Abdelghani Catherine Adams Margot Bower Candi Hauser Layne Ramberg Joeseph Humphrey

MOUNT UNIACKE BRANCH

There was no shortage of activity for the Mount Uniacke branch-- what a year we had!

The introduction of new programming for youth has increased the amount of youth visiting the branch. Our After School Survival Program provides a space for kids to hang out with their friends while completing homework and daily reading. The Amazing Race ran for the entire school year, with youth participating bi-monthly in a program that saw them learning and experiencing all the continents on the planet. "I love Amazing Race days!" one child remarked.

This year, the library purhcased their own 3-D printer with a technology grant through @NS. The 3-D printer was a huge hit with the community and seemed to be printing continuously throughout the summer for programs.

The Ewe-Unaicke Yarn Club was established 7 years ago and remains one of our strongest programs. The ladies in the club meet weekly on Tuesday night and drop into the library on Friday to help youth learn all about yarn crafts. The yarn group has become more than a library program-now the ladies are great friends!

The library was grateful and ecstatic to be chosen by Tim Horton's as their recipient of the Smile Cookie Campaign. The community rallied and bought over \$5000 in Smile Cookies.

We will continue to work hard in the future to bring new, innovative programming to our community. I hope you are as excited as we are!

Kim Legge Branch Manager

THIS LIBRARY MAY LOOK SMALL IN SIZE, BUT IS ENORMOUS IN HEART AND SPIRIT. I'VE BEEN COMING HERE FOR SEVERAL YEARS AND LOVE HAVING IT AS PART OF MY COMMUNITY.

-SHEILA M., PATRON

POP. SERVED 3,103 (EST.)
FACILITY SIZE 1,800 SQ. FT.
OPEN HOURS 1,017





Top
Author Shauntay Grant visits the Mount Uniacke branch.
Bottom
The branch is packed for an intergenerational art program.

MOUNT UNIACKE BRANCH

517

members

visits

programs offered

program attendees

holds placed

11,026 WiFi hours.

information questions

public computer hours

materials in the collection items circulated



WiFi connections

2019-20 BRANCH STAFF STAFF (FTE) 1.41

Branch Manager Branch Assistants

Bernie Isles Kim Legge Karri Power

STEWIACKE BRANCH

This year we have seen an increase in more diverse program offerings. We have something for every age group, from infants to seniors.

This was the first year for our Intergenerational Book Buddies Program where we saw children paired with a senior member of our community for reading, games and snacks. This program promotes understanding, respect and sharing of ideas, knowledge and experience. It was wonderful to see the different age groups working together!

Community engagement is important to us here in Stewiacke, so we've chosen a few to highlight a few of our connections. Each year we are part of the Annual Town Days parade. We involve our local church and partner with the Colchester United Way for their Back to School campaign. Our knitting program will benefit the Colchester-East Hants Health Centre and Shumilacke Food Bank. We held a story/craft time at the Stewiacke Community Centre during the first "Stewiacke Celebrates Christmas." We are grateful for all the community members that stepped up and volunteered their time to help us run successful programs anywhere from animal habitats to online safety.

We have had a great year and look forward to creating new connections and meeting the ever changing needs of our awesome area!

Denise Sheppard Branch Manager

THE STEWIACKE
LIBRARY IS SMALL,
BUT MIGHTY.
-JON H., PATRON

POP. SERVED 3,102 (EST.) FACILITY SIZE 1,454 SQ. FT. OPEN HOURS 1,276





Top A new member proudly displays her card. Bottom Sharmon MacPhee hosts a STEM program during Summer Reading Club 2019.

STEWIACKE BRANCH

750 *members*

18,309

visits

156

programs offered

1,432

program attendees

3,136
holds placed

9,400
WiFi hours.

AA

1,564

information questions

3,026

public computer
hours



5,328
WiFi connections

12,799
materials in the collection
14,106
items circulated

2019-20 BRANCH STAFF STAFF (FTE) 1.90

Branch Manager Branch Assistant Circulation Clerks

Denise Sheppard Ashley Wright Debbie Prest

Sharmon MacPhee Penny Colpitts

TATAMAGOUCHE BRANCH -

Staff at the Tatamagouche Library continued to look for ways to support our amazing community.

Our monthly senior-centric Fun Fridays continued to be popular with projects ranging from making felted pictures and seasonal candle holders to cooking up suet bird treats. Working with our local North Shore Senior Citizens Association, we celebrated Seniors' Week by inviting folks to drop by the library to paint a tile with a scene or pattern that depicted their uniqueness. Tiles were assembled into a large mosaic which we proudly displayed at the library. Amy West, Assistant Manager, and I went on to share some of our senior programming experiences at the annual NSLA conference.

In a collaborative effort between the library and The Grace Jollymore Joyce Arts Centre, performance director, Kathleen Hicks, ran a five-week mask making and theatre workshop; kids made individualized plaster masks and rehearsed a skit at the library. The final performance was on stage at the Grace Theatre. We also hosted events for Tatafest, including Music Theme Escape rooms.

Through a grant from the North Shore Area Community Health Board and in support of community health and wellness, we started experimenting with "lending objects". We purchased two ukuleles, a djembe, a keyboard and two fishing rods and made them available for borrowing. We were also given two passes for the North Shore Rec Centre gym so that library patrons could try the facility for free.

Our library space was looking lovely with our first art installments including a three panel acrylic called North Shore Kids by Christine Sontag and a series of watercolours by Keith Ferguson. Outside, the library garden was dedicated to bees and butterflies featuring milkweed, borage, California poppy and other pollinator friendly plants.

Desiree Jans Branch Manager

HARD WORKING, CLEVER STAFF WHO ALWAYS GO THE EXTRA MILE TO HELP MEMBERS, AND ORGANIZE AND HOST ACTIVITIES.

POP. SERVED 2,829 (EST.) FACILITY SIZE 3,900 SQ. FT. OPEN HOURS 1,283





Top
Art programming for seniors.
Bottom
Releasing the Tatamagouche branch butterflies.

TATAMAGOUCHE BRANCH

1,583
members

128

programs offered

13,543
materials in the collection
17,905
items circulated

27,821

visits

1,959

program attendees

5,225
holds placed

9,058
WiFi hours

P

523

information questions

1,333

public computer hours



7,924
WiFi connections

2019-20 BRANCH STAFF STAFF (FTE) 1.82

Branch Manager Branch Assistant Circulation Clerks

Desiree Jans Amy West Katie Levy Sharon Norman Deb Plestid

TRURO BRANCH

One of the library's core values is "Diversity and Inclusion," which has been a focus for Truro Library programming this year.

We celebrated Truro Pride with a drag queen storytime for families featuring Rouge Fatale of Queens of the Glamazons. We hosted Nova Scotian author Gloria Ann Wesley, who read from her latest nonfiction book for children "Africville: An African Nova Scotian Community is Demolished - And Fights Back." Our Summer Reading Club programming for children included a performance from the Maritime Centre for African Dance, a birch bark medallion workshop with artist Crystal Gloade, and a medicine bag workshop with Gilbert Paul.

For adults, a member of the Ahmadiyya Muslim Community, Fazil, lead a discussion about the fundamental tenants of Islam. We also welcomed Shakira Weatherdon, of Shakira Weatherdon Consultant Service, to deliver a public workshop on Creating Welcoming and Inclusive Communities. All municipal offices, Chamber of Commerce offices, and economic/business development groups in our region were invited to attend.

In addition to our special events, our regular programming in partnership with YREACH included a weekly English conversation class for ESL speakers, and a monthly Culture Crash Course, wherein local residents presented an overview of their culture.

We have worked hard this year to increase our partnerships and events that celebrate the diversity of our community and create a safe and inclusive place for all.

Jenn Atkinson & Lesley Brann Branch Managers

BEING ABLE TO OFFER A SAFE SPACE TO MY NEWCOMER CLIENTS AND FAMILIES IS ESSENTIAL IN CREATING A SENSE OF BELONGING AND RETENTION.

-ESTHER BEJARANO, YREACH

POP. SERVED 26,341 (EST.) FACILITY SIZE 19,814 SQ. FT. OPEN HOURS 2,332





Top
Joy Laking at the launch of her exhibit at the Truro branch (the
first exhibit in the new building).

Rouge Fatale, of Queens of the Glamazons, presents a Rainbow Storytime during Truro Pride.

TRURO BRANCH

11,954 *members*

128,627
visits

649

programs offered

12,231

program attendees

21,308 *holds placed*

75,285
WiFi hours

5,827

information questions

9,896
public computer
hours





45,886
WiFi connections

2019-20 BRANCH STAFF STAFF (FTE) 13.78

Branch Managers

Jenn Atkinson ಆ Lesley Brann **Adult Services**

Lesley Brann, Head Angela Headon Megan Cameron Tanya Chernyavska Janet McLellan Sylvia MacKenzie Patricia Thorsen **Youth Services**

Jenn Atkinson, Head Shawn Boomer Mary Beth Clarke Cathie Landsburg Karen Smith Laura Miedema Jean Thomas Sarah Wood **Circulation Services**

Christine Goodwin Naomi MacKinnon Debbie McDougall Debbie Prest Sheryl Robinson Jean Thomas Patricia Thorsen

OUTREACH SERVICES

Our two satellite locations have been bustling! Our goal this year was to spread the word about our satellite services in Upper Stewiacke and Kennetcook and to better connect with our communities.

Before each visit, our social media posts are shared with community pages. We've also been lucky to have additional help from our friends at Hants North Rural High School and Kennetcook District School, who mention us in their morning announcements and share our posters on their websites. We have also sent home flyers to families with children enrolled at Kennetcook District School and Upper Stewiacke School.

This advertisement has made an enormous difference in our attendance! Each visit, we see new patrons, and our numbers are the highest they have ever been. Our Summer Reading Club was also a big hit this year, and kids and teens alike were thrilled to spin our prize wheel each visit. There were lots of smiles to be seen!

This sense of inclusion, and community, is so vital in our rural areas. The Library satellites are community living rooms-- they offer entertainment and a place to gather, with many patrons dropping by to socialize and visit with staff.

We look forward to seeing you next year!

Charlene Brightman
Outreach Services Assistant

SUCH AN AWESOME SERVICE. I CAN'T SAY ENOUGH GOOD THINGS. - KRISTYN T., SATELLITE PATRON





Top
Young patrons spin the prize wheel during Summer Reading
Club festivities at the satellites.
Bottom

The library van outside Kennetcook District School, home to the Kennetcook Satellite Service.

OUTREACH SERVICES

Outreach Services at Colchester-East Hants Public Library ensures that library resources, programs, and spaces are available to all members of our communities. We reach beyond the Library.

BOOKS BY MAIL

Books by Mail offers library materials delivered right to the your mailbox. This service is available to rural residents (with rural mail delivery) of Colchester and East Hants who live more than 10 km from a branch.



112
members

1,774
holds placed



SATELLITE SERVICE

Satellite patrons are able to browse, return, and borrow library materials, create a library card, learn about the library and its services, and access the internet. We also host programs and events throughout the year, including our popular Summer Reading Club.

KENNETCOOK

Kennetcook District Elementary School

Every 3rd Thursday, 2:30pm-7:00pm (58.50 hours total)

206
holds placed

97
information questions.



UPPER STEWIACKE

Upper Stewiacke Elementary School

Every 3rd Thursday, 2:30pm-7:00pm (58.50 hours total)

662
holds placed

114
information
questions.





HOME READER SERVICE

In some locations, books, magazines, and sound recordings are delivered to people physically unable to come to a branch.

Materials are delivered at least once a month to seniors' complexes across the region.



SPOTLIGHT ON

SUMMER READING CLUB

Open to children ages 0-12, this popular summer-long reading program is designed to help bridge the learning gap between June and September. Participants read books, complete activities, attend programs, and win prizes! Our region also offers a Teen Summer Reading Club for ages 13-18.



981
participants

134
programs offered

3,449
program attendees

+60%

increase in participation over 2018-19







Above (left to right)
Patrons attend the Teddy Bear Picnic in the Civic Sqaure,
members of the Truro Police department visit for Storytime,
and Tatamagouche staff prepare for a Unicorn Party.

STATEMENT OF OPERATIONS 2019-20

	OPERATING		STANFIELD		
	FUND	FUND	FUND	2019-20	2018-19
REVENUE					
Province of NS	\$1,332,267			\$1,332,267	\$1,332,267
Province of NS - Student Grant	\$4,208			\$4,208	\$4,297
Federal Grants	\$4,543			\$4,543	\$5,572
Heritage Grants					\$2,700
Appropriations					
Municipality of the					
County of Colchester	\$235,574			\$235,574	\$235,574
Municipality of East Hants	\$141,986			\$141,986	\$141,986
Town of Truro	\$81,713			\$81,713	\$81,713
Town of Stewiacke	\$9,326			\$9,326	\$9,326
Summer Reading Club pilot	\$5,064			\$5,064	\$2,718
Hall and office rentals	\$5,731			\$5,731	\$5,805
Designated donations	\$11,203			\$11,203	\$7,630
Photocopy and print fees	\$8,772			\$8,772	\$7,059
Interest	\$5,610		\$8,060	\$13,670	\$5,328
Fines, fees, and non- designated donations	\$25,517			\$25,517	\$34,974
Truro building cleaning	\$60,721			\$60,721	\$29,150
Stanfield bequest	400,721		\$52,348	\$52,348	\$144,865
Reserve fund revenue		\$89,544	-	\$89,544	\$53,224
	\$1,932,235	\$89,544	\$60,408	\$2,082,187	\$2,104,188
EXPENSES					
Salaries & employee benefits	\$1,501,566		\$59,200	\$1,560,766	\$1,451,506
General operating	\$122,356		\$16,736	\$139,092	\$143,857
Building	\$165,751		\$21,000	\$186,751	\$149,294
Reserve expenses		\$56,756		\$56,756	\$115,140
	\$1,789,673	\$56,756	\$96,936	\$1,943,365	\$1,859,797
EXPENSES OF REVENUE OVER					
EXPENSES (EXPENSES OVER					
REVENUE) BEFORE AMORTIZATION	N \$142,562	\$32,788	(\$36,528)	\$138,822	\$244,39
Less: Amortization	(\$239,218)			(\$239,218)	(\$248,373
EXPENSES OF REVENUE OVER EXPENSES (EXPENSES OVER					
EXPENSES (EXPENSES OVER					

STATEMENT OF OPERATIONS 2019-20 (CONT'D)

PLANT AND EQUIPMENT ADDITIONS		
DURING THE YEAR	2019-20	2018-19
Downloadable collections	\$6,870	\$6,870
Microform		
Non-print	\$18,806	\$12,181
Periodicals	\$5,282	\$5,324
Books	\$112,792	\$87,668
Computer equipment		
Equipment	\$31,583	
Vehicles		
	\$1 75 ,333	\$112,023

The Library's financial records were audited by PricewaterhouseCoopers. A copy of the auditor's report is available from the Library upon request.

STAFF RECOGNITION 2019

We celebrated service milestones for these valued team members at our November 6 all-staff employee development day:

5 YEARS

Cathie Landsburg (Truro)

10 YEARS

Tanya Chernyavska (Truro) Kim Legge (Mount Uniacke)

15 YEARS

Angela Headon (Truro)
Bernie Isles (Mount Uniacke)

20 YEARS

Sylvia MacKenzie (Headquarters) Shelley Mattix (Headquarters)



Above (left to right) Kim Legge, Shelley Mattix, Sylvia MacKenzie, Bernie Isles, Cathie Landsburg, Angela Headon, Tanya Chernyavska

CONTACT

HEADQUARTERS

902.895.0235 info@cehpubliclibrary.ca

Monday: 9-5 Tuesday: 9-5 Wednesday: 9-5 Thursday: 9-5 Friday: 9-5 Saturday: Closed Sunday: Closed

MOUNT UNIACKE BRANCH

902.866.0124 mtuniacke@cehpubliclibrary.ca

Monday: Closed Tuesday: 1-8 Wednesday: 10-1 Thursday: 2-7 Friday: 2-5 Saturday: 10-1 Sunday: Closed

TRURO BRANCH

902.895.4183 info@cehpubliclibrary.ca

	SUMMER*	WINTER
Monday	1-4	1-4
Tuesday:	10-8	10-8
Wednesday:	10-8	10-8
Thursday:	10-8	10-8
Friday:	10-5	10-5
Saturday:	10-5	10-5
Sunday:	Closed	1-4

^{*}VICTORIA DAY TO LABOUR DAY

ELMSDALE BRANCH

902.883.9838 elmsdale@cehpubliclibrary.ca

Monday: Closed Tuesday: 10-8 Wednesday: 10-5 Thursday: 10-8 Friday: 10-5 Saturday: 10-3 Sunday: Closed

STEWIACKE BRANCH

902.639.2481 stewiacke@cehpubliclibrary.ca

Monday: Closed Tuesday: 1-8 Wednesday: Closed Thursday: 10-8 Friday: 10-12 & 1-5 Saturday: 1-5 Sunday: Closed

TATAMAGOUCHE BRANCH

902.657.3064 tatamago@cehpubliclibrary.ca

Monday: Closed Tuesday: 11-5 & 6-8 Wednesday: 10-2 Thursday: 11-5 & 6-8 Friday: 1-5 Saturday: 10-1 Sunday: Closed





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