

2018

Annual Report



Above
Enjoying storytime at the Elmsdale branch.

WELCOME

“Coming together is a beginning. Staying together is progress. Working together is success.”

– Henry Ford

The winds of change blew through CEHPL this year, as we said goodbye to two long-serving senior staff members. Lynda Marsh, Youth Services Administrator, retired in November after 37 years of service. And after 41 years of dedicated service, Janet Pelley retired from her role as Library Director in February. On behalf of all of us here at CEHPL, I would like to extend our sincere thanks to Lynda and Janet for their notable contributions championing and advancing library services for our region.

It was a great privilege for me to take the helm in February. I am humbled by the outstanding dedication, creativity, and talent of staff across the region. Thank you to the board, staff and external stakeholders for the warm reception. I look forward to an exciting year ahead!

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!

Sincerely,

Tiffany Bartlett
Chief Executive Officer

2017-18 Library Board

Province of Nova Scotia

Ms. Ruby McDorman, Chair
Ms. Erin MacPherson, Vice-Chair

Municipality of the County of Colchester

Councillor Eric Boutiler
Councillor Karen MacKenzie

Municipality of East Hants

Councillor Stephen King
Councillor Cyril McDonald

Town of Stewiacke

Councillor Roseanne Chapman
Councillor Russel Stoddart

Town of Truro

Councillor Brian Kinsman
Ms. Edith 'Bunny' Patterson

OUR REGION BY THE NUMBERS



18,002
members

268,645

items were
checked out
(a 21% increase)

1,690

programs offered

22,200

people attended
programs
(a 23% increase)



196,732
in-person visits



15,432

information
questions
answered

15,741

public computer
hours
(a 28% increase)



2,330

new library cards
issued



47,543

WiFi sessions

BRANCH PROFILES

Elmsdale Branch (active registered cardholders: 3,736)

Pop. Served 10,500 (est.)	Facility Size 4,366 sq. ft.	Open Hours 1,996
Staff (FTE) 3.10	Computers 23 (15 public; 5 staff; 3 servers)	Collection 21,335
Library Visits 31,527	Computer Usage (hours) 2,905.25	Wireless (connections/hours) 2,790/7,054
Circulation of Materials 35,190	Information Questions 2,547	Holds 5,602
Programs (no./attendance) 224/3,238	Summer Reading Club 168 adults, 315 youth	Winter Reading Club 161 families, 364 family members

Mount Uniacke Branch (active registered cardholders: 494)

Pop. Served 3,500 (est.)	Facility Size 1,800 sq. ft.	Open Hours 1,071
Staff (FTE) 1.44	Computers 8 (5 public; 3 staff)	Collection 14,728
Library Visits 13,668	Computer Usage (hours) 1,270	Wireless (connections/hours) 946/2,207.75
Circulation of Materials 5,408	Information Questions 5,820	Holds 1,194
Programs (no./attendance) 283/3,534	Summer Reading Club 56 participants	Winter Reading Club 34 participants



Left: Cardboard creations at the Mount Uniacke Branch. **Right:** Exercising their green thumbs at the Elmsdale Branch.

Stewiacke Branch (active registered cardholders: 742)

Pop. Served 4,305 (est.)	Facility Size 1,454 sq. ft.	Open Hours 1,216
Staff (FTE) 1.86	Computers 8 (5 public; 3 staff)	Collection 15,966
Library Visits 8,034	Computer Usage (hours) 942	Wireless (connections/hours) 2,281/3,976
Circulation of Materials 14,931	Information Questions 2,892	Holds 3,985
Programs (no./attendance) 196/1,887	Summer Reading Club 8 adults, 84 youth	Winter Reading Club 118 participants

Tatamagouche Branch (active registered cardholders: 1,557)

Pop. Served 3,150 (est.)	Facility Size 3,900 sq. ft.	Open Hours 1,371
Staff (FTE) 1.99	Computers 8 (4 public; 4 staff)	Collection 13,844
Library Visits 19,831	Computer Usage (hours) 1,034	Wireless (connections/hours) 2,206/3,767
Circulation of Materials 20,002	Information Questions 469	Holds 5,353
Programs (no./attendance) 123/2,767	Summer Reading Club 100 adults, 92 youth	Winter Reading Club 56 participants



Left: Spotted! Where's Waldo at the Stewiacke Branch. **Right:** Technology trainer Keefe demonstrates the 3D printer at the Tatamagouche Branch.

Truro Branch (active registered cardholders: 11,226)

Pop. Served 35,858 (est.)

Facility Size 19,814 sq. ft.

Open Hours 2,269

Staff (FTE) 13.27

Computers 37 (16 public; 19 staff; 2 servers)

Collection 45,280

Library Visits 125,431

Computer Usage (hours) 9,588

Wireless (connections/hours) 17,823/29,217

Circulation of Materials 132,372

Information Questions 2,966

Holds 21,089

Programs (no./attendance) 864/10,774

Summer Reading Club 366 adults, 196 youth

Winter Reading Club 176 families, 336 participants



Left: Bicycle repair clinic at the Truro Branch. **Middle:** One of our youngest patrons pays the Truro Branch a visit. **Right:** STEM programming at the Truro Branch.

Headquarters (Administration, Automated & Technical Services, Requests & Interlibrary Loans Services)

Pop. Served 74,577 (est.)

Regional Circulation (online renewals, etc.) 29,340

Facility Size 4,104 sq. ft.

Hours of Operation 45 hrs/week

Regional Downloadable eBooks and audiobooks - Circulation 21,961

Staff (FTE) 11.68

Computers 19 (12 staff; 1 server for Truro branch and HQ; 6 laptops for mobile lab usage)

Back-up collection for outreach services and region 9,466 books and microfilm (est.) plus backfiles of magazines and newspapers

OUTREACH SERVICES

BOOKS BY MAIL, SATELLITE SERVICE, & HOME READER SERVICE

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 (active registered cardholders: 127)

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

Circulation of Materials 2,903

Holds Placed on Materials 1,298

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 Satellite Library Service (active registered cardholders: 45)

Location Kennetcook District Elementary School

Collection 678

Open Hours every 3rd Thursday 2:30pm-7:00pm
(54 hours total)

Circulation of Materials 411

Holds Placed on Materials 243

Information Questions 108

Upper Stewiacke Satellite Library Service (active registered cardholders: 43)

Location Upper Stewiacke Elementary School

Collection 808

Open Hours every 3rd Thursday 2:30pm-7:00pm
(76.5 hours total)

Circulation of Materials 1,180

Holds Placed on Materials 606

Information Questions 430

Home Reader Service

In some locations, books, magazines, and sound recordings are delivered to people physically unable to come to the library. Materials are delivered at least once a month to individuals and seniors' complexes across the region.

LIBRARY STAFF

33.34 FTE

Headquarters/Truro Branch

ADMINISTRATIVE SERVICES

Library Director/Chief Executive Officer

Janet Pelley (to Feb 2018)
Tiffany Bartlett (from Feb 2018)

Accounts Administrator

Frances Dionne

Administrative Assistant

Shelley Mattix

Administrative Clerk

Dave Eagles (to Oct 2017)
Debbie McDougall (from Jan 2018)

ADULT SERVICES

Administrator, Adult & Outreach Services

Lesley Brann

Adult Services Assistant

Angela Headon

Adult Programming Assistant

Tanya Chernyavska

Serials Assistant

Janet McLellan

Adult Services Clerks

Kristy Conrad
Sylvia MacKenzie
Lori MacWha
Patti Sharpe
Patricia Thorsen

Circulation Clerks

Christine Goodwin
Naomi MacKinnon
Ross Mallov
Debbie Prest
Sheryl Robinson
Patti Sharpe
Jean Thomas
Patricia Thorsen

Interlibrary Loans Clerks

Patricia Thorsen
Amy West
Charlene Withrow

Headquarters/Truro Branch

ADULT SERVICES (CONT'D)

Book Shelver Dave Eagles (to Oct 2017)

General Clerk Makenna Harnish

YOUTH SERVICES

Administrator, Youth Services Lynda Marsh (to Dec 2017)
Jenn Atkinson (from Dec 2017)

Youth Services Assistant Cathie Landsburg

**Children's & Outreach Programming
Coordinator** Karen MacFarlane

Teen Programming Coordinator Chris Wildbore

Teen Programming Assistant Laura Miedema

Youth Services Clerk Jean Thomas

TECHNICAL SERVICES

Administrator, Automated & Technical Services Bill Morgan

Systems Administrator Sylvia MacKenzie

**Automated & Technical Services
Clerks** Brenda Clark
Lori MacWha

Systems Assistant Charlene Withrow

Book Processors Dave Eagles (to Oct 2017)
Sheryl Robinson
Patti Sharpe
Patricia Thorsen

Book Shelver Sheryl Robinson

Headquarters/Truro Branch

E-SERVICES

Electronic Services Librarian	Norma Johnson-MacGregor
Technology Programming Assistant	Megan Cameron

OUTREACH SERVICES

Books by Mail & Satellite Services Assistant	Susan Sinclair
Delivery Driver	Jason Barnhill
Kennetcook Satellite Circulation Clerk	Charlene Withrow
Upper Stewiacke Satellite Circulation Clerk	Cathy Newton

Elmsdale Branch

Branch Manager	Pam Eakin
Branch Assistant	Sandee Long
Circulation Clerks	Arwa Abdelghani Sandi Bond Margot Bower Carolyn Gillis Melanie Good Candi Peters Layne Ramberg
Technology Trainer	Candi Peters
General Clerk	Joseph Humphrey Natasha Vanderkooy

Mount Uniacke Branch

Branch Manager	Kim Legge
Branch Assistants	Bernie Isles Karri Power
Technology Trainer	Karri Power

Stewiacke Branch

Branch Manager	Ashley Wright Penny Colpitts (Acting Oct 2017-2018)
Branch Assistant	Debbie Prest
Circulation Clerks	Katie Levy Sharmon MacPhee Debbie Sheppard
General Clerk	Patrick Wells
Technology Trainer	Candi Peters

Tatamagouche Branch

Branch Manager	Desiree Jans
Branch Assistant	Amy West
Circulation Clerk	Kirsty Conrad
Technology Trainer	Keefe Kingston (to Mar 2018)

IN MEMORY OF DAVE EAGLES



We sadly said goodbye to Dave Eagles, who passed away unexpectedly in November. Dave worked in the Truro Branch and Regional Headquarters for over 23 years.

Left
David Ian Eagles, 1964-2017.

STAFF RECOGNITION

We celebrated the following service milestones for these valued team members:

<p>5 YEARS</p> <p>Amy West (Tatamagouche) Desiree Jans (Tatamagouche) Karri Power (Mount Uniacke)</p>	<p>20 YEARS</p> <p>Brenda Clark (Headquarters) Jean Thomas (Truro)</p>
<p>15 YEARS</p> <p>Bill Morgan (Headquarters)</p>	<p>40 YEARS</p> <p>Janet Pelley (Headquarters)</p>

Below (left)
Janet Pelley, Ruby McDorman, Brenda Clark, Bill Morgan, and Jean Thomas outside the Truro Branch.

Below (right)
Janet Pelley, Lynda Marsh, Cathie Landsburg, and Ruby McDorman. Janet Pelley and Lynda Marsh retired after 41 and 37 years of service, respectively.



STATEMENT OF OPERATIONS

2017-18

	OPERATING FUND	RESERVE FUND	STANFIELD FUND	2017-18	2016-17
REVENUE					
Province of NS	\$1,332,267	-	-	\$1,332,267	\$1,279,600
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
Hall rentals	\$970	-	-	\$970	\$445
Cost of operating Truro branch library	(\$744)	-	-	(\$744)	\$12,242
Photocopy and print fees	\$4,844	-	-	\$4,844	\$3,002
Interest	\$1,309	-	\$457	\$1,766	\$197
Fines, fees, and non- designated donations	\$27,817	-	-	\$27,817	\$16,080
Stanfield bequest	-	-	\$100,462	\$100,462	\$135,803
Reserve fund revenue	-	\$279,140	-	\$279,140	\$735,803
	<u>\$1,835,062</u>	<u>\$279,140</u>	<u>\$100,919</u>	<u>\$2,215,121</u>	<u>\$2,651,771</u>
EXPENSES					
Salaries & employee benefits	\$1,456,194	-	\$51,530	\$1,507,724	\$1,489,938
General operating	\$122,223	-	\$11,278	\$133,501	\$114,113
Building	\$123,563	-	-	\$123,563	\$94,218
Reserve expenses	-	\$37,077	-	\$37,077	\$91,855
	<u>\$1,701,980</u>	<u>\$37,077</u>	<u>\$68,808</u>	<u>\$1,801,865</u>	<u>\$1,790,124</u>
EXPENSES OF REVENUE OVER EXPENSES BEFORE AMORTIZATION AND GAIN ON SALE	\$133,082	\$242,063	\$38,111	\$413,256	\$861,647
Add: Gain on sale	\$537	-	-	\$537	-
Less: Amortization	(\$256,868)	-	-	(\$256,868)	(\$212,152)
EXPENSES OF REVENUE OVER EXPENSES (EXPENSES OVER REVENUE) FOR THE YEAR	<u>(\$123,249)</u>	<u>\$242,063</u>	<u>\$38,111</u>	<u>\$156,925</u>	<u>\$649,495</u>

STATEMENT OF OPERATIONS 2017-18 (CONT'D)

PLANT AND EQUIPMENT ADDITIONS DURING THE YEAR

2017-18

Downloadable collections	\$6,850
Microform	\$3,129
Non-print	\$6,232
Periodicals	\$6,591
Books	\$94,153
Computer equipment	\$40,690
Equipment	\$66,202
Vehicles	\$37,703
	<hr/>
	\$261,550

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



Left: The Maritime Centre for African Dance visits the Mount Uniacke Branch.
Right: Crafting at the Holiday Open House in Tatamagouche.

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

902.883.9839
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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