

Truro Library staff are excited to welcome patrons back into the library, July 2020.



East Hants

Greetings from the Library Board Chair(s)

In times of crisis, opportunities emerge for growth and change. CEHPL experienced plenty of both in 2020-21, and we are proud of the resilience and adaptability demonstrated by our staff as they worked tirelessly to reimagine how to deliver safe and responsive library services to our community during the COVID-19 pandemic. We invite you to read examples of how we did this within these pages.

The Board was pleased to support the expansion of our region's Books-By-Mail service to make it open to all Colchester-East Hants residents during the pandemic. And we were thrilled to go fine-free in April, eliminating overdue charges and removing historic fines in an effort to remove barriers to library access and support community recovery.

The Mount Uniacke Library was renovated in time for its 20th anniversary. We would like to extend our sincere thanks to the Municipality of East Hants and the Colchester-East Hants Public Library Foundation for their support in realizing this project. The community is delighted with the revitalized space

which reopened to the public in January 2021.

Another important milestone in 2020-21 was the celebration of CEHPL's 70th anniversary. Pandemic restrictions prohibited in-person celebrations, so instead Library staff organized a Fall Membership Drive and solicited quotes from community leaders on what the Library means from them. You'll read some of those incredible stories in the following pages.

Thank you to all Board Members (past and present) – Roseanne Chapman, Mary Commo, Stephen King, Nathan Little, Donna McGillivray, Brian Kinsman, Alison Graham, Michael Perry, Karen MacKenzie, Eric Boutilier, and Marie Benoit for your support this past year.

Thank you to our CEO, Tiffany Bartlett, for her leadership, and to all staff for their dedication to their jobs and the people they serve.

See you at the Library!

Ruby McDorman and Norval Mitchell

2020-21 Library Board

Province of Nova Scotia

- Ms. Ruby McDorman (Chair until January 26, 2021)
- Mr. Nathan Little (Treasurer January 26, 2021 -)

Municipality of the County of Colchester

- Councillor Eric Boutilier (until October 2020)
- Councillor Karen MacKenzie
- Councillor Marie Benoit (from January 2021)

Town of Stewiacke

- Deputy Mayor Roseanne Chapman (1st Vice Chair)
- Councillor Mary Commo

Municipality of East Hants

- Councillor Stephen King (until October 2020)
- Councillor Norval Mitchell (Chair January 26, 2021 -)
- Councillor Mike Perry (2nd Vice Chair)

Town of Truro

- Donna MacGillivray
- Councillor Brian Kinsman (Treasurer until October 2020)
- Councillor Alison Graham (from January 2021)

Greetings from the Chief Executive Officer

In March of 2020, we found ourselves facing an unprecedented challenge: our branches were closed to the public, our March Break programs were cancelled, and our staff and patrons alike were facing personal hardships ranging from child care, social isolation, economic disruptions, and COVID-19 itself.

Within weeks of our closure, our staff had pivoted to introduce CEHPL at Home, which included virtual/telephone information services, virtual program offerings, and a new online library card registration service. In April, we expanded our virtual collections and online learning platforms, introducing Tumblebooks, Rocket Languages, RB Digital, and Hoopla.

We formed a staff Library Recovery Committee, and began planning for a safe and gradual reopening of our locations and services. By June, we had reopened our Books-By-Mail service, and all branches started to offer Library Take-Out (i.e. contact-free curbside pick-up). Our staff were ecstatic when, in July, we were able to reopen our doors to the public. And the best part of all was that you were excited to see us again too!

CEHPL's core strength is our staff's dedication to the Library, and the communities that we serve. I would like to thank all staff for their high level of engagement throughout this most unusual and challenging year; it was their ideas, insights, and suggestions that informed our COVID-19 response, and the Library continues to receive glowing feedback from the community for our efforts.

This pandemic has demonstrated that the Library provides a critical lifeline and remains a strong and steadfast pillar in our community. With the resourcefulness of our compassionate and hard-working staff, we remain committed to continuing to evolve and adapt how we serve and support your needs, come what may.

Thank you for your continued support. Stay safe!



Staff Service Milestones

We celebrated service milestones for these valued team members in November 2020:

- Megan Cameron Truro Branch - 5 years
- Christine Goodwin
 Truro Branch and Regional
 Outreach Services 10 years
- Karen Smith
 Truro Branch 20 years
- Debbie Prest
 Truro Branch and Stewiacke
 Branch 20 years
- Patricia Thorsen

 Trure Prench and De

Truro Branch and Regional Technical Services and Interlibrary Loans - **25 years**

Mission, Vision, and Values

Mission Statement

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

Vision Statement

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

Our Core Values

COMMUNITY MINDED

We foster relationships with local organizations, businesses and residents in order to actively participate in the growth and development of our communities.

DISCOVERY

We enrich lives by facilitating creativity, exploration and cultural discovery through the provision of quality programming and resources.

DIVERSITY AND INCLUSION

We are committed to fostering safe and inclusive spaces that are free from discrimination and harassment. We value individual needs, experiences and differences.

EQUITABLE ACCESS

We champion everyone's right to fair and equitable access to library services.

INTEGRITY

We take responsibility for our actions and are committed to being good stewards of the resources entrusted to us.

INTELLECTUAL FREEDOM

We support and facilitate the free exchange of information and ideas in a democratic society. We protect and respect each person's right to privacy and choice, without fear of censorship or discrimination.

About Our New Look

CEHPL's new brand concept was passed by the Board in June 2021. Our goal for the new brand identity was for it to encapsulate the new mission, vision, and values that the CEHPL Board passed in 2019. The new brand concepts were informed by stakeholder engagement sessions held in the early winter, which included consultation sessions with CEHPL staff and Board of Directors, and a public survey.

This brand explores the idea of community and how the library serves as a focal point within it. Four human figures join together to form the icon, communicating a sense of togetherness and inclusiveness. The overall shape of the icon gives it a sense of motion, reminiscent of a toy pinwheel.



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Rising to the Challenge

The COVID-19 pandemic turned our lives upside down, but it also sharpened our focus on the things that really matter. As the pandemic hit in March, we made the difficult decision to close our libraries. And then, we did what everyone did in 2020. **We pivoted.**

CEHPL's COVID-19 response was grounded in these guiding principles: safety and risk mitigation; supporting community recovery; accessibility and inclusion; and sustainability.

"This year [the library] has been one of the blessings as we made it through our weary and sometimes extremely sad days of the pandemic."

-Morley Bentley, Retired Schoolteacher and Clergyperson



Above: Angela Headon, Adult Services Supervisor, displays her cleaning prowess.

Above right: The New Normal: Library patrons enjoy spending time back in our shared spaces.

We made a greater investment in digital resources, we innovated using new technology to host virtual programs and introduced online library card registration, and we answered questions online and by phone. We also, notably, altered our policy to permanently eliminate all overdue fines. When we returned to our facilities, we introduced Library Take-Out and other contactless services.



"Knowing that we were the first stop for one of our families with a high-risk member, that they felt safe at the Library? It made it all worth it."

- Karen Smith, Children's Outreach and Programming Coordinator, Truro Library

TIMELINE: CEHPL'S RESPONSE TO THE CORONAVIRUS (COVID-19)

In a year fraught with uncertainty, the CEHPL team was challenged to keep nimble amid rapidly changing local epidemiology and public health directives. The following timeline shows key dates in CEHPL's response to the coronavirus.

- >>> March 11, 2020: The World Health
 Organization declares the novel coronavirus
 (COVID-19) outbreak a global pandemic.
- >>> March 15, 2020: Nova Scotia announces its first three presumptive COVID-19 cases.
- >>> March 16, 2020: All CEHPL Branches Close to the Public
- March 22, 2020: The Government of Nova Scotia declares a provincial state of emergency to help contain the spread of COVID-19.
- March 23, 2020: Launch of CEHPL at Home Virtual Services, which includes virtual/ telephone information services and virtual programming.
- March 26, 2020: Online Library card registration introduced
- Month of April 2020 (various dates): CEHPL expands selection of electronic resources available, with additions of: Tumblebooks, RB Digital, Rocket Languages, and Hoopla
- April 15, 2020: CEHPL's Library at Home Blog launched
- April 20, 2020: CEHPL's Library Recovery Committee formed to plan for safe reopening of library locations, services and programs.
- >>> April 28, 2020: Library Board passes motion to go fine-free.
- >>> June 5, 2020: Most businesses required to close under provincial public health order are allowed to start reopening.

- >>> June 8, 2020: New Expanded Books-by-Mail service reopens
- >>> June 16, 2020: Book drops reopen at all branches
- >>> June 17, 2020: All branches re-open for Library Take-Out only
- >>> June 20, 2020: TD Summer Reading Club 2020 begins
- July 14, 2020: All branches reopen their doors to the public, with extra safety measures in place
- >>> July 31, 2020: Provincial Public Health order makes masks required for most indoor public spaces, including libraries.
- >>> September, 2020: CEHPL's satellite branches, normally hosted in public schools, reopen in temporary new locations for the 2020-21 school year: The Kennetcook Fire Hall and the Middle Stewiacke Recreation Centre.
- >>> November 26 to December 22, 2020: New restrictions imposed for HRM and Hants County. Elmsdale Library limited to Library Take-Out (Mount Uniacke Library is unaffected as already closed for renovations).
- >>> December 16, 2020: First Nova Scotian receives a COVID-19 vaccine.

Diving Headfirst Into Digital

In early 2020, we made the jump from in-person programming to virtual programming and you welcomed us into your homes through your computers, mobile phones, or tablets. Some of our online programming included:

- Live-streamed story times on Facebook with interactive stories, songs, and activities for preschoolers (and up!)
- · Teen Nights on Discord
- Online book club discussion groups for adults
- Conversational English Class
- Craft-Alongs provided people with a way to socialize while working on their craft projects remotely
- Guest speakers informed and inspired at several online sessions as diverse as Mi'kmaq History and Culture with Gerald Gloade, poetry readings with Sheree Fitch, and Drag Queen Storytimes with Rouge Fatale and Dolly Pardon.
- March Break programming for children & teens
- TD Summer Reading Club for children & teens

"The library has saved my sanity during the pandemic."

- Joan Gallant, Elmsdale Patron Increased investment in E-Library by 50% in April 2020



Dolly Pardon hosts a rainbow-themed Storytime at Home.

Gerald Gloade, Program Development Officer for the Mi'kmawey Debert Cultural Centre, presented a two-part series on Mi'kmaq History and Culture. The series was streamed via Facebook Live and later uploaded to the Library's YouTube channel and blog. The videos had over 1,500 views, with reports of people tuning in from across Canada and internationally.

"Giving our patrons a sense of normalcy and connection in these trying times has been very important to us. Our patrons know that they can rely on us to meet their needs to the best of our abilities."

- Karri Power, Assistant Branch Manager, Mount Uniacke Library

Desiree Jans, Branch Manager at Tatamagouche Library, offered a Zoom program called "Homeschooling: Getting Started." Sixty-five people registered, and the comments on Zoom were overwhelmingly positive—with many people noting that they felt less anxious about homeschooling, and were even excited to get started.

Being at Home Didn't Mean Being Alone

We missed you! Although the pandemic forced the suspension of in-person programming and community outreach, we were still able to connect virtually. We're looking forward to getting back out into the community and meeting with residents soon.



Library at Home Blog avg. monthly views

1,500



Virtual Events

213



Event Participants

3,051

"When we closed our doors, it felt like we had been completely cut off from our families. Once we started offering virtual programs and sharing activities on our blog, we felt more connected and so grateful to be able to provide services during such a difficult time."

Jenn Atkinson,
 Head of Youth Services

Mini chefs take part in our Virtual Bite-Sized Kitchen program, held in March 2021.



"Thanks so much for putting on such great online and take-home activities for our kids and tweens! As a homeschooling parent I appreciate this so much, and my kids are growing up knowing their library is a fun place and integral part of the community."

- Andrea Munroe, Truro Patron

Alternate Ways to Borrow

Library Take-Out:

In mid-June 2020, all CEHPL locations began offering Library Take-Out, our contactless pick-up service. This service allowed patrons to access our physical borrowing collections without having to come into the branch.

Library Take-Out Orders:

3,546

Take-and-Make Kits:

Staff developed almost 400 different "programs-to-go" available for contactless pick-up via Library Take-Out. Patrons picked up free supplies and instructions at the Library, and enjoyed crafts or activities at home.

385 different activity kits,

4,214 total kits distributed



"Thank you for all [of your] hard work! My children love the weekly crafts! You guys are doing a wonderful job and making my kids and I smile."

- Lindsay Tattrie, Truro Patron

Above: Laura Miedema, Youth Services Coordinator, holds an Anti-Valentine's Swag Bag, part of our take home programming for teens.

Above right: Desiree Jans, Branch Manager, shows off the new Library Take-Out window at the Tatamagouche Library.



Expanded Books-by-Mail: In early-June 2020, the Library Board made the

In early-June 2020, the Library Board made the decision to open up our regional Books by Mail service to all residents of Colchester-East Hants counties. Now, anyone with a current library membership can have materials delivered directly to their door!

3,049 BBM orders

(54.7% increase over previous year)

"Books-by-Mail is all about removing barriers. Money, transportation, mobility -- these all disappear when a service like this is offered. Anyone can register, order materials, and have them mailed to their address free of charge. It's our way of reaching out to our communities."

- Char Brightman, Outreach Services Coordinator

Welcome to the (fine-free) Library!

Your library membership is freedom to explore, learn, and connect. Late fines shouldn't get in your way.

In April 2020, CEHPL went fine free, eliminating overdue charges and removing historic fines in an effort to create a more equitable and accessible system for all our cardholders. In eliminating fines, CEHPL joined the ranks of other libraries across North America who have done the same and, as a result, saw noticeable increases in circulation, registration, and foot traffic statistics, as well as greater returns on materials previously marked lost or overdue.

By going fine-free and removing a significant barrier to access, CEHPL is more equitably serving the thousands of Colchester-East Hants residents who use CEHPL's programs and resources daily.

Cathie Landsburg, Youth Services Supervisor,

"Every now and again, a patron would look at the fine-free banner and their face would light up. One patron kept repeating "Really?" – they couldn't believe

- Amy West, Assistant Branch Manager, Tatamagouche Branch

Over



2020-21 Collections and Connections

Digital Check-outs including e-books, e-audiobooks, e-magazines, e-music, and e-movies: over previous year)

Visits to Our **Branches** (*Closed to the public for part of the year due to the Covid-19

Physical check-outs including books, music, and movies: 123,488

Visits to our website 74,882

Public Computer Hours 3,371

New Online Memberships 2,000+

Total Check-Outs 163,930

Reference **Questions Answered** 6,789

Total Cardholders 18,471

Skate Loans We partnered with Truro Parks and Recreation for the second year in a row

pairs

(122% increase over previous year) **Wi-Fi Connections** 28,620

We're Better Together

2020 also marked CEHPL's 70th anniversary, celebratory news to embrace during a year of challenges. For 70 years, our values of fostering discovery, championing equitable access to library services, and participating in the growth and development of our communities, still holds as true today as they did when we came to be.

To mark the occasion, we reached out to some of our community friends to share what they love about their Library:

"A library card opens whole new worlds of learning for me."

- Penny Nelson, Minister "Libraries of today are not the same libraries of years ago.
They are still gathering places and places of learning and education, however, today's libraries are so much more! Libraries are the cultural hubs for our communities and in Truro we are blessed to have a beautiful, Provincially designated, heritage building in which to surround ourselves with programs that educate and enrich our lives."

Lenore Zann,
 Member of Parliament,
 Cumberland-Colchester

"For most of my life, I've felt as if libraries were my second home, and this library is no exception. I have hundreds of friends here - most of them between covers - but the people who work here are friends too, who listen patiently while I go on and on about my latest project. Thanks, guys!"

- Gary Blackwood

"When I was a boy I had library books to learn about the world. Libraries are great for artists. They help us see the world outside where we live."

- Gerald Gloade, Artist and Cultural Educator, Mi'kmawey Debert Cultural Centre



"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, Immigrant Settlement Staff, YREACH Program



"I grew up going
to the Mount Uniacke Library.
Winning prizes for the summer
reading program, used the library
as a resource while completing
my degree, and now here I am
using the library as a resource for
my career. I'll continue sharing my
love for a community library where
I always felt welcomed and was
always treated like family.

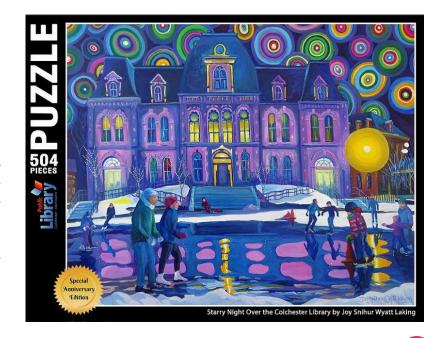
– Jennie

"What I love about the library are the people.
The staff and the people who support the library are community builders. I love partnering with the library and doing things that help the wider community".

– Margaret Ells, Manager, Truro Farmers' Market

Puzzle Fundraiser

We were overjoyed that **Joy Snihur Wyatt Laking** generously donated the copyright from her whimsical acrylic painting Starry Night over the Colchester Library to CEHPL. From Joy: "I love the library. I love books. I would be delighted to donate the copyright from my painting to be made into a puzzle to support ... our wonderful Library."



Supporting Our Community

Distributing PPE:

Nova Scotians without ready access to non-medical masks were able to get FREE reusable, cloth masks at all CEHPL locations via a limited supply from the Provincial government. Our staff distributed over **20,000 masks** to local businesses, non-profits, and members of the public.

Loaning Technology:

One of the Truro Library's 3D printers was loaned to the Colchester East Hants Health Centre, to test printing medical



equipment such as airways.

"[Using the 3D printer], we simulated a difficult airway requiring an emergency procedure. It worked incredibly well and allowed our team to practice a skill that could potentially save lives. Again, thank you to the entire staff for allowing us this opportunity to use this technology to help improve the skills of the Colchester East Hants Health Centre staff."

- Dr. Luke Marshall, Colchester East Hants Health Centre Emergency Physician.

Educator and Long-Term Care Cards:

In support of our educators and caregivers, we introduced Educator and Long-Term Care Cards in March 2021. Over 65+ memberships have been issued.

Donation Drives:

In December, the Elmsdale Library partnered with the Caring and Sharing Angel Tree Food Bank, Enfield, to collect food items.

The Stewiacke Library partnered with the Shumilacke Food Bank on their "Wish Tree Campaign." A tree was set-up in the branch with stars featuring wishes – i.e. suggested items to purchase. Patrons took the star, and returned the requested items to the Library; the Library collected gifts for children. The Library also partnered with the Food Bank to "Give the Gift of Warmth" – a collection drive for mittens, hats, socks, and scarves.

The Tatamagouche Library partnered with Christmas at the Creamery to help organize deliveries of Christmas meals; people phoned the library to place meal orders and staff organized volunteer drivers, routes and times (104 meals, 12 volunteer drivers).

Once again, the Truro Library collected new mittens, hats, socks, and scarves for the infamous "Mitten Tree." The donations were then distributed to organizations in need throughout Colchester and East Hants.



Loading the Library van up with donations for the Food Bank.

Turning the Page:

Mount Uniacke Library Renovation

The Mount Uniacke Renovation kicked off in November 2020, and over the following 10 weeks, library and municipal staff worked hard to transform the space. The Library was closed during this period from November 1, 2020 until the reopening day on January 14, 2021. During that time, patrons were encouraged to borrow items using our regional Books-by-Mail service, or using our E-Library.

Library staff are thrilled with the renovated, reimagined space, which includes upgraded accessibility of staff/public washroom; new flooring and painting throughout; new data/electrical; new layout, with all new furnishings; new community art display space; and a new community meeting room.

"Still has that cozy atmosphere."

-Sheila Derby

"There is so much more light, making it even more inviting and relaxing."

-Kathy Ross



2020-21 Statement of Operations

Year ended March 31, 2021

MPS and first the return of the Metallican Administration of the second and an appropriate or an arrange and the second and th	Operating Fund		Reserve Fund	Equi	pment Fund		Stanfield Fund	2021	2020
Revenue	runu		runu		runu		runu	2021	2020
Province of Nova Scotia	\$ 1,490,100	\$	-	\$	-	\$	_	\$ 1,490,100	\$ 1,332,267
Province grants	931	-	-	*	-	,	_	931	4,208
Federal grants	-		-		_		-	-	4,543
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 Stewiake	9,326		-		-		-	9,326	9,326
Summer reading club pilot	2,223		-		-			2,223	5,064
Hall and office rentals	4,295		-		-		-	4,295	5,731
Designated donations	1,075		-		-		-	1,075	11,203
Photocopy and print fees	4,007		-		**		-	4,007	8,772
Interest	683		-		-		267	950	13,670
Fines, fees and non-designated donations (note 6)	16,760		-		***		-	16,760	25,517
Truro building cleaning	60,413		-		-		-	60,413	60,721
Stanfield bequest			-		_		163,443	163,443	52,348
Reserve fund revenue (note 7)	-		44,577		-			44,577	89,544
	2,049,086	-	44,577				163,710	2,257,373	2,082,187
Expenses									
Salaries and employee benefits (schedule 1)	1,436,537		-		-		54,600	1,491,137	1,560,766
General operating (schedule 1)	181,555		-		-		9,674	191,229	139,092
Building (schedule 1)	167,478		-		-		-	167,478	186,751
Reserve expenses			93,993			-		93,993	56,756
	1,785,570		93,993		-		64,274	1,943,837	1,943,365
Excess of revenue over expenses before amortization	263,516		(49,416)		_		99,436	313,536	138,822
Less: Amortization	(186,859)					-	_	(186,859)	(239,218)
Excess of revenue over expenses for the year	\$ 76,657	\$	(49,416)	\$	-	\$	99,436	\$ 126,677	\$ (100,396)

Plant and equipment additions during the year included:

Library Materials* \$104, 838
 Equipment \$65,082
 Vehicle \$33,550

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



^{*}Please note that Library Materials does not include subscription-based digital collections.

Library Leadership

Regional Management Team

Tiffany Bartlett	Chief Executive Officer	tbartlett@cehpubliclibrary.ca (902) 896 - 4196
Bill Morgan	Head of Systems and Technical Services	bmorgan@cehpubliclibrary.ca (902) 896 - 4199
Lesley Brann	Head of Circulation and Adult Services	lbrann@cehpubliclibrary.ca (902) 896 - 4182
Jenn Atkinson	Head of Youth Services	jatkinson@cehpubliclibrary.ca (902) 896 - 4186
Sarah Wood	Public Services Librarian	swood@cehpubliclibrary.ca (902) 896 - 4198

Branch Managers

Elmsdale Branch	Patti Miller	pmiller@cehpubliclibrary.ca (902) 883-9838
Mount Uniacke Branch	Kim Legge	klegge@cehpubliclibrary.ca (902) 866-0124
Stewiacke Branch	Denise Sheppard	dsheppard@cehpubliclibrary.ca (902) 639-2481
Tatamagouche Branch	Desiree Jans	djans@cehpubliclibrary.ca (902) 657-3064
Truro Branch	Jenn Atkinson and Lesley Brann (co-managers)	jatkinson@cehpubliclibrary.ca (902) 896 - 4186 Ibrann@cehpubliclibrary.ca (902) 896 - 4182

Contact

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Regional Headquarters	754 Prince Street Truro, Nova Scotia (902) 895-0235
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Mount Uniacke Library	555 Highway 1, Mount Uniacke, Nova Scotia (902) 866-0124 mtuniacke@cehpubliclibrary.ca
Stewiacke Library	295 George Street, Stewiacke, Nova Scotia (902) 639-2481 stewiacke@cehpubliclibrary.ca
Tatamagouche Library	170 Main Street Tatamagouche, Nova Scotia (902) 657-3064 tatamago@cehpubliclibrary.ca
Truro Library	754 Prince Street Truro, Nova Scotia (902) 895-4183 info@cehpubliclibrary.ca

Thank You!

This past year gave us much to be thankful for. Special thanks to the governments of Nova Scotia, Colchester, East Hants, Stewiacke, and Truro for providing core funding to facilitate public library service. We are grateful to the volunteer board of the Colchester-East Hants Public Library Foundation and all community donors for recognizing the value of the public library and donating time and money for its improvement. Every gift to the Library matters.

And finally, we are grateful to YOU – the community we serve.

Thank you for your continued support, and see you at the Library!



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