



## 2021 at the Library

While we entered 2021 in a lockdown, we did not let that stop us from serving our community. SCPL kept its doors open with curbside services and successfully offered hundreds of virtual programs for all ages to keep our customers connected to the community. In 2021, we added exciting new items to our collections, including telescopes, sports equipment and crafting tools, always free for our customers to borrow.

Behind the scenes, SCPL was hard at work restructuring our library to fully prioritize customer service. We also started the exciting process of developing this new brand you see today. This groundwork has set SCPL up for success in 2022 and for years to come.

# 240,888 digital items

were borrowed in 2021, a 5.6% increase from 2020.

## **3,460** memberships

were issued, including 1,584 online memberships.

## **Message from the Chair and CEO**

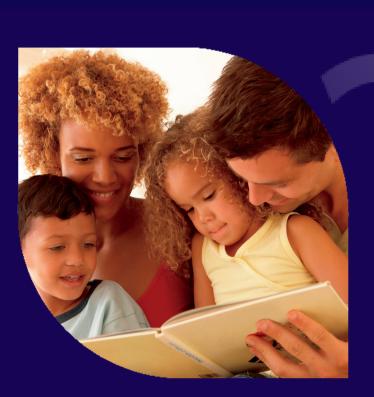
Library of things. Book bundles. NewsBank database. Fine-free initiative for seniors, teens and children. New Central elevator. All of these fabulous St. Catharines Public Library projects launched in 2021. Despite it being a year of continued restrictions and uncertainty, your library was dedicated to improving spaces, collections, programs and services for the people of St. Catharines.

And we're not stopping! Last year we began work on more innovative ways to serve you in 2022 and beyond, including our mobile library and a renovation of the downtown branch.

We, the Library Staff and Board, can't do this alone. We are grateful for the support of the City of St. Catharines, the Ontario Provincial Government, the Ontario Library Service, our many volunteers and donors, and you, the public we serve every day. Thank you.

| Janice  |         |       |
|---------|---------|-------|
| Library | y Board | Chair |

Ken Su CEO



### Revenues

**Financials** 

| Total Revenues          | \$5,984,108 |
|-------------------------|-------------|
| Miscellaneous Revenue   | \$77,784    |
| Provincial Grants       | \$228,616   |
| Municipal Contributions | \$5,677,708 |

#### **Expenditures**

| Total Expenditures    | \$5,843,587 |
|-----------------------|-------------|
| Operating Capital     | \$241,013   |
| Services and Supplies | \$250,705   |
| Occupancy Costs       | \$526,871   |
| Materials             | \$876,363   |
| Salaries and Benefits | \$3,948,635 |

# **Our Values**

#### Inclusion

We are committed to creating a space that is welcoming, accessible, and free of judgement.

#### Change

We recognize that societal changes are occurring and we embrace our own evolution to keep up with the times and develop new ways of better serving the community.

#### Community

We believe the community is for all people and we are committed to building a healthy and connected St. Catharines.

#### Teamwork

We work collaboratively with the Board of Directors, staff, and community partners to provide the best possible service to our customers.

#### Service

We believe every customer deserves to be treated with kindness and we are dedicated to delivering outstanding customer service.

#### Accountability

We understand the importance of being transparent and taking responsibility for our actions to foster a healthy organization and an engaged community.

## Ideas in bloom.

# SCPL by the numbers

118,822 in-person visits

to all branches across St. Catharines

#### 465,090 physical items

were checked out in 2021, an increase of 19% from 2020.



#### 1,005,867 electronic resources were accessed.

**117,600** questions answered by staff.

> 5,597 attendees attended 366 programs.

#### **38,786** social media engagments

including likes, comments, shares.

#### 607,716 catalogue searches

were conducted last year, an increase of 11.7% from 2020.



## Learn more about your SCPL

#### Locations

**Central Library** 54 Church Street St. Catharines, ON L2R 7K2

Port Dalhousie Branch 23 Brock Street St. Catharines, ON L2N 5E1 Dr. Huq Family Library Branch 425 Carlton Street St. Catharines, ON L2M 4W8

Books to Go Kiosk, Holds to Go Locker 240 St. Paul Street W. St. Catharines, ON L2S 4B8 Merritt Branch 149 Hartzel Road St. Catharines, ON L2P 1N6



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