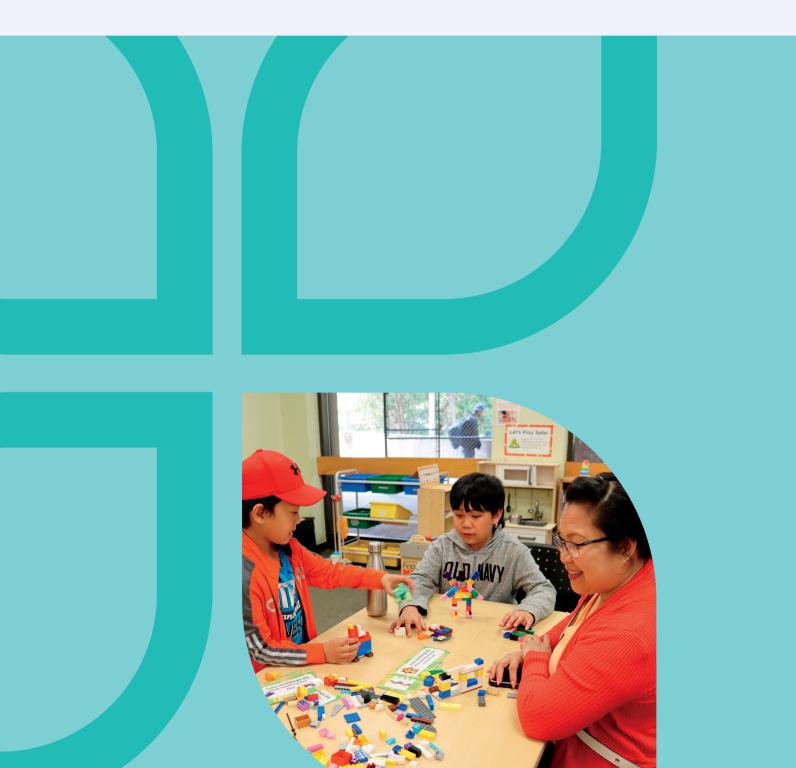


### 2022 ANNUAL REPORT



# 2022 at the Library

In 2022, St. Catharines Public Library's (SCPL) style bloomed with the launch of our new brand. We introduced three colourful logos and a fun new aesthetic that express our vision for the future of your library. Our new brand is complemented by two sub-brands for teens and kids that make it easy for customers to identify services and programs that are right for them.

We were thrilled to welcome new additions to the SCPL team including two robots who now call our Central Library home. You may also have spotted Fleur, SCPL's new mobile outreach trailer, in the community last summer, which we use to bring the library to you!

In 2022, you asked for more ways to get your library news, and we listened. Our monthly e-newsletter launched in October and quickly became your new source for all things SCPL.

Last but not least, our Library of Things stole the show with the addition of musical instruments. We're proud to offer you an ever-growing collection of fun and impactful items, and we can't wait to share even more in the year ahead.

597,515 physical items

were borrowed in 2022, a 28% increase from 2021. 5,889 memberships were issued,

including 1,286 online memberships.

## Message from the Chair and CEO

The Board and staff made significant progress in fulfilling our mission in 2022. We developed, reviewed and approved the Central Library Renovation Conceptual Design, a project to enhance our spaces for all. We requested and successfully secured more resources from the City to improve programs and services. Additionally, we shared Board experiences by developing a legacy document that will ensure continued success and by posting Board meeting documents on our website to promote transparency.

We identified several key priorities for 2023, including launching the Central Library Renovation project, improving services at the Port Dalhousie Branch, and enhancing our relationship with the City and the community.

Despite the impact of the COVID-19 pandemic, we remain committed to providing high-quality resources and services to our community. We thank our customers, staff, volunteers, community partners, and all levels of government for your ongoing support and contributions to the success of the Library.

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Re	venu	ies	E
Municipal Contrib	utions	\$5,876,428	Salaries and
Provincial Grants		\$228,616	Materials
Miscellaneous Rev	venue	\$197,155	Occupancy C
Total Revenues		\$6,302,199	Services and

**Janice Coles** 

**Library Board Chair** 

## Financials

#### Expenditures

Ken Su

CEO

Total Expenditures	\$6,394,310
Operating Capital	\$444,450
Services and Supplies	\$328,058
Occupancy Costs	\$531,815
Materials	\$816,943
Salaries and Benefits	\$4,273,044

# **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

270,573 in-person visits to all branches across St. Catharines. 62,988 questions answered by staff. 17,340 attendees attended 747 programs.

231,288 digital items were checked out in 2022

32,132 electronic resources were accessed.

566,899 catalogue searches

were conducted last year!

#### 38,208 social media engagements

including likes, comments, & shares.



## Learn more about your SCPL

#### **Locations**

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

#### Merritt Branch

149 Hartzel Road St. Catharines, ON L2P 1N6 Dr. Huq Family Library Branch 425 Carlton Street St. Catharines, ON L2M 4W8

Port Dalhousie Branch 23 Brock Street St. Catharines, ON L2N 5E1

Books to Go Kiosk, Holds to Go Locker 240 St. Paul Street W. St. Catharines, ON L2S 4B8

#### Contact us

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