

# 2024 Annual Report

St. Catharines Public Library

# SCPL in — Bloom



# 2024 at the Library

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2024 marks the end of a chapter as we close out the final year of our 2018-2024 Strategic Plan. As we reflect on the past year, we also recall all our efforts to meet our goals and create a library where everyone belongs.

In 2024, we truly embraced our commitment to being a library for all as we introduced reciprocal borrowing with 10 other Niagara Libraries. This is a program that not only enables St. Catharines residents to utilize library services throughout the region, but also allows members of neighbouring libraries to sign up for an SCPL card and borrow items from our physical collections. Since the program's launch in August 2024, we have created 353 reciprocal borrowing memberships for library enthusiasts across the region.

As our membership base grew, so did our collections. This year marked a year of technology as we expanded our Library of Things collection to include exciting new items including GoPros, LCD Projectors, a Bluetooth speaker, STEM Kits, and karaoke machines. With each new addition, we have seen a steady stream of holds demonstrating our success in meeting the needs of our community.

Things started to look a little different around the library with the culmination of the Port Dalhousie branch refresh project. New floors, new furniture, and fresh paint breathed new life into SCPL's smallest branch to create a modern and inviting space for the community to enjoy.

Despite the end of an era, 2024 was also a year of firsts as we introduce the inaugural SCPL LitFest, an all-ages celebration of literature and local authors. In November, we welcomed hundreds of community members to the Central Library for storytimes, drop-in activities, and a local authors showcase. That same evening, in partnership with our friends at the FirstOntario Performing Arts Centre, we hosted a talent-packed panel discussion with four romance authors. It was an event to be remembered!

We want to thank our community for being the driving force behind our mission of continual growth and innovation. With every step we took in 2024, our dedicated customers have been cheering us on and showing up to enjoy everything their local library has to offer. We cannot wait for another amazing four years as we launch into the 2025-2028 Strategic Plan with renewed energy and excitement to bloom alongside our community.

# Message from the Chair and CEO

In 2024, SCPL continued to enhance library services and community engagement. We refreshed the Port Dalhousie Branch, launched a reciprocal borrowing service with neighbouring libraries, and hosted “SCPL LitFest,” our first major literary festival. These initiatives expanded access, improved spaces, and fostered a love of reading.

Looking ahead to 2025, we will relocate the Merritt Branch to the Niagara Pen Centre and provide a larger, more accessible space with expanded services. We remain committed to meeting community needs through innovative programs—including literacy and digital skills initiatives—and strengthening partnerships to enrich the library experience.

Thank you to our customers, staff and supporters for making these achievements possible. We look forward to another year of growth, innovation and excellence in library services.

**Janice Coles**  
Library Board Chair

**Ken Su**  
CEO

## Financials

Revenues	
Municipal Contributions	\$6,641,583
Provincial Grants	\$228,616
Miscellaneous Revenue	\$260,406
<b>Total Revenues</b>	<b>\$7,130,605</b>

Expenditures	
Salaries and Benefits	\$4,937,616
Materials	\$792,005
Occupancy Costs	\$498,012
Services and Supplies	\$549,845
Operating Capital	\$353,127
<b>Total Expenditures</b>	<b>\$7,130,605</b>

# 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.



# SCPL by the numbers

**385,755**

**in-person visits**  
to all branches across  
St. Catharines.

**6,405**

**memberships**  
were issued, including 1,117  
online memberships.

**874,083**

**physical items**  
were borrowed in 2024.

**241,288**

**digital items**  
were checked out in 2024.

**29,636**

**attendees**  
attended 1,283 programs.

**73,148**

**electronic resource sessions**  
were recorded in 2024.

**191,105**

**questions answered**  
by staff.

**1,724,075**

**catalogue searches**  
were conducted last year.



# SCPL by the borrows

**316,442** adult fiction & non-fiction books borrowed

**255,538** children's books borrowed

**124,638** ebooks borrowed

**113,910** movies borrowed

**85,704** audiobooks borrowed

**32,382** newspapers and magazines borrowed

**34,402** video games borrowed

**23,030** teen books borrowed



Through our collections, services, and programs, we have created

**\$45,192,569**

of economic benefit for our community in 2024!

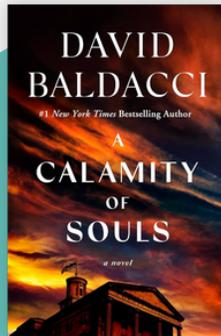
\*as calculated using the Ontario Library Service's Social Return on Investment Calculator in the Valuing Ontario Libraries Toolkit.



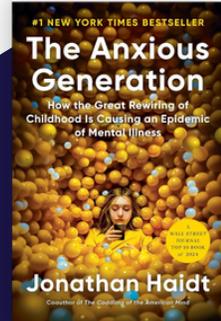
# Your favourite SCPL items



Library of Things



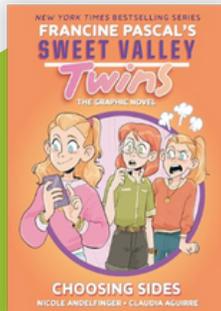
adult fiction



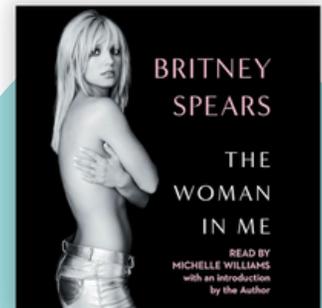
adult non-fiction



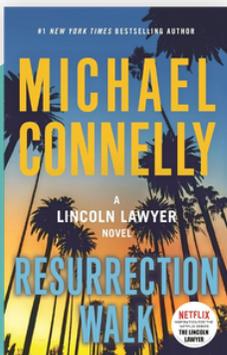
teen book



children's book



eAudiobook



ebook



movie



video game

# Serving our community

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**5,149** participants attended **164** community outreach programs.

Throughout the year, we hosted **98** book club meetings.

And made **390** Visiting Library visits.



# TD Summer Reading Club

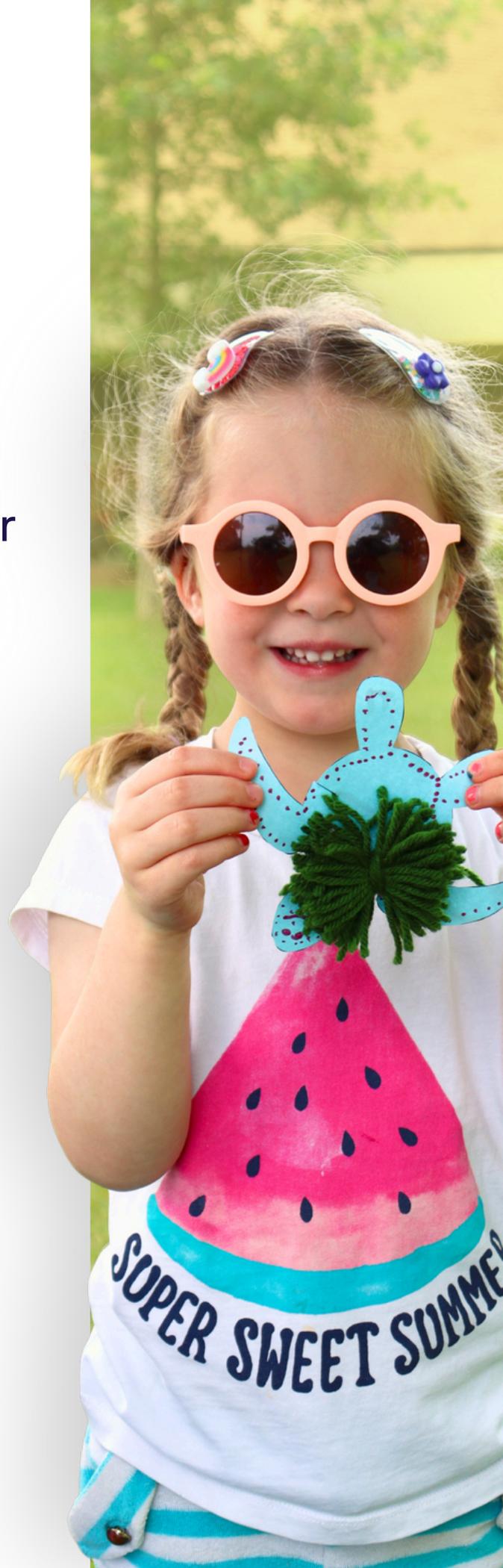
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**1,658** readers signed up for the Summer Reading Club.

Together, we read for a collective total of

**45,161** days.

Yes, that's a new record!



# Visit your local library

## Locations

### Central Library

54 Church Street  
St. Catharines, ON  
L2R 7K2

### Dr. Huq Family Library Branch

425 Carlton Street  
St. Catharines, ON  
L2M 4W8

### Merritt Branch

149 Hartzel Road  
St. Catharines, ON  
L2P 1N6

### 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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