



The County of Prince Edward Public Library Donor Recognition Policy

The County of Prince Edward Public Library wishes to recognize everyone whose thoughtfulness and generosity contributes to the enhancement of the programs and services of the Library. The Library depends on the support of the community to continue to innovate and grow.

Ways of Giving:

- Gifts of Money: Monetary gifts can be designated for a specific purpose, or your gift may be totally unrestricted leaving the decision to the Library to fund areas of need.
- Tribute or Memorial Gifts: These gifts allow you to honour a friend or loved one in a unique and meaningful way. By marking a special occasion with a gift to the Library you'll be recognizing the important role that libraries play in people's lives. In memoriam or in remembrance gifts provide a lasting honour to someone who loved books and reading or any of the unique programmes the library provides. An acknowledgement of your gift will be sent.
- Art and photographic works: Gifts and donations other than items which can be used in the Library's collections must be discussed with the Library's CEO. All conditions pertaining to the donation must be clearly stated at that time. The County of Prince Edward Public Library Board will make the final determination whether to accept the gift and how it will be used.
- Planned gifts, such as willed donations, bequests or endowments: Unless otherwise stipulated by the donor, sizable gifts of this nature (\$10,000 or above) will flow directly to the County of Prince Edward Public Library Special Projects Fund, and may be directed to the branch the donor frequented.

Gift Acceptance

The County of Prince Edward Public Library reserves the right to decline any gift that is deemed not to be in the best interests of the Library or that is beyond our resources to manage. Gifts are accepted on the condition that if a use is stipulated by the donor, it is consistent with the missions, policies, and objectives of the Library.

Gift Recognition

The County of Prince Edward Public Library acknowledges the importance of private and corporate gifts and donations to the Library's work and growth. We feel that it is important to publicly recognize these contributions. These procedures shall be applied to recognize gifts from individuals, foundations, corporations and community groups that have given directly to the Library. If a donor does not wish to be publicly recognized, that wish will be honoured.

The Library's donor recognition procedures are as follows:

- All donations of \$20.00 or more to the Library will be acknowledged by a letter from the Library's CEO.
- For donations made to the Library as a tribute to a living person or as a memorial gift, those honoured or the family of those remembered, will be notified with a letter. The amount of the gift will not appear.
- All donors in the fiscal year will be listed in the annual donor listing in the Library's Annual Report unless the donor has requested otherwise. The levels of giving on a yearly basis are:

Supporter:	Less than \$200
Sponsor:	\$200 to \$499
Donor:	\$500 to \$999
Patron:	\$1,000 to \$4,999
Sustainer:	\$5,000 to \$9,999
Benefactor:	\$10,000 and above.

Donor Records

The Library shall maintain donor records, the contents of which shall remain confidential unless required by law to be disclosed, or the donor agrees otherwise.

Official Receipts

Charitable Tax Receipts (Registered Charity Number 874039167RR0001) will be issued for donations of \$20.00 or more. For in-kind donations, official receipts will be issued if the value is \$20.00 or more and a third party with acceptable expertise in the relevant field has provided written appraisal of the donation's worth.



Framework Donor Recognition for the Picton Library

2018 – 2020 Capital Campaign

Additional special recognition may be given for significant contributions, and may include: for gifts of \$50.00 or more, a plaque to be installed on the Library's Donor Wall of Recognition (when designated), placement of a plaque or bookplate on items purchased, special events, publicity (local newspapers or library website), a named fund that will provide general support for the Library and naming opportunities for specific rooms or services.

For the purposes of the Picton Library 2018 - 2020 capital campaign, donors will receive a letter from any or all of the following: The Library Board Chair, The Chair of the Fundraising Committee, and/or the Chief Executive Officer.

Naming Opportunities

- Opportunities to name rooms, centres, or areas will be presented to individuals, foundations, community groups and/or corporations making significant contributions to the Capital Campaign.
- The standard for naming a specific room, centre or area will take into consideration other naming opportunities in the Canadian market and be concurrent with the objectives of the Library. Each naming opportunity is unique and desirability, visibility, prominence, and traffic flow of the specific room, centre or area will guide the donation level that is suitable for a naming opportunity. Likewise, the naming of a specific room, centre or area does not mean that the programs or physical spaces within an area are included in that naming opportunity.
- The donation amount for a naming opportunity for each room, centre or area, will be determined and approved by the County of Prince Edward Public Library Board and the Chief Executive Officer as the plans for each area are prepared. In general the gift level required for naming a room, centre or area should constitute a significant proportion of the cost of that room, centre or area.

Where a room, centre, or area has been named, the Library will continue to utilize the name as long as the room, centre, or area remains in use to serve its original function, or 25 years, whichever is less.



Support the Picton Library Expansion Project

"I like the feel of coming to the library I came to as a kid. I have introduced it to my children. It's cozy. It's home"

County of Prince Edward Public Library
& Archives Board Members 2015 - 2019

John Ambrose
Ursula Cattelan
Lenny Epstein
Steve Graham
Devon A. Jones
Alec Lunn
Lynda Parks Sahadat

For more information, contact
Library CEO Barbara Sweet
Phone: (613) 476-5962
e-mail: bsweet@peclibrary.org
timetorenew.ca



As one of only 125 Carnegie Libraries built in Canada, the Picton Library is a heritage designated landmark on Main Street Picton. It is the busiest of six branches in the County of Prince Edward Public Library.

At a town hall meeting facilitated by J.J. Johnston, there were many comments about the state of washrooms, accessibility, noise issues and lack of space. People are very happy with this historic building in the heart of downtown Picton but recognize it's shortfalls. We asked the question of the importance of parking "Would you rather have a location that may be off the beaten path but has a lot more parking?" and the answer was a resounding NO.

The expansion will keep the historic facade and the heritage character of the building, adding a modern addition behind.

Who uses the Library?

3,400 people visit the Picton Library each month.
In 2017, 763 tech help appointments and 1738 questions answered.
11,213 people attended programs
180,952 books, DVDs, ebooks borrowed



MakerClubs encourage children to think critically, invent, and create.

People are using the Library in new ways. Demand for new services, space and quiet areas means it's time to renew.



A Barbershop Quartet engaged seniors from local nursing and retirement homes.



Side elevation

If you're one of the 3,400 people who visit the Picton Library every month, you know that our 110-year old Carnegie building is overdue for expansion.

NOW is the TIME TO RENEW.

Your donation will contribute to:

- An expanded collection
- Soundproof booth with small performance space
- A new lecture theatre with assistive technologies
- An enlarged children's area and a dedicated Makerspace for STEAM learning
- Flexible, quiet workspaces and meeting rooms
- Accessible washrooms
- An efficient, environmentally conscious design

The Library serves as a gathering place for learning, creation, collaboration, personal development and inspiration.



Author visits connect writers with students.
Pictured: Pam Withers inspires a group of young readers.



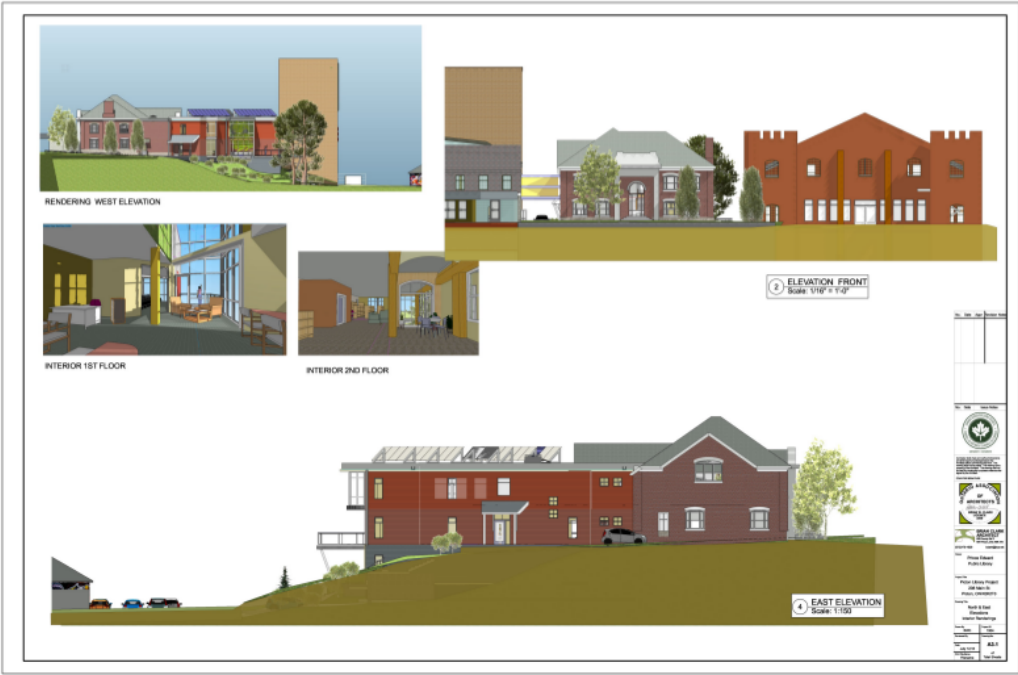
Dr. Thomas Harrison and David Frum spoke to a sold-out crowd at the Regent Theatre in support of the Picton Library expansion project.
Pictured: Fundraising committee chair Alexandra Bake, Dr. Thomas Harrison, David Frum, Library CEO Barbara Sweet, Committee Members Janet Aston and Marlene Fraser.

Fundraising Goal

Bequests, donations, efforts of the Friends of the Picton Library, a John M. and Bernice Parrott Foundation grant and a PEC Council investment are funding 1.2 M of the 2 M needed to expand. Time to Renew is a once-in a lifetime campaign to raise the remaining **\$800,000** needed for the Picton Library expansion.

**Your gift will have lasting impact in our community.
Consider donating today. timetorenew.ca**

With your help - this vision can become the reality of library service in Picton.



To view the plans in more detail, visit timetorenew.ca

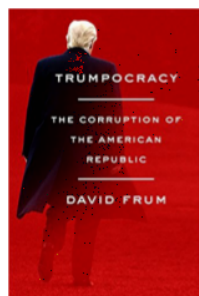
LITERALLY news from the library Summer 2018

Two exciting fundraising events!

We are thrilled to have two of Canada's best known writers and speakers in July to raise funds for the Picton Branch Library Expansion.

Join us for one or both and help build a new addition to the library while being entertained, enlightened and educated!

For all the details about the expansion and to donate online, visit timetorenew.ca



TRUMPOCRACY

with the author **David Frum**
and **Dr. Thomas Harrison**

Thursday, July 19 at 7 P.M.

The Regent Theatre

Tickets \$25

from the Regent Theatre



THE PROMISE OF CANADA

Charlotte Gray

Thursday, July 19 at 2 P.M.

Picton Town Hall

Tickets \$25 timetorenew.ca

Ameliasburgh

613-968-9327

Tuesday	3 p.m. to 6 p.m.
Wednesday	10 a.m. to 1 p.m.
Thursday	2 p.m. to 5 p.m.
Friday	10 a.m. to 1 p.m.
Saturday	10 a.m. to 3 p.m.

Bloomfield

613-393-3400

Tuesday	3 p.m. to 6 p.m.
Wednesday	10 a.m. to 1 p.m.
Thursday	2 p.m. to 5 p.m.
Saturday	10 a.m. to 3 p.m.

Consecon

613-392-1106

Tuesday	10 a.m. to 1 p.m.
Wednesday	3 p.m. to 6 p.m.
Thursday	10 a.m. to 1 p.m.
Friday	2 p.m. to 5 p.m.
Saturday	10 a.m. to 3 p.m.

Milford

613-476-4130

Tuesday	10 a.m. to 1 p.m.
Wednesday	3 p.m. to 6 p.m.
Thursday	10 a.m. to 1 p.m.
Saturday	10 a.m. to 3 p.m.

Picton

613-476-5962

Monday	12 p.m. to 4 p.m.
Tuesday	10 a.m. to 7 p.m.
Wednesday	10 a.m. to 5 p.m.
Thursday	10 a.m. to 5 p.m.
Friday	10 a.m. to 5 p.m.
Saturday	10 a.m. to 4 p.m.
Sunday	1 p.m. to 4 p.m.

Wellington & Archives

613-399-2023

Tuesday	10 a.m. to 7 p.m.
Wednesday	10 a.m. to 4 p.m.
Thursday	10 a.m. to 5 p.m.
Friday	10 a.m. to 4 p.m.
Saturday	10 a.m. to 4 p.m.

Prince Edward County Public Library

Join in the following!

Intro to Improv Comedy

Sundays at 2 P.M.
Picton Branch Library
presented by The County's Artisanal
Comedy Troupe: TASTE THAT!

Mah Jong

Tuesdays at 1 P.M.
Wellington Branch Library

Mah Jong

Thursdays at 2 P.M.
Ameliasburgh Branch Library

Les Amis Français

Wednesdays at noon
Picton Branch Library
Drop in - beginner to
intermediate

Knit and Chat

Tuesdays at 10 A.M.
Milford Branch Library

Preserve your family memories!

Do you have family photos, audio recordings or VHS films?
Contact Krista at the Archives - we can help you digitize them to
preserve them for future generations. (613) 399-2023 or email
archives@peclibrary.org

Story Salon

Once a month Saturdays
12:30 P.M. to 2:30 P.M. Milford Branch
Library. The Story Salon series is an
exploration of different themes that bring
us together. All are welcome to share a
story or listen. Themes: **Water** (July 21)
Creativity (August 18), and **Community**
(September 22).



Song Circle

Fridays at 4 P.M.
Picton Branch Library
All singers and musicians are welcome to join Song
Circle, a musical symposium for sharing original
music. All welcome!
Need an instrument? Borrow one from the MILL. MILL
memberships are \$10 for a 2-year membership and
you'll get access to hundreds of instruments.

Al Purdy A-Frame *Writers-in-Residence*



ONTARIO ARTS COUNCIL
CONSEIL DES ARTS DE L'ONTARIO
an Ontario government agency
un organisme du gouvernement de l'Ontario



Dr. Jeffrey Weingarten

Dr. Weingarten is Professor of Language and Liberal Studies at Fanshawe College in London. His first book, **Sharing the Past: The Reinvention of History in Canadian Poetry since 1960**, will be released by the University of Toronto Press early in 2019. Dr. Weingarten's talk: **The Poet-Historian: How Al Purdy's Generation Reinvented the Writing of History**, promises to be of interest to Purdy fans and those who enjoy history.

Wednesday, July 4 at 2 P.M. Wellington Branch Library

Jeff Latosik

Thinking About Writing in the 21st Century

Join award-winning poet and writer Jeff Latosik for an interactive event that asks the question: how should we think about writing in the 21st century? While no books will be closed, the event will draw from two areas not normally invoked when thinking about writing—evolutionary psychology and evidence-based psychology. Drawing on his experience as an advice columnist for writers, Latosik will explore how insights from these fields might gesture towards new ways of thinking about the art form in our disorienting time.

Tuesday, August 21 at 2 P.M. at the Picton Branch Library

CHILDREN'S FUN ALL SUMMER!

Robots, art, dance, and a lot more! All welcome!

Find the complete schedule at any branch of the library or by visiting peclibrary.org/kids

Learn to Play Bridge!

Consecon Branch Library

This free Bridge course is designed for beginners and those who wish to improve. Each class will have a short lesson and set hands to reinforce the concepts just developed. Classes will progress in easy steps so that participants will independently be able to bid and play bridge hands with the understanding of concepts involved. This course will best serve adults and students ten and over. Course is given by Stan Marshall, accredited ACBL teacher and Bronze Life Master. \$5 for the 8 week session. **This 8 session course, starting July 2 will be held Tuesdays and Thursdays 10:15-12:15 P.M.**



New mugs!

Support the Picton Branch Library Expansion and pick up a mug with local artist Tim Snyder's artwork.

Choose between Picton Branch Library only, or all 6 branches (or buy both!) While supplies last - available at all branches of the library.

Honourary fundraising committee chair Alexandra
Bake shows off the two mug designs

I just bought a house in the County...

Did you know that the Archives have extensive historic records with details about many houses in the County?

To check out what interesting tidbits might be available about your home, call Krista at (613) 399-2023 to make an appointment.

I read a review about a new book..

Has your favourite author announced a new book? Did you see a glowing review for a title that interests you? We are always happy to receive suggestions and requests for purchase. You can submit by visiting peclibrary.org/rfp or contacting Liz at liz@peclibrary.org



Traveling this summer? Take the library with you!

Access e-books, audio books and streaming video wherever you have an internet connection. Need help getting set up or deciding which of our services meet your particular needs? Contact our tech help team at techhelp@peclibrary.org or call Julie at (613) 476-5962 to book your free one-on-one appointment. We will help make sure you are set up and ready to read before you hit the road!

We have a summer packed full of fun for children and families!

Check out the complete schedule at peclibrary.org/kids or by visiting any branch of the library.

The Duelling Dames

Thursday, July 24 at 1 P.M. Picton Branch Library
Live theatre with all female sword fighters! This presentation teaches history with hilarity, astounds with sword fighting, and is daring enough to bring swashbucklers on stage.

The story:

The Quinquagenarian Queen and the Puerile Princess argue...about everything. The Queen believes rulers should be like a sword: Possessing a strong hilt. The Princess believes a sharp tip, representing youth, is a better metaphor. Fighting over how to fight, these lovable characters bring knights onstage, whom they train for minutes and minutes...for a battle that is as hilarious as it is real, for there are no winners. A delightful tale that both excites families about history while teaching anti-violence strategies.

All welcome - free tickets available online: peclibrary.org/tickets

Ironwood Sword School Friday, July 13 from 10 A.M. to 1 P.M. Ameliasburgh Branch Library (or the Ameliasburgh Town Hall in the case of inclement weather) Join Ironwood Sword School for an active, hands-on lesson about real swordfighting. Ironwood Sword School teaches the medieval German Longsword system of unarmoured combat. It is one of the Historical European Martial Arts which attempt to recreate the authentic fighting methods of the medieval period. Ages 10+. Space is limited. **Note: there are specific requirements for what to wear and bring for this program which will be provided at time of registration. \$10 registration fee.**

We are now planning for fall and winter 2018.

If there are authors or guest speakers you would like to hear at any branch of the library, we'd like to hear from you! Do you have a skill or a talent you'd like to share? We welcome hosting workshops and classes on a variety of topics.

Suggestions welcomed by email liz@peclibrary.org or call (613) 399-2023.



Public Library

A Thousand Colours ~ Sarah Hall Glass

Thursday, August 16th - 3 pm

A Thousand Colours



Join Sarah Hall, RCA, for an illustrated talk on her new book and the art of stained glass, including solar and bird-friendly windows.



Picton Library, 208 Main Street
All are welcome!

County of Prince Edward Public Library & Archives 2017 Annual Report

Thanks to hard work of the Library's CEO, staff and community, the Picton Renewal Project is moving ahead. Doubling the size of the Branch will add capabilities for the whole County.



All three Board Committees have been working hard in their governance roles. Our Governance Committee reviewed policies for Ontario's Public Libraries Act adding terms of reference for a new fundraising subcommittee.

Our Finance Committee verified the financial strength of the Library (statements on the website). The Committee monitors funds available versus funds spent for the Picton Project. The project estimate is \$1.5 million. Bequests, donations, County contributions total \$0.9 million with an achievable fundraising target.

Our Service Excellence Committee reviewed specific design requirements for the Picton branch. We consulted you in public sessions to determine your wishes for the Picton Project. We presented plans to Council on December 5 with a capital request. Council voted enthusiastically to build your new gathering place.

Library Board Chair John Ambrose

In 2017, Library staff outdid themselves in their efforts to ensure every community member had access to a vast array of ideas and resources.

We:

- Celebrated Canadian literature with 150+ people at the County Reads in April
- Welcomed Gwynne Dyer who addressed a crowd of 150+ people in May
- Hosted a diverse range of programs – from knitting to social media to French to how plants change history – for patrons of all ages
- Identified – with your help – how more flexible space, new technologies and an expanded collection, the Picton Library Expansion will benefit PEC residents, businesses and visitors.



In 1831, PEC community members created one of the first reading rooms in Ontario. In 1907, people collaborated to ensure a free Carnegie Library would be built in Picton. In 2018 and 2019 individuals, groups and partners will come together in support of the Picton Library Expansion because it's TIME TO RENEW. On behalf of the PEC Library, I would like to thank our board members and volunteers, employees and most importantly, our patrons for another fulfilling year in providing library service in Prince Edward County.

CEO Barbara Sweet

2017 By the Numbers

- **182,254** total circulation (2016: 180,952)
- **3,133** new items added (2016: 4,878)
- **14,942** people attended events. (2016: 11,213)
- Interlibrary: Loaned 6,355, borrowed 5,796 (2016: Loaned 4,963 and borrowed 5,308)
- **1,229** hours of volunteer work (2016: 1,178)
- **1134** new members

**Prince
Edward
County** **Public
Library**
peclibrary.org

Programs for everyone

Children

Early Literacy and Early Learning **102 programs, 1,244 attendees**

"This year we added several Starling Devices. Think of them like a Fitbit for words. They count each word your child hears and encourage you to use a varied, rich vocabulary with your child from birth!"
Whitney Shantz

Summer Reading

34 programs, 252 attendees

"For summer reading we traveled across Canada without leaving home through the TD Summer Reading Program. Our Escape Rooms were popular with all ages."
Whitney Shantz



Homework Help

20 programs, 50 attendees

Dedicated volunteers provide one-on-one homework help.

Class Visits

96 programs, 2,768 attendees

We welcome classes from any school in Prince Edward County and we travel to visit those who can't come to us. Volunteer Diane Lavender is key to our successful visits in Wellington and we appreciate her dedication tremendously. Class visits introduce children to the public library.

Makerspace & Digital Media **96 programs, 916 attendees**

"Seeing people of all ages interacting and inspiring each other with the tools available in our Makerspace is so rewarding. I love seeing how so many people of all ages and backgrounds can be brought together through creative technologies in our Makerspace programs!"
Julie Lane-Yntema

Teens

52 programs, 96 attendees

"Our longest running teen program, the Liam Garrett Memorial Teen Art Show, returned in a new form this year during Ontario Public Library Week."
Whitney Shantz

Books, DVDs & More for Children

"We continue to build our collection for children and youth. Our increased focus on children's programs in Wellington, combined with refreshing the collections of children's books, led to an increase in our circulation of books. We added new audio-books called "Playaways" which do not require a device to play, and added to our French collection."
Liz Zylstra



Mimetics Canada led robotics classes



"Little Bits" introduced coding to children

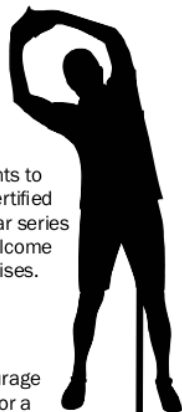


"Touch a Truck" brought a number of large vehicles for children to explore and learn about.

Total Children & Youth Programs:

490 programs, 6,979 attendees





Adults

Newcomer 37 programs, 442 attendees

The newcomer group has developed into a real community of people new to the area in 2017. Thanks to it's leader, Wendy Edmunds for her contributions.

Technology, social media & computer literacy

136 programs with 652 attendees

"I love working with our patrons to accomplish their goals. Seeing someone figure out a computer problem, on their own, and realize they have done it on their own, is priceless. Observing their problem solving and critical thinking skills develop and/or be applied to a new area to them is one of the best parts of this job. Everyone can learn to use the technologies we have." Julie Lane-Yntema

Genealogy & History

6 programs with 59 attendees plus 758 visitors and 675 requests at the Archives

"Genealogy, in its most basic form, is the study of family history. But to those researching it becomes a road to self discovery; the recognition of how a series of events and interactions lead that individual to who and where they are today. People can easily identify with history because the only thing that separates them from the past is elapsed time."

Krista Richardson

Book Clubs

82 programs with 603 attendees

"Book clubs continue to be very popular! Dianne Cranshaw volunteers to help us ensure that every book club member has the title they need in time for their book club meeting through the Interlibrary Loan system"

Jennifer Kingma

Total Adult Programs

**478 programs,
5,658 attendees**

Seniors

Seniors

77 programs, 1,151 attendees

We invited local retirement home residents to visit the library for musical programs. Certified instructor Jennifer Cobb leads the popular series of "Functional Fitness" classes which welcome anyone interested in learning chair exercises.

Delivery

"I was asked why I enjoy my volunteer work at the library. I am an avid reader. And I encourage reading whenever I can. At first I was looking for a way to fill in some empty hours and meet people. It has evolved into something more. Once a month I deliver books to seniors at residences. The seniors are so appreciative of this service. I am greeted with smiles and open arms. When I arrive there are several ladies waiting for me. I get a "Here's the Library lady." And, there are warm smiles when I deliver to private residences too. It is very satisfying to know I contribute to the enjoyment of Seniors. (I'm one too)"

Cathie Anderson



Gwynne Dyer spoke to a sold-out crowd.

Adult Learning

"We are dedicated to bringing speakers and authors to the library to share their expertise. Gwynne Dyer's presentation was so popular we had to move to a larger venue. This year the library became the lead organizer of the County Reads with help from volunteers Barbara Kennelly and Lynne Grist. Francine Blais led a sought-after French language learning class. Terry Culbert and Barbara Högenauer brought their expertise to an art program. These are just a few of the many volunteers who contributed. Thank you to everyone who contributed their time in 2017."

Liz Zylstra

Total Seniors Programs

**49 programs
1,627 attendees**

Musical Instrument Lending Library

We loaned 321 instruments in 2017 (2016: 178) The continued success of the MILL is thanks to the community involvement, including Don Hinde and Mario Panacci.

The Friends of the Picton and Wellington Branches of the Library teamed up to organize a Cabaret event at the Yacht Club to raise funds to purchase new instruments.

The MILL has led to a variety of new programs including a March Break program "Music for Everyone" which featured members of Grampa's Goodtime Gang. In 2018, you can look forward to continued musical programs. We are pleased to have received a New Horizons for Seniors grant to bring musical programs to nursing and retirement homes across Prince Edward County.

"The Lending Library made it possible for all of my grade 7 and 8 students to have the opportunity to participate in a musical performance in an accessible and fun way. Our school does not have enough instruments for each student and augmenting our ukulele supply with loaners meant no one had to sit out at any time."

Andrew White Athol-South Marysburgh School



Members of Grampa's Goodtime Gang filled the Milford Branch with music



"We were fortunate to have the Brighton Brass Quintet perform at the Consecon Branch Library. They volunteered their time to entertain our patrons and the patrons loved it. They played classical music, movie tunes and several toe tapping tunes. They definitely brought levity, culture and fun to the library. Victor Hugo said it best when he wrote, 'Music expresses that which cannot be said and on which it is impossible to be silent' " *Gisa Iannaci*

Archives

Number of Visitors: 789 Requests: 683
New Aquisitions: 36, including the extensive genealogy collection of Ron Whattam.

Aboriginal Peoples Television Network contacted the Archives for materials.

Thank you:

YCW - Young Canada Works for funding to complete the digitization of audio materials.

Prince Edward County Historical Society for their continued support



Proud to hold Prince Edward County's History in Our Hands
pecarchives.org

Strategic Plan 2016 2021



Mission Statement

Enrich our lives by fostering lifelong learning and ensuring that every member of the community has access to a vast array of ideas and resources.

Vision Statement

The library serves as a gathering place for learning, creation, collaboration, personal development and inspiration.

Values

Innovative / Welcoming / Engaged



Goals

#1. Develop branches to accommodate community needs as they grow and change.

#3. Reduce barriers for access.

#2. Lead Prince Edward County's passion for reading, personal growth, and learning.

#4. Foster an organizational culture of innovation.



Public Library



Goal #1

Develop branches to accomodate community needs as they grow and change.

Goal #1 Strategies

- encourage staff to know and participate in the communities they serve
- establish the library branches as focal points and resource centres
- connect our most vulnerable community members with information and service that improves their quality of life
- enlist community help in delivering dynamic programming
- review policies and practices to maximize patron access to computers, meeting rooms and study spaces
- employ creative space planning and flexible spaces
- maintain Technology Resource Centre to provide latest in technology

Goal #2

Lead Prince Edward County's passion for reading, personal growth and learning.

Goal #2 Strategies

- provide more ways for people to join conversations about books and culture outside of library walls
- focus on engaging Prince Edward County's children
- develop resources supporting school curriculum and ensure every teacher and school administrator in Prince Edward County is aware of library resources
- provide high quality free learning opportunities presented by experienced and qualified individuals
- focus on preserving the history and culture of Prince Edward County

Goal #3

Reduce barriers for access.

Goal #3 Strategies

- evolve and promote the library as a virtual facility
- budget annually for online resources for individuals, families, businesses and to augment formal education and lifelong learners

Goal #4

Foster an organizational culture of innovation.

Goal #4 Strategies

- make experimentation and innovation operating principles
- communicate success and implement across the branches
- regularly assess patron satisfaction
- manage change
- build staff and institutional ability to innovate





Town Hall Report

By Jim JJ Johnston
President & CEO, JJ International Media Management Solutions
Sept 19, 2017

Prince Edward County Public Library



Library stakeholder feelings:

"I like the feel of coming to the library I came to as a kid. I have introduced it to my children, it's cozy, it's home."

"The library is a destination – keep that the goal".

"The library has moved from just books to being programming and services. It is the community hub."

"My family loves to "LIBRARY Hop". Each branch has uniqueness, different toys, programs, and smiles".

Background

- The library (Picton branch) is considering a capital expansion project. Approximately \$400,000.00 is in hand and the intention is to raise the additional funds necessary.
- A consultation process featured Town Hall meetings, On-Line surveys and Focus Groups to gather public ideas and feedback.
- There are deficits at the current facility to be addressed, and there are ideas for the Capital expansion being currently entertained. CEO Barbara Sweet provided these materials by way of introduction at each session.
- The need was for an independent entity to facilitate and engage honest discussion with the Town Hall and Focus Groups and disseminate the online surveys from respondents consisting of Stakeholders and Patrons.

Process. Three different phases with a total of 126 respondents

Phase 1

A 90 minute Town Hall Meeting June 6th, at Picton Library. 26 respondents.

Phase 2

An on-line survey. June 6th to Sept 18th. 72 respondents

Phase 3

Focus groups September 6th at Picton Library.

- A youth session. 7 respondents
- An Adult session. 21 respondents

Process.

Phases 1 & 2:

- Respondents were asked to rate the following points:
 - Customer service
 - Collection (Books, DVD's, Music, Newspapers etc.)
 - Programs (classes, Storytime's, etc.)
 - Online services (website, catalogue, research databases, etc.)
 - Computers and printers
 - Internet access
 - Facilities – overall appeal
 - Study space/reading area
 - Hours of operation
 - Overall rating of the branch

- Respondents were also asked to answer the following questions:
 - What do you value most about the Picton Branch library?
 - How could the Picton Branch Library or its services be improved?

Process.

Town Hall

- The 90 minute Town Hall Meeting June 6th, 3:30-5pm at Picton Library was moderated by Jim JJ Johnston President and CEO of JJIMS INC. 26 regular users of the Library system attended. 20 filled out surveys. Also in attendance were:
 - Several PEC Library Staff including CEO Barbara Sweet.
 - Library Board members John Ambrose, Devon A. Jones, Ursula Cattelan and Lenny Epstein (Also CPE Councilor).
 - Representatives of CPE included Neil Carbone, and James Bar.
 - SOLS was represented by Peggy Malcolm.
 - PEHAC was represented by Peter Lockyer
 - The Prince Edward Learning Centre was represented by Kathy Kennedy (ED) and Jane MacDonald (Secretary).
- Respondents were informed of and invited to participate in the ongoing On-Line survey and an additional focus group (Sept. 6th).

On-Line Survey

- There were 72 respondents in all
- 9 were under the age of 49
- The results were tabulated and disseminated by JJIMS Inc



Survey Results by Rank- Respondents

Combined July-Sept 2017 survey results- Picton Library

	July Town Hall Sample- 20 Excellent/Good	Aug/Sept on-line Sample- 72 Excellent/Good	Comments	Aug Sample- 20-49 Sample- 9 Excellent/Good	JJIMS Comments
Customer service	95%	94%	Very strong!	100%	Very strong!
Overall rating of the branch	95%	89%	Very strong!	89%	Strong!
Collection (Books, DVD's, Music, Newspapers etc.)- 94.7%	94.70%	75%	On-Line significantly less	66.70%	Lower than both surveys
Internet access	80%	69%	28.4% DK/NA in on-line survey	89%	Higher than both surveys
Facilities – overall appeal	80%	80%	Consistent survey to survey	67%	Lower than both surveys

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Combined July-Sept 2017 survey results- Picton Library

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Computers and printers	76%	63%	34.3% DK/NA in on-line survey	78%	Higher awareness
Programs (classes, Storytime's, etc.)	75%	64%	23.9% DK/NA in on-line survey	67%	Consistent w on-line
Online services (website, catalogue, research databases, etc.)	75%	79%	Better results on-line. Better technical skills	78%	Consistent with all surveys
Study space/reading area	70%	44%	Great dissatisfaction with larger on-line sample	67%	Higher than on-line survey
Hours of operation	65%	65%	Consistent survey to survey	67%	Higher than both surveys

How could the Picton Branch Library or its services be improved?

- Major themes consistent with all surveys: A great need for bigger and more effective space, quiet spaces, and more and better washrooms.

Also longer hours are desired.



- Other mentions included adult education seminars, more youth programming, more comfortable chairs, and more DVD's of music concerts.

Respondent Thoughts?



- What is your ideal library?
 - Welcoming, knowledgeable and helpful staff.
 - Accessible
 - Outreach program
 - Computers
 - Quiet
 - Windows
 - Lots of space. Meeting rooms, Staff rooms etc.
 - Clean accessible washrooms
 - Programs
 - Delivery
 - Internet
 - Community HUB



Town Hall Thoughts



Most of the 26 attendees were vocal at one time or another. There were many great questions, comments and suggestions tabled.

- Some of those suggestions are already in place, and this gave Barbara Sweet, PEC Library CEO an opportunity to elucidate and educate.
- There was positive support from most for the Library team and available programs. Some were unaware of some of the programs available. There was a question about Library literacy programs to which Kathy Kennedy, The Prince Edward Learning Centre's ED, responded re programs offered at PELC.
- Facility. There were many comments about the state of washrooms, accessibility, noise issues and lack of space. People are very happy with this historic building ("keep the historical façade") in the heart of downtown Picton. They love the marketing impressions that come with the location. Most also felt the revamped patio/coffee shop was a great idea. We asked the question of the importance of parking: "Would you rather have a location that may be off the beaten path but has a lot more parking?" The answer was a resounding...



Town Hall Thoughts



- Currently there is not enough meeting room space to accommodate requests from stakeholders and community organizations. The thought of a capital expansion room on the back of the current location was introduced. This flexible Multipurpose room – small lecture theater – AV room could be used for a variety of learning sessions, functions and Collection. “Perhaps the walls could be used as a Public Art Gallery like the Belleville Library?” This room would also be a revenue generator. “Do you have the expansion data back-up?”. Answer was YES. Other suggestions included partnering with the Armouries, The Regent Theatre and the Town Hall for more space. Someone mentioned closing the Bloomfield Library which had little support.
- “Timeline for expansion?” Start the dig in Spring 2018 and aim for completion in 6 months. “Would the library close for renovations?” The hope is business as usual.
- “Where is the funding coming from?” PEC Library CEO Barbara Sweet explained that the organization has \$400,000 in hand (grants and bequeaths) for all the other capital updates, and estimated that at least \$100,000 more would be needed to make the full expansion happen. “Where would that money come from?” Barbara said in the form of grants and tax receipted donations.
- Virtually everyone was supportive of the PEC Library Capital expansion.

Town Hall Thoughts



- “With more space, do we foresee offering more services?” More services are already requested and space is not available. For example, services for French learning and Programming engaging seniors. The new space would help to facilitate the hearing and visually impaired through the use of headphones etc.
- “What would the long term planning look like?” This gave SOLS representative Peggy Malcolm an opportunity to express her insights including past planning experiences in the Library field. She indicated that it is hard to be exact and gave the example of the Toronto Public Library who had planned to do more programming, less print. In fact, to their surprise, borrowing in print is higher than it has ever been! They have also seen an increase in use of paperbacks and graphic novels with teenagers.
- “The Younger generation is not represented in this meeting.” Respondents were told of an ongoing “On-Line” survey that should capture their thoughts. “How do we keep them coming to the library?” One of the thoughts was transportation. This has been tried in the past and the staff is working on possible programs with retirement homes with the hope they could provide with their own transportation etc. Delivery is a popular option that is open to all ages.

Adults Focus Group Thoughts

What do you value about the Library?

- Workshop, computer, Free information.
- Tech support.
- Workshops.
- Maker club amazing – very current.
- Get the building to match the programming.
- Children's programming – grown significantly – opportunity for our kids is incredible – fantastic
- Service is terrific:
 - Personnel is great. Courteous and professional.
 - Accommodating.
 - Friendly. They smile when you walk in.
 - You ask for it, they will find it.

Adult Focus Group Thoughts



- There was a concern about dollars. Don't overdue the library, or services won't be free because the hydro and other bills may be too high. Barbara Sweet informed all of the funding and stated that at least \$500,000 will be needed to cover the additional 2,000 square feet. \$400,000 is in hand now.
- Expansion. How do you plan to do this? Was more public consultation needed?
- What are the Immediate Needs?
 - Railings (perhaps two: one for adults and one for children?)
 - HVAC
 - Washrooms on both floors are in dire need of an overhaul
- Money – there is money in this community, you have to ask for it.
- Is the library taking on too many roles?
- Build what we need or plan for expansion. Perhaps in phases? We need more quiet spaces. More room is definitely needed.
- The library is in a great central spot. Stay where it is. Parking is not a major issue as there are many parking lots surrounding the area.

Adult Focus Group Thoughts



Best ways of promoting the library and it's programs

- Tools on line.
- Best way to convey – use all types of media
- Email blasts, paper, posters, website, Facebook, etc.
- Class visits, disappointment in principals of schools not informing parents about programming.
- Library needs reps at schools to transmit information.
- Parent advisory advocate?
- Offer busing, transportation?

Usage ideas for additional room

- Children's area for programming and for books.
- Larger selection.
- Quiet spaces, meeting/programming rooms, private internet use stations.
- More washrooms (upstairs).
- Multi-purpose Meeting Rooms for kids, adults.
- Sound proof room? Practice room, performance room?

Youth Focus Group Thoughts

What do you value about the Library?

- I borrow DVD's.
- Internet – homework is all online.
- Tutoring.
- The library is a safe place for me.

Suggestions

- Books, reading, need wider selection. How to find more genre – how to book 10 of the same books at the same time, everyone wants to read the same book at the same time. Book club? Once a month?
- Programs in the teen room.
- More rooms for programming. More places to hang and chill out. Bigger study, quiet space. Soundproof room – definitely.
- Music lessons, for kids wanting to learn music.
- Gaming at the library? Board games maybe, not video games.
- More light, more windows, Definitely paint nice bright fun colors, Comfy sitting (bean bag chairs?).

Conclusions

- Virtually every phase conveyed a passionate and engaged group. They overwhelmingly felt that the PEC Picton Library branch is in good shape giving an overall rating of +90% average.
- Customer service is also outstanding at 97% average. Positive comments such as cheerful, helpful, knowledgeable, well mannered, willing, relaxed, appreciation of the computer interns, and assistance with tech issues.
- Collection was very high with the first group at just less than 95% and while still a good mark at 74% with the on-line survey.
- Internet access, computers and printers are strong draws despite high DK/NA.
- DK/NA is highest in Programs, On-Line services and Computers and Printers. In the case of Programs, this could be a lack of awareness. Same with On-Line services but it's also possible usage is lower in the 50+ demo.
- Large Print, and delivery were mentioned often as positives.
- They cherish the location and façade of the Heritage building. They want it to stay put and urge the Architectural drawings do not disturb the heritage of the building.
- Space is a major issue for library users and community users. Virtually everyone was in favour of Capital expansion.
- They would like extended hours, particularly hoping for Sunday openings.

Recommendations

With the results from all feedback platforms being very similar, we recommend the following:

- Visit the possibility of Sunday and/or extended hours.
- Programs had a decent score, but with a high DK/NA. Suggest to evaluate the programs in place and re-examine how to best market and communicate available programs.
- Continue to partner with local Orgs like the ROC – partner with what they have, build relationship – kids want to learn to play, library has instruments to borrow and talent to teach.
- Lowest score by far was in the Study Space category, especially with the on-line survey respondents. There was a great deal of discussion about existing facilities and the need to update. We recommend to continue fundraising and preparation and proceed with the Capital expansion project. The feedback from the combined survey/focus groups confirmed expansion is a good idea and is well supported.
- We also recommend to share the plans with the public and continue transparency throughout the project..

Thank you!



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