

# Annual Report 2021

**Discovery. Inspiration. Connection. *Inclusion.***



**Embracing the Unexpected**



# Message from the Library Board Chair

2021 was a very eventful year for our library, with many accomplishments.

Our Board met 11 times, working collaboratively with our CEO Kelly Thompson to continue to provide services and events for our patrons during these difficult pandemic times.

Highlights included the hiring of +VG Architects to produce architectural drawings for much needed future library renovations. The plans were unveiled at an Open House in October, where public input was welcomed. Past and present Boards have struggled with a deteriorating Program Centre Building, plus accessibility and space issues in our current library. The drawings are the first step in adapting our building to modern times. Renovations necessarily depend on obtaining capital funding grants, but now we have a starting point.

As our historic Carnegie building was 100 years old in October, we celebrated the Centennial in style with staff and patrons. During the festivities we showcased our new logo and rebranding package prepared by Sweeney Curations. Response to our new look has been very positive.

Discovery. Inspiration. Connection. Inclusion. That slogan sums up our mission statement.

Our library staff, led by our excellent CEO Kelly Thompson, strives daily to put this mission statement into practice. Early literacy programs for tiny tots; coding clubs, science activity kits and a Chill Zone drop-in area for older children and teens; outreach book deliveries to senior residences; craft and activities kits for all ages; provision of computers, chrome books and hot spots; tech help; innovative Zoom and inhouse events; even the free laminating of hundreds of vaccine passports - these are just some of the many services the library offers to our community. Our library staff is constantly engaged in finding new ways to connect.

The Board is justly proud of our library staff and will continue to support its valued work in 2022. We hope it will be a kinder year for everyone.



*Jane Donnelly*

Chair, Renfrew Public Library Board of Trustees



# Message from the Chief Librarian

2021 was another year for the books (Pun intended!). It was a year filled with challenges and unknowns, but the innovative team at RPL continued to develop new ways to ensure services and resources were available for the community. We also managed to complete some amazing projects along the way and we could not be happier with the outcomes!

Number one on the list is the rebranding project. The new mission statement truly reflects what public libraries stand for:

**Discovery. Inspiration. Connection. Inclusion.**

Amber Sweeney, of Sweeney Curations, a local design company, led the Board and Staff through the process. The feedback from the Board, staff team and the community has been incredibly positive. We want our community to know that the library's services and resources are here for everyone to access. This project also included working with Rebecca of Hopewell Media to obtain professional photos of our beautiful Carnegie building and collections. The final piece will be the release of the library's new website in early 2022. The process rejuvenated us as a team during a time when stress and burnout were never far behind.

We were also able to FINALLY obtain drawings for the building attached to the library. Since arriving at RPL, almost 7 years ago I have desperately wanted to renovate this space to allow the library to expand available spaces for the community. VG+ architectural firm was a joy to work with and we now have official drawings! They continue to be available for viewing in the library. We then applied for a large grant through Infrastructure Canada and are waiting to hear the outcome.

I am also blessed to work with a compassionate, innovative staff team. These individuals work hard to ensure everyone who comes in contact with the library, either virtually or in-person, access the services and resources they require. Since October 2021, over 1400 vaccine passports have been printed and laminated on top of their regular responsibilities. They rose to the challenges of Covid, adding virtual and pick-up options to programs and services in an attempt to meet people where they feel the most comfortable.

To the community, library patrons and everyone who has come in contact with RPL, thank you. Thank you for your support, your patience, your thoughtfulness and we hope that RPL continues to be your safe place. I also wish to thank the Library Board members for their dedication of support of all we do and the Mayor, Council and Municipal staff for their continued support and guidance.



*Kelly Thompson*

CEO|Chief Librarian



# Library Board of Trustees



From left to right: Andrew Evans, Council representative; Kelly Thompson, Chief Librarian; Tracey Stevens, Horton Twp. representative; Heather Dale, Secretary; Jane Donnelly, Chair; Margaret Maloney, Trustee; Donna Clark, Trustee.

Missing from photo: Tom Sidney, Council representative and Christin Miller, Vice-Chair

## The Team



Kelly, CEO



Sandra, Circulation & Interlibrary Loans



Susan  
Children's Services



Maggie  
Library Technician



Sharon  
Circulation & Donations



Susan  
Circulation & Community Outreach



Meera  
Circulation & Adult/Teen Programming



# Financial Overview General Operations

## REVENUE

Provincial Grant.....	\$16,720
Govt Grants.....	\$2,887
Twp Grant.....	\$13,210
Non-resident membership Fees.....	\$4,312
Fundraising.....	\$1,814
Other Revenue.....	\$3,470
Municipal funding.....	\$491,654
<b>Total Revenue.....</b>	<b>\$534,067</b>

## EXPENDITURES

Salaries & Benefits.....	\$446,640
Materials.....	\$36,537
Online resources.....	\$6,335
Building Costs.....	\$34,189
Equipment & supplies.....	\$5,084
Training.....	\$2,000
Other expenditures.....	\$3,282
<b>Total Expenditures.....</b>	<b>\$534,067</b>

**IMPORTANT NOTE:** The above numbers are preliminary, as the 2021 audit has not yet been completed.



## By the Numbers



**28,802**

PRINT materials  
borrowed



**13,108**

E-books & e-audiobooks  
downloaded



**3,989**

Digital materials  
accessed



## By the Numbers, continued

433

NEW Library Cards Issued



3,304

Active Library Members



24,599

Library Visits

17,105

Website Visits



## Social Media Engagement



1,124

Facebook  
followers

12,648

Facebook Likes



1,030

Twitter  
followers



560

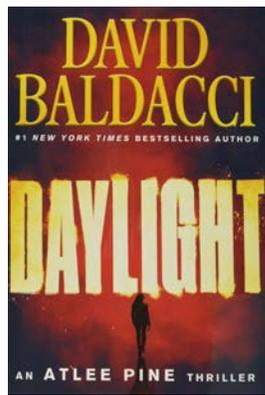
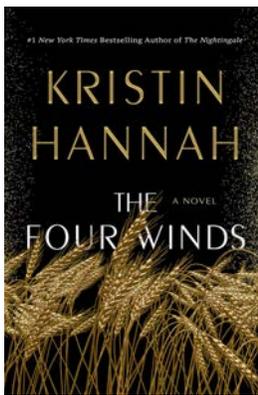
Instagram  
followers



# Most Popular Checkouts of 2021

Of all the items borrowed in 2021, these were the most popular:

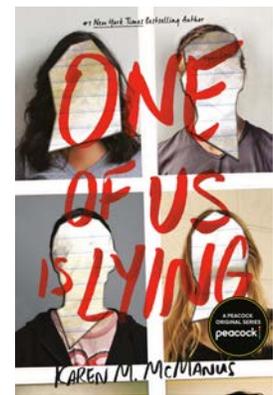
## FICTION (TIED)



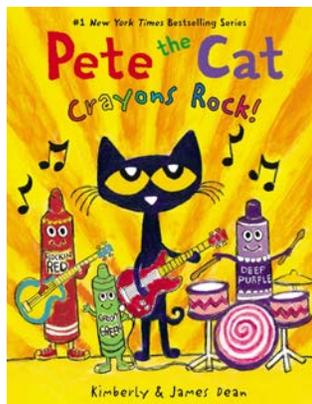
## NON-FICTION



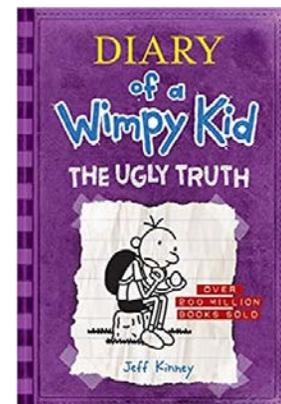
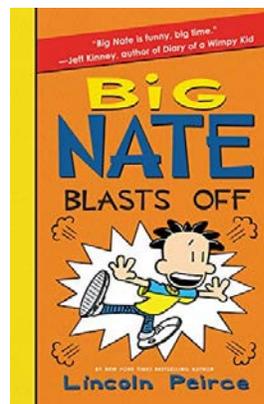
## YOUNG ADULT



## PICTURE BOOK



## JUVENILE FICTION (TIED)



## SERIES



## MOVIE





## Programs



1,066

people provided with Tech Help

215

In-person programs



2,511

Participants



## Volunteers

213

Volunteer hours donated by community members  
& co-op students





# Curbside and Outreach

442

# times WiFi hotspots were borrowed

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607

Take'n Make kits handed out



617

Patrons used the curbside pickup

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104

Virtual programs



1,049

Participants

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74

Outreach deliveries to retirement residences and homes meant that...



220

People received library materials