



ANNUAL REPORT

2021



PEMBROKE PUBLIC LIBRARY

Advance ~ Connect ~ Create

HIGHLIGHTS

2021 brought with it many changes and challenges as the COVID-19 pandemic continued to impact library programs, services, and operations.

Undeterred by these challenges, our staff found innovative and creative ways to serve our community. New programs emerged, such as the Walking Book Club and the Spice Club, while annual events, like the Multicultural Festival, were adapted to a virtual format.

Throughout intermittent lockdowns, library services remained in demand through curbside pickup and home delivery. Our Extension Services, in particular, saw an 80% increase in circulation since last year.

67, 925

Items Borrowed

23, 660

Questions Answered

Although lockdowns prevented patrons from entering the library, they provided a unique opportunity to continue the library renovation projects. This year new floors and shelves were installed in the adult department and on the mezzanine.

Further improvements were made to the library Meeting Room, with the addition of a wall-mounted smart TV and a portable room divider.



CIRCULATION

31,301 Adult Books

25,895 Children's Books

1,100 Instruments, Equipment & Passes

3,744 Talking Books

5,651 A/V Items



DIGITAL LIBRARIES

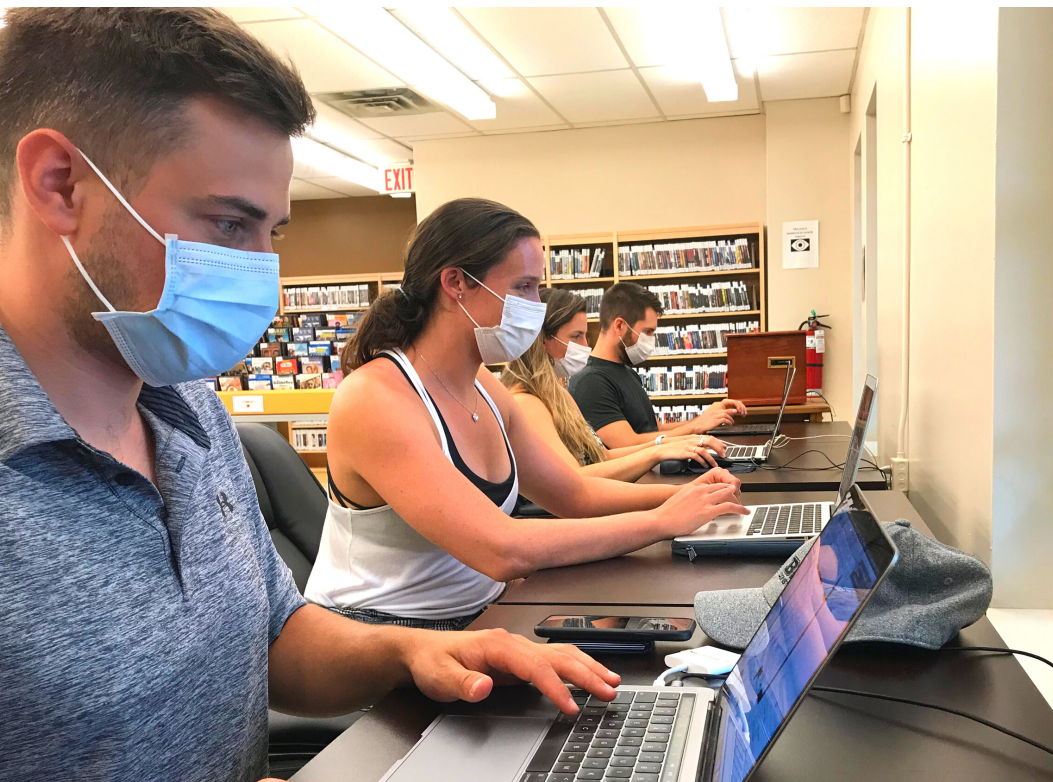
13,163 eBooks Borrowed

5,623 eAudiobooks Borrowed

322 TV, Music, & Movies Streamed

92 Comic Books Borrowed

3,011 Other Digital Uses



Patron Comments

*"Libraries matter
more than ever."*
-Neil Beaudry,
Facebook Comment



MEMBERSHIPS

297 New Patrons

1,048 Active Patrons

7,873 Registered Patrons

Patron Comments

"The Library has been so innovative during these times. you all should be so proud. This brightens our community!"

-Erin Johns,
Facebook Comment



SOCIAL NETWORKING

42,484 Website Page Views

238,545 Facebook Reach



INTERLIBRARY LOAN

749 Items Borrowed

870 Items Lent

1,783 Interlibrary Loan Searches



ACCESSIBILITY SERVICES

664 Home Deliveries

4,114 Items Delivered

38 CELA Registered Patrons

2,015 CELA Items Borrowed

Patron Comments

"We have received 2 book bundles so far and the kids have loved them!! They are a great mixture of material and the kids are excited to have the surprise of what the books will be!"

-Miranda L Mchattie,
Facebook Comment



EARLY LITERACY

214 Early Literacy Programs

4,511 Early Literacy Participants



CHILDREN'S PROGRAMS

127 In-House Programs

2,399 In-House Participants



DIGITAL LITERACY

265 Wi-Fi Connections

946 Computer & Laptop Checkouts



ADULT PROGRAMS

113 In-House Programs

3,383 In-House Participants

Patron Comments

"Great way to spend an hour with other book lovers. Can't wait for the next one. Many thanks for organizing this activity."

- Pamela L Gaudette,
Facebook Comment



OUTREACH PROGRAMS

225 Outreach Programs

7,980 Outreach Program Participants



MULTICULTURAL FESTIVAL

This year Pembroke Public Library partnered with local businesses, artists and performers to deliver the Multicultural Festival virtually. Participants were encouraged to watch the video of cultural performances, and browse the online silent auction, while waiting for Library staff to deliver their pre-ordered meal. The event was a huge success, with 275 dishes gathered and 64 deliveries made in the course of 2 hours.



COMMUNITY GARDEN

Hope was growing this year in the Pembroke Public Library Community Garden where staff and volunteers grew a healthy variety of nutritious vegetables including beans, eggplant, kohlrabi, swiss chard, tomatoes, and zucchini. Some of the freshly gathered ingredients were used to create videos for the Library's Global Delights Cooking Series, while the remaining produce was harvested throughout the summer and donated to the St. Joseph's Community Food Bank.



Patron Comments

"Can't wait to try this out this weekend!! Thanks for spreading joy and love!!"

- Nadine Senack,
Facebook Comment



ESTIMATED SERVICE VALUE

| Library Service | Quantity of Use | Retail Value | Value of Services |
|--------------------------------------|--------------------|-----------------|----------------------|
| Adult Material | 31,301 | \$30.00 | \$939,030.00 |
| Children's Material | 25,895 | \$20.00 | \$517,900.00 |
| Audiobook (Talking Book) | 3,744 | \$45.00 | \$168,480.00 |
| Interlibrary Loan Material | 749 | \$30.00 | \$22,470.00 |
| Digital Library (eBook & eAudiobook) | 18,786 | \$15.00 | \$281,790.00 |
| Digital Library (Movie Streaming) | 322 | \$8.00 | \$2,576.00 |
| Other Digital Library Uses | 3,011 | \$8.00 | \$24,088.00 |
| DVD & Blu-Ray Material | 5,461 | \$20.00 | \$109,220.00 |
| Music CD | 190 | \$22.00 | \$4,180.00 |
| Equipment & Passes | 1,100 | \$20.00 | \$22,000.00 |
| Meeting Room Rental (Hourly) | 164 | \$50.00 | \$8,200.00 |
| Adult Program | 3,383 | \$15.00 | \$50,745.00 |
| Children's Program | 2,399 | \$15.00 | \$35,985.00 |
| Outreach Program | 7,980 | \$15.00 | \$119,700.00 |
| Public Access Computer | 946 | \$15.00 | \$14,190.00 |
| Wireless Internet | 265 | \$5.00 | \$1,325.00 |
| Reference Question | 23,660 | \$15.00 | \$354,900.00 |
| IT Assistance (Hourly) | 64 | \$25.00 | \$1,600.00 |

Total Service Value: \$2,678,379.00



ACQUISITIONS

1,220 Adult Books

513 Children's Books

115 Audiobooks (Talking Books)

197 A/V Items

453 Magazines



LIBRARY BOARD

Laurentian Valley Councillor Keith Watt, Board Chair

Elizabeth Hinson, Vice Chair

Pembroke Councillor Brian Abdallah, Property

Pembroke Deputy Mayor Ron Gervais, Member

Chantelle Leslie Leach, Member

Bethea Summers, Member

Justin Jeffrey, Member



LIBRARY STAFF

Karthi Rajamani, Library CEO

Ally Patry

Anna Ritza

Anusha Arulnanthi

Izabel Deschamps

Jocelyn Lofstedt

Kathy Millar

Laura Balala

Makenna Woollam

Maria Orman

Molly Reid

Rilak Patel

Roger St. Cyr

Sara Hosseini

Simon Hartwig

Taylor Bissonnette

Ved Vyas



Patron Comments

*"Awesome welcoming!
Great service, staff out of
this world. Thank you
very much."*

- Anonymous
Comment



FRIENDS OF THE LIBRARY

Denise Corriveau, Chair

Renelle Charron, Assistant to the Chair

Jennifer Cross, Treasurer

Sherry Crone, Secretary

Krystyna Roy, Member

Lindsay Hammel-McCann, Member

Lucy Della-Penta, Member

Marilyn Lee, Member

Patti Stillman, Member



VOLUNTEERS

23 Volunteers

848 Volunteer Hours



Patron Comments

"Congratulations on all the renovations and improvements. The library is so beautiful and inviting."

- Denise C.
August 2021



BENEFACTORS

Visionaries

Drs. Ah Yin Eng & Wen Mei Pan

École élémentaire et secondaire publique L'Équinoxe &

Conseil des écoles publiques de l'Est de l'Ontario

Harvey & Myrtle Forrest

Roseburg Forest Products Canada Ltd

Champions

Alice & Fraser Monir Sports Association

Councillor Ed Jacyno

Lynn T. Murphy

Leaders

Denise Corriveau

Deputy Mayor Ron Gervais

Donna M. Rutz

Elaine & David Metzger

Gail Fekete

Margaret Crocker

Ruth Locke

Sandra Sylvestre

Sean Conway

Susan Donlan

Theodore & Nancy Hiscock