

# SPRINGFIELD PUBLIC LIBRARY ANNUAL REPORT 2010

- + Responding to the needs of our diverse community
- + Ensuring freedom of access to information
- + Offering resources for people of all ages; encouraging ideas to come together
- + Providing materials and programs that entertain and inspire.

We are committed to the excellent stewardship of the physical and financial assets entrusted to the Library.

**OUR MISSION:** it is the mission of the Springfield Public Library to provide and promote open and equal access to the resources and services of the library in order to meet the informational, educational, cultural and literacy needs of the community.

## **A. Report from the Chairperson: Allan Compton, Springfield Public Library Board:**

A.1..1 Our Staff

A.1.2 Our Board

A.1.3 Our Community

### **A 1.1 Our Staff**

During 2009, the Library moved to a newly renovated building with ten times the space of our previous location. As a result, the full and part time staff as well as our volunteers, were faced with a large variety of new issues as the development of personnel, space and the resources continued through 2010.

There were some growing pains developing the appropriate staffing positions which of course required input from the Board. However, with the hiring of a library manager in September, the staffing process has proceeded in a very positive direction. We have a complete staff of five (two full-time, two part-time and one casual) now working as a fully functioning group.

The staff, with the support of our thirty-three volunteers, has created a welcoming, dynamic, organized and efficient library.

Once again, I have learned that people make the organization. A big thanks to our staff and volunteers.

### **A.1.2 Our Board**

During 2010, the make-up of the Library Board (seven volunteer members) changed with the addition of two new members. Adjusting to the needs of our new, larger facility and collection plus the addition of two new members with different perceptions and skill sets resulted in some changes to our organizational model and operational style.

The needs of the library and the volume of work had become difficult to manage as a total Board so we have moved to a committee structure. We have established personnel, finance and technical committees on a permanent basis plus ad hoc committees as required. The work of these committees has provided invaluable information and support to the Board and has helped us to become more efficient.

The development of a new organizational chart, job descriptions for Board members and staff members, staff evaluation criteria and increased efficiency in budget management are some examples of Board accomplishments because of committee work.

A very special thanks to all Board members for their dedication and hard work.

### **A 1.3 Our Community**

The patrons of the Springfield Public Library have continued to grow in large numbers. As more people become involved, the excitement and interest in the programs and resources of the library spreads through the RM of Springfield.

The continued support and encouragement by the Council and staff of the municipality is also greatly appreciated.

## **B. Report from Manager of Library Services, Donna Walby Lawson:**

### **B.1 Report**

### **B.2 Statistics**

2010 was our first full year serving the residents of the R.M. of Springfield. Working towards fine tuning many areas to provide the highest level of service, we continued to see changes in every area, including procedures and staffing.

With over 30 volunteers, including Board Members, we were fortunate to have every shift during open hours attended by at least one volunteer along with our Library Assistant, Leanne Henry. Donna Walby Lawson was hired as a casual part time employee in January to assist with vacation coverage. From

January to the end of April, we were open from 12:00 to 8:00 p.m., Monday through Thursday, and from 10:00 – 2:00 p.m. on Saturday. We were closed on Sunday and Friday.

During the months of January and February, we focused on training volunteers, which included sending two of our regulars to “Bright Beginnings” workshops to gain knowledge and confidence in order to facilitate our “Storytime” programs for preschoolers.

In March, we began a staffing restructure to better meet the needs of our community. Eliminating the position of a full time “Head Librarian,” we brought in a consultant, Deb Pethrick, who made recommendations to assist us in procedural, operational, and staffing solutions. At the same time, our bookkeeper, Sharon Emilson found she had too much on the go, necessitating the board to interview, and hire a replacement in April. In addition to staff, our Board benefited by having Al Compton join our team during the year.

In May, Leanne Henry, and Donna Walby Lawson attended the MLA Conference at the Winnipeg Convention Centre. They found the experience extremely valuable, as they garnered current knowledge, and made new contacts that invited many ideas they looked forward to incorporating at our facility.

We celebrated our “First Anniversary” on May 23 with a huge book sale, inviting members to enjoy cake and coffee while they loaded up with great deals on books.

Our summer student, Robyn Bronk, led the program using the “T.D. Destination Jungle” theme. Holding sessions two afternoons a week, attendance ranged from 4 to 13 children per day. This was quite an improvement from the few attendees in 2009, but left a lot of room for growth!

For the preschoolers, Donna held “Storytime” three mornings a week, enjoying daily visitors in the range of 12-15 children.

The final staffing change on September 1<sup>st</sup>, was my appointment to “Manager of Library Services,” a position that has a strong focus on community involvement, commitment to the people and businesses by way of partnerships, heavy focus on staff and volunteer training, and resolve to satisfy our mission.

With a key focus on the community, we increased our hours somewhat – beginning October 1st, we now open daily at 10:00 Tuesday to Saturday, and remain open until 8:00 p.m. two evenings per week. Saturday hours remain the same, and we are now closed Sunday and Monday. The response from the community has been very positive, as it allows those who commute to Winnipeg for work to visit during the evening, and retirees and stay-at-home Moms to come in during the morning, which better suits their schedules.

In addition to regular Storytime programming from September to the end of June, we offered drop-in craft sessions for children at the holidays, such as Easter, Hallowe’en, and Christmas. We held a Fall Craft Sale, in mid October, and our “Second Annual Christmas Craft & Bake Sale” in early December. Many of these events are attended by volunteers and board members who offer their friendly faces, and physical strength as needed during set up and clean up.

The Board was pleased to have Dianna Morris from P.L.S. attend our facility to hold a training session for board members. Jane Fudge also joined us to offer information and advice as the Chairperson of Manitoba Library Trustees Association.

We began establishing relationships and partnerships with the community in late 2010. Springfield "Services to Seniors" director, Diane Dumas, established her office in our facility, taking what was the small "quiet" study room to serve her purposes. A regular "Library Corner" article in the local community paper is published weekly, updating activities, events, and general information for the community. We invited a local merchant from "Casa Nostra," a coffee house, to install a coffee/cappuccino machine to allow patrons the comfort and convenience of having a coffee while reading the paper or a magazine. Contact was made with various Hutterite Colonies in the R.M. inviting them to take advantage of our services; Donna attended two Christmas concerts at the colonies.

We held our "Patron Appreciation Days" over the Christmas / New Year season. Many members visited, signing our guest book and enjoying coffee, tea and dainties. It was very well received and much appreciated.

During 2010, we began steps to becoming the "Centre" of the community; the place where people want to be, not only for their literature and regular programming needs, but to meet for a coffee, or to chat with neighbours and friends.

### **C. Statistics:**

All areas improved greatly as the community has come to appreciate our services, and new members join daily.

Catalogued Collection: 12,294

Items Circulated: 37,683

Magazine Subscriptions: 75

Computers: 6

Patrons: 2,495 (2009 figure should have been reported as 1,041)

Visitors: 43,445

Inter-library Loans processed: 654

**D. Service Outputs and Outcomes. (Measuring what Matters.)**

Springfield Library and its Board underwent significant restructuring in 2010 and is now in a better position to take a closer look at its strategic plan and management of outcomes. Notwithstanding the impacts of restructuring the library made significant gains in items catalogued and circulated and community programming.

**E. Opportunities / Challenges Overview.**

Growth is the biggest opportunity and challenge followed by developing training programs to build consistency in services provided by and for staff and volunteers. The library continues to manage its growth well.

We continue to build our proper financial model for future sustenance with the implementation of committees to manage specific details.

**F. Financial Performance and Accountability**

See Auditor's Report attached

See Adopted 2011 Budget attached.