

# Report to our Community

2021 - 2022



## How we rallied

to support our community during another challenging year.

## We empower. We enrich. We inspire.

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From left to right: Angela Headon, Tiffany Bartlett, Norval Mitchell, and Jenn Atkinson at CEHPL's first Pop-Up, Pick-Up Rapid Test Drive-Thru at the East Hants Sportsplex.

# Welcome!

Welcome to the Library's story of 2021-22. The second year of the COVID-19 pandemic saw the Library **rally** to advance library services while at the same time staying nimble to the pandemic's numerous twists and turns. The Library **rallied around our communities** to support them during critical points in the pandemic, including providing free vaccine card printing and lamination and distributing rapid tests.

At the **heart of our Library** is a hardworking team of caring and talented people joined together with the common purpose of making a positive impact in the lives of the people we serve. We want to express gratitude to our staff for their support and resilience during another exceptional year of innovation, adaptation, and overcoming challenges. We would also like to thank our Board members for their insight and guidance.

We sincerely appreciate the ongoing support of our funding stakeholders, including the Province of Nova Scotia, the Municipality of the County of Colchester, Municipality of East Hants, Town of Stewiacke and Town of Truro. We also want to recognize the volunteer board of the Colchester-East Hants Library Foundation for

their efforts in raising funds for our Library. In 2021-22 alone, the Foundation provided the Library with gifts totaling \$90,000. We offer a heartfelt thank you to our amazing donors, whose donations, kind words, and encouragement mean so much. Thank you for helping our community members learn, grow, and connect with your generous support.

While the impact of the pandemic on our services continued unabated throughout 2021, this did not mean that staff could not provide excellent customer service. Far from it, as can be seen by the content of this year's annual report, which seeks to offer a small snapshot of our achievements.

We remain committed to continuing to listen, learn, and evolve in order to meet the ever-changing needs and interests of our communities.

See you at the Library!

**Norval Mitchell**  
*Board Chair*

**Tiffany Bartlett**  
*Chief Executive Officer*

## 2021-22 Library Board

### Province of Nova Scotia

Ruby McDorman  
Nathan Little

### Colchester

Councillor Karen MacKenzie  
Councillor Marie Benoit (Until Jan 22)  
Councillor Victoria Lomond (Jan 22 - )

### East Hants

Deputy Warden Norval Mitchell (Chair)  
Councillor Michael Perry (2nd Vice Chair)

### Stewiacke

Deputy Mayor Roseanne Chapman (1st Vice Chair)  
Councillor Mary Commo

### Truro

Councillor Alison Graham (Treasurer)  
Donna MacGillivray

## Staff Service Milestones

We celebrated service milestones for these valued team members in November 2021:

### Five (5) Years

Melanie Good  
Patti Miller  
Sharmon MacPhee  
Jason Barnhill

### Ten (10) Years

Karri Power  
Layne Ramberg  
Laura Miedema

### Fifteen (15) Years

Lesley Brann  
Margot Bower

### Twenty (20) Years

Bill Morgan

### Thirty-Five (35) Years

Lori MacWha



## About Us

**Mission Statement** – Colchester-East Hants Public Library strengthens our communities by welcoming all to participate in the discovery, creation and sharing of ideas and experiences.

**Vision Statement** – We are the heart of a vibrant community. We empower. We enrich. We inspire.

**Our Values** – Community Minded, Discovery, Diversity & Inclusion, Equitable Access, Integrity, Intellectual Freedom.



Some staff celebrating their service milestones.

# Of course, the Library!

Over the last two years, staff have worked hard to empower, engage, and inspire, through an unprecedented time. Though challenging on many accounts, the future of library service in our shared community remains bright – with staff continuously finding new ways to provide support and service.

In September 2021, the Library launched its new brand and website to the public. More than a logo, slogan, mascot, or ad campaign, this new identity is a promise that we make to our library community. With our new identity and website, staff are more determined than ever to foster delight and create a community narrative that declares, **“of course, the Library!”**



 **Public Library** | Colchester-East Hants

New website design



 **love my library.ca**



## By the Numbers

**85,137** visits to our website – a **37% increase** from the previous year

**12,089** reference questions answered



**3,933** followers



**1,022** followers

**“Your help was a blessing.”**

– Truro Branch Patron





# Library as Space & Place

People are passionate about returning to their Library! This year, you embraced the Library's role as a place that welcomes everyone and creates opportunities for connections.



## By the Numbers

**18,293**

Active Members

**2,389**

**NEW** Library Cards issued

**51,723**

WiFi Connections  
(increase of 80% over previous year)

**4,480**

Public Computer Hours  
(increase of 33% over previous year)

**165,536**

Physical Items Borrowed

**41,274**

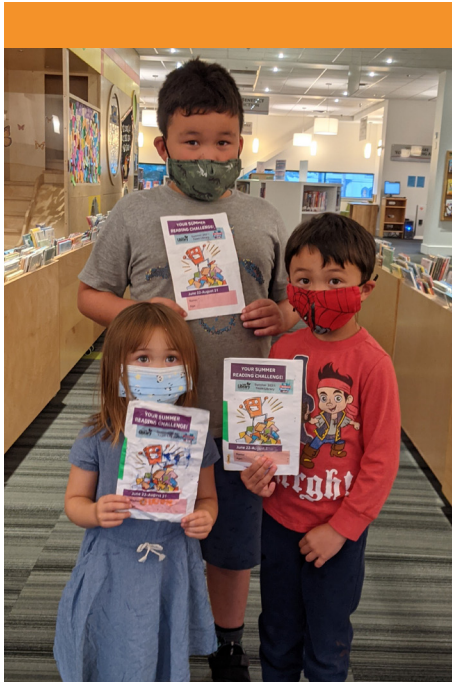
Digital Checkouts  
(OverDrive: **30,216**;  
hoopla: **6,517**;  
Magazines: **4,541**)

**195,201**

In-person & Virtual Visitors  
(**110,064** in-person/**85,137** virtual)

Thank you for keeping our library open during this difficult time, and all you do for our community (from one of your happy readers).”

– Stewiacke patron



# Summer Reading Club

Open to children ages 0-12, this popular summer-long reading program is designed to help bridge the learning gap between June and September. Participants read books, complete activities, attend programs, and win prizes! This year's theme was Team Library.

Our region also offers a Teen Summer Reading Club for ages 13-18.



**897**

Participants (140% increase from 2020)

**308,800**

Minutes Read

**2585**

Activities Completed

**Almost 200 board games borrowed**

Starting in August 2021, all CEHPL branches started lending board games, including popular games such as Clue, Catan, Exploding Kittens, Pandemic, and Risk.

“We loved the option of borrowing Ticket to Ride. The whole family enjoyed it. 😊”  
 – Library patron



## Library as a Catalyst

Our dedicated team is up to the challenge of embracing change, in new, exciting, and creative ways.

“I just finished watching Dr. Becky Julian’s basket weaving session....WOW! Thanks greatly - to all involved - for planning and offering this program, to library users - how wonderful to SEE a traditional basket being made - by an elder, from our province! Keep it going!”

– Joan Faulkner

“I had the privilege of performing our first preschool program after pandemic restrictions were lifted. When the children came into the program room we used scarves and shakers and stomped our feet to wake the room up from its slumber. It was magic.”

– Nicholas Hart, Library Clerk, Tatamagouche Library

“We really enjoyed the virtual visit last week to the Black Loyalist Heritage Centre. The students had great questions and learned a lot! We are looking forward to the upcoming virtual author visit. Thanks again for all your support!”

– Shelley MacLeod-WRC teacher

### By the Numbers

**267**

Virtual & In-person Programs held

**7,868**

People attended programs

**11,291**

Take-and-make craft and activity kits







From left to right: Mayor Bill Mills (Truro), Member of Parliament Lenore Zann, Library Board Chair and East Hants Councillor Norval Mitchell, Lesley Brann, Tiffany Bartlett, The Honourable Chrystia Freeland, Cathie Landsburg, Jenn Atkinson, and Mayor Christine Blair (Colchester).

# Highlights

## Virtual Programming

An online workshop with the Maritime Centre for African Dance set a new virtual program attendance record in November 2021 with a total of 1,805 people!

Virtual Author Tour – 1,620 people tuned in for our Virtual Author Tour, featuring authors like Nyanza Julian, Lindsay Ruck, and Kenneth Oppel.

## Community Connections

Ahmadiyya Muslim Community – The Truro Library hosted a “Round Table Discussion on Islam” program with Fazal Malik from the Ahmadiyya Muslim Community to discuss modern myths and misconceptions about Islam. One participant told a staff member afterwards, “this is the start of a journey for me. What I learned is so different from what I thought I knew. I want to learn more.”

## Deputy Prime Minister of Canada Visits the Truro Library

The Honourable Chrystia Freeland, Deputy Prime Minister of Canada visited the Truro Library in September 2021. While there she spoke to the role libraries play in providing a critical community hub and supporting lifelong learning.

“The girls absolutely loved building their structures this week! Thank you so much for making these crafts available. They’re so much fun, and you can see them learning as they go along!”

– Truro Patron



## By the Numbers

**4,000 people served**

by 12 Pop-Up, Pick-Up Rapid Test Drive-Thrus.

**16,877**

Covid-19 rapid tests were distributed

**4**

vaccine clinics were hosted in partnership with Nova Scotia Public Health

**2,100**

vaccine certificates were printed and laminated (for free!)

**2,233**

Library Take-Out orders were filled and 968 Take-and-Make activity kits distributed during the Provincial Shutdown (April 23-June 16)

**Over 11,000**

masks were distributed to local businesses, non-profits, and members of the public. Over 2,000 hand sanitizers were distributed.

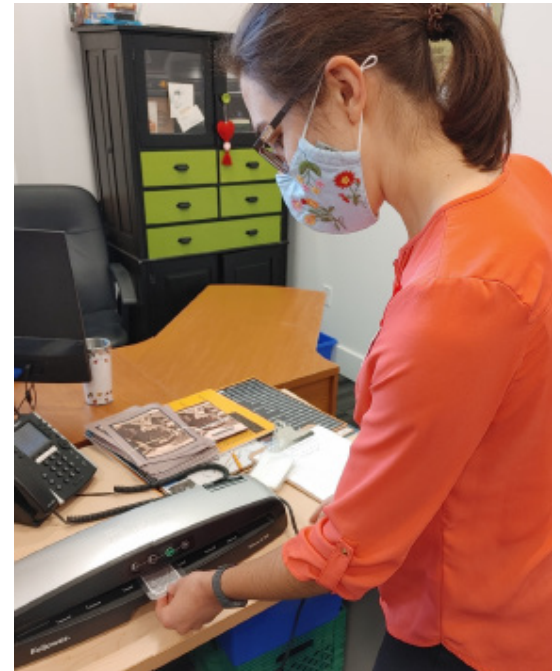
# Supporting our Communities

We rallied to support our communities this year, including helping people navigate challenges and discover valuable resources.

## Highlights

In January 2022, our branches started to serve as community drop-off locations for **pulse oximeters (SPO2s) loaned by NS Public Health** to people to self-monitor their COVID-19 cases at home. People appreciated having this easy return option, which helped get more devices back and allowed Public Health to send more out to people who needed them.

In April 2021, we launched a **DAISY Reader lending program**, with accompanying CELA DAISY CD collection. These accessible resources are designed for people with print disabilities - a learning, physical or visual disability that prevents a person from reading conventional print.



Above, Mary Main laminates a vaccination passport for a patron. Below: Cathie Landsburg distributes rapid test kits at a Pop-Up, Pick-Up Drive-Thru in Stewiacke.

“Big shout out to the Truro Library! Went in yesterday for another purpose but noticed an employee helping people print their [vaccine] passports! They are offering complimentary lamination too! The young man was so patient helping the senior folks! ... During challenging times it’s wonderful to have some super helpers in our communities! ”

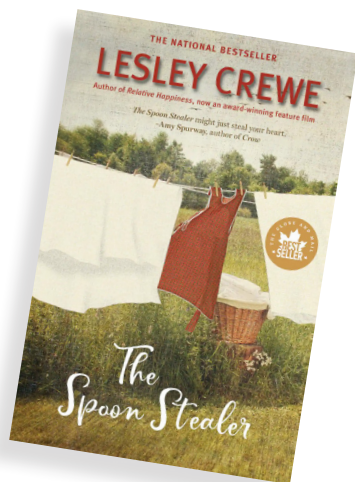
– Shelley Densmore

REVENUES	Operating Fund	Reserve Fund	Capital Asset Fund	Stanfield Fund	2022	2021
Province of Nova Scotia	\$1,490,100	-	-	-	\$1,490,100	\$1,490,100
Province Grants	\$69,994	-	-	-	\$69,994	\$931
Federal funding	\$6,423	-	-	-	\$6,423	-
Appropriations	-	-	-	-	-	-
Municipality of the County of Colchester	\$275,700	-	-	-	\$275,700	\$235,574
Municipality of East Hants	\$169,300	-	-	-	\$169,300	\$141,986
Town of Truro	\$90,200	-	-	-	\$90,200	\$81,713
Town of Stewiacke	\$10,500	-	-	-	\$10,500	\$9,326
Summer reading club pilot	-	-	-	-	-	\$2,223
Hall and office rentals	\$3,390	-	-	-	\$3,390	\$4,295
Designated donations	\$2,955	-	-	-	\$2,955	\$1,075
Photocopy and print fees	\$5,790	-	-	-	\$5,790	\$4,007
Interest	\$1,480	-	-	\$438	\$1,918	\$950
Fees and non-designated donations (Note 6)	\$6,718	-	-	-	\$6,718	\$16,760
Truro building cleaning	\$60,721	-	-	-	\$60,721	\$60,413
Stanfield bequest	-	-	-	\$111,299	\$111,299	\$163,443
Reserve fund revenue (Note 7)	-	\$106,376	-	-	\$106,376	\$44,577
	<b>\$2,193,271</b>	<b>\$106,376</b>	<b>-</b>	<b>\$111,737</b>	<b>\$2,411,384</b>	<b>\$2,257,373</b>
<b>OPERATING EXPENSES</b>						
Salaries and employee benefits (Schedule 1)	\$1,490,925	-	-	\$67,300	\$1,558,225	\$1,491,137
General operating (Schedule 1)	\$237,812	-	-	\$26,670	\$264,482	\$191,229
Building (Schedule 1)	\$153,963	-	-	\$20,550	\$174,513	\$167,478
Reserve expenses	-	\$85,835	-	-	\$85,835	\$93,993
	\$1,882,700	\$85,835	-	\$114,520	\$2,083,055	\$1,943,837
EXCESS OF REVENUES OVER EXPENSES BEFORE AMORTIZATION	\$310,571	\$20,541	-	(\$2,783)	\$328,329	\$313,536
AMORTIZATION	\$187,689	-	-	-	\$187,689	\$186,859
EXCESS OF REVENUES OVER EXPENSES	\$122,882	\$20,541	-	(\$2,783)	\$140,640	\$126,677
Balance, beginning of year	\$179,574	\$1,301,249	\$642,910	\$233,160	\$2,356,893	\$2,229,755
Excess of revenue over expenses	\$122,882	\$20,541	-	(\$2,783)	\$140,640	\$126,677
Interfund transfer	(\$150,625)	\$84,815	\$109,365	(\$43,555)	-	-
Amortization	\$187,689	-	(\$187,689)	-	-	-
Other	-	-	-	-	-	\$461
<b>Balance, end of year</b>	<b>\$339,520</b>	<b>\$1,406,605</b>	<b>\$564,586</b>	<b>\$186,822</b>	<b>\$2,497,533</b>	<b>\$2,356,893</b>

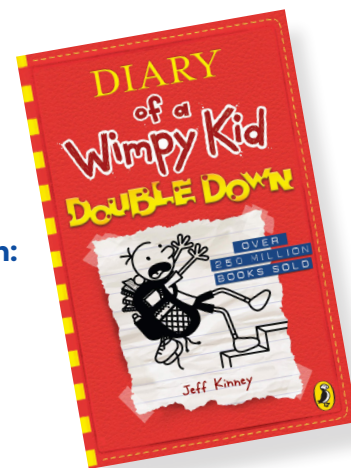


# Your favourites

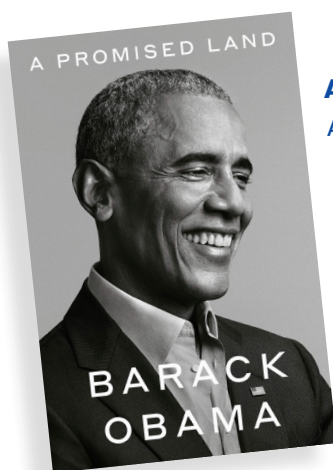
Of all of the items you borrowed, these were the most popular.



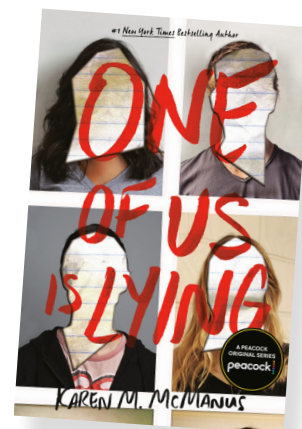
**Adult Fiction:**  
The Spoon Stealer  
– Lesley Crewe



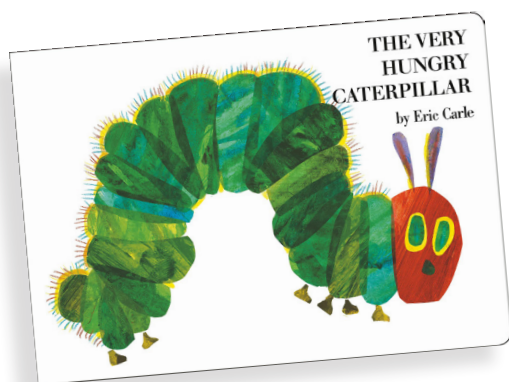
**Children's Fiction:**  
Diary of a Wimpy Kid, Double Down  
– Jeff Kinney



**Adult Non-Fiction:**  
A Promised Land  
– Barack Obama



**Young Adult Fiction:**  
One of Us Is Lying  
– Karen M. McManus



**Picture Book:**  
The Very Hungry Caterpillar  
– Eric Carle



**Graphic Novel:**  
Bone  
– Jeff Smith

## A heartfelt thank you to our amazing donors and library community –

You have once again warmed our hearts and lifted our spirits. Your donations, kind words, and encouragement mean so much.



### **Regional Headquarters**

754 Prince Street, Truro  
902-895-0235

### **Elmsdale Library**

15 Commerce Court,  
Suite 100, Elmsdale  
902-883-9839

### **Mount Uniacke Library**

555 Highway 1, Mount Uniacke  
902-866-0124

### **Stewiacke Library**

295 George Street, Stewiacke  
902-639-2481

### **Tatamagouche Library**

170 Main Street, Tatamagouche  
902-657-3064

### **Truro Library**

754 Prince Street, Truro  
902-895-4183