

NIAGARA FALLS PUBLIC LIBRARY

ANNUAL REPORT 2020

40,736 active
cardholders



141,607
in person visits

330,967
virtual visits

1,260
programs

30,850
attendees



NEW in 2020

- Community Partners used library space for weekly outreach including Streetworks, John Howard, Salvation Army Mobile Outreach, Project Share, Niagara Assertive Street Outreach Team
- RFID conversion of the entire collection was completed
- Victoria becomes a warming / cooling centre in partnership with the City

a **MESSAGE** from the **CEO & NFPL Board Chair**

The year 2020 was indeed a year of unprecedented challenges, as seen when the Ontario Government issued a Declaration of Emergency forcing many businesses and service providers into a lockdown situation due to the COVID-19 pandemic. All physical library locations were mandated to be closed under the provincial emergency orders in March 2020.

The Library Board made some very difficult decisions during these challenging times, including laying off staff and altering service delivery. That said, the Library Board also committed to working collaboratively with our community partners and social workers, such as the Niagara Region/Niagara Assertive Street Outreach Team. This Team was able to provide essential resources and services to those that are marginalized and experiencing homelessness in the community.

NFPL was able to pivot quickly in March 2020 to launch new programs and services and move traditional programs and services online to be accessible 24/7. This allowed us to provide much needed relief and support to many customers and patrons across the City. Some of our traditional services, such as the Visiting Library Delivery Service to home-bound individuals, saw significant growth. Circulation skyrocketed in 2020, exceeding our 2019 totals by roughly 38%. Our partnerships with the DSBN and Niagara Catholic District School Board to provide outreach and support to schools and students across the City was also well received and saw steady growth and usage.

Reopening consisted of a multi-phased approach in coordination with the recommendations from Regional Health, the City of Niagara Falls, and various Government Agencies. The Library implemented mandatory screening, a safety plan, plexiglass partitions, PPE Protocols, enhanced cleaning and sanitation measures, including quarantining and disinfecting Library material for 96 hours. In addition, new online service delivery software and platforms were implemented in order to better and safely serve the community while following Provincial legislation and implementing Public Health restrictions and guidelines. This allowed us to welcome our staff back into our spaces in May 2020, and start Curbside Delivery Service of materials to the community in June 2020. By September 2020, we were able to open our doors and welcome the public into their library for Computer Service and Browse, Borrow & Go! service with limited capacity and access. Room bookings and in-person programming were suspended, due to legislation.

We are proud to report that despite the challenges; Library staff were resilient and compassionate in serving all members of our community. The meaningful and impactful work performed by Library Staff supporting our community partners, transitioning to online services, programming, and curating digital resources for the community during these challenging times, has been outstanding.

During times of economic downturn and crisis, Libraries traditionally offer support, services, and social/human capital, which leverage limited community resources, as well as dynamic partnerships to aid the recovery process for all community members. The Niagara Falls Public Library is ready and willing to aid in the recovery process and support all members of our community in the coming weeks, months, and years.

Alicia Subnaik Kilgour
CEO/Chief Librarian

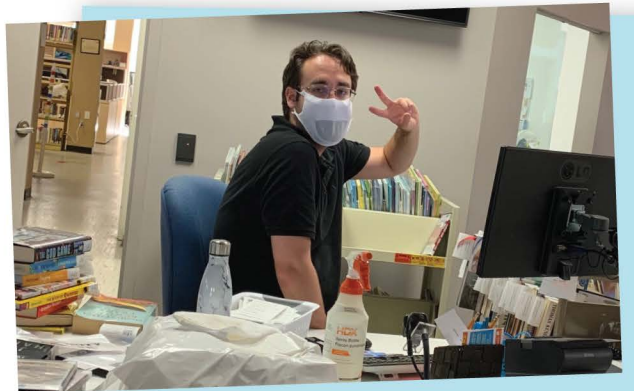
Anne Andres-Jones
NFPL Library Board Chair

items
borrowed **324,623**

12,223 questions
answered



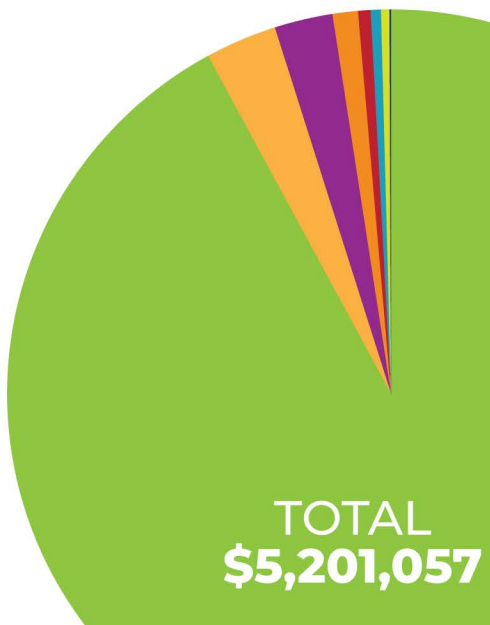
WIFI
sessions **40,544**



15,865 computer
sessions

REVENUE

municipal contribution	\$4,789,925
provincial grants	\$157,058
contribution from reserve funds	\$127,156
federal grants	\$55,523
internally generated	\$27,171
investment income	\$22,235
local grants	\$18,293
donations	\$3,696



EXPENSES

employee costs	\$3,375,161
depreciation	\$663,668
operating surplus	\$466,683
e-media & other materials	\$110,062
facilities	\$275,481
operating costs	\$193,046
supplies, admin & programming	\$146,994



books, e-media & other collection materials \$431,779

GOOD things

“Thank you very much for allowing our library card to be used with apps online. It makes reading & borrowing books so much easier”

“Thank you so much for offering this service.

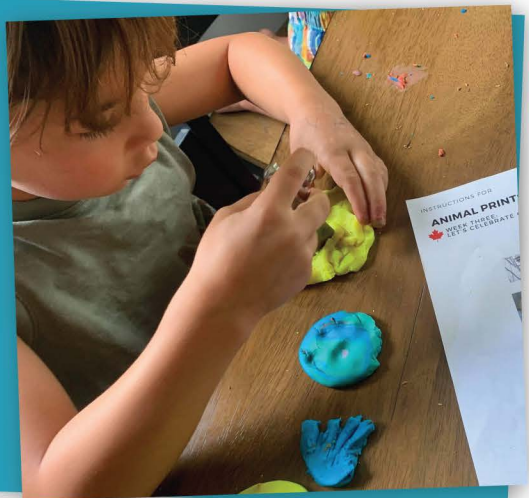
I didn't know how I was going to print my school stuff”

“NFPL, by far, has the **best live virtual programs** as well as providing the best program materials/ kits”

“It has been a wonderful time reading, escaping the day to day of 2020.

What a year it has been!
Your dedication to all of us who love to read has meant the world to me and many others.

Thank you so much”



LIBRARY board

Anne Andres-Jones, **Chair**

Barb Ness

John Anstruther, **Vice Chair**

Dinesh S. Parakh

Councillor Lori Lococo

Tim Tredwell

Kevin Letourneau

Kathy Tsiantoulas

DONORS of \$100 or greater

Beatrice Groux

Rose Sottile

D. Lois Holden

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RETIREMENTS

Susan Ackland

Tina Peter

Rita Campbell

Cyndi Welz

STAFF milestones

40 years Jackie McIntosh

35 years Heather Rodman

30 years Lisa Tiller

20 years Donna Bedore

20 years Cathy Grayley

20 years Antoinette Bortolon

20 years Cyndi Welz

15 years Brenda D'Amico

15 years Maggie Hulett

15 years Kim Hetherington

15 years Laura Roome

15 years Andrea Richardson

15 years Beth Stephens

5 years Laura Martin

5 years Alba Castro

5 years Barbara James