

**NEWFOUNDLAND AND LABRADOR PUBLIC LIBRARIES**  
**ANNUAL REPORT TO PTLDC**  
**June 2006**

**STRUCTURE**

The Provincial Information and Library Resources Board is a crown agency of the Provincial Government which reports directly to the Minister of Education. The provincial board has 10 members, including:

- § the chair of each of the three regional library boards
- § the chair of the St. John's Library Board
- § six members appointed by Government.

**MANDATE**

Newfoundland and Labrador public libraries are operated by the Provincial Information and Library Resources Board (PILRB). The PILRB operates under authority of the Public Libraries Act.

Section 6 of the Public Libraries Act RSNL1990 CHAPTER P-40 outlines the mandate of the PILRB. It states:

*6.(1) The provincial board shall establish and operate those public libraries in the province that it considers necessary and shall provide support to ensure that library materials, information and programs are available to meet the needs of the public.*

*(2) The provincial board shall provide:*

- (a) a resource collection of selected materials in its provincial reference and resource library which shall be available to the various libraries in the province;*
- (b) a centralized cataloguing and processing service through its technical services department;*
- (c) library service to communities that do not have a local library through its books-by-mail service;*
- (d) centralized administrative services through its provincial headquarters; and*
- (e) the other centralized service considered necessary by the provincial board.*

**THE ORGANIZATION**

- § The public library system is provincial in scope, with a single administrative structure which provides centralized technical services including the ordering, receiving, cataloguing and processing of all library materials and provincial HR, Finance and IT services;
- § Each library has a volunteer local library board which assists with the provision of library services in their community;
- § The chair of each local library board is a member of a regional library board which helps ensure services are consistent in the different regions of the province;
- § There are 94 local library boards, 3 regional library boards, and a provincial board in the province;
- § There are more than 800 volunteer board members;
- § There are 96 public libraries;
- § There are 210 full and part time, permanent, staff;
- § There are approximately 100 substitute employees;

## **ANNUAL STATISTICS FOR 2005-2006**

During 2005-2006 we experienced an increase in most areas compared to the previous year. While the libraries were closed for approximately one month in 2004, due to a public sector strike, our statistics still increased when the closure was factored in. We are very pleased that the use of our libraries, as exhibited by our statistics, is increasing even though the population of the province continues to decrease. We are expecting the use to continue to increase as we prepare for a public relations campaign to raise awareness of the services and programs we have to offer.

Population (2001 Census).....	512,930
Total Population Served.....	436,557 (85%)
Total Number of Library Memberships .....	149,351 (34% of population served)
Circulation.....	1,526,037
Reference Requests.....	354,918
Interlibrary Loans.....	47,586
Programs.....	3,181
Program Participation.....	36,263
Computer Use Sessions ( 30 minute blocks).....	476,778
New Materials Received.....	57,816
Items catalogued.....	45,307
Items Processed.....	66,457

## **FUNDING**

The majority of funding comes in the form of an annual operating grant from the provincial government. Our budget from all sources in 05-06 was \$9.35 million. The breakdown was as follows:

Provincial Grant.....	\$8,300,000
Federal Grants.....	\$600,000
Municipal Grants.....	\$70,000
Self Generated.....	\$130,000
Automated Circulation Upgrade (One Time Grant).....	\$250,000
<i>Total</i>	<i>\$ 9,350,000</i>

While the monetary value of the contributions by municipalities is extremely low, there are significant in kind contributions in the form of free rent, utilities, maintenance, etc. These contributions are valued in excess of \$ 1,000,000 but are not included in our budget. The majority of municipalities in Newfoundland and Labrador are very small with limited tax base and revenue opportunities. The total funding for public libraries in Newfoundland and Labrador equates to \$18 per capita.

## **ORGANIZATION HIGHLIGHTS**

During 2005-2006 the organization:

- \$ relocated one existing school-public joint service libraries into new space in the existing school;
- \$ revitalized four existing stand alone library facilities;
- \$ successfully completed year three of our three-year strategic plan;
- ;
- \$ negotiated an MOU with CBC for free radio and TV promotions;

- \$ commenced the development and updating of the PILRB policies;
- \$ automated two libraries;
- \$ completed the replacement of our existing automated circulation system (Dynix) with the new Horizon system;
- \$ completed a review of school public libraries;
- \$ commenced work on a staff training study;
- \$ addressed the software licensing issues with public access and staff computers;
- \$ revised the PILRB web site;
- \$ signed an MOU with the Community Access Program for administration of the CAP program in 90 of the 96 library sites in the province;
- \$ revised the insurance policy for the PILRB in an attempt to reduce the escalating insurance premiums;
- \$ Upgraded internet connections for library sites to high speed where possible and implemented satellite technology. Ninety three of the 96 library sites in the province now have high speed Internet access; and
- \$ Obtained \$250,000 which will be used to increase operating hours of 47 library sites in 06-07

### **PROGRAM HIGHLIGHTS**

- \$ The Provincial Resource Library assumed responsibility for approximately 90% of the Literacy Development Council's collection when it closed in 2004. These materials will be added to the existing Public Libraries Literacy Collection and will be circulated to literacy providers and students around the province through Inter library loans.
- \$ The Department of Finance discontinued its 1-800 service which provided motor vehicle Red Book values for sales tax purposes. Red Books have been placed in strategic provincial libraries and we are, on a trial basis, responding to inquiries over the phone.
- \$ The multimedia St. John's Regatta Web Site was voted one of the top 12 for 2003 by Industry Canada. The official launch of the site occurred on July 26<sup>th</sup>, 2004. This site is a digital collection of the history of the oldest regatta in North America and has generated a great deal of interest.
- \$ Worked with CBC to develop two complete series of the Land and Sea video series which is now available for loan through the public library system
- \$ The Provincial NL Collection is contributing digital scans from the Newfoundlander and the Public Ledger to the Oxford University Press publication, Changing Your World.
- \$ Again this year, various libraries generated significant publicity for libraries with numerous newspaper articles, photos, and radio interviews. Of note were The Telegram's 20 Questions with Michelle Walters and CBC Radio Noon interviews with Kim Gillard of the Literacy Network Ad Hoc Group, Michelle Walters, and Judy Escott, Literacy Coordinator for the Clearinghouse and Patricia Parsons from our Central Division.

### **ISSUES**

- X **Hours of Operation** - The majority of complaints received in the past year related to the reduction of hours for library sites or the need for expanded hours. The reductions were,

primarily, as a result of the loss of CAP hours. The need for expanded hours relate to the increasing activity in some sites. The hours issue is primarily related to lack of funding. We will continue to lobby for the continuation of the CAP program and will seek additional funding to be able to address the need for more hours.

- X **New Libraries** - The PILRB currently has 26 requests on file for new library services. Unfortunately, our current funding levels are not sufficient to establish new libraries. Additional funding and or a reorganization is required to address the new library requests.
- X **Population Decline** - One of the most significant impacts on library services is the decline in population in some of our communities. The program renewal exercise will include an evaluation of the impacts population changes are having on the provision of library services.
- X **Expanded Services** - While the number of patrons are declining in many of our rural communities, there are still opportunities for the public libraries to be vibrant centres. In addition to the provision of traditional library services, with modest increases in funding, libraries can become access points for many of the provincial and federal governments' electronic services and can provide applications and forms for many non automated activities. During the program renewal exercise, we hope to evaluate the opportunities for libraries to play a more active role in the provision of other government services.

Respectfully Submitted,

Shawn Tetford  
Executive Director  
**Newfoundland and Labrador  
Public Libraries**