

ANNUAL REPORT 2003



CRANBROOK PUBLIC LIBRARY
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CHAIRPERSON'S REPORT



After 25 years of service, Pat Adams retired as Chief Librarian at the end of June. During her tenure, Pat automated the library and helped forge a reciprocal borrower agreement with the other East Kootenay libraries that allows members of other libraries to use their cards in Cranbrook. She oversaw a complete renovation of the Library in 1994 and the change to status as a municipal library. Library staff, patrons and the community will miss her leadership and forethought.

After the Library Referendum's narrow defeat in 2002, City Council reconfirmed its commitment to a new library by creating the New Library Building Committee which assessed the feedback gathered during the referendum process and made recommendations for the future.

The Library Board lost a long standing member when Deryll White retired. During his terms, Deryll had also seen the Library's move from a library association to a municipal library. In June 2002, Deryll received the Super Trustee Award from the British Columbia Library Trustee Association in recognition of the contributions to library services in our community.

In June 2003, the Library Board approved the Cranbrook Public Library's Plan for Service 2003 to 2005. This plan focuses on increasing awareness of the Library's services to the community, making it a community meeting place, increasing its collections and developing programs for all ages.

After a wide spread search, Ursula Brigl was appointed as Chief Librarian in December. This appointment was of particular note as Ursula started her career in library sciences as a Page at the Cranbrook Public Library in 1991. After receiving her BA from the University of Victoria in 1997, Ursula returned to Cranbrook to provide Internet training, followed by the position of System Administrator when the Library migrated to the Horizon library database management system. In 1999, she began her Master of Library and Information Science program at the University of Western Ontario, returning to Cranbrook in 2000 as the new Children's and Youth Librarian and continuing her role as System Administrator until 2003.

Larry Schafer
Library Board Chairperson



FINANCIAL CONTRIBUTORS

Corporation of the City of Cranbrook
Province of British Columbia
Regional District of East Kootenay
Friends of the Cranbrook Public Library
Adopt-A-Magazine Patrons
Travelogue Series Contributors
Leon & Thea Koerner Foundation
BC Hydro
Read-a-thon
Lloyd Hodge
Associated Canadian Travelers (ACT)
Cranbrook Retired Teachers Association
Buy the Book Donors

LIBRARY BOARD

Larry Schafer	Chair
Tom Beardsley	Vice-Chair RDEK Representative Planning & Policy Development
Jayne Garner-Galarneau	Friends of the Library Liaison
Clouston Chalmers	Finance Committee Chair (after June 2003)
Deryll White	Community Relations & Resource Development
Jim Cameron	Finance Committee Chair (to June 2003)
Angus Davis	City Council Representative

CHIEF LIBRARIAN'S REPORT



People used all of the Library's services more in 2003 than in 2002, a turnaround that everyone on staff and on the Library Board is excited about. Library users took out almost 14,000 more books, an increase of over 7% in circulation. And if they could not find the book they wanted in-house, people ordered it through the Library's Interlibrary Loan service, the use of which increased by 37%. People also demonstrated the importance of having the Library provide public computer access to its community by using the 17 available computers over 28,000 times, a 15% increase. People also asked more questions in 2003, which highlighted the importance of ensuring that the Library has current information available in a variety of formats.

To this end, almost 6,000 items were added to the Library's collections, 42% more than were added in 2002. This was made possible by an increase in the collection budget and through generous donations from many groups. The Friends of the Library donated \$8,184 from their Adopt-a-Magazine, Annual Book Sale and Travelogue programs, plus an additional \$20,000 worth of donated books; the first ever Read-a-Thon, held in February, raised almost \$1,200; BC Hydro gave the Library a \$2,500 grant to purchase 90 items; the Retired Teacher's Association donated \$300 used to purchase 16 items; and Library users donated 431 items worth \$6,658 through the Buy the Book campaign. In addition, the Associated Canadian Travelers donated over \$2,000 to refinish the tables and benches in the Children's Library, and to purchase a puppet theatre with puppets.

In 2003 the Friends of the Cranbrook Public Library hired Nathen Gallagher, whose services they then offered to the Library for the summer. Nathen developed and ran a successful Summer Reading Club. Almost 350 children signed up, read throughout the summer, and took part in 25 programs. At the Closing Ceremonies, 90 children received medals for their reading, the most ever. Nathen also moved the Magazine section to create one reading area, and moved the adult Newly Acquired Shelf into the main aisle to make it more accessible. I wish to thank the Friends of the Library for their continued outstanding support of the Library.

In December, the Library was able to upgrade its database management system for the first time since 2001. As a result, the look of the catalogue has changed dramatically and offers new functionality to Library users. The new system also makes it easier for staff to do their work so that they can provide better, more efficient service. The aging staff computers, most of them over 7 years old, were replaced in August. Not only did this allow some much-needed program upgrades, but it reduced maintenance to almost zero enabling staff to spend more time serving users. I would like to thank the City's staff for the extensive assistance they provided in making these upgrades possible.

As the Board Chairperson stated, 2003 saw a dramatic change at the Library with the retirement of Pat Adams after 25 years of dedicated service. I took over as the acting Chief Librarian in July while the Library Board undertook the search to permanently fill the position. This created several challenges including ensuring that children's and youth programming continued, ably handled by Deanne Perreault, and in ensuring that there was enough staff to keep the Library open. I want to extend my heartfelt thanks to the Library's staff for their positive attitude and dedication to providing exemplary service to the Library's users even though they faced their lowest staffing levels in over 5 years, rising use of the Library's services, and working with an acting Chief Librarian.

2003 was a dynamic year at the Cranbrook Public Library and I look forward to even more exciting times ahead.

Ursula Brigl
Chief Librarian

LIBRARY STAFF

Pat Adams, Chief Librarian (to June 2003)	Ursula Brigl, Children's and Youth Librarian
Cindy Friesen	Margaret Klima
Gloria Margison	Michele Wilson
Lori Stadel	Deanne Perreault
Chelsea Fraser	Arthur Dickey
Nicole Weitzel	

LIBRARY VOLUNTEERS

Rick Doll	Marilyn Forbes
Barb Ward	Bill Hurst
Norma Bates	Ted Johansen
Brian Adams	Wayne Friesen
Rolfe Ganong	Barb Stelmack
Marion Howe	Mary Daniels
Venie Webster	Patrick Stecyk

STATISTICAL REPORT

	2003	2002
CIRCULATION FROM		
Adult Collections	148,988	141,323
Young Adult Collections	3,659	3,747
Juvenile Collections	45,472	38,183
Manual Circulation	854	1,689
In-House Circulation	9,632	9,683
TOTAL	208,605	194,625
INTERLIBRARY LOAN		
Borrowed	1,840	1,346
Loaned	1,215	1,199
COMPUTER USE		
Computer Workstations	28,165	24,539
Website Accesses	7,737	4,337
TOTAL	35,902	28,876
REFERENCE QUESTIONS	10,991	9,262
MEMBERSHIP		
Adult	9,011	8,124
Young Adult	1,626	1,526
Juvenile	2,476	2,270
Senior	521	446
Other	746	676
City	11,217	10,270
Area "C"	2,292	1,989
Other	<u>871</u>	<u>783</u>
TOTAL	14,380	13,042
COLLECTIONS		
ITEMS		
<u>Books</u>		
Adult	44,760	45,027
Young Adult	2,019	1,749
Juvenile	14,095	14,470
<u>Other</u>		
Audio Visual	4,309	4,207
Serials	144	145
Pamphlets	<u>0</u>	<u>772</u>
TOTAL ITEMS	65,375	66,370
TOTAL TITLES	57,908	57,474
ITEMS ADDED	5,917	4,166
SUBSCRIPTIONS ADDED (NET)	1	(25)
DISCARDS	9,062	7,428



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