

Port Colborne Public Library Board Meeting Agenda

Date: Wednesday, May 7, 2025
Time: 6:00 pm
Location: Library Auditorium, Port Colborne Public Library
 310 King St, Port Colborne

Pages

1. Call to Order

2. Land Acknowledgement

Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The City of Port Colborne and the Port Colborne Public Library stand with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

3. Disclosures of Interest

4. Adoption of Agenda

5. Approval of Minutes

1

6. Consent Items

6.1 Circulation Reports

a. Circulation Report, March 2025

5

a. Circulation Snapshot, March 2025

8

b. Circulation Report, First Quarter - January to March 2025

9

a. Circulation Snapshot, First Quarter - January to March 2025

12

6.2	Financial Reports	
	a. 2025 Operating Budget (as of May 2, 2025)	13
6.3	Staff Reports	
	a. CEO's Report	15
	b. Strategic Plan Update	18
	Year 3, Q1 Update for the 2023-2027 Strategic Plan	
	c. Annual Report, 2024	29
6.4	Media Items	
	a. Off-the-Shelf Newsletter, May/June 2025	31
6.5	Public Relations	
	a. Librarian's Report	41
7.	Policy	
7.1	Circulation	48
8.	Confidential Items	
8.1	Minutes of the closed session of April 2, 2025 meeting	
9.	Roundtable	
10.	Next Meeting Date and Adjournment	

Port Colborne Public Library Board Meeting Minutes

Date: Wednesday, April 2, 2025
Time: 6:00 pm
Location: Library Auditorium, Port Colborne Public Library
310 King St, Port Colborne

Members Present: M. Bagu, Councillor
H. Cooper (attended virtually)
B. Ingram, Chair (attended virtually)
C. MacMillan
M. Booth
E. Tanini

Member(s) Absent: A. Desmarais, Vice Chair
B. Beck
A. Smits

Staff Present: R. Tkachuk, Chief Executive Officer (Board Secretary-Treasurer)
L. MacDonald, Library Services Manager

1. **Call to Order**

The Chair called the meeting to order at 6:11 p.m.

2. **Land Acknowledgement**

The Chair recited the Land Acknowledgement.

3. **Disclosures of Interest**

There were no disclosures of interest.

4. **Adoption of Agenda**

A Confidential Human Resources Matter was added to closed session of the meeting under item 9.2.

Moved by E. Tanini

Seconded by C. MacMillan

That the agenda dated April 2, 2025, be confirmed, as amended.

Carried

5. Approval of Minutes

Moved by Councillor M. Bagu

Seconded by M. Booth

That the minutes dated March 5, 2025, be approved as circulated.

Carried

6. Consent Items

Moved by E. Tanini

Seconded by C. MacMillan

That the Board approves items 7.1 to 7.5, as presented.

Carried

6.1 Staff Reports

a. Librarian's Report, March 2025

b. March Break 2025

6.2 Financial Reports

a. 2025 Operating Budget (as of March 28, 2025)

6.3 Circulation Reports

a. February 2025 Circulation Report

a. February 2025 Circulation Snapshot

6.4 Correspondence

a. OLITA Micro-Grant Application

6.5 Media Items

a. Port Colborne Children's Book Now Available to the Community

7. Discussion Item

7.1 CEO's Report (R. Tkachuk)

The CEO provided an informational update to Board.

8. Policy

Moved by C. MacMillan

Seconded by M. Booth

That the Board approve the policy listed in 9.1 to 9.2, as presented.

Carried

8.1 GOV-06: Financial Control/Oversight

8.2 OP-02: Tangible Capital Asset Policy

9. Confidential Items

Moved by E. Tanini

Seconded by Councillor M. Bagu

That the Board do now proceed into closed session in order to address the following matters at 6:24 p.m.

Carried

9.1 Confidential Human Resources Matter

9.2 Confidential Human Resources Matter

Moved by H. Cooper

Seconded by C. MacMillan

That the Board do now rise from closed session at approximately 6:47 p.m.

Carried

10. Roundtable

Trustee Booth shared a promotional opportunity for the library.

Trustee MacMillan provided an update for the Ontario Library Service's spring Board Assembly on May 2, 2025.

Councillor Bagu commended library staff for their programming efforts.

11. Next Meeting Date and Adjournment

The next meeting of the Port Colborne Public Library Board will be Wednesday, May 7, 2025, 6 p.m.
The Chair adjourned the meeting at approximately 7:02 p.m.

Bryan Ingram, Chair

R. Tkachuk, Chief Executive
Officer (Board Secretary-
Treasurer)

March 2025

Printed:

<u>CIRCULATION (PHYSICAL)</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Books	4226	4424	-198		11087	12316	11689	-10%	-5%
Periodicals	282	268	14		695	554	160	25%	334%
DVDs	1548	1554	-6		3882	4715	3750	-18%	4%
CDs	33	25	8		99	77	375	29%	-74%
Audiobooks	77	79	-2		247	205	217	20%	14%
Board Games	25	50	-25		62	118	100	-47%	-38%
Seed Library	138	95	43		328	112	203	193%	62%
Video Games	112	151	-39		316	427	459	-26%	-31%
Library of Things	17	7	10		54	7	2	671%	2600%
Library of Things - Storage	4	4	0		16	9	5	78%	220%
Library of Things - Children	102	16	86		205	74	75	177%	173%
Toys and Puzzles	172	384	-212		330	874	432	-62%	-24%
Microfilm	29	28	1		86	90	103	-4%	-17%
TOTAL CIRCULATION	6765	7085	-320		17407	19578	17570	-11%	-1%
Materials Returned	5803	5797	6		14699	16735	15523	-12%	-5%
TOTAL TRANSACTIONS	12568	12882	-314		32106	36313	33093	-12%	-3%
<u>CIRCULATION (DIGITAL)</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Electronic Databases	687	35	652		1636	296	1080	453%	51%
Downloadable Audiobooks	642	634	8		1979	1880	1480	5%	34%
Downloadable eBooks	1144	1015	129		3439	3312	2901	4%	19%
Downloadable Music	5	6	-1		7	11	3	-36%	133%
Downloadable Video	75	38	37		191	124	119	54%	61%
Downloadable Magazines	652	554	98		1886	1645	510	15%	270%
TOTAL CIRCULATION	3205	2282	923		9138	7268	6093	26%	50%
<u>ILLO & RECIP. BORROWING</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Interlibrary Loans --IN	22	12	10		32	31	35	3%	-9%
LINC Reciprocal IN	895	590	305		2547	1744	1834	46%	39%
TOTAL RECEIVED	917	602	315		2579	1775	1869	45%	38%
Interlibrary Loans --OUT	24	14	10		84	48	60	75%	40%
LINC Reciprocal OUT	793	839	-46		2214	2584	2349	-14%	-6%
TOTAL SENT	817	853	-36		2298	2632	2409	-13%	-5%
<u>REGISTRATIONS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Adults	39	210	-171		107	284	138	-62%	-22%
Children	15	26	-11		24	49	53	-51%	-55%
Non-Resident	13	23	-10		31	25	28	24%	11%
Teen	4	6	-2		7	6	3	17%	133%
TOTAL REGISTRATIONS	71	265	-194		169	364	222	-54%	-24%
<u>RECEIPTS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Other Sale	440.90	155.25	285.65		872.80	346.20	238.76	152%	266%
Room Rental	230.00	90.40	139.60		520.00	192.10	203.40	171%	156%
General Donations	76.13	3.00	73.13		85.88	1028.00	1016.00	-92%	-92%
Used Book Sales	771.10	223.70	547.40		1464.90	687.05	977.25	113%	50%
Photocopy/Print/Fax Fee	1270.84	415.40	855.44		2439.89	1153.10	1096.20	112%	123%
Sign Rental	0.00	0.00	0.00		0.00	0.00	0.00	0%	0%
Program Fee - Adult	0.00	120.00	-120.00		0.00	120.00	826.00	-100%	-100%
Other Revenue	1.11	0.00	1.11		1.11	0.00	0.00	100%	100%
SUBTOTAL	2790.08	1007.75	1782.33		5384.58	3526.45	4357.61	53%	24%
Capital Donations	<u>1000.00</u>	<u>204.00</u>	<u>796.00</u>		<u>1000.00</u>	<u>854.00</u>	<u>3159.53</u>	<u>17%</u>	<u>-68%</u>
TOTAL RECEIPTS	3790.08	1211.75	2578.33		6384.58	4380.45	7517.14	46%	-15%
<u>MATERIALS</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
No. of Books Repaired	51	37	14		129	92	111	40%	16%
Donations added to Collection	17	32	-15		28	87	55	-68%	-49%
Used Books Sold	237	213	24		775	476	1974	63%	-61%

PROGRAMS AND EVENTS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
No. of Prog/Events									
Teen Programs	3	3	0		13	3	3	333%	333%
Pop-Up Library	3	2	1		7	3	4	133%	75%
Community Events	28	30	-2		53	82	177	-35%	-70%
Children's Programmes	30	30	0		81	58	38	40%	113%
Class Visits	3	3	0		8	6	2	33%	300%
* Tech Time	49	31	18		156	98	0	59%	100%
* Seniors	2	2	0		6	4	0	50%	100%
TOTAL	118	101	17		324	254	224	28%	45%
No. of Attendees									
Teen Programs	22	14	8		34	14	189	143%	-82%
Pop-Up Library	86	104	-18		139	108	193	29%	-28%
Community Events	238	619	-381		423	1305	665	-68%	-36%
Children's Programmes	776	655	121		1536	1177	857	31%	79%
Class Visits	70	77	-7		182	154	59	18%	208%
* Tech Time	49	31	18		156	98	0	59%	100%
* Seniors	3	11	-8		15	18	0	-17%	100%
TOTAL	1244	1511	-267		2485	2874	1963	-14%	27%
* Tech Time and Seniors previously categorized under Community Events									
No. of Rentals/Reservations									
Room Rentals	9								
Study Booth, Glass Room, Pavilion									
Usage / Reservation	18								
Sign Rentals	0								
No. of Attendees									
Room Rentals	130								
Study Booth, Glass Room, Pavilion									
Usage / Reservation	23								
*Room Rentals previously categorized under Community Events									
ALL COMPUTER USERS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Wireless Computer Users		404	-404		0	902	1037	-100%	-100%
Computer Workstation Users	218	339	-121		683	898	862	-24%	-21%
TOTAL	218	743	-525		683	1800	1899	-62%	-64%
PATRON COUNT	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
	4376	5101	-725		11502	12486	8962	-8%	28%
LIBRARY HOMEPAGE HITS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
	1957	2186	-229		6037	5305	5231	14%	15%
ONLINE CATALOGUE HITS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
	2612	1887	725		7905	6088	5206	30%	52%
SOCIAL MEDIA	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Facebook									
Page Likes/Followers	1774	1646	128		1774	1646	1379	8%	29%
Total Post Views	8867	16161	-7294		70552	51234	55159	38%	28%
Total Post Interactions	221	300	-79		1812	1064	1555	70%	17%
Total Posts	48	36	12		154	81	116	90%	33%
Instagram									
Page Likes/Followers	1361	1236	125		1361	1236	1133	10%	20%
Total Post Views	10414	5138	5276		30320	11494	12696	164%	139%
Total Post Interactions	305	160	145		990	412	795	140%	25%
Total Posts	53	44	9		175	87	100	101%	75%

<u>eNEWSLETTER</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
New Contacts	6	14	-8		20	14	34	43%	-41%
Total Contacts to Date	503	400	103		503	400	283	26%	78%
Email Opens	259	192	67		525	583	483	-10%	9%
Clickthroughs	47	25	22		102	93	105	10%	-3%
<u>PRINTING & PHOTOCOPY</u>	<u>2025</u>	<u>2024</u>	<u>+/-</u>		<u>2025 YTD</u>	<u>2024 YTD</u>	<u>2023 YTD</u>	<u>% Change</u> <u>2025/2024</u>	<u>% Change</u> <u>2025/2023</u>
Public Computers	161	234	-73		460	524	855	-12%	-46%
Mobile Print	98	64	34		353	184	0	92%	100%
Pages in Black and White	4953	1369	3584		9421	4293	4201	119%	124%
Pages in Colour	54	73	-19		106	129	72	-18%	47%
Total Print Jobs	259	298	-39		813	708	855	15%	-5%
Total Number of Pages	5007	1442	3565		9527	4422	4273	115%	123%

MAR 2025 MONTHLY REPORT

INTERACTIONS

NEW
PATRONS

71

PATRON
VISITS

4,376

CATALOGUE
VISITS

2,612

WEB
VISITS

1,957

PHYSICAL CIRC

6,765

DIGITAL CIRC

3,205

ITEMS BORROWED
FROM LINC
LIBRARIES

895

ITEMS LOANED TO
LINC LIBRARIES

793

CIRCULATION

PROGRAMS

TOTAL
PROGRAMS

118

PROGRAM
ATTENDANCE

1,244

SOCIAL MEDIA
POSTS

101

eNEWSLETTER
SUBSCRIBERS

503

PAGES PRINTED
& COPIED

5,007

COMPUTER
USERS

218

ePRINTit
PRINT JOBS

98

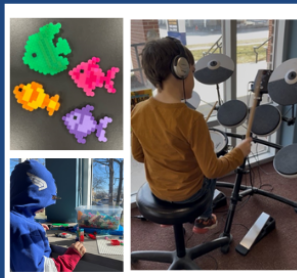
TECH HELP

49

LIBRARY TECH

HIGHLIGHTS

- Top Hat Ceremony
- March Break 2025:
 - 157 attendees for programs
 - 180 T&M kits distributed
 - 75 participants in scavenger hunt



March Break 2025

1st Quarter 2025				Printed:					
CIRCULATION (PHYSICAL)	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Books	11087	12316	-1229		11087	12316	11689	-10%	-5%
Periodicals	695	554	141		695	554	160	25%	334%
DVDs	3882	4715	-833		3882	4715	3750	-18%	4%
CDs	99	77	22		99	77	375	29%	-74%
Audiobooks	247	205	42		247	205	217	20%	14%
Board Games	62	118	-56		62	118	100	-47%	-38%
Seed Library	328	112	216		328	112	203	193%	62%
Video Games	316	427	-111		316	427	459	-26%	-31%
Library of Things	54	7	47		54	7	2	671%	2600%
Library of Things - Storage	16	9	7		16	9	5	78%	220%
Library of Things - Children	205	74	131		205	74	75	177%	173%
Toys and Puzzles	330	874	-544		330	874	432	-62%	-24%
Microfilm	86	90	-4		86	90	103	-4%	-17%
TOTAL CIRCULATION	17407	19578	-2171		17407	19578	17570	-11%	-1%
Materials Returned	14699	16735	-2036		14699	16735	15523	-12%	-5%
TOTAL TRANSACTIONS	32106	36313	-4207		32106	36313	33093	-12%	-3%
CIRCULATION (DIGITAL)	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Electronic Databases	1636	296	1340		1636	296	1080	453%	51%
Downloadable Audiobooks	1979	1880	99		1979	1880	1480	5%	34%
Downloadable eBooks	3439	3312	127		3439	3312	2901	4%	19%
Downloadable Music	7	11	-4		7	11	3	-36%	133%
Downloadable Video	191	124	67		191	124	119	54%	61%
Downloadable Magazines	1886	1645	241		1886	1645	510	15%	270%
TOTAL CIRCULATION	9138	7268	1870		9138	7268	6093	26%	50%
ILLO & RECIP. BORROWING	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Interlibrary Loans --IN	32	31	1		32	31	35	3%	-9%
LINC Reciprocal IN	2547	1744	803		2547	1744	1834	46%	39%
TOTAL RECEIVED	2579	1775	804		2579	1775	1869	45%	38%
Interlibrary Loans --OUT	84	48	36		84	48	60	75%	40%
LINC Reciprocal OUT	2214	2584	-370		2214	2584	2349	-14%	-6%
TOTAL SENT	2298	2632	-334		2298	2632	2409	-13%	-5%
REGISTRATIONS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Adults	107	284	-177		107	284	138	-62%	-22%
Children	24	49	-25		24	49	53	-51%	-55%
Non-Resident	31	25	6		31	25	28	24%	11%
Teen	7	6	1		7	6	3	17%	133%
TOTAL REGISTRATIONS	169	364	-195		169	364	222	-54%	-24%
RECEIPTS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Other Sale	872.80	346.20	526.60		872.80	346.20	238.76	152%	266%
Room Rental	520.00	192.10	327.90		520.00	192.10	203.40	171%	156%
General Donations	85.88	1028.00	-942.12		85.88	1028.00	1016.00	-92%	-92%
Used Book Sales	1464.90	687.05	777.85		1464.90	687.05	977.25	113%	50%
Photocopy/Print/Fax Fee	2439.89	1153.10	1286.79		2439.89	1153.10	1096.20	112%	123%
Sign Rental	0.00	0.00	0.00		0.00	0.00	0.00	0%	0%
Program Fee - Adult	0.00	120.00	-120.00		0.00	120.00	826.00	-100%	-100%
Other Revenue	1.11	0.00	1.11		1.11	0.00	0.00	100%	100%
SUBTOTAL	5384.58	3526.45	1858.13		5384.58	3526.45	4357.61	53%	24%
Capital Donations	1000.00	854.00	146.00		1000.00	854.00	3159.53	17%	-68%
TOTAL RECEIPTS	6384.58	4380.45	2004.13		6384.58	4380.45	7517.14	46%	-15%
MATERIALS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
No. of Books Repaired	129	92	37		129	92	111	40%	16%
Donations added to Collection	28	87	-59		28	87	55	-68%	-49%
Used Books Sold	775	476	299		775	476	1974	63%	-61%

PROGRAMS AND EVENTS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
No. of Prog/Events									
Teen Programs	13	3	10		13	3	3	333%	333%
Pop-Up Library	7	3	4		7	3	4	133%	75%
Community Events	53	82	-29		53	82	177	-35%	-70%
Children's Programmes	81	58	23		81	58	38	40%	113%
Class Visits	8	6	2		8	6	2	33%	300%
* Tech Time	156	98	58		156	98		59%	100%
* Seniors	6	4	2		6	4		50%	100%
TOTAL	324	254	70		324	254	224	28%	45%
No. of Attendees									
Teen Programs	34	14	20		34	14	189	143%	-82%
Pop-Up Library	139	108	31		139	108	193	29%	-28%
Community Events	423	1305	-882		423	1305	665	-68%	-36%
Children's Programmes	1536	1177	359		1536	1177	857	31%	79%
Class Visits	182	154	28		182	154	59	18%	208%
* Tech Time	156	98	58		156	98		59%	100%
* Seniors	15	18	-3		15	18		-17%	100%
TOTAL	2485	2874	-389		2485	2874	1963	-14%	27%
* Tech Time and Seniors previously categorized under Community Events									
No. of Rentals/Reservations									
Room Rentals	26		26		26			100%	100%
Bookable Spaces	47		47		47			100%	100%
Sign Rentals	0		0		0			0%	0%
No. of Attendees									
Room Rentals	380		380		380			100%	100%
Bookable Spaces	60		60		60			100%	100%
*Room Rentals previously categorized under Community Events									
ALL COMPUTER USERS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Wireless Computer Users	0	902	-902		0	902	1037	-100%	-100%
Computer Workstation Users	683	898	-215		683	898	862	-24%	-21%
TOTAL	683	1800	-1117		683	1800	1899	-62%	-64%
PATRON COUNT	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
	11502	12486	-984		11502	12486	8962	-8%	28%
LIBRARY HOMEPAGE HITS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
	6037	5305	732		6037	5305	5231	14%	15%
ONLINE CATALOGUE HITS	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
	7905	6088	1817		7905	6088	5206	30%	52%
SOCIAL MEDIA	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Facebook									
Page Likes/Followers	1774	1646	128		1774	1646	1379	8%	29%
Total Post Views	70552	51234	19318		70552	51234	55159	38%	28%
Total Post Interactions	1812	1064	748		1812	1064	1555	70%	17%
Total Posts	154	81	73		154	81	116	90%	33%
Instagram									
Page Likes/Followers	1361	1236	125		1361	1236	1133	10%	20%
Total Post Views	30320	11494	18826		30320	11494	12696	164%	139%
Total Post Interactions	990	412	578		990	412	795	140%	25%
Total Posts	175	87	88		175	87	100	101%	75%

NA

eNEWSLETTER	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
New Contacts	20	14	6		20	14	34	43%	-41%
Total Contacts to Date	503	400	103		503	400	283	26%	78%
Email Opens	525	583	-58		525	583	483	-10%	9%
Clickthroughs	102	93	9		102	93	105	10%	-3%
PRINTING & PHOTOCOPY	2025	2024	+/-		2025 YTD	2024 YTD	2023 YTD	% Change 2025/2024	% Change 2025/2023
Public Computers	460	524	-64		460	524	855	-12%	-46%
Mobile Print	353	184	169		353	184	0	92%	100%
Pages in Black and White	9421	4293	5128		9421	4293	4201	119%	124%
Pages in Colour	106	129	-23		106	129	72	-18%	47%
Total Print Jobs	813	708	105		813	708	855	15%	-5%
Total Number of Pages	9527	4422	5105		9527	4422	4273	115%	123%

Q1 2025 QUARTERLY REPORT

INTERACTIONS

NEW
PATRONS

169

PATRON
VISITS

11,502

CATALOGUE
VISITS

7,905

WEB
VISITS

6,037

PHYSICAL CIRC

17,407

DIGITAL CIRC

9,138

ITEMS BORROWED
FROM LINC
LIBRARIES

2,547

ITEMS LOANED TO
LINC LIBRARIES

2,214

CIRCULATION

PROGRAMS

TOTAL
PROGRAMS

324

PROGRAM
ATTENDANCE

2,485

SOCIAL MEDIA
POSTS

329

eNEWSLETTER
SUBSCRIBERS

503

PAGES PRINTED
& COPIED

9,527

COMPUTER
USERS

683

ePRINTit
PRINT JOBS

353

TECH HELP

156

LIBRARY TECH

HIGHLIGHTS

- Port Colborne Public Library won the Minister's Award for Innovation for the Touch-a-Truck Book.
- March Break 2025:
 - 157 attendees for programs
 - 180 T&M kits distributed
 - 75 participants in scavenger hunt
- New Digital Resources:
 - Pressreader and Frontier Life
- Community Connect: Elections Ontario



March Break Music Makerspace,
Pressreader, Frontier Life

Operating Statement by Cost Center

Company Port Colborne Library Board
Organization Cost Center: CC0905 Library
Fund Fund: Operating Fund
Period 2025 - P04 Apr
Time Period Current Period YTD
Plan Structure Budget YE Dec

Ledger Account	Actual	Total	Budget	Variance
Revenue	14,735.67	14,735.67	47,950.00	(33,214.33)
Government Transfers - Operating	9,600.00	9,600.00	38,300.00	(28,700.00)
Investment Income	132.60	132.60		132.60
Other Revenue - Capital	1,100.00	1,100.00	3,000.00	(1,900.00)
Other Revenue - Operating	471.43	471.43	2,650.00	(2,178.57)
User Charges	3,431.64	3,431.64	4,000.00	(568.36)
Total Revenue	14,735.67	14,735.67	47,950.00	(33,214.33)
Expense				
Personnel	226,195.44	226,195.44	750,800.00	524,604.56
Salaries and Wages	171,903.99	171,903.99	578,800.00	406,896.01
Benefits	54,291.45	54,291.45	172,000.00	117,708.55
Non-Personnel	36,847.89	36,847.89	132,295.00	95,447.11
Materials	29,427.18	29,427.18	121,095.00	91,667.82
5100:Communication and Public Relations			500.00	500.00
5105:Computer Software			1,000.00	1,000.00
5115:Equipment Purchase			7,000.00	7,000.00
5125:Hospitality	8.63	8.63	775.00	766.37
5135:Library Collection	24,282.65	24,282.65	77,000.00	52,717.35
5140:Membership Fees	1,550.00	1,550.00	1,500.00	(50.00)
5145:Postage and Courier	93.17	93.17	700.00	606.83
5150:Program Supplies	71.57	71.57	3,500.00	3,428.43
5160:Utilities	814.08	814.08	17,100.00	16,285.92
5165:Maintenance Supplies	61.06	61.06		(61.06)
5170:Other Material and Supplies	1,207.37	1,207.37	4,320.00	3,112.63
5175:Training, Development and Travel	1,338.65	1,338.65	7,700.00	6,361.35
Contract Services	7,340.24	7,340.24	11,200.00	3,859.76
Rents and Financial Expenses	80.47	80.47		(80.47)
Total Expenses	263,043.33	263,043.33	883,095.00	620,051.67

Surplus/(Deficit) Before Allocation	248,307.66	248,307.66	835,145.00	586,837.34
Allocation				
Surplus (Deficit) After Allocation	248,307.66	248,307.66	835,145.00	586,837.34
Transfer			(835,145.00)	(835,145.00)
Transfer Between Companies			(835,145.00)	(835,145.00)
Surplus/(Deficit)	248,307.66	248,307.66		(248,307.66)

Date: May 7, 2025
To: Port Colborne Public Library Board
From: Rachel Tkachuk, Chief Executive Officer
Subject: CEO's Report

Recommendation

That the Port Colborne Public Library Board receive the CEO's Report, for information.

1. Facilities Updates

- Drywall
Drywalling was completed in Children's area following the roof replacement project. Atrium and northeast lounge areas are in progress.
- HVAC
During roof replacement project, Facilities staff discovered HVAC cables that could be rerouted resulting in fewer holes in the roof. Cables have been rerouted, and areas were sealed to alleviate any future problems that could arise.
- North Stairwell
Carpeting order placed by contractor, waiting on supplier to determine an installation date.
- Windows
Several deficient windows were replaced by contractors on April 28 and April 29, 2025.

2. City Partnerships and Opportunities

- City of Port Colborne's Volunteer Banquet
On May 1, 2025, the City of Port Colborne celebrated volunteers at their annual Volunteer Banquet at the Italian Hall. Library volunteers were invited to the event in recognition of their service.

- Newsletter Distribution

Library staff and the City's Communication team are collaborating to improve access to the library's Off-the-Shelf Newsletter through the website. The newsletter will be migrated to a new platform provided by the City, which will also decrease subscriber limitations through current system. Library Off-the-Shelf newsletter and City Hall News uploaded to PressReader app monthly by library staff.

- My Dream Borrow Contest

During May, residents are being asked to submit their library "dream borrow." The winning submission will be added to the Library of Things collection. The person with the winning submission will receive the honorary first borrow. Ballot boxes provided by the Communications team will be available at the library, Vale Health and Wellness Centre, and at City Hall from May 1 to 31, 2025.

3. **Northland Pointe Cart**

On April 8, 2025, a cart of library materials was delivered to the main floor of Northland Pointe to provide their residents, staff, and visitors with access to a variety of library materials and activities. This includes items such as books, magazines, colouring books, DVDs, and jigsaw puzzles. A librarian will continue to pop-up at Northland Pointe monthly to visit with residents, bring a new selections of library items, and to restock the cart with new items.

4. **Staff Development**

- Fire Alarm Training

The Library closed at 4 p.m. on Wednesday, April 23, 2025, for Fire Alarm Training conducted by the Fire Prevention Officer of Port Colborne Fire and Emergency Services.

- Indigenous Education: The National Centre for Collaboration

A 3-hour Indigenous awareness training course called 4 Seasons of Reconciliation has been provided to library staff and has been added to the library's onboarding package.

5. **Risk Assessment**

On Thursday, April 3, 2025, a risk assessment of the library's closing procedures was completed by a member of the Joint Health and Safety Committee. A final

report with recommendations is forthcoming.

6. Evergreen Update

On Wednesday, April 2, 2025, the Evergreen ILS System was upgraded to version 3.14.3. with minimal disruption to library service.

7. Canada Revenue Agency – GST/HST Rebate

A Notice of (Re)Assessment from the Canada Revenue Agency confirmed that the Port Colborne Public Library would receive \$21,082.78 for the Goods and Services Tax/Harmonized Sales Tax Rebate for the period of July 1, 2024, to December 31, 2024.

8. Stats Canada: Annual Capital and Repair Expenditures Survey

The Annual Capital and Repair Expenditures Survey: Actual for 2024 was completed by City and Library staff and submitted on April 25, 2025.

9. Annual Survey of Public Libraries

On April 28, 2025, the 2024 Annual Survey of Public Libraries was submitted to the Ministry of Tourism, Culture and Gaming for the April 30, 2025, deadline.

Respectfully submitted,



Rachel Tkachuk

Chief Executive Officer

Report:

The purpose of this report is to update the Library Board on the status of library staff’s working plan to complete action items identified in the 2023-2027 Strategic Plan. The plan requires an annual report to the Board. Quarterly updates will be provided.

Strategic Goal no. 1						
To maintain and develop high-quality, inclusive programming and services for our user communities						
Strategic Objective no.1.1						
Support staff with opportunities to assist in developing and delivering programs more effectively						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Develop an [employee training] program to build staff competencies that focus on programming, outreach strategies, technology, and digital innovation.	CEO, [HR from the City]	2023	Ongoing	Annual goal setting and staff development with library staff based on HR program	Completed	Builds staff competencies to focus on programming, outreach strategies, technology, and digital innovation
Conduct a community profile in collaboration with the City of Port Colborne	CEO	Deferred	Deferred		Deferred	Outcome to be determined based on discussion with City staff
Survey library users and non-users to identify satisfaction with current programs and determine needs for future programs	CEO, Board	2026 or 2027	3 months for delivery		Deferred	A better understanding of the impact of current programs and to develop future needs for 2028-strategic plan
Develop and implement an annual programming plan that includes timelines for accountability and efficiencies	CEO, Librarian	2023	Ongoing	Program plan created and to be updated annually	Completed	Improve transparency of programming plans for the public and for staff accountability and efficiency

Strategic Objective no.1.2						
Leverage strategic relationships to provide diverse programming						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Expand resource-sharing and collaborative programming with LiNC partner libraries	CEO, Librarian, LiNC CEOs	2023	Ongoing	2023: Library Board OnBoarding event; Ongoing collaborations for programs (I.e One Book, One Niagara), promotions, staff development, and shared resources 2025: Regional library programmers meetings added	Completed	Strengthened relationships with LiNC libraries and to leverage partnerships for cost savings and enhanced services for library patrons
Engage existing and new community partners to fund, sponsor, and deliver programs	CEO, Librarian	2023	Ongoing	2023: Launch of Community Connect program 2024: Expansion of Community Connect partnerships to delivery weekly, monthly, quarterly, and annual programs	Completed	Strengthened relationships with community partners and externally funded programming
Expand the “Let’s Talk About...” series with local agencies	CEO, Librarian	2023	Ongoing	2023: 5 series held on following topics: Seniors Safety, Truth & Reconciliation, Homelessness, Healthy Relationships for Teens, Intimate Partner Violence 2024: 4 series held on following topics: Ontario Seniors Dental Care, Dementia Education, Environmental Awareness, Student Wellness 2025: 4 series booked on following topics: LGBTQIA Allyship and Allied Against Abuse, NRPS Newcomer Information Session, Ontario Senior Dental Care Plan and Canadian Dental Care Plan	Completed	Strengthened partnerships with local agencies as experts who provide information on difficult topics
Increase programming opportunities with Museum and participation in City events	CEO, Librarian, Museum staff	2023	Ongoing	2023: Museum invited to pop-up library opportunities; joint programming explored, including a Canadian Author Talk at Roselawn 2024: Library participated in Museum’s Community Scan Day and implemented joint class visits. Participation in City events including Solar Eclipse Day / Eclipse glasses distribution, Emergency Preparedness Week, Communities In Bloom, New Year’s Eve Event, and Santa Claus Parade 2025: Expansion of opportunities including: City’s Easter event, Canal Days programming, 40 th anniversary art show with Museum	Completed	Strengthened relationships with the Museum and City departments for increased visibility of the library within the Port Colborne community
Strategic Objective no.1.3						
Upgrade and increase access to leading edge technology to expand digital literacy and community connectedness						

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Expand makerspace activities and resources and empower and educate library users	CEO, Librarian	2023	Ongoing	2023: PC Lions donation for Wonderbooks; Music Makerspace completed 2024: Bookable Music Makerspace hours implemented; seasonal green screen, button maker, and coding programs for youth; launch of the Erwin Taylor Charitable Foundation’s Library of Things collection expansion; expansion of PC Lion’s Wonderbooks collection; weekly Lego club program added	Completed	Library users will be educated on core STEM concepts and practices creating increased opportunities
Complete the digital lab for public and staff use	CEO	2023	Ongoing	2023: Green screen studio implemented including camera, lighting equipment; TV screen added for meeting use 2024: Quarterly/seasonal programs added to library programming schedule	Completed	The public and staff will have increased access and a reduction of barriers to cost prohibitive technology equipment
Increase the availability of accessible technology and software for public use, including lendable technology items	CEO	2023	Ongoing	2023: Accessible software available on public computer browsers 2024: Addition of in-house tablets for patron use 2025: Lendable technology added to collection: microphones, coding kits, CELA deposit collection for print disabilities, Digital audiobook player for print disabilities (i.e. Envoy Connect), Education tablets and devices (i.e. Launchpads and Whazoodles)	Completed	Barriers will be reduced by providing access to cost prohibitive technology equipment
Develop and implement programming to ensure digital literacy and to provide tech help for users	CEO, Librarian	2023	Ongoing	2022: 208 total tech help sessions 2024: Expanded Tech Time sessions resulting in 400 total sessions; Ongoing promotion for community partner tech help events, including PCWorks and NTEC computer classes	Completed	Ability for library users to improve their technical skills and enhance their digital literacy
Strategic Objective no.1.4						
Develop the library collections to support and reflect a growing and diverse community						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Conduct a diversity audit of the collections to ensure we are addressing the needs of our user communities and reflect changing demographics	CEO, Librarian	2026 or 2027	6 months	Initiate audit with external agency, or conduct an audit internally	Not started	A collection development policy and collections that reflect the diverse needs of the community
Strategic Objective no.1.5						
Attract new users through effective promotion and marketing of library programming and services						

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Increase the frequency of outreach services and pop-up visits with a focus on new destinations	CEO, Librarian	2023	Ongoing	2023: Resume outreach halted during Covid pandemic, re-establish contacts; collaboration with Port Fire for pop-up to east side 2024: Monthly/regularly scheduled pop-ups to partners’ resume: local elementary school class visits, Farmer’s Market, and Northland Pointe. Partnerships and events expanded to local elementary and high schools, Portal Village Book Club, Downtown BIA Harvest Fest, and Port Cares 2025: Friends Over 55; summer daycare partnership invitations	Completed	Strengthened partnerships and increased visibility of library services within the community
Revise marketing and promotion strategies to target new users	CEO, Librarian	2023	Ongoing	2023: Strategies revised in collaboration with City’s Communication Team; implemented social media calendar/plan; Ontario Public Library Week (OPLW) radio ad 2024: OPLW Promotional Coasters for Niagara Regional Libraries; radio interviews on CTKB 610; Yodeck Signage Player in Library Atrium installed with library slide added Vale Health and Wellness Centre walking track slideshow; visual elements and templates on social media updated for branding consistency 2025 Planning: Library of Things webpage to be updated; new pop-up library equipment	Completed	Increased membership and awareness of library services within the community

Strategic Goal no. 2

Retaining, recruiting, and innovating in human capital/People

Strategic Objective no.2.1

Invest in ongoing professional development to enable staff to improve user experience and innovate library services						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Develop a training map for each job description to ensure that staff are prepared and can apply professional best practices to embrace evolving library services	CEO	2025 or 2026	6 months	Job descriptions to be created; training map to follow	Not started	Ensure staff are equipped with the skills and knowledge to confidently deliver high-quality, relevant service in a changing environment

Strategic Objective no.2.2						
Ensure job descriptions accurately reflect workflows and support operational procedures						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Assess duties and tasks with a focus on identifying changes due to evolving practices	CEO	2025 or 2026	6 months	Aligned with goal to update job descriptions; complete in 2025	Not started	Ensure staff are equipped with the skills and knowledge to confidently deliver high-quality, relevant service in a changing environment
Update competencies and expectations for staff to successfully perform duties and provide services	CEO	2025 or 2026	6 months	Aligned with goal to update job descriptions; complete in 2025	Not started	Ensure staff are equipped with the skills and knowledge to confidently deliver high-quality, relevant service in a changing environment
Review job descriptions and the organizational chart to identify needs and gaps to best provide services	CEO, Board	2025 or 2026	6 months	Aligned with goal to update job descriptions; complete in 2025	Not started	Ensure the organization is structured effectively and roles are clearly defined to support efficient, high-quality service delivery
Create a succession plan for the CEO of Library Services	CEO, Board	2023	2024	2023: Creation of GOV-10: CEO Succession Planning Board Policy, Library Services Manager job description updated 2024: Library Services Manager hired Jan. 2024; Exploration of shared services with Wainfleet Public Library; Final CEO replacement in June 2024; Library Services Manager position posted Dec. 2024 2025: Library Services Manager hired February 2025	Completed	Ensure continuity, retain institutional knowledge, and prepare future leaders to sustain and strengthen the organization over time
Strategic Goal no. 3						
Strengthening accessibility and sustainability of library spaces/Developing the Cultural Block						
Strategic Objective no.3.1						
Increase accessibility in public and staff spaces to ensure barrier-free, fair, and equitable access						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome

Collaborate with the City to plan and complete capital projects that increase accessibility and ensure compliance in all interior and exterior library spaces	CEO	2023	Ongoing	2023: Assess planning needs with the City; AODA inspection; assess budget needs for 5-year plan; completed accessible doors project 2024: High-contrast, anti-slip grip tape installed on public stairwells; Elevator annunciator installed; AODA Audit completed with Library Accessibility Capital Projects to be included in upcoming larger City projects	Completed	Facilities and services that are AODA compliant and that address the accessibility needs of the community
Identify and optimize grant opportunities for funding	CEO	2023	Ongoing	2023: Grant application to Karl Kahane Foundation for Mini-Kiosk/ NovelBranch 2024: Grant application to Karl Kahane Foundation for Mini-Kiosk/ NovelBranch	In progress	Secure additional resources that support innovative programs, expand services, and enhance long-term sustainability

Strategic Objective no.3.2

Innovate for efficient infrastructure improvements and sustainability

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Implement suggested projects from the Building Condition Assessment as recommended by the City	CEO, Public Works	2023	Ongoing	2023: Generator project; Library Fibre & Voices Services; Accessible doors installed; Library King St. Sign 2024: Teams phone project; elevator modernization project; Auditorium/lower-level hallway flooring replacement; skylight replacement; exterior double-door repair; UV coatings for windows; existing stairwell repair; roof replacement project initiated 2025: Roof replacement project completed	Completed	Address facility needs, improve safety and functionality, and ensure space supports current and future service demands
Conduct a risk assessment to identify critical issues	CEO, By-law	April 2025	3 months	2025: Risk assessment initiated by Joint Health and Safety Committee	In progress	Identifying risks and implementing improvements as recommended to ensure the health and safety of the staff and public

Strategic Objective no.3.3

Continued Exploration of the Cultural Block

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Take a leading role with the Museum in developing a Public Art Policy	CEO, CEO of Museum & Culture; Board	Deferred	Deferred	Collaborate with the Museum; Set goals for project timelines	Deferred	Deferred

Install outdoor art exhibits	CEO, CEO of Museum & Culture; Board	Deferred	Deferred	Collaborate with the Museum; Set goals for project timelines	Deferred	Deferred
Conduct a feasibility study on adding a shared programming space for use by the Library, Museum, and Archives on the Cultural Block	CEO, CEO of Museum & Culture; Board	Deferred	Deferred	Cancelled by City; Explore other options for additional space	Deferred	Deferred
Strategic Goal no. 4						
To exercise financial stewardship by leveraging all funding sources and partnership opportunities						
Strategic Objective no.4.1						
Identify additional revenue sources to strengthen the financial resources of the library						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Identify and optimize grant opportunities	CEO	2023	Ongoing	2023: Community Volunteer Income Tax Clinic grant; Successful application for Erwin Taylor Charitable Foundation \$10,000 donation 2025: Application to the OLITA Technology Micro-grant	Completed	Secure additional resources that support innovative programs
Develop, implement, and promote new fundraising opportunities, including activities, events, and promotional items for sale	CEO, Board	2023	Ongoing	2024: New book sale and fundraiser items added; Adopt-a-Mag Fundraising Campaign relaunched; Board Fundraising Committee exploring planned giving opportunities 2025: Touch-a-Truck Book Fundraiser	In progress	Secure additional resources that support innovative programs
Strategic Objective no.4.2						
Implement best practices to strengthen the Library’s capital and financial assets to enable the Library to flourish and increase sustainability						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Integrate the City’s financial control mechanisms to ensure consistency and accuracy in reporting and to support the City’s Finance Department	CEO	2023-2024	3 months	2023: Migration to City’s financial software, Diamond 2024: Implementation of new software platform Workday; financial procedures updated in collaboration with City Financial Department	Completed	Maintain transparency, align with the municipality, and ensure accurate, consistent financial reporting and accountability
Create a Memorandum of Understanding between the Board and the City	CEO, CAO, Board, Council	2024	2025	2024: MOU draft approved by Library Board 2025: City Council approved MOU; Bylaw and MOU signed by City and Library officials	Completed	Establish clear roles, responsibilities, and shared goals that support effective collaboration and mutual benefit
Develop key performance indicators to improve operations and decision-making	CEO	2026 or 2027	3 months		Not started	Track performance, identify areas for improvement, and make informed, data-driven

						decisions that enhance organizational effectiveness
Identify opportunities for cost-savings and deepen collaboration with LiNC partner libraries	CEO, LiNC CEOs	2023	Ongoing	2023: Library Board OnBoarding event; Ongoing collaborations for programs (I.e One Book, One Niagara), promotions, staff development, and shared resources 2025: Regional library programmer meeting	In progress	Strengthened relationships with LiNC libraries and leverage partnerships for cost savings and enhanced services for library patrons

Strategic Goal no. 5						
Trailblazing library trends while maintaining core library services/Developing methods to deliver and strengthen innovative user experiences						
Strategic Objective no.5.1						
Create and support a programming team to explore new and innovative delivery systems for programs						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Position staff on external working groups including library support service agencies and think-tanks to keep abreast of new ideas, trends, strategies, and practices	CEO, Librarian, LiNC CEOs	2023	Ongoing	2023: Librarian and library staff active participation on LiNC working groups; ongoing opportunities explored through OLS	Completed	Leveraging external collaborations to ensure the organization remains informed of library practices and trends in an evolving landscape
Support staff development opportunities to create a tech savvy customer service team	CEO	2023	Ongoing	Annual staff development goal setting and training opportunities (e.g., LinkedIn, OLS); ongoing opportunities provided by the City (i.e. cybersecurity training, Microsoft training) 2023: Enrolled in Bridge Data Survey for patrons and staff to find tech gaps 2024: Implemented Bridge Data surveys	Completed	Building internal capacity by equipping staff with the necessary technological skills
Strategic Objective no.5.2						
Enhance the user experience through improved communication and availability of services						

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Complete the connectivity and phone systems capital project to provide stable and efficient service	CEO	2023	3 months	2023: Teams phones installed, and training provided by City IT Staff 2024: Phone line added for Main Floor Info Pod to complete new library staff workstation	Completed	Enhance communication infrastructure to support more reliable, efficient, and professional interactions with users and team members
Ensure two-way communication that is timely, accessible, and ensures accountability	CEO, Librarian	2026 or 2027	1 month	Review and revise internal communication plan	Not started	Enhance communication procedures to support more reliable, efficient, and professional interactions with users and team members
Explore new methods to request and analyze input from users	CEO, Librarian	2023	Ongoing	2023: Staff enrolled in Bridge and Edge technology platforms 2024: Staff surveys and patron surveys deployed and collected at frequency determined by Bridge program	In progress	To better understand user needs and preferences, enabling more responsive communication and service delivery that enhances overall user experience
Enhance and adopt new delivery methods to promote, advertise, and assess user needs	CEO, Librarian	2023	Ongoing	2024: Ontario Public Library Week coasters; regular 610 CKTB radio interviews; new pop-up locations added (e.g. high schools), increased press releases with City Communications Team 2025: Semi-permanent cart of library items delivered and restocked monthly at Northland Pointe; planning in-house QR Code advertising; Instagram reels,	Completed	Increase accessibility, convenience, and relevance of services in response to changing user needs
Develop innovative policies and practices to ensure excellent customer service	CEO, Board	2023		Review and updates to circulation policies and procedures	Completed	Create consistent, high-quality user experiences that build trust, satisfaction, and long-term engagement
Explore and procure leading-edge resources and technology for staff and public use	CEO	2023	Ongoing	2023: Print server project completed; wireless printing option added (ePrintit Solution); Library of Things budget line 2024: Loanable tech added through Erwin Taylor donation 2025: Addition of new e-resource PressReader; WorkDay financial/HR platform implementation; CELA deposit collection added	Completed	Barriers will be reduced by providing access to cost prohibitive technology equipment
Install a NovelBranch book lending machine at Vale Health and Wellness Centre for expanded outreach service	CEO, Board	2026 or 2027	1 year	2023: Applied to Karl Kahane Foundation grant opportunity to fund NovelBranch 2024: Reapplied to Karl Kahane Foundation grant opportunity to fund NovelBranch; Exploration of reintroducing temporary library shelving at Vale	Not started	Providing equitable access to library services to the East side of the community

Strategic Goal no. 6

Engaging our external stakeholders and user communities to ensure good decision-making for the benefit of all

Strategic Objective no.6.1						
Increase awareness of the library and the services available						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Develop and implement a communications and marketing plan	CEO, Librarian	2026 or 2027	3 months	2023: Met with Communication team	Not started	Promote services and reach a wider audience and strengthen community awareness and engagement
Increase effective outreach through social media and branding	CEO, HR	2024	1 month	2024: Library staff participated in social media training opportunities; social media content was updated with library branding and colours	Completed	Build a recognizable identity for consistency that will enable impactful promotion of library services
Identify new opportunities for outreach service	CEO, Librarian	2023	Ongoing	2024: Portal Village, Port High & LCHS 2025: Friends over 55, summer daycare partnerships offered	Completed	Strengthened partnerships and increased visibility of library services within the community
Strategic Objective no.6.2						
Convey and measure the impacts of library services and programs						
Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Solicit feedback from library users and non-users, and respond to the community in a timely manner	CEO, Librarian, Board	2023	Ongoing	Annual “Why I Love My Library” contest; responding to library user feedback on an ongoing basis	In progress	Create a culture of engagement and accountability by valuing user voices in shaping impactful library services and programs
Target reach-out to members of vulnerable populations (seniors, newcomers, low-income families and youth) to ensure that they are aware of and are invited to participate in library services	CEO, Librarian, Board	2023	Ongoing	2023: Implementation of the Community Connect program 2024: Expansion of the Community Connect partnerships with local community support agencies	Completed	Promoting social inclusion and awareness of library services through integrated programming; Increased membership and awareness of library services within the community
Develop and implement key performance indicators	CEO, Librarian	2026 or 2027	6 month		Not started	Track performance, identify areas for improvement, and make informed, data-driven decisions that enhance organizational effectiveness
Strategic Objective no.6.3						

Deepen strategic partnership with City Council, City staff, and other critical stakeholders

Strategic Action	Person/ Dept. Responsible	Date to Begin	Expected Timing	Outputs/Activities	Status	Desired Outcome
Complete and implement a Memorandum of Understanding between the Board and the City	CEO, CAO, Board	2023	2024	2023: Library Board submits draft MOU to City staff 2024: CEO and City Treasurer collaborated on a revised draft; Library Board approved revised MOU draft 2025: City Council approved MOU; Bylaw and MOU signed by City and Library	Completed	Establish clear roles, responsibilities, and shared goals that support effective collaboration and mutual benefit
Implement Truth and Reconciliation Calls to Action as they relate to public libraries	CEO, Librarian, Board	2023	Ongoing	2023: Indigenous education session at the OnBoard trustee training event 2024: RedDRESS art installation with CFUW; participation in the Moosehide campaign; ongoing decolonization cataloguing project with LiNC libraries 2025: Land Respect and Acknowledgement policy updated to include providing Indigenous education personnel training; 4 Seasons of Reconciliation training added to the library staff’s onboarding package; 2-party community Inuit cultural teachings program; Métis artist installation in Atrium	Completed*	Fostering inclusive, respectful library services that supports Reconciliation, cultural understanding, and equitable access for Indigenous communities

Additional Notes

*Projects relating to Truth and Reconciliation have been completed as outlined in the 2023-2027 Strategic Plan. However, Truth and Reconciliation is never completed, and library staff at Port Colborne Public Library will continue to implement Calls to Action as they relate to Public Libraries.

2024 Year in Review

49,588 visits to the library

5,223 active cardholders

1,064 new cardholders

27,870 electronic items borrowed

71,351 physical items borrowed

9,627 items sent through LiNC

7,336 items received through LiNC

894 programs

10.025 attendees

163 interlibrary loans received

116 interlibrary loans shared



Board Members

Michael Cooper, Chair (Until Oct. 2024)

Bryan Ingram, Vice-Chair

Councillor Mark Bagu

Angie Desmarais

Brian Beck

Margaret Booth

Harmony Cooper

Cheryl MacMillan

Amanda Smits (Joined Dec. 2024)

Eman Tanini

Management

Rachel Tkachuk, Chief Executive Officer
(Board Secretary-Treasurer)

Port Colborne Public Library

310 King St.

Port Colborne, ON

L3K 4H1

905-834-6512

www.portcolborne.library.org



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PORT COLBORNE
· PUBLIC LIBRARY ·

2024 ANNUAL REPORT



**EMPOWER.
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EDUCATE.**

January/February

Implemented new hours to enhance service and access; Teams Phones installation project completed; New staff workstation; National Film Board of Canada partnership supports monthly Documentary Film program; Chess for Kids program begins



March/April

12,310 eclipse glasses distributed in collaboration with City of Port Colborne staff; 610 individuals participate in library March Break activities



2024 Highlights

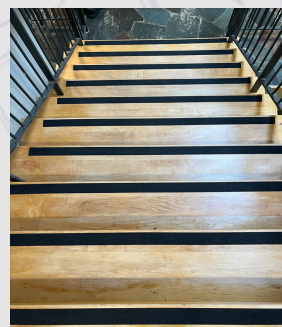
May/June

Elevator modernization project completed; Library participates in City of Port Colborne's Communities in Bloom including seed distribution; Partners for MYAC's Self Care for Students Wellness Fair and Niagara Fire West's Emergency Preparedness Week



July/August

UV coatings for windows project completed; Auditorium flooring replaced; Main floor stairwell repaired; Atrium skylights replaced; PC Lions donate Wonderbooks collection



September/October

Roof replacement project started; Reciprocal Borrowing Agreement signed with St. Catharines Public Library; 5,500 "Libraries for Life" coasters distributed with regional libraries to celebrate Ontario Public Library Week (Oct. 20-26); Defy Book Launch with Sara de Waard



November/December

"The Holly Jolly Roger" library float receives honorable mention in Santa Claus Parade; Erwin Taylor Charitable Foundation Library of Things expansion; Public Library Service Award nomination from Ministry TCG





310 King Street, Port Colborne, ON, L3K 4H1

905-834-6512

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portcolbornelibrary.org

library@portcolborne.ca

[@PortColborneLib](https://www.instagram.com/PortColborneLib)

[@PortColbornePublicLibrary](https://www.facebook.com/PortColbornePublicLibrary)



PD DAY ACTIVITY: MAKE A FAIRY WAND

Fri. June 6, 10 a.m. – 2 p.m.

You'll have a magical time making a colourful fairy wand. For families. Drop-in. Free.

CHOSEN NAMES

Do you have a chosen name you'd prefer to be called? Tell a librarian at check out and we'll update your library account.



BRIDGES CHC PRESENTS: FINDING AFFORDABLE DENTAL CARE



Wed. June 4, 3 – 4 p.m.

Join Bridges CHC at the library to learn about affordable dental care and resources through the Ontario Senior's Dental Care Plan (OSDCP) and the Canadian Dental Care Plan (CDCP). Pre-register. Free.

NIAGARA REGIONAL POLICE SERVICE PRESENTS: NEWCOMER INFO

Thurs. May 8, 6 – 7:30 p.m.

Join the Niagara Regional Police Service at the library to learn about policing in Canada, how to recognize common scams and avoid being victimized, and recognizing and reporting hate crimes. Bring your questions for a Q&A after the presentation. Pre-register. Free.



START ME UP NIAGARA'S MOBILE CLOSET

Wed. May 21, 11 a.m. – 1p.m.

Join Niagara's Mobile Closet at the library for a free shopping event with seasonally appropriate new/gently used clothing and other daily necessities for unsheltered and low-income people. Drop-in. Free.



IAMINUK PART 1: INUIT CULTURAL TEACHINGS

Mon. June 9, 5 – 7:30 p.m.

Join Cindy Biancaniello, Elder Anauta ᐱᐱᐱᐱᐱ, as she shares stories and photos dating from 1897, when her grandfather was an Inuktitut interpreter aboard the SS Diana and Neptune expedition ships.



This presentation gives a fascinating glimpse into the harsh and beautiful environment of the North and includes teachings about Inuit clothing, food, tools, and hunting practices. All are welcome. Pre-register. Free.

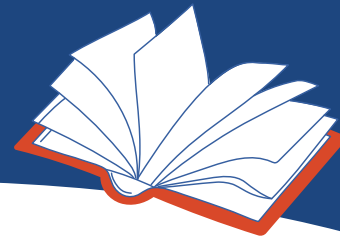
IAMINUK PART 2: MAKE A SEALSKIN BRACELET

Mon. June 23, 5 – 7:30 p.m.

Cindy Biancaniello, Elder Anauta ᐱᐱᐱᐱᐱ, teaches participants how to sew a traditional sealskin bracelet in this hands-on workshop about the importance of the seal hunt in Inuit culture. For adults ages 18+. Pre-register. Cost of \$40 per person.

HOLIDAY HOURS

Monday, May 19, 2025
(Closed for Victoria Day)



Celebrate Asian Heritage Month with us!
Browse our display of books by Asian authors.

CHILDREN'S PROGRAMS

COMMUNITY SAFETY DAY POP-UP



Sat. May 10, 10 a.m. – 1 p.m.
We're popping up for Port Colborne Fire & Emergency Services' annual Community Safety Day.

Meet Sparky the Fire Dog, learn about fire safety, attend the bike rodeo, and stop by the library's table to make a button. Visit www.portcolborne.ca for more info. For families. Drop-in. Free.

BABY TIME

Tuesdays, May 13, 20 & 27, June 3, 10 & 17, 10:15 – 10:45 a.m. Meet new friends, sing songs, and enjoy stories with your little one. For ages 0 to 2. Pre-register. Free.



STORY TIME WITH SHELLY

Saturdays, May 3, 10, 17, 24 & 31, June 7, 14, 21 & 28, 10:30 – 11:30 a.m. Meet us in the Children's Room for a fun, free, family story time. All ages. Drop-in. Free.

BOOKMARK CONTEST

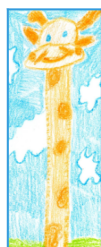
Submit a bookmark design for a chance to be our featured artist for the month. Available in the Children's Room. Free.

May Theme: May Flowers

Submissions due: May 31, 2025

June Theme: Super Sports

Submissions due: June 30, 2025

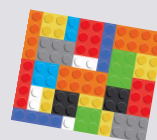


Congrats to our April winner, Ivy!
Ivy drew a giraffe in the wild.



AFTER-SCHOOL ACTIVITIES

LEGO CLUB



Mondays, May 5, 12 & 26, June 2, 9, 16, 23 & 30, 3 – 6 p.m.

Complete a challenge, follow a pattern, or use your imagination to make something new – however you like to build, you're sure to create something amazing at Lego Club! For ages 5+. Drop-in. Free.

KID'S CRAFT CART



Wednesdays, May 7, 14, 21 & 28, June 4, 11, 18 & 25, 3 – 4:30 p.m.

We bring the craft supplies; you bring the creativity. Create something unique to you at our after-school Craft Cart! For families. Drop-in. Free.

SCAVENGER HUNTS



Complete the weekly scavenger hunt in the Children's Room to win a small prize. For all ages. Drop-in. Free.

TAKE & MAKES



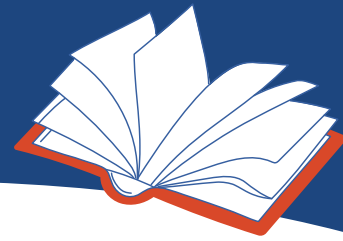
Pick up a free Take & Make craft kit each week. Available while supplies last. For all ages. Free.

**TD Summer Reading Club
registration opens June 16th!**



PORT COLBORNE
PUBLIC LIBRARY

JUNE IS RECREATION AND PARKS MONTH.



Check out a park pass, trekking poles, or sports equipment and spend some time outdoors at a local park.

ADULT PROGRAMS

SENIORS' EXPO POP-UP



Thurs. June 12, 11 a.m. – 3 p.m.

We're popping up for the Seniors' Expo at Friends Over 55. Get a library card, book a Tech Time session, and learn about our seniors' programs. For seniors. Drop-in. Free.

ART IN THE ATRIUM

May: Brian Kon

Brian is an internationally recognized Métis artist with English and Moose Cree heritage. Brian's style of art is called "dot art", or bead art painting, which is a modern version of traditional beadwork created by Métis people.



June: Lakeshore Catholic High School

We're excited to welcome artists from LCHS! Support these talented teens by visiting their show. Don't forget to sign the guestbook.



PORT COLBORNE PUBLIC LIBRARY BOOK CLUB

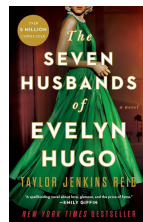
Mon. May 12, 1:30 – 2:30 p.m.

Join us for a discussion of **The Constant Gardener** by John le Carré. Limited spaces. Pre-register. Free.



Mon. June 9, 1:30 – 2:30 p.m.

Join us for a discussion of **The Seven Husbands of Evelyn Hugo** by Taylor Jenkins Reid. Limited spaces. Pre-register. Free.



WORK DIFFERENT

Mon. May 26, 1:30 – 3 p.m.

Join us for a screening and discussion of the documentary film **Work Different** (2023, 51 min). How has working remotely reshaped the workplace—and our lives? With humour and intelligence, *Work Different* reframes a host of topical issues by talking to the experts. Pre-register. Free.



STOLEN TIME

Mon. June 30, 1:30 – 3 p.m.

Join us for a screening and discussion of the documentary film **Stolen Time** (2023, 85 min). An elder rights lawyer and hundreds of aggrieved families take on the corporate for-profit nursing-home industry—an industry notorious for its lack of transparency and accountability. Pre-register. Free.



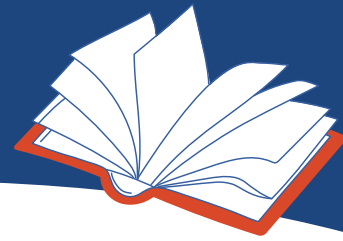
SUBSCRIBE

Subscribe to our monthly newsletter by visiting our website.



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Meet with local community support groups at the library to learn more about their programs and services. Drop-in. Free.

COMMUNITY CONNECT

BIAN (Brain Injury Association of Niagara)

Tues. May 20, 3 – 5 p.m.

BIAN is committed to empowering and maximizing the quality of life for individuals living with the effects of acquired brain injury and their families through support, social activities, community and peer opportunities, advocacy, and information and are committed to education, awareness, and prevention of brain injury in the Niagara Region.



Senior Citizens Advisory Committee

Thurs. May 15 & June 19, 10 a.m. – 12 p.m.

The Senior Citizens Advisory Committee advises City Council with respect to establishing policies, services and structures that support and enable seniors to live in security, enjoy good health and continue to participate fully in society. Stop by the library to learn about local programs, services, and resources for older adults.



PFLAG Niagara

Sat. May 17 & June 21, 11:30 a.m. – 1:30 p.m.

Wondering about pronouns? Struggling to keep track of the letters in 2S&LGBTQQIA+? Maybe you have questions but aren't sure if you'll say the right thing or use the correct terms. PFLAG Niagara is here for you!



Resume Refresh with PC Works

**Thurs. May 1, 8, 15, 22 & 29,
June 5, 12, 19 & 26, 12 – 2 p.m.**

Bring in a paper or digital copy of your resume and get tips on how to improve it. Don't have a resume yet? PC Works can help get you started.



Birchway Niagara

**Mon. May 5,
10 a.m. – 12 p.m.**

Learn about communication, boundaries, safety planning, and healthy relationships. Learn how to help someone who may be experiencing abuse. Confidential meeting spaces are available.



Bridges

Community Health Centre
Fort Erie and Port Colborne/Wainfleet

Ontario Seniors Dental Care Program

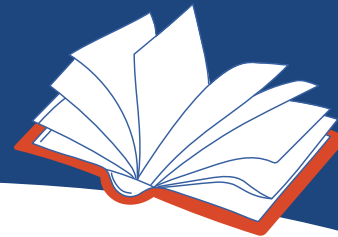
Wed. May 7, 10 – 11:30 a.m.

The ODSCP is a free dental care program for low-income seniors (65+). Stop by to learn how to enroll. For other dental assistance questions, call Valerie Wehlann from Bridges at 905-871-7621 ext. 2245



Are you a local community support group interested in joining Community Connect?

Email us at library@portcolborne.ca for more information.



E-RESOURCES

Need one-on-one tech help?

Book a Tech Time appointment with our friendly staff to help answer basic questions and provide step-by-step instruction on devices. Call us to learn more: 905-834-6512.

FREE WITH YOUR LIBRARY CARD AND PIN

PRESSREADER



Get access to more than 7,000 of the world's top newspapers and magazines as soon as they're available on shelves. Read in your web browser or download the app for offline reading.

LIBBY



Borrow ebooks, audiobooks, and magazines to read on your phone or tablet using the Libby app by OverDrive. You can even send and read your borrowed ebooks to your Kobo ereader!

HOOPLA



Borrow movies, music, audiobooks, ebooks, comics and TV shows on your computer, tablet, phone, or TV with Hoopla. Stream immediately or download to your device for offline enjoyment later.

NOVELIST PLUS & NOVELIST K-8 PLUS



Find your next great read! NoveList is a trusted source of expert read-alike recommendations.

NoveList K-8 Plus helps kids find books that are just right for their reading level and interests.

TORONTO PUBLIC LIBRARY: DIGITAL ARCHIVE



Explore photos, maps, manuscripts, digitized books and more from Toronto Public Library's digital collections.

FRONTIER LIFE

Discover primary source documents exploring existence on the edges of the anglophone world from 1650-1920.



ANCESTRY LIBRARY EDITION



Research genealogy and ancestry information using one of our library computers. Accessible while in the library.

THE CANADIAN ENCYCLOPEDIA

Research with a bilingual encyclopedia managed by the non-profit Historica Foundation.



CBC CORNER

Discover Canadian content including news, TV and radio shows, podcasts, kids content, a language learning app and much more!

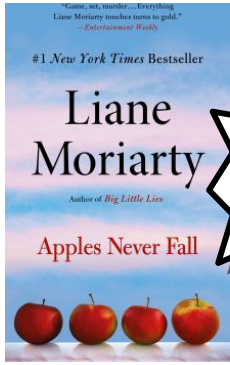


OUR DIGITAL WORLD

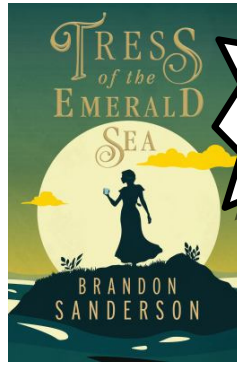
Access heritage collections from public and academic libraries, archives, museums, historical societies, women's institutes, newspaper publishers, and community organizations.



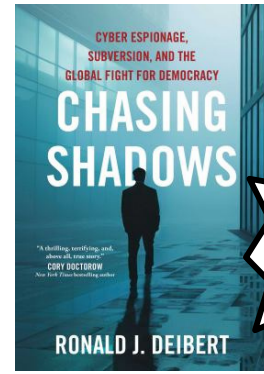
CHECK OUT OUR STAFF PICKS



**CLEAH'S
PICK**



**BETH'S
PICK**

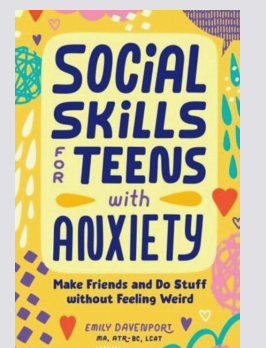
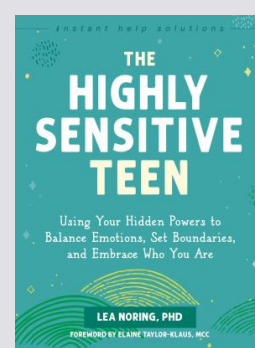
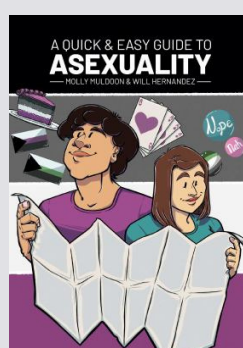
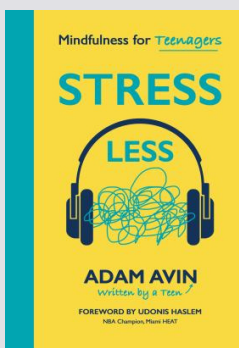
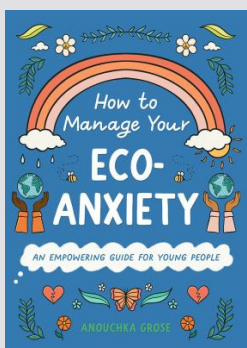
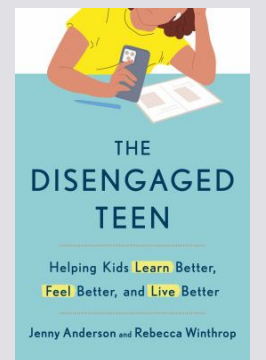
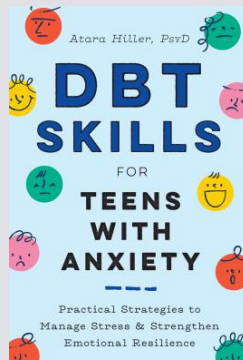
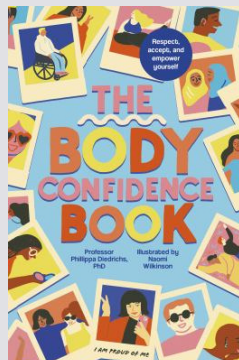
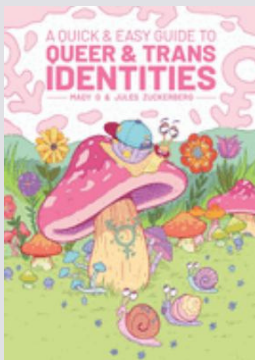
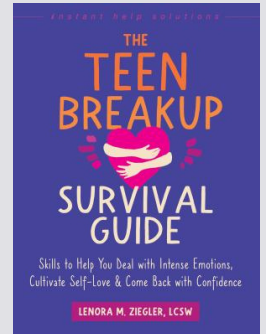
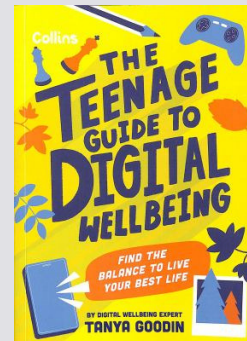
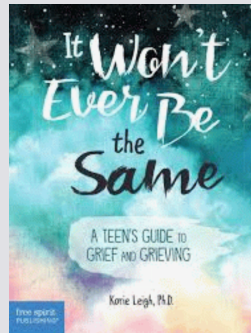
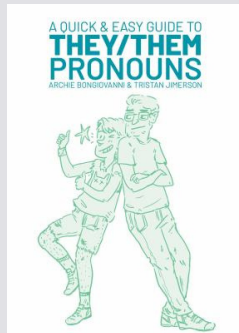
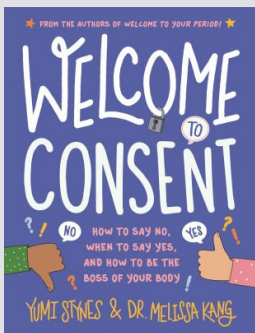


**JEN'S
PICK**

TEEN NON-FICTION

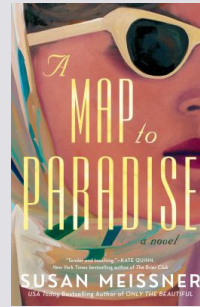
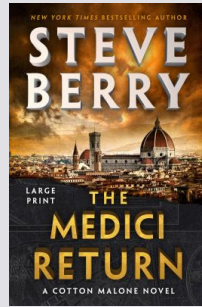
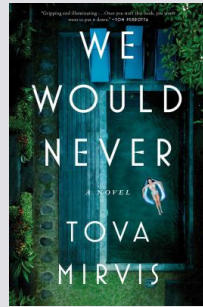
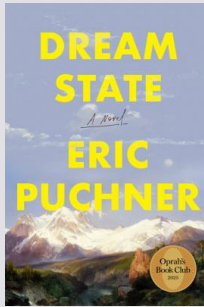
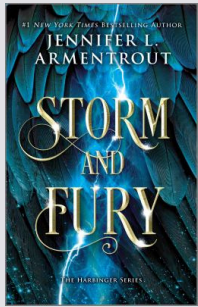
NEW TEEN NON-FICTION

Our new Teen Non-Fiction collection includes books on budgeting, mental health, gender identity, digital well-being, and more! Browse the collection in the Teen Area or place a hold using our online catalogue.

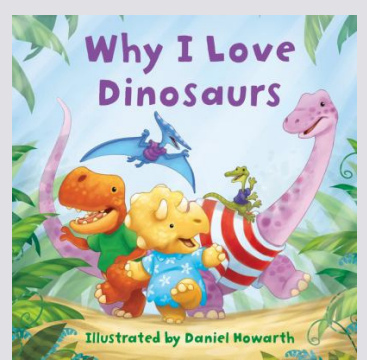
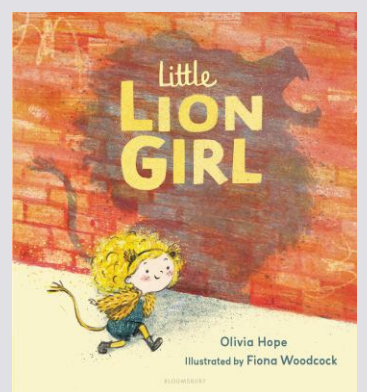
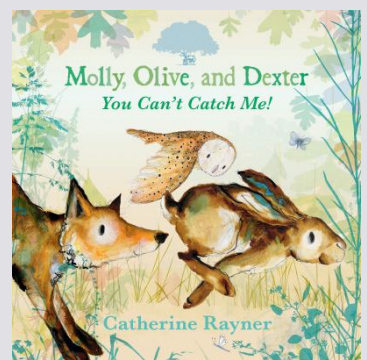
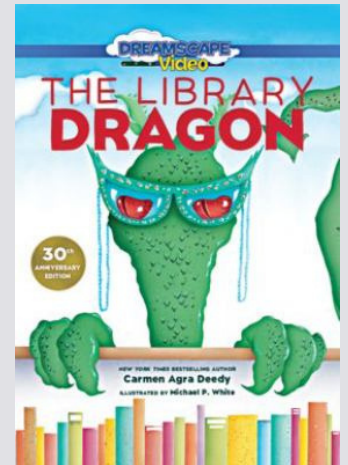


COLLECTION SPOTLIGHT

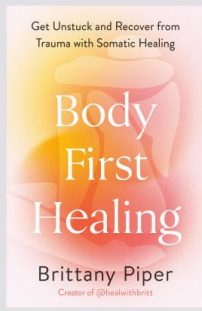
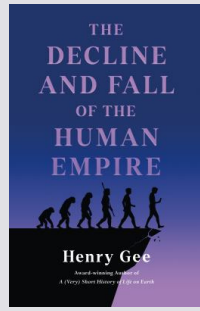
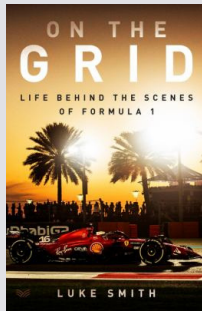
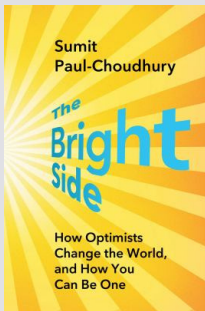
ADULT FICTION



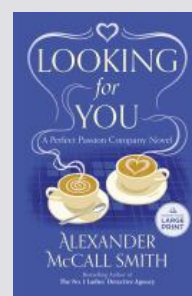
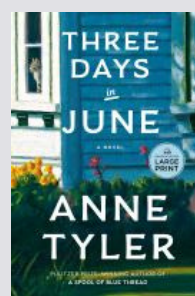
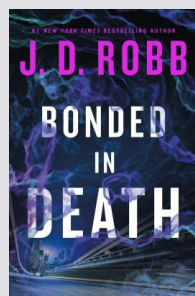
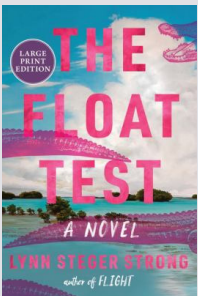
IN THE CHILDREN'S ROOM



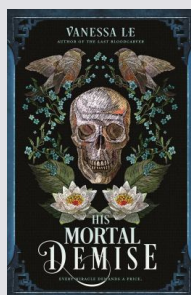
ADULT NONFICTION



LARGE PRINT



TEEN FICTION





Celebrate National Indigenous Peoples Day with us by checking out a book written by an Indigenous author.

SUPPORT YOUR LIBRARY

Donor Recognition Program: To show our appreciation and to recognize your support, the names of contributors of \$50.00 or more will be listed on our Donor Recognition Wall.

Memorials: A thoughtful way of remembering a loved one or friend who may have had a special fondness for the library. For gifts of \$50.00 or more, your loved one's name will be added to our Donor Recognition Wall.

Library Book Sale: Gently used books, magazines, DVDs, music CDs, and more. Prices start at 50¢. Find a treasure, buy a gift, and support your library.

SEED LIBRARY

Are you a gardener? Do you want to see if this fascinating hobby is for you? Check out some seeds from our Seed Library.



Our seed library was established in 2018 and has seen over 1000 seed packets borrowed. Seed libraries offer numerous benefits, including promoting genetic diversity, supporting local food security, and fostering community engagement.

Borrowing is easy: just let us know how many packets you're taking home and after harvest, send us seeds from your homegrown veggies or flowers.

BOOK OUR MUSIC MAKERSPACE

Our Music Makerspace includes a keyboard, digital drum set, ukeleles, a guitar, and bells and shakers. Book the Music Makerspace for free for sessions starting at 30 minutes. Children must be accompanied by an adult.



LIBRARY BOARD

Bryan Ingram, Chair
Angie Desmarais, Vice-Chair
Amanda Smits
Brian Beck
Cheryl MacMillan
Eman Tanini
Harmony Cooper
Margaret Booth
Mark Bagu, Councillor

LIBRARY MANAGEMENT

Rachel Tkachuk, Chief Executive Officer
Loraine MacDonald, Library Services Manager

VISITING LIBRARY SERVICE

The delivery of library materials to patrons unable to visit the library due to illness, physical disability, or age. Contact us at 905-834-6512 for more details.



HOURS OF SERVICE

Monday, Tuesday, Thursday:
9:30 a.m. – 8 p.m.
Wednesday, Friday, Saturday:
9:30 a.m. – 5 p.m.

The book drop is open 24/7 to return your books and library materials.



PORT COLBORNE
PUBLIC LIBRARY

310 King Street
Port Colborne, ON
L3K 4H1

CONTACT US

905-834-6512
library@portcolborne.ca

CONNECT WITH US

@PortColbornePublicLibrary
@PortColborneLib
portcolbornelibrary.org

MAY 2025 AT THE LIBRARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 10:50 – 11:30 Pop-Up @ PCHS 12 – 2 Resume Refresh	2	3 10 – 4 Free Comic Book Day 10:30 – 11:30 Story Time
4 Screen Free Week	5 10 – 12 Birchway 3 – 6 Lego Club	6	7 10 – 11:30 OSDCP 3 – 4:30 Kid's Craft Cart	8 12 – 2 Resume Refresh 6 – 7:30 NRPS Presents	9	10 10 – 1 Pop-Up @ Community Safety Day 10:30 – 11:30 Story Time
11	12 1:30 – 2:30 Book Club 3 – 6 Lego Club	13 10:15 – 10:45 Baby Time	14 3 – 4:30 Kid's Craft Cart	15 10 – 12 Seniors Advisory Committee 12 – 2 Resume Refresh	16	17 10:30 – 11:30 Story Time 11:30 – 1:30 PFLAG
18	19 Closed for Victoria Day	20 10:15 – 10:45 Baby Time 3 – 5 BIAN	21 11 – 1 Mobile Closet 3 – 4:30 Kid's Craft Cart	22 12 – 2 Resume Refresh	23	24 10:30 – 11:30 Story Time
25	26 1:30 – 3 Doc Films 3 – 6 Lego Club	27 10:15 – 10:45 Baby Time	28 3 – 4:30 Kid's Craft Cart	29 12 – 2 Resume Refresh	30	31 10:30 – 11:30 Story Time



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CONNECT WITH US

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JUNE 2025 AT THE LIBRARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 3 – 6 Lego Club	3 10:15 – 10:45 Baby Time	4 3 – 4:30 Kid's Craft Cart 3 – 4 Bridges Presents	5 10:50 – 11:30 Pop-Up @ PCHS 12 – 2 Resume Refresh	6 10 – 2 PD Day Activity: Make a Fairy Wand	7 10:30 – 11:30 Story Time
8	9 1:30 – 2:30 Book Club 3 – 6 Lego Club 5 – 7:30 Iaminuk Part 1	10 10:15 – 10:45 Baby Time	11 3 – 4:30 Kid's Craft Cart	12 11 – 3 Pop-Up @ Friends Over 55 12 – 2 Resume Refresh	13	14 10:30 – 11:30 Story Time
15	16 3 – 6 Lego Club TDSRC Registration Opens	17 10:15 – 10:45 Baby Time	18 3 – 4:30 Kid's Craft Cart	19 10 – 12 Seniors Advisory Committee 12 – 2 Resume Refresh	20	21 10:30 – 11:30 Story Time 11:30 – 1:30 PFLAG
22	23 3 – 6 Lego Club 5 – 7:30 Iaminuk Part 2	24	25 3 – 4:30 Kid's Craft Cart	26 12 – 2 Resume Refresh 6:30 – 7:30 Birchway Presents	27	28 10:30 – 11:30 Story Time
29	30 1:30 – 3 Doc Films 3 – 6 Lego Club					

Date: May 7, 2025
To: Port Colborne Public Library Board
From: Hannah Madsen
Subject: Public Relations Report

Recommendation:

That the Port Colborne Public Library Board receives the Public Relations Report for information purposes.

Public Relations Report Items

1. Class Visits

- April 2, 2025 – Steele St – 19 students
- April 2, 2025 – McKay – 28 students
- April 9, 2025 – Steele St – 21 students
- April 9, 2025 – Dewitt Carter – 29 students
- April 16, 2025 – Steele St – 25 students
- April 23, 2025 – Steele St – 20 students
- April 30, 2025 – McKay – 18 students
- April 30, 2025 – St Patrick – 20 students

2. Pop-Up Library & Outreach

Pop-Up Library

- April 8, 2025 – Northland Pointe

Pop-Up: Port Colborne High School

Library staff popped-up at PCHS on April 3, 2025 with seeds from the Seed Library and information on community service hours and teen programs at the library. Fourteen teens participated in the activity.

A monthly pop-up is scheduled for the remainder of the school year.



Pop-Up: Easter @ Vale

Library staff popped-up for the City of Port Colborne's Easter activities at the Vale Health & Wellness Centre on April 19, 2025. Families made a handprint Easter bunny craft, with 115 participating in the activity.

3. Programming

- Girl Guides at the Library

On Monday, April 7, a group of 28 Sparks and Embers visited the library. Library staff led the Girl Guides on a tour of the library, read stories, and made a craft.

- PD Day Activity: Write Your Own Poetry

On Friday, April 4, children were invited to become a poet by gluing down words to create their own unique poetry. Seven participated in the activity.

- Lego Club

Three Lego Club sessions were offered after school on Mondays in April. Children ages 5+ were encouraged to complete challenges or to use their imaginations to build something new.



- Baby Time

Families met new friends, sang songs, and enjoyed stories during Baby Time. One session was offered in April.

- Kid's Craft Cart

Four Kid's Craft Cart sessions were offered after school on Wednesdays in April. Children were encouraged to choose craft supplies and make a craft of their own choosing.

- Story Time with Shelly

On Saturdays in April, Story Time with Shelly ran in the Children's Room from 10:30 – 11:30 a.m. A volunteer read a variety of picture books to families.

- CVITP Income Tax Clinics

On Saturdays in April, the library hosted three free income tax clinics with a volunteer. Tax returns were completed for 19 people with modest incomes and simple tax situations.

- Documentary Films

On Monday, April 28, 2025, there was a screening and discussion of the documentary film **Losing Blue** (2023, 72 min.).

The documentary explores what it means to lose the otherworldly blues of ancient mountain lakes, now fading due to climate change, and was part of the library's celebration of Earth Day.

In 2025, our Documentary Films Program is presented in partnership with the National Film Board of Canada.

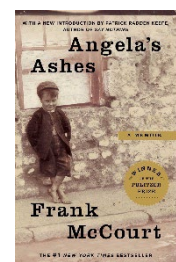
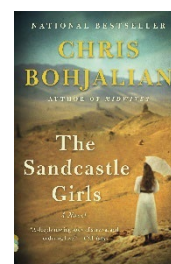


- Port Colborne Public Library Book Club

In April, the PCPL Book Club read **The Sandcastle Girls** by Chris Bohjalian and met on Monday, April 14 to discuss the book. The book club has 15 members.

- Portal Village Book Club

In April, the Portal Village Book Club read **Angela's Ashes** by Frank McCourt and met on Tuesday, April 15 to discuss the book. The book club has 10 members.

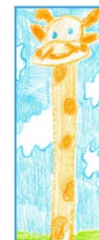
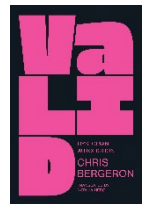


- Music Makerspace

The Music Makerspace includes a keyboard, digital drum set, ukeleles, a guitar, and bells and shakers. The Music Makerspace is available for patrons to book a free 30-minute session. In April, four people enjoyed sessions in the Music Makerspace.

4. Passive Programming

- Poem in Your Pocket Day
Poem in Your Pocket Day is an annual event encouraging people to center poetry in their daily lives by carrying a poem in their pocket. Library staff handed out 100 poems to patrons at checkout.
- One eRead Canada
One eRead/Un Livre! Canada is a digital book club connecting readers and libraries across Canada. This year's selection, **Valid** by Christ Bergeron, was available on Libby during April without waitlists or holds. Patrons were invited to download a copy and join the discussion online.
- Take and Makes
Free Take and Make craft kits were available each week during April. Thirty kits were handed out each week, for a total of 150 kits distributed.
- Scavenger Hunts
Scavenger hunts were available daily on the library's main floor, with a different theme each week. Children reported how many scavenger hunt items they found to receive a small prize. In April, there were five scavenger hunts with over 200 participants.
- Design Our Bookmark Contest
In March, the theme for the monthly bookmark contest was "Wild About Animals". The winning bookmark submission for March was designed by Ivy, who drew a giraffe.



Ivy received a small prize package and her bookmark was handed out to all patrons at checkout.

In April, the Bookmark Contest theme was "April Showers."

5. National Poetry Month

National Poetry Month takes place every April and brings together libraries, communities, and poets from across the country to celebrate poetry and its vital place in Canada's culture.

The library celebrated National Poetry Month with the Write Your Own Poetry PD Day activity and with Poem in Your Pocket Day.



6. Earth Day

The library celebrated Earth Day with a book display, social media post, and a screening of the documentary film **Losing Blue**.

7. Art in the Atrium

Each month, the library hosts a local artist in our Atrium gallery. The art show is open to the public for free.

In April, the library welcomed an exhibit by students from Port Colborne High School.

In May, the library will be hosting an exhibit by Métis artist Brian Kon.

8. Visiting Library Service

The Visiting Library Service coordinates volunteers to deliver library materials to patrons unable to visit the library due to illness, physical disability, or age. The program has one volunteer and two patrons.

9. One Book, One Niagara

One Book, One Niagara is an annual initiative that encourages the community to come together by reading the same book. It culminates in an in-person author event that is free to attend.



On April 16, the One Book, One Niagara committee met to discuss dates and a venue for the 2025 event.

10. Summer Daycare Partnership

This summer, the library is introducing a partnership with local daycares. Local daycares are invited to register their groups for the TDSRC to read books and earn prizes all summer long. Daycares are also invited to register for a library visit and story time with a librarian.

11. Library Collections

- Scavenger Hunts
In an upcoming project, library staff will catalogue the scavenger hunt collection. Classrooms, LiNC partner libraries, and patrons will be able to borrow the scavenger hunts for their own use.
- CELA
The CELA deposit collection has been catalogued and will be put to circulation shortly. Library staff are currently working on setting up and cataloguing a DAISY player and two Envoy Connect players.

12. Community Connect

On various dates in March, community partners booked a library table to promote their programs and services:

April 2, 2025 – Bridges CHC – Ontario Seniors Dental Care Program

April 3, 2025 – PC Works – Resume Refresh

April 5, 2025 – PFLAG Niagara

April 7, 2025 – Birchway Niagara

April 10, 2025 – Senior Citizens Advisory Committee

April 10, 2025 – PC Works – Resume Refresh

April 17, 2025 – PC Works – Resume Refresh

April 24, 2025 – PC Works – Resume Refresh

April 30, 2025 – Bridges CHC – Programs & Services



Circulation

Policy Number: **OP-12**

Initial Policy Approval Date: **2002**

Last Review/Revision Date: **July 2021, 2024, 2025**

Year of Next Review: **2027**

Libraries in Niagara Cooperative (LiNC) Circulation Policy (February 2025)

Purpose

The purpose of the LiNC Public Library Circulation Policy is to set the parameters for the borrowing of materials by the public as well as the collection and use of personal information. The LiNC PL Circulation Policy shall be reviewed annually by the LiNC Executive Team and follows all provisions of the Public Libraries Act.

Cardholder Conditions

- a) Libraries in Niagara Cooperative (LiNC) cardholders have the same borrowing privileges at all LiNC public library locations. The only exceptions to this statement are in requesting interlibrary loans, restricted access to the electronic resources offered by each LiNC library, and certain special collections held by LiNC libraries, as determined by each member library.
- b) Regardless of a member's place of residence, the LiNC library that a cardholder initially registers at is considered their home library for that library card.
- c) New library card memberships will not be issued to anyone whose borrowing privileges have been suspended by another LiNC library.
- d) LiNC library cardholders must present a valid library card from one of the LiNC libraries in order to check out materials or access their account. If the card cannot be presented, valid photo I.D. is required.
- e) Library cards expire annually. At the time of expiration, the cardholder's contact information will be verified. Library accounts can be updated at any LiNC library with appropriate verification of account details.

- f) By obtaining a library card that is valid for use at a LiNC library, the cardholder will abide by the policies established by the LiNC Executive Team and their corresponding Library Boards, including but not limited to:
- Responsibility for the care of all items checked out on their cards
 - Paying outstanding fines and fees
 - Paying for lost or damaged material and associated processing fees
 - Reporting a lost or stolen card
 - Reporting change of name, address, telephone number, email address
 - Presenting library card or acceptable identification every time material is borrowed
 - Understanding that the holder is responsible for materials should the card be loaned to another user

Not fulfilling the above responsibilities may result in the suspension of cardholder privileges.

Lending Periods, Fines and Fees

Item	Loan Period	Renewals	Holds
Books, Audiobooks, Music CDs	21 days	3	Yes
DVDs, Blu-Rays	7 days	3	Yes
Magazines	7 days	3	Yes

*Overdue fines will be assessed per individual LiNC library, please see individual library policies for their fine schedule.

Overdue Materials Notification

- a) Cardholders are notified when their material is overdue. For those cardholders not using email notification, contact with the cardholder will be made after 7 days and a final notice will be communicated to the cardholder after 21 days.

Replacement Fees

- a) Damaged library materials will have a processing fee of \$5.00 and the replacement cost of the material applied to the card holder's account.
- b) Items that remain overdue for longer than 60 days will be considered lost and the borrower privileges will be suspended until the processing fee and replacement cost are paid.
- c) Payments for lost or damaged materials can be made at any LiNC library and will be kept by that library.
- d) Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

Limits

- a) Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.
- b) Cardholders are limited to a maximum total of 99 items checked out at any one time.

Reciprocal Borrowing

- a) Libraries may enter into reciprocal borrowing agreements.
- b) Reciprocal borrowers have access to all LiNC library collections as outlined in Cardholder Conditions (a) above.

Privacy Statement

LiNC public libraries abide by the Municipal Freedom of Information and Protection of Privacy Act.

For the purposes of fulfilling its mandate to make materials available, keeping necessary records, planning purposes, and ensuring the Library's resources are safeguarded, LiNC libraries collect and utilize personal information. This information will not be sold, given, or intentionally made available to other institutions or individuals without express cardholder consent.

Employees of the LiNC libraries are required to maintain confidentiality with regard to the following information:

- all records identifying the names, library card numbers, or contact information of library users;
- all records identifying material the library user currently has checked out or has checked out in the past;
- all records identifying the library user's overdue material(s);

- all records identifying users of public computers;
- all reference questions;
- all interlibrary loan transactions;
- all holds placed, trapped, or held;
- all online searches and their results;
- all items photocopied, printed, or faxed;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject.

Cooperation with Authorities

In accordance with various federal and provincial Acts and Regulations, requests for information about any LiNC library cardholder will be referred to the cardholder's home library CEO.

Port Colborne Public Library Circulation Policy

Purpose

The Port Colborne Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Port Colborne Public Library Board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the Public Libraries Act. R.S.O. 1990, c. P44.

Section 1: Library Membership and Borrowing

- a) No fee will be charged for admission to the library.
- b) Any person may be a member of the library with borrowing privileges.
- c) **Residents** are defined as persons who reside in Port Colborne or pay taxes on a business or any other property in Port Colborne.
- d) **Non-Residents** are defined as persons who reside outside of Port Colborne and their household does not pay taxes on a business or any other property in Port Colborne.

- e) Membership will be granted to an individual who provides verification of address and identification by showing two (2) documents bearing their name, one of which must bear the individual's current address. See Schedule A for acceptable documentation.
- f) Membership will be granted to an individual who is unable to provide identification verifying address; in this case, borrowing is limited to one item on the initial visit and the verification of address will be required for any subsequent loans.
- g) Children under the age of 13 must register for membership accompanied by a parent or guardian who presents identification with name and address, and assumes responsibility for fines, damages or lost items.
- h) Only members of the library in good standing will be allowed to borrow library materials.
- i) Materials may be borrowed by either the membership card or, by valid identification, at the discretion of library staff.
- j) Personal information collected will be subject to the Port Colborne Public Library Policy at OP-01 Privacy, Access to Information & Electronic messages under CASL.

Section 2: Conditions of Membership and Card Use

- a) Membership is not transferable to other individuals. The cardholder is responsible for all items checked out on a card with the understanding that this responsibility still applies even if the card was loaned to another user.

- b) ~~Members may grant permission for another person to use their card after submitting written permission to the library.~~

- c) Adult membership category: ages 18 and up (See Schedule B regarding borrowing privileges)

Teen membership category: ages 13 to 17 (See Schedule B regarding borrowing privileges)

Child membership category: ages 0 to 12 (See Schedule B regarding borrowing privileges)

d) Residents:

- Fees: No membership fee. Replacement charge for lost cards.
- Restrictions: See Schedule B regarding borrowing privileges for children and teens.

e) Non-Residents:

- Fees: No membership fee. Replacement charge for lost cards.
- Restrictions: Non-residents may not borrow interlibrary loan items. Other restrictions may apply. See Schedule B regarding borrowing privileges for children and teens.

f) Temporary Residents:

- Fees: No membership fee for a 4-month membership. Replacement charge for lost cards.
- Restrictions: Temporary residents may not borrow interlibrary loan items. Other restrictions may apply. See Schedule B regarding borrowing privileges for children and teens.

g) An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.

h) The card is the property of the Port Colborne Public Library and must be returned upon request.

i) Lost or theft of a card must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.

j) Change of address, name or phone number must be reported immediately.

k) Membership expires annually. Renewal requires verification of the member's name, address, and telephone number.

l) Effective August 1, 2021, fines are eliminated on all Port Colborne Public Library items for all patrons. Fees for replacement items due to lost or damaged items

will continue to apply for all members.

- m) Port Colborne Public Library card members who borrow items from other LiNC libraries are still subject to fines from those libraries. Membership will be suspended when fines exceed \$10.00 from other LiNC libraries and will be re-instated when the outstanding balance is less than \$10.00 when paid at that LiNC library.
- n) Membership may be suspended for violating library policies.

Section 3: Borrowing

1. Loans:

- a) A standard loan period of 21 days exists for materials borrowed, except those materials for which special loan periods have been established. See Schedule B.
- b) Reference works, local history materials and newspapers are not available for loan except at the discretion of the CEO or designate.
- c) The total number of items on loan to any one member will not exceed 99 items.
- d) Borrowing DVDs is restricted to cardholders 13 years and over. DVDs that are classified 18^A (suitable for people 18 years of age or older) or R (restricted to 18 years or older) by the Canadian Home Video Rating System will not be loaned to members under the age of 18. Proof of age is required.
- e) **Borrowing video games is restricted to cardholders 13 years and over. Video games classified as Mature will not be loaned to members under the age of 18. Proof of age is required.**
- f) Interlibrary loans are restricted to Port Colborne cardholders 13 years and older.

2. Renewals:

- a) Library items may be renewed in person, by telephone, by catalogue access in the library or remotely, or through a participating LiNC library. See Schedule B for renewal schedule.
- b) Items on hold for other members cannot be renewed.

3. Holds/Reserves:

- a) Library items may be reserved in person, by telephone, or by catalogue access in the library or remotely.

- b) When the item becomes available, the member will be notified and asked to pick up the item.
- c) Items will be held for 3 days.
- d) There will be no limit on the amount of holds that can be placed by a patron.

4. Returns:

- a) Members are required to return materials on or before the due date.
- b) Materials borrowed may be returned to the library at the Circulation Desk or in the book drop.
- c) Materials may also be returned to participating LiNC libraries.

5. Circulation Records:

- a) Library Circulation and membership records will be used in accordance with Privacy, Access to Information & Electronic Messages under CASL (OP-01).

Section 4: Charges

1. Damaged/Lost Items:

- a) The library will charge replacement costs for items which are overdue by 60 days or for items which are damaged or lost.
- b) The replacement cost will be assessed by the library and will include the purchase cost and the processing cost of the item. It may not be possible to replace a specific item with an identical one.
- c) Charges will be levied based on the cost of a substitute item or the current average price of materials when an item is not replaced.
- d) Replacement of the item will be left to the discretion of the Chief Executive Officer or designate, in keeping with the library's selection policy.

2. Fines and Fees

- a) The board has eliminated fines on overdue materials for all Port Colborne Public Library items and for all patrons.
- b) Items borrowed from other LiNC libraries by a Port Colborne Public Library member may incur fines if items are overdue.
- c) Fees will be charged for costs incurred to process lost or damaged items, missing barcodes, and other repairs.
- d)

Related Documents:

- OP-01: Privacy, Access to Information & Electronic Messages Under CASL
- OP-21: Lendable Technology Items

- OP-22: Lendable Non-Traditional Items

Schedules:

- Schedule A: Acceptable Identification to Verify Name and Address for Membership Registration
- Schedule B: Fines and Loan Periods

Schedule A

Acceptable Identification to Verify Name and Address for Membership Registration

Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.

Acceptable Identification	Acceptable Proof of Address
<ul style="list-style-type: none"> • Health card with photo • Citizenship card • Passport • Student ID card • OAS (senior's card) • Employer-issued photo ID card • Ontario Identity Card 	<ul style="list-style-type: none"> • Any benefit statement issued by the Government of Canada • Bank account statement • Utility bill (telephone, hydro, water, gas, cable, etc.) • Driver's license • Mortgage, rental or lease agreement • Property tax assessment or bill • Insurance policy (property, auto, life) • Employer record (pay stub or letter from employer) • Secondary school, college or university report card or transcript

Schedule B

Loans and Renewal Periods (Effective **May 7, 2025**)

Total number of items allowed per user is 99. No limit by material type.

Material Type	Patron Type	Loan Period	Number of Renewals
Adult and Teen Books	Adult	21 days	3
	Teen	21 days	3
	Juvenile	21 days	3
Express Books	Adult	14 days	0
	Teen	14 days	0
Children's Books	Adult	21 days	3
	Teen	21 days	3
	Juvenile	21 days	3
Audiobooks Language Instruction	Adult	21 days	3
	Teen	21 days	3
Magazines	Adult	7 days	3
	Teen	7 days	3
Audiobooks Fiction & Non-Fiction	Adult	21 days	3
	Teen	21 days	3
Express Audiobooks Fiction & Non-Fiction	Adult	14 days	0
	Teen	14 days	0
Music CDs	Adult	21 days	3
	Teen	21 days	3
Children's Story Kits	Adult	21 days	3
	Teen	21 days	3
	Children	21 days	3
DVDs Fiction, Non-Fiction, Documentaries, TV Series	Adult	7 days	3
	*Teen (Teens may not borrow Restricted DVDs)	7 days	3
Express DVDs	Adult	7 days	0
	*Teen (Teens may not borrow Restricted DVDs)	7 days	0
Interlibrary Loans	Adult	21 days	1 (depends on lending library)
	Teen	21 days	

Board Games	Adult	7 days	3
	Teen	7 days	3
Video Games	Adult	7 days	3
	Teen	7 days	3

Processing Fee: \$5.00

Replacement for library cards: \$4.00

Missing Barcode: \$1.00