

Approval

The report and survey must be approved by the library board before it is submitted to Alberta Municipal Affairs. This is a required field.

| | |
|--|---------------|
| | Date approved |
| | 2017-02-23 |

Canmore Library Board, Town of - Canmore 2016

Alberta Public Library Survey

For the Alberta Public Library Survey (up to but not including the Personnel section), please report current year details.

The Annual Report (reporting on the previous calendar year) begins at the Personnel section and carries through to the end of the report.

Directory

This information is used in the Alberta Public Library Directory, which is produced by the Public Library Services Branch and is available at www.albertalibraries.ca.

| | Name of library board | Name of library (or libraries) |
|--|-------------------------------|--------------------------------|
| | Town of Canmore Library Board | Canmore Public Library |

Phone, Fax, Email, Website

| | Library phone | Library fax | Library email | Library website |
|--|---------------|----------------|---------------------------|--------------------------|
| | 403-678-2468 | (403) 678-2165 | info@canmorelibrary.ab.ca | www.canmorelibrary.ab.ca |

Address

| | Address - Street and No. | P.O. Box | City/town, etc. | Province | Postal code |
|--|--------------------------|----------|-----------------|----------|-------------|
| | 101 700 Railway Avenue | | Canmore | Alberta | T1W 1P4 |

Contacts

| | Name | Email | Phone | Alternate phone |
|--------------------------------------|--------------------------------|---|--------------|-----------------|
| Library Manager | Michelle Preston | mpreston@canmorelibrary.ab.ca | 403-678-2468 | |
| Respondent (if different than above) | Tegan Madge / Michelle Preston | tmadge@canmorelibrary.ab.ca / mpreston@canmorelibrary.ab.ca | 403-678-2468 | |

Canmore Library Board, Town of - Canmore 2016

Library Management - Board Members

Please provide full names, addresses, phone numbers and email addresses (if applicable) for CURRENT board members (i.e. members at the time of filling in this report). Indicate the chairperson (it is not necessary to positions other than chairperson). As well, indicate any board member who is also on the local municipal council. Give the term expiry date (month and year) for each board member. Note: While names of board members are public information, addresses, phone numbers and email addresses are for the use of the Public Library Services Branch only and are not made available to the public.

The Libraries Act requires ALL library board members to be APPOINTED BY MUNICIPAL COUNCIL (Part 1, Section 4). When the municipal council appoints members to the library board there should be written documentation regarding the term of appointment. If there is uncertainty about board member term expiration dates, contact the municipal administrator. If there is no record of library board appointments, please contact Public Library Services Branch.

| | Name | Address | Phone | Email | Term expiry (month/year) | Councillor |
|----------------|-----------------|-------------------------------|--------------|--------------------------|--------------------------|------------|
| Chairperson | Beth Millard | #301 1080A Cougar Creek Dr. | 403-609-0520 | beth.millard@shaw.ca | 2017-10-31 | |
| Board Member 1 | Melinda Sampson | 613B-5th Street | 403-762-0930 | melksampson@gmail.com | 2018-10-31 | |
| Board Member 2 | Susan Beckett | 623 5th Street | 403-609-2715 | ssn_beckett@yahoo.ca | 2017-10-31 | |
| Board Member 3 | David Parkes | 622 1 Street | 403-678-3835 | david.w.parkes@gmail.com | 2017-10-31 | |
| Board Member 4 | Peter McKeown | 213 Benchlands Terrace | 403-689-4052 | plmckeown@shaw.ca | 2018-10-31 | |
| Board Member 5 | Ed Russell | Box 8411 | 403-688-5296 | erussell@canmore.ca | 2017-10-31 | Yes |
| Board Member 6 | Anne Baker | 930 9 Street | 403-678-7397 | iag59258@gmail.com | 2019-10-31 | |
| Board Member 7 | Vincent Gallant | 204-2100A Stewart Creek Drive | 403-493-9379 | vjgallant@gmail.com | 2019-10-31 | |
| Board Member 8 | Anne Metikosh | 6-1119 Railway Avenue | 403-281-3553 | ametikosh@shaw.ca | 2018-10-31 | |
| Board Member 9 | Judith Smith | 308 600 Spring Creek Drive | 403-678-4695 | c_h_smith@shaw.ca | 2017-10-31 | |

Library Management - General

| | | | |
|--|--|-----------------------|--------------------|
| | Board meeting dates (e.g. Jan 28, Feb 13) | Board volunteer hours | Building ownership |
| | Jan 28, Feb 25, Mar 24, Apr 21, May 26, Jun 23, Aug 25, Sep 22, Oct 27, Nov 24 | 250 | Municipality |

Library Hours

Hours of Service

Provide the actual open hours for the library for each day of the week at the time of completing this report using the following format: 10:00-5:00; 1:30-8:30; etc. Only enter summer hours if they differ from regular hours.

Also, enter the total number of hours open per week based on the indicated library open hours.

This information will be used for the provincial directory.

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Total hours per week |
|---------------|------------|------------|------------|------------|------------|------------|------------|----------------------|
| Regular Hours | 10:00-8:00 | 10:00-8:00 | 10:00-8:00 | 10:00-8:00 | 10:00-8:00 | 10:00-5:00 | 10:00-5:00 | 64.00 |
| Summer Hours | 10:00-8:00 | 10:00-8:00 | 10:00-8:00 | 10:00-8:00 | 10:00-8:00 | 10:00-5:00 | 10:00-5:00 | 64.00 |

Hours Open Per Year

Total number of library hours open per year. There are two possible calculations:

1. If your library hours are the same all year: 50 x total hours per week
2. If summer hours differ from regular hours: [(50 - # summer weeks) x total regular hours per week] + (# summer weeks x total summer hours per week)

| | |
|--|---------------------|
| | Hours Open per Year |
| | 3,200.00 |

Personnel

Paid and unpaid staff that worked in the library during the reporting period.

Staff

Report qualifications and the number of all paid staff (full and part time) who work for the library whether they are paid directly by the board or paid through the municipality. Report total number of employees (i.e., "live bodies") and the total hours worked in the reporting year (you may need to get this figure from the individual or agency that does your staff payroll).

NOTE: do not include individuals who provide service through a contract, such as the library audit, custodial staff or bookkeeping.

| | # Employees | Total Hours/Yr |
|--------------------------------|-------------|------------------|
| MLIS or equivalent | 2 | 3,640.00 |
| Other university degree | 3 | 4,732.00 |
| Library technician | 5 | 8,216.00 |
| Library operations certificate | 0 | 0.00 |
| Other tech/college diploma | 0 | 0.00 |
| Other | 11 | 9,088.00 |
| Total staff | 21 | 25,676.00 |

Volunteers

Report the number of volunteers assisting with library activities, and the total number of volunteer hours per year.

If a board member is volunteer at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here. Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in the Alberta Public Library Survey section: Library Management - General > Board volunteer hours.

Friends of the Library groups are separate fundraising societies and are therefore counted separately from volunteers.

| | # Volunteers | Volunteer Hours/Yr |
|--|--------------|--------------------|
| Library Operations | 226 | 430.25 |
| Library Programming | 0 | 0.00 |
| Fundraising (aside from a Friends group) | 0 | 0.00 |
| Outreach | 0 | 0.00 |
| Total Volunteers | 226 | 430.25 |
| Friends of the Library | 160 | 842.00 |

Collections/Resources

Collection Management

| | Acquired | Withdrawn |
|-----------------|----------|-----------|
| Print items | 3,725 | 2,518 |
| Non-print items | 682 | 875 |
| Total | 4,407 | 3,393 |

Print Items

In this section, include all materials/books (in all categories) in print format. Include both catalogued and uncatalogued print materials/books. Do not include audiobooks, Ebooks or MP3 books. They will be recorded in subsequent categories.

| | Print Volumes | Periodicals (number of issues) | Total Print |
|--|---------------|--------------------------------|-------------|
| | 53,099 | 938 | 54,037 |

Non-Print Items

Provide a count of each physical unit for a non-print item by category. DEFINITION: A physical unit of library material distinguished from other single units by a separate binding, encasement or other clear distinction.

| | Audiobooks | Music | Video | Software/videogames | Kits | Objects | Other | Total non-print |
|--|------------|-------|-------|---------------------|------|---------|-------|-----------------|
| | 2,792 | 708 | 4,839 | 7 | 264 | 24 | 27 | 8,661 |

Virtual Items (Licensed by your board)

If your library board licenses any virtual resources such as eBooks, MP3 audiobooks, online magazine subscriptions, movies or games, include those items in this section. Count only items licensed by your board. If you are a node library, include licenses brokered by The Alberta Library (TAL).

Do not count databases licensed by your library system or the Public Library Services Branch (PLSB) in this section.

| | eBooks | Periodicals | Audiobooks | Music | Video | Games | Databases | Other | Total licensed virtual items |
|--|--------|-------------|------------|-------|-------|-------|-----------|-------|------------------------------|
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Library Board Contributions

If your library board has contributed money to your library system for licensing virtual materials (e.g. eBooks, virtual magazine subscriptions, etc.), please indicate the dollar amount contributed. The items that have been licensed on behalf of your board will be counted in the annual report completed by your library system.

| | Contribution |
|--|--------------|
| | \$0.00 |

Totals

| | Total physical collection | Total licensed virtual collection | Total collections |
|--|---------------------------|-----------------------------------|-------------------|
| | 62,698 | 0 | 62,698 |

Circulation

Direct Circulations

Report number of items circulated directly to library users. Include all items that are charged out for use, whether the use is inside or outside the library. Do not include interlibrary loans loaned to other libraries.

| | Adult print | Young adult print | Juvenile print | Adult non-print | Young adult non-print | Juvenile non-print |
|--|-------------|-------------------|----------------|-----------------|-----------------------|--------------------|
| | 84,353 | 4,812 | 56,342 | 42,820 | 160 | 10,670 |

Direct Circulations, continued...

| | Non-catalogued | Periodicals | Virtual | Total direct circulation | Bulk loans (not reported above) | Total circulation |
|--|----------------|-------------|---------|--------------------------|---------------------------------|-------------------|
| | 1,237 | 5,272 | 0 | 205,666 | 0 | 205,666 |

Interlibrary Loan

Interlibrary loan is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

| | Borrowed | Lent |
|--|----------|--------|
| Within Alberta (including within library system) | 41,375 | 33,759 |
| Outside of Alberta, but within Canada | 21 | |
| Outside of Canada | 0 | 0 |
| Total | 41,396 | 33,759 |

Reference and Use

Reference Transactions

A reference transaction is an encounter between a library user and a member of the library staff which involves an attempt to supply factual or bibliographic information requiring knowledge, use, recommendation or interpretation of an information source or bibliographic tool. It includes informal technology training sessions, such as how to use email, demonstrating a URL or how to print a document. It does NOT include a directional or administrative question.

Report the number of reference transactions for the reporting year (either from an actual count or 1 week's worth x 50 to provide an estimate).

| | | |
|--|------------------------------|------------------------|
| | Total reference transactions | Count method |
| | 28,900 | Estimate (1 week x 50) |

Library Use

Library visits and in-house use of materials.

| | In person visits | Count method (in person visits) | Virtual visits | In library material use | Count method (in library material use) |
|--|------------------|---------------------------------|----------------|-------------------------|--|
| | 168,600 | Estimate (1 week x 50) | 51,182 | 43,650 | Estimate (1 week x 50) |

Programs

A library program is a pre-planned, coordinated event that: meets a service response as indicated in the board's Plan of Service; is hosted/presented by the public library; is set for a designated time and place; has a defined purpose; has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and may involve a registration process and/or some promotion of the event.

Note: to public libraries housed in schools - please DO NOT count weekly class visits to the library, unless each class would have come to the public library every week even if it was housed in another building elsewhere in town. Weekly class visits are a program of the school library.

| | Sessions | Participants |
|--------------------------|------------------|--------------|
| Children's | 2,578 | 8,333 |
| Young adult | 13 | 67 |
| Adult | 212 | 1,999 |
| Family/multigenerational | ¹ 143 | 1,005 |
| Other | ² 22 | 63 |
| Total | 2,968 | 11,467 |

Library Awareness

This is a count of activities held by the library which promote awareness of the library. These activities are not considered programs as they do not meet a service response (i.e. an identified need from the community). Examples include trade shows, an open house, participation in community nights, etc.

| | Sessions | Participants |
|-------------------|----------|--------------|
| Library awareness | 1 | 500 |

Social Media

Please provide the names of the social media platforms used to promote the library, the URL or username for the account, etc., and any relevant metrics. If you use more than 5 different social media platforms, please use the "Add Notes" feature to record the additional data.

| | Name of Platform | Username/URL | Metrics |
|--|------------------|------------------------|---------------|
| | Facebook | Canmore Public Library | 592 Likes |
| | Twitter | @canmorelibrary | 313 Followers |
| | GoodReads | Canmore Public Library | 5 Following |
| | Pinterest | Canmore Public Library | 64 Following |
| | | | |

Cardholders, Fees, Facilities

Total cardholders

Report the number of active cardholders as of December 31 (active cardholders are those whose cards have not expired). This includes both resident and non-resident library cards of all types (including family cards) issued by your library.

NOTE: If your library offers family cards and provides only one card/one patron account per family (which is shared among all family members), multiply the number of family cards by 3.1. If all members of a family receive their own card and have their own patron record, do not multiply by 3.1.

| | |
|--|---|
| | Total cardholders (resident and non-resident) |
| | ³ 4,531 |

Card fees

Indicate YES or NO if card fees are charged for the following specific patron types: adult, juvenile, senior and family. If card fees are charged for a patron type that is not listed, indicate so in "Other".

Please use the "Add Note" feature if an explanation is necessary. DO NOT leave these fields blank - answer either YES or NO for each.

If you indicated YES for any of the listed patron types, please report the annual card fee charged as set out in the library board's bylaw. If you do not charge card fees, or do not charge a card fee in a certain category, please leave the amount as \$0.00.

| | Do you charge card fees? | If yes, how much? |
|----------|--------------------------|-------------------|
| Adult | | \$12.00 |
| Juvenile | | \$0.00 |
| Senior | | \$3.00 |
| Family | | \$20.00 |
| Other | | \$70.00 |

Facility size

A service point is a location where users can directly access library service. This includes bookmobiles. Report the area in square metres of all library service points operated by your board. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space. In order to convert a measurement of square feet to one of square metres, multiply square footage by 0.09.

| | | |
|--|---------------------------|-------------------------|
| | Library area (Sq. metres) | Library area (Sq. feet) |
| | 1,040.5 | 11,199.8 |

Facility status

| | Yes or No | Please provide a brief explanation (if applicable) |
|--|-----------|--|
| Did the library move locations (temporarily or permanently) in the reporting year? | No | |
| Has a new service point opened or an existing one closed in the reporting year? | No | |
| Did the library close for renovations at any point in the reporting year? | No | |

Electronic Performance Measures

Workstations

| | Workstations with internet access | Workstations without internet access | Mobile workstations | Total workstations |
|--|-----------------------------------|--------------------------------------|---------------------|--------------------|
| | 12 | 2 | 0 | 14 |

Workstation sessions

| | Number of workstation sessions | Count method (sessions) | Workstation hours | Count method (hours) | Length of workstation sessions (minutes) | Percentage of time workstations in use |
|--|--------------------------------|-------------------------|-------------------|----------------------|--|--|
| | 27,064 | Actual count | 12,894.50 | Actual count | 30 | 28.78% |

Public Wi-Fi sessions

| | Number of public wi-fi sessions | Count method |
|--|---------------------------------|--------------|
| | 75,128 | Actual count |

Accomplishments & Comments

Provide your comments below. Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.

| | Accomplishments | Comments |
|--|---|----------|
| | The Canmore Public Library was the 2016 recipient of the Marigold Making a Difference award for our outreach services to seniors. We celebrated our third anniversary in our new location in Elevation Place. We created a new partnership with Bow Valley Regional Transit to create a Books on the Bus program. | |

¹, step up to reading(0-2017-02-11)

², videoconference(0-2017-02-11)

³, active cardholders only(0-2017-02-11)