

**Canmore Library Board, Town of - Canmore 2019**

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**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 by library board
	2020-02-20

**Canmore Library Board, Town of - Canmore 2019****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 <https://www.alberta.ca/alberta-public-library-directory.aspx>.

	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	

**Info**

**Canmore Library Board, Town of - Canmore 2019**

**Library Management - Board Members**

Please provide full names, addresses, phone numbers and email addresses for **CURRENT** board members (i.e. members at the time of filling in this report). Indicate the chairperson (it is not necessary to provide positions for other than the chairperson). As well, indicate any board member who is also on the local municipal council. Give the term expiry date (month/day/year) for each board member. **Library board term expiry dates (month/day/year) MUST be provided for ALL board members, including those board members who are also councillors.** *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	Library board term expiry (month/day/year)	Councillor
Chairperson	Anne Baker				2022-10-01	
Board Member 1	Mirit Poznansky				2020-10-01	
Board Member 2	Beth Millard				2020-10-01	
Board Member 3	Anne Metikosh				2021-10-01	
Board Member 4	Darcy Allan				2021-10-01	
Board Member 5	Karen Marra				2020-10-01	Yes
Board Member 6	Willy Fung				2021-10-01	
Board Member 7	Teresa Mullen				2021-10-01	
Board Member 8	Stan Ostashewski				2020-10-01	
Board Member 9	Judith Smith				2020-10-01	

**Library Management - General**

	Library board email (e.g. libraryboard@abclibrary.ca)	Board meeting dates (e.g. Jan 28, Feb 13)	Board volunteer hours	Building ownership
	board@canmorelibrary.ab.ca	Jan 24, Feb 21, Mar 28, Apr 18, May 23, Jun 27, Aug 22, Sep 26, Oct 24, Nov 28	275	Municipality

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**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. DO NOT JUST ENTER THE TOTAL NUMBER OF HOURS OPEN EACH DAY. 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								

**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:  $(50 - \# \text{ summer weeks}) \times \text{total regular hours per week} + (\# \text{ summer weeks} \times \text{total summer hours per week})$

	Hours Open per Year
	3,200

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**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	3	3,441.00
Other university degree	15	11,599.00
Library technician	5	6,160.00
Library operations certificate	0	0.00
Other tech/college diploma	5	3,332.00
Other	0	0.00
<b>Total staff</b>	<b>28</b>	<b>24,532.00</b>

**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	390	430.00
Library Programming	4	16.00
Fundraising (aside from a Friends group)	0	0.00
Outreach	0	0.00
<b>Total Volunteers</b>	<b>394</b>	<b>446.00</b>
Friends of the Library	150	589.00

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Collections/Resources

Collection Management

	Acquired	Withdrawn
Print items	<sup>1</sup> 4,895	<sup>2</sup> 5,056
Non-print items	887	256
Total	5,782	5,312

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
	55,612	<sup>3</sup> 948	56,560

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
	3,309	620	6,062	0	327	5	31	10,354

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

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Totals

	Total physical collection	Total licensed virtual collection	Total collections
	66,914	0	66,914

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**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
	477,551	4,916	86,876	32,474	114	9,170

**Direct Circulations, continued...**

	Non-catalogued	Periodicals	Virtual	Total direct circulation	Bulk loans (not reported above)	Total circulation
	51,021	5,862	22,172	220,156	8,366	229,522

**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)	54,253	38,987
Outside of Alberta, but within Canada	18	13
Outside of Canada	0	3
Total	54,271	39,003



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**Information Services & 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
	62,000	Estimate (1 week x 50)

**Examination Services**

If examination services are provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year.

	164
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**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)
	183,500	Estimate (1 week x 50)	39,731	67,300	Estimate (1 week x 50)

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**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: If your program is a registered program, for example 6 sessions with 21 people registered to attend, it would be counted as 6 x 21 for a total of 126 participants.**

Public libraries housed in schools - **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.

	Sessions	Participants
Children's	677	9,684
Young adult	16	240
Adult	210	1,632
Family/multigenerational	101	2,129
Outreach	344	4,788
Other	25	1,024
Total	1,373	19,497

**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	7	1,376

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**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	10390 Reaches, 8697 Likes
	Twitter	@canmorelibrary	419 Followers
	Instagram	canmore_public_library	230 Followers
	Newsletter	<a href="https://canmorelibrary.ab.ca/About-Us/Canmore-Public-Library/Newsletter">https://canmorelibrary.ab.ca/About-Us/Canmore-Public-Library/Newsletter</a>	325 subscribers

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**Cardholders, Fees, Facilities**

**Total cardholders**

Report the number of active cardholders as of December 31 in the reporting year (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)
	5,069

**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	No	\$0.00
Juvenile	No	\$0.00
Senior	No	\$0.00
Family	No	\$0.00
Other	No	\$0.00

**Facility size**

A service point is a location where users can directly access library service. This includes mobile libraries (e.g. 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

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**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	

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Electronic Performance Measures

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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
	25,209	Actual count	13,361.07	Actual count	30	29.82%

Public Wi-Fi sessions

	Number of public wi-fi sessions	Count method
	134,946	Actual count

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**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
	This year we continued to increase our outreach programming to Indigenous communities and collected 267lbs of food for the Food Bank through our "Food for Fines" program. We also established an endowment fund, removed membership fees, completed a full collection inventory, held our second annual seniors fair, and established a homebound readers program.	

<sup>1</sup> Polaris stats + 332 uncatalogued magazines(0-2020-02-11)

<sup>2</sup> +332 non-barcoded magazines(0-2020-02-11)

<sup>3</sup> Polaris stats + 332 uncatalogued magazines(0-2020-02-11)

<sup>4</sup> Use Polaris Annual Report numbers(0-2020-02-13)

<sup>5</sup> Quick circ item records(0-2020-02-06)

<sup>6</sup> =total circulation-(sum of other direct circulations)(0-2020-02-11)

<sup>7</sup> TRAC+Polaris Annual Report+VDX report(0-2020-02-13)

<sup>8</sup> 2019- includes SRP registration and Books on the Bus(0-2020-01-10)

<sup>9</sup> Step up to reading(0-2020-01-15)