2020 Annual Report
The following sections make up the annual report portion of the form. Please fill in the data for the reporting year (2020).

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Library Management - Governance

	Library board email (e.g. libraryboard@abclibrary.ca)	Board meetings held in 2020 (e.g. Jan 28, Feb 13)	Board volunteer hours	Building ownership
	board@canmorelibrary.ab.ca	Jan 23, Feb 21, Mar 26, Apr 23, May 28, Jun 25, Sep 24, Oct 22, Nov 26	275	Municipality

Library Hours

Hours Open Per Year
Report the total number of hours the library was open for the reporting year. Include hours during the pandemic closure periods (March 17 to June 12 and December 13 to December 31) when services such as curbside pickup or remote reference was still available to library users.

	Total hours open for reporting year
	2,815

Summary of Pandemic Impact
Provide a summary of how the COVID-19 pandemic affected the library's hours of opening for the reporting year. For example, elaborate on how long was the library closed for, if hours were reduced when you reopened, if you have not reopened, etc. To report on other ways the pandemic affected public library service delivery, please use the comments field at the end of the annual report.

	Summary of impact of pandemic on hours
	We were open for 13 weeks at our regular hours of 64 hours/week. After March 17th we were open for reference and curbside pickup for 15 weeks at 40 hours/week. July 20th we reopened to the public for 22 weeks at a reduced 54 hours/week, then closed in December for 2 weeks at 52/hours week for curbside and reference. 13 weeks at 71 hours = 923 15 weeks at 40 hours = 600 22 weeks at 54 hours = 1188 2 weeks at 52 hours = 104

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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 worked at the library whether they were 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 (paid leaves as per a collective agreement can be included). You may need to get this figure from the individual or agency that does your staff payroll.

NOTE FOR 2020: If staff were laid off and re-hired, they are counted as two separate "bodies," therefore they should be counted twice. This will mean that the number of employees will likely increase from last year, while the total hours per year will decrease.

Do not include individuals who provided service through a contract, such as custodial staff or bookkeeping.

	# Employees	Total Hours/Yr
MLIS or equivalent	2	3,294.00
Other university degree	¹19	10,585.00
Library technician	7	6,040.00
Library operations certificate	0	0.00
Other tech/college diploma	0	0.00
Other	4	727.00
Total staff	32	20,646.00

Volunteers
Report the number of volunteers that assisted with library activities, and the total number of volunteer hours for the reporting year.

If a board member volunteered 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	94	137.75
Library Programming	0	0.00
Fundraising (aside from a Friends group)	0	0.00
Outreach	0	0.00
Total Volunteers	94	137.75
Friends of the Library	150	75.00

Collections/Resources

Collection Management

	Acquired	Withdrawn
Print items	3,566	4,519
Non-print items	522	268
Total	4,088	4,787

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
55,488	1,286	56,774

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/videoga mes	Kits	Objects	Other	Total non-print
3,450	602	6,210	0	327	4	38	10,631

Virtual Items (Licensed by the board)

If the 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 the library board contributed money to your library system for licensing virtual materials (e.g. eBooks, virtual magazine subscriptions, etc.), during the reporting year, 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
	67,405	0	67,405

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Circulation

Direct Circulations

Report number of items circulated directly to library users during the reporting year. Include all items that were signed out for use, whether the use was 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
	41,922	2,731	34,889	12,585	47	3,352

Direct Circulations, continued...

	Non-catalogued	Periodicals	Virtual	Total direct circulation	Bulk loans (not reported above)	Total circulation
	412	1,712	31,289	128,939	643	129,582

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.

	ILL borrowed within Alberta	ILL lent within Alberta
Within Alberta (including within library system)	46,876	26,939
Outside of Alberta, but within Canada	0	0
Outside of Canada	0	0
Total	46,876	26,939

Information Services & Use
Reference transactions, examination services, library visits (in person and virtual) and in-house use of materials.

Reference Transactions
Using either an estimate or an actual count, report the number of reference transactions during the reporting year.

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 directional or administrative questions, such as "Where is the washroom?" or "When does the library close?"

Estimate
If reference transactions were counted for a one week period to provide an estimate for the reporting year, please report:
1. The number of transactions recorded for the count week
2. The total number of weeks that reference service was available to library users during the reporting year, up to a maximum of 50 weeks

If the physical library was closed due to the pandemic but reference services were still available to library users, please include those weeks in the count (in addition to the weeks that the physical library was open to the public).

	# of reference transactions during count week	# of weeks reference service was available	Estimate of reference transactions
	[2]n.a.	50	0

Actual Count
Only complete this field if reference transactions were recorded as an actual count throughout the reporting year.

	Total reference transactions (actual count)
	n.a.

Examination Services
If examination services were 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. If examination services are not provided at the library, please select "Not applicable".

	Total number of exams
	8

In Person Visits
Using either an estimate or an actual count, report the number of visits to the library, including each time an individual re-entered the library. If applicable, also include visits to smartlockers and visits for curbside/hold pick ups.

Estimate

If in person visits were counted for a one week period to provide an estimate for the reporting year, please report:

1. The number of in person visits recorded for the count week
2. The total number of weeks that library users were able to visit the library and receive service, up to a maximum of 50 weeks

If the physical library was closed due to the pandemic but library users could access curbside/hold pick up, please include those weeks in the count (in addition to the weeks that the physical library was open to the public).

	# of library visits during count week	# of weeks the library provided in person service	Estimate of in person visits
	618	35	21,630

Actual Count

Only complete this field if in person visits to the library were recorded as an actual count throughout the year.

	Total in person visits (actual count)

Virtual Visits

Report the number visits to the library's website. If you do not have a library website or an online catalogue, select "Not applicable".

	Visits to library website
	48,204

In Library Material Use

Using either an estimate or an actual count, report the number of physical materials used in the library but not circulated during the reporting year.

Estimate

If in library material use was counted for a one week period to provide an estimate for the reporting year, please report:

1. The number of materials used (but not circulated) for the count week
2. The total number of weeks that library users were able to visit the library and access the physical library collection, up to a maximum of 50 weeks

If the library has not reopened with access to the physical library collection since the closure in March and a count week was not completed prior to the closure, please select "Data not available."

	# of materials used during count week	# of weeks in house use was available	Estimate of in library material use
	n.a.	^{3}35	0

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Actual Count

Only complete this field if in library material use was recorded as an actual count throughout the reporting year.

	Total in library material use (actual count)
	n.a.

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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.

Please report the total number of program participants and sessions per age category, combining in person, pre-recorded and live virtual programs.
NOTE: If you are able to break down your attendance by the different types of program delivery (Live, pre-recorded, in person, etc.) you can provide the data in the note field.

How to count for the different types of program delivery:

In person programs:
Total number of in person sessions: count each program that was offered.
Total number of participants: count each individual that attended. 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.

Live virtual programs:
Total number of live virtual sessions: count the number of live programs offered across all the various platforms you used to deliver them.
Total number of live virtual viewers: use the peak number of viewers, if possible. This one is admittedly tricky as there may be differences in stats recording across different platforms, and in some instances the data may be gone and not recoverable. Provide the most accurate information you have, and use the notes field in the LibPAS to provide any comments you have about the data.

Pre-record virtual programs:
Total number of pre-recorded virtual sessions: count each video/program once.
Total number of pre-recorded virtual viewers: use total number of views for the duration the pre-recorded program was available (if it is no longer online), or as of December 31, 2020 if it is still available. Note that you may need to keep track of this number if the video will be available in 2021 for reporting on additional views in 2021 (e.g. to calculate views after Dec 31, 2020).

Other types of non-traditional programs, e.g. phone programs:
We are aware that some libraries were doing one on one or phone type programs. Those you would track as you would an in person session, by counting the number of times it took place and how many participants were involved.

	Total # of programs offered (in person, virtually, etc.)	Total # of participants (in person, virtually, etc.)
Children's	619	6,082
Young adult	0	0
Adult	107	512
Family/multigenerational	0	0
Other	0	0

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Total	726	6,594

Outreach

Report the total number of outreach programs (all age categories combined). An outreach program is a program run by library staff and/or library volunteers that does not take place within the library or on library grounds.

	Total # of outreach programs offered	Total # of outreach program participants
	90	1,972

Library Awareness

Count of activities that the library participated in which promoted 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.

	Total # of library awareness sessions	Total # of library awareness participants
	[4]1	300

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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 more than 5 different social media platforms are used, please use the "Add Notes" feature to record the additional data.

	Name of Platform	Username/URL	Metrics
	Facebook	Canmore Library	1040 Followers, 1024 Likes, 4371 Engagements
	Twitter	@canmorelibrary	436 Followers, 207 Engagements
	Instagram	@canmorelibrary	361 Followers, 1690 Engagements
	Newsletter	https://www.canmorelibrary.ab.ca/About-Us/Canmore-Public-Library/Newsletter	440 Subscribers
	YouTube	Canmore Library	29 Subscribers, 4982 Views

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 the library.

Note: If the 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}5,857

Card fees
Indicate **YES** or **NO** if card fees were charged for the following specific patron types: adult, juvenile, senior and family, during the reporting year. If card fees were 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 no card fees are charged please leave the amount(s) as $0.00.

	Did 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 the library board during the reporting year. 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

These fields are to report on the status of library facilities during the reporting year, separate from the impact of the pandemic. If you wish to report on how the pandemic affected library hours and service availability, please do so in "Library Hours - Summary of Pandemic Impact". If you have other comments about the impact of the pandemic on library service delivery, please use the "Comments" box at the end of the annual report.

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

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Electronic Performance Measures

Workstations

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

Workstation sessions

Estimate

If workstation sessions were counted for a one week period to provide an estimate for the reporting year, please report:

1. The number of workstation sessions for the count week
2. The total number of weeks that public computer access was available library users during the reporting year, up to a maximum of 50 weeks

If the library has not reopened with access to public computers since the closure in March and a count week was not completed prior to the closure, please select "Data not available."

	Total workstation sessions during count week	# of weeks public computer access was available	Estimate of workstation sessions
		35	0

Actual Count

Only complete this field if workstation sessions were recorded as an actual count throughout the reporting year.

	Total workstation sessions (actual count)
	6,518

Workstation hours

Report the total hours that public workstations were used during the count week. For example, if workstation sessions are 1 hour in length, then track the total number of sessions during the count week (estimate) or the entire year (actual count) and report the number of hours. If workstation session times vary, there will have to be some kind of method employed to determine the hours that the workstations were in use.

Estimate

If workstation hours were counted for a one week period to provide an estimate for the reporting year, please report:

1. The number of workstation hours recorded for the count week

2. The total number of weeks that computer access was available to library users during the reporting year, up to a maximum of 50 weeks

If the library has not reopened with access to public computers since the closure in March and a count week was not completed prior to the closure, please select "Data not available."

	Total workstation hours during count week	# of weeks public computer access was available	Estimate of workstation hours
		35	0

Actual Count

Only complete this field if workstation hours were recorded as an actual count throughout the reporting year.

	Total workstation hours (actual count)
	3,283

Workstation use

Indicate the length of time (in minutes) that constitutes a workstation session in your library. Report the number of minutes only (e.g. 60 minutes to indicate 1 hour).

If the length of workstation session varies, please provide an average for the session length.

If the length of a workstation session is fixed, please provide the fixed length.

	Length of workstation sessions (in minutes)	Percentage of time workstations in use
	30	8.33%

Public Wi-Fi sessions

Estimate

If Wi-Fi sessions were counted for a one week period to provide an estimate for the reporting year, please report:

1. The number of Wi-Fi sessions for the count week

2. The total number of weeks that Wi-Fi was available to library users during the reporting year, up to a maximum of 50 weeks

If the physical library was closed due to the pandemic but Wi-Fi was still available to library users (e.g. in the parking lot), please include those weeks in the count.

	Total Wi-Fi sessions during count week	# of weeks Wi-Fi was available	Estimate of Wi-Fi sessions
		50	0

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Actual Count

Only complete this field if Wi-Fi sessions were recorded as an actual count throughout the reporting year.

	Total Wi-Fi sessions (actual count)
	43,969

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Accomplishments & Comments

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

	Accomplishments	Comments
	We adapted to the pandemic—quickly modified our operations and were able to maintain some level of library service to our community throughout the year. We transitioned to online programming within 2 weeks of initial lockdown, created a YouTube channel and extended the accessibility of library programs to our community. We organized a community convoy in partnership with other Municipal Services that recognized and brought joy to our local seniors and front line workers. We setup curbside pickup services for the first time and were able to adjust/increase volume of appointments to meet community demand. We launched a virtual reference and tech help service to assist our patrons with reference questions and new technologies. We utilized our digital communication outlets to keep the community apprised of all service changes as they happened. We also started promoting community initiatives via our social media (such as Support Local) as well as profiling local authors in our newsletter. We have worked with the local newspapers and radio station to keep our initiatives in the public eye.	

[1], staff numbers include those laid off and rehired(0-2021-01-21)

[2], no count conducted in 2020(0-2021-01-21)

[3], Browsing was not available after March 17th(0-2021-01-21)

[4], Community convoy - no participant count available(0-2021-01-21)

[5], This number is based on our in-house monthly reports. We believe that the number supplied by our HQ (3422) may have been impacted by the mass renewals that

were performed.(0-2021-02-25)