

## MESSAGE FROM THE LIBRARY BOARD

We are proud of the Hanover Public Library. The library staff really stepped up to the challenge of operating in a COVID-19 environment and has surpassed our expectations. They focused on meeting the needs of our patrons and made extraordinary efforts to stay in touch with vulnerable residents during the lockdown. These efforts demonstrate the staff truly care about the mental health and wellbeing of us all. We have received many positive comments on how much our services are appreciated.

The Board commends the CEO and staff for their ability to adapt and work through the protocols required to ensure that the library was able to provide services and resources to our clients. At every turn, the challenge of operating in a socially distanced manner was met with an enthusiastic “We can do that”. As a result, the library added many new online resources such as Norma’s book talks, “story time” with Stephanie as well as access to streaming videos, to name a few.

We also want to thank our donors who contributed to the “Love your Library” campaign. Your support was invaluable and allowed us to continue to innovate in order to provide our services in a COVID friendly manner.

Please take the time to visit us online to see the vast resources we are offering, with more to come for 2021. We are sure you will be pleasantly surprised.

*Your Library Board.*

## 2020 BOARD MEMBERS

- Brenda Booth
- Andrew Edgcumbe
- Steve Fitzsimmons
- Francis-Joseph Gross
- Edwin Haas
- Kathi Maskell
- Susan Sakal



### Hot Happenings in 2020:

- Added Streaming Video to our online resources, free to library members.
- Launched YouTube video channel, beginning with Video Book Spots by Norma.
- Began online video programming for children (storytime, crafts and more).

**You can Help!**  
**Donate, or leave a bequest**  
**to Hanover Public Library.**  
**We are a registered charity.**

# Hanover Public Library

# 2020

## Annual report

**IN THIS**  
**TOGETHER**

[www.hanoverlibrary.ca](http://www.hanoverlibrary.ca)

### Mission:

To be a welcoming, upbeat community hub, embracing the quality of life for all, empowering everyone to reach their potential through access to resources and activities for relaxation and lifelong learning.

## Financial Highlights

### Where The Money Came From

Town of Hanover (taxes)	\$ 568,100
Fees & fundraising	\$ 9,563
Reserve funds	\$ 0
Donations & bequests	\$ 16,869
Grants	\$ 24,718

### Where The Money Goes

Building lease (to Town)	\$ 122,723
Admin & Consumables	\$ 87,948
Service Development	\$ 21,280
Lending materials & assets	\$ 34,617
Direct user service	\$ 321,887
Pandemic expenses	\$ 6,426
Surplus given back to Town	\$ 24,370

## Impact:

### From a "Love your Library" donor:

*Excellent service, as usual, even during the tough times!*

### From a teacher:

*Thanks from the girls in my virtual S.T.E.M. club... We got some awesome resources thanks to the Hanover Public Library. Everybody was having a lot of fun with Scratch and I think it's going to be a wonderful tool.*

*From a homebound senior: I have been very impressed and appreciative of the service the library staff has provided during this trying time. During the lockdown books were delivered to the door, and later picked up and replaced by more. The books had been carefully selected from among my favourite authors and interests. What an amazing service. Thank you.*

# In 2020 at the Library ...



## In spite of the pandemic:

29,190 Items Borrowed (about 50% less than 2019, not bad!)  
32,413 Website Views (20% more than in 2019)  
14,495 Online items borrowed (63% more than in 2019)

Staff made 4,600 outreach phone calls in April to June. These calls were to connect with our seniors and vulnerable residents, offering updates on the local pandemic situation, help with accessing online resources, renewing memberships and materials, and providing simple human contact and conversation while the library was closed. The community mental health value of this effort was recognised as **#3 in the Mayor's Top Ten**.

Library staff assisted Grey Bruce Public Health with a complete fact-checking revision and update of their Covid-19 website pages in the second quarter of 2020.

Our library hired two summer students to create comprehensive and engaging Summer Reading children's events online. During the summer these were viewed 163 times, and they remain on our channel for people to enjoy anytime. The students tracked 234 books read by our children, and more than 80 craft kits were picked up for our interactive craft events.

## Because of the pandemic:

The library was open for only 100 days in 2020 and 29 of those had restricted services.

Disruption to our suppliers meant we purchased about 40% fewer items than usual. Attendance at adult programmes (mainly online) dropped by about 50%. 56% fewer new members joined the library, which may affect our funding and services for years to come. *Please contact us to get your library membership!*

## Support your Library!

~ **JOIN the library, ENCOURAGE your friends to join, or DONATE!**