

## MESSAGE FROM THE LIBRARY BOARD

The library board continues to be impressed with the dedication and resilience demonstrated by the staff of the Hanover Public Library. They have persevered through lockdowns, curbside pickups and reduced hours. They also assisted in printing vaccination passports, distributing rapid test kits and transitioning from daily library activities to virtual programs and online services in order to overcome COVID-19 challenges.

One of our newest projects is “Borrow the Internet” where patrons can take portable WiFi SmartSpots with them while travelling, camping or just connecting from home. The library recently implemented a pre-loaded accessible format audio book collection, which allows staff to download selections for users and speeds up service at the same time.

We appreciate Town Council for supporting our changes and working with us to connect with our community. Special thanks to our library patrons, volunteers, and library staff who assisted us in hosting the largest book sale in our history at the Hanover Raceway last fall.

The library has lots in store in 2022, including our third library art gala, Art Under the Harvest Moon, which will be held Saturday, October 15<sup>th</sup>, 2022. We will partner with the Saugeen Artists Guild for an elegant evening consisting of an art show, a live auction, music, hors d'oeuvres and drinks. Hope you can join us for the festivities. Save the date!

*Your Hanover Public Library Board*

## 2021 BOARD MEMBERS

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



### Hot Happenings in 2021:

- The biggest and best book sale ever, at Hanover Raceway (thanks to Steve)
- Added lendable WiFi SmartSpots – “Borrow the Internet”
- Indigenous Reconciliation – land acknowledgement and significant events honoured through 2021.
- Over 1,000 requests for printed Proof of Vaccination certificates.
- Raised \$20,494 from just three fundraiser events!

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

# Hanover Public Library

# 2021

## Annual report



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

## Financial Highlights

### Where The Money Came From

Town of Hanover (taxes)	\$ 573,600
Fees & services	\$ 9,975
Reserve funds	\$ 7,300
Donations & Fundraising	\$ 32,293
Grants	\$ 27,398

### Where The Money Goes

Building lease (to Town)	\$ 125,100
Admin & Consumables	\$ 84,895
Service Development	\$ 37,756
Lending materials & assets	\$ 55,182
Direct user service	\$ 347,128
Pandemic expenses	\$ 505

## Impact:

### One person wrote to our Ministry and MPP:

*During Covid 19 I have come to think of the library staff and the library services offered as some of my "mental health buddies"*

### From a curbside and delivery recipient:

*Thank you so much for the excellent books you picked out for me!*

*From thank you notes: Thank you all for your important & valued many services. A welcoming space where information is shared for all ages. The 'heart' of the town.*

### And

*Your kind and knowledgeable service has been greatly appreciated in these crazy times. Reading has helped me keep my sanity when we're all locked down.*

# In 2021 at the Library ...



## 2021 Highlights:

Even though we were only open **less than half a year**, with restrictions:  
26,664 Items Borrowed (56% less than 2019)  
39,727 Website Views (47% more than in 2019)  
10,665 Online items borrowed (17% more than in 2019)  
216 new members (41% fewer than 2019 but 30% better than 2020)

Due to the pandemic, our library was essentially closed to public access until summer 2021, offering curbside pickup by request only until then. Library users told us they missed this safe community social space, the support of staff and the ability to make their own choice of reading and entertainment from our shelves. Thankfully, we were able to re-open access to our collections to the public at the end of July 2021, with appropriate safeguards in place to protect staff, limit numbers and allow for prudent distancing. This was a time for celebration as our staff welcomed long-absent members back to the library. We heard from so many people how much they had missed their trips to the library and how glad they were to be able to visit the familiar space, reconnect with staff, browse through our new collections in real life, and borrow in person again.

Later in the year, our library responded to a new need, as people without internet access needed their proof of vaccination. Over 1,000 requests for help to get their Vaccine Certificate and QR code were answered in the last quarter of 2021. This service also enabled visitors to use our local Slots and Restaurants, and was one reason our library was chosen as **#5 in the Mayor's Top Ten**.

## Come on back!

Our library is almost back to normal after two difficult years, and is a safe and friendly community space. During the pandemic many library accounts have expired, but we made it even easier to restart your membership. Library staff will be delighted to see you and your friends returning to the library. .  
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!**