

Municipality of Chatham-Kent
Community Culture & Connections
Library Services
Information Report

To: Mayor and Members of Council
From: Tania L. Sharpe, CEO/Chief Librarian
Date: June 8, 2023
Subject: Chatham-Kent Public Library Annual Report 2022

Background

Chatham-Kent Public Library (CKPL) produces an Annual Report to keep the Board and the community informed about the library's activities around budget, usage, and partnerships.

The Ontario Public Libraries Act speaks to the requirement for an Annual Report to be published each year. An added benefit is that the Annual Report keeps the community informed about library services and helps staff and the communities they serve celebrate successes from the previous year.

Comments

In 2022, CKPL was able to return to regular open hours and once again offer in-person programming. CKPL connected with a greater number of Chatham-Kent residents than in the previous year through the offering of an expanded number of in-person programs, participation in a greater number of outreach events and fewer COVID related service interruptions.

Library staff remain committed to providing access and connecting with community members within and outside traditional library spaces. Staff continued to provide popular virtual programs and services, such as Ask CKPL and Wednesday Night Trivia. These services were introduced when access to traditional library spaces, services and programs wasn't available. The flexibility and ingenuity of CKPL staff enable CKPL to continue to thrive and grow.

Highlights

CKPL launched several new collections in 2022:

- An opening day collection of 129 Nintendo Switch games was launched in January of 2022. This collection was well received: in 2022 games were checked out over 3,000 times, and the collection has been expanded to include PlayStation and Xbox games.
- In June of 2022 PressReader was added to CKPL's Virtual Library. PressReader provides online access to newspapers and magazines from over 100 countries in over 60 languages. CKPL had 323 unique users log on; in 2022, they viewed 1,546 issues and read over 30,000 articles.
- CKPL partnered with the Chatham-Kent Ontario Health Team and Employment and Social Services to launch a new 'Connect CK' collection that helps Chatham-Kent residents bridge the digital divide. 'Connect CK' allows residents without internet or devices, or who are vulnerable in other ways, to access the internet from home by borrowing a wifi hotspot or wifi-enabled laptop, booking a dedicated space in a municipal building, or receiving a free refurbished laptop.
- A total of 388 Chatham-Kent residents were served through the Community Volunteer Income Tax Program. The total dollar value of completed returns was \$445,042. This partnership allows CKPL to help the most vulnerable people in our community.
- CKPL celebrated Ontario Public Library Week (OPLW) with a Tiny Art Festival. 543 tiny art masterpieces were created, and many additional community members visited CKPL branches throughout OPLW to view branch art galleries. Staff also continued with successful programs such as CK Reads. Over 350 residents read the 2022 CK Reads title "The Firekeeper's Daughter" and 75 participated in the virtual author event with Angeline Boulley.
- On October 3, 2022, CKPL officially launched a new online catalogue that makes it easier for patrons to discover their next favourite book by simplifying the searching process. Now all the different formats (ebook, audiobook, large print, book on CD, regular print, playaway) of a title is available rolled up together as a single search.

Thanks to the hard work of library staff, CKPL is rebounding from the pandemic. In 2022 more community members signed up for library cards, visited library branches, checked out items, participated in library programs and asked staff for assistance. CKPL remains committed to meeting patrons where they are.

In 2022, CKPL increased participation in outreach events and Home Service as well as bag of book deliveries.

The 2022 Key Performance Metrics for CKPL are:

	2022	2021
Physical Items Borrowed	644,334	553,255
Electronic Items Downloaded	211,410	241,941
Total Circulation	855,744	795,196
Visits through the door		
Visits through the door	222,916	84,930
Questions answered	69,864	49,046
Holds	1,213	733
Home Service Deliveries	3,687	2,188
Programs Offered	1,747	597
Program Attendance	55,805	38,151
Outreach Offered	278	160
Outreach Attendance	9,103	3,628

Conclusion

2022 continued to be a rebuilding year for CKPL. The library team persevered and continued to provide safe, welcoming, and inviting spaces to all patrons across Chatham-Kent. Due to the work of staff, patrons with increased confidence and comfort, have returned to CKPL. We can now see a positive shift in usage patterns. Circulation of physical items has risen again in 2022 by 17% and electronic usage has remained consistent.

As CKPL moves forward in 2023, staff are excited to implement RFID technology system wide. The introduction of RFID technology will lead to improved customer service and increased customer satisfaction, increased inventory control and accuracy, and enhanced staff and patron health and safety. This project was funded by the Investing in Canada Infrastructure Program (ICIP), jointly funded by the Province of Ontario and the Government of Canada as part of the Covid-19 Resilience Stream. CKPL staff remain committed to providing services, programs and spaces that support the library's four strategic goals.

Areas of Strategic Focus

This report supports the following areas of strategic focus:



Economic Prosperity	Healthy & Safe Community	People & Culture	Environmental Sustainability
1.4	2.2 2.3	3.1 3.2 3.3	

Consultation

The CKPL Annual Report 2022 was presented, discussed, and accepted during the May 2023 meeting of the Chatham-Kent Public Library Board.

Communication

Communication is proposed to be through the inclusion of this report on the Council agenda and related communications.

Diversity, Equity, Inclusion and Justice (DEIJ)

This report does not have implications related to diversity, equity, inclusion or justice. Chatham-Kent Public Library services are offered and available to all residents.

Financial Implications

There are no financial implications resulting from this information report.

Prepared by:

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Reviewed by:

- Audrey Ansell, M.A., Ec.D., Director, Community Culture & Connections
- Michael Duben, Chief Administrative Officer, Municipality of Chatham-Kent

Attachment:

- CKPL Library Annual Report 2022