

## Message from Frank Prevost, SDG Library Board Chair 2019

Throughout 2019, the SDG Library continued to offer community spaces that encouraged connection, creativity and exploration.

We proudly launched our first dedicated makerspace with the re-design of the Finch Branch into our 'SDG Library MakerLab'. This space re-imagined the library as a place for innovators to collaborate and learn new skills, while being located centrally in SDG.

Other branches also underwent minor renovations in 2019 that improved the user experience. Lancaster Branch received new carpeting and shelving, and the Maxville Branch received new shelving. The renovations helped to update these spaces, making them more welcoming and functional for our patrons.

The SDG Library is also constantly exploring alternative means to offering access to resources that promote literacy. In 2019, after a public engagement campaign, we opened our first 'Little Free Library' in the village of Newington.

Although statistics showed a decline in new members and visitation, our numbers also told the story of an increase in use of eResources, which do not necessarily result in physical visits to our branches. The virtual visit is becoming increasingly important to the SDG Library and we are working hard to accommodate both traditional and virtual visitors.

The benefits of quality over quantity were evident in 2019. Library staff offered fewer programs but saw more participation. We attended fewer community events, but had more visitors than previous years.

On behalf of the Library Board, I want to express how proud we are of the accomplishments made by the SDG Library in 2019 and are looking forward to what the future has in store. Come check us out!



**2,081**  
new registrations in 2019

**10,057**  
active cardholders\*

\*active cardholders are members who have used their card within the last two years.



**110,765**  
items in collection



**99,935**  
print/physical



**10,830**  
digital



**118,153**  
visitors

**5,985**  
unique borrowers

**76,700**  
virtual visits



**1,079**  
programs offered

**16,487**  
people attended

**11,831**  
children

**210**  
teens

**4,446**  
adults

# 2019 annual REPORT



interlibrary loans

**3,240**

items borrowed

**2,620**

items loaned

\* service was temporarily suspended for two months and a new delivery model instituted June 24.



**15** branches  
+  
**3** express depots  
+  
**1** little free library

**409** hours of operation / week

**402**  
outreach visits



**24** # of community events attended

**1,824** # of visitors served at community events



**378**  
visits to residences



**10** dedicated full time staff

enthusiastic part time staff **35**

**26** amazing volunteers

supportive friends of the library groups **5**

non-traditional collections continue to grow



revenue - \$2,464,400

92% municipal funded

\$21,237 surplus in 2019



expenditures - \$2,443,163

64% staffing\*  
12% collections  
11% facilities/utilities\*

\*fixed expenses

## 2019 vs 2018 highlights



- ◆ circulation up 1.2%
- ◆ program attendance up 8.3%
- ◆ addition of 15 new hotspots resulting in all hotspots loaned a total of 422 times
- ◆ creation of MakerLab



- ◆ visitors down 9.7%
- ◆ new members down 19.4%
- ◆ interlibrary loans down approximately 50% due to temporary closure and change in service