



Newfoundland & Labrador
Public Libraries

Annual Report

2010-11

Submitted by

**The Provincial Information
and
Library Resources Board**

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PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
PROVINCIAL ADMINISTRATION DIVISION
48 St. George's Avenue, Stephenville, NL A2N 1K9

Honourable Clyde Jackman
Minister of Education
Department of Education
P. O. Box 8700
St. John's, NL
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October 31, 2011

Dear Minister Jackman:

In accordance with section 16 of the **Public Libraries Act RSN 1990 CHAPTER P-40**, as amended, and section 9 of the **Transparency and Accountability Act, SNL2004 T-8.1**, we are pleased to submit the Provincial Information and Library Resources Board's annual report for the operation of the Newfoundland and Labrador Public Libraries during fiscal year 2010-11.

The mandate of the Provincial Information and Library Resources Board, as a category one government entity, is to provide public library and information services to the people of Newfoundland and Labrador. Public libraries have always been considered an important community service. They are used to access information for business, provide access to government information, assist and educate students and children, as sources of hobbies for the elderly and as leisure enjoyment for all. More recently, they have been used as public computer access sites and sources of CDs and DVDs. We want to build on the existing strengths of public libraries and expand library services so they play even more important roles in our communities in the future.

On behalf of the entire board, I offer our sincere thanks to all our local, divisional, and provincial board members, staff, partners and patrons who have contributed to or used our services during this past year. I also want to acknowledge the support we have received from the Department of Education and Government. Your continued contributions to, use of and support for our services are sincerely appreciated.

This report was prepared under my direction and documents the activities and outcomes of the Provincial Information and Library Resources Board from April 1, 2010 to March 31, 2011 including our mission achievements for the period 2006-11. The outcomes reported support the strategic directions of government and my signature below is indicative of the board's accountability for the actual results.



Calvin Taylor, Chair

BOARD STRUCTURES

Provincial Information and Library Resources Board

The Provincial Information and Library Resources Board (PILRB) is an independent organization established by the Government of Newfoundland and Labrador, under authority of the *Public Libraries Act*, to oversee the operation of the public library services in the province now commonly referred to as the Newfoundland and Labrador Public Libraries (NLPL). The organization has existed, in some form, since 1935.

The PILRB is a provincial board comprised of representatives and alternates of regional library boards and appointees of the Lieutenant-Governor in Council. The provincial board has not less than 10 and not more than 15 members which include: (a) a representative from each regional library board appointed by that board; (b) the chairperson of the St. John's Library Board appointed by that board; and (c) up to six other members appointed by the Lieutenant-Governor in Council. The current board members, as of March 31, 2011, can be viewed in Appendix 1.

Regional and Local Library Boards

The PILRB currently operates 96 public libraries across the province. Each local library is operated by a local library board consisting of five to nine members with the exception of the three libraries in St. John's, which operate under the St. John's Library Board. A representative of each local library board is appointed to a regional library board, which assists the provincial board to ensure services and programs are consistent throughout the different regions of the province and aids in the development and implementation of policies. The structure of the boards is outlined in Appendix 2.

ORGANIZATIONAL OVERVIEW

Vision

The PILRB's vision of the public library system in Newfoundland and Labrador is universal access to a full range of library and information services supporting personal growth and life-long learning.

Mission

By 2011, the PILRB has adapted the public library system in order to improve services for the people of Newfoundland and Labrador.

Mandate

The mandate of the PILRB is outlined in the *Public Libraries Act*. It states:

6. (1) The provincial board shall establish and operate those public libraries in the province that it considers necessary and shall provide support to ensure that library materials, information and programs are available to meet the needs of the public.
- (2) The provincial board shall provide:
- (a) a resource collection of selected materials in its provincial reference and resource library which shall be available to the various libraries in the province;
 - (b) a centralized cataloguing and processing service through its technical services department;
 - (c) library service to communities that do not have a local library through its books-by-mail service;
 - (d) centralized administrative services through its provincial headquarters; and
 - (e) other centralized services considered necessary by the provincial board.

Lines of Business

The PILRB offers a variety of services throughout the province. These services are available to individuals of all ages, although some restrictions apply. Restrictions also apply to having programs offered at all sites due to hours of operation, size of the facility and staffing allocations. The majority of the programs are provided free of charge but some are subject to minimal fees; fees are charged for compact discs, diskettes, photocopying, printing, faxing and for rentals of meeting rooms, digital cameras, and laptop computer training labs. Complete lists of services and associated fees are available from each local library.

Library programs are available to all individuals holding a valid library card and in some cases to individuals without a library card. Library cards are provided free of charge although replacement cards cost \$2.00. With a valid library card, library patrons can:

- access information in a library;
- borrow materials;
- attend library programs; and
- use public computers and access the Internet.

Library activities have been grouped into three distinct lines of business:

1. Information Access

- a) Patrons can access information in print and electronic formats.
- b) Patrons can make queries, and/or access library catalogues and databases housed in libraries.
- c) Patrons can access in-house information (also available to persons without a valid library card.)
- d) Patrons can use public computers.
- e) Patrons can utilize free wireless internet connectivity (can be obtained in or adjacent to the library in selected sites.)
- f) Patrons can acquire assisted technology, emergent technology and new technology at designated sites.

- g) Patrons can access major collections, i.e. the Newfoundland and Labrador collection, special interest collections, and the Literacy Clearing House collection.
- h) Most online services are available from within the library and from a computer at home (online courses, online shopping, online banking, etc.)

2. Information Lending

- a) Libraries lend print materials and, where available, materials in audio, visual and/or digital format.
- b) Patrons are free to use materials on site and, where available, can renew or reserve materials from home computers using their library card access number.
- c) Certain sites lend equipment such as digital cameras, laptop computers, etc.
- d) In selected areas of the province, patrons can borrow books by mail or receive books via home reader services.
- e) Individuals can also obtain materials, through inter-library loans, from other libraries within or outside the provincial public library system.

3. Programs for Life-long Learning

- a) Any person can participate in library programs designed to address the needs and interests of all age groups, such as preschool story times, class visits, book clubs, special presentations, computer training, etc. These programs are intended to help improve literacy, promote culture and increase skills. Occasionally, outreach programs are also provided.

Library Funding

The public library system is funded, primarily, by the provincial government in the form of an annual operating grant. In 2010-11, the grant was \$10.9 million, which included annualized increases of \$234,600 for negotiated salary increases. The grant also included one-time funding of \$250,000 for capital works projects. The 2009-10 one-time funding adjustments of \$50,000 for promotion of the NLPL's 75th anniversary celebrations, and \$225,500 for a 27th pay period wage adjustment were removed from the operating grant.

Some municipalities also contributed, financially, to the operation of libraries. While the monetary value of those contributions was low (approximately \$70,000), many others provided in-kind contributions in the form of buildings, free rent, snow clearing, maintenance, etc. These in-kind contributions, which are not included in the budget figures, exceeded \$1,000,000 last year. The remainder of NLPL funding is self-generated from fines, fees for service and donations. The total NLPL budget for 2010-11 was \$12.7 million.

The PILRB's fiscal position is audited annually by the Office of the Auditor General. A reproduction of the PILRB's financial statements for 2010-11 is attached in Appendix 3.

Staff Complement

As of March 31, 2011 the PILRB had a total staff complement of 209 full and part-time

permanent employees (188 female and 21 male) and 170 substitute employees (161 female and 9 male). Substitutes are casual employees who are called to work when permanent staff members take leave. There were also approximately 800 volunteer library board members and many other individuals who volunteered to support their public library. The NLPL staff organizational chart can be viewed in Appendix 4.

Library Locations

There are a total of 96 public libraries located across the province. These libraries are divided into four regions:

Western Newfoundland and Labrador	31	(includes 6 in Labrador)
Central Newfoundland	33	
Eastern Newfoundland	29	
St. John's	3	

Of the 96 public libraries, 32 are located in schools, 33 are located in municipal buildings, five are located in government buildings and 26 are located in PILRB owned or leased facilities.

Partnerships

The PILRB would not be able to provide the services it does without the assistance of its partners:

- Many municipalities support public libraries with funding or in kind contributions.
- Local volunteer library boards help keep libraries open and raise funds to help establish and support NLPL programs.
- The school districts, throughout the province, provide space for 32 school/public libraries as well as cleaning and maintenance services.
- The Community Access Program (CAP) has been instrumental in providing public computers, Internet access and training.
- The National Film Board has been a long standing partner in library services providing products that otherwise would either be too expensive or not available.
- Sharing of resources and best practices continued with libraries at Memorial University and College of the North Atlantic.
- The Department of Education provides the bulk of NLPL funding and expertise when needed. The Department of Transportation and Works has been a valuable partner in helping identify and correct issues with buildings or properties.
- There are many other organizations and agencies that assist NLPL on a daily basis. That support, which is critical to the effective and efficient public library operation, is truly appreciated by the boards and staff of NLPL.

OPERATIONAL ACHIEVEMENTS

The following is a summary of NLPL operational activities during fiscal year 2010-11:

Library Services

- 509,739 people lived in Newfoundland and Labrador (July 1, 2010 Stats Canada Estimates).
- 436,557 people had direct access to public library facilities, which includes the full range of library services (this represented approximately 86 per cent of the population). One hundred percent of the population had access to select library services through outreach initiatives such as Books by Mail and electronic resources.
- 104,078 individuals (80,496 adults and 23,582 children) were registered as library patrons, representing 24 per cent of the population served. This is a 3.6 per cent decrease compared to the previous year and is partially attributed to purging of records of libraries which were automated and went live (began operation) in 2010-11. (Automation refers to a process where the NLPL automated library management system is rolled out to a library. It involves the installation of software on staff computers, installation of barcodes on books so they can be automatically scanned in and out and inputting electronic patron records in the database. When a site is automated, the patron records have to be populated from zero and, based on past experience, it takes approximately three years for numbers to return to pre-automation levels.)
- 1,655,604 items (library materials) were circulated to all patrons (16 items per patron). This represents a 3.7 per cent increase compared to the previous year and is, at least partially, attributed to the new promotional campaign and efforts taken to improve library materials.
- 317,628 reference requests were processed (3 requests per patron). This represents a very slight decrease compared to the previous year.
- 103,256 interlibrary loans were processed representing a 20 per cent increase compared to the previous year. This increase is a positive result of improvements in resource sharing between other library systems within and outside the province and the growing demand for material not contained within the public library system. Similarly, there is growing demand from other library system users for unique material which exists within the system but is not available elsewhere. Automation of library sites also allows library patrons to view and borrow materials available in other automated libraries.
- 4,837 library programs were offered (57,756 people participated). This represents a 23 per cent increase in the number of programs and a 21 per cent increase in the number of people attending compared to the previous year. There is growing interest in library programs and steps are being taken to provide services that patrons want.
- 404,654 computer use sessions were recorded (30 minute blocks). This represents a three per cent decrease from the previous year and is attributed to the temporary closure of some libraries for renovations and automation and the growth of the number of computers in homes around the province.

Library Operations

- \$1,552,207 was allocated for library materials including:
 - \$697,607 for books

- \$154,000 for periodicals
 - \$46,500 for standing orders
 - \$170,000 for electronic information services
 - \$116,000 for DVDs and videos
 - \$20,500 for audio books
 - \$10,000 for talking books
 - \$60,000 for e-books
 - \$192,000 for early literacy materials in support of the new early literacy program
 - \$85,600 for miscellaneous items such as binding, fees, supplies and freight
- Three libraries were automated and went live in 2010-11: Summerford, Torbay and Twillingate. Robert's Arm was scheduled to go live in 2010-11 but it had to be delayed due to training scheduling issues.
 - Library capital improvements continued with completion of a major upgrading project in Grand Bank and commencement of a new project in Deer Lake; revitalizations continued in Cow Head and Trepassey and; work continued on the new 11,000 sq. ft. library in Corner Brook with anticipated occupancy scheduled for November 2011.
 - Upgrading continued on furniture and equipment in library sites across the province.
 - Discussions continued with a number of municipalities or groups regarding the need for new or improved public libraries in their communities including: St. John's, Torbay, Portugal Cove - St. Philips, Paradise, Conception Bay South, Marystown, Grand Falls – Windsor, St. Anthony and Stephenville Crossing.
 - Meetings were held with representatives of the Eastern, Central and Western School Districts and the Department of Education in an attempt to improve school-public library space issues in Marystown, Burin, Wesleyville, Stephenville Crossing and St. Lunaire – Griquet.
 - In July, approval was received for the 2010-11 CAP. The new program resulted in funding of \$466,000 being approved for the purchase of hardware, software, connectivity, etc.

Technical Services

- 61,913 copies of new library materials were purchased for public libraries around the province compared to 54,874 in the previous year (13 per cent increase).
- 81,291 copies of library materials, including new purchases and donations, were received compared to 72,006 in the previous year (13 per cent increase).
- 41,825 copies of library materials, including new purchases, donations and existing materials, were catalogued compared to 52,932 in the previous year (21 per cent decrease). Cataloguing is a process where information relating to library materials is entered into a database according to standardized rules and practices. This facilitates the retrieval of collection information easily and quickly.
- 86,192 items were processed compared to 76,000 in the previous year (13 per cent increase). Processing includes the stamping, repairing, covering and

labeling of library materials.

- Cataloguing of the music collection of the Provincial Resource Library continued.
- Technical Service staff continued to participate in automation projects in an attempt to increase the number of automated sites across the province. As of the end of 2010-11 a total of 34 of the 96 sites have been automated.

Special Projects/Activities

- The newly unionized substitute librarians received their salary increases and their retroactive pay effective March 7, 2011. Details regarding the hiring and additional benefits are still being worked on.
- Work was started on implementation of the 70 recommendations arising from the operational review of the St. John's Public Libraries and the Provincial Resource Library.
- Discussions were initiated with the Canadian National Institute for the Blind (CNIB) to identify ways to improve library services for persons who are blind or visually impaired. Work will be ongoing.
- The NLPL revised website went live in June 2010, complete with new styling, features (including feedback forms) and top picks library materials information.
- At the end of fiscal year 2010-11, \$146,000 was received for library materials to support the Kinderstart/Public Library initiative started last year. Under this program children receive information about the public library and a free book when attending Kinderstart. They will receive additional books when they visit the library to obtain their library card. A portion of the funds is also being used to improve children's materials in support of The Literacy Connection (TLC), a new early literacy program. The initiative was started with funds provided in fiscal year 2009-10.
- Staff continued to meet with teachers in an attempt to increase awareness of library programs and services. The meetings have been productive for both library staff and teachers.
- Library sites across the province participated in the 2010 Summer Reading Program. This program is co-sponsored by the Toronto Dominion Bank and Library and Archives Canada.
- The NLPL three-year official promotional campaign culminated with 75th anniversary celebrations in 2010-11. Promotional activities carried out during the three-year period included:
 - Four articles depicting the history and development of the public library system in the province from its beginning in 1935 to its 75th anniversary in 2010.
 - A joint newspaper contest with Transcontinental Media.
 - A Library Story Contest.
 - An NTV and OZ FM television and radio ad campaign.
 - Open house events at all libraries during library month in October as part of NLPL anniversary celebrations.
 - A newspaper ad campaign promoting new library cards in Eastern/St. John's in March.

MISSION OUTCOMES

Over the past several years there have been tremendous demographic, economic and technological changes occurring in Newfoundland and Labrador. These changes affect the way NLPL and others do business and, more importantly, the way NLPL will do business in the future. The PILRB identified, as its mission for the period 2006-11, a need to adapt the current public library system so it can continue to function efficiently and effectively and provide a high quality of service for NLPL patrons. The work undertaken toward the successful achievement of the mission is in support of the library resources component of the Minister of Education's strategic direction of "improved educational programs and environments respond to constantly evolving demographics." The mission was:

By 2011, the Provincial Information and Library Resources Board has adapted the public library system in order to improve services for the people of Newfoundland and Labrador.

Measure: Adapt to improve

Indicators:

- Library services relative to needs, funding and resources
- Capital improvements in select areas
- Hours of operation are identified and evaluated
- Number and types of resources (print and electronic format)
- Ability of hardware, software and communications infrastructure to meet current needs
- Percentage of provincial population served
- Number of sites automated
- Opportunities for resource sharing are identified and communicated
- Joint service arrangements are evaluated
- External funding sources are identified and implemented as appropriate
- Library programs are adapted to meet needs
- Training levels of board members and staff
- Efficiencies of service delivery

The PILRB was very successful at achieving its mission with accomplishments relating to the majority of its indicators. These indicators relate to activities completed over the five year period from 2006-11.

Library services relative to needs, funding and resources

During the reporting period an operational review to evaluate the needs, funding and resources relating to the operation of the St. John's public libraries and the Provincial Resource Library was completed. The review resulted in 70 recommendations ranging from improvement of facilities to expansion of services. The recommendations have been prioritized and seven implementation teams have been established to oversee completion of the recommendations over a five year period; work began in 2010-11.

Capital improvements in select areas

Building on past efforts, work continued on improvements of facilities and equipment during the period from 2006-11. Major structural upgrades were completed in Labrador City, Stephenville, Grand Bank and Deer Lake. A new replacement library was approved for Corner Brook and several revitalization projects were undertaken throughout the province. During this period, facility, equipment and vehicle replacement plans, which will guide the capital improvements for the organization for the next 10 years, were also completed.

Hours of operation are identified and evaluated

A workload study, to identify the minimum number of staff hours required for each public library in the province, was completed. While the study was successfully completed, problems were identified with the stats collection system used to track activities. It was determined that a new stats collection system was needed to clarify definitions of library activities and the procedures for recording those activities. It was also determined that a new automated system of collection was required to reduce the work for staff and minimize human error. The new system was developed and tested in 2010 and went live April 1, 2011.

A review of the hours of operation of the St. John's Public Libraries was also completed during the reporting period. This review revealed that, compared to similar sized cities, the hours of NLPL libraries in St. John's should be extended. Work to explore options, within the existing budget, to expand the hours of operation in order to provide a better service to patrons began in 2010 -11.

Number and types of resources (print and electronic format)

Preliminary work was undertaken to evaluate library material needs and the demands. In response to the needs identified, the number of items purchased was increased. Prior to the start of the reporting period 43,810 new items were purchased and at the end, that number had increased to 61,913. This increase in the number of copies helped provide a greater variety across all genres. In addition to the increase in the number of copies purchased, during the reporting period implementation of electronic resources, including reference and children's materials, was started and expanded to include implementation of e-books and audio books. The audio-visual aspect of NLPL operations was also expanded by increasing the size of the collection of DVDs and CDs. Prior to the reporting period a total of \$22,000 was spent on these types of items and at the end, that amount had increased to \$116,000. A committee set up to evaluate the library material needs of the organization is still active and will develop a new long term collection development policy and procedures which will guide the organization into the future.

Ability of hardware, software and communications infrastructure to meet current needs

Information Technology (IT) staff evaluated the IT infrastructure and the service demands at various sites. Where the patron demands exceeded the number of computers, additional computers were purchased. During this period, the quality of the computers and the internet connectivity was upgraded to provide a more reliable and responsive service. In addition to the improvements to the system, a business continuity plan was developed to help minimize issues which would result in downtime of the system, and a disaster recovery plan was established to reduce downtime if a major system failure did occur.

Percentage of provincial population served

During 2006-11, solutions that would improve services to more remote areas, and increase the percentage of the population served, were implemented. The Books by Mail (BBM) program, in which books are mailed, free of charge, to anyone without direct access to a library facility, was improved and promoted. Normally only those individuals located more than 24 kilometers from a library facility are eligible for the free program but it was expanded to include anyone if they had a medical note outlining reasons why they had difficulty visiting a library. The program was promoted through a series of newspaper ads. The increased awareness and the expanded eligibility resulted in an increase in patron numbers; in West Newfoundland and Labrador Division, the number of BBM patrons increased from 52 to 84 in 2009-10 and in Central Division, the number increased from 50 to 63 in 2010-11.

Implementation of electronic resources, including e-books and audio books, also began during the reporting period. Electronic resources help expand access to library materials to anyone regardless of where they live as long as they have a library card, a computer and internet access. NLPL now serves all of the province's population; however, not everyone has access to the full range of library services.

Number of sites automated

From 2006-11, 19 library sites were automated. During that period five more sites were prepared for automation early in 2011-12. At the end of 2010-11, 28 of 96 library sites were automated and this process will continue, as time and funding permit, until all sites are automated. Automation helps improve the functionality of the library system. It enables staff to be able to check in and checkout materials automatically, track overdue materials, generate fines and create reports. It also enables patrons to be able to search materials, place holds, renew online and see best sellers based on patrons' selections.

Opportunities for resource sharing are identified and communicated

Efforts continued to identify opportunities for resource sharing over the mission period. A new partnership with the Department of Education, relating to the Kinderstart program, was established. This new initiative was promoted through a series of posters and information sheets developed in consultation with the Department of Education which were distributed to parents during Kinderstart sessions and made available to patrons at public libraries. Work also continued on the Key Project with Memorial University, College of the North Atlantic and Department of Education to create an electronic resource portal to host select electronic resources currently held by the various entities but which might be valuable to the population of the province. When this initiative is completed, a provincial promotional campaign will be carried out.

Joint service arrangements are evaluated

During the reporting period no new joint service arrangements were evaluated due to competing demands. However, work was started on the evaluation of existing joint school/public service arrangements and the possibility of establishing others. Several meetings have been held with school and board staff with a goal to improving library facilities and services in joint service locations.

External funding sources are identified and implemented as appropriate

No external funding sources were identified or implemented during the 2006-11 period due to competing demands but efforts continued regarding identification of ways to expand existing programs such as CAP. The number of CAP sites and the number of CAP Youth Interns projects have expanded over the over the past three years. The CAP program and the funding provided to NLPL for computer equipment, training and connectivity, is critical to current library operations. The advocacy campaign for continuation and expansion of the Canada Post Library Book Rate, which subsidizes the shipment of library materials, was also started during the reporting period.

Library programs are adapted to meet needs

Over the past five years, library programs have been adapted to meet the needs of patrons and where adaptation was not appropriate, new ones were developed. In many cases, library programs did exist prior to the start of the mission cycle but they were not structured and not regularly offered in most sites. The highlight of this cycle was the development and adoption of a new early literacy initiative, for 3-5 year olds, which was based on the storytime program previously offered. This improved program has been adopted by Prince Edward Island and received specific mention by a national review of early literacy initiatives by the Provincial-Territorial Public Libraries Council. During the reporting period computer training, ranging from introduction to computers to website development, was also expanded in collaboration with the CAP through establishment of training coordinators at strategic locations. Establishment of Book Clubs, and activities for seniors are additional examples of the increased focus on library programs undertaken during this mission cycle. A prioritized list of programs and services for future consideration was also developed during the reporting period.

Training levels of board members and staff

During the period 2006-11, a new training initiative for staff and board members, consisting of annual conferences and workshops, was implemented. At the end of 2010-11 all staff and two of four regional library boards were given the opportunity to attend the introductory conference and workshops. This initiative has become a regular professional development program for staff and board members and will continue into the future.

Efficiencies of service delivery

Work continued on the evaluation of options for improvement of efficiencies of service delivery. The NLPL participated in an advocacy campaign for continuation and expansion of the Canada Post Library Book Rate. A review of the interlibrary loan procedures was undertaken, in an attempt to find an affordable solution to the increasing demand for interlibrary loans. E-resources, which is a very efficient and effective way to provide library services to people in remote areas or people who have difficulty getting to the library, was implemented.

Issue One: Library Services

In order to ensure continued use of public libraries and encourage new patrons to join, it is important that public library services be current, of high quality, and accessible. In addition to this, the programs and services must be responsive to the identified needs of library users and

must be provided by competent staff. NLPL services should also be comparable to those offered by other organizations or private companies providing similar services. The work undertaken toward the successful achievement of the goal is in support of the library resources component of the Minister of Education's strategic direction of "improved educational programs and environments respond to constantly evolving demographics."

Goal One: Library Services

By March 31, 2011, the PILRB will have improved public library services in response to the needs of the people of the province.

Measure: Improved public library services

Indicators:

- Improved electronic resources
- Improved materials selection process, library programs and services
- Increased training for board members and staff

Improved electronic resources

During the 2008-11 reporting period for this strategic issue, NLPL made significant improvements to the quality and quantity of electronic resources available to library patrons. The collection of reference materials was expanded including the addition of Chilton Automotive Manuals, and a new resource for children called Tumble Books. These online resources are free, current and easily accessible to anyone with a computer, internet access and a library card. Those without internet access or a computer can avail of the resources at any public library, with a library card.

In addition to the online resources, to which NLPL currently subscribes, in 2010-11 implementation of e-books and audio books was started. This service will permit the free downloading of books to a portable device to anyone with a computer, internet access and a library card. It is particularly useful to patrons who have difficulty accessing a library facility and those with visual or hearing impairments. Those without internet access or a computer can avail of the resources at the library, with a library card.

Improved materials selection process, library programs and services

From 2008-11 some significant improvements in the area of materials, programs and services, were achieved.

A committee was established to review the selection of library materials and some significant improvements were achieved. A formal consulting process, with staff and patrons, was formally established when selecting materials. Funding for audio/visual materials was increased and donations of library materials, from library patrons, were incorporated into the new collection development strategy. Subscriptions were obtained to electronic databases, which provide electronic access to library materials, regardless of where a patron lives. NLPL also subscribed to OverDrive, an e-book and audio services, which will complement the current print collections and make more titles available to patrons regardless of location or mobility. In addition to this, selecting and purchasing electronic titles results in a significant reduction in the time it takes to make materials available to library patrons. The library materials committee is still active and the new collections development policy and procedures is expected in 2011-12.

During the reporting period the number of library programs offered increased from 3,624 to 4,837 and the number of patrons participating from 38,516 to 57,756. During this time period a new early literacy program called The Literacy Connection (TLC) was developed and implemented. Other programs and sessions were introduced at various sites across the province and proved to be very popular: Wills and Estate Planning, Income Tax Preparation, Fly Tying, Winter Camping, Gardening, Parenting, Rug Hooking, Positive Thinking, Home Decorating, Fashion, Map and Compass, etc.

In addition to the development of new programs, advertising of NLPL programs and services was increased during the reporting period 2008-11. In many cases, excellent programs and services existed but with limited advertising, members of the public were not aware of library locations or what programs and services were available. The three-year advertising campaign targeted potential and existing library patrons and included promotion of the NLPL's new brand and information on materials, programs and services. The ads were run on: CBC and NTV, KIXX and Oz FM, the daily and weekly newspapers, the Newfoundland Herald and the NL Tourism Guide. During the reporting period, increases were seen in a number of categories: five per cent increase in circulation, 26 per cent increase in interlibrary loans, four per cent increase in programs and 46 percent increase in people participating in programs.

A new CAP computer training initiative was implemented in public libraries across the province. The initiative involved provision of expanded computer and related training by Regional CAP Trainers and CAP Youth Interns at select library sites across the province. The training included a variety of topics: Windows 7, Facebook, MS Word, Excel, Publisher, Sweet Home 3D, Skype, Computer Maintenance, Cell Phones, Travel Websites, Open Source software, MS Word 2007/2010, MS Publisher 2007/2010 and eReaders. The quality of the training and the efforts of the trainers resulted in increased sessions and participants over the reporting period (see table below). This initiative is another example of the excellent partnership between public libraries and CAP and benefits that CAP brings to the people and public libraries of the province.

Table 1: CAP Training Initiative

Fiscal Year	Libraries Participating	Sessions	Total Participants	Children	Youth	Adults	Seniors
<u>2008-09</u>	40	2,456	5,952	1,509	488	1,467	2,473
<u>2009-10</u>	59	2,650	6,257	1,515	463	1,684	2,602
<u>2010-11</u>	70	3,500	7,645	1,736	343	1,766	3,800

Increased Training for Board Members and Staff

Since 2008, a major initiative was undertaken to improve the skill levels of board members and staff through the introduction of board training sessions and staff conferences. Prior to this, training for both board members and staff was ad hoc. As a result of this initiative, formalized training commenced as a professional development strategy for board members and staff. Participation in conferences and approved individualized training where feasible, was encouraged and supported subject to funding availability. Additional details are provided in activities under Objective 2010-11 below.

Objective 2010-11

By March 31, 2011, the PILRB will have improved the skill levels of library staff and board members so they can provide higher quality library programs and services.

Measure: Improved skill levels

Indicators:

- Increased training programs for staff
- Increased training programs for board members

Increased Training Programs for Staff

In 2010-11 the final session of a provincial staff training initiative, which was started in 2008, was completed. In 2010-11, a joint two and a half day session was provided for Eastern and St. John's staff. The conference included: organizational updates, status reports on current and pending projects, personal development sessions, work related sessions and a social evening. The conference was tremendously successful and will be continued on a rotational basis. Evaluations indicated that staff found the conferences both enjoyable and informative with significant gains in knowledge levels in many of the topics covered.

Library automation training continued in 2010-11 with a total of 13 staff receiving training compared to nine in the previous year. A number of in-library training sessions were also conducted on activities from weeding to computer training. Some staff members were able to participate in specialized training on topics such as material preservation and the new job evaluation system of government.

In addition to these activities, NLPL also approved for three staff to participate in Newfoundland and Labrador Library Association Conference in St. John's and one person to attend the Atlantic Provinces Library Association Conference in New Brunswick. This is a slight increase over the previous year. These conferences are great sources of information and provide excellent networking opportunities. These training initiatives helped improve the knowledge and skill levels of staff and translated into higher quality programs and services.

Increased Training Programs for Board Members

In 2010-11, a training session was completed for representatives of the 31 local library boards in the West Newfoundland and Labrador Division. The session, which was a half day in length, included: an update on organizational accomplishments, projects and activities; an overview of the roles and responsibilities of local library boards; and some suggestions to help make board more effective. Feedback has been very positive and one board chair reported "this is the best training session I have ever attended."

During 2010-11, a new orientation manual for local library boards was also developed. This manual provides an overview of the roles and responsibilities of local library board plus some of the local library board policies and procedures. This manual will be updated and populated on a go forward basis and will be provided to all local library boards in the province early in 2011-12.

Issue Two: Library Facilities

Library patrons want library facilities which are modern, inviting and well equipped. In order to encourage library patrons to spend time in a public library, the facility must be accessible and comfortable. It has been shown that modern, properly equipped facilities are well used and attract a wide range of people from the young to the elderly. The work undertaken toward the successful achievement of the goal is in support of the library resources component of the Minister of Education's strategic direction of "improved educational programs and environments respond to constantly evolving demographics."

Goal Two: By March 31, 2011, the PILRB will have improved public library facilities serving the people of Newfoundland and Labrador.

Measure: Improved library facilities

Indicators:

- Capital projects
- Revitalization projects
- Ergonomic furniture and equipment

Capital Projects

During the reporting period from 2008-11, work continued on upgrading of library facilities. Over this three-year period, three major library facility upgrades were completed: Stephenville in 2008-09, Grand Bank in 2009-10, and Deer Lake in 2010-11. The sites were selected from a prioritized list established as part of a Facilities Improvement Plan which was also completed during this reporting period. Each library facility was evaluated against 17 criteria and the site with the highest score was deemed highest priority. The plan has been approved by the provincial board and will be used to prioritize NLPL capital projects into the future.

Work completed on each site varied but generally involved: upgrading the exterior of the building including roof, windows, doors and siding; upgrading the interior space including new paint and floor coverings; installation of new shelving, circulation desks, computer desks and new furniture and establishment of reading or lounging areas. In most cases mobile shelving was purchased to replace the fixed shelving since that gives a greater degree of flexibility when trying to hold events in small libraries without meeting spaces or training rooms. The responses from the public and staff have been extremely positive.

In addition to the capital improvements carried out during the reporting period, approval was received for a new 11,000 sq. ft. library in Corner Brook. This new facility will be state of the art and the first new library in the province since 1984. Occupancy is scheduled for November 2011.

Revitalization Projects

With 96 library sites in the province and funding for one major project per year, a revitalization program was established whereby funding, of up to \$10,000 per year, was provided to one library site in each division. In some cases, local boards also contributed funds to help extend

the work that could be undertaken. During the past three years, a total of nine sites across the province were revitalized, including: Deer Lake, Greenspond, Gambo, Arnolds Cove, Placentia, Trepassey, Cow Head, Gander and St. John's. Improvements included one or more of the following: flooring, painting, circulation desks, chairs, tables, children's furniture, adult furniture, computer tables, desks, electrical work, windows, drainage, etc. These revitalizations helped address ongoing issues and, in many cases, provided much needed improvements to sites that had not been upgraded in years. Staff and patrons were very appreciative of the work done.

Ergonomic Furniture and Equipment

During the reporting period, efforts were increased to upgrade furniture and equipment to ergonomic standards. Ergonomic assessments of circulation desks, computers stations and chairs were done on a complaint basis and as part of major facility improvement projects. During the reporting period a total of \$406,000 was spent upgrading furniture and equipment including chairs, tables, circulation desks and computer work stations which complied with current ergonomic standards. These items were provided to sites as part of the major upgrading projects in Stephenville, Grand Bank and Deer Lake but items were also provided to other sites throughout the province based on need. Ergonomic furniture and equipment helps reduce workplace injuries to staff and patrons and in some cases helps improve access to public library programs and services such as public computers, reading areas and checkout counters to persons with disabilities.

Objective 2010-11

By March 31, 2011, the PILRB will have addressed additional facility issues at select priority sites and established a regular review program for furniture and equipment.

Measure: Improved facilities

Indicator:

- Corrected a select number of facility issues
- Developed a furniture and equipment review plan

Corrected a Select Number of Facility Issues

During this past year library facility issues continued to be addressed. A major upgrading project was undertaken in Deer Lake which addressed leakage problems from the roof and windows. Work also continued on the Cow Head Library to address foundation issues and work on upgrading the interior of the building commenced. Replacement of the roof in Trepassey, to address leakage issues, was also completed. During 2010-11 approximately \$100,000 was spent addressing specific facility issues of those three sites.

Developed a Furniture and Equipment Review Plan

A provincial Furniture and Equipment Review Plan was developed and approved by the provincial board. This plan requires that a select number of sites be visited each year and the furniture and equipment they contain be evaluated. Where necessary the equipment and furniture will be repaired or replaced. The new plan will ensure a consistent and regular replacement process and help ensure our sites are safe, functional and modern. During this past year a review plan for library vehicles was also completed. This will help ensure that NLPL vehicles are kept in good repair and replaced at regular intervals to reduce downtime.

OPPORTUNITIES AND CHALLENGES

During the reporting period for the current mission (2006-11) significant improvements were made to programs and services, facilities and equipment, and staff development which will help prepare NLPL for the future. Work on these will continue on a go forward basis and these will be incorporated into the operational priorities of the organization. What we have learned will also be incorporated into the next strategic planning cycle.

During this planning cycle, a number of opportunities and challenges which are important for the board, were identified. They include:

Library Patrons

Newfoundland and Labrador has one of the lowest public library patron rates in the country. Currently at approximately 24 per cent of the population served by a library facility there is great potential for growth. While there is a large number of small communities that do not have direct access to library facilities, during this planning cycle an attempt has been made to expand library services to the more remote areas of the province. With the expansion of the Books by Mail campaign and the introduction of electronic resources, some progress in this area has been made. Work will continue in this area.

Library Services

With 96 locations throughout Newfoundland and Labrador and 24 per cent of the population served as registered borrowers, public libraries services are under-utilized. There is excellent potential to improve the services offered from public libraries. Libraries, for example, can be promoted as tourist information points, sources of government forms and information, training centers and meeting places. A new early literacy program, which was recently launched, has been very successful and other similar initiatives are being explored. The use of libraries will increase if high quality services are provided by competent staff from modern facilities. NLPL must be more proactive when promoting programs and services and developing new initiatives aimed at meeting the needs of patrons.

Community Access Program Funding (CAP)

Public computer access is one of the most popular library programs in this province. While CAP funding was instrumental in establishing the service, it has been constantly reduced by the federal government and in March, 2010, the federal government did finally announce that funding would end at the end of March 2010. This resulted in a significant reaction from people all across the country even before a formal campaign could be initiated. Within a week the program was reinstated for another year. This program is very important to the people of the province who cannot afford a computer or internet access or live in an area where high speed access is not available. In addition to this, tourists who use public computer access in libraries will be significantly disadvantaged from its loss. There is growing concern about the impact on NLPL services if the CAP program is further cut or cancelled.

Appendix 1
Provincial Information and Library Resources Board
Members

Provincial Information and Library Resources Board

2010-11 Board Membership

Divisional Board Representatives

Name	Location
1. Taylor, Calvin (Chair) Eastern Representative	Conception Bay South
2. Pink, James Western Newfoundland and Labrador Representative	Burgeo
3. Goodridge, Alan (Vice-Chair) St. John's Representative	Goulds
4. Elliott, Everett Central Region	Botwood

Regional Board Observers

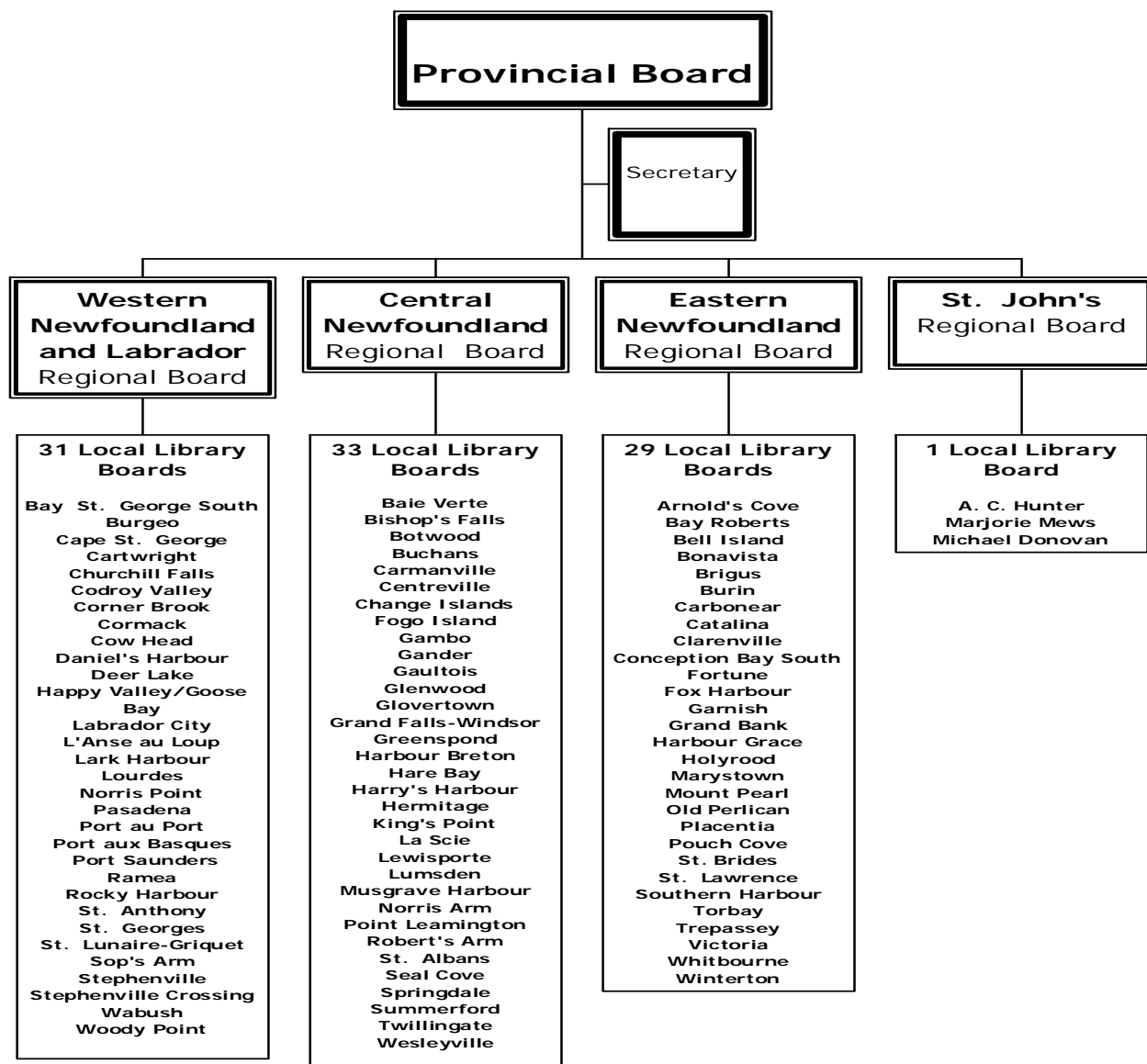
1. Noonan, Gillian Eastern Region	Old Perlican
2. Jones, William Central Representative	Wesleyville
3. Ford, Augusta St. John's	St. John's
4. Neary, Pamela Western Newfoundland and Labrador Region	Wabush

Appointee's of the Lieutenant Governor in Council

1. Bellows, Carla	Rocky Harbour
2. Walsh, Patrick	Mount Pearl
3. Sceviour, Brian	Lewisporte
4. Hayward, Rick, DM, Tourism	St. John's

Appendix 2
Newfoundland and Labrador
Public Libraries
Board Structures

**Provincial Information
and
Library Resources Board**
Board Structures



March 31, 2011

Appendix 3
Provincial Information and
Library Resources Board
Audited Financial Statements
2010-11

**PROVINCIAL INFORMATION AND
LIBRARY RESOURCES BOARD**

FINANCIAL STATEMENTS

31 MARCH 2011



OFFICE OF THE AUDITOR GENERAL
St. John's, Newfoundland and Labrador

AUDITOR'S REPORT

To the Board of Directors
Provincial Information and Library Resources Board
Stephenville, Newfoundland and Labrador

Report on the Financial Statements

I have audited the accompanying financial statements of the Provincial Information and Library Resources Board which comprise the statement of financial position as at 31 March 2011, the statement of operations, the statement of changes in net debt and the statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

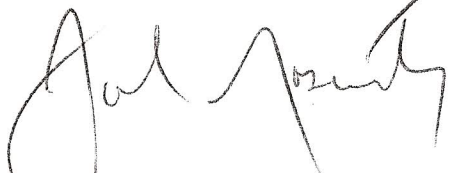
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

Auditor's Report (cont.)

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of the Provincial Information and Library Resources Board as at 31 March 2011, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

A handwritten signature in black ink, appearing to read "John L. Noseworthy", is written over the printed name and title.

JOHN L. NOSEWORTHY, CA
Auditor General

24 June 2011
St. John's, Newfoundland and Labrador

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

STATEMENT OF FINANCIAL POSITION

31 March

2011

2010

FINANCIAL ASSETS

Cash	\$ 2,247,110	\$ 2,592,512
Accounts receivable (Note 3)	88,363	155,949
Deposits - local libraries (Note 4)	80,761	81,316
Provincial Territorial Public Library Council Trust fund	39,198	24,295
Long-term investments (Note 5)	23,492	23,492
Total Financial Assets	2,478,924	2,877,564

LIABILITIES

Accounts payable and accrued liabilities (Note 6)	1,028,788	983,632
Deferred revenue (Note 7)	768,292	1,083,056
Deposits - local libraries (Note 4)	80,761	81,316
Provincial Territorial Public Library Council Trust fund payable	39,198	24,295
Severance pay liability	1,194,296	1,234,944
Total Liabilities	3,111,335	3,407,243

NET DEBT (632,411) (529,679)

NON-FINANCIAL ASSETS

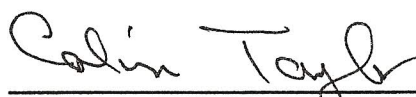
Prepaid expenses (Note 8)	316,776	266,695
Capital assets (Note 9)	2,560,235	2,541,543
Total Non-Financial Assets	2,877,011	2,808,238

ACCUMULATED SURPLUS \$ 2,244,600 \$ 2,278,559

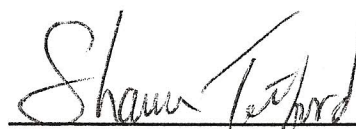
Commitments (Note 10)

See accompanying notes

Signed on behalf of the Board:



 Chairperson



 Member

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
STATEMENT OF OPERATIONS
For the Year Ended 31 March

2011

2010

	<u>Actual</u>	<u>Budget</u> (Note 11)	<u>Actual</u>
REVENUE			
Province of Newfoundland and Labrador			
Operating grant	\$ 10,319,600	\$ 10,319,600	\$ 10,360,500
Capital grant	554,887	500,000	462,665
Other grants			
Computerization projects	639,924	-	466,623
Kinderstart Literacy Program	153,260	-	-
Miscellaneous	76,009	-	44,870
Fines and lost library materials	55,931	40,000	51,477
Interest	27,981	60,000	9,981
Gain on disposal of capital assets	-	-	897
	11,827,592	10,919,600	11,397,013
EXPENSES			
Amortization	612,937	-	609,560
Bad debt expense	-	-	1,869
Books and periodicals	1,139,390	1,502,207	1,078,721
Computerization of libraries	348,642	335,000	374,848
Conferences and workshops	35,786	60,000	38,600
Educational DVD Project	153,259	-	390
Freight and postage	53,527	96,750	65,306
Grants - local libraries (Schedule)	526,234	497,000	497,070
Insurance	69,462	109,000	67,555
Loss on disposal of capital assets	3,089	-	-
Miscellaneous	2,408	-	10,330
Office and library supplies	283,708	195,532	226,934
Professional fees	19,726	7,500	7,900
Rental of premises	397,836	399,500	397,836
Repairs and maintenance	12,559	17,650	24,326
Salaries and benefits	8,000,176	8,481,923	7,695,641
Telephone	75,384	72,500	76,148
Travel	127,428	172,850	135,033
	11,861,551	11,947,412	11,308,067
ANNUAL (DEFICIT) SURPLUS	(33,959)	(1,027,812)	88,946
ACCUMULATED SURPLUS, beginning of year	2,278,559	2,278,559	2,189,613
ACCUMULATED SURPLUS, end of year	\$ 2,244,600	\$ 1,250,747	\$ 2,278,559

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
STATEMENT OF CHANGES IN NET DEBT
For the Year Ended 31 March

	2011		2010
	<u>Actual</u>	<u>Budget</u>	<u>Actual</u>
Annual (deficit) surplus	\$ (33,959)	\$ (1,027,812)	\$ 88,946
Change in prepaid expense	(50,081)	-	17,921
Acquisition of capital assets	(636,718)	-	(788,537)
Loss (gain) on disposal of capital assets	3,089	-	(897)
Proceeds from disposal of capital assets	2,000	-	1,422
Amortization of capital assets	612,937	-	609,560
Change in Net debt	(102,732)	(1,027,812)	(71,585)
NET DEBT, beginning of year	(529,679)	(529,679)	(458,094)
NET DEBT, end of year	\$ (632,411)	\$ (1,557,491)	\$ (529,679)

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**STATEMENT OF CASH FLOWS**

For the Year Ended 31 March

2011

2010

Cash flows from operating activities

Annual (deficit) surplus	\$ (33,959)	\$ 88,946
Add non-cash items		
Amortization	612,937	609,560
Bad debt expense	-	1,869
Loss (gain) on disposal of capital assets	3,089	(897)
	582,067	699,478
Changes in non-cash operating items		
Accounts receivable	67,586	(20,184)
Prepaid expenses	(50,081)	17,921
Accounts payable and accrued liabilities	45,156	(26,075)
Deferred revenue	(314,764)	287,661
	329,964	958,801
Severance pay liability	(40,648)	51,359
	289,316	1,010,160
Cash flows from capital activities		
Additions to capital assets	(636,718)	(788,537)
Proceeds from disposal of capital assets	2,000	1,422
	(634,718)	(787,115)
Net increase (decrease) in cash	(345,402)	223,045
Cash, beginning of year	2,592,512	2,369,467
Cash, end of year	\$ 2,247,110	\$ 2,592,512

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES**

For the Year Ended 31 March

2011

2010

Eastern Division

Arnold's Cove	\$ 1,508	\$ 1,455
Bay Roberts	74,772	81,250
Bell Island	1,129	1,060
Bonavista	8,187	3,350
Brigus	5,912	5,450
Burin	549	630
Carbonear	39,671	39,685
Catalina	5,944	3,437
Clarenville	19,742	21,162
Conception Bay South	11,525	10,340
Fortune	433	455
Fox Harbour	5,173	1,699
Garnish	920	919
Grand Bank	15,726	5,891
Harbour Grace	10,719	8,479
Holyrood	5,234	5,542
Marystown	6,360	6,031
Mount Pearl	16,403	12,245
Old Perlican	3,168	2,697
Placentia	20,162	20,602
Pouch Cove	2,250	2,894
St. Brides	7,403	6,794
St. Lawrence	3,726	497
Southern Harbour	3,384	1,363
Torbay	1,257	1,379
Trepassey	7,584	7,008
Victoria	1,106	1,130
Whitbourne	5,030	3,800
Winterton	600	685
	285,577	257,929

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES (Cont.)**

For the Year Ended 31 March

2011

2010

Central Division

Baie Verte	4,193	4,918
Bishop's Falls	1,325	1,171
Botwood	7,480	10,883
Buchans	696	1,022
Carmanville	1,011	1,346
Centerville	758	1,065
Change Islands	499	769
Fogo	637	972
Gambo	3,788	5,778
Gander	31,682	27,033
Gaultois	3,090	2,676
Glenwood	1,340	1,417
Glovertown	582	802
Grand Falls-Windsor	6,830	6,911
Greenspond	4,434	4,782
Harbour Breton	1,166	765
Hare Bay	958	1,277
Harry's Harbour	4,568	5,032
Hermitage	1,589	897
King's Point	6,161	5,843
LaScie	3,698	4,447
Lewisporte	5,049	4,111
Lumsden	741	1,461
Musgrave Harbour	816	695
Norris Arm	1,979	2,171
Point Leamington	1,508	1,721
Robert's Arm	3,773	3,514
St. Albans	934	1,252
Seal Cove	647	2,373
Springdale	4,640	1,382
Summerford	2,055	1,729
Twillingate	1,363	1,183
Wesleyville	839	501
	110,829	111,899

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES (Cont.)

For the Year Ended 31 March

2011

2010

**Western Newfoundland -
Labrador Division**

Bay St. George South	483	967
Burgeo	654	465
Cape St. George	645	820
Cartwright	709	906
Churchill Falls	410	445
Codroy Valley	596	609
Cormack	1,692	1,463
Corner Brook	9,594	7,352
Cow Head	6,472	5,882
Daniel's Harbour	1,592	1,816
Deer Lake	21,221	15,582
Happy Valley	3,596	1,778
Labrador City	11,793	12,256
L'Anse au Loup	669	2,476
Lark Harbour	510	1,182
Lourdes	746	710
Norris Point	1,882	2,585
Pasadena	2,173	1,942
Port au Port	1,104	1,270
Port aux Basques	13,479	11,855
Port Saunders	5,425	4,470
Ramea	644	1,918
Rocky Harbour	469	554
St. Anthony	1,551	1,620
St. George's	1,695	1,027
St. Lunaire-Griquet	1,259	411
Sops Arm	1,054	1,158
Stephenville	24,846	36,474
Stephenville Crossing	1,175	1,059
Wabush	3,103	2,462
Woody Point	8,587	3,728
	129,828	127,242
	\$ 526,234	\$ 497,070

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
NOTES TO FINANCIAL STATEMENTS
31 March 2011

Authority

The Provincial Information and Library Resources Board (the Board) operates under the authority of the *Public Libraries Act*. The purpose of the Board is to operate the public libraries in the Province. A majority of the members of the Board are appointed by the Lieutenant-Governor in Council. The Board reports to the Minister of Education.

1. Summary of significant accounting policies

These financial statements have been prepared by the Board's management in accordance with Canadian generally accepted accounting principles. The budget disclosed in these financial statements is presented on a cash basis. Outlined below are the significant accounting policies followed.

(a) Reporting entity

The reporting entity for the purpose of these financial statements is the Board's head office and divisional offices. The Board's head office includes Administration, Technical Services and the Provincial Resource Library. These financial statements include expenditures for grants made to local libraries under the jurisdiction of the three divisional library boards detailed in the Schedule to the financial statements. Funds raised by local libraries in excess of the grants provided by the Board or any expenditures in excess of these grants are not reflected in these financial statements.

(b) Capital assets

All capital assets are capitalized at cost at the time of acquisition. Amortization is calculated using the straight line method based on the expected future life of all assets as follows:

Buildings	40 years
Building improvements	10 years
Furniture and equipment	10 years
Motor vehicles	5 years
Computer equipment	3 years
Software	5 years

(c) Severance pay

The calculation of severance pay is based on years of service and current salary levels. The entitlement to severance pay vests with employees after nine years of continuous service, and accordingly no provision has been made in the accounts for employees with less than nine years of continuous service. The amount is payable when the employee ceases employment with the Board. If the employee transfers to another entity included in the public service, then the liability is transferred with the employee to the other entity.

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
NOTES TO FINANCIAL STATEMENTS
31 March 2011

2. Change in accounting policies

The Board has adopted generally accepted accounting principles as recommended by the Public Sector Accounting Board (PSAB) for the year ended 31 March 2011. Accordingly, a Statement of Net Debt has been prepared for the current year as well as comparative figures for 2009-10. In addition, capital grants previously recorded as part of net assets invested in capital assets are now included as revenue of the Board. As a result of this change, revenue and the annual surplus for the year ended 31 March 2010 increased by \$462,665.

3. Accounts receivable

	<u>2011</u>	<u>2010</u>
Federal Government		
Harmonized Sales Tax	\$ 45,817	\$ 89,197
Other	<u>42,546</u>	<u>68,621</u>
	88,363	157,818
Less: allowance for doubtful accounts	-	1,869
	<u>\$ 88,363</u>	<u>\$ 155,949</u>

4. Deposits - local libraries

Funds raised by some local libraries have been deposited with the Board to cover the cost of wages for additional opening hours and for the purchase of books, periodicals and computers. The balance on deposit at 31 March 2011 was \$80,761 (2010 - \$81,316) consisting of cash of \$5,346 and 4,085 shares of various Investor Group Mutual Funds held in Trust for the St. John's Public Library Board which were donated to the Board. The carrying value of the mutual funds is recognized at the fair market value of \$75,415 (2010 - \$74,478), as determined by the average cost at the time the shares were acquired by the Board. The fair market value of these shares was \$85,101 as at 31 March 2011.

5. Long-term investments

Long-term investments consist of 1,678 shares of Sun Life Financial Services of Canada Inc. which were given to the Board as a result of the demutualization of Sun Life Assurance Company of Canada. The carrying value of the shares is recognized at the fair market value of \$23,492, as determined by the share price at the time of the transfer of the shares to the Board. The fair market value of these shares was \$51,129 as at 31 March 2011 (2010 - \$54,820).

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
NOTES TO FINANCIAL STATEMENTS
 31 March 2011

6. Accounts payable and accrued liabilities

	<u>2011</u>	<u>2010</u>
Accounts payable	\$ 164,728	\$ 128,316
Accrued salaries and benefits	864,060	855,316
	<u>\$ 1,028,788</u>	<u>\$ 983,632</u>

7. Deferred revenue

Deferred revenue represents money received from funding agencies that has not been utilized, and is available for specified expenditures in future years:

	<u>2011</u>	<u>2010</u>
Provincial Government	\$ 733,525	\$ 1,049,664
Other	34,767	33,392
	<u>\$ 768,292</u>	<u>\$ 1,083,056</u>

8. Prepaid expenses

Prepaid expenses of \$316,776 (2010 - \$266,695) include inventory of supplies of \$66,599 (2010 - \$63,827) on hand at the Board's head office and the three divisional library board offices.

9. Capital assets

	<u>2011</u>			<u>2010</u>
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Land	\$ 285,907	\$ -	\$ 285,907	\$ 285,907
Buildings	1,758,867	1,171,289	587,578	626,367
Building improvements	1,350,207	467,760	882,447	828,495
Furniture and equipment	1,661,648	1,257,289	404,359	367,853
Motor vehicles	190,646	87,499	103,147	98,557
Computer equipment	1,725,755	1,428,958	296,797	321,450
Software	168,688	168,688	-	12,914
	<u>\$ 7,141,718</u>	<u>\$ 4,581,483</u>	<u>\$ 2,560,235</u>	<u>\$ 2,541,543</u>

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
NOTES TO FINANCIAL STATEMENTS
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10. Commitments

The Board has entered into lease agreements for the rental of photocopiers, microfiche readers, postal equipment and various rental properties throughout the Province. Future minimum lease payments for the next five years are as follows:

2012	\$455,340
2013	\$429,833
2014	\$392,233
2015	\$321,733
2016	\$263,233

11. Budget

The Board's budget is prepared on the cash basis and, as a result, the 2011 budgeted expenditure exceeded the Province's current year provision for operating grants for the Board. The difference would be funded from cash surpluses carried forward from prior years.

12. Pensions

Under the *Public Libraries Act*, Board staff are subject to the *Public Service Pensions Act*. Employee contributions are matched by the Board and then remitted to the Province of Newfoundland and Labrador Pooled Pension Fund from which pensions will be paid to employees when they retire. The Board's share of pension contributions for 2011 was \$409,444 (2010 - \$392,019).

13. Income taxes

The Board is a Crown entity of the Province of Newfoundland and Labrador and as such is not subject to Provincial or Federal income taxes.

14. Economic dependence

As a result of the Board's reliance on Provincial funding, the Board's ability to continue viable operations is dependent upon decisions of the Province.

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
NOTES TO FINANCIAL STATEMENTS
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15. Financial instruments

The Board's financial instruments recognized on the statement of financial position, in addition to the long-term investments described in Note 5, consist of cash, accounts receivable, and accounts payable and accrued liabilities. The carrying values of these instruments approximate current fair value due to their nature and the short-term maturity or current market rate associated with them. No further credit risk exists in relation to the financial instruments.

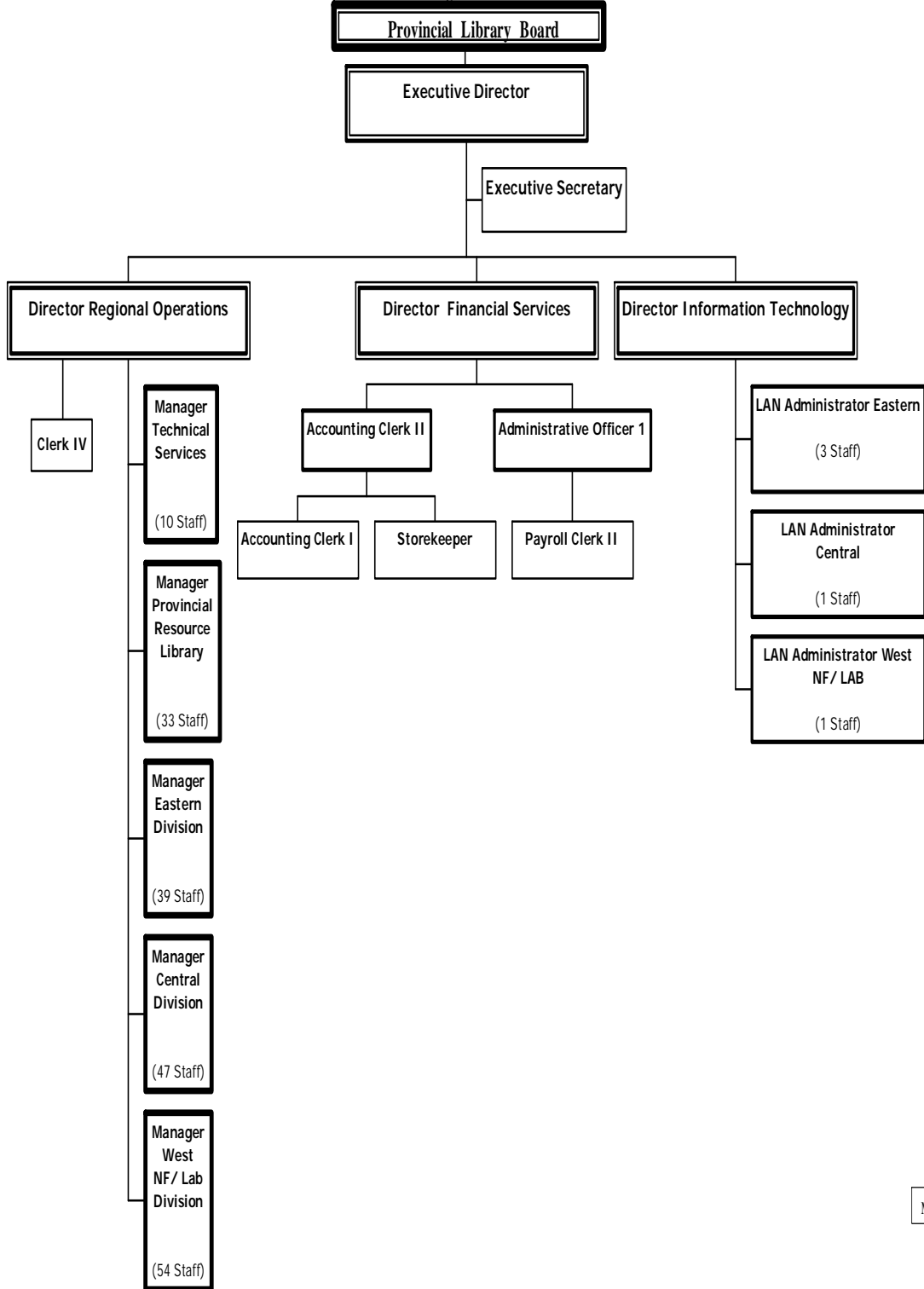
16. Comparative figures

Certain comparative figures have been reclassified to conform to current year's presentation.

Appendix 4
Newfoundland and Labrador
Public Libraries
Staff Organizational Chart

Provincial Information
and
Library Resources Board

Staff Organizational Chart



March 31, 2011