



Newfoundland & Labrador
Public Libraries

Annual Report

2007-08

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

September 16, 2008

Honourable Joan Burke
Minister of Education
Department of Education
P. O. Box 8700
St. John’s, NL
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Dear Minister Burke:

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 2007-08.

The mandate of the Provincial Information and Library Resources Board, as a category one government entity, is to provide public library and support services to the people of Newfoundland and Labrador. This report provides an overview of the key activities of our organization during the past year and some of the opportunities and challenges we face.

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

My signature below is on behalf of the entire board and is indicative of our accountability for the actual results reported.



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 and is now commonly referred to as the Newfoundland and Labrador Public Libraries. The organization has existed, in some form, since 1935.

The PILRB is a provincial board comprised of representatives and alternates of the regional 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.

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 can be seen in Appendix 1.

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.

Measure: Adapt to improve.

Indicators: Library services relative to needs and funding.

Capital improvements in select areas.

Hours of operation are identified.

Number and types of resources (print and electronic formats).

Currency of hardware and software.

Percentage of 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 where appropriate.

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. While there is a desire to have all programs offered from all sites, certain programs are available only at select 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. For example, fees are charged for compact discs, diskettes, photocopying, printing, faxing and for rentals of meeting rooms, digital cameras, and laptop computer training labs. A complete list 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) Public 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 2007-08, the grant was \$9,683,700 which included annualized increases of: \$153,600 for negotiated salary increases, \$130,000 for capital works, and \$135,000 for wage increases for substitute staff, \$60,000 for trustee and staff training, and \$60,000 for an early literacy project. The grant also included one-time funding of \$396,000 towards the costs of repairs to the Labrador City Public Library, the purchase of photocopiers for divisional offices and a new marketing campaign. In addition to the provincial grant, \$539,000 was received from the federal-provincial

Community Access Program. Municipalities also contributed, financially, to the operation of libraries. While the monetary value of the municipal contributions was low (\$70,000), there were significant in-kind contributions in the form of buildings, free rent, snow clearing, maintenance, etc. These in-kind contributions, which are not included in our budget figures, exceeded \$1,000,000 last year. The remainder of our funding is self-generated from fines, fees for service and donations. Our total budget for 2007-08 was \$10.9 million which included the one time funding of \$396,000.

The PILRB's fiscal position is audited annually by the Office of the Auditor General. A reproduction of the PILRB's financial statements for 2007-08 is attached in Appendix 2.

Staff Complement

As of March 31, 2008 the PILRB had a total staff complement of 210 full and part-time permanent employees (188 female and 22 male) and 150 substitute employees (148 female and 2 male). Substitute employees 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.

Library Locations

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

Western Newfoundland and Labrador	31	(Labrador 6)
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.

Achievements

Fiscal year 2007-08 was another productive year for the PILRB. The additional funding provided by government enabled the organization to undertake a number of initiatives. We were able to increase the amount of capital works within public libraries, increase training for staff and board members, commence a new marketing program, commence a new early literacy project and purchase new photocopiers for our divisional offices. All of these will have positive effects on the provision of library service in the province.

Unfortunately, during the year we experienced major structural issues with the library in Labrador City. The problems forced the closure of the library for most of the year and cost in excess of \$600,000 to repair. This closure negatively impacted on our

activities during the year and our ability to address capital issues at other sites in the province.

Our key activities during 2007-2008 are listed below:

Library Services

- 508,099 people lived in Newfoundland and Labrador (January 1, 2008 Demography Estimates).
- 436,557 people had access to public library services which represented approximately 86 per cent of the population.
- 103,031 individuals (77,147 adults and 25,884 children) were registered as library patrons which represent 24 per cent of the population served. This is a one per cent decrease compared to the previous year and is attributed to population decreases, the purging of library records as we continue implementation of the new automated library management system and the temporary closure of library facilities including Labrador City.
- 1,510,202 items (library materials) were circulated to all patrons (15 items per patron). This represents a one per cent decrease compared to the previous year and was expected with the closure of the Labrador City Library and other sites during automation and renovations.
- 321,206 reference requests were processed (3.1 requests per patron). This represents a four per cent decrease compared to the previous year. While this number fluctuates annually, we expect to see decreases as population levels drop and more information becomes available through the Internet.
- 71,502 interlibrary loans were processed. This represents a 17 per cent increase compared to the previous year. The increase in the number of loans to or from other systems 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 NL public library system. Similarly, there is growing demand from other library system users for unique material which exists within the NL system but is not available elsewhere.
- 3,624 library programs were offered (38,516 people participated). This represents a one per cent increase in the number of programs and a three per cent increase in the number of people attending compared to the previous year. The number of programs offered each year is dependent on staff time and resources. The number of people attending is dependent on the number of people available, the particular interest in the program and the convenience of program schedules.
- 16,750 class visits were offered (63,308 students participated). This number varies annually and is dependent on the number of class visits requested.
- 476,299 computer use sessions were recorded (30 minute blocks). This represents a four per cent decrease compared to the previous year. This is attributed to the temporary closure of the Labrador City Library and other sites during automation or renovations.

Library Operations

- \$1,050,000 was spent on library materials consisting of:
 - \$681,000 on 48,078 print, audio and talking books, DVDs and videos; and
 - \$369,000 for standing orders, periodicals, electronic services, Inter Library Loans, supplies and freight.
- New databases were added to our online resource centre including, Oxford English Dictionary, Oxford Multilanguage Dictionaries and the Oxford Encyclopedia of Popular Music.
- High demand public programming continued including sessions on taxation, gardening, health issues and genealogy.
- Libraries at Brigus, Carbonear and Port aux Basques were automated.
- \$630,250 was spent to carry out repairs to the Labrador City Library which was closed in March 2007 due to structural problems. The structural problems were corrected and the library reopened in March 2008. The library was renamed the Margaret Butt Memorial Public Library in memory of a long time library user and board member for her contribution to the community and the library.
- Tenders were issued, following expiration of leases, for library space in Bay Roberts, St. John's (Marjorie Mews and Michael Donovan) and Corner Brook (Divisional Office). Having completed the tender process, we will be remaining in our current locations for all locations except Bay Roberts. In Bay Roberts the successful bidder has constructed a new facility and the library has relocated to the new location. Renovation projects were also completed on the Cormack Public Library and the Robert's Arm Public library which resulted in improved space in both locations.
- Meetings were held to discuss the possible construction of a new public library for the City of Corner Brook. The existing space, located on the second and third floors of the Sir Richard Squires Building, is inadequate for a regional library serving in excess of 25,000 people.
- Meetings were held with the Town of Paradise regarding their request for a new public library, and with the Town of Conception Bay South regarding the need for a larger public library to serve the growing needs of its residents.
- Meetings were held or we communicated with Eastern, Central and Western School Districts and the Department of Education regarding school-public library space issues in Marystown and Burin and new space opportunities in Torbay, Baie Verte and Stephenville Crossing.
- The Provincial Board approved the acquisition of the Placentia Lion's Recreation Centre, under an arrangement entered into with the Placentia Lion's Club in 1995 when the library moved into the Recreation Centre. The PILRB had the option to acquire this building in 2007, for free, once the Lions Club had paid-off the mortgage.

- \$539,000 was received from the Community Access Program (CAP). Of this funding, \$317,000 was used for computer hardware and software, \$115,000 was used to support connectivity charges, \$99,000 was used to support additional hours and the remainder was used for furniture and supplies.
- The materials budget for videos/DVDs and talking books was maintained at \$43,000 to expand these collections in response to increased public demand.
- Implementation continued of the new capital assets system, including the development of an online database.
- Upgrading of the PILRB's information technology systems continued through the installation of new equipment at the headquarters in Stephenville, the divisional offices and the Provincial Resource Library in St. John's.
- Computer and Internet training sessions continued at select library CAP sites.
- 33 staffing competitions were completed for existing positions.

Technical Services

- 48,078 new volumes were purchased for public libraries around the province.
- 64,614 volumes of materials, including new purchases and donations, were received (eight per cent increase over previous year).
- 50,322 volumes of library materials, including new purchases, donations and existing materials were catalogued (14 per cent decrease over previous year).
Cataloguing is a process where information relating to library materials is entered into a database according to standardized rules and practices. This allows users to retrieve information quickly so use of the collection can be maximized.
- 72,498 items were processed (26 per cent increase over previous year). Processing includes the stamping, repairing, covering and labeling of library materials.

Special Projects/Activities

- The 2008-2011 PILRB Strategic Plan was completed.
- The development of a business continuity/disaster recovery plan for the organization was started.
- A partnership with Community Accounts was established which will involve the training of library staff to enable them to promote the use of this resource.
- We participated in our first Book Bank project, a cooperative venture with the Janeway, CNA, and Artistic View Custom Framing where excess library materials were provided to the food banks for distribution to their clients, free of charge. Additional deposit collections have also been added at the George Street United Soup Kitchen, the Miller Centre and the Penitentiary.
- We cooperated with the Memorial University Digital Archive Initiative (DAI).
- We partnered with Aliant to offer a new video service which is available on our public access computers. This service will provide access to more than 500 videos

on a variety of topics ranging from educational videos to do-it yourself and business titles.

- The 7th edition of the 'Guide to Genealogical Material in the Newfoundland and Labrador Collection' was compiled. The guide is available on our new web site. In 2007, another NL Collection Guide, 'Aviation in Newfoundland and Labrador' was also developed. This is number ten in a series of thematic guides highlighting selected materials in the NL Collection.
- 'Read my Lips: Teen Open Mic.' was held at St. John's Public Libraries. The event was sponsored by the NL Musician's Association, the St. John's Library Board and Youth Advisory Board.
- 2,097 children were registered for the 2007 Summer Reading Program at participating libraries around the province. This program is co-sponsored by the Toronto Dominion Bank and Library and Archives Canada.
- The Executive Director completed his term as Chair of the Provincial-Territorial Public Library Council which culminated with a library directors' dinner hosted by Newfoundland and Labrador Public Libraries.
- The CLA conference was held in St. John's for the first time in 38 years. Twenty two staff and board members were able to attend this worthwhile and very informative conference which brings together library partners from across Canada and around the world.
- The Newfoundland and Labrador Public Libraries new logo, library card, public service announcement (video) and website were officially launched. This was followed by the launch of a one year newspaper campaign across the entire province.
- We advertised for and successfully recruited a consultant, on a one year contract, to review early literacy programs in public libraries and to develop a standardized program which will be offered at all public libraries across the province.
- A Request for Proposals (RFP) process was completed in an attempt to hire a consulting company to undertake the review of the Provincial Resource Division (includes the St. John's Public Libraries and the Provincial Reference Library). Unfortunately, the RFP did not result in any submissions. That process was followed by an ad to hire an employee, on contract, to carry out the review. It is anticipated that a suitable candidate will be found and the review will commence during the spring or summer of 2008.
- We continued meetings as part of the committee addressing recommendation 19 of the *White Paper on Public Post-Secondary Education*. The recommendation calls for improved sharing of resources between library systems in the province. The committee is comprised of representatives of Memorial University, College of the North Atlantic, the Provincial Information and Library Resources Board and the Department of Education.

OUTCOMES of OBJECTIVES

During 2007-08 we completed the second and final year of our two-year strategic plan. The following details our activities for 2007-08 relating to our strategic goals and objectives.

Strategic Goal - One	2007-08 Objective	Status
<p>By March 31, 2008, the Provincial Information and Library Resources Board will have completed a review of the current <i>Public Libraries Act (RSN 1990)</i> and identified changes to help improve the operation and accountability of the organization to the people of the province.</p> <p>Measure: The <i>Public Libraries Act</i> is reviewed.</p> <p>Indicator: A summary report is written including: strengths of the current <i>Public Libraries Act</i>, weakness of the current <i>Public Libraries Act</i>, and options derived from similar legislation to address the weaknesses.</p>	<p>By March 31, 2008, the Provincial Information and Library Resources Board will have conducted a review of legislation in similar jurisdictions to identify options to address the weaknesses in the current <i>Public Libraries Act</i>.</p> <p>Measure: A review of public library legislation in other jurisdictions is completed.</p> <p>Indicator: A report outlining options from other legislation to address weaknesses in the current legislation.</p>	<p>Objective Accomplished</p>

Overview

One of the issues raised during our strategic planning process was the deficiencies in the current *Public Libraries Act*. The current Act does not reflect the structure of the organization and lacks the detail required for the organization to comply with the accountability requirements of the Auditor General and government. In addition, there are legal issues which occur within the public library system which should be included in legislation but are currently not.

Strategic Activities - Objective 2007-08

During the past year, the committee completed the review of public library legislation in other jurisdictions across Canada. During this review, we were able to identify options to address some of the weaknesses which were identified in the current *Public Libraries Act*. A report was submitted to the board outlining the strengths and weaknesses, as well as options to improve the Act. This report was approved by the board and a letter has been drafted and will be submitted to the Minister of Education requesting the undertaking of a formal rewrite of the current *Public Libraries Act*. The PILRB will work with the department as this process proceeds.

Operational Activities 2007-08

Continuing with the previous year's work, we again focused on updating, developing and making governance and operational policies more accessible to board members, staff and members of the public. During the year, we undertook the following operational activities:

- Commenced training of board members in the area of accountability;
- Continued with the development of governance and operational policies;
- Posted current operational policies on the staff Intranet for easy access to staff;
- Updated and posted relevant public policies on NLPL website; and
- Commenced a process to update the librarians' manual which will provide standards and guidelines for many of the day to day activities of public library operations.

Status - Goal 2006-08

As a result of the strategic activities from fiscal years 2006-07 and 2007-08 the goal related to the review of the current *Public Libraries Act* has been achieved. The summary report detailing the strengths and weaknesses of the current *Public Libraries Act*, which also includes options derived from the review of statutes and legislation from other jurisdictions, has been prepared and approved by the board. It will be submitted to the Minister in the near future.

Strategic Goal -Two	2007-08 Objective	Status
<p data-bbox="217 218 685 554">By March 31, 2008, the Provincial Information and Library Resources Board will have identified the minimum number of staff hours for each public library site to establish a baseline for public access to library services.</p> <p data-bbox="217 575 695 653">Measure: Minimum number of staff hours is identified.</p> <p data-bbox="217 674 675 800">Indicator: Report detailing the minimum number of staff hours required for each library site.</p>	<p data-bbox="725 218 1149 512">By March 31, 2008, the Provincial Information and Library Resources Board will have identified the minimum number of staff hours for each public library site based on the established criteria.</p> <p data-bbox="735 533 1146 659">Measure: Minimum number of staff hours for each public library.</p> <p data-bbox="735 680 1143 806">Indicator: A report outlining the minimum staff hours required.</p>	<p data-bbox="1192 218 1399 296">Partially Accomplished</p>

Overview

During the 2003-06 strategic planning process, the issue of the equitable distribution of the hours of operation was discussed. As part of that strategic plan, a study was conducted which identified, based on agreed criteria, the appropriate distribution of hours considering the needs of each library in the province when libraries were compared to each other. Additional funding was requested and provided by the Department of Education in budget 2006 which permitted the allocation of additional hours to 47 library sites throughout Newfoundland and Labrador. It was determined that one component of the hours issue was still not resolved. That issue relates to the minimum number of hours which libraries should be open to provide basic library services. The results of this question will complement the previous work and will help determine the appropriate allocation of hours for all public libraries in the province.

Strategic Activities - Objective 2007-08

During the past year, the Hour's Committee completed a workload study developed to help determine the minimum number of hours a library should have to provide basic public library services. The study consisted of identification of the complete number of separate tasks (140) carried out in all public libraries in the province and the separation of those tasks into seven (7) specific categories: mail, circulation, interlibrary loans, patron services, local board/community and patron relations, programming and administration. Each staff member from all public library sites, with the exception of those in St. John's as they will be reviewed separately, was then asked to report on the specific tasks completed during a specific period of time and the amount of time it took

to complete each specific task. This information, coupled with the existing statistical data collected on an annual basis, would be used to determine the staff hours required to operate a basic public library. We could then extrapolate to determine the number of staff hours needed in each of the library sites in the province. Ninety four percent of staff completed the study and those that did not participate had acceptable reasons.

The completion of the workload study was a very worthwhile undertaking requiring a significant commitment of time and effort by a great number of people. The process allowed the organization to capture a wealth of very valuable information. The committee was able to identify, and present to the PILRB, a baseline hours model which identified the minimum number of staff hours for each public library site based on the established criteria and therefore met the objective and the goal relating to this issue. The committee, however, also advised the PILRB that they identified the following deficiencies with the process:

- The collection procedures used by staff were not consistent. The recording of information varied in different locations due to human error or lack of understanding.
- All of the individual tasks were not defined. In addition to this, staff had different definitions for many tasks because many of the definitions had not been updated in several years. This made it difficult to compare information.
- The existing statistical collection system used to collect library statistics is not consistent meaning that not all sites record all activities and if they do, an activity may mean different things to different people.

As a result of the above noted issues, the working committee recommended that the baseline hours model, as presented in the report, not be adopted until the above noted issues can be addressed. The board approved this recommendation.

Operational Activities 2007-08

During the year, we undertook a number of operational activities relating to the issues which were identified as a result of our work involving this goal.

- We researched statistical collections options for the PILRB including:
 - purchasing a professionally developed system,
 - developing an in house system, and
 - partnering with Community Accounts to develop a web based system.
- We identified sources of definitions for library activities.
- We participated in a project of the Provincial-Territorial Public Library Council to standardize the collection of certain library statistical information to facilitate national comparisons of library activities.

Status - Goal 2006-08

While the workload study was completed, the results compiled and analyzed and a minimum hours model presented to the PILRB, the model was rejected by the board as a result of the issues identified and the possible impacts those issues might have on the calculation of baseline hours. It was recommended, by the board, that staff continue work to address the issues, including reviewing the statistical collection system for the organization. It has every confidence that the minimum number of staff hours for each public library site will be established once these issues are addressed. As a result of the strategic activities from fiscal years 2006-07 and 2007-08 the goal related to this issue has been partially achieved.

Strategic Goal – Three	2007-08 Objective	Status
<p data-bbox="212 705 721 1052">By March 31, 2008, the Provincial Information and Library Resources Board will have identified options to sustain minimum levels of information technology service at public library sites in Newfoundland and Labrador to ensure appropriate public access.</p> <p data-bbox="212 1077 634 1192">Measure: Minimum levels of public access to Information Technology.</p> <p data-bbox="212 1218 708 1333">Indicator: Report detailing options to sustain minimum levels of public access.</p>	<p data-bbox="761 705 1110 1125">By March 31, 2008, the Provincial Information and Library Resources Board will have identified funding options to support acceptable levels of public access computer infrastructure within the PILRB.</p> <p data-bbox="761 1150 1073 1230">Measure: Funding options are identified.</p> <p data-bbox="761 1255 1092 1503">Indicator: A report outlining the funding options to support the acceptable levels of public access computer infrastructure.</p>	<p data-bbox="1143 705 1349 785">Objective Accomplished</p>

Overview

In 1995, the PILRB introduced public access computers to public libraries with funding from the federal government's Community Access Program (CAP). As participants in this program, the PILRB has been a significant benefactor. Since 1999, the PILRB has secured approximately \$8,000,000 for the establishment of computer access and training in public libraries throughout this province. Currently, 92 of 96 libraries in the province

are designated CAP sites. This program has been instrumental in providing very valuable and well utilized services in the province's public libraries.

With assistance from CAP, and with operational savings generated from within the PILRB, an extensive and elaborate public computer network has been established. In the previous strategic plan, the acceptable public access infrastructure required to meet the needs of the public and staff was identified. In order to improve and sustain that infrastructure, the costs of operation, as well as the internal and external funding opportunities that support this growing and publicly accepted library service, need to be determined.

Strategic Activities - Objective 2007-08

The committee, continuing on last year's activities, identified funding options to sustain the minimum public access computer infrastructure requirements. These options were presented to the provincial board in a report tabled at the annual meeting in June 2007. The board agreed with the preferred option which was to lobby for a continuation of CAP funding from the federal government to sustain public computer access but in the event that the CAP funding ends, there are alternate options available to the board to sustain the program.

Operational Activities 2007-08

During the past year the PILRB carried out a number of operational activities in support of this goal.

- Finalized a regular replacement program to ensure the currency of the public access computer infrastructure.
- Evaluated product reliability records and warranty periods to ensure the maximum value and reliability.
- Continued to evaluate cost reduction options related to connectivity, equipment and software.

Status – Goal 2006-08

As a result of the strategic activities from fiscal years 2006-07 and 2007-08, options to sustain the public access computer infrastructure have been identified and are outlined in the report which was accepted by the board in June 2007. The goal related to this issue has been achieved.

Strategic Goal - Four	2007-08 Objective	Status
<p data-bbox="212 216 695 590">By March 31, 2008, the Provincial Information and Library Resources Board will have identified appropriate tools for the evaluation of public library services in order to improve the delivery of library services to the people of Newfoundland and Labrador.</p> <p data-bbox="212 617 695 695">Measure: Improvement of Library Services.</p> <p data-bbox="212 722 695 800">Indicator: Identification of the assessment tool(s).</p>	<p data-bbox="735 216 1159 506">By March 31, 2008, the Provincial Information and Library Resources Board will have identified appropriate assessment tool(s) to evaluate the prioritized list of the services.</p> <p data-bbox="735 533 1159 611">Measure: Assessment tools are identified.</p> <p data-bbox="735 638 1159 800">Indicator: A report outlining the appropriate assessment tools to evaluate the prioritized list of services.</p>	<p data-bbox="1206 216 1417 296">Objective Accomplished</p>

Overview

The PILRB recognizes that, over the past 15 years, significant demographic changes have occurred in many areas of Newfoundland and Labrador. Library services, on the other hand, have not undergone appropriate corresponding changes during that time. The evaluation of library services, in relation to the changes which have occurred in the province, is required so the organization can adapt its programs and services to best meet the needs of Newfoundlanders and Labradorians.

Strategic Activities - Objective 2007-08

A committee, continuing on from its activities last year, identified appropriate assessment tools which will enable the organization to thoroughly evaluate the prioritized list of services identified last year. The committee submitted a report to the provincial board at the annual meeting in June 2007 and the board approved the recommendations.

Status - Goal 2006-08

A prioritized list of library services and appropriate assessment tools, to properly evaluate these services, was presented and approved by the PILRB at the annual meeting in June 2007. This information will be very valuable to the PILRB as it begins its review of current library services. The tools identified include, surveys, questionnaires, interviews, statistical reports, online tracking, studies, etc. By identifying the most practical assessment tools for each service, the PILRB will be able

to conduct a thorough and timely review of all program areas. As a result of the strategic activities from fiscal years 2006-07 and 2007-08 the goal related to this issue has been achieved.

OPPORTUNITIES AND CHALLENGES

Library Patrons

Newfoundland and Labrador has one of the lowest public library patron rates in the country. Currently at approximately 24 per cent, only the Yukon with 16 per cent is lower. While the large number of small communities, at significant distance from public library facilities, probably contributes to the low patron rates, public libraries do service 85 per cent of the population in Newfoundland and Labrador. This means that 85 per cent of our population has a library within 24 km of their home.

The PILRB implemented a publicity campaign in 2007 which was aimed at increasing the number of residents and non residents who use public library services. The campaign is intended to increase awareness of the library locations and the services which are currently offered because we know a large percentage of the population are not aware of the range of services offered from public libraries. We are confident we can improve the usage of our libraries simply by raising awareness of what we have to offer.

Library Services

With 96 locations throughout Newfoundland and Labrador and 24 per cent of the population as registered borrowers, public libraries services are under-utilized. We believe 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 and even training centers. The PILRB recently hired an early literacy consultant to develop an early literacy program which will be available through all public libraries in 2009. The PILRB will investigate additional opportunities to partner with government and other organizations to increase the provision of services from public libraries and increase access to library services for people who live in communities which do not have access to a public library facility.

Library Locations

The PILRB has 32 new library facility requests on file. The PILRB recognizes that it must manage its resources in a fiscally responsible manner and also recognizes that there are areas of the province without access to a library which would benefit from library services. There are rural areas of the province which do not have ready access to reading materials or computers. There are urban areas of the province that need public library programming. There is a need to increase the number of public library facilities

in the province and a need to improve library services to those who are unable to access a library facility.

Public Computer Access

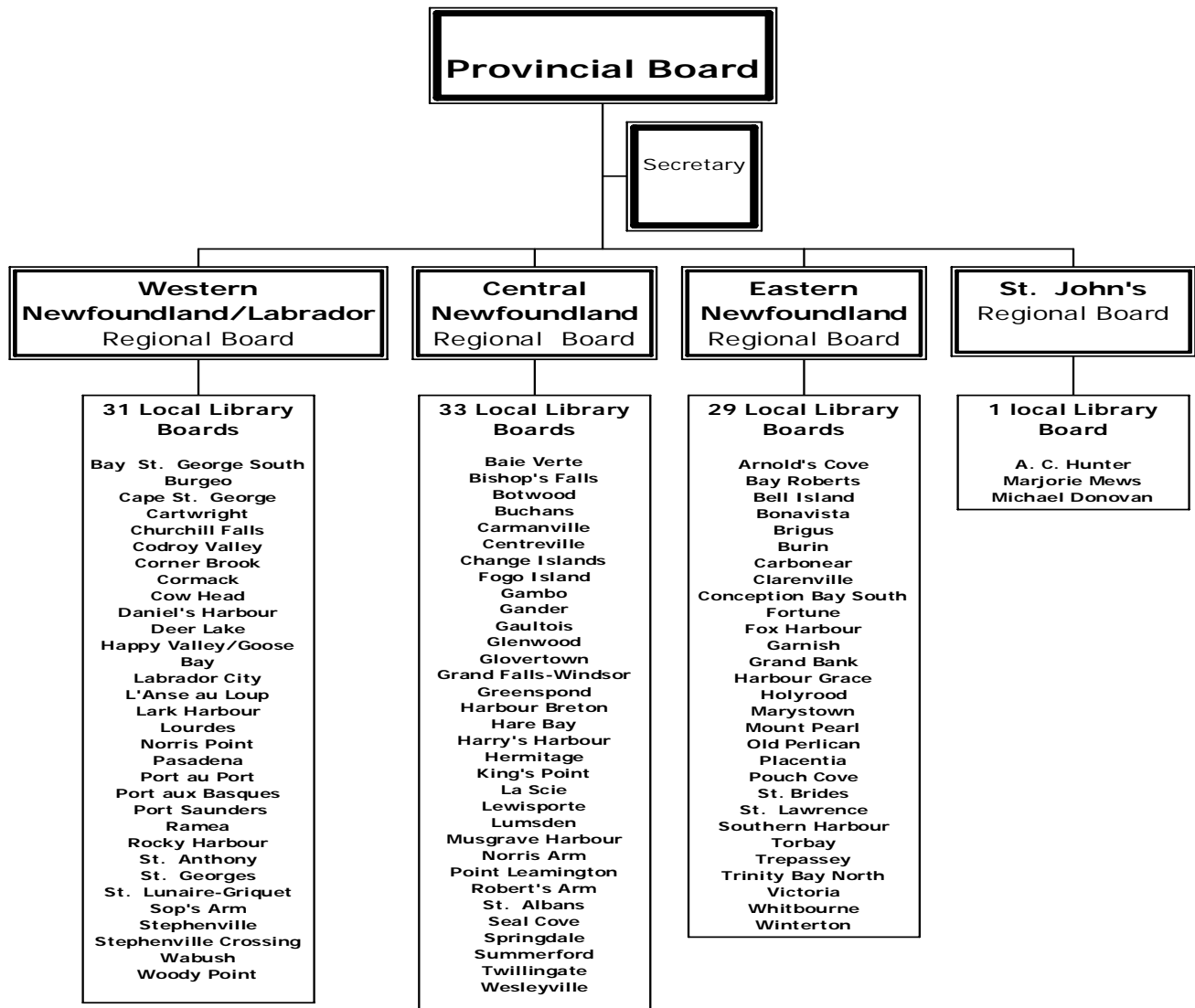
In Newfoundland and Labrador, public computer access has now become one of the best known and used library programs. This program was established, primarily, through funding from CAP. While this source of funding was instrumental in establishing the service, CAP funding has been constantly reduced by the federal government over the past five years. People have become accustomed to the service but unfortunately there is an indication that the CAP funds could end. Maintaining current service levels would place a tremendous burden on the PILRB if an alternate source of funding is not found. The PILRB will continue to lobby the federal government for appropriate and sustainable funding as we feel the federal government should support public library services for the role we play in connecting Canadians and promoting federal programs and services.

Library Book Rate

In 2005, Canada Post announced the cancellation of the Library Book Rate which is a special rate provided to library systems to reduce the costs of distributing library materials. As a result of a national campaign to continue the rate, Canada Post has continued to extend the program on an annual basis with the most recent extension until January 2009. Unfortunately, there is still no decision on the future of this very worthwhile program. The PILRB will be lobbying again this fall, along with library representatives from other provinces and territories to ensure this program continues. Lobbying each year consumes a significant amount of time and energy which could be spent trying to improve library services. We can only hope Canada Post and or the federal government will make a decision to support the program long term.

Appendix 1
Provincial Information and
Library Resources Board
Board Structures

**Provincial Information
and
Libraries Resources Board**
Board Structures



September 21, 2007

Appendix 2
Provincial Information and
Library Resources Board
Audited Financial Statements
2007-08

**PROVINCIAL INFORMATION AND
LIBRARY RESOURCES BOARD**

FINANCIAL STATEMENTS

31 MARCH 2008



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

AUDITOR'S REPORT

To the Chairperson and Members
Provincial Information and Library
Resources Board
Stephenville, Newfoundland and Labrador

I have audited the balance sheet of the Provincial Information and Library Resources Board as at 31 March 2008 and the statements of changes in net assets, revenue and expenses, and cash flows for the year then ended. These financial statements are the responsibility of the Board's management. 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 plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Board as at 31 March 2008 and the results of its operations 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".

JOHN L. NOSEWORTHY, CA
Auditor General

St. John's, Newfoundland and Labrador
13 June 2008

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

BALANCE SHEET

31 March

2008

2007

ASSETS

Current

Cash	\$ 2,418,437	\$ 2,224,311
Accounts receivable (Note 2)	64,048	176,304
Prepaid expenses (Note 3)	185,762	174,135
	<u>2,668,247</u>	<u>2,574,750</u>

Provincial Territorial Public Library Council

Trust fund	20,006	-
Long-term investments (Note 4)	23,492	23,492
Capital assets (Note 5)	2,310,073	2,021,242
	<u>2,310,073</u>	<u>2,021,242</u>

\$ 5,021,818 \$ 4,619,484

LIABILITIES AND NET ASSETS

Current

Accounts payable and accrued liabilities (Note 6)	\$ 807,981	\$ 817,144
Deferred revenue (Note 7)	682,273	814,234
Deposits - local libraries (Note 8)	8,596	10,052
	<u>1,498,850</u>	<u>1,641,430</u>

Provincial Territorial Public Library Council

Trust fund payable	20,006	-
Severance pay liability	1,067,160	1,039,582
	<u>1,067,160</u>	<u>1,039,582</u>
	<u>2,586,016</u>	<u>2,681,012</u>

Net assets

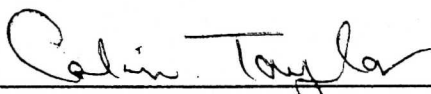
Unrestricted net assets (deficit)	125,729	(82,770)
Net assets invested in capital assets	2,310,073	2,021,242
	<u>2,435,802</u>	<u>1,938,472</u>

\$ 5,021,818 \$ 4,619,484

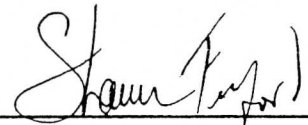
Commitments (Note 9)

See accompanying notes

Signed on behalf of the Board:



 Chairperson



 Member

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
STATEMENT OF CHANGES IN NET ASSETS

For the Year Ended 31 March

2008

2007

	Invested in			
	Capital Assets	Unrestricted		
Net assets (deficit), beginning of year	\$ 2,021,242	\$ (82,770)	\$ 1,938,472	\$ 1,943,834
Capital grant from Province	-	616,000	616,000	265,880
Less: Deferred capital grant	-	(20,000)	(20,000)	(20,000)
Excess of revenue over expenses (expenses over revenue)	(675,771)	577,101	(98,670)	(251,242)
Proceeds from disposal of capital assets	(756)	756	-	-
Invested in capital assets	965,358	(965,358)	-	-
Net assets (deficit), end of year	\$ 2,310,073	\$ 125,729	\$ 2,435,802	\$ 1,938,472

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

STATEMENT OF REVENUE AND EXPENSES

For the Year Ended 31 March

2008

2007

	<u>Actual</u>	<u>Budget</u> (Note 10)	<u>Actual</u>
REVENUE			
Operating grant from the Province	\$ 9,067,700	\$ 9,067,700	\$ 8,629,100
Other grants			
Computerization projects	505,205	-	494,649
Educational DVD Project	179,000	-	-
Provincial Territorial Public Library Council	-	-	15,003
Interest	145,651	60,000	150,057
Miscellaneous	61,248	-	49,543
Fines and lost library materials	45,367	40,000	40,923
	<u>10,004,171</u>	<u>9,167,700</u>	<u>9,379,275</u>
EXPENSES			
Amortization	668,342	-	637,004
Books and periodicals	914,575	1,000,000	990,936
Computerization of libraries	359,539	335,000	261,581
Conferences and workshops	13,011	60,000	2,438
Educational DVD Project	146,134	-	-
Freight and postage	53,156	76,750	47,991
Grants - local libraries (Schedule)	430,353	410,000	429,465
Heat and light	7,482	7,000	7,108
Insurance	72,676	109,000	77,987
Literacy projects	-	-	3,757
Loss on disposal of capital assets	7,429	-	1,717
Miscellaneous	2,074	-	279
Office and library supplies	111,737	131,970	108,218
Professional fees	23,345	50,000	19,175
Provincial Territorial Public Library Council	5,003	-	10,000
Rental of premises	351,940	374,500	348,961
Repairs and maintenance	25,269	17,650	13,646
Salaries and benefits	6,710,522	7,299,632	6,446,279
Telephone	66,882	72,500	68,998
Travel	133,372	167,779	154,977
	<u>10,102,841</u>	<u>10,111,781</u>	<u>9,630,517</u>
Excess of expenses over revenue	\$ (98,670)	\$ (944,081)	\$ (251,242)

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

STATEMENT OF CASH FLOWS

For the Year Ended 31 March

2008

2007

Cash flows from operating activities

Excess of expenses over revenue \$ (98,670) \$ (251,242)

Adjustments for non-cash items

Amortization 668,342 637,004

Loss on disposal of capital assets 7,429 1,717

577,101 387,479

Change in non-cash working capital

Accounts receivable 112,256 130,416

Prepaid expenses (11,627) 10,269

Accounts payable and accrued liabilities (9,163) 199,814

Deferred revenue (131,961) (131,408)

Deposits - local libraries (1,456) 3,045

535,150 599,615

Increase in severance pay liability 27,578 13,048

562,728 612,663

Cash flows from investing activities

Additions to capital assets (965,358) (701,978)

Proceeds from disposal of capital assets 756 -

(964,602) (701,978)

Cash flows from financing activities

Capital grant 616,000 265,880

Deferred capital grant (20,000) (20,000)

596,000 245,880

Net increase in cash 194,126 156,565

Cash, beginning of year 2,224,311 2,067,746

Cash, end of year \$ 2,418,437 \$ 2,224,311

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES

For the Year Ended 31 March

2008

2007

Eastern Division

Arnold's Cove	\$ 1,038	\$ 817
Bay Roberts	75,202	59,992
Bell Island	926	930
Bonavista	4,299	6,743
Brigus	11,421	5,828
Burin	563	667
Carbonear	32,260	26,120
Catalina	768	798
Clareville	18,748	16,769
Conception Bay South	7,321	7,518
Fortune	474	486
Fox Harbour	1,304	1,505
Garnish	851	1,018
Grand Bank	7,156	7,333
Harbour Grace	9,217	9,173
Holyrood	6,083	5,615
Marystown	5,911	6,849
Mount Pearl	9,188	10,530
Old Perlican	2,141	2,370
Placentia	16,420	27,880
Pouch Cove	2,477	2,492
St. Brides	6,266	6,596
St. Lawrence	493	6,617
Southern Harbour	2,294	3,592
Torbay	1,256	1,212
Trepassey	6,938	6,752
Victoria	1,032	1,170
Whitbourne	3,601	3,744
Winterton	510	724
	236,158	231,840

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES (Cont.)

For the Year Ended 31 March

2008

2007

Central Division

Baie Verte	4,727	4,669
Bishop's Falls	1,119	945
Botwood	6,774	6,601
Buchans	939	998
Carmanville	1,304	1,711
Centerville	1,095	1,036
Change Islands	945	794
Fogo	979	1,091
Gambo	720	779
Gander	21,085	20,362
Gaultois	2,587	2,651
Glenwood	1,351	1,573
Glovertown	613	818
Grand Falls-Windsor	4,381	2,727
Greenspond	4,009	4,442
Harbour Breton	1,020	1,138
Hare Bay	1,173	1,359
Harry's Harbour	4,407	4,554
Hermitage	1,287	1,071
King's Point	3,801	4,809
LaScie	4,344	3,545
Lewisporte	4,314	4,302
Lumsden	1,390	1,615
Musgrave Harbour	651	689
Norris Arm	1,528	2,214
Point Leamington	1,486	1,250
Robert's Arm	6,980	2,620
St. Albans	1,304	1,258
Seal Cove	1,038	1,095
Springdale	758	672
Summerford	1,435	1,556
Twillingate	673	1,333
Wesleyville	771	742
	90,988	87,019

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES (Cont.)

For the Year Ended 31 March

2008

2007

**Western Newfoundland -
Labrador Division**

Bay St. George South	797	980
Burgeo	448	495
Cape St. George	482	718
Cartwright	776	825
Churchill Falls	701	692
Codroy Valley	468	544
Cormack	483	994
Corner Brook	5,592	4,823
Cow Head	5,466	6,044
Daniel's Harbour	1,753	807
Deer Lake	15,960	14,969
Happy Valley	512	856
Labrador City	11,653	15,369
L'Anse au Loup	1,009	3,289
Lark Harbour	820	782
Lourdes	622	776
Norris Point	2,401	1,112
Pasadena	675	1,784
Port au Port	705	3,143
Port aux Basques	12,039	11,538
Port Saunders	5,059	4,560
Ramea	861	909
Rocky Harbour	410	524
St. Anthony	1,411	1,245
St. George's	836	2,324
St. Lunaire-Griquet	453	678
Sops Arm	906	2,385
Stephenville	23,133	19,574
Stephenville Crossing	905	884
Wabush	1,733	2,238
Woody Point	4,138	4,745
	103,207	110,606
	\$ 430,353	\$ 429,465

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2008

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. 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 2008

2. Accounts receivable

	<u>2008</u>	<u>2007</u>
Federal Government		
Harmonized Sales Tax	\$ 35,689	\$ 62,374
Provincial Government	28,359	92,900
Other	-	21,030
	<u>\$ 64,048</u>	<u>\$ 176,304</u>

3. Prepaid expenses

Prepaid expenses of \$185,762 (2007 - \$174,135) include inventory of supplies of \$54,615 (2007 - \$57,837) on hand at the Board's head office and the three divisional library board offices.

4. 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 shares to the Board. The fair market value of these shares was \$80,527 as at 31 March 2008 (2007 - \$88,129).

5. Capital assets

	<u>2008</u>			<u>2007</u>
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Land	\$ 285,907	\$ -	\$ 285,907	\$ 288,406
Buildings	1,758,867	1,054,922	703,945	710,187
Building improvements	774,078	127,203	646,875	101,044
Furniture and equipment	1,340,754	1,156,067	184,687	308,056
Motor vehicles	121,856	115,751	6,105	17,371
Computer equipment	1,896,484	1,516,207	380,277	452,867
Software	205,169	102,892	102,277	143,311
	<u>\$ 6,383,115</u>	<u>\$ 4,073,042</u>	<u>\$ 2,310,073</u>	<u>\$ 2,021,242</u>

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2008

6. Accounts payable and accrued liabilities

	<u>2008</u>	<u>2007</u>
Accounts payable	\$ 145,426	\$ 193,031
Accrued salaries and benefits	662,555	624,113
	<hr/> \$ 807,981	<hr/> \$ 817,144

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>2008</u>	<u>2007</u>
Provincial Government	\$ 655,906	\$ 790,359
Other	26,367	23,875
	<hr/> \$ 682,273	<hr/> \$ 814,234

8. 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 2008 was \$8,596 (2007 - \$10,052).

9. 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:

2009	\$509,543
2010	\$518,474
2011	\$518,474
2012	\$324,722
2013	\$201,604

10. Budget

The 2008 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.

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2008

11. 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 2008 was \$337,224 (2007 - \$323,406).

12. 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.

13. 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.

14. Financial instruments

The Board's financial instruments recognized on the balance sheet, in addition to the long-term investments described in Note 4, consist of cash, accounts receivable, accounts payable and accrued liabilities, and deposits - local libraries. 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. Accounts receivable is due primarily from the Government of Canada and Province of Newfoundland and Labrador and therefore there is no credit risk associated with this amount.

15. Comparative figures

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