

Great Communities Make Great Libraries

2020 Banff Public Library Annual Report

Thanks to a Tremendous Team

Lindsay Stokalko,

Banff Public Library Board Chair

To say 2020 and the ongoing delivery of library services during a pandemic has been challenging would be an understatement. Despite this, Banff Public Library staff have risen admirably to every challenge. They have created innovative solutions such as curbside pick-up, home delivery, craft kits for all ages, and enhanced online programming to ensure library services remain accessible and continue to cultivate the strong connection between the library and the community. When community members requested access to safe printing and exam proctoring, the staff advocated and delivered these services. Safety has been top of mind for all the staff as they planned and executed the thoughtful, responsive programs always adhering to the ever-shifting provincial health and safety protocols to keep the community safe.

In order to support this good work, the library board continued to meet monthly at board and committee levels. The Town of Banff ensured there was no interruption to library funding having recognized the library as a vital essential service in the community. We hope that you have been inspired and supported by the library's efforts during the pandemic. The next time you see a library staff member take a moment to share a heartfelt thank you.

Banff Public Library Staff

Sarah

Carey-Anne

Kayla

Kim

Kelly

Liza

Erin

Chie

Kathy

Margaret

Jonathan

Proud to Serve Our Community

Sarah McCormack, Banff Public Library Director

Libraries are integral cornerstones of a healthy community. Libraries give people the opportunity to enhance skills, experience new ideas, access technology, get lost in incredible stories, and provide a sense of place for gathering (when we are able to do so). We all need libraries. They are the safe and trusted spaces where we have free access not just to books, information, experiences and ideas but to the expert professional advice and support which can help us find the resources we want and to use them effectively.

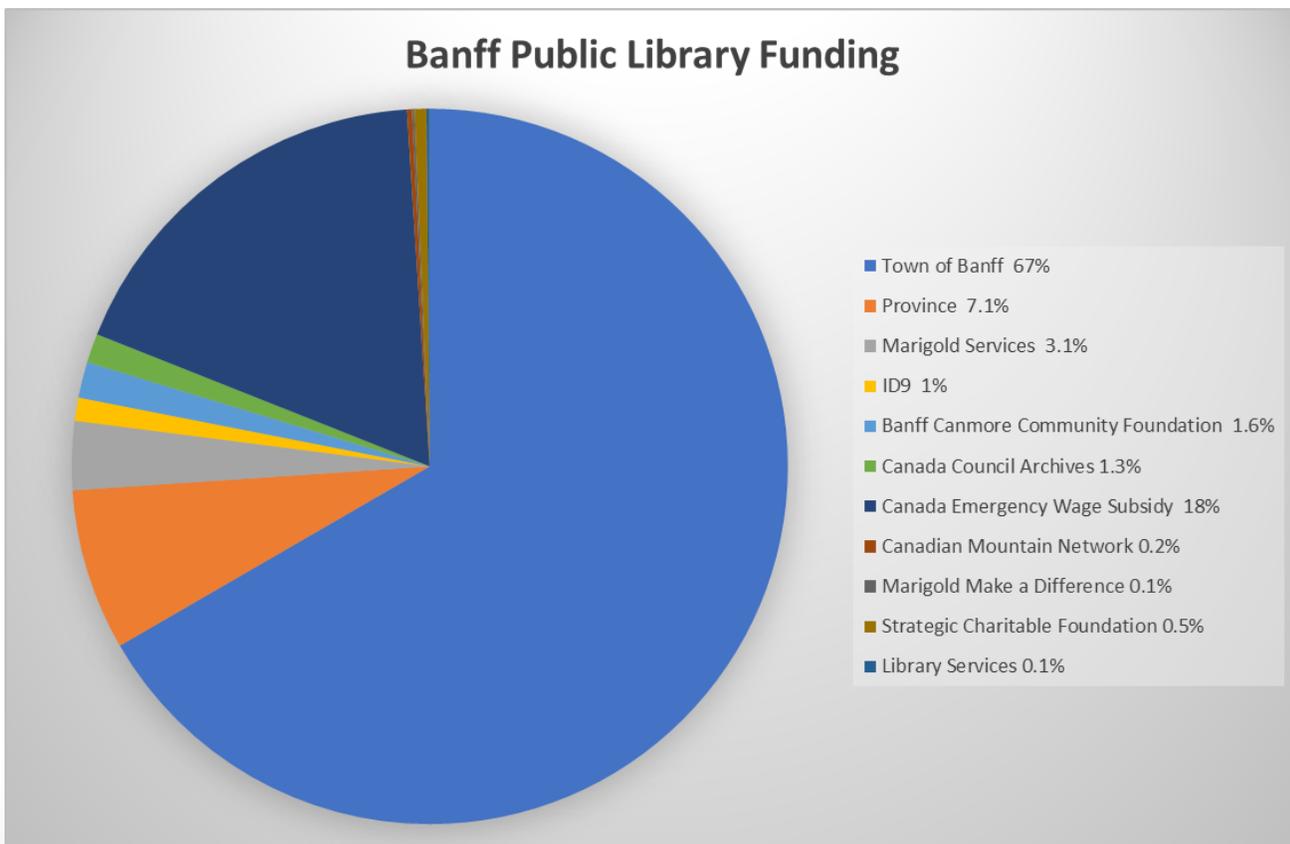
Knowing what an integral role the Banff Public Library plays in our community, we've been committed to ensuring continuity of service to the best of our ability throughout the pandemic. Within the first weeks of lockdown, we encouraged everyone who was eligible to sign up for a library card that would give them access to online materials such as movies, online courses, and e-books, launched a home delivery service so patrons could keep receiving library materials, and re-invented many of our in-house programs for online delivery. It wasn't always perfect, but we've listened to some great feedback and learned from our mistakes. This year we hope to have some new audiovisual equipment to make our online programs even better. We've also made changes to our space to enhance the patron experience. We've added new lighting, moved our computers to allow for social distancing, and upgraded our computer network. We've put together and distributed dozens of craft kits, created a specialized kit for job seekers and kept up to speed on emerging needs and trends so we can serve you better.

I want to take a moment to give a heartfelt thank you to our amazing staff who have worked incredibly hard and have shown remarkable flexibility and creativity to ensure we are able to work for our community and to continue our mission in innovative ways. I'd also like to thank the Library Board for their unconditional advocacy and hard work supporting the staff during this pandemic. During the pandemic we have worked hard to maintain and increase service in a deliberate and considered manner. Finally, thank you to our community for your flexibility, understanding, support and encouragement during this last year. We are grateful to be part of such a warm and generous community and look forward to continuing to serve you.

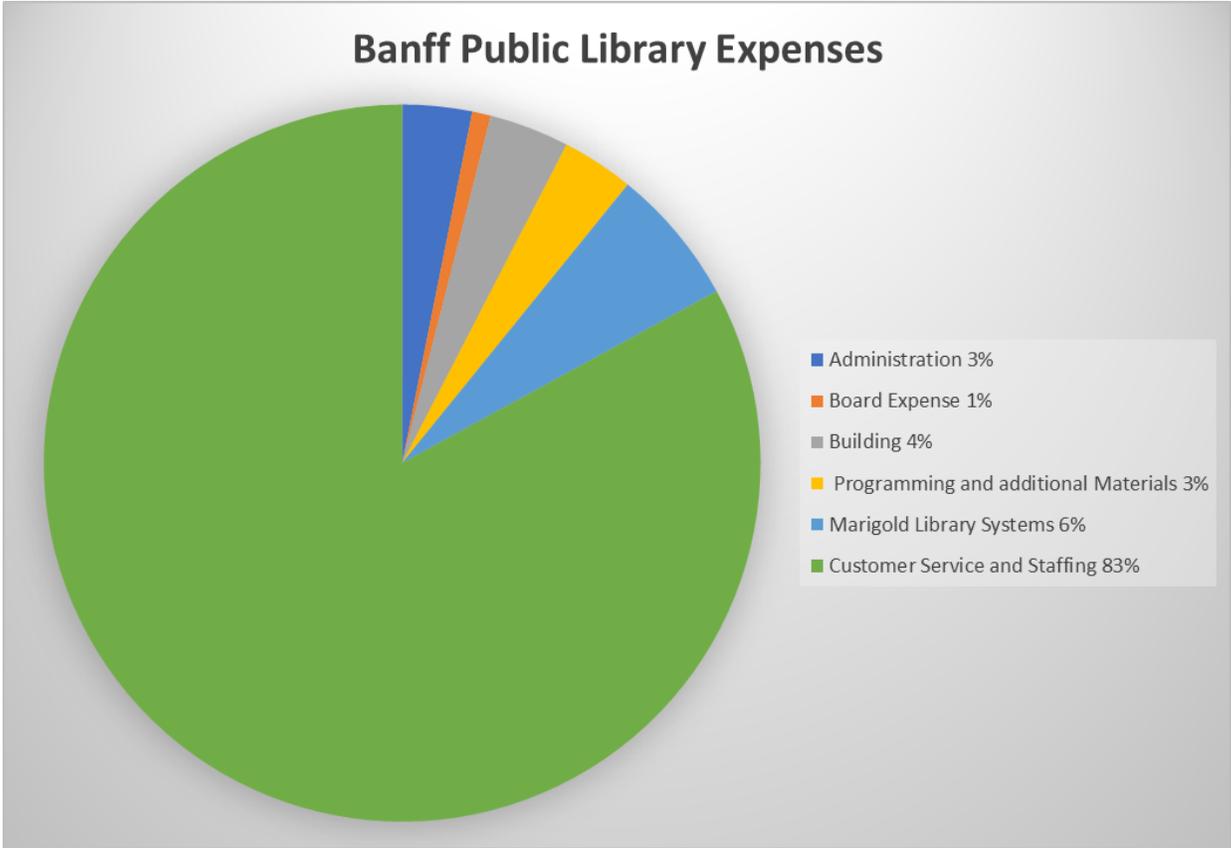
Banff Public Library

Operating Budget 2020

Total Revenues: \$713, 933



Total Expenditures: \$644,020



By the Numbers

Dedicated to inspiring, enriching and connecting its community the Banff Public Library was one of the first libraries in Alberta to offer curbside pickup as well as home delivery. Despite pandemic restrictions, the library was able provide 80% of the hours of service it achieved in 2019. This access enabled its patrons to borrow almost as many items as they had the previous year.

While the pandemic did result in a reduction in some services such as access to Wifi and fewer in person visits, the marked uptick in program participants demonstrates how valued this service was to local residents during a very challenging time.

2020

Reference transactions 8,049

Exams 37

Circulation 37,476 *

Items borrowed from other libraries 15 602

Items lent 19,172

Website visits 32,437

In person visits 31,437

Programs

- a. Programs offered 434
- b. Participants 38, 287

Open hours 2,504

Workstation sessions 5,052

Wifi sessions 81,244

2019

Reference transactions 23,270

Exams 81

Circulation 69,721

Items borrowed from other libraries 16 607

Items lent 30,409

Website visits 65,060

In person visits 122,131

Programs

- a. Programs offered 670
- b. Participants 9,982

Open hours 3,100

Workstation sessions

Wifi sessions 175,154

* Although circulation of physical materials was lower in 2020, e-resource access never stopped and Marigold/TRAC investment increased availability of our e-resources, especially e-books and e-audiobooks