

Stay Connected

Waverley Resource Library

285 Red River Rd.
P7B 1A9



General Inquiries
344-3585
Circulation
684-6814
Children's
684-6816

Brodie Resource Library

216 S. Brodie St.
P7E 1C2



General Inquiries
623-0925
Reference
624-4200
Circulation
624-4209
Children's
624-4208



Mary J.L. Black Library

151 W. Brock St.
P7E 4H9

General Inquiries
475-5906

County Park Branch Library

County Fair Plaza
1020 Dawson Rd.



P7B 1K6
General Inquiries
768-9151

Lost or Stolen Cards (24 hr.)

684-6801

Automated Phone Renewals

344-7138

Web site

www.tbpl.ca
open 24 / 7

E-mail

commserv@tbpl.ca



THUNDER BAY
PUBLIC
LIBRARY

2005 Report to the Community



THUNDER BAY
PUBLIC
LIBRARY

**A Citizen Enlightened
A Community Engaged
A City Enriched
@your library®**

The Thunder Bay Public Library strengthens our community by engaging people in the pursuit of local and global information and knowledge, and promoting literacy, lifelong learning, and leisure.

connected

www.tbpl.ca

A Message from the Library Board Chair and Chief Librarian



Patrick Morash

In 2005, you told us that the library should be the heart and conscience of the community - a gathering place that supports vibrant, healthy neighbourhoods. We listened, and responded with a new Strategic Plan that focuses on strengthening and renewing our branches, to make your public library system even more vital.

2005 saw greatly improved access to our services and collections: the Brodie Resource Library became physically accessible with the installation of an

elevator; our new catalogue system has improved access to services and collections; and there is *Kid's Zone*, an on-line place for children.

To better serve our customers, the library implemented our "Roving Customer Service Model" which brought our staff out to you. Our collections were enhanced, with a wider range and variety of materials. The Library Board continues working on membership services to ensure that they are relevant to you, our community. A membership drive held in October resulted in 983 new registrations, and a new annual record of 4,819. Great community support has resulted in record high use for all our services.

The Friends of the Thunder Bay Public Library worked to buy approximately

\$40,000 worth of library materials, furnishings, and equipment in 2005, and we greatly appreciate their work on our behalf. Together with Literacy Northwest, and our hundreds of community participants, their work resulted in our best ever Definition Quest for Literacy.

We also acknowledge the generosity of our library sponsors, partners, and individual donors; your support helps us as we enhance our commitment to the community. The City of Thunder Bay is our major funder, through your tax dollars; and we thank the City for its support.

Again, our thanks to you - our community - for your 2,381,688 uses in 2005!

Our Sponsors and Supporters



message

supporters

Our Sponsors and Supporters

These partners, sponsors, and supporters of the library helped to enhance your library collections, programs, and services in 2005! The library and the community would like to thank you for your generous support! Our deepest appreciation goes to:



supporters

Your Board and Staff

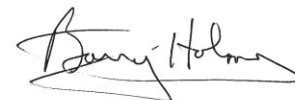


Barry Holmes

With a new Vision Statement:
A CITIZEN ENLIGHTENED;
A COMMUNITY ENGAGED;
A CITY ENRICHED, your public library looks forward to serving you now, and in the future.



Patrick Morash, Chair, Thunder Bay Public Library Board



Barry Holmes, Chief Librarian, Thunder Bay Public Library

Thunder Bay Public Library Board 2004 - 2006

- Patrick Morash**
Chair
- Margaret MacLean**
Vice-Chair
- Mary Catherine Chambers**
- Ginny Czaczkowski**
- Barb D'Silva**
- Rebecca Johnson**
- Ed Metzler**
- Umed Panu**
- George Saarinen**

Barry Holmes
Secretary/Treasurer

The Thunder Bay Public Library employs 55 full-time staff and 67 part-time staff.

Management and Department Heads 2006

- Barry Holmes**
Chief Librarian
- Janet Carroll**
Director of Human Resources
- Tina Tucker**
Director of Community Development
- Joanna Aegard**
Head of Virtual Library Services
- Stephen Hurrell**
Head of Automated Support Services
- Dennis Jarva**
Head of Maintenance
- Larry Joseph**
Head of Technical Services
- Angela Meady**
Head of Children's and Youth Services
- Barbara Philp**
Head of Adult Services
- Sylvia Renaud**
Head of Reference Services

board & staff

Strengthening Your Libraries



Your Library Board

has spent the last two years carefully considering options, gathering information, and spending time talking to city residents about a possible hub or main library for the City of Thunder Bay.

Now, all the reports have been delivered, all comments

have been taken into account, and your Board has decided how to move ahead to make your public library system stronger and even more vital.

The Library Board has decided to start with strengthening your branch libraries. We heard you loud and clear, Thunder Bay... you value and appreciate your library system, including the two branch libraries: Mary J.L. Black and County Park. So, that's where we'll start.

Look for some exciting changes at your branch libraries in the future. These changes will help to improve the quality of our branches, and will offer innovative new approaches to services and programs.

The Library Board has not abandoned their vision of a main library to act as a hub and complement our existing library branches. Rather, they have decided that a hub, or main library, is a much longer term vision. The Board will work to develop, plan and support this vision while making our branch libraries stronger in the process.

Thank you, Thunder Bay, for your continued support of your public libraries.

"TBPL meets the needs of our family by having the Mary J.L. Black within walking distance from our home. Keeping a public library accessible is the best way to preserve the real spirit of a happy, unrushed community that caters to families and tomorrow's youth."

future vision

Friends Activities



Pictured, from left to right are Barb Koppenhaver, Marion Julien, Terry Yahn, Delina Hay, & Nadine Ellement

Congratulations! The Friends of the Library received an Exceptional Achievement Award in May 2005 from the City of Thunder Bay.

The Friends of the Thunder Bay Public Library continued to make your libraries stronger in 2005. The Friends have always dedicated themselves to promoting and supporting public library service and 2005 was no exception.

2005 Friends Directors

- Nadine Ellement - President • Marion Julien - Vice President • Delina Hay - Treasurer
- Roberta Welbourne - Secretary • Anne Harper - Director • Terry Yahn - Past President
- Barbara Koppenhaver - Convenor • Sylvia Gosman - Convenor

friends

Your Friends donated more than \$26,000 to the library in 2005 to purchase new books, DVDs, CDs and other materials. They also assisted the library to

purchase a new public reference desk, new titles for the Book Clubs in a Bag, and a new public kiosk at the Waverley Library. In all, the Friends annual commitment to the library has helped your library serve your needs better.

Friends activities in 2005 included monthly bingos and Nevada ticket sales at Cathy's Discount on Red River Road. The Friends also operated a used bookstore

in Victoriaville Mall, and relocated within the mall in late 2005 to a location near the food court. The bookstore continues to raise significant funds for the Friends. Bookstore volunteers staff the location from Monday through Saturday.

The Friends also deliver books monthly to 80+ library customers who are unable to visit the library.

The Friends of the Library is a group of over 100 caring, dedicated, and delightful volunteers who truly make a difference to your public libraries. Special thanks to the Friends Executive and Convenors, who continue to be the driving force behind this group.

Our Friends

It's great to have Friends like you! The Friends of the Thunder Bay Public Library is a non-profit association of public service minded volunteers dedicated to promoting and supporting library service in Thunder Bay.

Carole Aitken
 Mary Alexander
 Ann Amos
 Carol Anderson
 Nancy Angus
 Gary Barney
 Gloria Benedet
 Ellen Bengtsson
 Deanna Black
 Lillian Boreski
 Josephine Boucher
 Marion Bovay
 Betty Brown
 Lorraine Burton
 Judy Carroll
 Ollie Chapman
 Joan Chapple
 Beverley Charyna
 Janine Chiasson
 Blanche Cole
 Martha Collins
 Janice, Samantha & Randy
 Creighton
 Irma Cutbush
 Kristine Da Silva
 Donna Danard
 Jolene Davis
 Lesley Dennis
 Peggy Derkacz
 Mary & John Dunlop
 Nadine Ellement
 Evelyn Fedoroniak

Dianne Fenlon
 Joanne Ferrato
 Linda Fitzpatrick
 Pauline Fogarty
 Tuula Franco
 Mary Gallacher
 Susan Geschwender
 Valerie Gigliotti
 Deanna Gini
 Sylvia Gosman
 Anne Harper
 Delina Hay
 Laurie Hill
 Jackie Holm
 Kathy Johnson
 Marlene Johnston
 Joan Joubert
 Marion Julien
 Margaret Kaplanis
 Lori Kauzlarick
 Gail Keep
 Barb & Mike Koppenhaver
 Val Kosloski
 Jennifer Lacey
 Marie Lowe
 Janet Lundberg
 Joyce Macpherson
 Shirley Malo
 Maureen Mannila
 Marlene Markman
 Pat Matheson
 Debbie Metzler

Alexandra Emily Moore
 Fred Morgan
 Robert & Dorothy Morrison
 Arvis Neuert
 Linda Parsons
 Howard Partnoy
 Alison Peat
 Tom Peotto
 Margaret Power
 Cathy Ridley
 Marlene Ryan
 Margaret Saipe
 Don Sharp
 Moses Sheppard
 Dixie Siciliano
 Sheila Siegfried
 Vicki Tetreault
 Ann Tod
 Sierra Trees
 Sophia Tuyl
 Louise Ulicknowski
 Helen Urquhart
 Rose Valigrosky
 Jennifer Warren
 Diane Watson
 Irma Weinrauch
 Roberta Welbourne
 Linda Wills
 Buffy Wilson
 Terry Yahn
 Lois & Skyla Young

Strategic Plan 2006 - 2008



Thunder Bay Public

Library took the first steps in developing a new Strategic Plan in early 2005. This journey was quite different from past strategic planning at your library. This time, the library adopted a community outcome based approach - feedback and input from the community was sought throughout the year in a variety of ways. The result is a strategic plan which was developed with the community that will help your Public Library be part of making our City a healthy, vibrant, learning community.

Now, this strategic planning journey has been completed. Your library has a plan that will help us to build on our successes and look to the future...a plan that will strengthen our community and our library system.

The new strategic plan also resulted in an updated mission statement and a brand new vision.

Mission

The Thunder Bay Public Library strengthens our community by engaging people in the pursuit of local and global information and knowledge, and promoting literacy, lifelong learning and leisure.

Vision

A Citizen Enlightened
 Providing people of all ages, abilities and cultural heritages with the knowledge they need to pursue their goals and dreams.

A Community Engaged
 Creating an accessible destination for learning and play that is dedicated to growth, partnerships, innovative programming, and connecting people to information and the world.

A City Enriched
 Maintaining and developing services and programs that are relevant to the challenges and needs of our City and our Region.

What's Next? Yearly action plans will be developed to address the strategic directions and goals contained in the library's new strategic plan. Access these plans on the library's Web site at www.tbpl.ca

Thank you, Thunder Bay, for your continued passion and commitment to your public library system.

friends

looking ahead

Library Use Increases Again



2005 Statistics

- You visited your libraries 588,550 times - 49,045 visits in a typical month!
- You borrowed 921,309 items!
- 21,730 people attended 766 library programs.
- You received answers to 93,050 information questions!
- You accessed 288,500 items in the library during the year, including newspapers, magazines, and reference books.
- You used computers in the library 138,400 times!
- You made 269,550 visits to the library Web site.
- Total use of your libraries in 2005 topped 2.3 million!



2,381,688

uses in 2005!

2004 uses totalled 2,316,784

library use

Main Funders

The Thunder Bay Public Library would like to thank our key funders and supporters for their continued investment in public library services for the community:

- City of Thunder Bay
- Province of Ontario
- All library users and City of Thunder Bay taxpayers
- Friends of the Thunder Bay Public Library
- Library Donors and Sponsors

"I am very satisfied with the selection of reading and reference materials and of the knowledge of the staff and their willingness to help people in any way."

"The Public Library is doing a very good job and I appreciate you consulting the community about its wants and needs. Thank you."

"Graphic novels are great! DVD movies are great too. Children's section is wonderful. Keep selecting such items as they bring people like me in and therefore I peruse the rest of the catalogue. My wife is a weekly patron, along with our three year old daughter."

Our Partners

Memorial Donations

The Thunder Bay Public Library accepts memorial donations in honour of friends and loved ones. In 2005, the library received a number of donations in memory of:

- Nan Anderson
- Laura Bentz
- Ethan De Giacomo
- Doug Harper
- Margaret Huber
- Anna Kachkowski
- Dorothy Knowles
- Sean Love
- Eli Mann
- Kathleen McIntosh
- Clarine McKinnon
- Mrs. Jenny Mertson
- Julie Munro
- Susan Ross
- Lynda Scarnati
- Brent Taylor
- Dorothy Trelinski

partners

Our Partners



The library would like

to thank the donors listed here for their generous contribution of \$150 or more to the library in 2005. The library is also very grateful to the more than 450 donors, who contributed between \$10 and \$149 each last year. In all, donations to the library in 2005 totalled over \$30,000. Community Partner donations are used to purchase books and other items for the community. At an average cost of \$20 per

book, donations in 2005 put one thousand five hundred additional titles into the hands of children, young people, and adults in our community. We are so grateful for your support!

Gold Plus Partners

Leo & Violet Aber
 Bruce & Linda Adamson
 Mike Siska, Suzanne Allain & family
 Susanna Bakker
 The Telang & Biman Family
 Bill Bissonnette
 Paul Brucha
 Buhler Mechanical Service Ltd.
 Ethel & Charles Calabakas
 Joan R. Cameron
 Roy Carriere & Family
 Dr. & Mrs. Raymond Denson
 Dolores Dickey
 Andrew Dziubinski
 Granberg Family
 Allan Harris
 Bonnie & Barry Holmes
 Secret Garden Perennials
 Marlene Hurrell
 Eleanor Huston
 Shirley A. Hyslop

Mary A. Imperius
 Thomas & Isabel Kane
 Rose Kendall
 Mr. & Mrs. Clement F. Kent
 Erik S. Knutsen
 Connie Lake
 Susan Lester
 Q. Douglas MacKay
 Margaret MacLean
 John & Janeen Mann
 Douglas Martin
 James C. Middleton
 Dr. R.H. Mitchell & Valerie Dennison
 Nina V. Morash
 Patrick Morash & Janine Chiasson
 M.O. & Shirley Nelson
 Dan Newton
 Jack & Anne Oliphant
 Lorna Olson
 Angelo Perozzo in memory of Ilca Perozzo
 Nancy & Graham Post
 Dan Preley
 Lynn & Allen Quackenbush
 J.M. Richardson
 Tom & Fiona Robertson
 Susan A. Ross
 Anne M. Ross
 Lisa Shaffer
 Mary Skinner
 Patricia Vervoort
 Roberta Welbourne
 Terrence A. Yahn
 Anonymous (9)

Your Tax Dollars At Work

2005 Revenues and Expenditures

2005 Revenues

City of Thunder Bay	\$4,385,200
Province of Ontario	\$ 227,595
Fees / Charges	\$ 107,040
Other	\$ 102,806
Total	\$4,822,641
Carried forward surplus previous years	\$ 55,179

2005 Expenditures

Salaries / Benefits	\$3,575,891
Library Services	\$ 193,106
Library Collections	\$ 419,565
Buildings and Equipment.....	\$ 407,675
Administrative	\$ 222,467
Total	\$4,818,704

Surplus 2005 \$ 3,937

Special Projects:

Customer Service Training.....	\$ 18,666
Strategic Planning.....	\$ 12,869

Fund Balance \$ 27,581

You used your library 2,381,688 times in 2005!

Library use per capita - 23
Cost per capita - \$45.90

Cost per use per capita - \$2.00



“Our family recently moved here and I thought our small community library did an amazing children’s program and I wasn’t sure what Thunder Bay would have to offer. WOW! You guys ROCK! Not only is your storytime (drop-in) FUN, the play area is amazing. The staff are extremely friendly, cheerful and helpful. Thank you for all of your hard work. It is definitely paying off because our daughter really looks forward to your programs.”

partners

tax dollars

Resources

In July 2005 library customers were provided access to a wide range of new electronic databases as a result of our membership in a new purchasing consortium of public libraries in Ontario.

Customers can now log in to “My Giant Search” and perform a federated (all-in-one) search of 14 magazine and newspaper databases, your TBPL catalogue, popular World Wide Web search engines, and the local College and University catalogues.

These new electronic databases include subject areas such as health, current affairs, business, literature, auto repair, and more.

Visit our Virtual Library at www.tbpl.ca to explore these new resources.



Books and other print resources are in demand at your library, and we continue to focus on buying what you want - popular fiction books for all ages, non-fiction books to help students succeed in school, graphic novels which appeal to teenagers, and

children’s books for families to read together. Last year, your library added 21,174 new books to your libraries, at a cost of \$330,100.

Did you know that you can submit requests to the library for new items that you don’t find on the shelves or in your library catalogue? You may do this by filling out a request for purchase form on-line or at any library location. After all, we’re here for you...let us know what you want, and we’ll do our best to fill your requests.

Your library also purchases DVDs, CD-ROMs, CDs, Braille books, materials in other languages, audio books, and more. These items help us to meet the needs of a wide range of library users.



Definition Quest for Literacy

The library's third annual fundraiser for literacy was held on Sat., Nov. 5, 2005. Thank you all for helping to focus on literacy issues and for your generous assistance in raising over \$10,000 for literacy materials and programs at the library and in your community. The library continues to share proceeds from the event with Literacy Northwest.

2005 Teams

Barewood & For The Home, Buset & Partners, Catholic Family Development Centre, City Of Thunder Bay, Confederation College, Fast Forward Thunder Bay Community Development Framework, Friends of the Thunder Bay Public Library, Good Design, Independent ‘Linguistic Mystics’, Independent ‘Saint George and the Drag-ons’, Lakehead Public Schools, Lakehead Rotary Club, Lakehead University, Literacy Northwest, Magic 99.9 and The Giant, NorMaxx Financial Group, RBC Royal Bank, Scholars Education Centre, Superior North EMS, Sylvan Learning Centre, The Chronicle-Journal, Thunder Bay Catholic District School Board, Thunder Bay Professional Fire Fighters Association, Thunder Bay Public Library, Thunder Bay Ventures

Quest Leaders & Supporters



Final Quest Winner
Thunder Bay Ventures
Barb D’Silva, Wayne Fletcher and Paige Campbell

Organizing Team



4th Annual Definition Quest for Literacy

- Sat., Nov. 4, 2006 •
- Valhalla Inn •

For more information call 684-6813.

books & more

literacy

Access

Accessible \ capable of being reached; easy to communicate or deal with; capable of being used or seen

Access was vastly

improved at your library last year with the installation of an elevator at the Brodie Resource Library.

The project began in late Summer 2005, and culminated on December 12th with the opening of a full-service elevator.

Your Public Library is committed to inclusion and access for all and will continue to work on access issues at all of our locations.



"Thanks for all of the great variety of resources and friendly service."

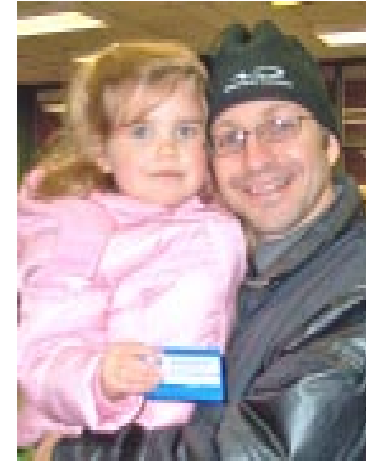
"Easy access, great staff and wonderful service. Keep up the great work."

There is not such a cradle of democracy upon the earth as the Free Public Library, this republic of letters, where neither rank, office, nor wealth receives the slightest consideration.

— Andrew Carnegie

a place for all

Membership Drive



Your public library

focused on increasing memberships in 2005. The "You Belong" campaign began in October, with a goal of increasing new library memberships by 10% over the previous year.

In 2004, your library issued 3,618 new library cards. In 2005, we issued 4,819 new library cards - the highest number of new cards issued in the past decade, and an increase of over 30% from the previous year!

We'd like to thank The Chronicle-Journal for their assistance with this membership drive in the form of advertising, and the donation of a computer which was used as an incentive prize.

Special thanks to all those who applied for cards and were introduced to the library during this membership drive. You belong @ your library!

You Belong!

@your library®



An On-line Place for Kids



Have you visited the library's new Kid's Zone yet?

Launched in the fall of 2005, the Kid's Zone is located at www.tbpl.ca/kidszone

This new Web site features a bunch of very cool stuff for children and youth and is broken down into three age categories - zero to five, six to eight, and nine through twelve.

Visit the Zone to discover what's up at the Library, what's up in Thunder Bay, and more!

There's a new section on the site called "Your Place" where kids may post book reviews, drawings, submit comments and suggestions, or ask a question.

The on-line fun section features the very popular Tumblebooks, which allows children to sit back and listen or read along with entertaining and amusing on-line books. Library staff have also selected some great game sites, and have included sites recommended by kids.

The new site goes hand-in-hand with a new kids' catalogue. The new kids' catalogue was also launched in the fall of 2005. It is much easier to use than our old catalogue, as this one was designed with kids in mind.

The new kids' catalogue can be searched by typing in words in the search box, as usual. But, this new version also allows kids to browse through lists, or to select from pictures.

There's a place for adults on the Kid's Zone as well...just click on 'stuff for grown-ups'.

"Our family attended two children's programs during March Break. They were awesome! The librarians were fabulous. They were enthusiastic, fun-loving, and very talented. Thank you. The children's programs are so important for so many reasons. Keep up the fabulous work."

Serving Our Customers Better

Your library continues to focus on ways to serve our customers better

As a result, the library spent much of 2005 preparing to replace an aging catalogue with a brand new integrated library system.

The new computer system includes a new catalogue, available on-line 24/7 and in the library. This new catalogue offers many new and exciting options for library customers, including e-mails notifying you about holds and overdue items, extra information, book covers and reviews for most items in the catalogue, and a new GIANT search which allows you to search the catalogue, our electronic resources and the Internet at the same time!

The new system also gives you complete access to your library account by clicking on My Library Card. Once

you've entered your username and password, you can view a list of what you have signed out, renew items, place holds, update your personal information, and more.

Library staff participated in extensive training programs for the new catalogue so that each and every staff member would be able to assist customers in using the new system.

Customer Service

The library also invested in customer service training in

2005. All staff took part in this exciting new training, which explored concepts like "roving". In the roving customer service model, staff are encouraged to get out from behind the desk and go to the customer where ever they may be.

The goal of roving customer service is to enhance the customer's experience in the library. It allows us to offer on-the-spot instruction and helps us to ensure that the needs of our customers are being met.



on-line fun

My Library Card