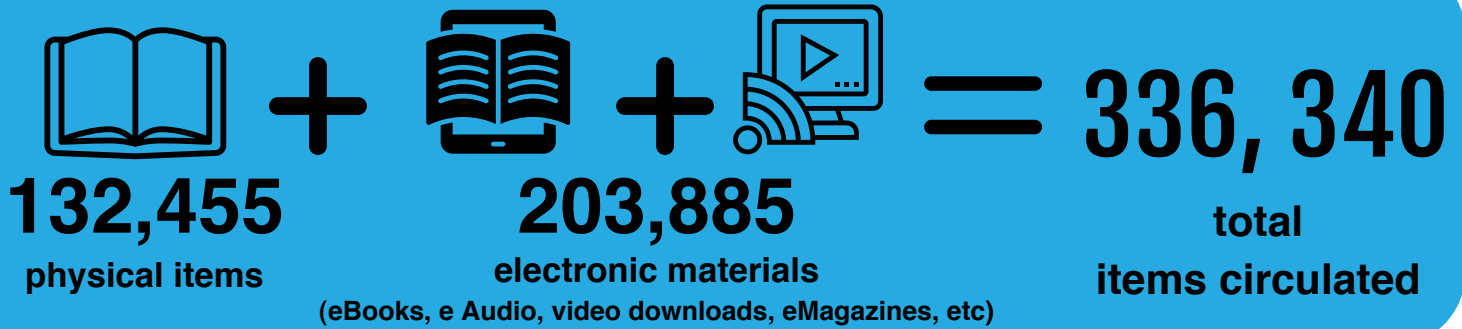


# 2022 Annual Report



## Message from the Director of Library Services By Karen Franklin

In spite of all indications that COVID-19 was on the wane in 2022, the effects of the global pandemic still had a significant impact on SDG Library services, most particularly within our human resource capacities. Like many organizations, key professional roles, such as the Community Librarian and Systems Librarian positions, were vacant for most of the year. There were also several “holes” that emerged within our customer service levels, which I am proud to say were filled by our dedicated branch staff. In spite of this, the Library was successful in the development of two important organizational documents – our new [2022-2026 Strategic Plan](#), published in June, 2022, followed by a consultant-led [Service Delivery Review](#), published in December. The [Review](#) made a total of 20 recommendations in the areas of: organization, staffing and succession; public programs and services; policies and procedures; networking and communications; branches and facilities; technology; and governance. While the [Strategic Plan](#) gives us aspirational “blue sky” goals to aim for over the next 4-5 years – and a new Vision, Mission, and set of Values – the [Review](#) took a hard look at how our Library has been operating, providing us with areas to focus on in terms of making improvements. Some of what we saw in the [Review](#) was hard to accept, let alone act upon, but I am confident that, with our new strategic goals to guide us over the next few years, we will be able to either make the recommended changes, or create new paths forward, to ensure that the SDG Library is a vibrant, welcoming public institution for our residents to “Connect. Create. Explore.” And, as one of our staff has stated, “we try to make people feel the Library is theirs.”

**\$123,129**   
physical collection materials

 **\$123,103**  
electronic resources

Revenues **\$2,751,878**      **\$**      Expenditures **\$2,598,732**

**159** Cardholders took **3396** e-learning courses 



**46**

New Public Access Workstations purchased

**30**

Circulating wireless hotspot devices continue to be very popular



New members - 1,970  
Registered patrons - 7,554

**287 Programs offered**  
**3,961 Attendees**



up from  
111 programs offered and 1328  
attendees in 2021

1 Full-time Librarian  
2 Full-time Library Technicians  
3 Additional full-time support staff



Part-time staff include:  
3 (OLS) EXCEL graduates  
33 Branch staff  
18 volunteers

**Our Branches have a total  
square footage of**  
**25,143**



**15 + 3**

Branches

Express  
Depots

Total hours 409 + 135 per week



**\$19,992**

Invested into staff  
development



up from \$12,809 in 2021

**3,465**  
active borrowers



Many of these  
patrons borrow  
from more than one  
Branch

*merci!*

**22,952**

French Materials

*Thank you*

**96,143**

English Materials



**10**

Databases



**1**

eBook/  
eAudiobook  
subscription



**3**

"Little Free  
Library" houses