

## Increased Knowledge

### Open Your World

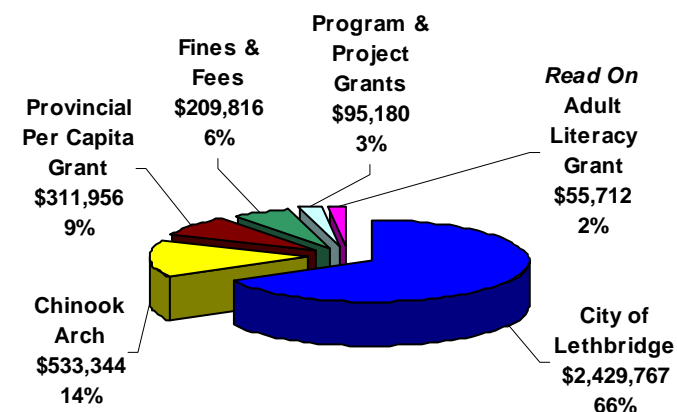
- 95.4% of Read On Adult Literacy students reported that they could see they were making progress towards their goals and 92.4% of students felt that their programs were helping them with what they needed to know.
- High speed, free Internet work stations offering Microsoft Office, databases and web searching were utilized more than 46,500 times in Information Services and 8,764 children used our public Internet stations in the Children's Services area.
- Our new online catalogue, Horizon Information Portal (HIP), made its debut and hands-on training sessions were offered. Library staff facilitated 18 classes on the Library's online databases, website authentication and Internet use by children. Classes on Internet searching and basic computer skills were offered in the Information Literacy Room through a partnership with Lethbridge Community Network.
- A library visit was so much more than just stopping for items, patrons were encouraged to view 12 unique monthly art exhibits that were featured in the Gallery or to attend noon-hour 'lunch and learn' programs including symphony concerts.

*"Asking us how important the Library is in our lives is a little like asking us what kind of value we place on breathing. Our very existence depends on it!"*, says a family who makes a weekly pilgrimage to the Library where they continue to borrow 'inordinate' quantities of materials.

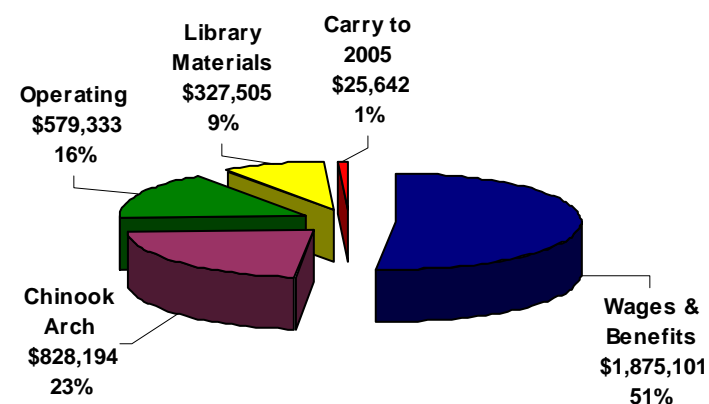


# Financial Report 2004 Operating

## Revenue



## Expenditures



## Library Board

### Members

Kelly Christie (*Chair*)  
 Craig Brown (*Vice-Chair*) to October 2004  
 Bob Higgins (*Vice-Chair*)  
 James Campbell to October 2004  
 Dr. D. Lynn Mather to October 2004  
 Judith O'Shea to October 2004  
 Alderman Ryan Parker to October 2004  
 Baljinder Boora  
 Linda Burr  
 Alderman Rajko Dodic  
 Charlotte Caton  
 Myrna Churchill  
 Austin Fennell  
 Caryl Nelson-Fitzpatrick  
 Gilbert Provost

## Quick Facts

Visits - 403,935  
 Items Loaned - 777,695  
 In-House Use of Materials - 206,568  
 Collection Size - 430,820  
 Program Attendance - 22,820  
 Items Borrowed from Libraries Continent Wide - 1,400  
 Volunteers - 286  
 Volunteer Hours Contributed - 8,619  
 Total Operating Budget - \$3,635,775  
 Total Number of Hours the Library and Bookmobile Doors were Open to the Public - 4,385



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# Annual Report 2004

During 2004, we challenged our customers to discover all the wonderful resources of their library – they responded as we put our Mission Statement to work:

*Lethbridge Public Library as a key information provider and community meeting place, strives to offer the best possible service at all times to all persons. Reaching out to a diversity of cultures, the library endeavors to promote lifelong learning, advocate the importance of the community, and encourage the empowerment of the individual through increased knowledge.*



## Key Information Provider

### Global info to go

- Information Services staff spent **4,645 hours** answering over **100,000 reference questions** in person, by phone, email and via the provincial online 'Ask a Question'. An average of **200 'little patrons'** frequented the Library on a daily basis and **75,999 reference questions** were answered by Children's & Bookmobile Services staff.
- **Resource Sharing:**
  - Patrons from other Chinook Arch libraries borrowed over **85,000 items** (books and audiovisual materials) from Lethbridge Public Library.
  - Lethbridge Public Library patrons borrowed **19,400 items** from Chinook Arch Regional libraries.
  - Lethbridge Public Library patrons borrowed **1,400 items** from across North America and the world.
- Library patrons love the easy remote access from our website ([www.lethbridgepubliclibrary.ca](http://www.lethbridgepubliclibrary.ca)) and Membership Services records show they logged into their accounts **34,471 times**. As well, **54,302 items** were renewed and **12,254 items** were requested online.
- The Library's collection of books (print & audio), CDs, videos and DVDs, etc. totalled **430,820 items** in 2004.

*"We've gone from having access to what's physically on the shelves in one location to the ability to access material (physically and electronically) in libraries everywhere",*

says a patron who was commenting on changes in libraries in the past decade.

## Community Meeting Place

### A gathering spot in the heart of downtown

- Special events are provided in the Theatre Gallery and the Community Meeting Room, through partnerships with local groups and organizations or through Library sponsored events. During 2004 we featured election forums, lecture series, musical evenings, noon-hour information sessions, author talks, films, a 2-night Banff Mountain Film Festival, a 3-evening International Film Festival and so much more. Adult programs were attended by **6,901 people**.
- A number of children's authors / illustrators visited and **157 people** came to see them. Parents and children numbering **15,151 attended** our children's programs, gathering in the Children's Services area to meet other families and have fun. Family Literacy Day pajama story time festivities were enjoyed by over **100 listeners**.

*"We call ourselves 'The Canada Group' because Canada means gathering",*

says a member of a group of about 15 people who meet regularly at a large table in the Library's magazine area.



## Strives to Offer the Best Possible Service

### Super service that's the same for everyone

- Books were delivered to **59 homebound patrons** by **38 volunteers**.
- There were **202 children** registered last year in the Library's Summer Reading program (*Ready, Set, Read!*) and participants read **2,500 books**.
- In 2004, the Library subscribed to **12 databases** which were available for use in the library or from home with a library barcode and PIN. Databases provided full-text access to **3 encyclopedias** and over **5,000 magazines and newspapers**.

- New directional signs and display areas, designed by a local artist, brightened the building and increased the public's ability to find items.
- **Bookmobile statistics** showed that **27,422 people** visited the Bookmobile, our library on wheels that comes to you at **19 stops** throughout Lethbridge.
- The **Lethbridge Community Information Directory** (updating began in 2004) provides a comprehensive, indexed, easily-searchable listing of non-profit community associations and service providers in Lethbridge. It is available online through our website.
- In partnership with CNIB, we now offer **DAISY** (Digital Accessible Information System) books and 'readers'. With this state of the art technology even the longest books are on one CD.

*"But I must say the most important resource this Library has shared with me is its staff. They are what makes the library what it is. Books are not all that makes a good library. They are just a small part of it",*  
says an enthusiastic patron who uses both Information and Children's Services regularly.

## Promote Lifelong Learning

### We're here for every stage of your life

- **Storytellers-at-Large** continued the rich tradition of storytelling reaching **10,750 children** at **36 venues** in the City.
- **4,093 toys** were borrowed, providing hours of play - a fun and important part of child development.
- The 'Books on the Move' program saw **2,700 books** delivered to the **Lethbridge Regional Hospital** and **15 seniors' residences** throughout the City by **Library staff** and **36 Rotary Club volunteers**.
- **Rhyme Time Program** - **661 adults** and **793 children** attended programs in 2004.
  - Librarians supervised **262 distance education exams** for students enrolled in college and university courses.

*"We come to the children's programs. What a neat program for parents and babes. I am grateful the library is part of our lives",*  
says a patron who moved to Lethbridge from Japan.