

THANK YOU TO OUR VOLUNTEERS

Veronica Amon	Merritt Kalagian
Marion Boss	John Kwekkeboom
Stella Buck	Helen Klar
George Chipman	Jo-Anne Larman
Stuart Edwards	Suzanne LaRose
Eric Farnell	Brian Moyer
Madeleine Fekete	Uma Parikh
Sandra Gaudet	Grace Sauer
Therese Gauthier	Cliff Schultz
Nina Godin	Cathy Simon
Roy Golden	

- Sixteen volunteers made 83 visits to deliver books to our shut-ins.
- Volunteers assisted with the indexing of births, deaths and marriages from *The Tribune* and have inputted data up to December 1939.
- Volunteers contributed 462.5 hours of their time to the Library, including 43 hours from the Seniors Advisory Panel and 73 hours of community service from high school students.

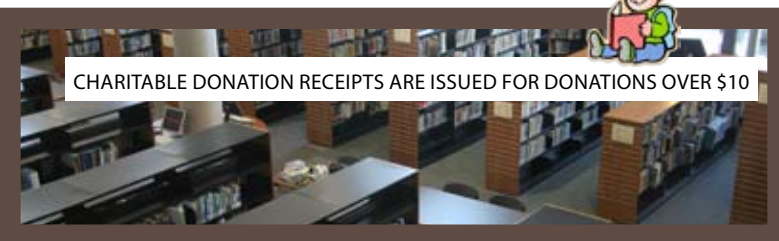
THANK YOU TO OUR DONORS

In Memoriam Donations

Virginia Alakas	Victoria Grimaldi
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Organizations

Kiwanis Club of Welland	Durward Jones Barkwell
Dell Pharmacy	Welland Horticultural Society
John Deere Foundation	Glavac Financial Planning Services
ICAO	Summit Housing and Outreach Program
Niagara Community Foundation	United Way of South Niagara
Reuter & Reilly Insurance Brokers	



Donors

Rita Houseman	Jeanette MacGregor	Joyce Mercer
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Bill Bender	Wendy Lostracco	Christopher & Melanie Kerho



Welland Public Library

www.welland.library.on.ca

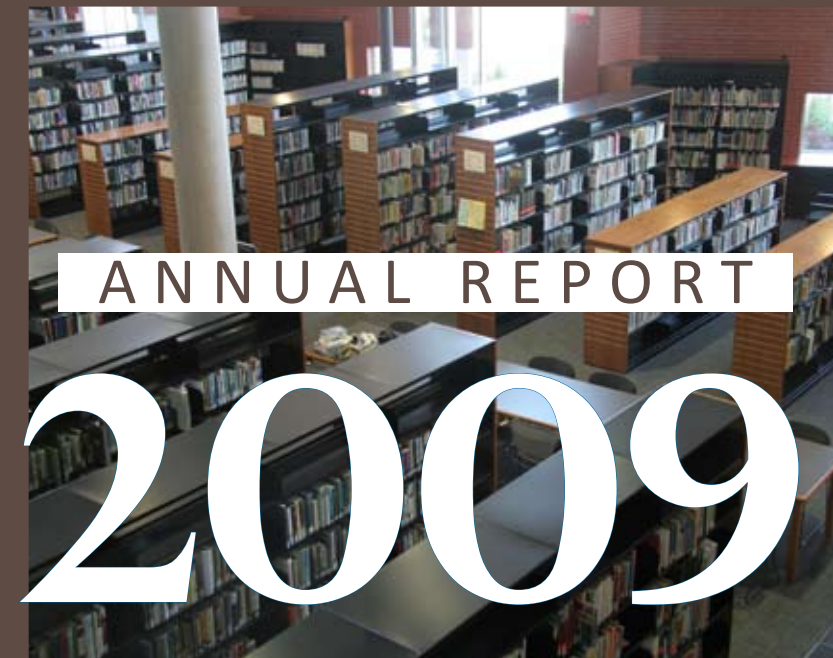
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HIGHLIGHTS OF THE YEAR

- During an average month, over 17,000 people visited the Main Library -- an increase of almost 6% from 2008.
- 251,187 items were borrowed in 2009.
- Almost 39,000 individuals used Public Internet work-stations at the Library in 2009.
- Our WiFi was accessed nearly 5,000 times in 2009.
- Electronic services continue to grow in popularity, with online database usage increasing 145% from 2008.
- With 13,601 retrievals, Ancestry.com was our most popular database, with Thomas Gale databases and eLibrary in second and third place.
- In 2009, the Library introduced *Overdrive* downloadable audio books. Customers can use this program to access audio books through their home computers and then download them to a portable device.
- 209 people attended computer workshops to hone their skills on using email, the Internet and Microsoft Word.
- 2009 marked the end of an era, with the closing of the Northwest Branch Library on December 30, 2009.
- Thanks to a New Horizons grant from Human Resources Skills Development Canada, the Library offered special programming for Seniors.
- The Summer Reading Club saw 253 children take pride in reading over 235,000 pages, to win prizes and gift bags.
- In 2009, the Library held its first annual Library Card Campaign with a goal to give every child in Grade Three a library card.
- Outreach activities included deliveries by our volunteers to 16 shut-ins.
- The Library promoted its services and resources at the Rose City Seniors' Centre Information Fair, Niagara College's Orientation Day and Community Information Days at the Seaway Mall.

LIBRARY STATISTICS

POPULATION SERVED	50,331
NUMBER OF CARDHOLDERS	16,897
<u>ITEMS BORROWED IN 2009</u>	
Print	186,486
Non-Print	64,701
e-Books	4,117
<u>INFORMATION DESK ACTIVITIES IN 2009</u>	
Microfilm reels usage	1,971
Public Internet use	38,945
Information questions	16,777
On-line Database use	22,998
<u>ITEMS IN OUR COLLECTION</u>	
Books	107,647
Magazine/Newspaper subscriptions	103
Compact discs	2,674
Videos	4,262
DVDs	2,520
Books on CD	981
On-line Database subscriptions	53

FINANCIAL STATEMENT

<u>REVENUE</u>	
City of Welland	1,578,625
Province of Ontario	160,215
Special grants	28,981
Bequests/donations	23,203
Other revenue	50,923
Total revenue	1,841,947
<u>EXPENDITURE</u>	
Materials & Resources	159,753
Support services	133,096
Building costs	147,080
Special projects	34,893
Staff, benefits & training	1,340,071
Total expenditures	1,814,893

LIBRARY BOARD

Melanie Gross-Kerho, <i>Chair</i>	Ann Huffman
Debbie Tomaino, <i>Vice-Chair</i>	Glen Johnston
Wayne DeMille	Pat Kemp
Paul Grenier	Fred Sullivan
Lori Hayes-Root	



OUR MISSION STATEMENT

The Welland Public Library is committed to supporting and enriching the educational, informational, cultural and recreational interests of the citizens of Welland with quality library services.