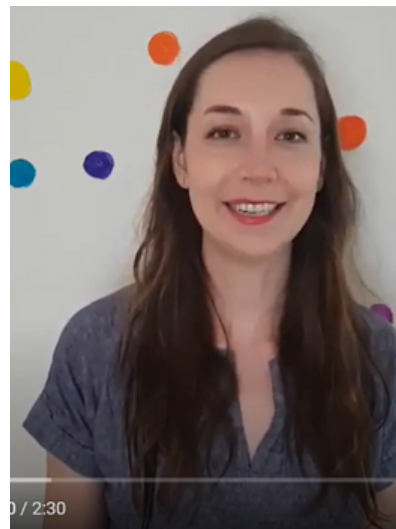




# SERVING THROUGH UNCERTAINTY

## 2020 Annual Report



# THANK YOU

A message from Board Chair Marion McGeein



## **It's difficult to put 2020 into perspective.**

In the final year of the library's 2018-2020 strategic plan, how do we step back and measure and compare library use and statistics considering the library was significantly impacted by COVID-19?

While it is important to consider traditional library statistics, such as circulation, visits and program attendance, it is perhaps more important to recognize the agility of the Brantford Public Library and its staff as they faced unprecedented challenges.

As soon as the library closed in mid-March, Library staff created an online membership form, designed online programming (pictured on the cover) and experimented with new digital lending models for eBooks and audiobooks. All in an effort to respond to our resident's changing needs and their need to feel connected during a time of isolation and uncertainty.

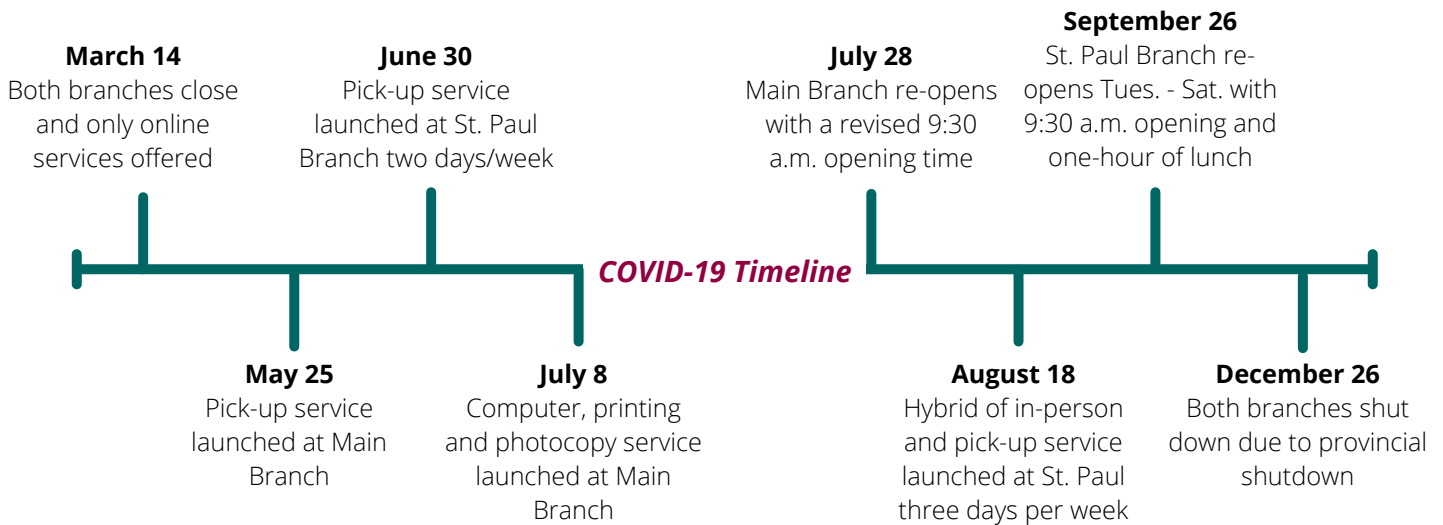
Safety procedures and protocols were also developed to keep customers safe as the library gradually re-opened under provincial legislation.

I thank all library staff for their willingness to return to work and serve our community. I also thank our residents for observing safety protocols and being open to trying things like eBooks and audiobooks.

If one thing was certain in 2020, it is that both the library and Brantford residents are resilient, patient and compassionate.

~ Marion

# 2020 HIGHLIGHTS



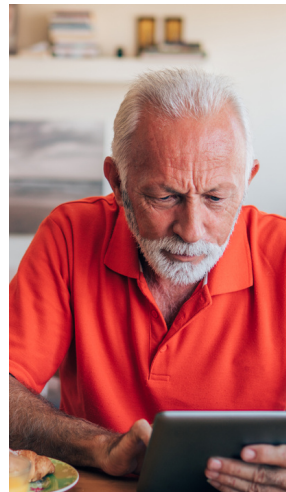
## 3D Printing

Library staff used 3D printers to manufacture more than 1,500 items that were used to create face shields and masks.



## 16,000+ Attendees

Thousands participated in on-demand and registered online events. Program attendance was significantly impacted by the cancellation of March Break programs and events.



## 260,000+

More than 260,000 ebooks, audiobooks and digital magazines and newspapers were downloaded in 2020, which was a 50% increase from 2019 use. Many customers reported being pleased with how easy digital services were to use.



## Fine Free Approval

In November, the Library Board approved moving to a Fine Free model. This approval allowed library staff to prepare for a move to a fine-free system in 2021.



## Restructuring

Various vacancies across the organization allowed for an internal, cost-neutral restructuring that leveraged existing skills within the staff complement and addressed gaps. This new model also features increased attention on library collections, which include local history and maker resources.

# 2020 FINANCIALS

Extracted in a condensed format from the audited financial statement  
Statement of Operations and Accumulated Surplus:

	Budget 2020	Actual 2020	Actual 2019
<b>Revenues</b>			
Government transfers	4,957,200	4,968,061	4,874,461
Other revenue	272,300	151,055	503,780
	5,229,500	5,119,116	5,378,241
<b>Expenses</b>			
Salaries and benefits	3,812,900	3,581,966	3,784,528
Building	275,750	242,443	299,988
Other operating expenses	491,050	477,262	546,097
Administrative expenses	131,300	119,525	220,625
	4,711,000	4,421,196	4,851,238
<b>Income Before Under-noted Items</b>	518,500	697,920	527,003
<b>Other Income/(Expense)</b>			
Gain/(Loss) on write-down/disposal of assets		-	(7,508)
Amortization of tangible capital assets		(947,494)	(979,109)
<b>Annual Surplus/(Deficit) from Operations</b>		(249,574)	(459,614)
<b>Accumulated Surplus - Beginning of Year</b>		7,406,944	7,866,558
<b>Accumulated Surplus - End of Year</b>		7,157,370	7,406,944
<b>Other Financial Information</b>			
Capital Asset Additions - Library Resources		344,380	343,380
Capital Asset Additions Other		169,214	248,494
Transfers to Reserve Funds		346,953	270,155
Transfers from Reserve Fund		171,899	340,672

View the full 2020 Financial Statement on [Brantfordlibrary.ca](http://Brantfordlibrary.ca)

## Donations

Anonymous - \$100

Anonymous - \$140

Anonymous - \$250

Catharine Bothwell - \$40

Estate of Margaret Fanjoy - \$3,000

Estate of Patrick Malone - \$5,000

SC Johnson - \$3,000

Estate of Evan Tonn - \$8,785

Trust Fund - Mary Varga - \$40