

# Jake Epp Library

2020 Annual Report

"THE BRAVER I  
AM, THE  
LUCKIER I GET"

GLENNON DOYLE, UNTAMED



## Library Director's Report

"Lucky" may not be the first word that pops into most people's minds when asked to describe 2020. And yet, when I think back on my inaugural year of directorship at the Jake Epp Library, it's a word I would most certainly use. How lucky I was in 2020 to be placed in a job that surrounded me with amazing people, in a community that values its library, and in a country that prioritizes citizens' health! The pandemic that bookended 2020 required bravery from all of us. It also required resiliency and flexibility. At the library, that meant making decisions without precedent—there was no one to ask, "how'd you do this the last time there was a pandemic?" It meant closing and reopening and then closing again. It meant figuring out ways to quarantine books and sanitize computers and provide safe, much-needed literacy programs. With the support of a courageous staff, encouragement from a valiant board and incredible community patronage, the library withstood the pandemic storm and continued to serve Southeastern Manitobans throughout the turbulent year! I was honored—and lucky—to be so privileged as to lead this esteemed library in 2020. I look forward to more "normalcy" in the future, but will be forever grateful for the many opportunities to be brave alongside patrons and staff this past year. Thank you!

  
**JAKE EPP  
LIBRARY**

The world at your fingertips

**Chrystie Kroeker Boggs**

*Library Director*

Jake Epp Library

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## Thank you (community, funders, volunteers)

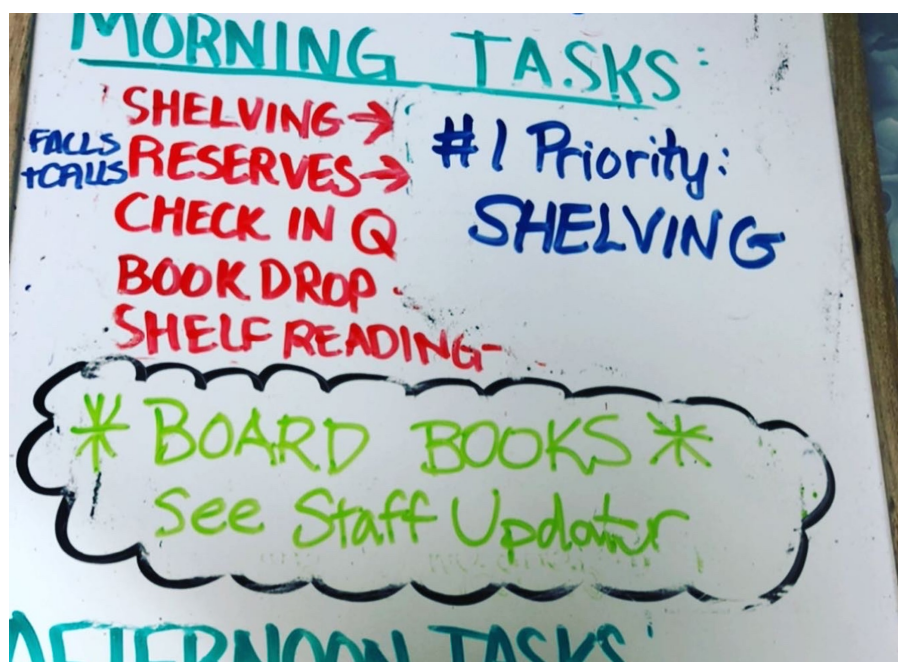
Thank you to everyone who contributes their support to our library! Whether it's time, money, or using our resources, you are what keeps us going. Thanks for sticking by us and rolling with the punches right along with us during this unusual year!

## Library Board Members

Cindy Blatz – Board Chair	Dennis Giesbrecht
Damian Penner – City Council Representative	Stephanie Froese
Melanie Fast – Board Secretary	Allison Dueck
	Jacqui Broesky

## Staff Changes!

We said goodbye to our wonderful Library Director, Carolyn Graham, and welcomed Chrystie Kroeker Boggs with a pandemic. She hit the ground running and we couldn't be happier to have her at the helm during this time. We implemented a circulation desk manager to keep things going smoothly amidst the millions of changes that seem to happen every day. We had a few more retirements and staff turn overs and welcomed Kara and Jill (also circulation clerks) into ILL positions. Our structure shifted significantly with the pandemic in order to match the needs of our library and community. Everyone has settled into their roles and are working to their strengths!



## Library Staff

### Library Director

Carolyn Graham/Chrystie Kroeker Boggs

### Assistant Library Director

Aubrey Walker

### Programs Coordinator

Madison Reddekop

### Preschool Programs Coordinator

Katarina Garrecht

### Circulation Desk Manager:

Katarina Garrecht

Library Clerk: Alecia Kehler

### Library Clerks

Chris Desrochers

Marty Dyck (ILL Clerk)

Janet Friesen

Jacqueline Le Gal

Kara Harder

Elsie Hiebert

Katrina Hiebert

Marilyn Martens

Lynn Neufeld

Mildred Reimer

Jill Snider (Bookclub Coordinator)

Pam Toews (ILL Clerk)

### Accountant

Ken Barkman

# New & Noteworthy

## Story Time, Mostly Online

We ended up moving the reading portion of our Story Hour mostly online (though we did run a brief in person session when it was feasible with health orders and safety). We posted a video a week read by our various amazing staff, but largely headed by our lovely Katarina Garrecht and Keesha Blenkinsop. Every Friday you can catch new video, to check in with your friendly neighborhood librarians who miss you.



## Curbside and Closures

When the province deemed it necessary, we closed for a brief time, and we missed our community. As soon as we could we offered curbside services, something we had never done before! We figured out a system, including quarantining of our returned materials, and were very busy bustling to pick up all of the books to put them directly in your hands! We enjoyed the challenge, but always looked forward to a return to relative normal, where patrons could browse the stacks once again.

Given that reserving books were occasionally the only way to get them (during curbside), reserves went up substantially from 2019 to 2020.



# Ebooks

## Ebook and Audiobooks

We signed up a great many people for online memberships during the various stages of lockdown. We saw heavily increased use in our e-resources such as e-Libraries Manitoba. Checkouts for ebooks went from 23,270 in 2019 to 30,543 In 2020. Checkout in e-audiobooks went from 13,161 in 2019 to 16,817 In 2020. Overall increase in usage was around 30%.

We spent much of our time creating new memberships and figuring ways to make all this work online.

## Social Media

Other than trying to move some of our programming to an online version (thank you to Emergency Community Support Fund grant for allowing us to purchase supplies and equipment to make that move as professional looking and smooth as we could make it), we also upped our social media game. It was our primary way to communicate with our community during this time, so we posted more often than previously. We did a Behind the Scenes series, showing what we were doing as staff to give you a peak into the inner sanctum, as well as posting pictures of new books and staff picks when you couldn't come in and browse physically.



## Programs! (Summer and Providence Public Lecture Series)

We had a few in person programs before everything was shut down for COVID. At the beginning of the year we hosted Providence College and University's annual Public Lecture series which had a great turn out. We employed a delightful Summer Intern, Keesha Blenkinsop, who ran our very different Summer Reading Club. She posted regularly on social media with books of the week (along with accompanying craft and playlist suggestions), created online escape room contests, and helped run our Reading in the Park program once weekly (weather permitting). Everyone sat in their little hula hoops to remain socially distanced and listened to our various library staff read and sing and do experiments, etc.. We had a great time seeing everyone while we could!

# Statistics

## Circulation Statistics

Circ Stats	2019	2020
<b>Print Materials</b>		
Adult Fiction	54,866	37,131
Adult Non-fiction	16,284	
Magazines (Adult & Children)	6,798	3,335
Literacy Materials	82	60
Young Adult Fiction	14,208	12,538
Young Adult Non-fiction	1,124	571
Juvenile Fiction*	59,895	45,843
Juvenile Non-fiction	9,879	7,662
Early Years*	60,858	42,120
Miscellaneous	8	21
German	628	296
Large Print	4,997	4,032
<b>Non-print Materials</b>		
Audio Books	8,309	5,604
Digital Viewing Devices	3,439	1,423
Railia (Story Sacks)	110	28
eLibraries Manitoba (Digital eBooks)**	23,270	30,543
eLibraries Manitoba (Digital Audiobooks)	13,161	16,817
<b>Total Circulation</b>	<b>277,916</b>	<b>208,024</b>
<b>Inter-Library Loans</b>		
Borrowed Books	734	842
Books Lent	1,272	1,164
<b>Total</b>	<b>2,006</b>	<b>2,006</b>
<b>Cardholders</b>		
	Active Patrons	Active Patrons
Steinbach	3,171	1,911
Non-resident	1,402	625
<b>Total</b>	<b>4,573</b>	<b>2,536</b>

Library Holdings	2019	2020
<b>Print Materials</b>		
Adult Fiction	26,186	
Adult Non-fiction	14,082	
Magazines***	1,773	
Literacy Materials	339	
Young Adult Fiction	5,194	
Young Adult Non-fiction	1,111	
Juvenile Fiction	9,680	
Juvenile Non-fiction	3,739	
Early Years	9,522	
German	638	
Large Print	2,144	
Reference (Non-circulating)****	143	
<b>Subtotal</b>	<b>74,551</b>	
<b>Non-print Materials</b>		
Audio Resources	2,775	
Digital Viewing Devices	1,285	
Railia (Story Sacks)	61	
Miscellaneous	7	
<b>Subtotal</b>	<b>4,128</b>	
<b>Total Holdings</b>	<b>78,679</b>	

# Statistics

## Financial Statistics

### Income

Province of Manitoba	140,046.50
Provincial Technology Grant	5,140.19
City of Steinbach	324,000.00
RM of Hanover	4,000.00
Friends of the Library	0.00
Interest Income	1,723.29
Non-Budgeted Revenue	14,743.60
Fines	6,168.02
DVD Rental	674.7
Miscellaneous Income	85.19
Copier & Printer Fees	1,873.80
Book Sales	52.50
Lost & Damaged Fees	1,082.96
Program Fees	0.00
Donations	54.65
Invigilation	0.00
Room Rentals	3,100.00
Internet Fees	1,279.29
Non-Resident Membership Fees	36,422.00
<b>Total Revenue</b>	<b>541,764.72</b>

### Expenses

<b>Capital Expenses</b>	
Acquisitions	40,751.92
Furniture & Fixtures	697.40
<b>Operating Expenses</b>	
Acquisition Processing	323.42
Advertising & Promotion	0.00
Accounting	6,805.66
Computer Expense	2,676.31
Contract Maintenance	9,647.64
Education & Conferences	100.00
Internet Expense	1,386.68
Janitorial	14,472.92
Library Supplies	10,781.93
Postage	842.03
Memberships	159.65
Miscellaneous	1,398.90
Programs	3,078.53
Rent	140,000.00
Travel	40.35
Telephone	3,743.16
Yard & Building Maintenance	3,123.99
Cash Register Discrepancy	-9.81
Bank Fees	1,462.30
Wages & Benefits	257,036.18
<b>Total Expenditures</b>	<b>498,519.16</b>
<b>Net Revenue</b>	<b>43,245.56</b>