

**2020: written and illustrated by
THE WESTERN MANITOBA REGIONAL LIBRARY**

Coronavirus-19

- The emergence of COVID-19 brought unexpected challenges, including all branches of the WMRL closing to the public from March - June, and again in November
- During our closures, the WMRL continued to serve our communities with contactless deliveries and pickups; remote card registrations and renewals; and additional eResources
- Policies and practices have been adjusted to reflect the new reality of operating during a pandemic
- Despite the challenges of COVID-19, we made progress on the Goals of our *2020-24 Strategic Plan*

Goal One: Facilities

- A new satellite branch was opened in Shoppers Mall, Brandon, with the help of donations from Cristine Winkler’s estate
- A joint committee was formed between the WMRL and the City of Brandon to explore options for the WMRL’s main branch
- A new bathroom was constructed in the Glenboro branch, a new roof was added, and a new book drop purchased
- The service desks of the Brandon Downtown Branch were reconfigured to increase workflow efficiency

Goal Two: Technology

- The WMRL adopted SharePoint and purchased work laptops to enable staff members to work remotely
- Increased social media and the introduction of an eNewsletter enabled us to inform more people of services and programs
- We changed the parameters in Horizon, our circulation software, enabling patrons to borrow more materials for longer

Goal Three: Workforce

- The staff of the WMRL worked diligently and flexibly to make difficult decisions, take on new tasks, and maintain morale in order to serve our communities
- 2020 saw several new additions to the Administrative team, including Erika Martin as Technical Services Librarian, and Stefanie Keam as Administrative Assistant
- We created the new position of Brandon Branch Supervisor
- All staff members laid off in the spring were later recalled

Goal Four: Community

- We ran a handful of in-person programs before COVID-19 struck, including CoderDojos, Death Cafes, and a karate demonstration
- Contactless deliveries and pickups were offered at all WMRL branches during our COVID-induced closures
- We celebrated Canadian Library Month in October with prize draws and social media posts
- The TD Summer Reading Club operated online this year
- Other public programs, including book clubs, creative writing groups, and Story Times, also took place online

Goal Five: Finance

The WMRL was the grateful recipient of many grants this year, including:

- The Wage Subsidy Grant and the Province of MB Bridge Grant, both to offset COVID-related expenses
- Two grants from the Brandon Neighbourhood Renewal Corporation, one for Quiet Concerts and the other for CoderDojo
- Two Brandon Community Area Foundation Grants, one for staff laptops and the other for tablets for seniors
- Grants from Enbridge and from Sunrise Credit Union for the construction of the new Glenboro bathroom
- Grants from the Glenboro and Area Foundation and from Donor’s Choice for the purchase of the new Glenboro book drop
- Two Carberry Area Foundation/Manitoba Build 150 Grants, one for purchase of laptops and the other for a Wisdom Bench
- Emergency Community Support Fund for purchase of iPads



Contributors

- Danielle Hubbard, Director of Library Services
- Stefanie Keam, Administrative Assistant
- Louise Ferguson, Programming & Outreach Librarian
- Erika Martin, Technical Services Librarian
- Donna Jardine, Bookkeeper
- Tracy Rimmer, Chairperson of the Board of Trustees
- Debbie Unger, Branch Supervisor Neepawa
- Carson Rogers, Branch Supervisor Carberry/North Cypress
- Kelly Tirschman, Branch Supervisor Glenboro/South Cypress
- Helen Weitman, Branch Supervisor Hartney/Cameron

Acknowledgements

- Thank you to our patrons and communities – you’re why we’re here!
- Our staff who contribute talents, time, and energies
- Our volunteers, especially Board members
- Our member municipalities who fund and house us
- Thank you also to Public Library Services, the provincial library community, and all our service contractors, including Technology Solve, SirsiDynix, and our wonderful cleaning staff

Circulation							
	Brandon	Shoppers Mall	Carberry	Neepawa	Glenboro	Hartney	TOTAL
Adult Materials:							
Print formats	33,879	3,944	4,649	7,758	2,888	1,710	54,828
Non-print formats	3,629	80	81	100	42	21	3,953
Teen Materials:							
Print formats	3105	457	233	332	123	20	4,270
Non-print formats	6	0	2	2	0	0	10
Children’s Materials:							
Print formats	26,241	4,632	3,537	6,583	1,643	749	43,385
Non-print formats	1,435	16	100	51	29	4	1,635
E-Resources	129,765						129,765
TOTAL 2020	198,060	9,129	8,602	14,826	4,725	2,504	237,846

Membership							
	Brandon	Shoppers Mall	Carberry	Neepawa	Glenboro	Hartney	TOTAL
Adult	6,145	246	523	156	292	197	7,559
Children	1,415	38	117	36	28	63	1,697
Non-Resident	316	22	3	103	4	0	448
TOTAL 2020	7,876	306	643	295	324	260	9,704

Holdings							
	Brandon	Shoppers Mall	Carberry	Neepawa	Glenboro	Hartney	TOTAL
Adult Books	38,955	318	7,273	10,545	4,431	4,937	66,459
Teen Books	4,431	38	470	550	370	185	6,044
Children’s Books	25,012	256	4,046	4,494	3,427	2,007	39,242
Government Documents	2,986	0	0	0	0	0	2,986
Magazines/Newspapers	86	0	26	25	16	12	165
Audio Books	1,029	0	126	95	22	9	1,281
DVDs	1,570	0	386	355	279	142	2,732
Microforms	858	0	0	0	0	0	858
Miscellaneous	777	0	45	21	3	18	864
TOTAL 2020	75,704	612	12,372	16,085	8,548	7,310	120,631

**Statement of Revenue and Expenditures
For the Year Ended 31 December 2020**

Revenue	2020
City of Brandon	692,501
Municipality of Glenboro South Cypress	17,528
Municipality of Grassland	17,483
Municipality of North Cypress-Langford	30,744
Town of Carberry	19,466
Town of Neepawa	51,621
Province of Manitoba:	
Operating grant	544,749
Collection development grant	27,500
Technology grant	24,627
Memberships and fines	12,044
Interest	2,937
Federal Government - Canada Summer Jobs	3,115
Amortization of deferred contributions	41,217
Other revenue	504
TOTAL	\$1,486,036



Expenditures

Advertising	17,600
Amortization	16,077
Bank charges	215
Books	134,251
Building maintenance	28,290
Collection development	27,500
Computerization and IT services	48,785
Convention and travel	8,518
Employee benefits	79,047
Insurance	4,990
Miscellaneous	1,170
Postage	4,975
Professional fees	10,849
Rent	272,170
Salaries	642,184
Service contracts	61,503
Staff training	5,546
Stationery and supplies	23,792
Sundry	2,914
Telephone	12,438
TOTAL	\$ 1,402,814

Chairperson's Report: 2020 Year in Review

2020 began with the best laid plans, which almost immediately required revision due to a global pandemic. Covid-19 has affected not only the way we do business but made us question our underlying approach to library service.

While the board reviewed decisions made, the staff of the WMRL got busy. Despite the restricted world in which we found ourselves, we found ways to serve our communities and fulfill our goals. We opened a satellite location in Brandon and initiated a project for addressing the long-term plans of the Brandon main branch. We tackled a new Policy Handbook.

Staff were retained as much as possible through the library's closures, with workflows and responsibilities rearranged to reflect our new reality. We signed on new cardholders and use of electronic resources increased. We established contactless delivery and pickup programs, moved public engagement online, and adjusted daily operations to facilitate social distancing.

I think we can all consider 2020 a job well done. We served our patrons in new and exciting ways, and the changes have given us insight into possible futures for our library which we may not have considered previously.

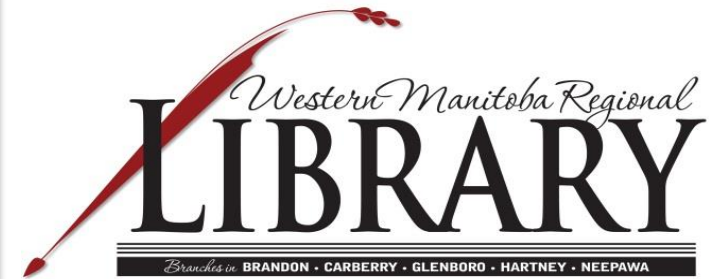
At this, the end of my first year as Chair, I wish to thank my fellow board members for their support and limitless energy during this unprecedented time, as well as the staff, both administrative and operational, who stepped up to do what needed to be done to keep the library functioning and relevant. Despite everything, 2020 has been a successful year in which we found what we thought were our limits and pushed beyond. Together, we are capable of much more than we ever thought possible.

Tracy Rimmer

Chairperson, WMRL Board

Library Board of Trustees

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Stefanie Keam, Secretary (July – Dec)	
Danielle Hubbard, Director	Louise Ferguson, Programming & Outreach Librarian



MISSION STATEMENT

The mission of the Western Manitoba Regional Library is to enrich lives and strengthen communities by providing universal access to broad and diverse collections of resources relevant and responsive to community needs.

ANNUAL REPORT 2020



SERVING THE COMMUNITIES OF

City of Brandon	pop.	48,859
Town of Carberry	pop.	1,738
M. of North Cypress-Langford	pop.	2,745
Town of Neepawa	pop.	4,609
M. of Glenboro South Cypress	pop.	1,565
M. of Grassland	pop.	1,561