



Annual Report

2006-07

Submitted by

**The Provincial Information
and
Library Resources Board**

September 24, 2007

TABLE OF CONTENTS

Cover.....page 1

Table of Contents.....page 2

List of Appendices.....page 2

Letter from Chair.....page 2

Board Structures.....page 3
 Provincial.....page 3
 Regional/Local.....page 3

Organizational Overview
page 3
 Visionpage 3
 Missionpage 3
 Lines of Business....page 4
 Library Funding.....page 5
 Staff Complement...page 5
 Library Locations....page 5
 Achievements.....page 6

Outcomes.....page 9

Opportunities
 and Challenges.....page 15

LIST OF APPENDICES

1.Board Structures.....page 18

2.Financial Statements.....
page 20

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD
PROVINCIAL ADMINISTRATION DIVISION
 48 St. George’s Avenue, Stephenville, NL A2N 1K9

September 24, 2007

Honourable Joan Burke
 Minister of Education
 Department of Education
 P. O. Box 8700
 St. John’s, NL
 A1B 4J6

Dear Minister Burke:

In accordance with the section 16 of the **Public Libraries Act RSN 1990 CHAPTER P-40**, as amended, and section 9 of the **Transparency and Accountability Act, SNL2004 T-8.1**, we are pleased to submit the Provincial Information and Library Resources Board’s annual report for fiscal year 2006-07.

The mandate of the Provincial Information and Library Resources Board, as a category one government entity, is to provide library and support services to the people of Newfoundland and Labrador. We are committed to providing quality library programs and services while ensuring that the organization is operated in an efficient and fiscally responsible manner. This report provides an overview of the key activities of our organization during the past year and some of the opportunities and challenges we face.

Public libraries have always been considered an important community service. They are used to access information for business, to provide access to government information, to assist and educate students and children, as sources of hobbies for the elderly and as leisure enjoyment for all. More recently, they have been used to access the World Wide Web. We want to build on the existing strengths of public libraries and expand library services so they play even more important roles in our communities in the future.

On behalf of the entire board, I offer my sincere thanks to all our local, divisional and provincial board members, staff, partners, patrons and representatives of the Department of Education who have worked with us or used our services over this past year. Your support for and continued use of our services are sincerely appreciated.

My signature below is on behalf of the entire board and is indicative of our accountability for the actual results reported.

Calvin Taylor, Chair

BOARD STRUCTURES

Provincial Information and Library Resources Board

The Provincial Information and Library Resources Board (PILRB) is an independent organization established by the provincial government in 1935, under authority of the *Public Libraries Act*, to oversee the operation of the public library services in Newfoundland and Labrador.

The PILRB is run by a provincial board comprised of representatives and alternates of the regional boards and appointees of the Lieutenant-Governor in Council. The provincial board has not less than 10 and not more than 15 members which include: (a) a representative from each regional library board appointed by that board; (b) the chairperson of the St. John's Library Board appointed by that board; and (c) up to six other members appointed by the Lieutenant-Governor in Council.

Regional and Local Library Boards

The PILRB currently operates 96 public libraries across the province. Each local library is operated by a local library board consisting of five to nine members with the exception of the three libraries in St. John's which operate under the St. John's Library Board. A representative of each local library board is appointed to a regional library board which assists the provincial board to ensure services and programs are consistent throughout the different regions of the province and aids in the development and implementation of policies. The structure of the boards can be seen in Appendix 1.

ORGANIZATIONAL OVERVIEW

Vision

The PILRB's vision of the public library system in Newfoundland and Labrador is universal access to a full range of library and information services supporting personal growth and life-long learning.

Mission

By 2011, the PILRB has adapted the public library system in order to improve services for the people of Newfoundland and Labrador.

Lines of Business

The PILRB offers a variety of services throughout the province. These services are available to individuals of all ages although some restrictions apply. While there is a desire to have all programs offered from all sites, certain programs are available only at select sites due to hours of operation, size of the facility and staffing allocations. The majority of the programs are provided free of charge but some are subject to minimal fees.

Library programs are available to all individuals holding a valid library card and in some cases to individuals without a library card. Library cards are provided free of charge although replacement cards cost \$2.00. With a valid library card, library patrons can:

- ❖ access information in a library;
- ❖ borrow materials;
- ❖ attend library programs; and
- ❖ use public computers and access the Internet.

Library activities have been grouped into three distinct lines of business:

1. Information Access

- a) Patrons can access information in print and electronic formats.
- b) Patrons can make queries, and/or access library catalogues and databases housed in libraries.
- c) Patrons can access in-house information (also available to persons without a valid library card.)
- d) Patrons can use public computers.
- e) Patrons can utilize free wireless Internet connectivity (can be obtained in or adjacent to the library in selected sites.)
- f) Patrons can acquire assisted technology, emergent technology and new technology at designated sites.
- g) Patrons can access major collections, i.e. the Newfoundland and Labrador collection, special interest collections, and the Literacy Clearing House collection.
- h) Most online services are available from within the library and from a computer at home (online courses, online shopping, online banking, etc.)

2. Information Lending

- a) Public libraries lend print materials and, where available, materials in audio, visual and/or digital formats.
- b) Patrons are free to use materials on site and, where available, can renew or reserve materials from home computers using their library card access number.
- c) Certain sites lend equipment such as digital cameras, laptop computers, etc.

- d) In selected areas of the province, patrons can borrow books by mail or receive books via home reader services.
- e) Individuals can also obtain materials, through inter-library loans, from other libraries within or outside the provincial public library system.

3. Programs for Life-long Learning

- a) Any person can participate in library programs designed to address the needs and interests of all age groups, such as preschool story times, class visits, book clubs, special presentations, computer training, etc. These programs are intended to help improve literacy, promote culture and increase skills. Occasionally, outreach programs are also provided.

Library Funding

The public library system is funded, primarily, by the provincial government in the form of an annual operating grant. In 2006-07, that grant was \$8,749,100. As part of this grant, we received an annual increase of \$250,000 for additional hours for 47 library sites and 100% annual leave replacement. In addition to the provincial grant, \$600,000 was received from the federal-provincial Community Access Program. Municipalities also contribute, financially, to the operation of libraries. While the monetary value of the municipal contributions is low (\$70,000), there are significant in-kind contributions in the form of buildings, free rent, snow clearing, maintenance, etc. These in-kind contributions, which are not included in our budget figures, exceed \$1,000,000 annually. The remainder of our funding is self-generated from fines, fees for service and donations. Our total operating budget for 2006-07 was \$9.5 million.

The PILRB's fiscal position is audited annually by the Office of the Auditor General. A reproduction of the PILRB's financial statements for 2006-07 is attached in Appendix 2.

Staff Complement

As of March 31, 2007 the PILRB had a total staff complement of 210 full and part-time permanent employees (188 female and 22 male) and 154 substitute employees (147 female and 7 male). Substitute employees are called to work when permanent staff take leave. There were also approximately 800 volunteer library board members and many other individuals who volunteered their services to support their public library.

Library Locations

There is a total of 96 public libraries located across the province. These libraries are divided into four regions:

Western Newfoundland and Labrador	31	(Labrador 6)
Central Newfoundland	33	
Eastern Newfoundland	29	

Of the 96 public libraries, 32 are located in schools, 33 are located in municipal buildings, five are located in government buildings and 26 are located in PILRB owned or leased facilities.

Achievements

The fiscal year 2006-07 was another productive one for the PILRB. We were able to increase hours in 47 library sites, revitalize three libraries, undertake new promotional activities, implement a new automated library management system and expand library automation. These new changes are being positively received by library patrons.

Unfortunately, we experienced a decrease in usage in many of our library programs over the past year. It should be noted, however, that program activity levels fluctuate from year to year. One program decrease which warrants explanation relates to our library patron registrations which decreased four percent compared to the previous year. This is partially attributed to the decreases in population we are experiencing but is also attributed to the purging of existing library patron records as sites are automated. In addition, one registration will now enable a patron to access library services in all automated library sites whereas in non automated sites, patrons have to register at each library they use. We expect to see slight reductions in patron registrations as we continue to automate additional sites each year but are confident that registrations will increase as we begin implementation of our promotional strategy in 2007-08. The following is an overview of some of our key accomplishments during 2006-07.

Library Services

- **436,557** people had access to public library services which represents 85 per cent of the population.
- **104,604** individuals were registered as library patrons who represent 24 per cent of the population served. This is a four per cent decrease compared to the previous year and is attributed to population decreases, the purging of library records as we continue implementation of the new automated library management system, as well as, single registrations for all automated sites.
- **1,528,588** items (library materials) were circulated to all patrons (15 items per patron). This represents an eight per cent decrease compared to the previous year. This is partially attributed to population decreases and the closure of four sites for one week to prepare for automation, as well as the closure of six libraries for periods ranging from two to six weeks in order to complete renovations.
- **335,460** reference requests were processed (3.2 requests per patron). This represents a 24 per cent decrease compared to the previous year. While this number often

fluctuates annually, we expect to see decreases as population levels drop and more information becomes available through the Internet.

- **58,836** interlibrary loans were processed. This represents a 10 per cent increase compared to the previous year. The increase in the number of people accessing information through other systems is a positive result of improvements in resource sharing between other library systems within and outside the province.
- **3,593** library programs were offered. This represents an eight per cent decrease compared to the previous year. The number of programs offered each year is dependent on the time and resources and varies annually.
- **37,606** people participated in library programs. This represents a seven per cent decrease compared to the previous year. This is related to the decrease in the number of programs offered.
- **497,028** computer use sessions were recorded (30 minute blocks). This represents a six per cent decrease compared to the previous year. This is the first decrease experienced since the introduction of public computer access in public libraries in 1995 and is partially attributable to the increased use of home computers.

Library Operations

- Operated within budget.
- Spent \$1,000,000 on library materials to purchase 46,561 new items.
- Increased hours for 47 library sites as a result of additional funding from the provincial government.
- Implemented the new SirsiDynix automated library management system which will improve services to patrons and allow them to request and renew items online.
- Automated libraries at Deer Lake, Grand Falls–Windsor, Clarendville, Bay Roberts, Conception Bay South, Labrador City, and Wabush.
- Provided revitalization grants of \$10,000 to upgrade Clarendville, Grand Falls – Windsor and Deer Lake.
- Received \$600,000 from the Community Access Program (CAP). Of this funding, \$500,000 was used for computer hardware and software, and \$100,000 was used to support connectivity charges.
- Increased our materials budget for videos/DVDs and talking books from \$31,542 to \$37,000 to expand these collections in response to increased public demand.
- Continued the upgrading of software packages available at public library sites.
- Continued with implementation of the new capital assets system to improve the accountability of the organization.
- Continued upgrading the PILRB's information technology systems through the installation of new equipment at the headquarters in Stephenville, the divisional offices and the Provincial Resource Library in St. John's.

- Completed the upgrading of connectivity rates at the only three library sites without high speed access to the Internet. All library sites in the province now have high speed Internet access.
- Achieved further reductions in the costs of telecommunications through negotiation of reduced long distance charges and connectivity rates with Aliant.
- Implemented a capital projects survey and ranking system to help prioritize future capital projects.
- Provided continuing computer and Internet training sessions at select library CAP sites.
- Completed 49 staffing competitions for existing positions.

Technical Services

- 46,561 new volumes were purchased for public libraries around the province.
- 59,641 volumes of materials, including new purchases and donations, were received.
- 58,187 volumes of library materials, including new purchases, donations and existing materials were catalogued.
- 57,377 items were processed.

Special Projects/Activities

- Carried out a provincial campaign to encourage the federal government to continue the Community Access Program.
- Continued with our provincial campaign to encourage the federal government and Canada Post to continue the Library Book Rate.
- Implemented the Library Book Rate shipping tool at the request of Canada Post which will be used to record library material shipping activity from public libraries in Newfoundland and Labrador. To facilitate the implementation of the tool, staff developed a manual for distribution to all library sites. This manual is also being used by other jurisdictions.
- Hired a consultant to design a new public library logo for the organization as part of our new promotional strategy. The new logo will be launched in 2007-08.
- Partnered with CBC to develop a promotional video for public libraries.
- Completed the design and printing of new automated library cards which will support our new promotional campaign.
- Commenced the redesign and updating of the PILRB website.
- Partnered with the CNIB to establish a pilot Braille reading program.
- Partnered with the Department of Education to implement a new preschool library card drive in St. John's.
- Registered 2,318 children for the 2006 **Summer Reading Program** at participating libraries around the province. This program is co-sponsored by the Toronto Dominion Bank and Library and Archives Canada.
- Chaired the Provincial-Territorial Public Library Council. In 2006-07, the Executive Director assumed the role of chair of the Provincial-Territorial Public Library

Council for one year. This national, director level group, has been working on a number of national issues including the Community Access Program, early literacy initiatives, inclusive services, the Library Book Rate and connectivity. Several initiatives related to these topics have commenced.

- Continued meetings as part of the committee addressing recommendation 19 of the *White Paper on Public Post-Secondary Education*. The recommendation calls for improved sharing of resources between library systems in the province. The committee is comprised of representatives of Memorial University, College of the North Atlantic, the Provincial Information and Library Resources Board and the Department of Education.

OUTCOMES OF OBJECTIVES

During 2006-07 we completed our second strategic plan. The new plan will provide strategic direction to the organization for two fiscal years, 2006-07 and 2007-08. In 2008-09 the PILRB is required to submit a three-year plan in accordance with the new *Transparency and Accountability Act*. During the current planning cycle our goal was to initiate a number of preparatory strategic activities which will enable the PILRB to complete a number of strategic initiatives in the next planning cycle. When completed, these strategic initiatives will allow the organization to adapt its programs and services and move into the next decade as a more efficient and effective organization. The following details our activities for 2006-07 relating to our strategic goals and objectives.

Goal One

Strategic Goal - One	2006-07 Objective	Status
<p>By March 31, 2008, the Provincial Information and Library Resources Board will have completed a review of the current <i>Public Libraries Act (RSN 1990)</i> and identified changes to help improve the operation and accountability of the organization to the people of the province.</p> <p>Measure: The <i>Public Libraries Act</i> is reviewed.</p> <p>Indicator: A summary report is written.</p>	<p>By March 31, 2007, the Provincial Information and Library Resources Board will have identified the strengths and weaknesses of the current <i>Public Libraries Act</i>.</p> <p>Measure: Strengths and weaknesses are identified.</p> <p>Indicator: A report detailing the strengths and weaknesses.</p>	<p>Objective Accomplished</p>

Overview

One of the issues raised during our strategic planning process was the deficiencies in the current *Public Libraries Act*. The current act does not reflect the structure of the organization and lacks the detail required for the organization to comply with the accountability requirements of the Auditor General and government. In addition, there are legal issues which occur within the public library system which should be included in legislation but are currently not.

Strategic Activities 2006-07

During the past year, a committee was established to review the current *Public Libraries Act*. The committee consists of the chair, the executive director and a divisional manager. Regular meetings were held via teleconference and in person. The act was reviewed and the strengths and weaknesses have been identified in a report. In addition, public library legislation from other provinces and territories across Canada has been compiled.

Operational Activities 2006-07

One of the major concerns with reviewing the *Public Libraries Act* was the importance of keeping the legislation concise while ensuring that all pending issues are addressed. The simplest way to do this is to ensure as many issues as possible are appropriately covered by policy rather than legislation. During the past year, we undertook the following operational activities.

- Continued with the development of governance and operational policies which will help address issues internally rather than have to address them through legislation.
- Posted policies on the staff Intranet to ensure they are readily available for reference.
- Submitted a request for additional funding to train staff and board members in policy and legislation.

Strategic Activities 2007-08

The following strategic objective and the measures and indicators will guide the activities of the PILRB for the 2007-08 fiscal year:

2007-08 Objective	Measure	Indicator
By March 31, 2008, the Provincial Information and Library Resources Board will have conducted a review of legislation in similar jurisdictions to identify options to address the weaknesses in the current <i>Public Libraries Act</i> .	A review of public library legislation in other jurisdictions is completed.	A report outlining options from other legislation to address weaknesses in the current legislation.

Goal Two

Strategic Goal -Two	2006-07 Objective	Status
<p>By March 31, 2008, the Provincial Information and Library Resources Board will have identified the minimum number of staff hours for each public library site to establish a baseline for public access to library services.</p> <p>Measure: The minimum number of staff hours is identified.</p> <p>Indicator: A report detailing the minimum number of staff hours required for each library site.</p>	<p>By March 31, 2007, the Provincial Information and Library Resources Board will have established criteria which will help determine the minimum number of staff hours required for each public library site.</p> <p>Measure: Established criteria.</p> <p>Indicator: A document outlining the established criteria.</p>	<p>Objective Accomplished</p>

Overview

During the 2003-06 strategic planning process, the issue of the equitable distribution of the hours of operation was addressed. A study was conducted which identified, based on agreed criteria, the appropriate distribution of hours based on the needs of each library in the province when libraries were compared to each other. Additional funding was requested and provided by the Department of Education in budget 2006 which permitted the allocation of additional hours to 47 library sites throughout Newfoundland and Labrador. It was determined that one component of the hours issue was still not resolved. That issue relates to the minimum number of hours which libraries should be open to provide basic library services. The results of this question will complement the previous work and will help determine the appropriate allocation of hours for public libraries in the province.

Strategic Activities 2006-07

During the past year, a committee was established to identify the minimum hours required for public library sites in the province. The committee was chaired by the director of finance with representatives from each region of the province. The committee developed a complete list of all job tasks carried out at all library sites. Following that, a workload data collection sheet was completed and tested at select sites. The criteria, which consist of the list of tasks and the workload data collection sheets, have been compiled in a working document. The test results have been analyzed and once the required changes have been made, a workload study will be conducted. Once completed, it is anticipated the workload study will determine the minimum

number of hours required to carry out standard library services and will help facilitate the distribution of hours based on activity levels at all sites in the province.

In preparation for the workload study a number of activities were carried out by staff.

- Standards from other library systems were reviewed to determine how they allocate library hours and library standards were reviewed to determine if any other jurisdictions had completed a similar study.
- When it was determined that no other library systems have used job tasks to allocate hours information was gathered on the various library activities and duties at each library in the province.
- All activities were coded in different categories to facilitate the collection of information and statistics.

Strategic Activities 2007-08

The following strategic objective and the measures and indicators will guide the activities of the PILRB for the 2007-08 fiscal year:

<p>2007-08 Objective</p> <p>By March 31, 2008, the Provincial Information and Library Resources Board will have identified the minimum number of staff hours for each public library site based on the established criteria.</p>	<p>Measure</p> <p>Minimum number of staff hours for each public library.</p>	<p>Indicator</p> <p>A report outlining the minimum staff hours required.</p>
---	---	---

Goal Three

<p>Strategic Goal – Three</p> <p>By March 31, 2008, the Provincial Information and Library Resources Board will have identified options to sustain minimum levels of information technology service at public library sites in Newfoundland and Labrador to ensure appropriate public access.</p> <p>Measure: Options are identified.</p> <p>Indicator: Report detailing options.</p>	<p>2006-07 Objective</p> <p>By March 31, 2007, the Provincial Information and Library Resources Board will have identified the costs associated with the provision of minimum levels of public access computer infrastructure within the PILRB.</p> <p>Measure: Components of the public access computer system and the associated costs.</p> <p>Indicator: Report outlining the components and costs.</p>	<p>Status</p> <p>Objective Accomplished</p>
--	---	--

Overview

In 1995, the PILRB introduced public access computers to public libraries with funding from the federal government's Community Access Program (CAP). As participants in this program, the PILRB has been a significant benefactor. Since 1999, the PILRB has secured approximately \$8,000,000 for the establishment of computer access and training in public libraries throughout this province. Currently, 92 of 96 libraries in the province are designated CAP sites. This program has been instrumental in providing very valuable and utilized services in the province's public libraries.

With assistance from CAP, and with operational savings generated from within the PILRB, an extensive and elaborate public computer network has been established. In the previous strategic plan the acceptable public access infrastructure required to meet the needs of the public and staff was identified. In order to improve and sustain that infrastructure, the costs of operation and internal and external funding opportunities that support this growing and publicly accepted library service need to be determined.

Strategic Activities 2006-07

During the past year, a committee was established which is chaired by the Director of Information Technology with representatives of library staff and management. The committee reviewed the issue, confirmed the inventory lists which were developed as part of the previous strategic planning project and identified the costs which were to be examined. The committee has completed a report which outlines the minimum infrastructure requirements for public access, the replacement schedule, the value of current hardware and software, and the ongoing replacement, upgrade and maintenance costs. The next step will be the evaluation of funding options, which will allow the program to continue, in the event the federal government discontinues funding.

Operational Activities 2006-07

During the past year the PILRB carried out a number of operational activities in support of this goal.

- Completed an inventory of all information technology equipment in public library sites which will facilitate the upgrading and replacement of equipment.
- Evaluated equipment reliability and service needs in order to determine equipment replacement schedules.
- Evaluated cost reduction options related to connectivity, equipment and software.
- Increased the amount of CAP funding allocated to equipment and software upgrades to ensure, if CAP funding ends, that the computer infrastructure of the PILRB is current. This would provide additional time to implement a sustainability strategy for public access computers in public libraries.

Strategic Activities 2007-08

The following strategic objective and the measures and indicators will guide the activities of the PILRB for the 2007-08 fiscal year:

2007-08 Objective	Measure	Indicator
By March 31, 2008, the Provincial Information and Library Resources Board will have identified funding options to support the acceptable levels of public access computer infrastructure within the PILRB.	Funding options are identified.	A report outlining the funding options to support the acceptable levels of public access computer infrastructure.

Goal Four

Strategic Goal - Four	2006-07 Objective	Status
<p>By March 31, 2008, the Provincial Information and Library Resources Board will have identified appropriate tools for the evaluation of public library services in order to improve the delivery of library services to the people of Newfoundland and Labrador.</p> <p>Measure: Tool to be used to evaluate services.</p> <p>Indicator: Completion of the assessment tool.</p>	<p>By March 31, 2007, the Provincial Information and Library Resources Board will have developed a prioritized list of the services and locations which need to be evaluated.</p> <p>Measure: The List of services and locations to be evaluated</p> <p>Indicator: Report containing the prioritized list of services and locations</p>	<p>Objective Partially Accomplished</p>

Overview

The PILRB recognizes that, over the past 15 years, significant demographic changes have occurred in many areas of Newfoundland and Labrador. Library services, on the other hand, have not undergone appropriate corresponding changes during that time. The evaluation of library services, in relation to the changes which have occurred in the province, is required so the organization can adapt its programs and services to best meet the needs of Newfoundlanders and Labradorians.

Strategic Activities 2006-07

A committee was established to determine the services and locations to be evaluated and to identify appropriate evaluation tools. The committee was chaired by the Director of Regional Services and included regional representation.

The committee developed a prioritized list of services offered at various library sites. Identifying all of the services offered at all locations, grouping these services and prioritizing them proved to be extremely time consuming and, as a result, only limited work was undertaken on the locations component of this objective. The committee has expressed concern that, due to the amount of time allocated to the services component of this goal and the short planning cycle, it may not be able to meet the goal by the target date. They will continue working on the services component and will defer work on the locations until the services component is completed. The provincial board will revisit this issue in 2007-08.

Strategic Activities 2007-08

The following strategic objective and the measures and indicators will guide the activities of the PILRB for the 2007-08 fiscal year:

2007-08 Objective	Measure	Indicator
By March 31, 2008, the Provincial Information and Library Resources Board will have identified appropriate assessment tool(s) to evaluate the prioritized list of services.	Assessment tools are identified.	A report outlining the appropriate assessment tools to evaluate the prioritized list of services.

OPPORTUNITIES AND CHALLENGES

Library Patrons

Newfoundland and Labrador has one of the lowest public library patron rates in the country. Currently at approximately 24 per cent, only the Yukon with 16 per cent is lower. While the large number of small communities, at significant distance from public library facilities, probably contributes to the low patron rates, public libraries do service 85 per cent of the population in Newfoundland and Labrador. This means that 85 per cent of our population has a library within 24 km of their home.

There is a tremendous opportunity to improve patron rates in Newfoundland and Labrador and expand the services offered from public libraries. In 2007-08, the PILRB

will be implementing a promotional campaign in an attempt to encourage more residents of the province to visit and use their library services. In addition to this, we will be evaluating our services in an attempt to determine if services can be improved to those who do not have access to a library. We are confident that we can improve the usage of our libraries and expand the services offered.

Library Services

With 96 locations throughout Newfoundland and Labrador and 24 per cent of the population as registered borrowers, public libraries services are under-utilized. There is excellent opportunity to increase the use of libraries as tourist information points, sources of government forms and information, and training centers. The PILRB will be undertaking development of an early literacy initiative in the fall and it is anticipated that this will result in a standardized early literacy program which will be available through all public libraries in 2008-09. The PILRB will investigate additional opportunities to partner with government and other organizations to increase the provision of services from public libraries.

Library Locations

The PILRB has 32 requests for new library services on file. The PILRB recognizes that it must manage its resources in a fiscally responsible manner but also recognizes that there are areas of the province without access to a library which would benefit from library services. The PILRB has undertaken a review of its services, programs and locations to determine what changes can be made to provide the best service to the most people.

Public Computer Access

In Newfoundland and Labrador, public computer access has now become one of the best known and used library programs. This program was established, primarily, through funding from CAP. While this source of funding was instrumental in establishing the service, CAP funding has been constantly decreased by the federal government over the past five years. People have become accustomed to the service but unfortunately there is an indication that the CAP funds could cease. Maintaining current service levels would place a tremendous burden on the PILRB if an alternate source of funding is not found. The PILRB is exploring options to ensure this program is continued including lobbying the federal government for appropriate and sustainable funding.

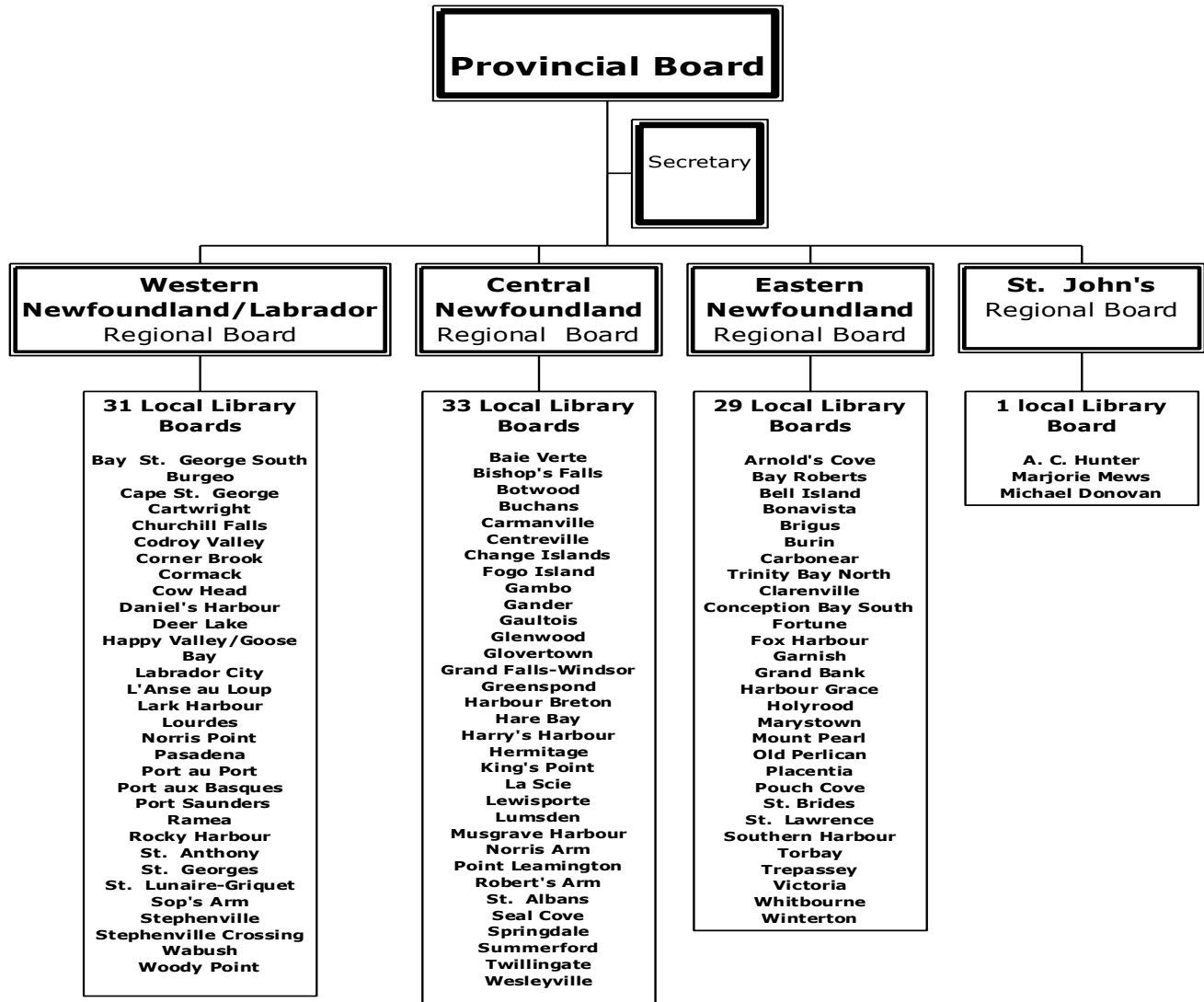
Library Book Rate

In 2005, Canada Post announced the cancellation of the Library Book Rate which is a special rate provided to library systems to reduce the costs of distributing library materials. As a result of a national campaign to continue the rate, Canada Post announced that it would be extended until January, 2008 and before that date a decision

will be made on the future of this program. In support of the continuation and expansion of this very worthwhile program, the PILRB participated in a national support campaign. It is essential that this program continue and the PILRB is committed to partnering with library systems in other provinces to lobby the federal government and Canada Post to ensure the Library Book Rate program is expanded and extended.

Appendix 1
Provincial Information and
Library Resources Board
Board Structures

**Provincial Information
and
Libraries Resources Board**
Board Structures



September 21, 2007

Appendix 2
Provincial Information and
Library Resources Board
Audited Financial Statements
2006-07