

BAIE D'URFÉ LIBRARY

ANNUAL REPORT

2017

BAIE D'URFÉ LIBRARY

Compiled Annual Reports

For the AGM of February 2018

President's Report (prepared by Philip Cumyn)

Brief Summary

The Baie-D'Urfé Library had a good year as one can see from the attached reports. Our major activity was of course lending book and other library materials but in the past year we also launched or expanded our daytime and evening activities for both adults and children and in both English and French as the Librarian's report indicates.

Collection Size and Circulation

The collection size remains relatively constant being limited by space to some 30,000 items. This said, over the year we added over 2500 new items to it and our circulation for the year was 18,100.

Membership

Our membership increased this year to 2250 adults and children, 95% of whom live in Baie-D'Urfé. Given that the total population of the Town is less than 4000, more than 50% of our residents are members.

Financial Situation

The Library is primarily financed by the Town and to a lesser extent by the Ministère de la Culture et des Communications de Québec. Their support allows us to offer free memberships to all residents of the Town.

As the attached report shows our total revenue for the year was \$144,746 while the total of expenses amounted to \$145,687 of which \$34,105 was spent on new books, magazines and audio-visual materials.

Towards the end of the year we tried to estimate expenses at year end and we added the estimated surplus to the book buying budgets. This year our estimate was slightly optimistic with the result that the library lost \$941 over the year. Given that in spite of this, our 2017 year's end balance was \$19,943, we do not feel concerned by the loss.

Staffing

The Library is run by an executive committee of volunteers and by two paid staff members. The executive Committee members include Nadia Ahrens, Bev Beauchamp, Doug Cole, Philip Cumyn, Sophie Dutoy, Nelleke Nieuwendijk, Dianne Perdue-Lillie, Herb Pidcock, Ziggy Shariff, Toby Skeie, Elise Titman and Kitty Wilkes and the two staff members are Karen Armstrong and Linda Audet. In addition there 68 other volunteers who work on the library desk, help in the workroom and serve on the material selection and computer sub-committees.

Thanks

I would like to thank the staff and our many volunteers. They do an excellent job and the library could not function without them.

In the case of the staff, Karen and Linda provide the professional expertise, the guidance and the help necessary to run an otherwise volunteer operated recreational library. Their help is both acknowledged and highly appreciated by the executive, by the volunteers and indeed by the Library members. As for

the volunteers, there are too many to mention individually but it is clear that we could not operate without them.

It is also appropriate to thank the Baie-D'Urfé Town Council for its continued support. For not only does the Town provide the space housing the library but it also provides almost 90% of the funds required to run it. We are grateful to Mayor Tutino and to the members of Council for the continued and generous support that the Town provides us.

Lastly we are grateful to the Ministère de la Culture et des Communications de Québec for its financial support.

Respectfully submitted, Philip Cumyn, President

Librarian's Report (prepared by Karen Armstrong)

Services

The core service of the library continues to be loaning books, and other library materials, to fulfil the recreational needs of our community. This core service was enriched by our continued participation in the **inter-library loan program** through which we borrow (and lend) books from (and to) other libraries. We also continued to expand our service reach through the **home delivery program**, though which we send library materials to homebound community members.

We are proud to have a library space that is recognized as a community gathering point. The library is a place where both library users and volunteers get to know each other. The newly formed **Baie-D'Urfé Language Group (BULG)** has been using our library as one of their meeting spaces for language learning exchanges. The library is also frequently used as a place for **after-school tutoring**.

Children's Programming

We continued to offer the weekly **parents and tots storytime** throughout the winter and spring. Bev Beauchamp, with help of other volunteers, also tried a **family storytime** one Saturday morning per month in the spring and fall. In the summer we offered the **national TD Summer Reading Club**, which encourages kids to develop their reading skills all summer long. This year we had increased success with the SRC by offering passive programming – which means that activities are prepared and kids can come in and complete them according to their own schedule (rather than scheduling activities at a specific time, which proves difficult). In the winter, spring and fall, we continued our monthly **Lego Club** nights, this increasingly popular program really brings families into the library. We were lucky to have, Oana Silaghi-Bedikyan, a mother in the community, volunteer to lead **family crafts** in the library to mark both St. Valentine's Day and Easter. We also had Wanda Lowensteyn, come forward as a volunteer leader of a teen (and younger) **video-making club**.

Adult Programming

We launched an **English Book Club** in the spring, which has proved to be popular and fun. The **French book discussion group**, has continued with success. The **NFB Film Club** documentary screenings have also continued. **1-on-1 technology help** sessions were offered as requested, teaching library users skills such as downloading e-books and using Dropbox, email, and Excel.

The library online

This year we continued to communicate with our users through our **Instagram** account and our monthly **email newsletter**. We also launched a **Facebook** page, which is very useful for promoting library programming events.

We are surprised to learn that many library users are still not aware that they can access our library catalogue online, however, with each passing year we see an increase in people viewing their account, renewing loans, and placing reserves online.

Thanks

I would like to give a big thank you to all of the volunteers, especially those who serve on the Executive Committee. It is a pleasure to work with you. I would also like to thank Linda Audet, our library technician. Although few library users (or even library volunteers) ever see Linda, I know you all see her great book displays! She also makes all of the library cards, does much of the cataloguing, follows up on overdue items, and much more. Thank you Linda!

Membership report (prepared by Karen Armstrong)

The library has 2250 current members. Over 95% of our members are Baie-D'Urfé residents; the remaining are non-resident members from a variety of neighboring towns. 82% of our members are adult and 18% are juvenile members (under 13 years of age). 80% of our members are declared as Anglophone, while 20% have declared themselves as francophone. We are proud to offer free membership to all Baie-D'Urfé residents, and affordable fees for our out-of-town members.

Inter-Library-Loan statistics / Statistiques des Prêts-entre-bibliothèques

ILL borrowed from other libraries PEB empruntés à d'autres bibliothèques	210
ILL loaned to other libraries PEB prêtés aux autres bibliothèques	313

Collections	2017 circulation	Circ. as % of collection ¹	Circ. as % of total circ. ²
ADULT-ADULTE			
Adult Fiction	4637	68%	26%
Romans Adultes	877	31%	5%
Adult Graphic Novels	53	68%	0%
BD Adultes	135	100%	1%
Adult Non-fiction	1269	37%	7%
Documentaires adultes	375	27%	2%
JUVENILE-JEUNESSE			
Juvenile Fiction	592	41%	3%
Romans Jeunesse	354	40%	2%
Juv. Graphic Novels	194	164%	1%
BD Jeunesse	396	138%	2%
Juvenile Non-fiction	513	29%	3%
Documentaires Jeunesse	257	25%	1%
Picture Books	1095	69%	6%
Albums Illustrés	1002	82%	6%
Board Books	197	158%	1%
Livres Cartonnés	127	146%	1%
Easy Readers Fiction	598	79%	3%
Lectures Faciles - Romans	1082	165%	6%
Easy Readers Non-fic.	121	43%	1%
Lectures Faciles - Documentaires	90	43%	0%
YA - ADO			
YA Fiction	343	49%	2%
Romans Ados	109	27%	1%
YA Non-fiction	22	14%	0%
Documentaires Ados	12	17%	0%
YA Graphic Novels	15	23%	0%
BD Ados	3	25%	0%
AV & OTHER – AUDIO-VISUEL & AUTRE			
Adult Audio Books	441	134%	2%
Livres Audio Adultes	26	32%	0%
Juvenile Audio Books (EN&FR)	34	24%	0%
Juvenile Kits (EN&FR)	142	110%	1%
Adult Music CDs	193	21%	1%
Juvenile Music CDs	23	43%	0%
Juvenile DVDs	1153	148%	6%
Adult DVDs	1502	107%	8%
Teen DVDs	121	103%	1%
Totals	18103	60%	

¹ Number of circulations divided by number of total items in this collection (i.e. English Adult Fiction) multiplied by 100.

² The circulation of this collection, divided by the total circulation of the full library collection multiplied by 100.

2017	Total Added	Total discarded	Total in Catalogue	% of total collection ³	Collection refreshment rate ⁴
ADULT-ADULTE					
Adult Fiction	520	327	6793	22%	8%
Romans Adultes	364	171	2855	9%	13%
Adult Graphic Novels	17	0	78	0%	22%
BD Adultes	44	0	135	0%	33%
Adult Non-fiction	227	452	3389	11%	7%
Documentaires adultes	206	211	1366	4%	15%
JUVENILE-JEUNESSE					
Juvenile Fiction	90	86	1458	5%	6%
Romans Jeunesse	51	46	876	3%	6%
Juv. Graphic Novels	16	0	118	0%	14%
BD Jeunesse	25	17	288	1%	9%
Juvenile Non-fiction	64	88	1767	6%	4%
Documentaires Jeunesse	39	61	1033	3%	4%
Picture Books	87	5	1583	5%	5%
Albums Illustrés	64	14	1217	4%	5%
Board Books	19	8	125	0%	15%
Livres Cartonnés	9	4	87	0%	10%
Easy Readers Fiction	78	60	753	2%	10%
Lectures Faciles - Romans	83	1	655	2%	13%
Easy Readers Non-fic.	20	8	284	1%	7%
Lectures Faciles - Documentaires	8	4	208	1%	4%
YA - ADO					
YA Fiction	69	0	704	2%	10%
Romans Ados	33	4	407	1%	8%
YA Non-fiction	10	7	159	1%	6%
Documentaires Ados	3	2	69	0%	4%
YA Graphic Novels	16	0	65	0%	25%
BD Ados	2	0	12	0%	17%
AV & OTHER – AUDIO-VISUEL & AUTRE					
Adult Audio Books	30	0	328	1%	9%
Livres Audio Adultes	15	0	82	0%	18%
Juvenile Audio Books (EN&FR)	2	0	139	0%	1%
Juvenile Kits (EN&FR)	28	0	129	0%	22%
Adult Music CDs	36	50	899	3%	4%
Juvenile Music CDs	2	0	53	0%	4%
Juvenile DVDs	37	2	781	3%	5%
Adult DVDs	178	0	1410	5%	13%
Teen DVDs	22	0	118	0%	19%
Totals	2514	1634	30423		8%

³ Number of items in this collection divided by the number of items in the total library collection, multiplied by 100.
 Nombre des articles dans cette collection divisé par le nombre des articles dans la collection totale, multiplié par 100.

⁴ Percentage of the total collection that is new items purchased this year (items added divided by collection total multiplied by 100). Pourcentage de la collection qui est des nouveaux articles acheté cette année (articles ajouté divisé par la collection total multiplié par 100)

BIBLIOTHÈQUE BAIE-D'URFÉ LIBRARY

Financial Statements

Year Ended December 31st 2017

(Unaudited)

Submitted on behalf of the Executive Board

Philip Cumyn, President

Zahir Shariff, Treasurer

Philip Cumyn

Zahir Shariff

Date: 2018-02-22

Date: Feb 21 / 2018

BIBLIOTHÈQUE BAIE-D'URFÉ LIBRARY

Balance Sheet As at December 31st 2017 (Unaudited)

	2017	2016
	\$	\$
Assets		
Cash	19,953	20,894
Total Assets	19,953	20,894
Surplus		
Surplus for the year	(941)	(67)
Total Surplus	19,953	20,894

BIBLIOTHÈQUE BAIE-D'URFÉ LIBRARY

Statement of Revenues and Expenses Year Ended December 31st 2017 (Unaudited)

	2017 \$	2016 \$
Revenue		
Municipal Grant	130,000	130,000
Provincial Grant	11,993	5,326
Fines	1,388	1,659
Discards	369	445
Non-resident fees	210	173
Interest on Grants	540	355
HGM interest	29	0
Other	217	1,170
Total Revenue	144,746	139,128
Expenses		
Adult Books	35,720	33,325
Junior Books	11,157	9,443
Periodicals	2,358	2,264
Audio-visual	4,890	4,511
Library Supplies	3,855	4,547
Salaries & Wages	69,266	67,003
Employee Benefits	9,833	6,944
Furniture & Equipment	3,221	4,552
Administration	2,635	1,943
Telephone/Internet	1,386	1,902
Property Rental	0	0
Sundry	403	1,663
Activities	963	1,098
Total Expenses	145,687	139,195
Excess of Revenue over Expenses	(941)	(67)

Paul E Fortin, CPA, CA

To the Members of the Baie D'Urfé Library

I have examined the records of the Baie D'Urfé Library as presented to me. In the circumstances, I confirm that the Balance Sheet as of December 31, 2017 (Assets of \$19,953) and the Statement of Revenues and Expenses for the year then ended (Deficit of \$941) are in accordance with the records.

Aux Membres de la Bibliothèque Baie D'Urfé Library

J'ai examiné les livres comptables de la Bibliothèque Baie D'Urfé tel que présentes. Dans les circonstances, je confirme que le bilan au 31 décembre 2017 (Actif de 19 953\$) et L'État des revenus et dépenses pour l'exercice terminé à cette date (Déficit de 941\$) sont en accord avec ces livres comptables.

20 février 2018



Paul E Fortin

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Committee Reports:

Adult English Books (prepared by Herb Pidcock)

At the beginning of the year our Committee included Marlene Fisher, Anne Dodge and Toby Skeie but Anne had to retire for health reasons. Anne was a vital part of the committee for many years and knew which books would do well. Fortunately Jennifer Williams joined us in mid-year while continuing her work on the front desk.

As book buyers we are keenly aware of the financial support by Mayor Maria Tutino and the Council. We review many books before deciding which to buy so we will spend the taxpayers' money wisely. In 2017 we received 564 books and invoices for \$18,499.10, an average cost of \$32.80 per book. The average is 4% more than the average for 2016.

We were ably supported by our Library Staff Karen and Linda and particularly every New Year by providing computer statistics for the 17 fiction and the Dewey decimal-coded non-fiction subjects that we have been tracking since 2012 and which help us prepare our buying plan. Overall we see that in 2017 the circulation of Adult English books continued to be at the level of the average of the last 6 years. In fact the circulations of all the individual subjects are quite consistent year to year which is good news in this age of competition from electronic media.

Fifty Library Members participated in 2017 by sending us 110 suggestions for new books (compared with 70 last year). Their subjects were similar to those in our buying plan. Mysteries were most popular closely followed by general novels, thrillers and the more serious' women's interest '. In the non-fiction biographies, health, self-help and social studies were the most popular.

We study thirty-three different circulation statistics to see how the various subjects are being read by the Library Members and we aim to buy numbers of books generally in proportion to the circulations, even including the smallest circulations. This year we will aim for a minimum of three books each of the least popular subjects, so we will have something for everyone.

I should not leave you with the impression that we only pay attention to the circulation statistics. In our six Committee meetings our concern is how the Library Members would like each book then picking out the best 80 or 90 from usually two or three times that number of good books the Committee members recommend from looking at the hundreds of new publications being printed every month.

Adult English Audio Books report for 2017.

We received 17 audio books in 2017 for a cost of \$725.93 or an average of about \$43 per audio book. I planned to increase the amount spent in 2018 to \$1,500 after discussing with Karen the good circulation audio books are getting. It is surprising that CD recordings of audio books are now more available than the mp3 format. Two years ago it seemed that CDs would soon be completely replaced by the newer and more efficient mp3. So for the present we continue to y audio books on CD.

Respectfully submitted by Herb Pidcock.

Adult French Book Selection (prepared by Sophie Dutoy)

Our 2017 budget, initially capped at \$ 17,000, was augmented by \$ 500 during the year.

The budget was completely used.

The total amount of our purchases came to \$ 17,497.46, allowing us to purchase 555 books at an average cost of \$ 31.53 per book.

Of the 555 books acquired, 174 are by Quebec authors and 381 by French authors, and/or translations of books by foreign authors.

70% of the acquired books are novels and short stories, 26% specialized books and 4% graphic novels.

We have attached a chart to this report, detailing a more in-depth account of the breakdown per category.

In analyzing circulation patterns, at the end of 2017, we concluded that 1387 books went out on loan, broken down into the following categories:

- 63% novels

- 27% general interest (specialized books)
- 10% graphic novels

This data will allow us to adjust our purchases where necessary.

We would like to point out, however, that 1387 books constitutes an increase of 11% over last year's report.

Books of general interest and graphic novels are largely responsible for this increase.

It should be noted that graphic novels deal with a great variety of subjects such as, among others, sociological books and certain literary works which are now being offered in that format and which appeals to our readership.

We will continue to base our choices on a variety of information sources like newspapers, magazines, radio reviews, bookstore recommendations, literary prizes etc. etc. and of course, suggestions by our readers. We have, in fact, received several suggestions throughout the past year, of which 19 were actually purchased.

We have not made any changes concerning the members of our selection committee.

I want to thank Manon Tourigny, Marjolaine Loëvenich and Philippe Paulmier for their interest and availability, and for making sure that whatever choices are made, are made in the best interests of our readership.

We were able to meet only once, this past year, but did manage a visit to Librairie Monet, our supplier. The greatest portion of our work, however, was done by communicating via internet.

For this year, we plan to meet during the first week of March, and we will decide, at that time, on the frequency and dates of meetings throughout the year, as well as any visits to Librairie Monet's showroom.

Our first meeting will also give us the opportunity to discuss and analyze the report for the AGM and thus tailor our purchases in consequence.

We all would like to thank Karen, our librarian and Linda, her associate both of whom are always available and ready to give us their advice and pass on to us any information that might help us in our choices. They do this with competence and kindness and, without their input our task couldn't be accomplished.

AUDIO BOOKS:

Concerning audio books, a \$ 700 budget was allocated and spent. As a matter of fact, we were slightly over budget by \$ 3.95. We were able to acquire 16 Talking Books at an average cost of \$ 43.99.

As of this date, the library has 82 talking books in French, and, in 2017, 26 of them have been out on loan as opposed to only 14 in 2016.

SOIRÉE DES LECTEURS:

Just a quick mention of the "Soirées des Lecteurs" which has been on-going since October 2015 and attracts between 7 and 10 participants each time. While some people have stopped participating, others have joined the group and still others come to simply listen and familiarize themselves with the format. Each participant fills out a card with information about the author and a short resume and appraisal of the book she/he read. These cards are made available to library patrons and are certainly helpful, according to feed-back, in their choice of books to take out on loan. It is, however, somewhat difficult to attract more people to these evening get-togethers, even though the dates are published in the News and Views. Perhaps it might be worthwhile to hold the meetings in the afternoon rather than at night.

Being convinced that the simple act of reading brings with it numerous benefits and that our "Soirées des Lecteurs" make it possible to communicate our thoughts and ideas to others, thus creating a better cohesiveness between individuals, we will continue in our efforts to convince as many people as possible to come to the library and make use of all it has to offer.

Breakdown per category

ROMANS:	FICTION	
Romans	Novels	299
Romans policiers	Crime fiction	66
Romans historiques	Historic Novels	7
Romans de Science Fiction	Science Fiction	5
Romans Fantastiques	Fantasy Novels	2
Nouvelles et Contes	Short Stories	8
CORRESPONDANCES	CORRESPONDANCE	2
OUVRAGES D'INTÉRÊT GÉNÉRAL:	GENERAL INTEREST	
Essais, Documents, Récits	Essays, Documentaries, Narratives	27
Biographies	Biographies	14
Auto-biographies	Auto-Biographies	7
Histoire	History	16
Sciences	Science	0
Philosophie	Philosophy	5
Psychologie/ Psychanalyse	Psychology/Psychoanalysis	7
Art	Art	3
Religion	Religion	2
Langue/Dictionnaires	Language/Dictionaries	4
Voyages/Guides	Travel/Travel Guides	10
Santé/Sports	Sports	19
Nature/Écologie/Environnement	Nature/Ecology/Environnement	5
Sciences politiques0	Political Science	0
Sociologie	Sociology	4
VIE PRATIQUE DIVERS:	MISCELLENOUS/Practical Living	
Jardinage	Gardening	3
Cuisine	Cooking	10
Croissance personnelle	Personal Growth	5
Sexualité	Computer Science	1
Informatique	Sexuality	1
BANDES DESSINÉES	GRAPHIC NOVELS	23
TOTAL		555

Respectfully submitted,
Sophie Dutoy

Junior Section Report (prepared by Beverley Beauchamp)

The purchasing team consists of Nathalie Pedicelli for French-language teen-age fiction, Susan Murphy for non-fiction in both languages, Margaret Hallahan for English-language junior fiction. Sandra Munro for picture books in both languages, English easy readers and French Bandes Dessinées and Bev. Beauchamp for Graphic novels in English, English-language teenage fiction, as well as French-language junior romans and French Mini-Romans (Easy-Readers).

We would be happy to have others join us....no experience necessary and training provided!

Young readers continue to submit requests which are purchased as they come in.

Purchases

The budget is allocated according to the following formula: 60% English and 40% French, with 75% apportioned to fiction and 25% to non-fiction.

360 English books and 260 French books were purchased for a total of 620 books.

Shelf Maintenance

We obtained new shelving for the kits (books with CD's) and also a new display shelving for our CD collection. It is hoped that this will make our collection more visible and therefore increase circulation in these areas.

As usual, shelves are checked on a weekly basis for improper shelving and tidiness, and book weeding is ongoing.

Publicity

Displays and decorations on various topics were set up through the year, such as seasons and holidays. Items were submitted to the *News and Views* about special events.

Special Projects and Events

Our TD Summer Reading Program was very successful! There were 38 participants who enjoyed weekly challenges leading up to a drawing with Babar certificates going to the first 2 winners and books donated by Babar for 15 lucky readers.

Thank you to Karen Armstrong for her excellent organization and guidance.

We tried a Saturday morning Storytime but this was cancelled due to lack of participants. At the moment we have a Friday morning Storytime for a group of 3-4 yr. old from Whiteside Taylor.

Appreciation

Sincere thanks go to Sandra Munro, Susan Murphy and Margaret Hallahan for their Tuesday morning efforts. Karen Armstrong and Linda Audet have provided ongoing support with valuable assistance and advice, for which we are very grateful. We also greatly appreciate the work of the book processing and book mending volunteers, who help to ensure that our collection is up-to-date and in good shape.

Coordinating the work of the Junior Section has been a pleasant experience over the past year and I sincerely thank Sandra Munro for her continuing involvement in the committee and for sharing her expertise as we go forward.

Respectfully submitted, Beverley Beauchamp

Audio/Visual Report (prepared by Kitty Wilkes)

The Audio/Visual purchasing team consists of the following members:

Philip Cumyn	Classical Music CDs
John Ahrens	Popular Music CDs
Kitty Wilkes	Adult DVDs
Mimi Winlo	Children's DVDs and CDs
Sandra Munro/Bev Beauchamp	Children's talking books/kits

Purchases for the year	Acquisitions	Spent	Budgeted	Remaining
Classical CDs	10	\$226.41	\$300	\$73.59
Popular CDs	6	\$160.29	\$400	\$239.71
Adult DVDs	178	\$2,564.63	\$2,475	(\$89.63)
Children's DVDs	26	\$532.45	\$675	\$142.55
Children's talking books/kits	30	\$759.74	\$600	(\$159.74)
TOTAL		\$4,243.52	\$4,450	\$206.48

Purchasing of English and French talking books were made by the respective book-buying committees. Please, see their reports for details.

Respectfully submitted by Kitty Wilkes

Magazines (prepared by Dianne Perdue-Lillie)

Baie-D'Urfe Library offers patrons 54 magazine titles. Magazine readership remains steady. Topics such as gardening, cooking, and life style remain popular. Current affair titles including The Economist and L'actualite saw circulation increases during an epic year of news.

Alongside the printed issue, some magazines offer extras on their digital platform. For instance, Ricardo offers extra recipes and short videos, which can be viewed on the library ipad.

Challenges include higher costs for subscriptions in spite of a budget of \$2300.00. While Campus Discount remains our most cost effective ordering service, 15 subscriptions need to be directly ordered from the publisher, often in U.S. funds. We were over budget by \$31.00.

I am grateful for Jennifer William's assistance in cataloguing and shelving numerous magazines per week.

Exhibitions (prepared by Toby Skeie)

It has been a varied year for the exhibitions.

The following exhibits were on display:

- Oil landscape paintings by Dough Graham were on display during February.
- In March we had watercolours by Marjorie McConnell who uses a "negative painting" technique for her flowers
- During April, Elke Atal and Elsy Torres exhibited their works in watercolour and acrylics.
- For May and most of June some vivid acrylics by Patricia Belmar were on display.
- In September and into October, we exhibited watercolours by Toby Skeie.
- From mid-October to mid-November, we exhibited oil paintings by Laura Holland.
- In mid-November through Christmas, a variety of works the Baie-D'Urfé Watercolour (or Painters) Group were exhibited.

We have experienced some cancellations during the year, but we have still managed a good turnout; although finding new artists is getting tougher.

Respectfully submitted by Toby Skeie

Volunteer Report (prepared by Elise Titman)

Eighty people volunteer at the Baie-D'Urfé Library. This number has stayed roughly the same for the last five years. We seem to have a 5% turnover annually and fortunately we have a very loyal core group. All of these volunteers are supported, kept on track and moving forward by our very capable and diplomatic librarian, Karen Armstrong.

Approximately 60 volunteers work at the circulation desk and keep the library open 31.5 hours a week. There are

fourteen 2 or 2.5 hour shifts per week, usually staffed by two volunteers. These are the most visible volunteers who interact with the patrons. Fourteen of these sixty volunteers also volunteer in other capacities – Executive committee, Computer committee, Junior committee, Purchasing Committees, Exhibits, Processing, Animating groups, Training. Many volunteers wear several hats!

Another 20 volunteers participate solely in behind the scenes activities involved in running the library.

Among our younger volunteers, we have two CEGEP students, one high school student and one university student who are desk volunteers. Under Karen's supervision Secondary school students regularly volunteer in the workroom to gain community service.

Ninety percent of our volunteers live in Baie D'Urfé however, we continue to attract book loving volunteers from our neighbouring communities. The Baie D'Urfé Library is one of the few West Island libraries staffed by volunteers.

This year we were saddened by the death of one of our younger volunteers, **Siobhan McLoughlin**. She loved volunteering at the library.

We were happy to welcome back **Pesel Hornstein** who is once again volunteering 4-5 afternoons a month at the desk. After serving diligently on the English Book Buying committee for over twelve years **Anne Dodge** retired this year and was replaced by **Jennifer Williams**.

Nelleke Nieuwendijk became the Executive Committee secretary in January of 2017.

If you enjoy books and people the Baie D'Urfé Library is a great place to volunteer in the community.

Respectfully submitted by Elise A Titman