



ANNUAL REPORT

91,000 in person visits
virtual visits 292,528

41,603 active cardholders



1,208 programs
30,850 attendees

items borrowed 390,364

GOOD things

"Many thanks - I would be so unhappy without books during Covid!"

"Thank You for your Fine Free pilot project! As always, Niagara Falls Libraries are going above and beyond."

"I usually love to browse the library, but since I'm staying safe, I requested a grab bag online.

I'm thrilled with the titles selected for me - all 10 were a big hit! I am going to do this again!"

"What have I been doing to stay well during Covid? Using my library!"

9,382 questions answered

WIFI sessions 23,080

7,217 computer sessions

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NEW in 2021

Fine Free Pilot Project

Launched new Local History Image Web Portal

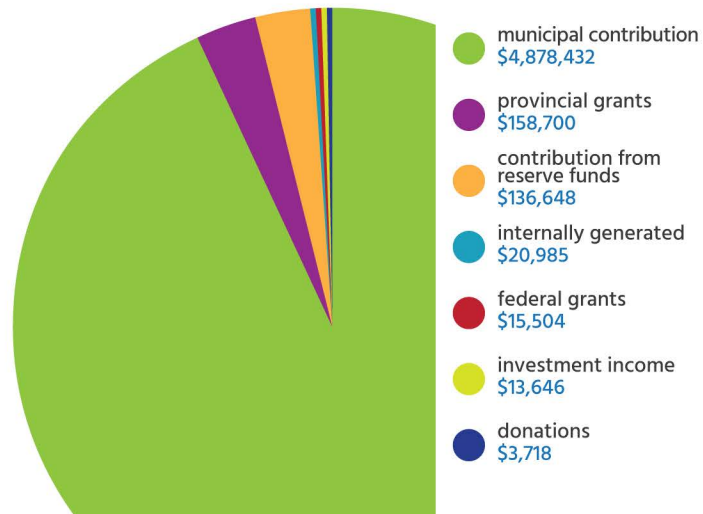
Living Library: Stories of Housing and Home in partnership with Niagara Region

Decolonized the Indigenous Subject Headings in our catalogue

LIBRARY board

Anne Andres-Jones, Chair	Barb Ness
John Anstruther, Vice Chair	Dinesh S. Parakh
Councillor Lori Lococo	Tim Tredwell
Kevin Letourneau	Kathy Tsiantoulas

REVENUE \$5,227,633 TOTAL



STAFF milestones

15 years Dolora Multari	15 years Emma Burkholder
10 years Janet Gurnick	5 years Alicia Subnaik Kilgour
5 years Jacquelyn Bush	5 years Kaitlyn Rimnyak
5 years Steph Topping	5 years Sadie Burkholder
5 years Emma Gill	5 years Chris Burton
5 years Stephanie Champion	

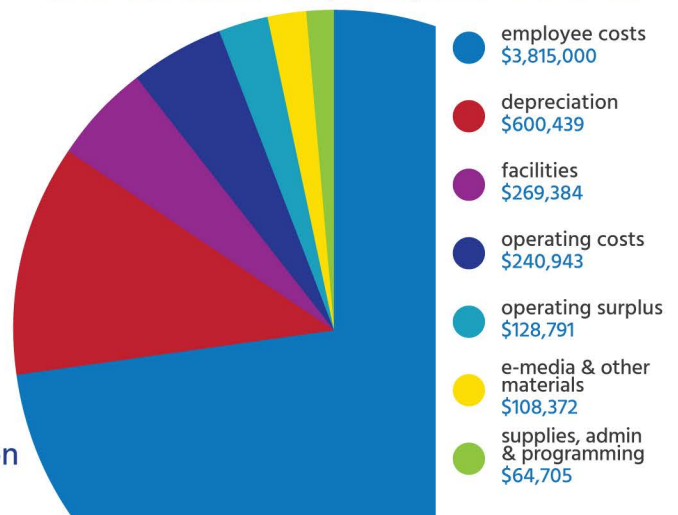
RETIREMENTS

Jackie McIntosh Heather Rodman
Lisa Tiller

DONORS of \$100 or greater

Rose Sottile Anne Andres-Jones D. Lois Holden
Kenol Bernard Rachel & Ross Durdan Rankin Construction
Rotary Club of Niagara Falls

EXPENSES \$5,227,633 TOTAL



books, e-media & other collection materials \$441,857