



PEI PUBLIC LIBRARY SERVICE
ANNUAL REPORT

2024



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Director's Message

2024 proved to be another busy year as the PEI Public Library Service continues to serve communities across our Province. While Prince Edward Island may be the smallest Canadian province, it is home to a thriving, diverse and engaged population. As the unique needs and interests of our users constantly evolve, so do the activities within our libraries.

In terms of our facilities, the need for community meeting spaces was shown in the record number of room rentals at our Charlottetown and Summerside libraries. Islanders want neutral, safe spaces to meet, to study and to work, and our libraries are filling this need. After hearing from members of the Province's Francophone population, the Library increased the hours of operation at our three French libraries in Abram's Village, Charlottetown and Summerside. With these extended hours, we hope to expand public access to the French language materials in our collection and our French library programming. 2024 also witnessed the introduction of a new Comfort Cabinet in our Charlottetown Library. Stocked with everyday essential items, this cabinet compliments the pre-existing community cupboards, fridges and freezers installed at some of our other branches. As inflation and grocery prices continue to rise, community outreach initiatives prove to be more essential for both rural and urban Islanders.

In 2024, the Library also enhanced its collection, adding new physical and digital materials. We added additional items to our Library of Things collection – including Yoto Players, pickleball sets, and additional STEAM (science, technology, engineering, art and mathematics) kits. For online resources, we partnered with the Saltwire network to offer free access to online editions of Island newspapers like the Guardian and the Journal Pioneer. We also partnered with Radio-Canada in providing access to its Ohdio collection – i.e. French audiobooks with no holds or waiting lists.

Libraries are true community institutions, and we owe much gratitude to local non-profit organizations for supporting our branches. Many thanks to groups such as The Friends of the Rotary Regional Library, the Rotary Club of Summerside, the Rotary Club of Montague and Eastern PEI, the Rotary Club of Charlottetown, the Rotary Club of Charlottetown Royalty, and the new Charlottetown Library Learning Centre Foundation. The support of these groups allows us to enhance our spaces, collections and resources.

A big thank you also goes out to our library staff, programming partners and volunteers. By dedicating their time and talents, these individuals enrich the Library. And of course – the PEI Public Library Service would not be here without you – the public. Thank you to every Islander and visitor who has been to one of our branches, who has registered for a PEI Library Card, who has attended one of our programs, or who has advocated for our importance. We are here to serve YOU. We look forward to another year supporting Islanders and showing that PEI is a special place to live, learn and play.

Grace Dawson

Director of Libraries and Archives

By the Numbers

CIRCULATION

- Items borrowed: **634,042**
- Computer sessions: **39,143**
- eBooks/eAudiobooks borrowed: **151,069**
- New library cards: **7,276**
- Active library cardholders: **47,446**

PROGRAMS

- Library programs offered: **4,333**
- Program attendees: **46,133**
- TD Summer Reading Club: **767** programs; **8982** attendees
- **2,913** tutor sessions with PEI Literacy Alliance

OUTREACH

Total items borrowed through:

- Community Care Delivery Service: **4,067**
- Early Years Centre Delivery Service: **5,667**
- Talking Book/Accessible Library Services: **5,197**
- Music & Memory: **45** devices

SOCIAL MEDIA

- **8,776** Facebook page likes
- **3,167** Instagram followers
- Stack Attack Podcast: **201** listens
- Library eNewsletter: Average of **496** reads per month. Total **9,556** views.

- Statistics cover the 2024 calendar year

Library Programs

2024 was another busy year at libraries across PEI in terms of public programming. From preschool programs to Seniors Cafes, the Library hosted programs and events for patrons of all ages within our facilities and in our communities.



Community Partnerships

The PEI Public Library Service partners with a wide array of community groups, organizations, non-profits and government departments to offer programs and resources to Island communities. Below is a snapshot of the various organizations the Library collaborated with during 2024.

- ADHD Society of PEI
- Alzheimers PEI
- Association d'âge d'or Summerside
- Assoc. for Community Living
- B&G Club
- Black Cultural Society
- Career Development Services
- Chartered Professional Accountants
- CMHA
- Community Care Facilities
- Community Connections Inc
- Community Legal Information
- Community Navigators ELC's & Daycares
- Community Volunteer Income Tax Program
- Conseil scolaire communautaire d'Évangéline
- Families East
- Fédération des parents
- GEBIS
- Hospice PEI
- Inclusions East Inc.
- IRSA
- K&K Quality Care
- Municipalities
- Museum & Heritage Foundation
- Nature PEI
- PEERS Alliance
- PEI Family Violence Prevention Services
- PEI Literacy Alliance
- PEI Photography Club
- Psychological Association of PEI
- Recreation PEI
- RIF (Réseau en immigration francophone)
- Saltwire Network
- Schools
- Senior's College
- Skills Canada PEI
- STEAM PEI
- This Town is Small
- Wild Child PEI
- Women's Institute



Community Legal Information



What's New?

The Library is continuously adding materials to its collection and offering new items for the public to borrow. In 2024, the Library added the following new resources:

- Additional **STEAM** (Science, Technology, Engineering, Arts and Mathematics) kits:
 - Light Boards
 - Spirograph
 - Brainflakes
 - Bridge Builders
 - Marble Runners
- **Pickleball** sets
- **Yoto Players**
- Digital access to **Saltwire** publications (**Guardian/Journal Pioneer**)
- Digital access to Radio-Canada **OHdio & Mauril eAudiobook collection**



Community Survey Summary

From March 4th - April 30th, 2024, the PEI Public Library Service conducted an online survey to measure the effectiveness of library services and programs, as well as the perceptions of public libraries among non-users. A total of 694 responses were analyzed.

FEEDBACK & NEXT STEPS

All survey responses can be grouped under 3 main areas: **Accessibility**, **Education**, and **Promotion**.

Accessibility

- Operational hours & program timing
- Branch spaces
- User experience of website and catalogue
- Adding more items and variety to collections

Education

- Training and assistance on using current resources
- How the library's floating collection works
- More information regarding limitations on digital lending

Promotion

- Targeted promotion outside of library spaces
- Increased branch-specific social media promotions for programs
- Create more awareness of currently available resources and services

CONCLUSION

The survey data collected offered the Library valuable feedback. It highlighted the Library's strengths, identified service gaps, and suggested potential solutions. Furthermore, it provided additional insight into the various reasons why community members may not currently use the public library and offered ways to engage with new audiences. The collected information will assist the PEI Public Library Service in continuing to meet the needs of Island communities to the best of its abilities and resources.

Library Branches

2024 USAGE STATISTICS



Bibliothèque publique d'Abram-Village

1596 Route 124, Abrams Village

Located in École Évangéline, the library is open to the public 4 days a week for a total of 20 hours.

- 451 active library cardholders
- 93 programs offered, with 113 attendees
- 4,823 items checked out
- Hours of operation were extended in 2024



Alberton Public Library

11 Railway Street, Alberton

The library is open 4 days a week for a total of 22 hours.

- 597 active library cardholders
- 101 programs offered, with 533 attendees
- 7,323 items checked out
- 444 public computer sessions



Borden-Carleton Public Library

244 Borden Avenue, Borden-Carleton

Located in the G.C. Bell Civic Building, the library is open 3 days a week for a total of 12 hours.

- 181 active library cardholders
- 64 programs offered, with 380 attendees
- 2,841 items checked out
- 223 public computer sessions

Library Branches

2024 USAGE STATISTICS



Breadalbane Public Library

4023 Dixon Road, Breadalbane

The library is open 3 days a week for a total of 12 hours.

- 109 active library cardholders
- 29 programs offered, with 127 attendees
- 1,837 items checked out



Charlottetown Library Learning Centre

97 Queen Street, Charlottetown

The Charlottetown Library Learning Centre is open 7 days a week for a total of 63.5 hours.

- 20,764 active library cardholders
- 1,094 programs offered, with 21,470 attendees
- 154,491 items checked out
- 29,202 public computer sessions
- Approximately 315,502 visitors in 2024



Bibliothèque publique Dr.-J.-Edmond-Arsenault

5 Acadian Drive, Charlottetown

Located within the Carrefour de L'isle St-Jean and École François-Buote, the library is open to the public 4 days a week for 24.5 hours.

- 776 active library cardholders
- 131 programs offered, with 2,484 attendees
- 22,044 items checked out
- Hours of operation were extended in 2024

Library Branches

2024 USAGE STATISTICS



Cornwall Public Library

115 Mercedes Drive, Cornwall

Located inside the Town Hall, the library is open 5 days a week for a total of 38 hours.

- 3,534 active library cardholders
- 479 programs offered, with 4,072 attendees
- 42,973 items checked out
- 798 public computer sessions



Crapaud Public Library

20424 Trans Canada Highway, Crapaud

Located inside the Crapaud Professional Building, the library is open 3 days a week for a total of 13 hours.

- 311 active library cardholders
- 90 programs offered, with 124 attendees
- 5,152 items checked out
- 91 public computer sessions



Georgetown Genevieve Soloman Memorial Library

47 Kent Street, Georgetown

Located inside the Georgetown Elementary School, the library is open 4 days a week for a total of 16 hours.

- 160 active library cardholders
- 162 programs offered, with 1,315 attendees
- 1,397 items checked out
- 131 public computer sessions

Library Branches

2024 USAGE STATISTICS



Hunter River Memorial Library

19816 Route 2, Hunter River

Located inside the Hunter River Community Centre, the library is open 4 days a week for a total of 17 hours.

- 698 active library cardholders
- 58 programs offered, with 305 attendees
- 11,340 items checked out
- 55 public computer sessions



Kensington Heritage Library

16 Commercial Street, Kensington

The library is open 5 days a week for a total of 36 hours.

- 1,066 active library cardholders
- 111 programs offered, with 618 attendees
- 39,258 items checked out
- 387 public computer sessions



Kinkora Public Library

45 Anderson Road, Kinkora

Located inside the Kinkora Community Hall, the library is open 3 days a week for a total of 12 hours.

- 161 active library cardholders
- 108 programs offered, with 874 attendees
- 875 items checked out
- 39 public computer sessions

Library Branches

2024 USAGE STATISTICS



Montague Rotary Library

21 Sullivan Drive, Montague

The Montague Rotary Library is open 6 days a week for a total of 47 hours.

- 2,774 active library cardholders
- 221 programs offered, with 995 attendees
- 35,448 items checked out
- 2,612 public computer sessions
- Approximately 42,000 visitors in 2024



Morell Public Library

89 Red Head Road, Morell

Located within the Provincial Library building, the library is open 4 days a week for a total of 15 hours.

- 457 active library cardholders
- 66 programs, with 304 attendees
- 5,187 items checked out
- 139 public computer sessions



Mount Stewart Public Library

104 Main Street, Mount Stewart

Located in the Hillsborough River Eco-Centre, the library is open 4 days a week for a total of 12 hours.

- 216 active library cardholders
- 67 programs, with 222 attendees
- 1,675 items checked out
- 95 public computer sessions

Library Branches

2024 USAGE STATISTICS



Murray Harbour Public Library

27 Faye Fraser Drive, Murray Harbour

Located in the Murray Harbour Community Centre, the library is open 4 days a week for a total of 16 hours.

- 265 active library cardholders
- 63 programs, with 272 attendees
- 4,378 items checked out



Murray River Leona Giddings Memorial Library

1066 MacInnis Street, Murray River

The Library is open 3 days a week for a total of 12 hours.

- 230 active library cardholders
- 65 programs, with 279 attendees
- 2,677 items checked out



O'Leary Public Library

18 Community Street, O'Leary

Located in the O'Leary Town Complex, the library is open 4 days a week for a total of 18 hours.

- 671 active library cardholders
- 118 programs offered, with 715 attendees
- 7,497 items checked out
- 466 public computer sessions

Library Branches

2024 USAGE STATISTICS



Souris Public Library

75 Main Street, Souris

Located in the Souris Town Hall, the library is open 4 days a week for a total of 19 hours.

- 749 active library cardholders
- 101 programs, with 648 attendees
- 7,379 items checked out
- 59 public computer sessions



St. Peters Public Library

1968 Cardigan Road, St. Peters Bay

Located in the Jim MacAulay Complex, the library is open 3 days a week for a total of 12 hours.

- 183 active library cardholders
- 125 programs, with 405 attendees
- 2,201 items checked out



Stratford Public Library

25 Hopeton Road, Stratford

The library is open 5 days a week for a total of 46 hours.

- 3,790 active library cardholders
- 336 programs offered, with 2,940 attendees
- 49,090 items checked out
- 982 public computer sessions

Library Branches

2024 USAGE STATISTICS



Summerside Rotary Library

57 Central Street, Summerside

Located in the Inspire Learning Centre, the Summerside Rotary Library is open 7 days a week for a total of 54 hours.

- 7,009 active library cardholders
- 575 programs offered, with 7,361 attendees
- 67,866 items checked out
- 5,710 public computer sessions
- Approximately 109,966 visitors in 2024



Bibliothèque publique J.-Henri-Blanchard

5 Maris Stella Avenue, Summerside

Located between the Centre Belle-Alliance and École-sur-Mer, the library is open to the public 4 days a week for a total of 20 hours.

- 169 active library cardholders
- 163 programs offered, with 1,820 attendees
- 7,396 items checked out
- Hours of operation were extended in 2024



Tignish Public Library

103 School Street, Tignish

The library is open 3 days a week for a total of 15 hours.

- 481 active library cardholders
- 112 programs offered, with 964 attendees
- 5,847 items checked out
- 296 public computer sessions

Library Branches

2024 USAGE STATISTICS



Tyne Valley Public Library

19 Allen Road, Tyne Valley

The library is open 3 days a week for a total of 12 hours.

- 236 active library cardholders
- 179 programs offered, with 611 attendees
- 2,639 items checked out
- 38 public computer sessions

ROOM BOOKINGS

Charlottetown Library Learning Centre:
520 room rentals

Summerside Rotary Library:
661 room rentals