

Tammy Robinson, CEO: Hello, I'm Tammy Robinson, CEO of the Cobourg Public Library. Like all of the Town's staff. I'm so proud of the library team and how we seamlessly managed to shift and adapt our services in order to meet the needs of our community.

I want to thank you the community for your continued support and enthusiasm for the library which allowed us to remain dedicated to meeting your needs. In response to the ever-changing conditions during the lockdown and reopenings, we kept our community update operating hours and access as well as how we were just adjusting our service model to provide the best excellent service.

Let our team tell you more...

Kate Davis, Manager of Public Services: Last year our staff continued to present virtual programming that was both entertaining and enriching for our patrons. This was something fun they could do at home and they managed to do this in such a way that kept our patrons safe and at home through the worst of the pandemic.

14,550 people attended our virtual programs in 2020

Some examples include...

Virtual arts and crafts for adults
Passive programs like Lego Ninjago and Bee Hotel Crafts
Virtual Escape Rooms
Virtual Author Interviews

One of the really good things that came out of the pandemic was our virtual author visits. We were able to virtually connect with a number of big name authors that we may not have been able to get to Cobourg otherwise and that was incredibly popular among patrons who got to hear some of their favourite bestsellers here in the comfort of their own home.

Heather Viscount, Manager of Support Services: So we have special collections at the Cobourg Public Library. We have telescopes that you can borrow for one (1) week. We have day use Ontario Parking Permits for Ontario Provincial Parks which have binoculars, a compass and other fun stuff inside. We have Binge Bundles which are different themed DVDs and Discovery Backpacks which are for the children and have books and other fun activities inside. Our seed library, which allows you to borrow seeds in the spring, plant them and harvest the seeds in the fall and bring them back. In Cobourg, your requested materials were also all available at our curbside pickup window.

We made some major changes to our computer lab space!

Aya Al-Ali, Community Outreach Student: As the world shifted to a virtual and distant format as a result of the pandemic, the amount of holds placed in the Cobourg Public Library grew exponentially 20,515 holds were processed in 2020 alone which is a 49.4% increase from 2019 we even had to create a section of the library dedicated to holds!

Rhonda Perry, Child & Youth Services Specialist: It's my pleasure to tell you all about the Children's Department here at the Cobourg Public Library. What we do serves Cobourg and Hamilton Township very well.

We held a storytime on the lawn, Virtual "Book Bites with Rhonda" where Rhonda showcased new and old favourites to ensure families knew what resources were available to them. We also made some major changes to our youth services space.

We also revamped our outdoor space!

Rachel Spence, Community Engagement: Welcome to The Garden of Reading. This space is specifically created for our community to come, gather and enjoy the space. Patrons are welcome to take some of the fruits and veggies that we've grown here for you.

We also had a total of 5 pop up libraries located around the community so that books could be accessible to anyone, without having to come to the Library. Each month, approximately 150 or more books were contributed by the Library, to the pop ups via our trusted volunteer.

How were patrons served in 2020?

65.7% of patrons were served virtually via digital resources created by staff.

29.7% of patrons were served in person.

4.6% of patrons were served at curbside.

Funding to Help Us Reach the Community:

68.9% comes from the Town of Cobourg

23.3% comes from Hamilton Township

The remainder is distributed amongst the Province of Ontario, Grants and Fines/Fees.

How We Serve You Based on Funding:

76.2% - Frontline Customer Service

6.3% - Print & Digital Collections

5.8% - Purchased Goods

6.9% - Purchased Services

4.8% - Facilities

Tammy Robinson, CEO: The Library staff which are a skilled and dedicated group of people provided excellence in customer service to our community. We rose to each challenge put before the Cobourg Public Library team and the feedback from our patrons and partners have demonstrated that we are on the right track.