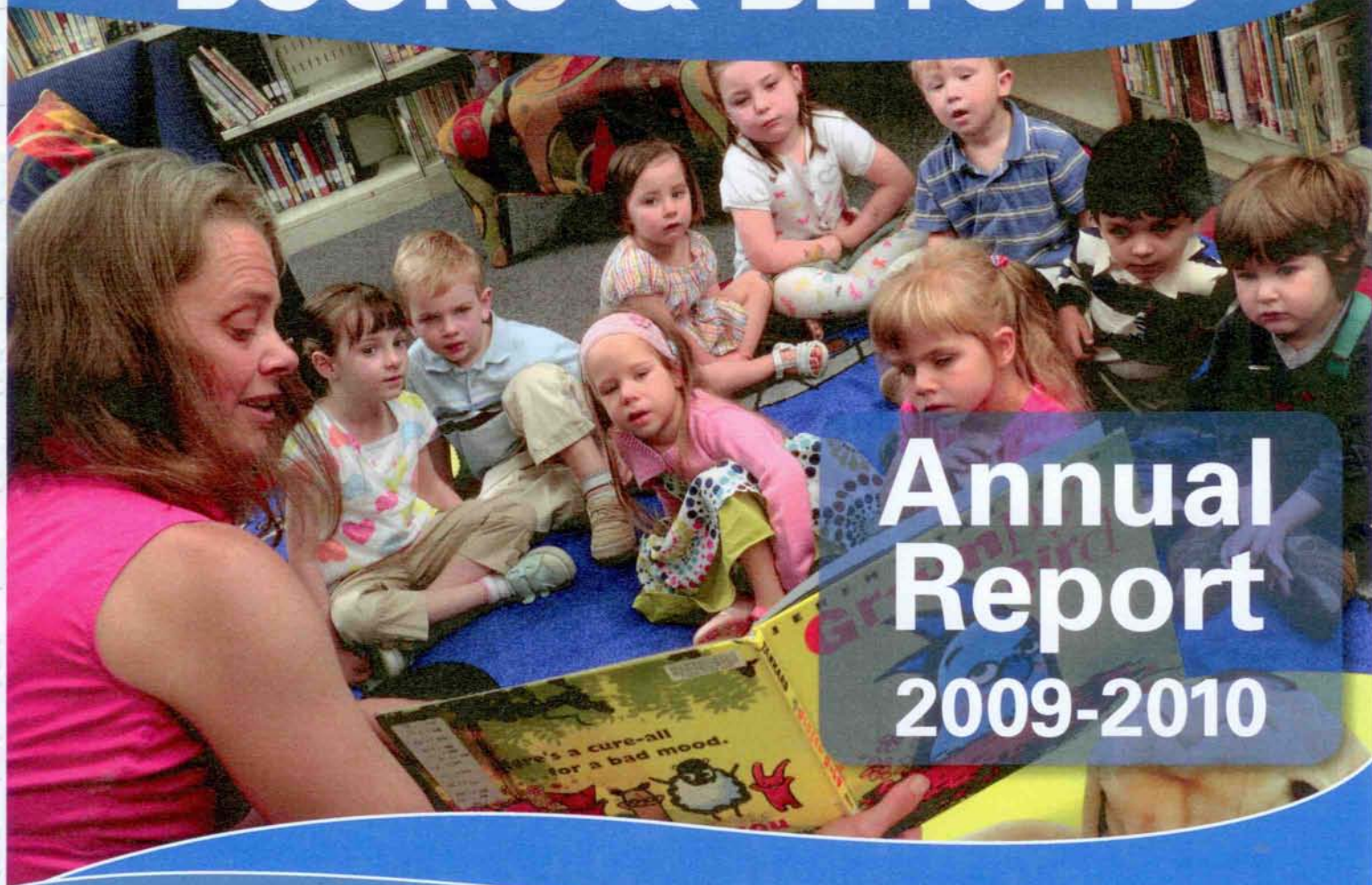




Newfoundland & Labrador
Public Libraries

BOOKS & BEYOND



**Annual
Report
2009-2010**

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Newfoundland & Labrador
Public Libraries

Annual Report

2009-10

Submitted by

**The Provincial Information
and
Library Resources Board**

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

Honourable Dr. Darin King
Minister of Education
Department of Education
P. O. Box 8700
St. John's, NL
A1B 4J6

August 12, 2010

Dear Minister King:

In accordance with 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 the operation of the Newfoundland and Labrador Public Libraries during fiscal year 2009-10.

The mandate of the Provincial Information and Library Resources Board, as a category one government entity, is to provide public library and information services to the people of Newfoundland and Labrador. Public libraries have always been considered an important community service. They are used to access information for business, provide access to government information, 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 as public computer access sites and sources of CDs and DVDs. 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 our sincere thanks to all our local, divisional, and provincial board members, staff, partners and patrons who have contributed to or used our services during this past year. I also want to acknowledge the support we have received from the Department of Education and Government. Your continued contributions to, use of and support for our services are sincerely appreciated.

This report was prepared under my direction and documents the activities and outcomes of the Provincial Information and Library Resources Board from April 1, 2009 to March 31, 2010. The outcomes reported reflect government's strategic directions for our organization and my signature below is indicative of the board's accountability for the actual results.



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 Government of Newfoundland and Labrador, under authority of the *Public Libraries Act*, to oversee the operation of the public library services in the province now commonly referred to as the Newfoundland and Labrador Public Libraries (NLPL). The organization has existed, in some form, since 1935.

The PILRB is a provincial board comprised of representatives and alternates of regional library 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. The current board members, as of March 31, 2010, can be viewed in Appendix 1.

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 is outlined in Appendix 2.

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.

Measure: Adapt to improve

Indicators:

- Library services relative to needs, funding and resources
- Capital improvements in select areas
- Hours of operation are identified and evaluated
- Number and types of resources (print and electronic format)
- Ability of hardware, software and communications infrastructure to meet current needs
- Percentage of provincial population served
- Number of sites automated
- Opportunities for resource sharing are identified and communicated
- Joint service arrangements are evaluated
- External funding sources are identified and implemented as appropriate
- Library programs are adapted to meet needs
- Training levels of board members and staff
- Efficiencies of service delivery

Mandate

The mandate of the PILRB is outlined in the *Public Libraries Act*. It states:

6. (1) The provincial board shall establish and operate those public libraries in the province that it considers necessary and shall provide support to ensure that library materials, information and programs are available to meet the needs of the public.
- (2) The provincial board shall provide:
 - (a) a resource collection of selected materials in its provincial reference and resource library which shall be available to the various libraries in the province;
 - (b) a centralized cataloguing and processing service through its technical services department;
 - (c) library service to communities that do not have a local library through its books-by-mail service;
 - (d) centralized administrative services through its provincial headquarters; and
 - (e) other centralized services considered necessary by the provincial board.

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. For example, fees are charged for compact discs, diskettes, photocopying, printing, faxing and for rentals of meeting rooms, digital cameras, and laptop computer training labs. Complete lists of services and associated fees are available from each local library.

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 format.
- 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 2009-10, the grant was \$10,910,500 which included annualized increases of \$445,900 for negotiated salary increases and \$227,300 for annual costs of the new Corner Brook Public Library. The grant also included one-time funding of \$300,000 for the modernizing of the Grand Bank Public Library and \$50,000 for promotion of the library system as part of our 75th anniversary celebrations.

Municipalities also contributed, financially, to the operation of libraries. While the monetary value of the municipal contributions was low (approximately \$70,000), there were 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, exceeded \$1,000,000 last year. The remainder of our funding is self-generated from fines, fees for service and donations. Our total budget for 2009-10 was \$12.1 million which included the one time funding of \$350,000.

The PILRB's fiscal position is audited annually by the Office of the Auditor General. A reproduction of the PILRB's financial statements for 2009-10 is attached in Appendix 3.

Staff Complement

As of March 31, 2010 the PILRB had a total staff complement of 212 full and part-time permanent employees (191 female and 21 male) and 143 substitute employees (136

female and 7 male). Substitutes are casual employees who are called to work when permanent staff members take leave. There were also approximately 800 volunteer library board members and many other individuals who volunteered to support their public library. The NLPL staff organizational chart can be viewed in Appendix 4.

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	
St. John's	3	

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.

Partnerships

The PILRB would not be able to provide the services it does without the assistance of its partners:

- Many municipalities support public libraries with funding or in kind contributions.
- Local library boards help keep our libraries open and raise funds to help establish and support our programs.
- The school districts, throughout the province, provide space for 32 of our libraries.
- The Community Access Program has been instrumental in providing public computers and Internet access.
- The National Film Board has been a long standing partner in library services providing products that otherwise would either be too expensive or not available.
- We continue to share resources and best practices with libraries at Memorial University and College of the North Atlantic.
- The CBC has provided materials to improve the library services and has assisted with the advertising of our programs and services.
- The Department of Education provides the bulk of our funding and expertise when needed. The Department of Transportation and Works has been a valuable partner in helping identify and correct issues with our buildings or properties.
- There are a great many other organizations and agencies which assist us on a day to day basis and for that support we are truly grateful.

Achievements

During fiscal year 2009-10 we were able to make additional improvements to the public library system in the province. We were able to continue with our scheduled capital works projects, staff and board training, marketing, and development of our early literacy program. In addition to this, we were able to complete a major renovation project at the Stephenville library, start another in Grand Bank and upgrade a number of sites through our revitalization program. We continued to expand the number of electronic resources available to our patrons and completed the operational review of the Provincial Resource Division which includes the provincial resource library and the St. John's Public Libraries. All of these projects/initiatives will have positive effects on the provision of library services throughout the province and will help provide a better service to the residents of and visitors to our province.

Our key activities during 2009-10 are listed below:

Library Services

- 508,925 people lived in Newfoundland and Labrador (July 1, 2009 Demography Estimates).
- 436,557 people had access to public library services which represented approximately 86 per cent of the population.
- 107,950 individuals (82,291 adults and 25,659 children) were registered as library patrons representing 25 per cent of the population served. This is a 3.2 per cent increase compared to the previous year and is attributed to our promotional campaign and new services.
- 1,596,279 items (library materials) were circulated to all patrons (15 items per patron). This represents a 1.3 per cent increase compared to the previous year and we believe is, at least partially, attributed to our new promotional campaign and efforts taken to improve our library materials.
- 318,623 reference requests were processed (3 requests per patron). This represents a 2.4 per cent increase compared to the previous year. This is attributed to the increase in library patrons.
- 86,229 interlibrary loans were processed. This represents a 5 per cent increase compared to the previous year. The increase in the number of loans to or from other systems is a positive result of improvements in resource sharing between other library systems within and outside the province and the growing demand for material not contained within the NL public library system. Similarly, there is growing demand from other library system users for unique material which exists within the NL system but is not available elsewhere. Automation of library sites also allows library patrons to view and borrow materials available in other automated libraries.
- 5,780 library programs were offered (47,903 people participated). This represents a 24 per cent increase in the number of programs and a 22 per cent increase in the

number of people attending compared to the previous year. There is growing interest in library programs and we are doing our best to provide services which patrons want and participate in. Our efforts appear to be working.

- 426,408 computer use sessions were recorded (30 minute blocks). This represents a very slight decrease from last year and is attributed to the temporary closure of some of our libraries for renovations and automation and the growth of the number of computers in homes around the province.

Library Operations

- \$1,247,426 was allocated for library materials including:
 - \$721,926 for books
 - \$154,000 for periodicals
 - \$87,000 for standing orders
 - \$138,000 for electronic information services
 - \$116,000 for DVDs and videos
 - \$20,500 for audio books
 - \$10,000 for talking books
 - At the end of the fiscal year we received a one-time grant of \$192,000 for early literacy materials in support of our new early literacy program. This will be spent in 2010-11 but is not included in the total for 2009-10.
- Five libraries were automated: Bishop's Falls, Botwood, Lewisporte, Norris Arm and Port au Port. Robert's Arm was started and will be completed in 2011.
- A major library repair project was completed on the Stephenville library and a new one started on the Grand Bank library.
- Library revitalizations were started or completed in Placentia, Arnold's Cove, Gambo, Cow Head and the Central Divisional Office in Gander.
- Work continued on the new 11,000 sq. ft. library in Corner Brook. The anticipated occupancy date is January 2011.
- Upgrading continued on furniture and equipment in library sites across the province.
- Discussions were held with a number of municipalities or groups regarding the need for new or improved public libraries in their communities including: St. John's, Torbay, Portugal Cove - St. Philips, Paradise, Conception Bay South, Marystown, Grand Falls – Windsor, St. Anthony and Stephenville Crossing.
- Meetings were held or we communicated with Eastern, Central and Western School Districts and the Department of Education regarding school-public library space issues in Marystown, Burin, Stephenville Crossing and St. Lunaire – Griquet.
- \$466,000 was received from the Community Access Program (CAP). The funding was used for hardware upgrades, completion of the installation of a secure wireless system, connectivity and support.
- In March 2010 we received word that CAP funding would end on March 31, 2010 for all library sites but it would continue for non library sites more than 24 km from a

library. A national campaign was started and within a week the program funding was reinstated for one more year. The funding levels will be comparable to 2009-10 but details on the future of the program are unknown. We currently have 94 of our 96 library sites designated as CAP sites and the loss of the program would be detrimental to public computer access in libraries. As such, lobbying of the federal government will continue.

- The materials budget for videos/DVDs, audio and talking books was increased to \$146,500 to expand these collections in response to increased public demand.

Technical Services

- 54,874 new volumes were purchased for public libraries around the province compared to 50,974 in the previous year (8 per cent increase).
- 72,006 volumes of materials, including new purchases and donations, were received compared to 68,876 in the previous year (5 per cent increase).
- 52,932 volumes of library materials, including new purchases, donations and existing materials, were catalogued compared to 50,330 in the previous year (5 per cent increase). Cataloguing is a process where information relating to library materials is entered into a database according to standardized rules and practices. This facilitates the retrieval of collection information easily and quickly.
- 76,000 items were processed compared to 66,461 in the previous year (14 per cent increase). Processing includes the stamping, repairing, covering and labeling of library materials.
- Cataloguing of the music collection of the Provincial Resource Library was started.
- Five sites were automated and one additional site was barcoded and catalogued. Automation is a process whereby library material records are entered into an automated library management system which enables electronic searching and borrowing. Technical service staff has primary responsibility for this process which is an additional duty.

Special Projects/Activities

- The Labour Relations Board approved the application by CUPE to become the bargaining agent for the substitute librarians. The details of their salaries and benefits will be determined through negotiation between the union, on behalf of the substitutes, the PILRB and Government. Negotiations are expected to start sometime in 2010.
- We established new partnerships with the Bank of Canada on a Fraud Awareness campaign, Memorial University on the Green Book Initiative and the CNIB on an initiative to improve library services for blind and visually impaired individuals.
- Work continued on our new website which will contain more features, will be easier to navigate and will have more modern styling. It is expected to go live June 2010.
- Work on upgrading our existing wireless network to a more secure system was completed. All library sites now have a secure wireless service.

- Work continued on the development of a business continuity/disaster recovery plan for the organization. It should be completed in early 2010.
- The Department of Education provided \$192,000 to improve the collection of early literacy materials in public libraries. Part of the funding will go towards an initiative to encourage reading in young children. The initiative will be part of the KinderStart program and will encourage parents and children to visit their local library to participate in library programs and to receive complimentary books.
- The demands for public programming in libraries are growing. This past year, we increased the number of public programs offered through public libraries. We had 127 people attend a Wills and Estate Planning session in St. John's and have had large numbers for sessions ranging from fly-tying to home decorating. Public programming is limited only by the available staff time and space. This is a growing trend across the country and one which should be considered when designing new or replacement libraries.
- Staff in locations across the province presented to meetings of teachers relating to the programs and services available through public libraries. The purpose is to increase awareness of what libraries can do in support of education. Additional partnerships have been formed as a result of these meetings.
- Library sites across the province participated in the 2009 Summer Reading Program. This program is co-sponsored by the Toronto Dominion Bank and Library and Archives Canada.
- The third year of the NLPL promotional campaign was launched. This year we continued with our newspaper, radio and TV campaigns. We also continued with the development of posters, flyers, banner bugs and other promotional items intended to help raise awareness of public libraries and the programs we offer. Since the launch of the program in 2008, our stats have increased in almost all areas. This is a very positive result after several years of decreases across most categories of activities.
- Discussions continued regarding recommendation 19 of the *White Paper on Public Post-Secondary Education*. The recommendation calls for improved sharing of resources between library systems at Memorial University, College of the North Atlantic, NLPL and the Department of Education. A new electronic resource portal is being considered which will permit the sharing of electronic library resources.
- The early literacy project (The Literacy Connection) has been completed. The document, which contains 21 plans and a wealth of resources which staff can use has been printed and distributed to all sites. It forms the basis for a self contained, early literacy program which should be available in all sites by March 31, 2011.
- The operational review of the Provincial Resource Division was completed and released in 2009-10. The 70 recommendations will help improve the operation of the Provincial Resource Library and the St. John's Public Libraries. Seven teams have been established and work on implementing the recommendations has begun.

- The GPS coordinates of all library sites have been recorded and when the new NLPL website goes live, it will contain the coordinates of all public libraries in the province. This will be particularly helpful to tourists, who, during travels throughout the province use libraries for public computer access, reading materials and to find out about local events.
- In 2009-10 we continued our training initiative with a staff conference in the Western Newfoundland and Labrador Division. We also implemented a new board member training program with our first session in spring of 2009 for the Central Division Board and in the fall of 2009 for the provincial board members.

OUTCOMES of OBJECTIVES

During 2009-10 we continued with implementation of our 2008-11 strategic plan. The following details our activities for 2009-10 relating to our strategic goals and objectives.

Issue One: Library Services

In order to ensure continued use of public libraries and encourage new patrons, it is important that public library services be current, of high quality and accessible. In addition to this, they must be responsive to the identified needs of library users and the public and must be provided by qualified and competent people. This is particularly relevant in light of the Minister's strategic direction of "improved educational programs and environments respond to constantly evolving demographics," and its library resources component.

Goal One: Library Services

By March 31, 2011, the PILRB will have improved public library services in response to the needs of the people of the province.

- Measure:** - Improved public library services
- Indicators:** - Improved electronic resources
- Improved materials selection process, library programs and services
- Increased training for board members and staff

Objective 2009-10

By March 31, 2010, the PILRB will have implemented an improved materials selection process and improved other library programs and services in response to the identified needs of library patrons.

- Measure:** - Improved materials selection process
- Improved library programs and services

- Indicators:**
- Implemented feedback system from staff and patrons
 - Implemented generation of borrowers' reports from library management system
 - Reviewed selection practices
 - Developed key project
 - Automated library sites
 - Implemented new early literacy program
 - Implemented new interlibrary loan system

Strategic Activities 2009-10 – Library Services

The following details the board's work during 2009-10 towards the completion of the above mentioned indicators. Some variances are noted as work towards implementing the improved materials selection process as well as improving programs and services is ongoing. It is expected that these will be concluded in 2010-11.

Implemented feedback system from staff and patrons

During the 2009-10 new in-library feedback guidelines and a submission form were developed. These were not implemented prior to the end of the 2009-10 fiscal year, as we were awaiting the completion of a feedback page on our proposed new website. The new feedback page is currently under development, and both the in-library and online feedback forms are expected to launch in the summer of 2010. These developments will improve feedback from patrons and staff relating to our services.

Implemented generation of borrowers' reports from library management system

We have developed an extensive compilation of borrowers' reports from our library management system; however, use of these reports did not begin in 2009-10. These new reports will be incorporated into our new website, which is under development and scheduled to be launched in the summer of 2010. The borrowers' report will enable us to provide a list of the most popular adult fiction and non-fiction, juvenile fiction and non-fiction, picture books and juvenile and adult DVDs based on items borrowed. This service will be extremely useful to patrons who want to know what the most popular titles are in NL public libraries.

Reviewed selection practices

During the year a new Materials Selection Policy was started but with the loss of two key material selectors, it was not able to be completed or reviewed. In addition to this, the Provincial Resource Division operational review consumed more time than anticipated and impacted on other projects including the materials selection review. Work will continue on the materials selection process, including development of a new policy and guidelines, during 2010-11.

Developed key project

Discussions continued during the year regarding recommendation 19 of the *White Paper on Public Post-Secondary Education*. The recommendation calls for improved sharing of resources between library systems at Memorial University, College of the North Atlantic, NLPL and the Department of Education. NLPL agreed to take over responsibility for development of a provincial e-resource link featuring key electronic resources subscribed to by Memorial University, College of the North Atlantic, the Department of Education and NLPL which are currently available only to their own clients. If this proposal is realized, the electronic resources would have provincial licenses and would be made available to the all residents of the province through the public library system. Development was delayed while the NLPL website was being upgraded because the website is a key component of this new initiative. When the new site is launched work will continue.

Automated library sites

Automation of library sites has been continuing. This year we were able to automate five libraries: Bishop's Falls, Botwood, Lewisporte, Norris Arm and Port au Port. Robert's Arm was started but will not be completed until late 2010. Automation not only reduces the workload for staff but also improves the efficiency of the library system and enables card holders to see the resources available in each automated library sites and request those through inter-library loan.

Implemented new early literacy program

The new Literacy Connection (TLC) early literacy program was launched in January 2010. It was developed through a \$60,000 grant from government in 2007-08. The program, which targets 3-5 year olds, consists of 21 lesson plans which staff can use. The initiative also included a half day early literacy training session for all staff. Our goal is to have the program offered in all 96 library sites by March 31, 2011. The program has been recognized by library systems in Atlantic Canada as an innovative and very worthwhile initiative in the area of early literacy.

Implemented new interlibrary loan system

We determined that the feasibility of implementing a new interlibrary loan (ILL) module as part of our current library management system was cost prohibitive given that it would only facilitate the tracking of ILLs which are external to the province. As this is only a small fraction of the ILLs we process, we need to evaluate other more cost effective options. The existing e-mail system will continue to be used to process ILLs until a suitable alternative is identified.

Continuation of Previous Years' Objectives, Measures and Indicators

Library Cards

During this past year we continued with the provincial rollout of the new NLPL card. The launch was initiated in West Newfoundland and Labrador Division in 2008-09 and expanded in 2009-10 to the Central Division which extends from Baie Verte to Terra Nova. The new, modern and attractive card will entitle people to the following services:

- free access to online, web-based, subscription resources including consumer health and medical guides, encyclopedias, magazines, newspapers and more;
- books (including large print), DVDs and audio books delivered to you free through our Books By Mail program in select areas;
- access to reference staff to research your questions;
- access to all of the materials in any of our 96 libraries within the province and select materials in other library systems through our Inter Library Loan system; and
- all of the other services provided at any of our 96 public libraries throughout the province when you have the opportunity to visit them in-person.

The new card will allow remote access to library services and enable patrons, regardless of where they live, the ability to order or renew books on line provided they have a computer and Internet access. With the new card, a computer, and Internet access, there will be universal access to library services in the province.

A review of the effectiveness of the roll out of the initiative in the West Newfoundland and Labrador Division in 2008-09 revealed an increase in Books By Mail patrons from 52 to 84, a 61 per cent increase.

Electronic Resources

During the year, we continued to improve access to electronic resources thereby expanding the range of library services. In budget 2008-09 Government provided permanent funding of \$150,000 for this purpose. The majority of those funds had been consumed with the permanent subscription of products in 2008-09 which we had used as a trial during the year previous. The limited remaining funds and a reallocation of funds from our print materials budget were used to expand our e-resource collection with the addition of a new children's product call Tumble Books. This product includes: e-books for kids, readables and talking books. The new addition targets children and complements our other e-resources.

In addition to the above, during the year we also conducted an evaluation of e book and audio book products for adults with the possibility of subscribing to a product in

2010-11. This is a growing trend in public library circles and we are committed to moving in this direction also.

Operational Activities 2009-10 – Library Services

Provincial Resource Division (PRD) Operational Review

The PRD Operational Review was completed in 2009-10. The report includes 70 recommendations ranging from improved signage to larger library space and more services. Teams have been established to begin implementation of the recommendations which, when completed, will result in significant improvements to library services for the people of St. John's in particular but the entire province in general. The report is available on our website www.nlpl.ca.

Statistical Collection System

Each year the NLPL collects various statistics which help determine the changes in program usage and evaluate program effectiveness. The majority of our statistics is currently manually recorded and tracked. Work has begun on evaluation of options for the new stats collection system. A committee has been formed and they are currently at the analysis stage with work on building the system to begin early in the 2010-11.

Objective 2010-11

By March 31, 2011, the PILRB will have improved the skill levels of library staff and board members so they can provide higher quality library programs and services.

- Measure:** - Improved skill levels
- Indicators:** - Increased training programs for staff
- Increased training programs for board members

Issue Two: Library Facilities

Library patrons want library facilities which are modern, inviting and well equipped. In order to encourage library patrons to spend time in a public library, the facility must be accessible and comfortable. It has been shown that modern, properly equipped facilities are well used and attract a wide range of people from the young to the elderly.

Goal Two: Library Facilities

By March 31, 2011, the PILRB will have improved public library facilities serving the people of Newfoundland and Labrador.

- Measure:** - Improved library facilities
- Indicators:** - Capital projects
- Revitalization projects
- Ergonomic furniture and equipment

Objective 2009-10

By March 31, 2010, the PILRB will have addressed facility issues at select priority library sites.

- Measure:** - Improved select priority library sites
- Indicators:** - Corrected select facility issues
- Completed exterior and interior improvements at select Facilities

Strategic Activities – Library Facilities 2009-10

Corrected Select Facility Issues

In June 2009, the PILRB approved the *NLPL Facilities Improvement Plan* which was developed in 2008-09. Select facilities issues are being corrected as capital work has commenced in accordance with the priorities outlined in the approved plan as outlined below.

In September 2009, new furniture and chairs were installed in the Stephenville library completing the major repair project which started in 2008-09. The library was officially reopened in January 2010.

In accordance with *NLPL Facilities Improvement Plan*, our major capital project for 2009-10 was Grand Bank. Unfortunately, soon after the project began it was determined that the work required to upgrade the facility was much greater than anticipated and an emergency funding request had to be submitted to government. Government provided \$300,000, one-time funding, and work was able to proceed. The project involved significant work to the building, the majority of which has been completed and the library is tentatively scheduled to re-open in summer 2010.

Completed Exterior and Interior Improvements at Select Facilities

Revitalization projects are those requiring \$10,000 or less to complete which will improve the library or office space to the benefit of our patrons or staff. During the year, the following five revitalization projects were completed:

1. A full upgrade of the electrical system was completed at the Placentia Public Library.
2. The roof was resurfaced at the Arnold's Cove Library.
3. The subfloor was repaired and the floor was resurfaced at the Gambo Library.
4. New IT offices were installed in the Central Divisional Office in Gander.
5. Work started at the Cow Head Library to repair the foundation and level the floor. An inspection of the foundation was carried out and a contractor was secured to complete repairs in an attempt to stabilize and level the floor. On the recommendation of the contractor, the work was delayed until April 2010, when weather conditions improve.

In April 2009, the Board completed upgrades to 35 children's areas across the province with financial assistance of \$35,000 from Government, provided in the previous fiscal year. These upgrades were intended to help facilitate the provision of children's programming in preparation of the launch of the NLPL's new early literacy program.

The Board also purchased \$31,000 of new mobile shelving units to replace non standard wooden units at various locations across the province. This will help improve the appearance and safety of the libraries, improve the functionality of the space and improve access to library materials by children and seniors.

Objective 2010-11

By March 31, 2011, the PILRB will have addressed additional facility issues at select priority sites and established a regular review program for furniture and equipment.

- | | | |
|-------------------|---|---|
| Measure: | - | Improved facilities |
| Indicator: | - | Corrected a select number of facility issues |
| | - | Developed a furniture and equipment review plan |

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. As part of our strategic plan we are working on ways to expand library services to those areas we currently do not service.

We are pleased to report that our public relations program launched in 2007 appears to be paying off. While the funding allocated to promotion has been limited, we have found ways to maximize the impacts through partnerships with organizations like the CBC, receiving donations of promotional services and taking advantage of special programs available to not for profit organizations. Over the past two years we have seen increases in most of the areas we monitor and our registered patrons have increased from 103,031 in 2007-08 to 107,950 in 2009-10, an increase of almost five percent.

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. We believe there is excellent potential to improve the services offered from public libraries. Libraries, for example, can be promoted as tourist information points, sources of government forms and information and even training centers. The PILRB recently hired an early literacy consultant to develop an early literacy program which will be available through all public libraries in 2011. The PILRB will investigate additional opportunities to partner with government and other organizations to increase services offered from public libraries and increase access to library services for people who live in communities without a public library facility.

Replacement of Existing Library Facilities

There are 96 library locations in the province. These are located in free or low cost municipal locations (33), schools (32), NLPL owned (19), leased facilities (7) and government (5). Of these 96 locations, several of them are in need of extensive repairs or are too small for the services we are trying to offer. While our Facility Improvement Plan outlines major repair and revitalization opportunities, there is a need to replace a small number of existing facilities with more modern and adequately sized buildings capable of providing library programs and services which meets the public's expectations.

New Library Locations

The PILRB has 32 new library requests on file. The PILRB recognizes that it must be fiscally responsible but it also recognizes that there are areas of the province without access to a library which would benefit from library services. There are rural areas of the province which do not have ready access to reading materials or computers and urban areas of the province that need public library programming. There is a need to establish public library facilities in areas which do not have access to a library facility but whose population warrant and could certainly support such a service.

Community Access Funding (CAP)

Public computer access is one of the most popular library programs in this province. While CAP funding was instrumental in establishing the service, it has been constantly reduced by the federal government and in March, 2010, the federal government did finally announce that funding would end at the end of March 2010. This resulted in a

significant reaction from people all across the country even before a formal campaign could be initiated. Within a week the program was reinstated for another year. This program is very important to the people of the province who cannot afford a computer or Internet access or live in an area where high speed access is not available. In addition to this, the tourists who use public computer access in libraries will be significantly disadvantaged from its loss. If the program is cut, NLPL will not be able to sustain the program as it currently exists. We will continue to lobby the federal government for appropriate and sustainable funding as we feel the federal government should support public library services for the role libraries play in connecting Canadians and promoting federal programs and services.

Appendix 1
Provincial Information and Library Resources Board
Members

Provincial Information and Library Resources Board
2009-10 Board Membership
Divisional Board Representatives

Name	Location
1. Taylor, Calvin (Chair) Eastern Representative	Conception Bay South
2. Pink, James Western Newfoundland and Labrador Representative	Burgeo
3. Goodridge, Alan (Vice-Chair) St. John's Representative	Goulds
4. Jones, William Central Representative	Wesleyville

Regional Board Observers

1. Noonan, Gillian Eastern Region	Old Perlican
2. Elliott, Everett Central Region	Botwood
3. Ford, Augusta St. John's	St. John's
4. Neary, Pamela Western Newfoundland and Labrador Region	Wabush

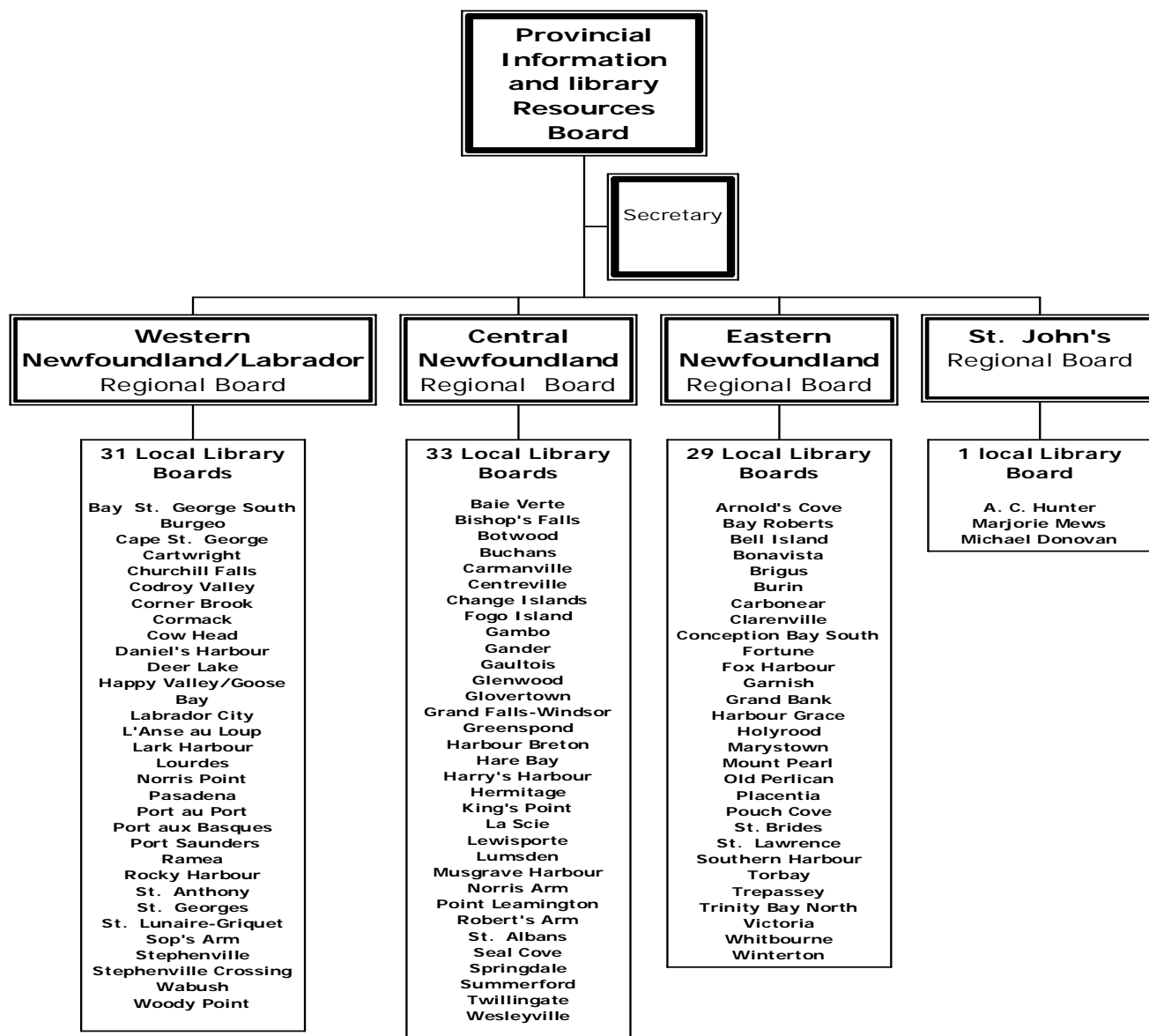
Appointee's of the Lieutenant Governor in Council

1. Bellows, Carla	Rocky Harbour
2. Walsh, Patrick	Mount Pearl
3. Sceviour, Brian (Vice-Chair)	Lewisporte
4. Hayward, Rick, ADM, Education	St. John's

Appendix 2
Newfoundland and Labrador
Public Libraries
Board Structures

Newfoundland and Labrador Public Libraries

Board Structures



March 31, 2009

Appendix 3
Provincial Information and
Library Resources Board
Audited Financial Statements
2009-10

Financial Statements

I - XV

**PROVINCIAL INFORMATION AND
LIBRARY RESOURCES BOARD**

FINANCIAL STATEMENTS

31 MARCH 2010



OFFICE OF THE AUDITOR GENERAL
St. John's, Newfoundland and Labrador

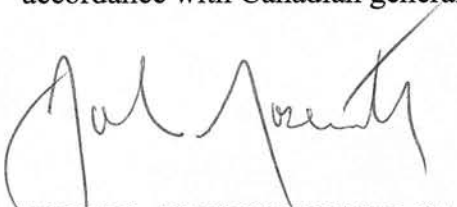
AUDITOR'S REPORT

To the Chairperson and Members
Provincial Information and Library
Resources Board
Stephenville, Newfoundland and Labrador

I have audited the balance sheet of the Provincial Information and Library Resources Board as at 31 March 2010 and the statements of changes in net assets, revenue and expenses, and cash flows for the year then ended. These financial statements are the responsibility of the Board's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Board as at 31 March 2010 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



JOHN L. NOSEWORTHY, CA
Auditor General

St. John's, Newfoundland and Labrador
4 June 2010



Office of the Auditor General of Newfoundland and Labrador

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22 July 2010

Ref: DP13-F0510

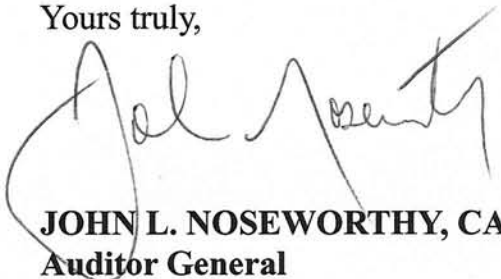
Mr. Calvin Taylor
Chairperson
Provincial Information and Library Resources Board
48 St. Georges Avenue
Stephenville, Newfoundland and Labrador
A2N 1K9

Dear Mr. Taylor:

I enclose four copies of the audited financial statements of the Provincial Information and Library Resources Board for the year ended 31 March 2010. After signing, please return the unbound copy to me.

The Comptroller General, Department of Finance, has indicated that a signed copy of the audited financial statements should also be forwarded to that Office.

Yours truly,



JOHN L. NOSEWORTHY, CA
Auditor General

Enclosure

c.c. Honourable Darin King
Minister of Education

Mr. Ronald Williams, CA
Comptroller General

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**BALANCE SHEET**

31 March

2010

2009

ASSETS**Current**

Cash	\$ 2,592,512	\$ 2,369,467
Accounts receivable (Note 2)	155,949	137,634
Prepaid expenses (Note 3)	266,695	284,616
	3,015,156	2,791,717
Deposits - local libraries (Note 4)	81,316	8,314
Provincial Territorial Public Library Council		
Trust fund	24,295	34,910
Long-term investments (Note 5)	23,492	23,492
Capital assets (Note 6)	2,541,543	2,363,091
	\$ 5,685,802	\$ 5,221,524

LIABILITIES AND NET ASSETS**Current**

Accounts payable and accrued liabilities (Note 7)	\$ 983,632	\$ 1,009,707
Deferred revenue (Note 8)	1,083,056	795,395
	2,066,688	1,805,102
Deposits - local libraries (Note 4)	81,316	8,314
Provincial Territorial Public Library Council		
Trust fund payable	24,295	34,910
Severance pay liability	1,234,944	1,183,585
	3,407,243	3,031,911

Net assets

Unrestricted net assets (deficit)	(262,984)	(173,478)
Net assets invested in capital assets	2,541,543	2,363,091
	2,278,559	2,189,613
	\$ 5,685,802	\$ 5,221,524

Commitments (Note 9)*See accompanying notes*

Signed on behalf of the Board:


Chairperson
Member

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

STATEMENT OF CHANGES IN NET ASSETS

For the Year Ended 31 March

2010

2009

	Invested in Capital Assets	Unrestricted		
Net assets (deficit), beginning of year	\$ 2,363,091	\$ (173,478)	\$ 2,189,613	\$ 2,435,802
Capital grant from Province	-	482,665	482,665	382,270
Less: Deferred capital grant	-	(20,000)	(20,000)	(20,000)
Excess of revenue over expenses (expenses over revenue)	(608,663)	234,944	(373,719)	(608,459)
Invested in capital assets	788,537	(788,537)	-	-
Proceeds from disposal of capital assets	(1,422)	1,422	-	-
Net assets (deficit), end of year	\$ 2,541,543	\$ (262,984)	\$ 2,278,559	\$ 2,189,613

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

STATEMENT OF REVENUE AND EXPENSES

For the Year Ended 31 March

2010

2009

	<u>Actual</u>	<u>Budget</u> (Note 10)	<u>Actual</u>
REVENUE			
Operating grant from the Province	\$ 10,360,500	\$ 10,360,500	\$ 9,637,300
Other grants			
Computerization projects	466,623	-	541,852
Gain on disposal of assets	897	-	29,734
Interest	9,981	60,000	66,631
Miscellaneous	44,870	-	63,122
Fines and lost library materials	51,477	40,000	55,199
	10,934,348	10,460,500	10,393,838
EXPENSES			
Amortization	609,560	-	619,976
Bad debt expense	1,869	-	-
Books and periodicals	1,078,721	1,288,928	1,029,363
Computerization of libraries	374,848	335,000	328,129
Conferences and workshops	38,600	60,000	23,316
Educational DVD Project	390	-	300
Freight and postage	65,306	76,750	59,706
Grants - local libraries (Schedule)	497,070	452,000	517,567
Heat and light	-	-	5,821
Insurance	67,555	109,000	70,396
Miscellaneous	10,330	-	5,444
Office and library supplies	226,934	195,323	182,361
Professional fees	7,900	7,500	9,298
Rental of premises	397,836	399,500	364,086
Repairs and maintenance	24,326	17,650	13,847
Salaries and benefits	7,695,641	8,209,379	7,563,079
Telephone	76,148	72,500	69,865
Travel	135,033	176,850	139,743
	11,308,067	11,400,380	11,002,297
Excess of expenses over revenue	\$ (373,719)	\$ (939,880)	\$ (608,459)

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**STATEMENT OF CASH FLOWS**

For the Year Ended 31 March

2010

2009

Cash flows from operating activities

Excess of expenses over revenue	\$ (373,719)	\$ (608,459)
Adjustments for non-cash items		
Amortization	609,560	619,976
Bad debt expense	1,869	-
Gain on disposal of capital assets	(897)	(29,734)
	236,813	(18,217)
Change in non-cash working capital		
Accounts receivable	(20,184)	(73,586)
Prepaid expenses	17,921	(98,854)
Accounts payable and accrued liabilities	(26,075)	201,726
Deferred revenue	287,661	113,122
	496,136	124,191
Increase in severance pay liability	51,359	116,425
	547,495	240,616

Cash flows from investing activities

Additions to capital assets	(788,537)	(685,179)
Proceeds from disposal of capital assets	1,422	41,919
	(787,115)	(643,260)

Cash flows from financing activities

Capital grant	482,665	382,270
Deferred capital grant	(20,000)	(20,000)
	462,665	362,270
Net increase (decrease) in cash	223,045	(40,374)
Cash, beginning of year	2,369,467	2,409,841
Cash, end of year	\$ 2,592,512	\$ 2,369,467

See accompanying notes

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES**

For the Year Ended 31 March

2010

2009

Eastern Division

Arnold's Cove	\$ 1,455	\$ 1,978
Bay Roberts	81,250	74,833
Bell Island	1,060	791
Bonavista	3,350	4,019
Brigus	5,450	6,211
Burin	630	696
Carbonear	39,685	30,202
Catalina	3,437	4,564
Clareville	21,162	19,301
Conception Bay South	10,340	9,807
Fortune	455	376
Fox Harbour	1,699	1,497
Garnish	919	965
Grand Bank	5,891	7,641
Harbour Grace	8,479	9,355
Holyrood	5,542	6,522
Marystown	6,031	6,861
Mount Pearl	12,245	18,239
Old Perlican	2,697	2,459
Placentia	20,602	18,769
Pouch Cove	2,894	2,033
St. Brides	6,794	6,279
St. Lawrence	497	1,445
Southern Harbour	1,363	2,388
Torbay	1,379	1,323
Trepassey	7,008	7,028
Victoria	1,130	1,049
Whitbourne	3,800	3,325
Winterton	685	777
	257,929	250,733

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES (Cont.)**

For the Year Ended 31 March

2010

2009

Central Division

Baie Verte	4,918	4,194
Bishop's Falls	1,171	6,986
Botwood	10,883	6,544
Buchans	1,022	1,018
Carmanville	1,346	1,358
Centerville	1,065	2,197
Change Islands	769	662
Fogo	972	1,145
Gambo	5,778	1,578
Gander	27,033	47,170
Gaultois	2,676	2,761
Glenwood	1,417	6,694
Glovertown	802	539
Grand Falls-Windsor	6,911	5,270
Greenspond	4,782	6,322
Harbour Breton	765	1,066
Hare Bay	1,277	1,454
Harry's Harbour	5,032	5,410
Hermitage	897	894
King's Point	5,843	5,512
LaScie	4,447	4,216
Lewisporte	4,111	4,265
Lumsden	1,461	2,139
Musgrave Harbour	695	955
Norris Arm	2,171	2,881
Point Leamington	1,721	1,954
Robert's Arm	3,514	3,661
St. Albans	1,252	1,294
Seal Cove	2,373	989
Springdale	1,382	1,050
Summerford	1,729	1,447
Twillingate	1,183	1,157
Wesleyville	501	1,150
	111,899	135,932

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD**SCHEDULE OF OPERATING GRANTS TO LOCAL LIBRARIES (Cont.)**

For the Year Ended 31 March

2010

2009

**Western Newfoundland -
Labrador Division**

Bay St. George South	967	1,102
Burgeo	465	460
Cape St. George	820	1,040
Cartwright	906	1,074
Churchill Falls	445	505
Codroy Valley	609	561
Cormack	1,463	1,414
Corner Brook	7,352	7,087
Cow Head	5,882	7,506
Daniel's Harbour	1,816	1,995
Deer Lake	15,582	18,965
Happy Valley	1,778	1,486
Labrador City	12,256	13,989
L'Anse au Loup	2,476	3,067
Lark Harbour	1,182	1,135
Lourdes	710	969
Norris Point	2,585	2,969
Pasadena	1,942	2,826
Port au Port	1,270	982
Port aux Basques	11,855	13,122
Port Saunders	4,470	5,692
Ramea	1,918	915
Rocky Harbour	554	508
St. Anthony	1,620	1,383
St. George's	1,027	1,479
St. Lunaire-Griquet	411	791
Sops Arm	1,158	854
Stephenville	36,474	30,070
Stephenville Crossing	1,059	1,406
Wabush	2,462	1,877
Woody Point	3,728	3,673
	127,242	130,902
	\$ 497,070	\$ 517,567

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2010

Authority

The Provincial Information and Library Resources Board (the Board) operates under the authority of the *Public Libraries Act*. The purpose of the Board is to operate the public libraries in the Province. A majority of the members of the Board are appointed by the Lieutenant-Governor in Council. The Board reports to the Minister of Education.

1. Significant accounting policies

These financial statements have been prepared by the Board's management in accordance with Canadian generally accepted accounting principles. The budget disclosed in these financial statements is presented on a cash basis. Outlined below are the significant accounting policies followed.

(a) Reporting entity

The reporting entity for the purpose of these financial statements is the Board's head office and divisional offices. The Board's head office includes Administration, Technical Services and the Provincial Resource Library. These financial statements include expenditures for grants made to local libraries under the jurisdiction of the three divisional library boards detailed in the Schedule to the financial statements. Funds raised by local libraries in excess of the grants provided by the Board or any expenditures in excess of these grants are not reflected in these financial statements.

(b) Capital assets

All capital assets are capitalized at cost at the time of acquisition. Amortization is calculated using the straight line method based on the expected future life of all assets as follows:

Buildings	40 years
Building improvements	10 years
Furniture and equipment	10 years
Motor vehicles	5 years
Computer equipment	3 years
Software	5 years

(c) Severance pay

The calculation of severance pay is based on years of service and current salary levels. The entitlement to severance pay vests with employees after nine years of continuous service, and accordingly no provision has been made in the accounts for employees with less than nine years of continuous service. The amount is payable when the employee ceases employment with the Board. If the employee transfers to another entity included in the public service, then the liability is transferred with the employee to the other entity.

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2010

2. Accounts receivable

	<u>2010</u>	<u>2009</u>
Federal Government		
Harmonized Sales Tax	\$ 89,197	\$ 42,385
Provincial Government	-	30,000
Other	68,621	65,249
	157,818	137,634
Less: allowance for doubtful accounts	1,869	-
	<u>\$ 155,949</u>	<u>\$ 137,634</u>

3. Prepaid expenses

Prepaid expenses of \$266,695 (2009 - \$284,616) include inventory of supplies of \$63,827 (2009 - \$54,615) on hand at the Board's head office and the three divisional library board offices.

4. Deposits - local libraries

Funds raised by some local libraries have been deposited with the Board to cover the cost of wages for additional opening hours and for the purchase of books, periodicals and computers. The balance on deposit at 31 March 2010 was \$81,316 (2009 - \$8,314) consisting of cash of \$6,838 and 4,044 shares of various Investor Group Mutual Funds held in Trust for the St. John's Public Library Board which were donated to the Board. The carrying value of the mutual funds is recognized at the fair market value of \$74,478, as determined by the mutual fund at the time of the transfer of shares to the Board. The fair market value of these shares was \$78,007 as at 31 March 2010.

5. Long-term investments

Long-term investments consist of 1,678 shares of Sun Life Financial Services of Canada Inc. which were given to the Board as a result of the demutualization of Sun Life Assurance Company of Canada. The carrying value of the shares is recognized at the fair market value of \$23,492, as determined by the share price at the time of the transfer of shares to the Board. The fair market value of these shares was \$54,820 as at 31 March 2010 (2009 - \$38,326).

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2010

6. Capital assets

	<u>2010</u>			<u>2009</u>
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net Book Value</u>	<u>Net Book Value</u>
Land	\$ 285,907	\$ -	\$ 285,907	\$ 285,907
Buildings	1,758,867	1,132,500	626,367	665,156
Building improvements	1,161,235	332,740	828,495	677,675
Furniture and equipment	1,622,983	1,255,130	367,853	257,962
Motor vehicles	165,702	67,145	98,557	84,835
Computer equipment	1,691,985	1,370,535	321,450	344,905
Software	168,688	155,774	12,914	46,651
	<u>\$ 6,855,367</u>	<u>\$ 4,313,824</u>	<u>\$ 2,541,543</u>	<u>\$ 2,363,091</u>

7. Accounts payable and accrued liabilities

	<u>2010</u>	<u>2009</u>
Accounts payable	\$ 128,316	\$ 188,537
Accrued salaries and benefits	<u>855,316</u>	<u>821,170</u>
	<u>\$ 983,632</u>	<u>\$ 1,009,707</u>

8. Deferred revenue

Deferred revenue represents money received from funding agencies that has not been utilized, and is available for specified expenditures in future years:

	<u>2010</u>	<u>2009</u>
Provincial Government	\$ 1,049,664	\$ 768,330
Other	<u>33,392</u>	<u>27,065</u>
	<u>\$ 1,083,056</u>	<u>\$ 795,395</u>

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2010

9. Commitments

The Board has entered into lease agreements for the rental of photocopiers, microfiche readers, postal equipment and various rental properties throughout the Province. Future minimum lease payments for the next five years are as follows:

2011	\$521,144
2012	\$549,809
2013	\$429,593
2014	\$391,993
2015	\$321,493

10. Budget

The Board's budget is prepared on the cash basis and, as a result, the 2010 budgeted expenditure exceeded the Province's current year provision for operating grants for the Board. The difference would be funded from cash surpluses carried forward from prior years.

11. Pensions

Under the *Public Libraries Act*, Board staff are subject to the *Public Service Pensions Act*. Employee contributions are matched by the Board and then remitted to the Province of Newfoundland and Labrador Pooled Pension Fund from which pensions will be paid to employees when they retire. The Board's share of pension contributions for 2010 was \$392,019 (2009 - \$368,337).

12. Income taxes

The Board is a Crown entity of the Province of Newfoundland and Labrador and as such is not subject to Provincial or Federal income taxes.

13. Economic dependence

As a result of the Board's reliance on Provincial funding, the Board's ability to continue viable operations is dependent upon decisions of the Province.

PROVINCIAL INFORMATION AND LIBRARY RESOURCES BOARD

NOTES TO FINANCIAL STATEMENTS

31 March 2010

14. Financial instruments

The Board's financial instruments recognized on the balance sheet, in addition to the long-term investments described in Note 5, consist of cash, accounts receivable, and accounts payable and accrued liabilities. The carrying values of these instruments approximate current fair value due to their nature and the short-term maturity or current market rate associated with them. An estimated impairment of accounts receivable has been provided for through an allowance for doubtful accounts and no further credit risk exists in relation to the financial instruments.

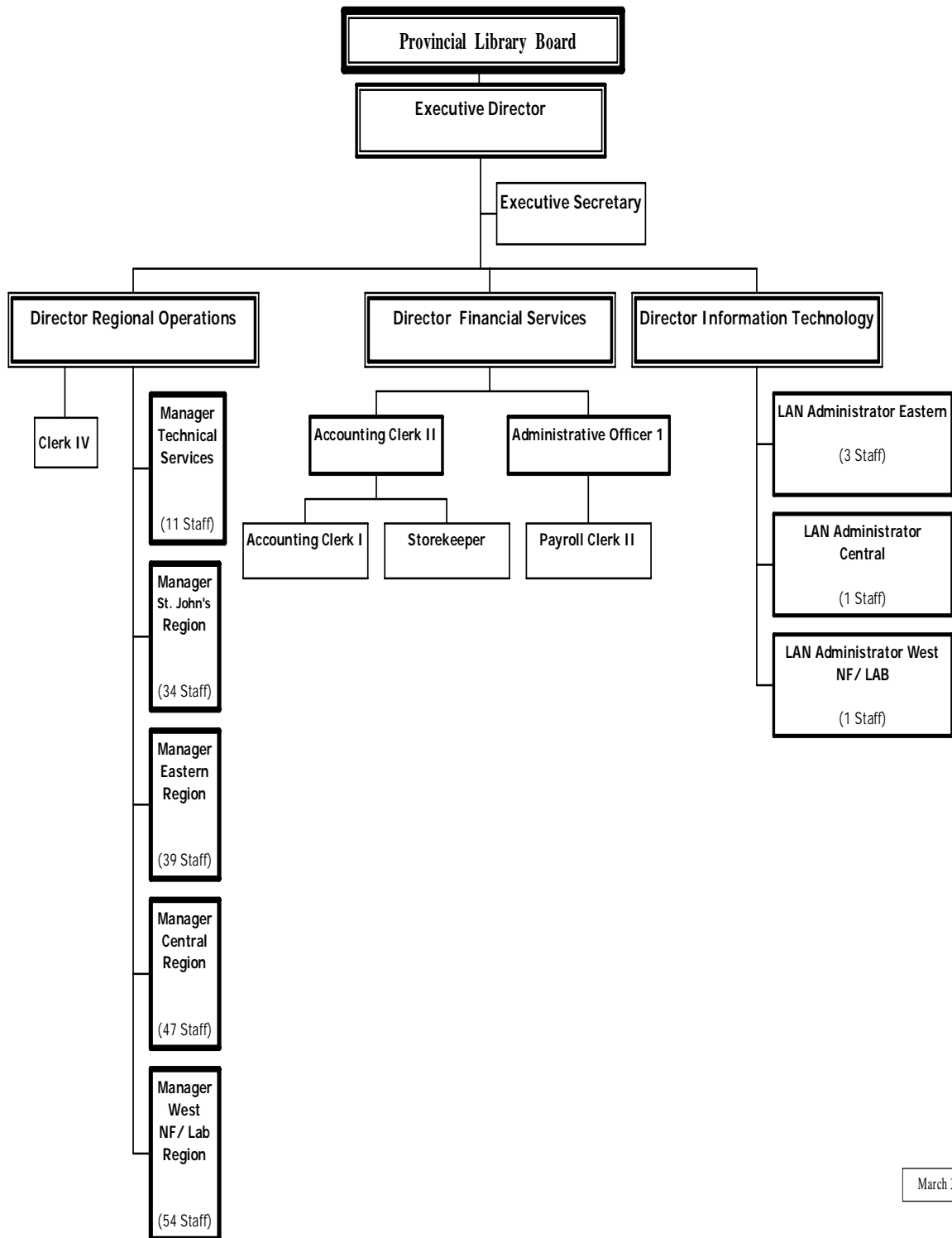
15. Comparative figures

Certain comparative figures have been reclassified to conform to current year's presentation.

Appendix 4
Newfoundland and Labrador
Public Libraries
Staff Organizational Chart

Newfoundland and Labrador Public Libraries

Staff Organizational Chart



March 31, 2009