

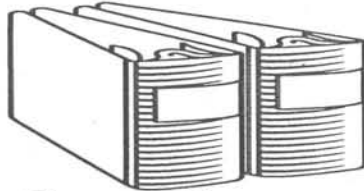
Library working hard to stay relevant to users

During the year 2001, customers of the Cobourg Public Library borrowed 218,770 items, a 5-per-cent increase over the previous year. We added 7,837 new items to the collections — a 16-per-cent increase. Customers used our Internet work stations 19,944 times, a huge increase of 222 per cent over the use in 2000. And finally, we offered 262 programs, not including visits to schools, representing a 9-per-cent increase in number over the previous year, which attracted 3,178 customers, an increase of 2 per cent over the year 2000.

(source: Town of Cobourg web site at <http://www.town.cobourg.on.ca/taxes.html>).

This figure, although it varies as do the tax bills, represents a per-household charge. Everyone in every household is eligible to take advantage of the Library's services for the average price of \$55 per year.

Our material costs vary and some of our materials have been donated. But even if we assign a low average value of \$12 to every item borrowed last year, these borrowed items would represent a total



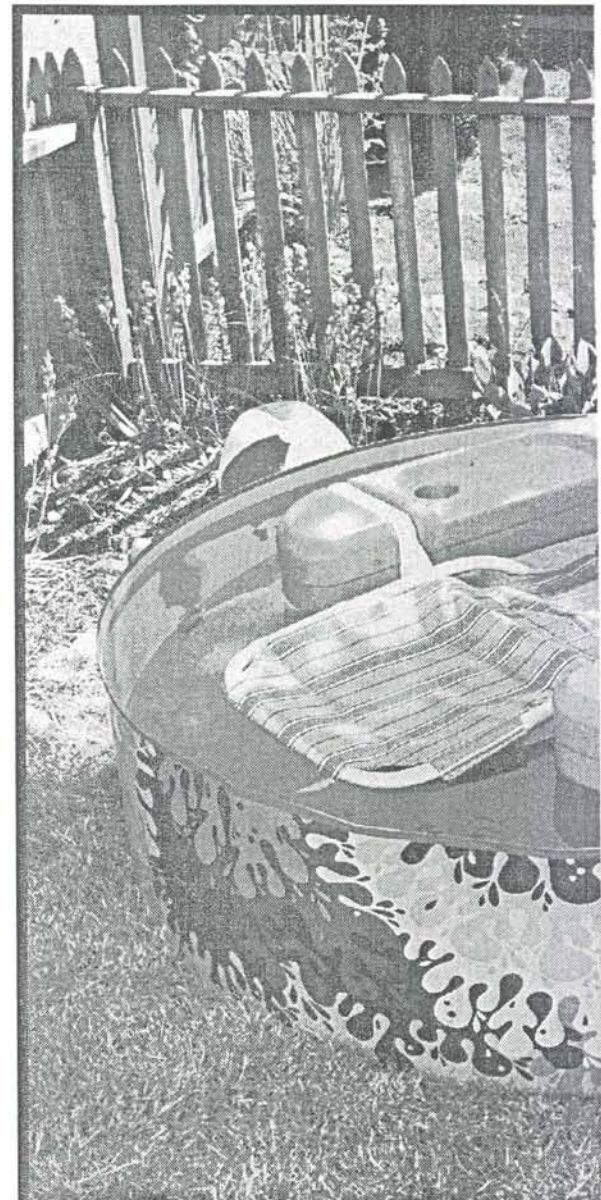
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value of \$2,625,240 for which citizens did not have to pay additional funds. It is not as simple to assign a financial value to the reference services, programming or reader's advisory that we offer. It is difficult to measure the impact that a knowledgeable, courteous staff member can have when placing the right item into the hands of a child. We cannot know the long-term impact that teaching an adult to efficiently use our computer resources to seek employment may have. We do know that it is important to our community that we continue to strive to meet our mission: to give all those who require and seek a forum for knowledge, information and educational recreation an opportunity to do so.

We understand that it is necessary to continue to improve and enhance our services in a cost-effective manner.

Staff and library board trustees work hard to ensure that we stay relevant to our users. Examining the trends of customer use is only one way of monitoring our performance. We also look forward to receiving feedback from our clients and partners. We take your comments and recommendations seriously and encourage you to continue to make them. We look forward to public library.

SUBMITTED BY DONNA BRIGHT



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Item for Business Beat?
is Baker at 905-885-2471



You do not have to grieve alone!

The GENESIS Bereavement Resource Centre is sponsoring a bereavement support group.

Understanding Our Losses

For men and women recovering from the deaths of family members and friends. This group will meet Wednesday evenings for eight weeks beginning April 24, 2002. Join us for coffee and discussion and see how things can change

Maybe it's time for th