

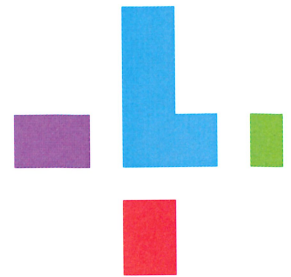
NOTICE OF MEETING

Okanagan Regional Library Board
will meet
Wednesday, May 16, 2018
at Library Headquarters
1430 K.L.O. Road, Kelowna, BC

In-Camera Meeting
9:30 AM – 11:30 AM

Lunch and 3D Printer Demonstration
11:30 AM – 12:10 PM

Regular Meeting
12:10 PM – 1:30 PM



AGENDA

LIBRARY BOARD REGULAR MEETING
HELD AT LIBRARY HEADQUARTERS BOARDROOM
1430 K.L.O. ROAD, KELOWNA, BC
ON WEDNESDAY, MAY 17, 2017
12:10 PM – 1:30 PM

"The purposes of this (Library Act) are...to encourage the extension and use of public library service throughout British Columbia...to enable the delivery of public service in British Columbia...to support improvements in Public Library service."

1. CALL TO ORDER
12:10 PM

2. AGENDA REVIEW ^{3 Pages} (pgs. 1 – 3)
12:10 – 12:11 PM

MOTION:
THAT the Agenda be adopted.

3. ADOPTION OF PREVIOUS MINUTES – February 21, 2018 ^{4 Pages} (pgs. 5 – 8)
12:11 – 12:12 PM

MOTION:
THAT the Minutes of the Regular Board Meeting held February 21, 2018 be adopted.

4. FINANCE COMMITTEE REPORT – Chair Bryden Winsby
12:12 – 12:40 AM

4.1. 2017 Audited Financial Statements – Presented by BDO Canada

a) Auditor's Final Report to the Board ^{27 Pages} (pgs. 9 – 35)
12:12 – 12:20 PM

To Receive for Information

b) 2017 Audited Financial Statements ^{22 Pages} (pgs. 36 – 57)
12:20 – 12:30 PM

COMMITTEE RECOMMENDED MOTION:
THAT the 2017 Audited Financial Statements be approved.

c) 2017 Statement of Financial Information (SOFI) Report ^{13 Pages} (pgs. 58–70)
12:30 - 12:35 PM

The 2017 SOFI Report has been approved by the Finance Committee.

Board to Receive for Information

4.2. Appoint Auditor for 2018 Audit

12:35 – 12:37 PM

COMMITTEE RECOMMENDED MOTION:

THAT BDO Canada be appointed as auditor for the 2018 ORL audit.

4.3. Internal Financial Statements to Dec. 31/17 - D. Nettleton ^{3 Pages} (pgs. 71 – 73)

12:37 – 12:40 PM

To Receive for Information

5. POLICY AND PLANNING COMMITTEE REPORT – Chair Karla Kozakevich

12:40 – 12:50 PM

5.1. Siting Policy (pg. 74)

5.2. Travel Expenses Policy/Per Diems (pg. 75)

5.3. Board Meeting Schedule for Fall 2018 (pg. 76)

6. STAFF REPORTS

12:50 – 1:15 PM

6.1. CEO Report – Don Nettleton

12:50 – 1:00 PM

a) General Updates including New Westside Location – Verbal Update

b) 2017 Annual Report ^{11 Pages} (pgs. 77 – 87)

MOTION:

THAT the 2017 Annual Report be approved.

6.2. Public Services Report

a) Access Card Evaluation – M. Gaucher & T. Thompson ^{5 Pages} (pgs. 88 - 92)

1:00 – 1:05 PM

STAFF RECOMMENDATION:

THAT the Access Card Pilot Project become permanent.

- b) Branch Security Report** – C. McPhee ^{3 Pages} (pgs. 93 - 95)
1:05 – 1:15 PM

*STAFF RECOMMENDATION:
THAT security staff continue for all open hours in the Kelowna and Vernon
Branches.*

- 7. CHAIR REPORT** – Catherine Lord
1:15 – 1:20 PM

- UBCM and Funding for Public Libraries

- 8. BCLTA REPORT** – Erin Carlson
1:20 – 1:25 PM

To receive for Information.

- 9. TRUSTEE REPORTS**
Board members will sometimes report on branch visits or library related events in their community
1:25 – 1:30 PM

10. NEW BUSINESS

11. NEXT MEETING

- 12. ADJOURNMENT**
1:30 PM

*Note: These Minutes Have Not Yet
Been Adopted by the Library Board*

DRAFT
MINUTES OF THE REGULAR MEETING OF THE LIBRARY BOARD

HELD AT LIBRARY HEADQUARTERS, BOARDROOM
1430 KLO ROAD, KELOWNA, BC
ON WEDNESDAY, FEBRUARY 21, 2018

“The purposes of this (Library Act) are...to encourage the extension and use of public library service throughout British Columbia...to enable the delivery of public service in British Columbia...to support improvements in Public Library service.”

MEMBERS PRESENT:

Linda Fisher, Armstrong
Pat Cochrane, Coldstream
Tundra Baird, Enderby
Sherry Philpott-Adhikary, Keremeos
Todd McKenzie, Lake Country
Nick Hodge, Lumby
David Mattes, Oliver
Carol Youngberg, Osoyoos
Mario Vucinovic, Peachland
Rosemary Doughty, Princeton
Linda Nixon, Revelstoke ^{Via Teleconference}

Tim Lavery, Salmon Arm
Janna Simons, Sicamous
Andrew Casson, Spallumcheen
Erin Carlson, Summerland
Catherine Lord, Vernon
Carol Zanon, West Kelowna (Alt)
Larry Morgan, CSRD
Hank Cameron, NORD
Karla Kozakevich, OSRD
Wayne Carson, CORD
Tom Konek, WFN (Alt) ^{Via Teleconference}

MEMBERS ABSENT:

Caleb Moss, Golden
Tracy Gray, Kelowna

STAFF PRESENT:

Stephanie Hall, CEO/Secretary to the Board
Don Nettleton, Chief Financial Officer
Monica Gaucher, Director of Public Services, North
Christine McPhee, Director of Public Services, South
Carla Phillips, Director of Human Resources
Jeff Campbell, Chief Technology Officer
Michal Utko, Director of Marketing & Communications
Leah Samson, Administrative Services Manager/Recording Secretary

GUESTS:

Rose Jurkic, CUPE President
Tara Thompson, PEA Representative

CALL TO ORDER

The meeting was called to order at 10:55 AM.

INTRODUCTION OF NEW BOARD MEMBERS AND GUESTS

Catherine Lord introduced new board members Pat Cochrane representing Coldstream, David Mattes representing Oliver, and Carol Zanon as alternate representing West Kelowna, and welcomed guests Rose Jurkic, CUPE President and Tara Thompson representing the Professional Employees' Association.

1. AGENDA REVIEW

MOTION #1

*Moved by Larry Morgan, seconded by Carol Youngberg,
THAT the agenda be adopted.*

CARRIED

2. APPROVAL OF PREVIOUS MINUTES – November 15, 2017

MOTION #2

*Moved by Andrew Casson, seconded by Karla Kozakevich,
THAT the minutes of the regular board meeting held November 15, 2017 be adopted.*

CARRIED

3. ELECTION OF BOARD OFFICERS – CEO Stephanie Hall

3.1. Nominations Committee Report

3.2. Elections

- a) Board Chair
- b) Board Vice Chair
- c) Finance Committee Chair
- d) Personnel Committee Chair
- e) Policy & Planning Committee Chair

The meeting was turned over to Stephanie Hall to conduct the elections. After calling for nominations from the floor, the following announcements were made:

- Chair: Catherine Lord, Vernon, elected by acclamation.
- Vice-Chair: Karla Kozakevich, RDOS, elected by acclamation.
- Finance Chair: Bryden Winsby, West Kelowna, elected by acclamation.
- Personnel Chair: Sherry Philpott-Adhikary, Keremeos, elected by acclamation.
- Policy & Planning Chair: Karla Kozakevich, RDOS, elected by acclamation.

4. BOARD APPOINTMENT OF BC LIBRARY TRUSTEES' ASSOCIATION LIAISON

Policy Section II: Board Organization and Structure - British Columbia Library Trustees' Association Liaison (BCLTA)

"The Board shall appoint, annually, a British Columbia Library Trustees' Association liaison, from amongst its members. BCLTA relies on liaisons to distribute BCLTA information to Board members. The liaison also informs and educates Board members about BCLTA, its services and programs, and encourages discussion between the ORL Board and BCLTA on issues of mutual concern."

Erin Carlson, Summerland, was re-appointed for a third term.

The meeting was then turned over to Chair Catherine Lord, who appointed members to the standing committees for each of Policy and Planning, Finance, and Personnel.

5. APPOINT SIGNING OFFICERS

Policy Section II: Board Organization and Structure - Signing Officers

MOTION #3

Moved by Larry Morgan, seconded by David Mattes,

THAT the following be appointed as ORL signing officers for 2018:

- | | |
|---|-------------------------|
| • <i>Board Chair</i> | <i>Catherine Lord</i> |
| • <i>Finance Committee Chair</i> | <i>Bryden Winsby</i> |
| • <i>CEO/Secretary to the Board</i> | |
| • <i>Chief Financial Officer</i> | <i>Donald Nettleton</i> |
| • <i>Director of Public Services, North</i> | <i>Monica Gaucher</i> |
| • <i>Director of Public Services, South</i> | <i>Christine McPhee</i> |
| • <i>Director of Human Resources</i> | <i>Carla Phillips</i> |

CARRIED

6. CEO REPORT – Stephanie Hall

Board Policy Section II: Regular Board Meeting Schedule

The matter of coordinating board meeting dates with the municipal election cycle was referred to the Policy and Planning Committee.

Highlights

Outgoing CEO Stephanie Hall reported on the highlights and accomplishments over the past year, including the Popup Maker Space and major renovation and re-visioning of the Kelowna Branch, relocation of the Armstrong Branch, major repairs and refurbishment of the Peachland Branch resulting from a motor vehicle accident, and re-branding of the ORL. She expressed thanks and appreciation to the board, the board chair and its committees, as well as past board chair Carol Zanon. Ms. Hall will be leaving the organization on February 23, 2018 to pursue other goals.

Read for Reconciliation Project

New Director of Public Services Christine McPhee was introduced. She reported on the highlights of the program running in partnership with the University of British Columbia. Free events will be held at the Kelowna Branch and webcast live to the Vernon Branch. Details are available on the ORL website at <http://www.orl.bc.ca/whats-happening>.

7. CHAIR AND TRUSTEE REPORTS

Board members will sometimes speak about branch visits or other Library related events in their community

Catherine Lord spoke about the lack of public library funding in the provincial budget, and asked board members to think about any recommendations that could be made, especially for the smaller rural library branches. The topic will be discussed at the next board meeting.

She then highlighted Stephanie Hall's accomplishments over the past five years and on behalf of the board, thanked her for her service. She also paid homage to former Director of Public Services Georgia McKay, who retired earlier this month after 36 years of service.

8. NEXT MEETING – Wednesday, May 16, 2018

9. ADJOURNMENT

MOTION #4

Moved by Larry Morgan, seconded by Tim Lavery,

THAT the meeting be adjourned.

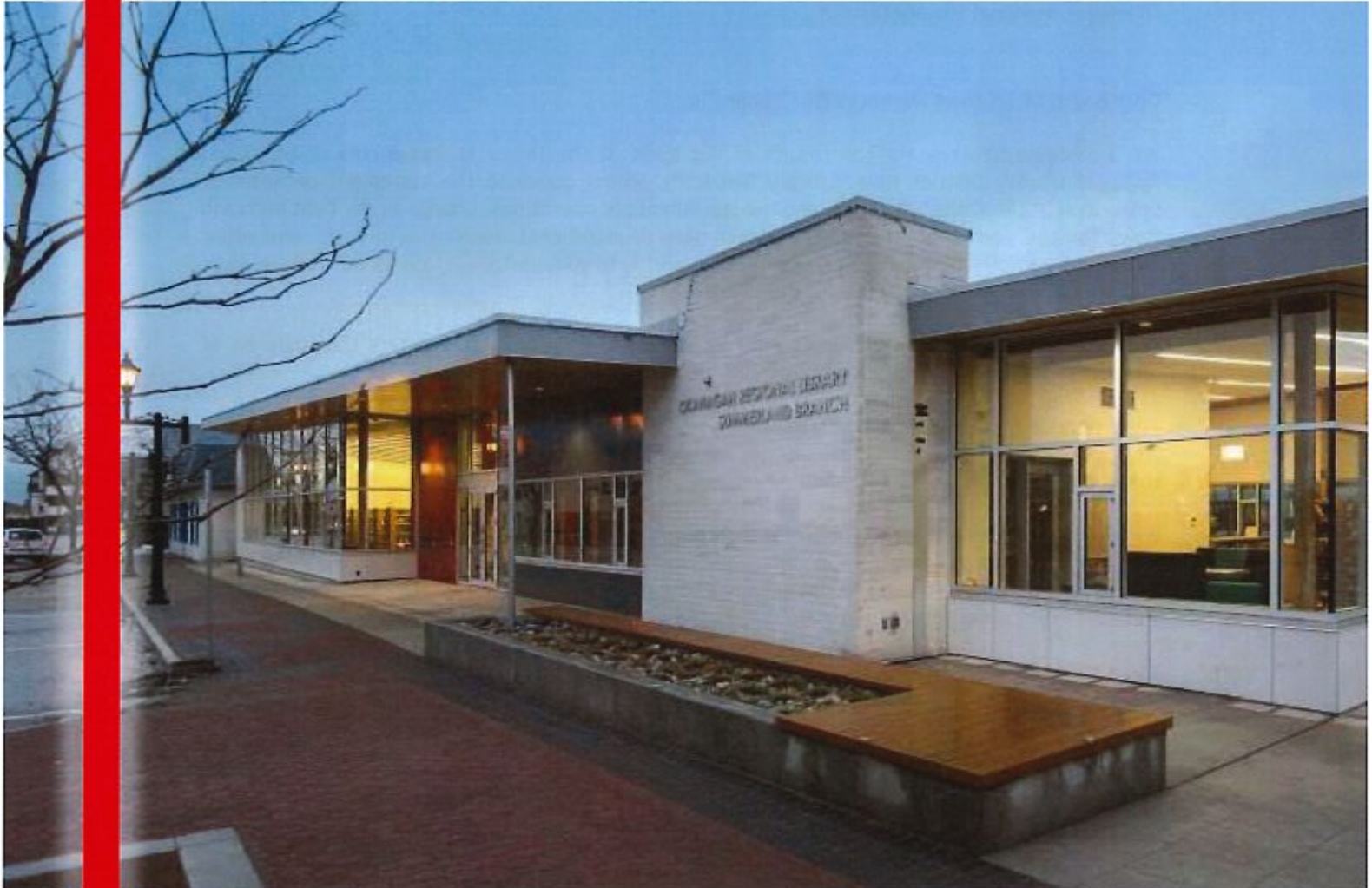
CARRIED

The meeting adjourned at 11:37 AM.

Okanagan Regional Library District

Final Report to the Board of Trustees

May 2, 2018



Prepared by: 



Tel: 250 763 6700
Fax: 250 763 4457
www.bdo.ca

BDO Canada LLP
Landmark Technology Centre
400 - 1631 Dickson Ave
Kelowna, BC V1Y 0B5

May 2, 2018

Members of the Board of Trustees
Okanagan Regional Library District

Dear Board of Trustees Members (the "Board"):

We are pleased to present the results of our audit of the financial statements of Okanagan Regional Library District (the "Library District"), which comprise the statement of financial position as at December 31, 2017, and the statements of operations, change in net debt and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information. The purpose of our report is to summarize certain aspects of the audit that we believe to be of interest to the Board.

Our audit and therefore this report will not necessarily identify all matters that may be of interest to the Board in fulfilling its responsibilities.

This report has been prepared solely for the use of the Board and should not be distributed without our prior consent. Consequently, we accept no responsibility to a third party that uses this communication.

We wish to express our appreciation for the co-operation we received during the audit from the Library District's management and staff who have assisted us in carrying out our work. We look forward to meeting with you to discuss the contents of this report and any other matters that you consider appropriate.

Yours truly,

Ken Carmichael, BComm, CPA, CA

Partner through a corporation
BDO Canada LLP
Chartered Professional Accountants

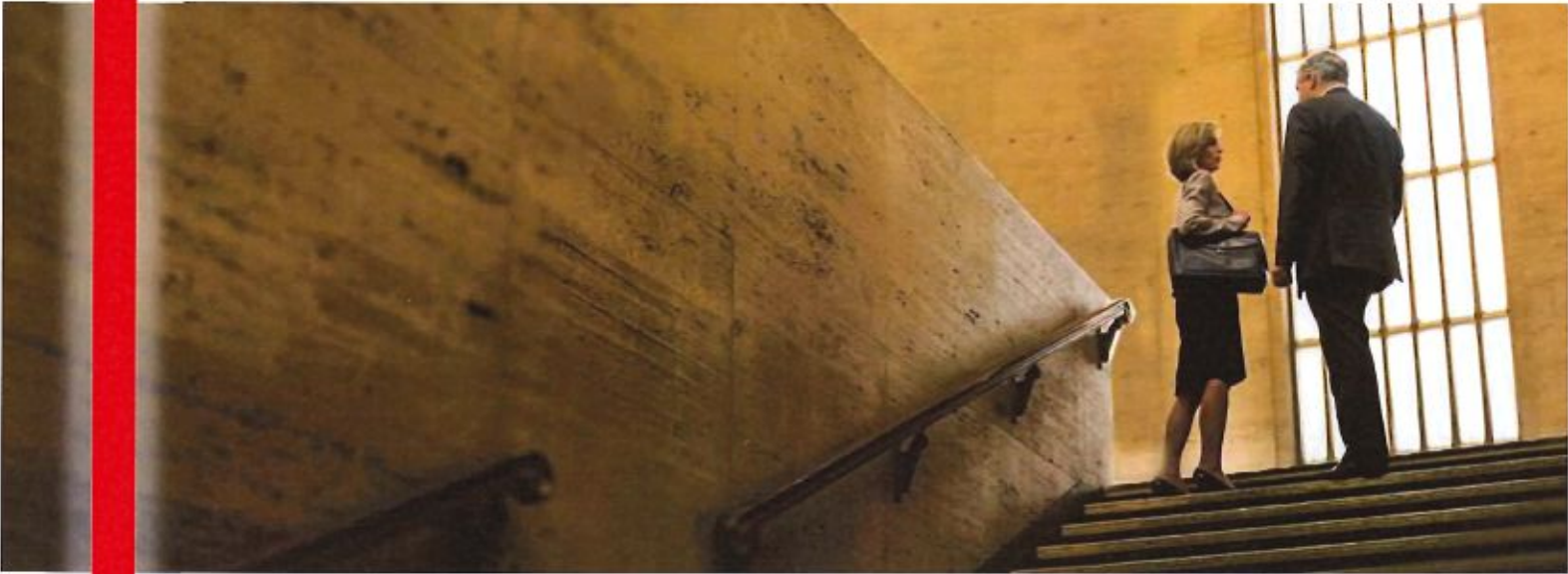


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Section 1

Important Canadian Auditing Standards Topics





STATUS OF THE AUDIT

As of the date of this final report, we have substantially completed our audit of the 2017 financial statements pending the completion of the items highlighted below. These items will need to be completed prior to issuance of our audit report on the financial statements.

COMPLETION OF AUDIT

- Receipt of signed management representation letter
- Subsequent events review through to financial statement approval date

FINANCIAL STATEMENTS

- Approval of financial statements by the Board of Trustees

We conducted our audit in accordance with Canadian generally accepted auditing standards. The objective of our audit was to obtain reasonable, not absolute, assurance about whether the financial statements are free from material misstatement. The scope of the work performed was substantially the same as that described in our Planning Report to the Board dated March 19, 2018.

INDEPENDENCE

At the core of the provision of external audit services is the concept of independence. Canadian generally accepted auditing standards require us to communicate to the Board at least annually, all relationships between BDO Canada LLP and its related entities and the Library District and its related entities, that, in our professional judgment, may reasonably be thought to bear on our independence with respect to the audit of the Library District.

Our annual letter confirming our independence was previously provided to you in our audit planning letter. We confirm that as of the date of this letter that we remain independent with respect to the Library District.

MATERIALITY

Misstatements, including omitted financial statement disclosures, are considered to be material if they, individually or in aggregate, could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As communicated to you in our Planning Report to the Board, preliminary materiality was \$270,000. Final materiality remained at \$270,000 as the final numbers did not differ greatly from the preliminary figures.

RESPONSIBILITIES OF THE AUDITOR

It is important for the Board of Trustees to understand the responsibilities that rest with the Library District and its management and those that belong to the auditor. The audit of financial statements does not relieve management or those charged with governance of their responsibilities as outlined in our Planning Report to the Board dated March 19, 2018. A summary of the auditor's responsibilities is as follows:

- The auditor's responsibility is to express an opinion on each financial statement based on an audit thereof;
- An audit is performed to obtain reasonable, but not absolute, assurance as to whether the financial statements are free of material misstatement and, owing to the inherent limitations of an audit, there is an unavoidable risk that some misstatements of the financial statements will not be detected (particularly intentional misstatements concealed through collusion), even though the audit is properly planned and performed;
- The audit includes:
 - (i) Assessing the risks of material misstatement of the financial statements, whether due to fraud or error;
 - (ii) Obtaining an understanding of the entity and its environment including internal control in order to plan the audit and to assess the risk that the financial statements may contain misstatements that, individually or in the aggregate, are material to the financial statements taken as a whole;
 - (iii) Examining, on a test basis, evidence supporting the amounts and disclosures in each financial statement;
 - (iv) Assessing the accounting principles used and their application; and
 - (v) Assessing the significant estimates made by management;
- When the auditor's risk assessment includes an expectation of the operating effectiveness of controls, sufficient appropriate audit evidence is obtained through tests of controls to support the assessment, but the scope of the auditor's review of internal control is insufficient to express an opinion as to the effectiveness or efficiency of the entity's controls; and
- The auditor will express an opinion as to whether the each financial statement presents fairly in all material respects, in accordance with Canadian generally accepted accounting principles, the financial position, results of operations and cash flows of the entity.

Further details regarding our responsibilities are outlined in our engagement letter which was included in our Planning Report to the Board dated March 19, 2018.

AUDIT FINDINGS

As part of our ongoing communications with you, we are required to have a discussion on our views about significant qualitative aspects of the Library District's accounting practices, including accounting policies, accounting estimates and financial statement disclosures. In order to have a frank and open discussion, these matters will be discussed verbally with you. A summary of the key discussion points are as follows:

ACCOUNTING AND AUDIT MATTERS

Budget Allocation

Given that there is a risk that management may manage purchases to match the budget by deferring costs to a later period; accruing and expensing costs to utilize unused budgeted funds; or allocating costs to different expense categories, we performed the following procedures to mitigate this risk:

- Reviewed expense accounts for capital items;
- Performed a search for unrecorded liabilities; and
- Performed variance analysis of current year in comparison to prior year and to budget.

During the course of these audit procedures, it was assessed that the budget allocations are reasonable.

Estimates Useful Life of Capital Assets

Given the size and type of the Library District's tangible assets, a risk was raised with regard to the useful life of capital assets, such that an error in this estimate could have a material impact on the financial statement. In order to mitigate this risk, we performed the following procedures:

- Reviewed estimated useful life of tangible capital assets for the purpose of depreciation to determine that they are reasonable and consistently applied.

It was determined estimated useful life of tangible capital assets are reasonable and consistently applied.

AUDIT FINDINGS (Continued)

ACCOUNTING AND AUDIT MATTERS (Continued)

Reserves

The reserve accounts are reconciled once per year at year end. As such, allocation errors could have a material impact on capital assets and purchases. In addition, transactions are sometimes posted directly to reserve accounts, instead of being transferred through the operating fund making reconciliation difficult. In order to mitigate these risks, we performed the following procedures:

- Obtained general ledger print outs and:
 - a. Agreed changes to appropriate source documentation;
 - b. Manually reconciled accounts with significant transactions; and
 - c. Checked arithmetic accuracy.

It was determined that the balances in reserve funds are reasonable.

MANAGEMENT REPRESENTATIONS

During the course of our audit, management made certain representations to us. These representations were verbal or written and therefore explicit, or they were implied through the financial statements. Management provided representations in response to specific queries from us, as well as unsolicited representations. Such representations were part of the evidence gathered by us to be able to draw reasonable conclusions on which to base our audit opinion. These representations were documented by including in the audit working papers memoranda of discussions with management and written representations received from management.

A summary of the representation we have requested from management can be requested from management or us.

ACCOUNTING ADJUSTMENTS

We discussed all significant adjusting journal entries that we proposed during the course of our audit with management. Management receives a copy of these adjustments and they are reviewed and approved by management. Copies of adjustments if so required can be requested of management or us.

FINANCIAL STATEMENT DISCLOSURE OMISSIONS

During the course of our audit we noted no circumstances where required financial statement disclosure was either avoided or requested to be left out by management.



AUDIT FINDINGS (Continued)

UNADJUSTED AUDIT DIFFERENCES

Management has determined that the unadjusted differences are immaterial both individually and in aggregate to the financial statements taken as a whole. Should the Board agree with this assessment, we do not propose further adjustments.

Description of Misstatement	Identified Misstatement	Assets Dr(Cr)	Liabilities Dr(Cr)	Opening R/E Dr(Cr)	Income Dr(Cr)
None	-	-	-	-	-
Effects of Previous Year's Errors, Net of Tax Effects	-	-	-	(13,910)	13,910
Tax Effect	-	-	-	-	-
Likely Aggregate Misstatements	-	-	-	(13,910)	13,910

FRAUD DISCUSSION

Canadian generally accepted auditing standards require us to discuss fraud risk with the Board on an annual basis. As an update to the discussion held with the Board during the planning of our audit, we have prepared the following comments:

Required Discussion	BDO Response	Question to Board
<p>Details of existing oversight processes with regards to fraud.</p>	<p>Based on our discussions during the planning of our audit, the Board's oversight processes include:</p> <ul style="list-style-type: none"> • Board charters; • Discussions at Board meetings; • Review of related party transactions; and • Consideration of tone at the top. • Review of controls and control environment with management. 	<p>Are there any new processes or changes in existing processes relating to fraud since the date of our previous discussions, that we should be aware of?</p>
<p>Knowledge of actual, suspected or alleged fraud.</p>	<p>Currently, we are not aware of any actual, suspected or alleged fraud.</p>	<p>Are you aware of any instances of actual, suspected or alleged fraud affecting the Library District?</p>

AUDITORS' RESPONSIBILITIES FOR DETECTING FRAUD

We are responsible for planning and performing the audit to obtain reasonable assurance that the financial statements are free of material misstatements, whether caused by error or fraud.

The likelihood of not detecting a material misstatement resulting from fraud is higher than the likelihood of not detecting a material misstatement resulting from error, because fraud may involve collusion as well as sophisticated and carefully organized schemes designed to conceal it.

FRAUD DISCUSSION (Continued)

OVERVIEW OF PROCEDURES DESIGNED TO DETECT FRAUD

Management Override of Controls Risk

Canadian Audit Standard 240.32 requires auditors to consider the potential risk of management override of controls and management biases with estimates. In order to mitigate this risk, we performed the following procedures:

- Tested the appropriateness of routine and non-routine journal entries recorded to the general ledger; and
- Reviewed accounting estimates and considered their appropriateness.

From the extent of our testing we determined that no management override of controls occurred and that estimates were free of clear management bias.

Fraud Risk Related to Revenue Recognition

Canadian Audit Standard 240.26 requires that auditors presume there are risks of fraud related to revenue recognition and the types of revenue, revenue transactions and assertions that give rise to such risks must be evaluated. In order to mitigate this risk, we performed the following additional procedures:

- Reviewed the adequacy of controls over revenue;
- Performed analytical procedures to determine the reasonableness of the revenue; and
- Performed additional audit procedures designed specifically to detect potential fraudulent transactions in the revenue streams. This was primarily performed by testing additional samples and items related to revenue to increase the overall testing.

From the extent of our testing we determined that no clear fraud related to revenue recognition occurred.

INTERNAL CONTROL MATTERS

During the course of our audit, we performed the following procedures with respect to the Library District's internal control environment:

- Documented operating systems to assess the design and implementation of control activities that were relevant to the audit.
- Discussed and considered potential audit risks with management.

The results of these procedures were considered in determining, the extent and nature of substantive audit testing required.

We are required to report to you in writing, significant deficiencies in internal control that we have identified during the audit. A significant deficiency is defined as a deficiency or combination of deficiencies in internal control that, in the auditor's professional judgment, is of sufficient importance to merit the attention of those charged with governance.

During the course of our audit, there were no significant deficiencies in internal control noted.

OTHER REQUIRED COMMUNICATIONS

Professional standards require independent auditors to communicate with those charged with governance certain matters in relation to an audit. In addition to the points communicated within this letter, the table below summarizes these additional required communications.

Communication Required	Auditors' Response
Potential effect on the financial statements of any material contingencies or commitments, such as pending litigation, that are required to be disclosed in the financial statements.	There are no material contingencies or commitments that need to be disclosed in the financial statements other than normal course items.
Matters involving non-compliance with laws and regulations.	We noted no instances of non-compliance with laws or regulations during the course of our audit.
Material uncertainties related to events and conditions that may cast significant doubt on the Library District's ability to continue as a going concern.	There is no going concern issue noted.
Disagreements with management about matters that, individually or in aggregate, could be significant to the Library District's financial statements or our audit report.	No disagreements were noted with management.
Significant related party transactions that are not in the normal course of operations and which involve significant judgments made by management concerning measurement or disclosure.	None noted.
Discussion of whether subsequent events are appropriately disclosed or resulted in adjustments.	No subsequent events noted.
Discussion of whether scope limitations were present, preventing us from carrying out our audit completely.	No scope limitations were noted.
Discussion of whether the audit report required modifications or a qualified audit report was issued.	No report modifications were needed and the opinion was unqualified.

Section 2

Audit Process Summary





AUDIT STRATEGY

The overall audit strategy for the yearend audit of the Library District remained consistent with the strategy that we discussed in our planning letter. To briefly recap that information, BDO performed a risk based audit which allows us to focus our effort on higher risk areas and other areas of concern for management or those charged with governance.

Two basic audit approaches generally exist for auditors to utilize and the use of a particular approach depends largely on the auditors overall assessment of the entity including the control environment and risk. For the audit of the Library District we took a combined approach. This means that we relied on the control functions of the Library District for at least some of our testing. The following is meant for discussion purposes only and is intended to facilitate conversation surrounding how key financial statement areas of the Library District were audited. The summaries below are not meant to be an exhaustive description of the procedures we performed.

STATEMENT OF FINANCIAL POSITION APPROACH

Financial Assets	
Accounts Receivable	As a primary procedure we review larger accounts receivable balances by obtaining supporting documentation and then vouching receivables to subsequent collection. This testing provides support for the existence and valuation of the receivables. As supplementary tests, we perform cut off tests to ensure that amounts have been recorded in the proper period and we also conduct certain reasonability testing on amounts, especially if they are significantly aged.
Tangible Capital Assets	We obtained the asset registers and recalculate the register(s) to check for accuracy and consistency. We focus our testing on larger capital asset additions (with a sample of smaller items) and vouch those additions to supporting documentation. For book purchases we rely on controls in place and verify that the controls for the purchasing and accurate recording of books is consistently followed.
Financial Liabilities	
Accounts Payable and Accrued Liabilities	Our primary risk is that liabilities are not recorded or are under recorded. As a result, perform cut-off testing to ensure that expenses / purchases have been recorded in the proper period. We also do a review of all significant accruals.
Long Term Debt	We obtain the loan statements directly from MFA and confirm the loan balance. 3 rd party documentation provides the greatest audit support for balances.

AUDIT STRATEGY (Continued)

STATEMENT OF FINANCIAL POSITION APPROACH (Continued)

Surplus	
Reserves	We obtain and review continuity schedules for each reserve. We agree opening balances and investigate unusual items.
Equity in Tangible Capital Assets (TCA)	We obtain and review continuity schedules for equity in TCA. We generally perform a recalculation of the fund to ensure it matches with the capital assets recorded.

STATEMENT OF OPERATIONS APPROACH

Revenue	
Assessments	We agree assessment revenue to amounts approved by the Board in the annual budget. We also perform test calculations to ensure each municipality's portion is reasonable and accurate.
Grants	We obtain copies of the funding agreements and agree them to the revenue recorded. We assess if the grants should be recorded as revenue or deferred for future years. We also review the minutes for any new grants that were discussed to ensure the grants have been recorded or deferred.
Fines, damaged and lost books	We obtain a sample of fines, damaged and lost book revenue and agree the amount from the system to what was recorded in the general ledger.

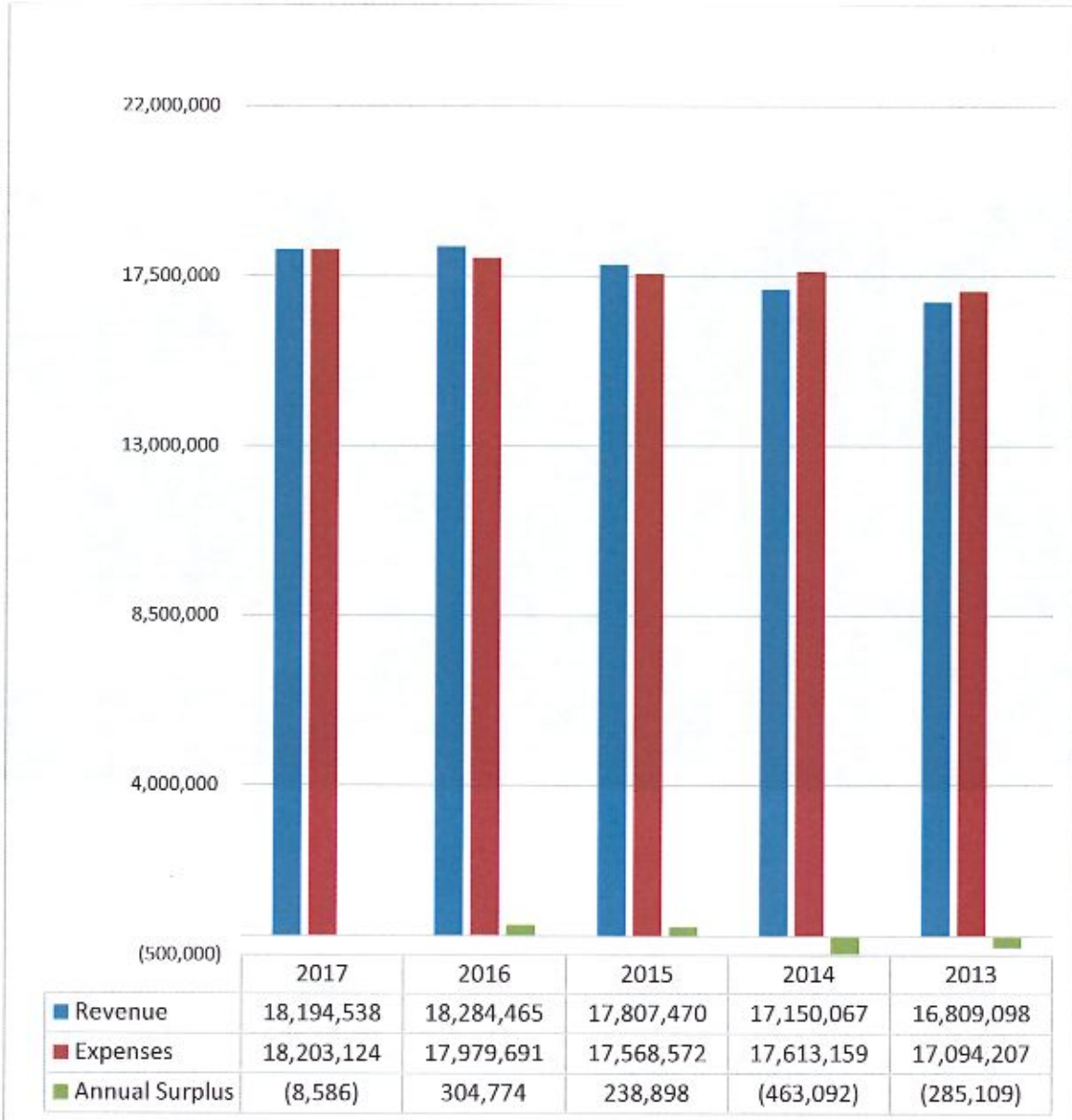
Expenses	
Purchases / Expenses	We perform test of controls on a cyclical basis. This tests the various input and output controls for the purchase system. We also perform a detailed comparison of budget to actual by significant account grouping and follow-up on significant variances.
Interest on Long Term Debt	We obtain the long term debt schedules from MFA and agree the amount of interest and actuarial gains per the schedules to the amount recorded in the general ledger. We also perform a recalculation of the interest expense to make sure the amount recorded is reasonable.

Section 3

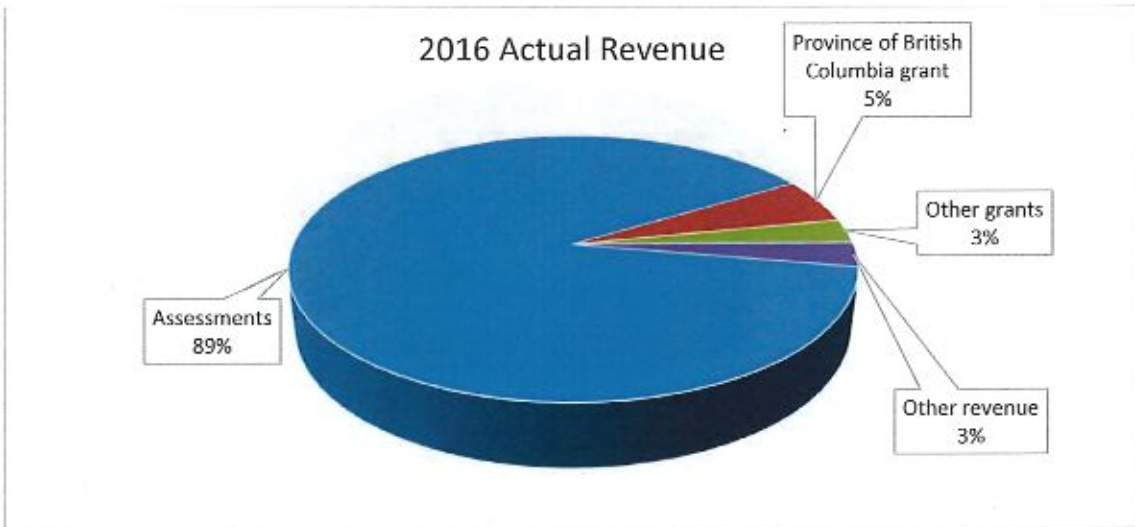
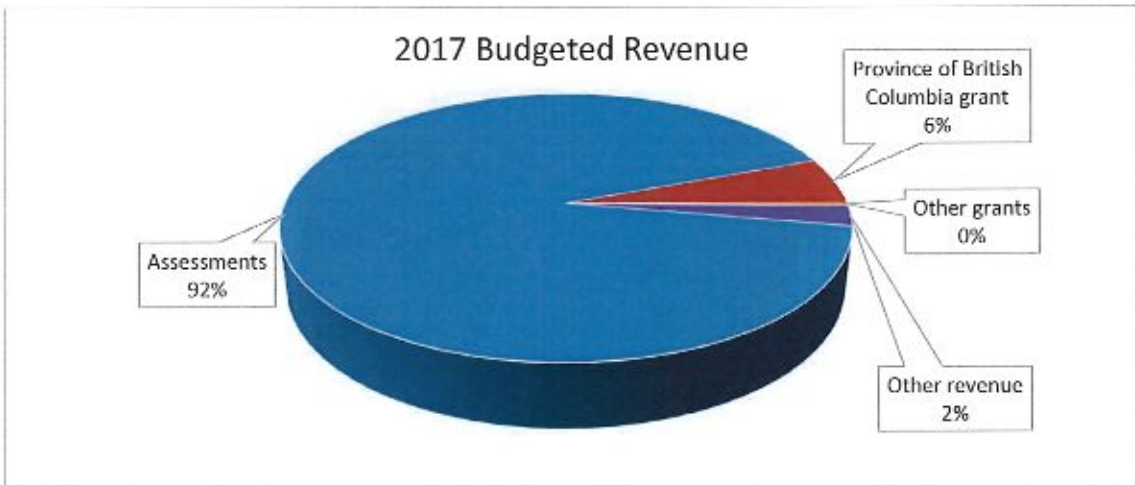
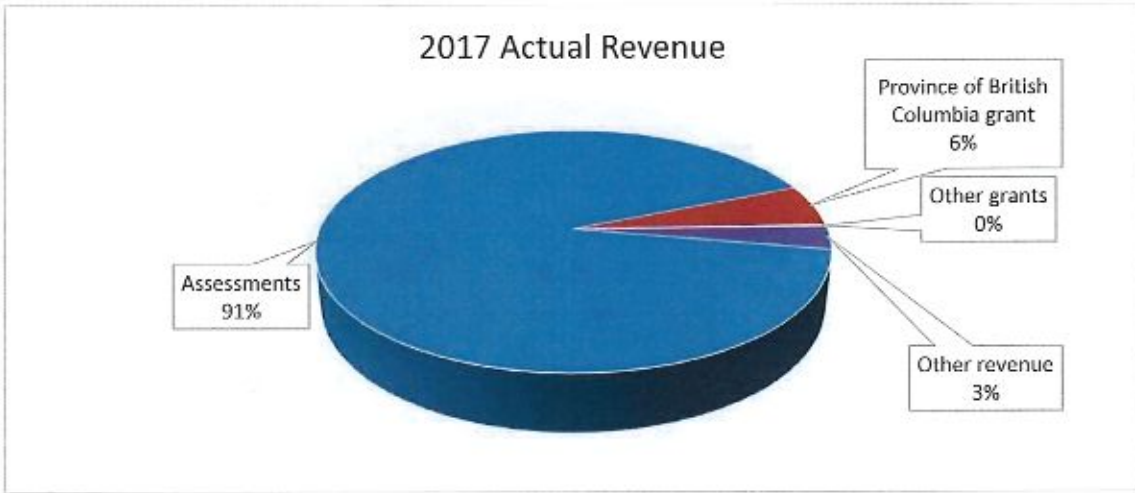
Financial Highlights



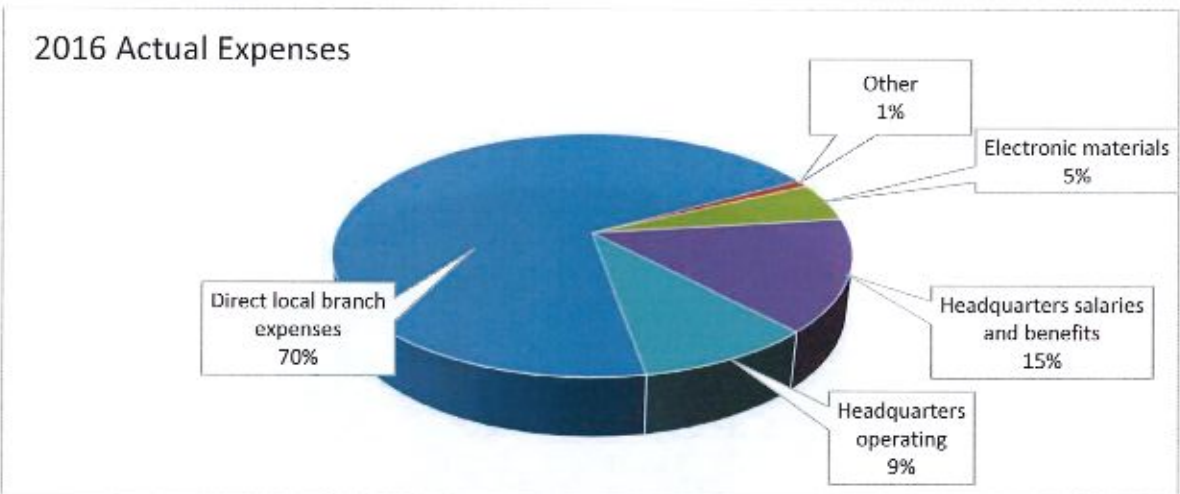
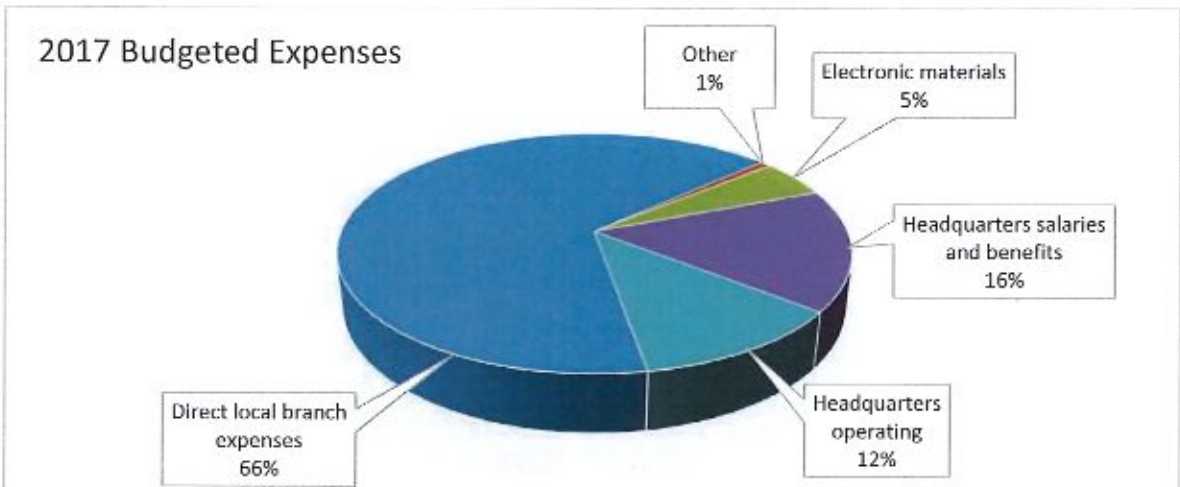
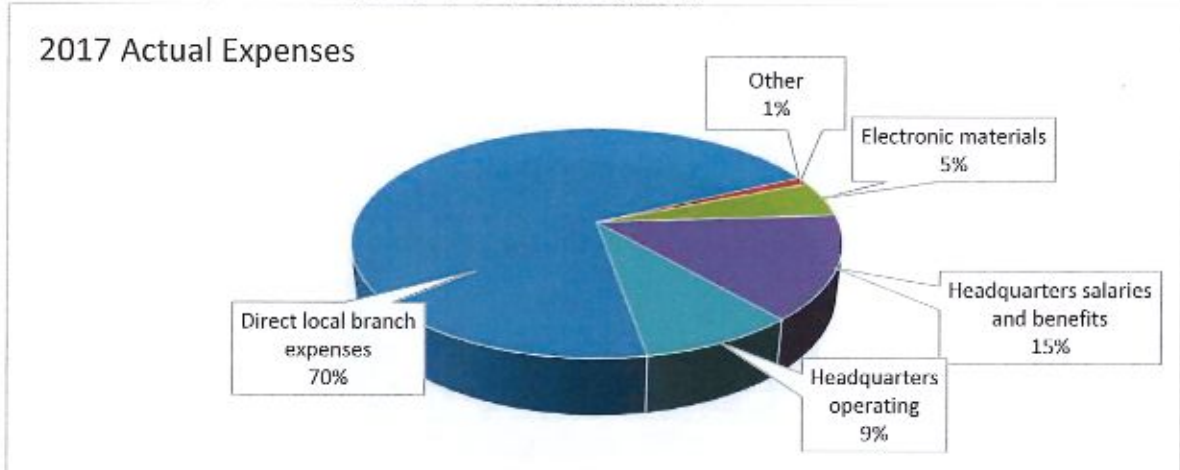
TOTAL REVENUE, EXPENSES, AND ANNUAL SURPLUS



REVENUE ANALYSIS

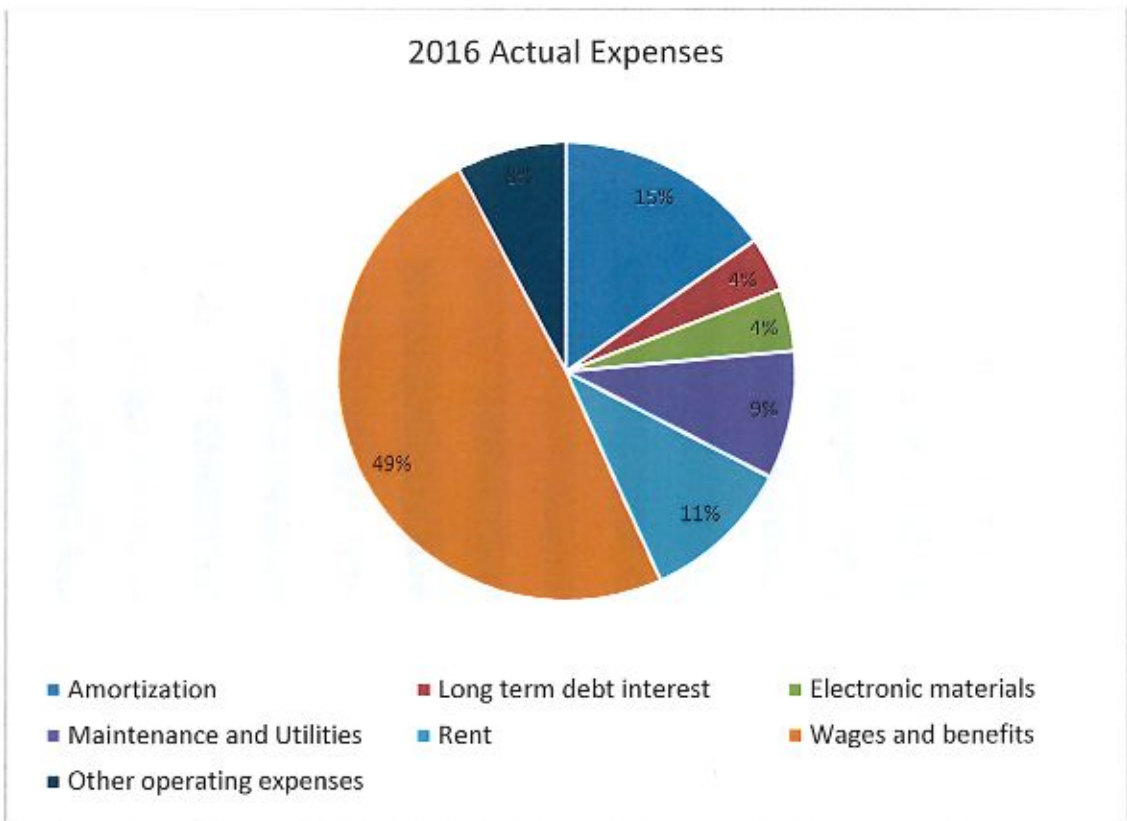
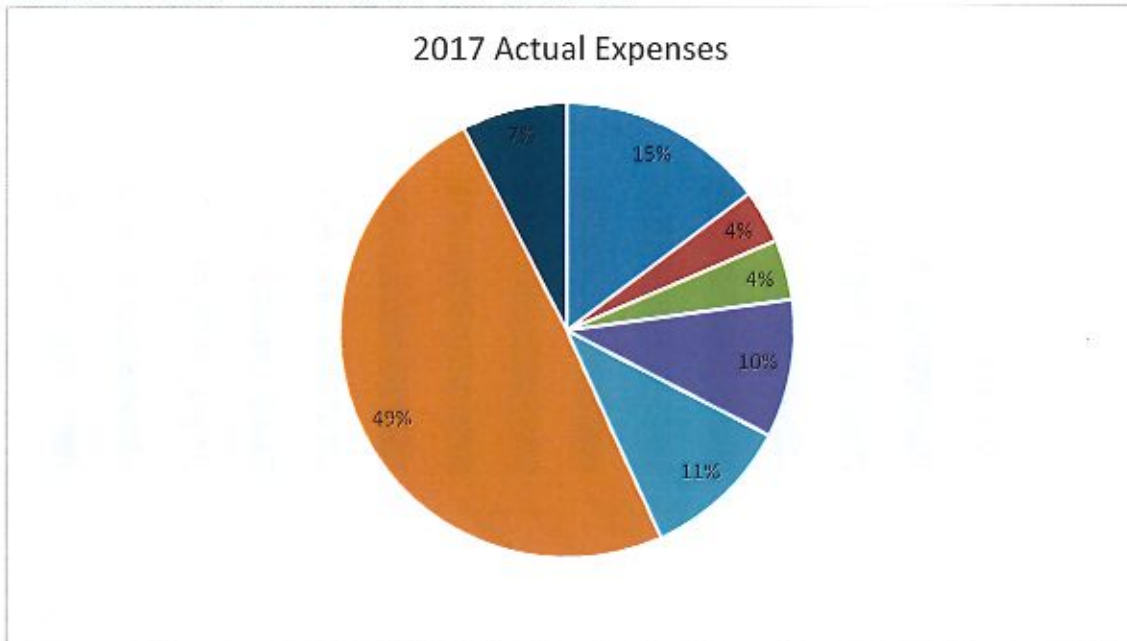


OPERATING EXPENSES BY FUNCTION



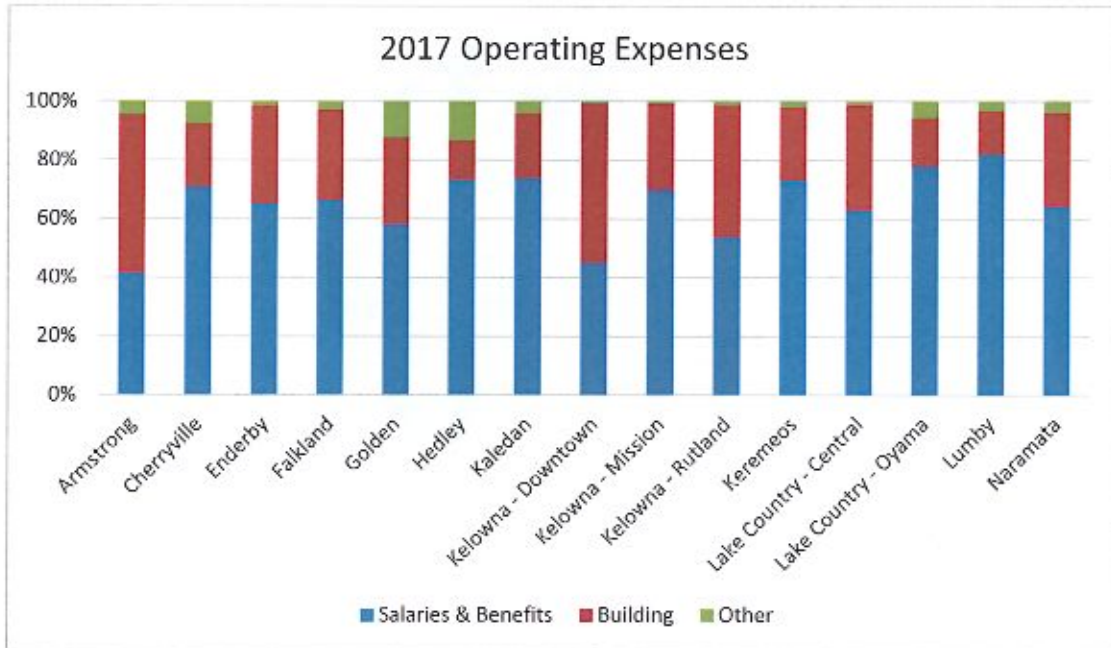
* Any expense less than 1% of total expenses is included in other. Physical books and tangible capital assets are capitalized and amortized which is excluded above.

OPERATING EXPENSES BY OBJECT



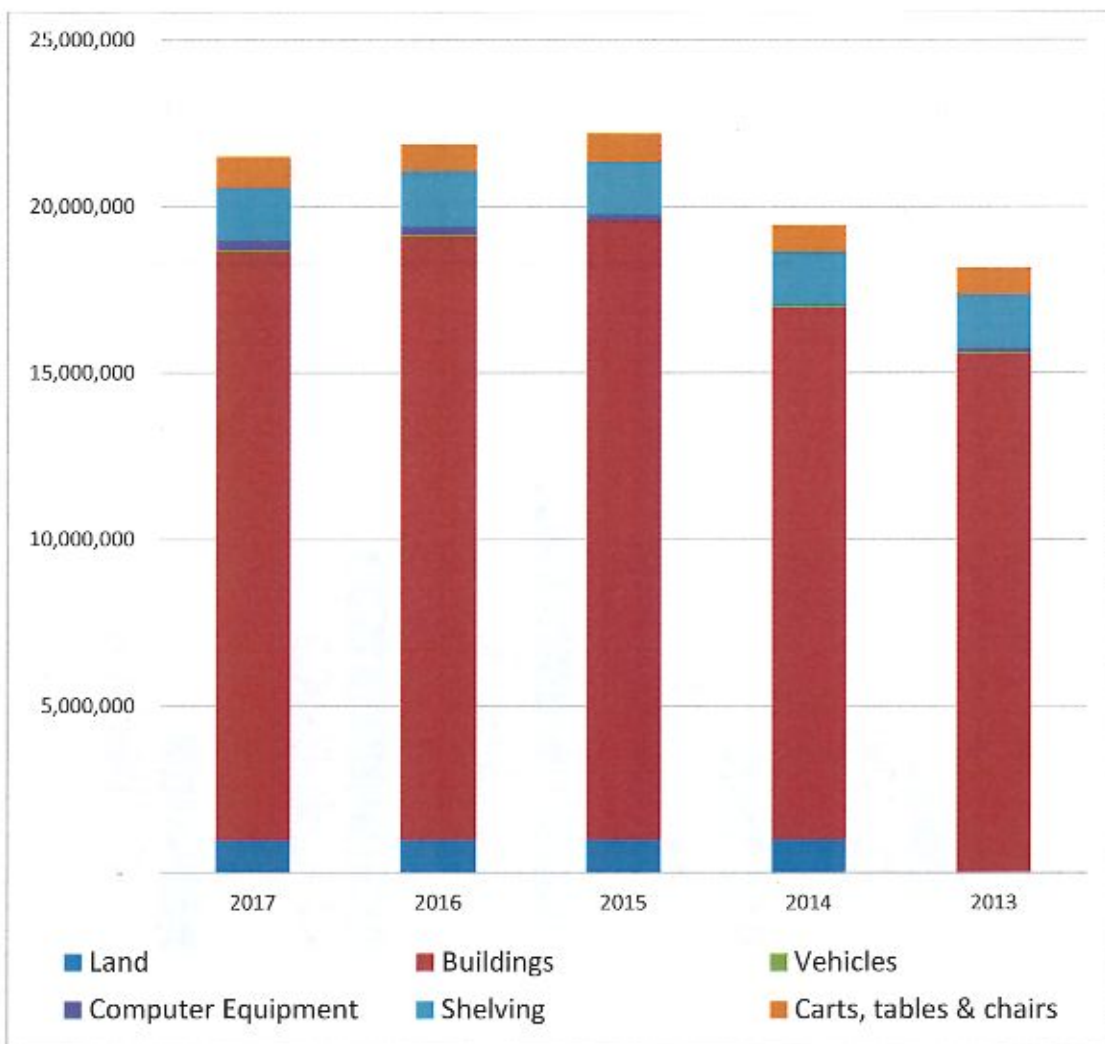
* Any expense less than 3% of total expenses is included in other operating expenses

ALLOCATION OF OPERATING EXPENSES BY BRANCH



CAPITAL ASSET ANALYSIS - CATEGORY BREAKDOWN

	2017	2016	2015	2014	2013
Tangible capital assets					
Beginning of year	28,390,034	29,130,149	27,168,126	26,604,468	27,688,732
Purchases	1,902,060	2,041,724	5,099,166	3,689,348	2,151,494
Disposals	(40,790)	(25,902)	(3,829)	(3,798)	(13,250)
Amortization	(2,684,977)	(2,755,937)	(3,133,314)	(3,121,892)	(3,222,508)
End of year	27,566,327	28,390,034	29,130,149	27,168,126	26,604,468



* Amounts above do not include the capitalized book inventory.

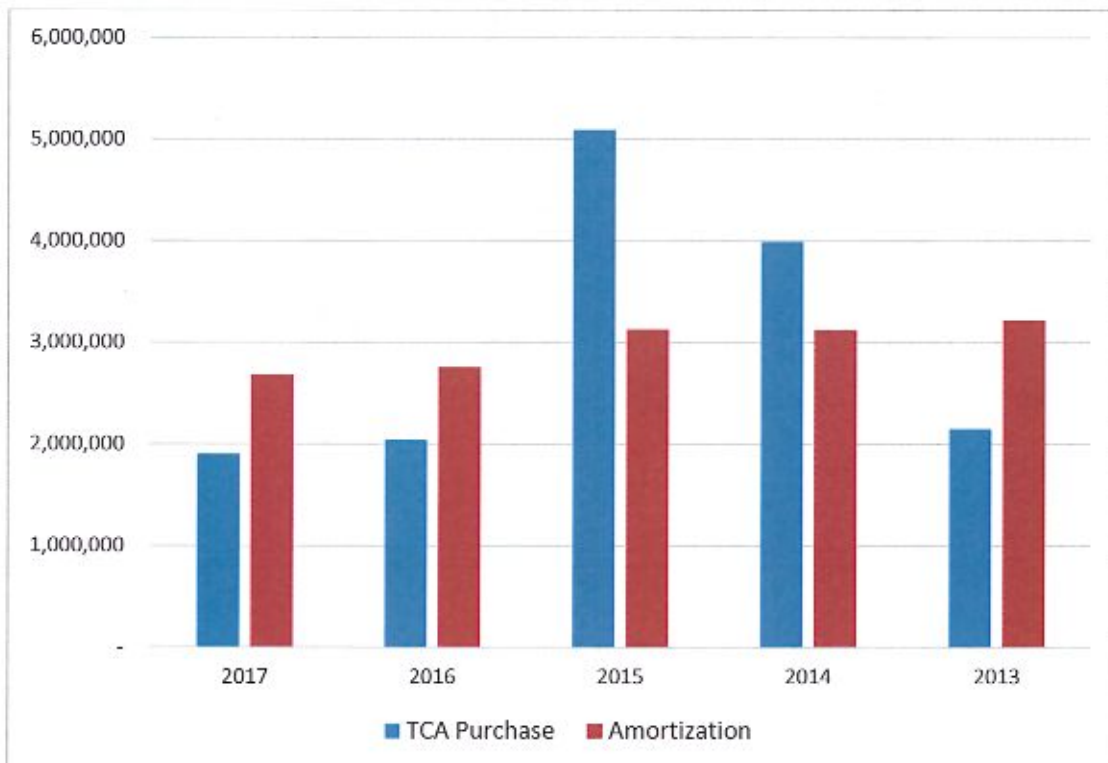
CAPITAL ASSET ANALYSIS - TCA FINANCIAL INDICATOR

As assets age, the TCA Financial Indicator percentage will decrease. The newer the assets, the longer the remaining life of the asset and the higher the percentage.

The formula is as follows:

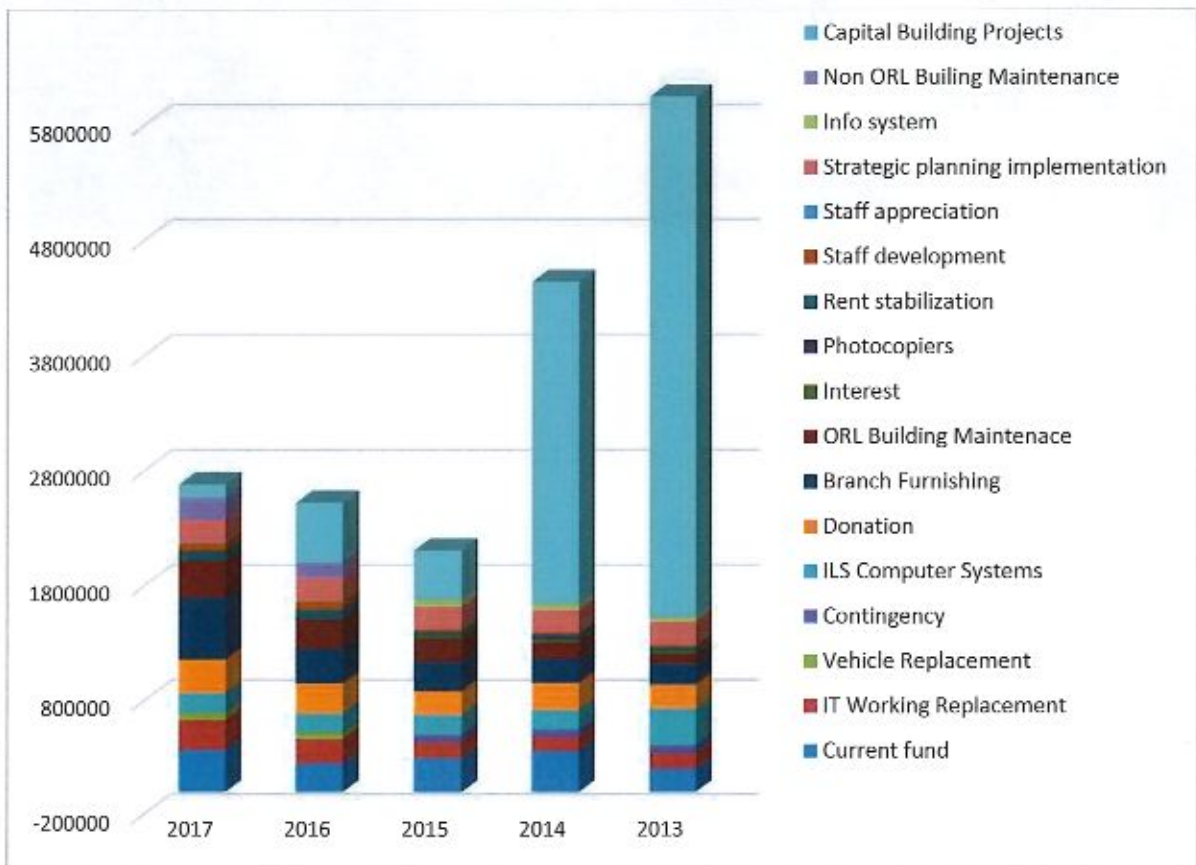
$$\text{Age of TCA Financial Indicator} = \frac{\text{Net Book Value of TCA}}{\text{Historical Cost of TCA}}$$

	2017	2016	2015	2014	2013
Building	86%	88%	90%	91%	93%
Books	41%	41%	34%	41%	42%
Computer	30%	26%	17%	5%	11%
Miscellaneous	57%	55%	55%	56%	58%
Total	65%	65%	62%	64%	63%



RESERVE ANALYSIS

	2017	2016	2015	2014	2013
Reserves and discretionary reserve funds					
Current fund	371,729	252,529	301,307	363,284	208,293
IT Working Replacement	262,285	216,288	131,117	114,628	127,241
Contingency	-	-	75,007	75,077	75,077
ILS Computer Systems	170,221	170,221	170,221	170,221	320,221
Donation	294,439	265,426	209,805	235,849	212,855
Branch Furnishing	538,650	299,186	255,703	209,188	183,980
Vehicle Replacement	63,010	50,510	-	-	-
Non ORL Building Maintenance	194,250	141,960	-	-	-
ORL Building Maintenance	320,000	260,000	200,000	140,000	80,000
Interest	-	-	25,000	25,000	25,000
Photocopiers	-	-	1,967	16,768	1,918
Rent Stabilization	82,729	82,729	32,652	32,652	32,652
Staff Development	66,320	66,320	16,020	15,620	15,620
Staff Appreciation	6,382	4,882	4,882	3,382	1,882
Strategic Planning Implementation	199,934	197,934	195,934	193,934	206,934
Info system	-	-	60,000	48,000	36,000
Capital Building Projects	114,464	517,553	432,169	2,798,112	4,524,193
	2,684,413	2,525,538	2,111,784	4,441,715	6,051,866



* This does not include the equity in tangible capital assets.



Section 4

BDO Resources



BDO PROFILE

BDO is one of Canada's largest accounting services firms providing assurance and accounting, taxation, financial advisory, risk advisory, financial recovery and consulting services to a variety of publicly traded and privately held companies.

BDO serves its clients through 105 offices across Canada. As a member firm of BDO International Limited, BDO serves its multinational clients through a global network of over 1,300 offices in 151 countries. Commitment to knowledge and best practice sharing ensures that expertise is easily shared across our global network and common methodologies and information technology ensures efficient and effective service delivery to our clients.

Outlined below is a summary of certain BDO resources which may be of interest to the Board.

PSAB PUBLICATIONS

BDO's national and international accounting and assurance department issues publications on the transition and application of Public Sector Accounting Standards (PSAB) as well as common differences between PSAB and Canadian generally accepted accounting principles.

For additional information on PSAB including links to archived publications and model financial statements, refer to:

<http://www.bdo.ca/library/publications/psab/index.cfm>

PSAB UPDATES

For a complete reference to PSAB updates, refer to:

<https://www.bdo.ca/en-ca/insights/assurance-accounting/psas/public-sector-accounting-standards-psas-update-2017/>

IN CANADA
www.bdo.ca

ASSURANCE AND ACCOUNTING
PUBLIC SECTOR ACCOUNTING
STANDARDS (PSAS) UPDATE 2017

Introduction

BDO and its firm in the Public Sector Accounting Standards (PSAB) in the World's First Year 2017 Public Sector Accounting Handbook (PSAB Handbook) section became effective as of the amendments to the Handbook for Public Sector Accounting Handbook. This handbook is the result of the program involving various members of the Public Sector Accounting Standards (PSAS) Committee and its members to ensure that the handbook is a complete and up-to-date document. This publication will provide an overview of the project as well as a review of the standards that are effective for public sector entities for the year 2017.

Standards effective January 1, 2017

As a result of the Handbook, the Board issued the amendments to Public Sector Accounting Handbook to clarify the application of the PSAB Handbook for various public sector entities.

Key Amendments

The new amendments to the Handbook:

- The inclusion of the term "public sector entity" which is defined as government, government component, government organization or government partnership.
- The modification of the term "government component" which is defined as a unit of government, such as a department, ministry or board that is not a separate entity with its own name and that can act on its own.
- The definition of a government organization has been amended to state that it is an organization controlled by a government that is separate entity with its own name and that can act on its own.
- Definitions for each type of government organization and government partnership are now included in the Handbook. These definitions define the scope of the Handbook for each type of government organization.
- The general of each type of government organization has been amended to clarify that they are separate legal entities that have the power to control their own assets and liabilities.
- The definition of a government partnership has also been amended to clarify that it is a government organization.
- Guidance for how to determine when an entity can be followed by government component and government partnership in the guidance was not previously provided in the PSAB Handbook.
 - o Government components follow the guidance for governments in the PSAB Handbook.
 - o Government partnerships follow the guidance for governments in the PSAB Handbook. However, where there is a conflict between the needs of the user of the Handbook, the government partnership guidance follows the Handbook.
 - o Government partnerships follow the Handbook in the Handbook.
 - o Government partnerships follow the Handbook in the Handbook.
 - o Government partnerships follow the Handbook in the Handbook.

**OKANAGAN REGIONAL
LIBRARY DISTRICT
Financial Statements**
For the year ended December 31, 2017

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Management's Responsibility for Financial Reporting

The accompanying financial statements of the Okanagan Regional Library District have been approved by the Board. The preparation of these financial statements is the responsibility of management.

The financial statements were prepared by our external auditor in accordance with Canadian public sector accounting standards. Certain amounts used in the preparation of the financial statements are based on management's best estimates and judgments. Actual results could differ as additional information becomes available in the future. When alternative accounting methods exist, management has chosen those it deems most appropriate in the circumstances, in order to ensure that the financial statements are presented fairly, in all material respects. Management has reviewed these financial statements and has taken responsibility for them.

The Okanagan Regional Library District maintains systems of internal accounting and administrative controls of high quality, consistent with reasonable cost. Such systems are designed to provide reasonable assurance that the financial information is relevant, reliable and accurate and the Okanagan Regional Library District's assets are appropriately accounted for and adequately safeguarded.

The Board is responsible for ensuring that management fulfills its responsibilities for financial reporting and is ultimately responsible for reviewing and approving the financial statements.

The Board meets periodically with management, as well as the external auditors, to discuss internal controls over the financial reporting process, auditing matters and financial reporting issues, to satisfy themselves that each party is properly discharging their responsibilities, and to review the annual report, the consolidated financial statements and the external auditor's report.

The financial statements have been audited by BDO Canada LLP Chartered Professional Accountants in accordance with Canadian generally accepted auditing standards on behalf of the Board. The independent auditor's report expresses their opinion on these financial statements. The auditors have full and free access to the accounting records and to the Board of the Okanagan Regional Library District.

Chairperson

Chief Executive Officer

Chief Financial Officer

Independent Auditor's Report

To the Members of the Board of Trustees of the Okanagan Regional Library District

We have audited the accompanying financial statements of the Okanagan Regional Library District which comprise the statement of financial position as at December 31, 2017, and the statements of operations, change in net debt and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

The Library District's management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Library District's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Library District's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Okanagan Regional Library District as at December 31, 2017 and its financial performance and cash flows for the year then ended, in accordance with Canadian public sector accounting standards.

Unaudited Information

We have not audited, reviewed or otherwise attempted to verify the accuracy or completeness of the schedules on pages 17 through 22 of the Okanagan Regional Library District's Financial Statements.

Chartered Professional Accountants

Kelowna, British Columbia
May 16, 2017

**Okanagan Regional Library District
Statement of Financial Position**

December 31	2017	2016
Financial Assets		
Cash (Note 1)	\$ 3,105,887	\$ 2,487,646
Accounts receivable	318,612	654,668
MFA debt reserve	155,000	155,000
	3,579,499	3,297,314
Financial Liabilities		
Accounts payable and accrued liabilities	862,939	871,575
Wages payable	75,697	7
Deferred Revenue	32,667	-
Long term debt (Note 2)	11,450,533	12,106,779
	12,421,836	12,978,361
Net Debt	(8,842,337)	(9,681,047)
Non-Financial Assets		
Prepaid expenses	231,417	255,006
Tangible capital assets (Note 3)	27,566,327	28,390,034
	27,797,744	28,645,040
Accumulated Surplus (Note 4)	\$ 18,955,407	\$ 18,963,993

Approved on behalf of the Board:

_____ Chairperson

**Okanagan Regional Library District
Statement of Operations and Accumulated Surplus**

For the year ended December 31	2017	2017	2016
	Actual	Budget	Actual
Revenue			
Assessments	\$ 16,580,526	\$ 16,558,312	\$ 16,203,810
Province of British Columbia grant	1,008,026	1,008,808	1,009,058
Other grants	40,479	83,500	44,137
Other revenue	565,507	428,327	541,610
Branch building and furnishing fund	-	-	485,850
	18,194,538	18,078,947	18,284,465
Expenses (Note 6)			
Direct local branch expenses	10,961,118	10,104,213	10,608,363
Delivery/transportation			
Operating expenses	81,537	94,700	77,393
Children's programs	41,925	18,954	38,576
Electronic materials	779,691	790,000	790,033
Headquarters supportive services			
Salaries and benefits	2,270,771	2,513,732	2,263,311
Operating	1,342,317	1,788,865	1,420,374
Amortization	2,684,976	-	2,755,937
Loss on disposal of tangible capital assets	40,789	-	25,703
	18,203,124	15,310,464	17,979,690
Annual surplus (deficit)	(8,586)	2,768,483	304,775
Accumulated surplus, beginning of year	18,963,993	18,963,993	18,659,218
Accumulated surplus, end of year	\$ 18,955,407	\$ 21,732,476	\$ 18,963,993

**Okanagan Regional Library District
Statement of Change in Net Debt**

For the year ended December 31	2017	2017	2016
	Actual	Budget	Actual
Annual surplus (deficit)	\$ (8,586)	\$ 2,768,483	\$ 304,775
Acquisition of tangible capital assets	(1,902,060)	(1,596,852)	(2,041,724)
Amortization of tangible capital assets	2,684,976	-	2,755,937
Loss on disposal of tangible capital assets	40,789	-	25,703
Acquisition of prepaid expenses	23,591	-	(34,237)
Change in net debt	838,710	1,171,631	1,010,454
Net debt, beginning of year	(9,681,047)	(9,681,047)	(10,691,501)
Net debt, end of year	\$ (8,842,337)	\$ (8,509,416)	\$ (9,681,047)

**Okanagan Regional Library District
Statement of Cash Flows**

For the year ended December 31	2017	2016
Cash flows provided by (used in) operating activities		
Cash receipts from taxes, grants, user fees and donations (a)	\$ 18,542,061	\$ 18,175,721
Cash paid to employees and suppliers	(14,692,963)	(14,528,047)
Interest received	21,199	17,032
Interest paid	(693,750)	(693,750)
	<u>3,176,547</u>	<u>2,970,956</u>
Cash flows provided by (used in) capital activities		
Purchase of tangible capital assets	<u>(1,902,060)</u>	<u>(2,041,724)</u>
Cash flows provided by (used in) financing activities		
Repayment of MFA debt	<u>(656,246)</u>	<u>(631,006)</u>
Increase in cash during the year	618,241	298,226
Cash, beginning of year	<u>2,487,646</u>	<u>2,189,420</u>
Cash, end of year	<u>\$ 3,105,887</u>	<u>\$ 2,487,646</u>

Supplemental Information:

- (a) Included in the 2017 balance for cash receipts from taxes, grants, user fees and donations is an reduction in accounts receivable of \$336,056 (2016 - an increase of \$91,713).

**Okanagan Regional Library District
Summary of Significant Accounting Policies**

December 31, 2017

Nature of Business The Okanagan Regional Library District (the "Library District") provides equitable access to relevant educational, recreational, and cultural library resources to residents of the Okanagan.

Basis of Presentation It is the Library District's policy to follow accounting principles generally accepted for municipalities in the Province of British Columbia. The financial statements include the account of all funds for the Library District. All interfund transfers have been eliminated. They have been prepared using guidelines issued by the Public Sector Accounting Board (PSAB) of CPA Canada.

Tangible Capital Assets

Tangible capital assets are recorded at cost less accumulated amortization. Cost includes all costs directly attributable to acquisition or construction of the tangible capital asset including transportation costs, installation costs, design and engineering fees, legal fees and site preparation costs. Contributed tangible capital assets are recorded at fair value at the time of the donation, with a corresponding amount recorded as revenue. Amortization is recorded over the estimated life of the tangible capital asset commencing once the asset is available for productive use as follows:

Books	2 to 50 years, straight line
Building	2.5% declining balance
Carts	5% declining balance
Chairs	5% declining balance
Computer equipment*	25% declining balance
Electronics	15% declining balance
Leasehold improvement	100% declining balance
Miscellaneous	15% declining balance
Shelving	40 years, straight line
Tables	5% declining balance
Vehicles	20% declining balance

Revenue Recognition Assessment revenue is invoiced quarterly and is recorded when it becomes due on the first day of the last month of each quarter. The schedule of due dates is set by the Library Act. Revenue from grants is recorded when received and when conditions specified in the grant are met. Other revenue is recorded when the service has been provided or when performance has been achieved and the revenue is reasonably collectible.

Reserve Funds The Library District has established several reserves relating to future capital expenses and operating expenses. Amounts transferred to and from these reserves are per approval of the Board of Trustees for the Library District.

**Okanagan Regional Library District
Summary of Significant Accounting Policies**

December 31, 2017

MFA Debt Reserve	As a condition of borrowing through Regional Districts (Note 2), a portion of the loan proceeds are withheld by the Regional Districts to be used as a debt reserve for the Municipal Finance Authority.
Financial Instruments	The Library District's financial instruments consist of cash, accounts receivable, accounts payable and accrued liabilities, wages payable and long-term debt. Unless otherwise noted, it is management's opinion that the Library District is not exposed to significant interest, currency, liquidity or credit risks arising from these financial instruments. The fair values of these financial instruments approximate their carrying values, unless otherwise noted.
Use of Estimates	The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from management's best estimates as additional information becomes available in the future.
Government Transfers	Government transfers, which include legislative grants, are recognized in the financial statements in the period in which events giving rise to the transfers occur, providing the transfers are authorized, any eligibility criteria have been met, and reasonable estimates of the amount can be made.

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2017

1. Cash

Cash is held in a financial institution earning interest at an average rate of 1.01% (2016 - 0.89%) per annum.

2. Long Term Debt

The Regional District of the Central Okanagan was authorized (Regional District of Central Okanagan, Okanagan Regional Library District Borrowing Loan Authorization Bylaw No. 1236, 2008) to borrow \$4,500,000 from the Municipal Finance Authority on behalf of the Library District.

The Regional District of North Okanagan was authorized (Regional District of North Okanagan, Okanagan Regional Library District Borrowing Loan Authorization Bylaw No. 2436, 2010) to borrow \$11,000,000 from the Municipal Finance Authority on behalf of the Library District.

	2017	2016
Debtenture payable to the Municipal Finance Authority of British Columbia, with semi annual interest payments of \$115,875 and annual principal payments of \$151,118, interest rate at 5.15%, due November 20, 2028.	\$ 2,900,749	\$ 3,107,564
Debtenture payable to the Municipal Finance Authority of British Columbia, with semi annual interest payments of \$231,000 and annual principal payments of \$369,399, interest rate at 4.2%, due April 4, 2031.	8,549,784	8,999,215
	\$ 11,450,533	\$ 12,106,779

Principal payments estimated to be required in each of the next five years and thereafter is as follows:

2017	\$ 520,517
2018	520,517
2019	520,517
2020	520,517
2021	520,517
Thereafter	4,095,571
	\$ 6,698,156
Add: Actuarial additions until maturity	4,752,377
	\$ 11,450,533

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2017

3. Tangible Capital Assets

2017

	Land	Buildings	Vehicles	Computer Equipment	Shelving	Carts, Tables & Chairs	Electronics & Miscellaneous	Book Inventory	Total
Cost, beginning of year	\$ 983,134	\$ 20,675,786	\$ 89,189	\$ 1,024,122	\$ 2,760,457	\$ 1,466,328	\$ 588,509	\$ 15,473,632	\$ 43,061,157
Additions	-	-	-	143,805	42,286	142,558	8,055	1,565,356	1,902,060
Disposals	-	-	-	(141,390)	(73,110)	(16,500)	(21,664)	(2,460,545)	(2,713,209)
Cost, end of year	\$ 983,134	\$ 20,675,786	\$ 89,189	\$ 1,026,537	\$ 2,729,633	\$ 1,592,386	\$ 574,900	\$ 14,578,443	\$ 42,250,008
Accumulated amortization, beginning of year	\$ -	\$ 2,535,723	\$ 51,904	\$ 759,682	\$ 1,131,712	\$ 632,262	\$ 415,186	\$ 9,144,654	\$ 14,671,123
Amortization	-	453,502	7,457	102,061	68,106	44,978	25,675	1,983,198	2,684,977
Disposals	-	-	-	(141,390)	(44,298)	(10,705)	(15,481)	(2,460,545)	(2,672,419)
Accumulated amortization, end of year	\$ -	\$ 2,989,225	\$ 59,361	\$ 720,353	\$ 1,155,520	\$ 666,535	\$ 425,380	\$ 8,667,307	\$ 14,683,681
Net carrying amount, end of year	\$ 983,134	\$ 17,686,561	\$ 29,828	\$ 306,184	\$ 1,574,113	\$ 925,851	\$ 149,520	\$ 5,911,136	\$ 27,566,327

Okanagan Regional Library District
Notes to Financial Statements

December 31, 2017

3. Tangible Capital Assets (continued)

2016

	Land	Buildings	Vehicles	Computer Equipment	Shelving	Carts, Tables & Chairs	Electronics & Miscellaneous	Book Inventory	Total
Cost, beginning of year	\$ 983,134	\$ 20,647,170	\$ 65,583	\$ 1,047,355	\$ 2,702,623	\$ 1,426,853	\$ 613,795	\$ 19,600,278	\$ 47,086,791
Additions	-	28,616	23,606	174,927	110,948	50,129	3,380	1,650,118	2,041,724
Disposals	-	-	-	(198,160)	(53,114)	(10,654)	(28,666)	(5,776,764)	(6,067,358)
Cost, end of year	\$ 983,134	\$ 20,675,786	\$ 89,189	\$ 1,024,122	\$ 2,760,457	\$ 1,466,328	\$ 588,509	\$ 15,473,632	\$ 43,061,157
Accumulated amortization, beginning of year	\$ -	\$ 2,070,593	\$ 45,534	\$ 869,497	\$ 1,097,181	\$ 595,533	\$ 412,298	\$ 12,866,006	\$ 17,956,642
Amortization	-	465,130	6,370	88,146	68,012	42,579	30,288	2,055,412	2,755,937
Disposals	-	-	-	(197,961)	(33,481)	(5,850)	(27,400)	(5,776,764)	(6,041,456)
Accumulated amortization, end of year	\$ -	\$ 2,535,723	\$ 51,904	\$ 759,682	\$ 1,131,712	\$ 632,262	\$ 415,186	\$ 9,144,654	\$ 14,671,123
Net carrying amount, end of year	\$ 983,134	\$ 18,140,063	\$ 37,285	\$ 264,440	\$ 1,628,745	\$ 834,066	\$ 173,323	\$ 6,328,978	\$ 28,390,034

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2017

4. Accumulated Surplus

The Library District segregates its accumulated surplus in the following categories:

	2017	2016
Financial equity		
Current fund	\$ 371,729	\$ 252,530
Equity in capital assets (Note 5)	16,270,994	16,438,454
Reserve funds	2,312,684	2,273,009
	\$ 18,955,407	\$ 18,963,993

Equity in capital assets represents amounts already spent and invested in infrastructure and other non-financial assets.

Reserve funds represent funds set aside by the Board of Trustees for specific purposes.

5. Equity in Capital Assets

	2017	2016
Balance , beginning of year	\$ 16,438,454	\$ 16,547,364
Add:		
Contribution for debt reduction	656,246	631,006
Contribution for capital assets	1,597,640	1,511,883
Contribution from reserve funds	304,419	529,841
Deduct:		
Amortization	(2,684,976)	(2,755,937)
Loss on disposal of assets	(40,789)	(25,703)
Balance , end of year	\$ 16,270,994	\$ 16,438,454

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2017

6. Expenses by Object

	2017	2017	2016
	Actual	Budget	Actual
Advertising	\$ 41,369	\$ 53,612	\$ 73,799
Amortization	2,684,976	-	2,755,937
Association dues, staff development and travel	157,602	163,659	156,853
Board and committee expenses	8,685	24,970	14,797
Book binding and mending	13,195	30,000	22,831
Collection agencies and sundry	33,685	353,289	11,714
Computer maintenance and telecommunication lines	481,147	571,276	508,481
Contract for library services	38,280	40,000	61,600
Electronic materials	779,691	790,000	790,033
Insurance	52,414	51,000	51,613
Interest, bank charges and US exchange	10,211	8,000	8,677
Long term debt interest	693,750	693,750	693,750
Loss on disposal of capital assets	40,789	-	25,703
Maintenance and utilities	1,784,358	1,157,587	1,623,018
Moving and storage	807	3,060	6,362
Postage and freight	52,778	59,200	51,726
Professional fees	114,268	70,641	85,383
Programs	41,925	18,954	38,576
Rent	1,921,532	1,817,936	1,905,209
Supplies	146,163	128,395	141,790
Telephone	23,718	32,050	26,886
Transportation	114,057	128,601	112,382
Wages and benefits	8,967,724	9,114,484	8,812,570
	\$18,203,124	\$ 15,310,464	\$ 17,979,690

7. Credit Facility

The Library District has a credit facility agreement with a financial institution which provides a revolving line of credit of \$750,000 with an interest rate of prime plus 3%. At December 31, 2017, the Library District had drawn \$nil (2016 - \$nil) on this agreement.

Okanagan Regional Library District
Notes to Financial Statements

December 31, 2017

8. Pension Liability

The Library District and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The Board of Trustees, representing plan members and employers, is responsible for administering the Plan, including investment of the assets and administration of benefits. The Plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2017, the Plan has about 193,000 active members and approximately 90,000 retired members. Active members include approximately 145 contributors from the Library District.

Every three years, an actuarial valuation is performed to assess the financial position of the Plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the Plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the Plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent valuation as of December 31, 2015, indicated a \$2,224 million funding surplus for basic pension benefits on a going concern basis. As a result of the 2015 basic account actuarial valuation surplus and pursuant to the joint trustee agreement, \$1,927 million was transferred to the rate stabilization account and \$297 million of the surplus ensured the required contributions rates remained unchanged.

The Library District paid \$591,660 (2016 - \$614,940) for employer contributions to the Plan in fiscal 2017.

The next valuation will be as at December 31, 2018, with results available in 2019.

Employers participating in the Plan record their pension expense as the amount of the employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the Plan records accrued liabilities and accrued assets for the Plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the Plan.

Okanagan Regional Library District
Notes to Financial Statements

December 31, 2017

9. Budget Information

The budget adopted by the Board of Trustees was not prepared on a basis consistent with that used to report actual results based on current Public Sector Accounting Standards ("PSAB"). The budget was prepared on a modified accrual basis while PSAB now require a full accrual basis. The budget figures anticipated use of surpluses accumulated in previous years to reduce current year expenses in excess of current year revenues to \$nil. In addition, the budget expensed all tangible capital expenses rather than including amortization expense. As a result, the budget figures presented in the statements of operations and change in net debt represent the budget adopted by the Board of Directors with adjustments as follows:

	<u>2017</u>
Budget surplus (deficit) for the year as per board budget	\$ -
Add:	
Transfers to reserve funds budgeted for in expenses	486,861
Transfers to tangible capital assets budgeted for in expenses - books and material	1,646,852
Debt reduction - principal	<u>114,253</u>
Budget surplus per Statement of Operations	<u>\$ 2,768,483</u>

**Okanagan Regional Library District
Schedule 1 - Current Fund Operations
(Unaudited)**

For the year ended December 31	2017	2017	2016
	Actual	Budget	Actual
Revenue			
Assessments (Schedule 2)	\$ 16,580,526	\$ 16,558,312	\$ 16,203,810
Province of British Columbia	1,008,026	1,008,808	1,009,058
Other grant revenue	40,479	83,500	44,137
Other revenue (Schedule 3)	565,507	428,327	541,610
Branch building and furnishing funding	-	-	485,850
	18,194,538	18,078,947	18,284,465
Expenses			
Direct local branch expenses (Schedule 4)	10,961,118	10,104,213	10,608,363
Delivery/transportation			
Operating expenses	81,537	94,700	77,393
Children's programs	41,925	18,954	38,576
Electronic materials	779,691	790,000	790,033
Headquarters supportive services			
Salaries and benefits	2,270,771	2,513,732	2,263,311
Operating (Schedule 5)	1,342,317	1,788,865	1,420,374
	15,477,359	15,310,464	15,198,050
Excess of revenues over expenses	2,717,179	2,768,483	3,086,415
Net interfund transfers:			
Net contributions to capital fund			
For debt reduction	(656,246)	(520,517)	(631,006)
For capital assets	(1,597,640)	(1,646,852)	(1,511,883)
Contribution from reserve fund			
Automation	-	-	27,867
Computer	2,177	-	3,384
Donation	35,925	-	35,254
Equipment	27,382	-	12,720
Furnishing	5,976	-	-
Non ORL Building Maintenance	511,765	-	-
Contributions to reserve funds			
Equipment	(543,128)	(182,500)	(668,350)
Automation and CPU	(126,850)	(126,850)	(128,350)
Building maintenance	(60,000)	-	(60,000)
Strategic planning	(2,000)	(2,000)	(2,000)
Staff appreciation	(1,500)	-	(300)
Other	(75,758)	(61,511)	(98,528)
Building	(118,083)	(114,000)	(114,000)
Change in fund balance	119,199	114,253	(48,777)
Surplus, beginning of year	252,530	252,530	301,307
Surplus, end of year	\$ 371,729	\$ 366,783	\$ 252,530

**Okanagan Regional Library District
Schedule 2 - Assessments
(Unaudited)**

For the year ended December 31	2017	2017	2016
	Actual	Budget	Actual
Municipalities			
Armstrong	\$ 179,461	\$ 179,461	\$ 176,440
Coldstream	441,363	441,363	429,444
Enderby	98,614	98,614	99,537
Golden and Area	313,740	313,740	311,681
Kelowna	5,950,303	5,950,303	5,756,024
Keremeos	58,700	57,577	57,039
Lake Country	602,897	602,897	562,224
Lumby	64,977	64,977	65,359
Oliver	181,867	181,867	182,772
Osoyoos	249,578	249,578	250,882
Peachland	235,264	235,264	234,119
Princeton	128,535	128,535	112,375
Revelstoke	312,683	312,683	303,685
Salmon Arm	692,625	692,625	692,212
Sicamous	146,096	124,996	128,032
Spallumcheen	204,560	204,560	203,335
Summerland	468,888	468,888	464,010
Vernon	1,746,023	1,746,023	1,701,305
West Kelowna	1,473,864	1,473,864	1,410,926
	13,550,038	13,527,815	13,141,401
First Nation Members			
Penticton Indian Band	-	-	42,912
Westbank First Nation	360,701	360,701	355,933
	360,701	360,701	398,845
Regional Districts			
Central Okanagan	304,637	304,637	298,913
Columbia - Shuswap	829,452	829,452	830,874
North Okanagan	717,319	717,319	714,711
Okanagan - Similkameen	818,379	818,388	819,066
	2,669,787	2,669,796	2,663,564
	\$ 16,580,526	\$ 16,558,312	\$ 16,203,810

**Okanagan Regional Library District
Schedule 3 - Other Revenue
(Unaudited)**

For the year ended December 31	2017		2017	2016
	Actual		Budget	Actual
Fines, damaged and lost books	\$ 240,371	\$	232,509	\$ 235,885
Sundry	34,718	-	-	5,807
Bank interest	21,199	22,600	-	17,032
Copying	43,840	23,730	-	42,806
Meeting room rental	14,289	14,000	-	12,457
Non resident charges	2,875	-	-	3,400
Actuarial earnings	135,729	135,488	-	110,489
Book bag revenue	2,133	-	-	2,653
Donation revenue	70,353	-	-	111,081
Interdepartment rent	<u>588,005</u>	591,000	-	<u>583,508</u>
Total before adjustment	1,153,512	1,019,327	-	1,125,118
Interdepartment rent	<u>(588,005)</u>	(591,000)	-	<u>(583,508)</u>
Total	\$ 565,507	\$	428,327	\$ 541,610

**Okanagan Regional Library District
Schedule 4 - Direct Local Branch Expenses
(Unaudited)**

For the year ended December 31

Branch	Salaries & Benefits	Building	Other	2017 Total	2017 Budget	2016 Total
Armstrong	\$ 144,251	\$ 186,779	\$ 16,197	\$ 347,227	\$ 209,327	215,793
Book Deposits	-	-	3,190	3,190	3,000	3,190
Cherryville	32,818	9,835	3,614	46,267	43,515	40,449
Enderby	115,961	59,703	3,001	178,665	183,868	180,227
Falkland	52,247	23,969	2,354	78,570	67,500	65,757
Golden	115,583	58,305	24,607	198,495	212,168	193,862
Hedley	13,414	2,450	2,425	18,289	19,556	18,268
Kaleden	44,991	13,294	2,527	60,812	72,049	65,300
Kelowna						
<i>Downtown</i>	1,066,779	1,282,981	14,608	2,364,368	1,898,882	2,338,570
<i>Mission</i>	402,970	167,169	4,635	574,774	554,119	561,068
<i>Rutland</i>	375,008	311,654	7,776	694,438	684,617	670,459
Keremeos	117,280	40,122	3,244	160,646	140,503	158,932
Lake Country						
<i>Central</i>	176,981	99,383	3,979	280,343	277,677	273,053
<i>Oyama</i>	26,753	5,759	1,909	34,421	45,227	27,623
Lumby	95,419	17,799	3,441	116,659	120,044	113,161
Naramata	39,731	19,464	2,425	61,620	60,522	62,372
North Shuswap	51,517	29,124	2,836	83,477	94,628	86,314
Okanagan Falls	67,447	37,783	2,328	107,558	109,249	95,902
Oliver	179,078	99,024	4,147	282,249	300,187	303,308
Osoyoos	157,499	52,816	4,156	214,471	188,502	197,437
Peachland	108,177	74,277	12,824	195,278	175,614	174,880
Princeton	55,404	31,245	3,437	90,086	88,876	92,618
Revelstoke	119,538	58,121	19,061	196,720	202,601	183,408
Salmon Arm	417,142	250,818	5,048	673,008	673,610	679,543
Sicamous	100,873	45,119	2,575	148,567	159,640	149,680
Silver Creek	32,106	10,414	1,791	44,311	48,922	40,505
South Shuswap	118,921	53,551	2,722	175,194	160,510	168,363
Summerland	213,866	182,528	4,894	401,288	376,625	387,349
Vernon	1,088,040	689,345	11,454	1,788,839	1,746,119	1,779,919
West Kelowna	358,079	242,935	5,671	606,685	641,723	613,707
Unallocated	809,080	-	50,245	859,325	659,081	786,795
Total before adjustment	6,696,953	4,155,766	233,121	11,085,840	10,218,461	10,727,812
Interdepartment rent net of interest costs	-	(124,722)	-	(124,722)	(114,248)	(119,449)
Total	\$ 6,696,953	\$4,031,044	\$ 233,121	\$10,961,118	\$10,104,213	\$10,608,363

**Okanagan Regional Library District
Schedule 5 - Headquarters Operating Expenses
(Unaudited)**

For the year ended December 31	2017		2017	2016
	Actual		Budget	Actual
Advertising and marketing	\$ 39,371	\$	44,737	\$ 66,394
Association dues, staff development and travel	157,024		163,659	147,430
Binding and mending	13,195		30,000	22,831
Board and committee expenses	8,685		24,970	19,797
Computer maintenance and data lines	421,809		508,391	438,888
Collection agencies and sundry	33,685		353,289	11,714
Insurance	52,414		51,000	51,613
Interest, bank charges and US exchange	10,211		8,000	8,677
Interest on MFA debt	231,750		231,750	231,750
Maintenance and utilities	134,036		135,688	136,315
Moving, storage and rent	578		-	399
Penticton library contract	38,280		40,000	61,600
Postage and freight	13,934		22,300	18,970
Professional fees	114,268		70,641	77,736
Supplies	50,339		77,940	76,992
Strategic planning	578		-	22,860
Telephone	5,628		7,000	5,545
Transportation (van and car)	16,532		19,500	20,863
Total	\$ 1,342,317	\$	1,788,865	\$ 1,420,374

**Okanagan Regional Library District
Schedule 6 - Reserve Fund Continuity
(Unaudited)**

For the year ended December 31

	2016	Contributions	Expenses	Transfers	2017
IT Working Replacement	\$ 216,288	\$ 126,850	\$ (80,853)	\$ -	\$ 262,285
ILS Computer Systems	170,221	-	-	-	170,221
Donation	265,426	75,758	(46,745)	-	294,439
Branch Furnishing	299,186	460,364	(220,900)	-	538,650
Vehicle Replacement	50,510	12,500	-	-	63,010
Non ORL Building Maintenance	141,960	70,265	(511,765)	493,790	194,250
ORL Building Maintenance	260,000	60,000	-	-	320,000
Rent Stabilization	82,729	-	-	-	82,729
Staff Development	66,320	-	-	-	66,320
Staff Appreciation	4,882	1,500	-	-	6,382
Strategic Planning Implementation	197,934	2,000	-	-	199,934
Capital Building Projects	517,553	118,083	(27,382)	(493,790)	114,464
Total	\$ 2,273,009	\$ 927,320	\$ (887,645)	\$ -	\$ 2,312,684

Draft - For Discussion Purposes Only

TABLE OF CONTENTS

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2017

Documents are arranged in the following order:

1. Table of Contents
2. Financial Information Act Submission Checklist
3. Board Approval Form
4. Management Report
5. Financial Statements
6. Schedule of Debt
7. Schedule of Guarantee and Indemnity Agreements
8. Schedule of Remuneration and Expenses
 - Reconcile or explain if different from Financial Statements
9. Statement of Severance Agreements
10. Statement of Changes in Financial Position
11. Schedule of Payments for the Provision of Goods and Services including:
 - Reconcile or explain if different from Financial Statements

Submission Checklist

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2017

Due Date: May 15th, 2018

a)	<input checked="" type="checkbox"/>	Approval of Statement of Financial Information
b)	<input checked="" type="checkbox"/>	A Management Report signed and dated by the Library Board and Library Director
		An operational statement including:
c)	<input checked="" type="checkbox"/>	i) Statement of Income ii) Statement of Changes in Financial Position, or, if omitted, an explanation in the Notes to the Financial Statements (audited ¹ financial statements)
d)	<input checked="" type="checkbox"/>	Statement of assets and liabilities (audited ¹ financial statements)
e)	<input checked="" type="checkbox"/>	Schedule of debts (audited ¹ financial statements) If there is no debt, or if the information is found elsewhere in the SOFI, an explanation must be provided in the Schedule.
f)	<input checked="" type="checkbox"/>	Schedule of guarantee and indemnity agreements including the names of the entities involved and the amount of money involved. If no agreements, or if the information is found elsewhere in the SOFI, an explanation must be provided in the Schedule.
		Schedule of Remuneration and Expenses, including:
	<input checked="" type="checkbox"/>	i) An alphabetical list of employees (first and last names) earning over \$75,000
	<input checked="" type="checkbox"/>	ii) Total amount of expenses paid to or on behalf of each employee under \$75,000
	<input checked="" type="checkbox"/>	iii) If the total wages and expenses differs from the audited financial statements, an explanation is required
g)	<input checked="" type="checkbox"/>	iv) A list, by name and position, of Library Board Members with the amount of any remuneration paid to or on behalf of the member.
	<input checked="" type="checkbox"/>	v) The number of severance agreements started during the fiscal year and the range of months' pay covered by the agreement, in respect of excluded employees. If there are no agreements to report, an explanation is required.
		Schedule of Payments for the Provision of Goods and Services including:
h)	<input checked="" type="checkbox"/>	i) An alphabetical list of suppliers receiving over \$25,000 and a consolidated total for those suppliers receiving less than \$25,000. If the total differs from the Audited Financial Statements, an explanation is required.

¹ Municipal Libraries and Regional Library Districts must provide audited financial statements as per the *Libraries Act* section 11(2) and 26(2) (a). Audited statements are not required for the SOFI but if available, please include them.

As per the *Libraries Act* section 40(3)(a) Public Library Associations must prepare annual financial statements in accordance with generally accepted accounting principles. This also applies to Library Federations.

Board Approval Form

Financial Information Act - Statement of Financial Information

NAME OF LIBRARY <i>Okanagan Regional Library</i>	FISCAL YEAR END (YYYY) December 31, 2017
LIBRARY ADDRESS 1430 KLO Rd,	TELEPHONE NUMBER 250 860-4033
CITY Kelowna	PROVINCE BC
	POSTAL CODE V1W 3P6
NAME OF THE CHAIRPERSON OF THE LIBRARY BOARD Catherine Lord	TELEPHONE NUMBER Click here to enter text.
NAME OF THE LIBRARY DIRECTOR Don Nettleton	TELEPHONE NUMBER 250 860-4033 ext 2471

DECLARATION AND SIGNATURES

We, the undersigned, certify that the attached is a correct and true copy of the Statement of Financial Information of the year ended December 31, 2017 for Okanagan Regional Library as required under Section 2 of the Financial Information Act.

SIGNATURE OF THE CHAIRPERSON OF THE LIBRARY BOARD*	DATE SIGNED (DD-MM-YYYY)
	16-05-2018

SIGNATURE OF THE LIBRARY DIRECTOR 	DATE SIGNED (DD-MM-YYYY)
	16-05-2018

Management Report

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library
Fiscal Year Ended: December 31, 2017

MANAGEMENT REPORT

The Financial Statements contained in this Statement of Financial Information under the *Financial Information Act* have been prepared by management in accordance with Canadian generally accepted accounting principles and the integrity and objectivity of these statements are management's responsibility.

Management is also responsible for all other schedules of financial information and for ensuring this information is consistent, where appropriate, with the information contained in the financial statements and for implementing and maintaining a system of internal controls to provide reasonable assurance that reliable financial information is produced.

The Board of the Library is responsible for ensuring that management fulfils its responsibilities for financial reporting and internal control and for approving the financial information included in the Statement of Financial Information.

The external auditors, BDO Canada LLP, conduct an independent examination, in accordance with generally accepted auditing standards, and express their opinion on the financial statements. Their examination does not relate to the other schedules of financial information required by the *Financial Information Act*. Their examination includes a review and evaluation of the board's system of internal control and appropriate tests and procedures to provide reasonable assurance that the financial statements are presented fairly.

On behalf of [Library name]

**Signature,
Chairperson of the
Library Board**

**Date
(MM-DD-YYYY)**

**Signature,
Library Director**

**Date
(MM-DD-YYYY)**



Insert 2017 Audited Financial Statements Here

Schedule of Debt

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library
Fiscal Year Ended: December 31, 2017

The Okanagan Regional Library long term debt is shown on the audited financial statements.

Schedule of Guarantee and Indemnity

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2017

The Okanagan Regional Library has not given any guarantee or indemnity under the Guarantees and Indemnities Regulation.

Statement of Financial Information
Schedule of Board Member Expenses
2017

Board Member	Position	2017
BAIRD, TUNDRA		\$ 330
CAMERON, HANK		\$ 329
CARLSON, ERIN		\$ 210
CARSON, WAYNE		\$ 372
CASSON, ANDREW		\$ 188
DOERR, MAUREEN		\$ 877
DOUGHTY, ROSEMARY		\$ 410
FRASER, CHRISTINE		\$ 92
FORTIN,		\$ 40
GRAY, TRACY		\$ 4
HODGE, NICK		\$ 261
HOLMES, DOUG		\$ 73
KISS, GYULA		\$ 207
KOZAKEVICH, KARLA		\$ 293
LAVERY, TIM		\$ 377
LINDLEY, ROXANNE		\$ -
LORD, CATHERINE	chair	\$ 1,232
MCKENZIE, TODD		\$ -
MORGAN, LARRY		\$ 1,177
MOSS, CALEB		\$ -
NIXON, LINDA		\$ 436
PHILPOTT-ADHIKARY, SHERRY		\$ 512
SIMONS, JANNA		\$ 463
VUCINOVIC, MARIO		\$ 63
WERNER, LINDA		\$ 277
WINSBY, BRYDEN	treasurer	\$ 21
YOUNGBERG, CAROL		\$ 455
ZANON, CAROL		\$ 37
TOTAL BOARD OF DIRECTORS		<hr style="border-top: 1px solid black;"/> \$ 8,734

**Statement of Financial Information
Schedule of Employee Remuneration
2017**

Employee	Position	Remuneration 2017	Expenses 2017
CAMPBELL, JEFF	Chief Technology Officer	\$ 101,637	\$ 1,101
CAVENAILE, CHRIS	Network Administrator	\$ 77,046	\$ 2,164
GAUCHER, MONICA	Director of Public Services	\$ 113,394	\$ 3,891
HALL, STEPHANIE	Chief Executive Officer	\$ 138,371	\$ 1,999
MCKAY, GEORGIA	Director of Public Services	\$ 113,394	\$ 1,846
NETTLETON DON	Chief Financial Officer	\$ 118,739	\$ 2,811
PHILLIPS, CARLA	HR Director	\$ 90,217	\$ 3,577
TARA THOMPSON	Community Events Coordinator	\$ 78,422	\$ 1,690
		<hr/>	
		\$ 831,220	\$ 19,079
Total Paid to Employees < \$75,000		<hr/> \$ 6,601,741	
Total Remuneration		<hr/> \$ 7,432,961	

Statement of Severance Agreements

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library
Fiscal Year Ended: December 31, 2017

There were no severance agreements made between Okanagan Regional Library Library and its non-unionized employees during fiscal year 2017.

Schedule of Changes in Financial Position

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2017

A Statement of Changes in Financial Position has not been prepared because this information is provided in the Financial Statements.

Okanagan Regional Library District
 Schedule of Payments for the provision of goods and
 2017

Supplier Name	\$PAID 2017
6-4 BUILDING MAINTENANCE	98,600
654412 BC LTD	52,483
ACE COURIER SERVICES	36,790
AL STOBER CONSTRUCTION LTD	196,121
ALTEA HOLDING LTD	80,119
B.C. HYDRO	57,293
BAKER AND TAYLOR BOOKS	268,355
BDO DUNWOODY	27,825
BIBLIOCOMMONS INC	39,709
BRITISH COLUMBIA LIBRARIES COOPERATIVE	207,835
CALLAHAN CONSTRUCTION COMPANY	204,993
CANADIAN UNION OF PUBLIC EMPLOYEES	89,102
CAPITAL NEWS CENTRE	160,545
CARE SYSTEMS SERVICES LTD.	25,978
CARMI JANITORIAL SERVICES	27,845
COLUMBIA SHUSWAP REGIONAL DISTRICT	57,975
CORPORATE EXPRESS	27,697
COUNTRY COURT HOLDINGS	176,075
CVS MIDWEST TAPE	117,560
DIRECTDIAL.COM	161,956
DISTRICT OF LAKE COUNTRY	88,741
DISTRICT OF SICAMOUS	45,996
FORTIS BC INC	92,261
HI-CUBE STORAGE PRODUCTS	80,921
INDEL INDUSTRIES	28,904
INNOVATIVE INTERFACES	66,145
KELOWNA, CITY OF	810,949
IRL IDEALEASE LTD	46,691
LIBRARY BOUND INC	168,787
LINKEDIN IRELAND UNLIMITED	26,640
LONDON LIFE	37,963
MANULIFE C/O COLLIERS	283,137
MINISTER OF FINANCE (Medical Services)	160,579
MONAHAN AGENCY LTD.	293,514
MUNICIPAL PENSION PLAN	999,772
NORTH OKANAGAN REGIONAL DISTRICT	833,194
OCLC INC	36,276
OSOYOOS, TOWN OF	52,052
OVERDRIVE INC	315,177
PACIFIC BLUE CROSS	416,430
PALADIN SECURITY GROUP LTD	33,702
PEACHLAND VILLAGE MALL LTD	57,881
PENTICTON PUBLIC LIBRARY	38,280
PRINCETON, TOWN OF	30,590
PRO JANITORIAL	47,273
RADIAN MECHANICAL	35,631
RAINCOAST BOOKS	95,053
RECEIVER-GENERAL OF CANADA	1,730,365
RECORDED BOOKS, LLC	28,354
REGIONAL DISTRICT OF CENTRAL OKANAGAN	383,058
REGIONAL DISTRICT OF OKANAGAN SIMILKAMEEN	29,747
REVELSTOKE, CITY OF	57,420
ROYAL BANK VISA	138,595
SANA KLEEN JANITORIAL	46,246
SAWCHUK DEVELOPMENTS	428,277
SECURE LINKS	48,409
SHAW CABLE AND COMMUNICATIONS	50,176
SHUSWAP WEST DEVELOPMENTS LTD	33,666
SOURCE OFFICE FURNISHING	104,457
STARGARDEN SOFTWARE LTD.	45,701
SUNCOR ENERGY PRODUCTS	29,926
TELUS COMMUNICATIONS	48,812
THE CLEANING COMPANY	61,920
THE CO-OP GENERAL INS	52,414
TRANE CANADA INC	29,095
UNITED LIBRARY SERVICES LTD.	498,080
URBAN ARTS ARCHITECTURE	34,904
WESTERN GATEWAY INVESTMENT LTD	85,226

Total for Suppliers above \$25,000 \$ 11,302,243

Total for Suppliers below \$25,000 \$ 1,702,897

Total \$ 13,005,140.21

Reconciliation to F/S*From statement of cash flows*

Cash paid to employees and suppliers	\$	14,692,963
Interest paid	\$	693,750
debt reduction	\$	656,246
Less Remuneration (from internal f/s)	\$	(7,432,961)
subtotal of above	\$	8,609,998
decrease in accounts payable	\$	(8,636)
increase in wages payable	\$	75,690
increase in deferred revenue	\$	32,667
prepaid expenses decrease	\$	(23,589)
Purchase of capital assets	\$	1,902,060
Plus PBC Employee portion (27%)	\$	112,436
Plus superannuation employees portion	\$	492,479
MSP employees portion	\$	32,116
PEA	\$	12,269
Great West life employees portion	\$	18,588
Group Life employee portion	\$	6,342
ADD and critical illness employees portion	\$	7,741
Royal Trust RRSP's	\$	1,250
cupe	\$	89,102
wj sutton	\$	74
refundable HST/GST for year	\$	283,253
employees portion of tax and ui and cpp	\$	1,361,299
Total to be reported on fin inf act		13,005,140

**Okanagan Regional
Library**

Memo

To: Finance Committee Members
From: Don Nettleton, CFO and interim CEO
cc:
Date: April 27, 2018
Re: Internal Financial Statements to December 31, 2017



Attached are the internal Financial Statements, prior to the various adjustments for capital and amortization to convert them to the audited statement format. These are provided to give you a final look at how recorded costs compared to budget for the year.

As you can see, Revenue came in overall very close to what was budgeted.

For disbursements, we are also overall very close to what was budgeted. Wages and benefits were a bit below budget, due to some vacancies. Property expense variances are primarily items related to Peachland and Kelowna branch renovation work, and some in our own buildings like Summerland, Vernon and headquarters. We were a bit under budget for books and materials due to the timing of when things get ordered and arrive. Professional fees variance relate to some additional branch planning work we had done by our architect related to the new Westside learning center, and possible re-laying out our services within Salmon Arm, Oliver, and Westbank. We also had our social media work and our development officer work done by contracted individuals. The other significant variance is sundry which is the FAMA money we have been setting aside. You will note it is under budget, but we are over budget by a similar amount in Reserve transfers as the savings were transferred to a reserve so that they are available for the renovations we will need to do for Westside learning center and other branch renewals.

Overall, the library came in about \$250,000 below what was budgeted, or just over 1%.

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS**

	2017-12-31 ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% RECEIVED -Annual--
RECEIPTS						
TAX LEVY ON MUNICIPALITIES AND REG. DISTRICTS						
ARMSTRONG-CITY-ASSESSMENT	\$179,461	\$179,461	\$0	\$179,461	\$0	100.00
CENTRAL/OKAN. RD - ASSESSMENT	\$304,637	\$304,637	\$0	\$304,637	\$0	100.00
COLDSTREAM-CORP-ASSESSMENT	\$441,363	\$441,363	\$0	\$441,363	\$0	100.00
COL/SHUSWAP RD - ASSESSMENT	\$829,452	\$829,452	\$0	\$829,452	\$0	100.00
ENDERBY-CITY-ASSESSMENT	\$98,614	\$98,614	\$0	\$98,614	\$0	100.00
GOLDEN-CITY-ASSESSMENT	\$313,740	\$313,740	\$0	\$313,740	\$0	100.00
KELOWNA-CITY-ASSESSMENT	\$5,950,303	\$5,950,303	\$0	\$5,950,303	\$0	100.00
KEREMEOS-TOWN-ASSESSMENT	\$58,700	\$57,577	(\$1,123)	\$57,577	(\$1,123)	101.95
LAKE COUNTRY - ASSESSMENT	\$602,897	\$602,897	\$0	\$602,897	\$0	100.00
LUMBY-VILLAGE-ASSESSMENT	\$64,977	\$64,977	\$0	\$64,977	\$0	100.00
NORTH OKAN. RD - ASSESSMENT	\$717,319	\$717,319	\$0	\$717,319	\$0	100.00
OLIVER-TOWN-ASSESSMENT	\$181,867	\$181,867	\$0	\$181,867	\$0	100.00
OKAN/SIMILK. R.D. - ASSESSMENT	\$818,379	\$818,388	\$9	\$818,388	\$9	100.00
OSOYOOS-TOWN-ASSESSMENT	\$249,578	\$249,578	\$0	\$249,578	\$0	100.00
PEACHLAND-DISTRICT-ASSESSMENT	\$235,264	\$235,264	\$0	\$235,264	\$0	100.00
PRINCETON-TOWN-ASSESSMENT	\$128,535	\$128,535	\$0	\$128,535	\$0	100.00
REVELSTOKE-CITY-ASSESSMENT	\$312,683	\$312,683	\$0	\$312,683	\$0	100.00
SALMON ARM-DISTRICT-ASSESSMENT	\$692,625	\$692,625	\$0	\$692,625	\$0	100.00
SICAMOUS ASSESSMENT	\$146,096	\$124,996	(\$21,100)	\$124,996	(\$21,100)	116.88
SPALLUMCHEEN-TOWNSHIP-ASSESSMT	\$204,560	\$204,560	\$0	\$204,560	\$0	100.00
SUMMERLAND-DISTRICT-ASSESSMENT	\$468,888	\$468,888	\$0	\$468,888	\$0	100.00
VERNON-CITY-ASSESSMENT	\$1,746,023	\$1,746,023	\$0	\$1,746,023	\$0	100.00
WESTBANK FIRST NATIONS -ASSESSMENT	\$360,701	\$360,701	\$0	\$360,701	\$0	100.00
WEST KELOWNA-ASSESSMENT	\$1,473,864	\$1,473,864	\$0	\$1,473,864	\$0	100.00
	(\$16,580,525)	(\$16,558,312)	\$22,213	(\$16,558,312)	\$22,213	100.13
FROM GOVERNMENT & OWN RESOURCES						
PROV OF B.C.- PER CAPITA GRANT	\$1,008,026	\$1,008,808	\$782	\$1,008,808	\$782	99.92
GRANTS - FEDERAL	\$33,358	\$77,000	\$43,642	\$77,000	\$43,642	43.32
GRANTS - OTHER	\$7,121	\$6,500	(\$621)	\$6,500	(\$621)	109.55
CIRC. REV. - FINES & DAMAGED BKS	\$240,371	\$232,509	(\$7,862)	\$232,509	(\$7,862)	103.38
MEETING ROOM RENTAL	\$14,289	\$14,000	(\$289)	\$14,000	(\$289)	102.06
INTERNET PRINTING REVENUE	\$35,338	\$11,755	(\$23,583)	\$11,755	(\$23,583)	300.62
KEYCARD REVENUE	\$540	\$0	(\$540)	\$0	(\$540)	0.00
INTEREST AND EXCHANGE GAIN REV	\$20,231	\$22,600	\$2,369	\$22,600	\$2,369	89.52
COPIER REVENUE	\$8,502	\$11,975	\$3,473	\$11,975	\$3,473	71.00
SUNDRY INCOME	\$7,494	\$0	(\$7,494)	\$0	(\$7,494)	0.00
DONATIONS REVENUE	\$141	\$0	(\$141)	\$0	(\$141)	0.00
MFA Actuarial earning debt reduction	\$135,729	\$135,488	(\$241)	\$135,488	(\$241)	100.18
INTER LIBRARY LOANS-NET	\$338	\$0	(\$338)	\$0	(\$338)	0.00
Subtotal Gov't and Own Resources	(\$1,511,476)	(\$1,520,635)	(\$9,159)	(\$1,520,635)	(\$9,159)	99.40
ORL owned buildings rent chargeback income	\$588,005	\$591,000	\$2,995	\$591,000	\$2,995	99.49
	(\$18,680,006)	(\$18,669,947)	\$10,059	(\$18,669,947)	\$10,059	100.05
TOTAL RECEIPTS OVER(UNDER)	(\$18,680,006)	(\$18,669,947)	\$10,059	(\$18,669,947)	\$10,059	100.05

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS**

	ACTUAL YR.TO D	2017-12-31 BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% SPENT -Annual--
DISBURSEMENTS						
REMUNERATION AND FRINGE BENEFITS						
REMUNERATION	\$7,432,961	\$7,489,545	\$56,584	\$7,489,545	\$56,584	99.24
FRINGE BENEFITS	\$1,509,363	\$1,600,856	\$91,493	\$1,600,856	\$91,493	94.28
Subtotal	\$8,942,323	\$9,090,400	\$148,077	\$9,090,400	\$148,077	98.37
RENT AND PROPERTY EXPENSES						
RENT	\$2,509,537	\$2,523,184	\$13,647	\$2,523,184	\$13,647	99.46
LTD PRINCIPAL AND INTEREST	\$1,214,267	\$1,214,267	\$0	\$1,214,267	\$0	100.00
PROPERTY EXPENSES	\$1,249,764	\$1,144,327	(\$105,436)	\$1,144,327	(\$105,436)	109.21
Subtotal	\$4,973,568	\$4,881,778	(\$91,789)	\$4,881,778	(\$91,789)	101.88
BOOKS, PERIODICALS, VIDEO, CASSETTES	\$2,344,877	\$2,436,852	\$91,975	\$2,436,852	\$91,975	96.23
OTHER EXPENSES						
PROFESSIONAL FEES	\$114,268	\$70,641	(\$43,626)	\$70,641	(\$43,626)	161.76
PENTICTON LIB FEE	\$38,280	\$40,000	\$1,720	\$40,000	\$1,720	95.70
BOOK DEPOSIT GRANTS	\$3,190	\$3,000	(\$190)	\$3,000	(\$190)	106.33
MEMBERSHIPS	\$16,310	\$19,000	\$2,690	\$19,000	\$2,690	85.84
BOARD EXPENSES.	\$8,685	\$24,970	\$16,285	\$24,970	\$16,285	34.78
STAFF DEVELOPMENT, & MEETINGS	\$126,383	\$130,172	\$3,789	\$130,172	\$3,789	97.09
RECRUITMENT, TRAVEL & SUNDRY	\$14,331	\$14,487	\$156	\$14,487	\$156	98.92
STRATEGIC PLANNING	\$578	\$0	(\$578)	\$0	(\$578)	0.00
WORKERS BOARD	\$25,401	\$24,088	(\$1,313)	\$24,088	(\$1,313)	105.45
INSUR FIRE P/L NONAUTO SELFINS	\$52,414	\$51,000	(\$1,414)	\$51,000	(\$1,414)	102.77
POSTAGE & FREIGHT	\$53,585	\$62,260	\$8,675	\$62,260	\$8,675	86.07
TELEPHONE & TEL.MAINT	\$23,718	\$32,050	\$8,332	\$32,050	\$8,332	74.00
EQUIPMENT REPS. & RENEWALS	\$8,892	\$13,260	\$4,368	\$13,260	\$4,368	67.06
SUPPLIES-GENERAL	\$60,776	\$45,251	(\$15,525)	\$45,251	(\$15,525)	134.31
SUPPLIES-COPIERS	\$15,564	\$12,546	(\$3,018)	\$12,546	(\$3,018)	124.06
SUPPLIES - CAT/PROC	\$20,568	\$30,090	\$9,522	\$30,090	\$9,522	68.35
SUPPLIES-CIRC	\$8,637	\$31,382	\$22,745	\$31,382	\$22,745	27.52
BINDING & MENDING	\$13,195	\$30,000	\$16,805	\$30,000	\$16,805	43.98
COLLECTION AGENCIES	\$11,489	\$14,280	\$2,791	\$14,280	\$2,791	80.46
TRANSPORT-FUEL, REPS, INS ETC	\$98,141	\$113,150	\$15,009	\$113,150	\$15,009	86.74
TRANSPORT-MILGE, SUNDS, GST ETC	\$15,916	\$15,451	(\$465)	\$15,451	(\$465)	103.01
CATALOGUE	(\$0)	\$0	\$0	\$0	\$0	0.00
LOAN INTEREST & BANK CHARGES	\$9,243	\$8,000	(\$1,243)	\$8,000	(\$1,243)	115.53
VIRTUAL BRANCH DEPT EXP.	\$3,512	\$15,000	\$11,488	\$15,000	\$11,488	23.41
COMMUNICATIONS DEPT EXP.	\$39,371	\$44,737	\$5,366	\$44,737	\$5,366	88.01
SUNDRY EXP.	\$22,196	\$339,009	\$316,813	\$339,009	\$316,813	6.55
COMPUTER EXPENSES	\$529,181	\$533,756	\$4,575	\$533,756	\$4,575	99.14
CHILDRENS PROGRAMMES	\$23,201	\$18,954	(\$4,247)	\$18,954	(\$4,247)	122.41
SPECIAL PROGRAMMES	\$2,725	\$37,520	\$34,795	\$37,520	\$34,795	7.26
RESERVES-ALLOCATION-EQUIPMENT	\$497,500	\$182,500	(\$315,000)	\$182,500	(\$315,000)	272.60
RESERVES APPROPN-AUTOMATION	\$126,850	\$126,850	\$0	\$126,850	\$0	100.00
RESERVES - STRATEGIC PLANNING	\$2,000	\$2,000	\$0	\$2,000	\$0	100.00
BUILDING RESERVE FUNDS	\$114,000	\$114,000	\$0	\$114,000	\$0	100.00
OTHER RESERVE FUNDS	\$61,500	\$61,511	\$11	\$61,511	\$11	99.98
TOTAL DISBURSEMENTS (OVER)UNDER	\$18,422,368	\$18,669,947	\$247,579	\$18,669,947	\$247,579	98.67
NET DISBURSEMENTS OVER RECEIPTS	(\$257,639)	(\$0)	\$257,639	(\$0)	\$257,639	

DRAFT SITING POLICY
POLICY AND PLANNING COMMITTEE
RECOMMENDED CHANGES ARE ITALIZED & UNDERLINED BELOW

BOARD POLICY AND REGULATIONS
SECTION IV: FACILITIES GUIDELINES

A. GOALS

The Library Board's goal is to provide functional and convenient community library facilities that support library service levels established by the Board. Branch guidelines inform all constituent units, staff, and the public about the Board's expectations of branch and headquarters physical facilities. They ensure that decisions about physical facilities are made in a fair and equitable manner, system wide. Existing branches that fall outside the current guidelines will be dealt with on a case-by-case basis.

B. GENERAL

1. This policy is reviewed every five years by the Board, following the publication of the Canadian Census figures. Branch service area populations are not updated in between the years the census is taken.
2. Most items in the Library's collection flow freely between the branches of the Okanagan Regional Library.
3. Branch open hours and branch size reflect the population of the branch service area. Library service is provided during hours that best meet the needs of the community, through branches located at points of maximum convenience to the public.

4. All branches shall be located wherever traffic flow is high; for example near high use commercial outlets, so that library users may combine library visits with other errands. They shall be located as close as possible to a larger population, and whenever possible shall be on a public transit route and have safe and secure access and egress to the branch. Consideration should also be given to surrounding businesses and activities so as to avoid, as much as possible, adjacency to non-family friendly or incompatible uses.

5. Five to ten year population growth trends should be considered in planning a new library branch.
6. The Library will work with constituent units to ensure that Library branches are attractive, convenient, and cost-effective service points.
7. A Library headquarters is maintained, where central processing and supervision of services is carried out.
8. A formal branch building program will be completed for all branches that are anticipated to be more than 10,000 sq. ft., or 929 sq. meters.
9. Where need warrants it and there is considerable local government and community support, a Virtual Satellite location may, in certain cases, be established in communities of 500 people or more. Virtual Satellites are community partnerships, where public space is provided for library service without cost to the Okanagan Regional Library, for the provision of services which may include:
 - Occasional library programming and outreach visits
 - Public internet and library catalogue
 - Hold pick up and book return
 - Additional services of similar scope.



MEMO

Okanagan Regional Library 1430 K.L.O. Road, Kelowna, BC V1W 3P6 (250) 860-4033 Fax: (250) 861-8696

To:	ORL Library Board
From:	Policy and Planning Committee
Re:	Canada Revenue Agency Tax Changes
Date:	April 20, 2018

In 2019, per diems are scheduled to become a taxable benefit in Canada. In preparation, we propose a change to the ORL's travel expense reimbursement policy to simply require receipts and remove any per diem option. The Policy and Planning Committee met on April 20, 2018 and recommends to the Board, the following changes to Policy Section X: Personnel. D. Travel Expenses:

BOARD POLICY AND REGULATIONS SECTION X: PERSONNEL

D. TRAVEL EXPENSES - REIMBURSEMENT

The Board shall reimburse employees and Board members for approved expenses incurred while on approved travel on Library business.

Board and staff are reimbursed for the following expenses while travelling on behalf of the Library. Receipts are required for all travel except mileage:

- Transportation costs are reimbursed as per receipts. Should an employee or Board member elect to drive to a course/convention/workshop, mileage up to the cost of an economy airline ticket shall be reimbursed.
- Parking fees at the airport or at a branch library, that is not an employee's home branch.
- Commercial transportation costs.
- Telephone bills: Telephone calls and facsimile calls made on library business will be reimbursed.
- Registration fees: Up to 100% registration costs for approved courses or conventions/workshops related to library business will be reimbursed.

Rates of reimbursement for the following expenses ~~reflect those of the City of Kelowna:~~

- Same day travel: Actual expenses only, excluding alcohol.
- Meals for extended trips: Actual expenses only, excluding alcohol, up to \$65 per day including gratuities.
- Accommodation: Actual rate for single.
- If staying with a host: Actual gift expense only, up to \$50/night. ~~\$50 gift allowance if with a host.~~
- Mileage: as per Canada Revenue Agency



MEMO

Okanagan Regional Library 1430 K.L.O. Road, Kelowna, BC V1W 3P6 (250) 860-4033 Fax: (250) 861-8696

To:	ORL Library Board
From:	Policy & Planning Committee
Re:	Board Meeting Schedule, Fall 2018
Date:	April 20, 2018

Staff have received a few comments from board members regarding the library board meeting dates in relation to the municipal election cycle. Board policy around regular board meeting schedule dates was created prior to the recent changes to municipal election dates.

The Library Act, Part 3, Section 20 (1) reads:

“The library board must meet a regular intervals at least 4 times a year.”

Board Policy & Regulations Section II: Board Organization and Structure, Part A: Meetings reads:

“Regular Board Meeting Schedule

There shall be four regular meetings of the Board in each year and such other meetings as the Board may decide. Regular meetings will be held in February, May, September and November, except in years when municipal elections are held. In years when there is a municipal election, meetings will be held in February, May, September and October.... The Board approves the Board meeting schedule for the upcoming year at the last meeting of the previous year.”

In November 2017, the Board approved 2018 meeting dates on February 21, May 16, September 19 and October 17. In 2018, general local elections will be held October 20, 2018.

At the February 21, 2018 Board Meeting, the matter of coordinating board meeting dates with the municipal election cycle was referred to the Policy and Planning Committee.

Historically, the meetings have been held the third Wednesday in February, May, September and November (or October in an election year). The board was polled within the last two years, and the majority of board members responded that Wednesday is the best day for them.

OPTIONS FOR FALL 2018 BOARD MEETING DATES:

1. Move September 19 forward to Wed. September 5 (UBCM Convention: Sept. 10 – 14)
2. Move October 17 forward to Wed. October 10 (Elections: Oct. 20);
3. Leave dates as is: September 19 and October 17.



2017
**ANNUAL
REPORT**



Introduction

The Okanagan Regional Library (ORL) is one of the largest public library systems in Canada. We serve a population of approximately 375,000 people spread over a diverse geographic area the size of Ireland. The ORL provides service through our 29 physical branch locations and an ever-growing provision of online services and partnerships. This includes some of the fastest growing urban areas of Canada, such as the cities in the Central Okanagan; very rural and sparsely settled regions; and several First Nations communities.

Each year, the ORL delivers millions of service transactions by providing physical and online material, connecting people to the web, delivering programs and learning sessions, providing community space, offering public tech equipment and training, and assisting with research and referral to other resources.

The ORL is a regional library governed by a 24-member board, entirely comprised of elected councillors, mayors, or directors of municipalities, regional districts or First Nations. We have a staff of 265 people or approximately 115 FTE. Direct service points include 29 full service branches and 2 active book deposits run by volunteer organizations, as well as our website. The Library also has numerous local partnerships.

The increasing majority of our funding (over 90%) comes from local tax revenue. Provincial Government grants have been frozen for many years causing them to drop to less than 6% of our funding from about 15%. Provincial funding is particularly important in regional systems that face significant additional costs in servicing rural and remote

areas due to distance, geography, and lack of connectedness. It is more challenging, inefficient, and costly to service a widely spread population using many smaller points than the same size population gathered in one urban area. Our Board is constantly reviewing how the ORL distributes resources to assure local taxpayers that they are receiving at least the same amount back in local services to the tax money related to that area. Provincial grants, which provide more per capita to rural areas than urban ones are critical to ensuring rural services do not need to be curtailed and it is hopeful that they can soon be increased annually in recognizing these increasing costs.

The ORL is midway into its strategic plan for 2016-2019.

VISION

THE ORL PROVIDES FOR LEARNING, INNOVATION, CREATIVITY AND A CONNECTED COMMUNITY.

Our Strategic Themes Include

Our library advances learning, creativity, and imagination

Our priority has always been on reading and learning, but technology is changing the way

people learn. The library is evolving to reflect that.

Our library is an integral part of life in our diverse communities

Our communities are diverse, but we are stronger together. This Direction is about listening to those in our communities and addressing their unique needs. It is about

making ORL a library system that represents the best of working cooperatively combined with the best of providing flexible service responses.

Our library branches are innovative, inviting and reflect their communities

Is the library a bit bland? Maybe. Does it need to be? No! We have the unique opportunity to

refresh and reinvent in response to changing needs in our communities. Bring it on.

Our library is focused on customer service, staffed by learners confident in their abilities

ORL staff care about their patrons - we see it every day. We need to make structural changes to enable staff to provide effective services

that continue to make a difference in peoples lives.

Our library advances learning, creativity, and imagination

The ORL has a written commitment to strive for new learning initiatives and spark imagination by piloting new tools, connecting with local community groups, inviting talented local people to share what they know, and—especially important in our rich cultural area—celebrating local Aboriginal Culture.

Example of 2017 creative programs and services

Pop-Up Makerspace: In June of 2017, Kelowna Branch of ORL, in partnership with the Okanagan Makers Society, hosted a Pop-Up Makerspace. This Pop-Up Makerspace took over our main floor meeting room for the month, filling it with learning stations in the areas of engineering, coding and robotics, electronics and circuits, and 2- and 3-D making with tools like a green screen, 3D printers and a laser cutter. The makerspace was a drop-in space, with a combination of library staff and volunteers helping guide people through the process of discovery and self-paced learning.

Our main partner for this event was the **Okanagan Makers Society** – this group brought in their own equipment including 3D printers and the laser cutter, and volunteers from this society helped us during all of our open hours. We also worked with the **Okanagan Men's Shed** who helped run woodworking activities, and with **Okanagan College Women in Trades**, who provided some supplies and activities. The City of Kelowna was also an important partner, as this event was in their building, and it was with their help and support that we determined how to safely bring new technologies, including those requiring special venting, into this space on a temporary basis.

Over 600 people of all ages visited the Pop-Up Makerspace. People stayed in the room on average for 45 to 90 minutes at a time, and many people were repeat visitors, including some families and individuals who came every day the makerspace was open. Outcomes included people engaging and interacting with new technologies that they had never seen before. One senior man came in just to ask about our open hours because he believed his grandson would really like to see the space, but ended up staying and learning all about 3D printers from one of our volunteers. He left with an enthusiasm about how he might want to use these tools in future. Families came and worked together solving problems like building circuits with playdough or trying to make things fly in the wind tunnel. One young man built a very aerodynamic “bot” which flew up and nearly hit the ceiling – his response was to start adding Lego to it a piece at a time to see how much load it could lift. The nature of the stations in the makerspace encouraged this kind of self-directed iterative learning, and it was such a pleasure to watch people respond. Another direct outcome of this event was the launch of the first Engineering and Coding Club in the ORL, at the Kelowna Library. This program was a request of the parents and kids who were visiting the makerspace and wanted to see this kind of programming on an ongoing basis.

Our library is an integral part of life in our diverse communities

This theme is about making the ORL a system that represents the best of working cooperatively with our communities, listening to them, and addressing their unique needs.

2017 Programs and services related to this included:

Your Symphony at the Library. This partnership program between ORL and the Okanagan Symphony Orchestra, funded by the TELUS Thompson Okanagan Community Board, brings a quartet from one section of the symphony into the library on four Saturdays: Woodwinds, Strings, Brass and—everyone's favourite—Percussion. Symphony musicians teach about their section of the orchestra, play key pieces of music, and provide an engaging and entertaining program for people of all ages.

In 2017, we established an informal partnership with UBC Okanagan for our newly renovated Kelowna Library to be a designated location for off campus events.

UBC strives to connect the work of the university with the life of the city, and we have hosted speakers' series, book launches, and a live webcast of a UBC Vancouver event for Rule out Racism 2017, hosted by the UBC Equity and Inclusion Office. This event in particular spurred a vibrant community discussion among the attendees, which ran well past our normal library closing time.

The ORL Systems Youth Services Librarian represents the ORL on both the Community Liaison for the Learning Disabilities Association of BC Board as well as the Community Living of BC Council.

The staff member has created the first consolidated resource provider list for the Okanagan, as well as booklists for children and teens.

The South Shuswap Branch of the ORL and the North and South Shuswap Community Resources (NSSCR) have a formal partnership.

We share a mutual goal of providing quality programs and services that enrich the lives of children and families living in the Shuswap area. By working together, ORL and NSSCR build on existing partnered programs such as Mother Goose or Baby Talk, and help ensure families have a “one stop shop” to go for current and accurate information regarding any services for children in the area. The outcome of this partnership is well-attended children's programs, increased presence in the community, and a well-used information board that constantly has to be restocked.

The ORL develops partnerships and relies on the relationships to achieve the quality and relevancy of program offerings in our system. Some of the partners mentioned in the above initiatives include:

Okanagan Symphony Orchestra

TELUS Thompson Okanagan Community Board

UBC Okanagan, UBC Innovation Library, and UBC Equity and Inclusion Office

Community Living of BC Council

Learning Disabilities Association of BC (LDABC)

North and South Shuswap Community Resources

Outcomes related to this theme in 2017 included:

Your Symphony at the library was such a success in our Kelowna location (over 300 in attendance) that it expanded to Vernon. These programs provided an opportunity for people who might not otherwise engage with the rich cultural activities in the city to learn about and enjoy what the Symphony Orchestra does using a hands on component that was inclusive and inspiring.

Rich and complex community discussion stemmed from our Rule out Racism event. The webcast speakers demonstrated a need in our communities for a safe space to have complex conversations, which is something we are pursuing in new programs currently being planned. Of good example are two women who had traveled almost 80 km from Naramata to attend this event. They told us of their book club's commitment to read the Truth and Reconciliation Commission report and encouraged us to organize a Reading for Reconciliation program. The outcome will be realized in 2018 with a Reading for Reconciliation partnership program with both the UBC Library and the UBC Aboriginal Programs and Services Department.

An important outcome of our work with the diverse abilities community is that the LDABC has posted our provider list on their website while local school boards, physicians, and service providers keep calling us for more copies.

Our experiences in growing partnerships and creating lasting relationships resulted in one of our staff members being asked to present at the Montana State Library workshop. Montana State Library supports their municipal libraries with centralized training and professional development. Our staff member was invited to expand a conference presentation she delivered at PNLA in 2016 into a 3 hour training session to educate and inspire Montana library staff and leaders with the successes in community building from the ORL.

Some cultural sharing and relationship building with local First Nations groups have occurred in our branches: South Shuswap Branch has worked in partnership with Quaaout Lodge and the Little Shuswap Band to present workshops that highlight rich cultural tradition of the local Secwepemc People on topics from canoe building to living off the land.

Vernon Branch hosts a weekly Elders Game Night where First Nations Elders are invited to get together and play games. Vernon staff were invited to an important First Peoples Celebration and had the honour of spending the day in a teepee chatting with elders who would drop in, lending out library materials and discussing important issues on indigenous rights and reconciliation.

Several ORL locations ran the NFB Film Club series Aabiziingwashi (#WideAwake): NFB Indigenous Cinema on Tour.

The Little Shuswap Band owns and operates Quaaout Lodge. They freely provided the services of their First Nations Liaison who runs cultural and educational programs at the Lodge. This individual was able to connect us to Elders we normally may not have had the opportunity to meet, and enabled cultural sharing to occur in our Library.

It is critical for libraries to respond to the Truth and Reconciliation Commission's report and its calls to action. Although Elders Game Night or a canoe-building program may seem simple in nature, the trust between these Elders and the library is growing. Only through trust and honesty, can relationships heal and build. These Elders now trust both the Vernon and Shuswap Library staff and as such, meaningful educational workshops and panel discussions are in the works for 2018.



Our library branches are innovative, inviting and reflect their communities

ORL's commitment to enhancing equitable public access to connectivity and technology is supported by several initiatives undertaken by our Information Technology department and by renovations to our facilities and equipment this year. In 2017 ORL:

Doubled bandwidth speeds to 21 of our 29 locations

Added 10 new public computers that provide internet access and Microsoft Office. This brought our total number of public computers in the system up to 205.

Added 12 new teaching laptops to the system, which are used in digital literacy classes to support those individuals who do not own their own computers.

Enhancing equitable access includes not only making technological resources available, but also helping to bridge the digital divide through education. ORL locations Kelowna, Mission, Rutland and West Kelowna offered digital literacy classes to help learners use computers and mobile devices. In addition to the branches that offer formal classes, our Summerland branch offers an iPad club in which community members gather to support each other in learning how to use these new devices, and most of our ORL libraries offer some level of one-on-one customer service with digital devices and computers as needed.

Vernon, Salmon Arm, and Kelowna offer regular STEAM programming for children. They encourage kids to release their inner genius with self-guided play-based learning using Lego, KEVA Planks, Meccano, Magformers and other technology tools. These popular programs help children think through problem solving tasks, and engage them with mathematical, scientific and creative thinking.

The ORL initiated changes to some of its buildings and furnishings to better meet

the varied needs of programming and the community. In 2017:

We relocated our Armstrong Library and added two study rooms with sliding doors that could open out to the larger area. These rooms are also able to be used by community members outside of open hours and are constantly being used by students studying, special program offerings, and people just needing space to gather.

Major renovations to Kelowna Branch have also offered several small group study rooms and 2 larger classroom spaces that are adjustable to fit the size of the function. These are in high demand and used for offering everything from college courses to community games nights and special speaker series. These are also connected through an internal link to the newly opened Okanagan Centre for Innovation which provides high tech start-ups, non-profits, social enterprises, and other technology related firms space to build "Canada's most innovative, creative, and entrepreneurial technology community".

We were also able to purchase mobile shelving units for Westbank, Kelowna and Mission branches which allow for repurposing space to fit the activities being offered.

The increasing demand for these spaces and the comments from users suggests that this repurposing of space is appropriate to be expanded to many other communities.

Partnerships that support fostering connected communities

There are formal and informal partnerships throughout the ORL geographic area that help the ORL achieve the vision of digital training. Most of these organizations provide students and or volunteers that help deliver training on computers or mobile devices. Some of those include:

UBC

Literacy Alliance of the South Shuswap

Junction Literacy of Vernon

Columbia Basin Alliance for Literacy

Westside Health Network Society



Examples of outcomes from the above partnerships

In 2017 there were over 162,000 individual sessions on our public computers throughout the system, totaling over 86,000 hours of internet access. The number of wireless logins in our branches grew by 10% to almost 1.2 million, comprising over half a million hours of wireless usage. Wireless data usage in these sessions grew by 21% to over 48 terabytes of wireless data traffic. In terms of the impact of this usage on people's lives, we know from staff experience that people use this internet access for everything from keeping in touch with family and friends through Facebook, to searching for work and posting resumes online, to watching their favourite bands on YouTube. Whatever people choose to do, we believe, they have a right to do. Just as those fortunate

enough to have computers and internet access in their homes can. But some specific comments from customers this year that highlight the value of this service included:

Helping a migrant farm worker from Mexico with limited English skills to get computer access, and then learning that this was the first time since he left home that he had been able to connect with his family through Facebook.

Having a customer come in to personally thank a staff member who helped her post her resume to a job site because she got the job after having been unemployed for some time.

A patron from an outlying community, who was unable to get internet access in her

home, spent a good portion of one day in the Sicamous Branch. She left with a thumbs up to the staff, saying "Today the library saved my life!"

A customer came to the Golden Branch late in the day feeling very stressed. She needed internet access to print a greyhound ticket for a bus departing that night. Staff assisted and she was able to calmly leave with a smile on her face.

The impact that our digital training sessions has had on our public is clear from the evaluative surveys conducted. We know that over 95% of participants feel more knowledgeable and confident about using their digital tools and they intend to apply what they have learned. The most common comments received in the open-ended questions were, "have more lessons!", "continue these programs", and "keep offering these!" This clearly indicates the ORL should increase offerings in digital learning.



Our library is focused on customer service, staffed by learners confident in their abilities

ORL commits to foster a culture of innovation in service to library users by encouraging our team to look through the lens of the people

using the library to provide more enjoyable, effective and efficient services.

2017 Programs and services

To help us look through the lens of the people using the library, we have started using two assessment tools to help guide our programming and partnership decisions:

A Partnership Evaluation Checklist was a result of having had such success with partnership development in some of our branches that our library staff needed a tool to help them understand when to say yes and when to say no to new opportunities. This tool assesses potential partnerships in terms of how well they meet a documented community need, how well they align with the ORL's strategic directions, and includes a brief cost / benefit analysis to help branch leaders with limited resources make good strategic decisions.

The ORL recognized the need to have material to support staff, and recognized the need to support training on a system level. ORL purchased STEAM tools to enable staff to create programs that inspire children in math, science, engineering, technology and art. Most of our library branches have provided at least one STEAM program using art supplies, Lego, KEVA Planks, Little Bits (electronic building blocks for creating inventions), Snap Circuits (easy to use electronics to create projects such as alarms, doorbells, and much more), and Ozobots. A major outcome will be realized in 2018 with system wide training of staff in STEAM and STEAM tools.

Project Outcome is a tool developed by the American Library Association with funding from the Bill and Melinda Gates foundation to assess the effectiveness of library programs in four key areas: does your program improve

knowledge, confidence, awareness of library and community resources, and does it affect behavior change. ORL has begun training staff throughout the system to use Project Outcome and has begun collecting data. We hope to develop this further in the future years.

We continued training and developing employees and hiring staff with specific technical abilities and skills.



NEW BRAND WAS INTRODUCED IN LATE 2017

The creation of the new ORL logo and brand was done in-house, with a staff committee providing input over a six month period. Conversations with staff around the ORL system also helped shape the understanding of what the library is and can do for people. The brand concept is very much inspired by the work all staff at the ORL are doing in all of our branches.

There were three key elements that were integrated into the new ORL Brand.

L Like an h for a hospital and a P for parking, we wanted L to stand for Library. We envisioned it as a beacon of knowledge, learning and growth.

+ Another element is a plus symbol, a plus connects you with the collection, people, communities, knowledge, safety, our many programs and so much more.

Growth An idea that every interaction you have with a book, a magazine, a computer, social media, our website, librarian, page or community member is growth and that is what the library is all about.

So far the reactions from patrons and staff have been overwhelmingly positive. We are excited to implement this new brand across the system in 2018.



2017 KEY STATISTICS



Patrons attended ORL programs and used Library meeting spaces

79% increase since 2012

416,672

ORL eBooks & eAudio Checkouts



18%

INCREASE SINCE 2016

1,060

Hours spent learning new languages through Rosetta Stone

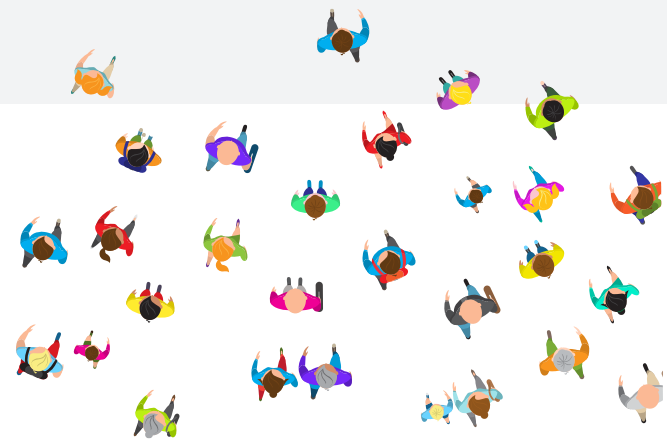
62%

INCREASE SINCE 2016



1,602,829

Patrons walked through our doors



1,199,074

Number of times patrons logged on to use wifi

10%

INCREASE SINCE 2016



595,395

PressReader Articles Read

44%

INCREASE SINCE 2016

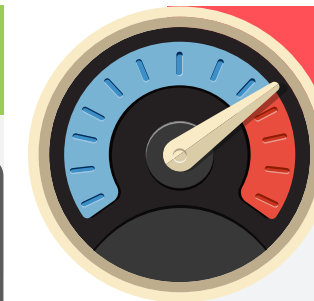
10

Public use computers added, totaling 205 ORL system wide



2,254,985

patrons visited our website



Doubled

Internet speed increase in 21 ORL branches

105,979

Active cardholders in 2017



2,189

Hours spent learning new skills through Lynda.com
21% increase since 2017



2,857,273

Books, magazines and other materials borrowed



5,323

ORL programs ran in 2017



866,170

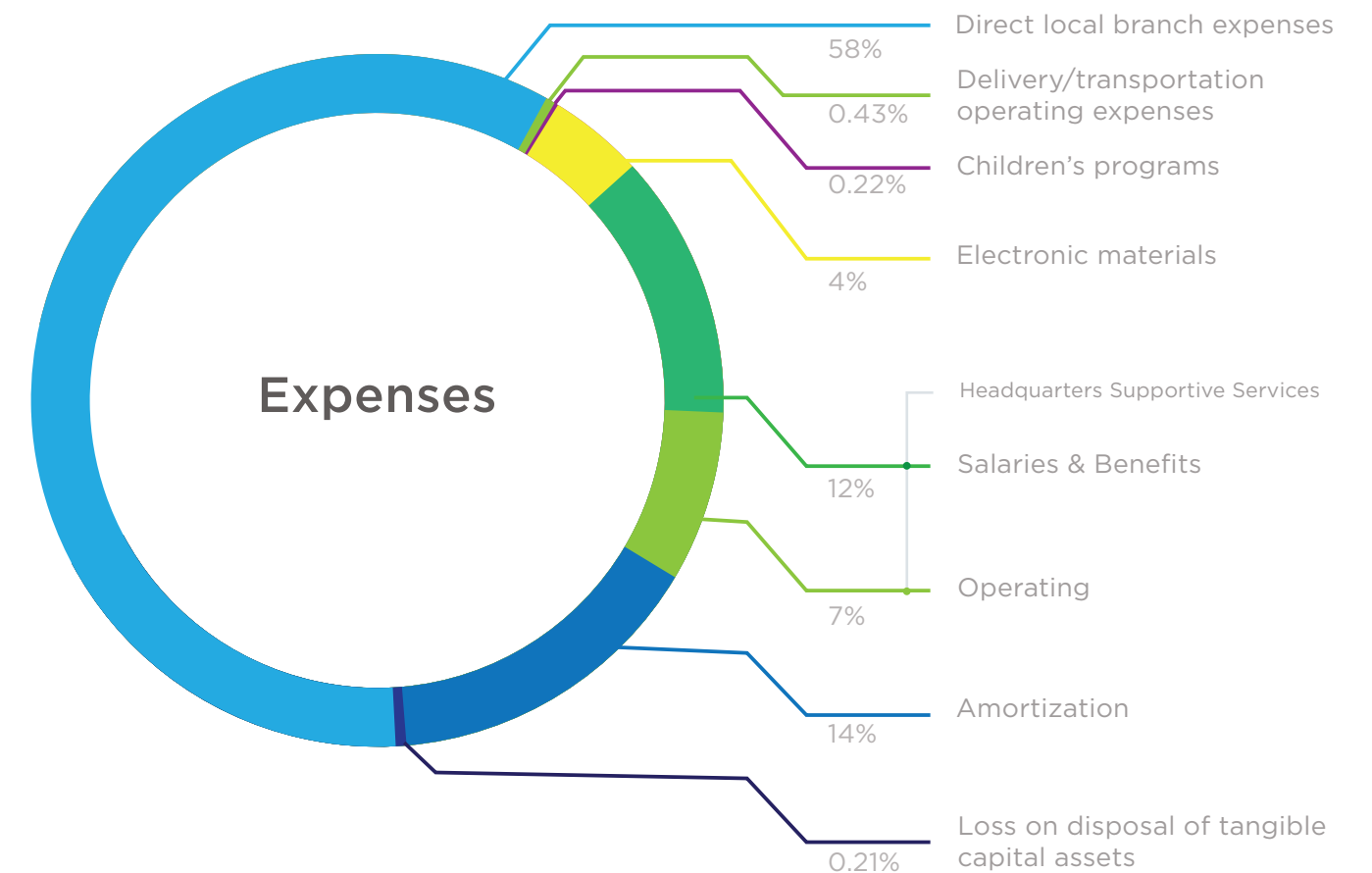
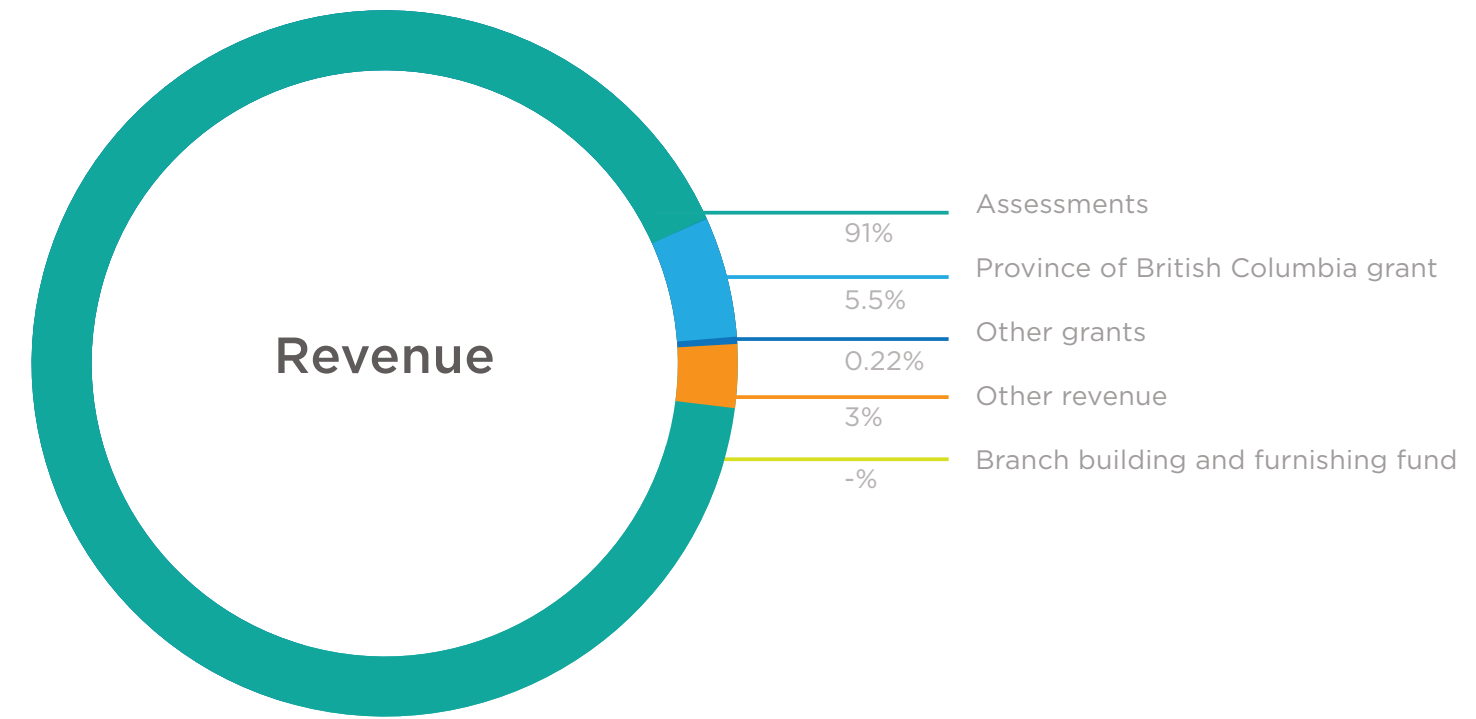
Physical Holds Placed in 2017



Statement of Operations

Okanagan Regional Library District Statement of Operations and Accumulated Surplus

For the year ended December 31	2017		2016
	Actual	Budget	Actual
Revenue			
Assessments	\$ 16,580,526	\$ 16,558,312	\$ 16,203,810
Province of British Columbia grant	1,008,026	1,008,808	1,009,058
Other grants	40,479	83,500	44,137
Other revenue	565,507	428,327	541,610
Branch building and furnishing fund	-	-	485,850
	18,194,538	18,078,947	18,284,465
Expenses (Note 6)			
Direct local branch expenses	10,961,118	10,104,213	10,608,363
Delivery/transportation			
Operating expenses	81,537	94,700	77,393
Children's programs	41,925	18,954	38,576
Electronic materials	779,691	790,000	790,033
Headquarters supportive services			
Salaries and benefits	2,270,771	2,513,732	2,263,311
Operating	1,342,317	1,788,865	1,420,374
Amortization	2,684,976	-	2,755,937
Loss on disposal of tangible capital assets	40,789	-	25,703
	18,203,124	15,310,464	17,979,690
Annual surplus (deficit)	(8,586)	2,768,483	304,775
Accumulated surplus, beginning of year	18,963,993	18,963,993	18,659,218
Accumulated surplus, end of year	\$ 18,955,407	\$ 21,732,476	\$ 18,963,993



The accompanying summary of significant accounting policies and notes are an integral part of these financial statements.

SUMMARY

In a system as diverse as the Okanagan Regional Library, services and initiatives need to be constantly expanded, evaluated, and adapted to meet the needs of each location. The above report is a broad overview of some of the more significant changes and initiatives that took place in 2017. New technology was introduced, new partnerships were explored, new programs were delivered to engage discussion or encourage exploration, and improvements made in several branches creating flexible and adaptive spaces. We look forward to 2018/2019 as we build on our past successes and move forward in meeting the needs of our communities.



Thank you!

The ORL is fortunate to have worked with many supporters during 2017 who have contributed volunteer time, expertise and energy, and financial resources. Their gifts elevate the library's ability to deliver outstanding programs, resources and spaces for all.

The ORL would especially like to thank all supporters who contributed to the furthering of knowledge and learning by donating to the ORL:

Agnes Hubick
Alyssa North
Anthony and Morag Murray
Bowfell Homes Ltd.
Brenda Mahoney
Carol Anderson
Catherine Price
CUPE
David Mallory
Dick and Jean Hall Fund -
Central Okanagan Foundation
Enderby Library Friends
Estate of George Gordon Tufnall
Estate of Paula Gully
Frances Wentzell
Friends of Summerland Library
Friends of the Oliver Library
Friends of the Westbank Library
Grindrod Garlic Festival Society
Imelda Clare Buckley
Janine Nancy Pushor
Jean Brandel
Joan Hiele
John Pattinson
John Wahlgren
Karen Acher
Karla Smith
Kelowna Friends of the Library
Kerbi McKnight
Kiwanis Club of Kelowna
Knights of Columbus Council #6233
Lake Country Winfield Lions Club
Laurie Baird
Lumby Lions Club
Marjorie Unterberger
Michael Nobes
Michal Utko
Monashee Arts Council
Nola Obee
North and South Shuswap Community Assoc.
NWM Private Giving Foundation
Okanagan Regional Library Fund - Central Okanagan
Foundation
Osoyoos Friends of the Library
Patricia Maureen Barreau
Patricia McKnight
Ralph Smith
Revelstoke Elks #453
Robert Leslie Morris
Rotary Club of Lake Country
Rotary Club of Osoyoos
Roy Cooper
Royal Canadian Legion #99 Gaming Account
Salmon Arm Friends of the Library
Shoppers Drug Mart - Lake Country
Sorrento Friends of the Library
Stephanie Hall
Susan Kirk
The Junction Literacy Centre
Vernon Friends of the Library
Vince Warfield
Wendy and William Mossman
Wilma Fudge



Serving 29 communities:

- | | | | | | |
|-------------|--------------|----------------|-----------|--------------|---------------|
| Armstrong | Hedley | Lumby | Oliver | Revelstoke | South Shuswap |
| Cherryville | Kaleden | Mission | Osoyoos | Rutland | Summerland |
| Enderby | Kelowna | Naramata | Oyama | Salmon Arm | Vernon |
| Falkland | Keremeos | North Shuswap | Peachland | Sicamous | Westbank |
| Golden | Lake Country | Okanagan Falls | Princeton | Silver Creek | |



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#ORLreads **Page 87 of 95**

ITEM 6.2a)

Regular Board Meeting - May 16, 2018

Access Cards

12 Month Report Back

May 16, 2018

Monica Gaucher

Tara Thompson

Overview

- KELOWNA (KL, MI, RU) and VERNON from April 2016
 - Also Salmon Arm, Westbank, Princeton, Enderby, Lake Country
- Allows for basic service to those who need it the most.
 - Limit of 3 items, all formats
 - 1 point of contact (email, cell number, message service)
 - No late fees; lost and damaged fees apply
 - One piece of ID with name or letter from partner service provider
- Partnering with local service organizations

Partnerships (so far...)

- John Howard Society (VE)
- Vernon Upper Room Mission
- Open Door Alternative Programs (SD#22)
- ARC Programs
- KCR Community Resources
- John Howard Society of The Central and South OK
- Ozanam House (KL)
- Central Okanagan Family Hub (KL)
- Kelowna Women's Shelter
- Okanagan Boys and Girls Clubs
- Salvation Army (SA)

Who is using Access cards?

- As of April 15, 2018:
 - 62 cards have been registered; 26 still active; 10 cards have fees.
 - 16 cards not used for borrowing – assume they are used to access public computers.
 - 9 branches
 - 32 physical items borrowed this year
 - 15 Females; 47 Males

Age Range	
Under 20s	2%
20-24	9%
25-34	27%
35-44	27%
45-54	13%
55-64	20%
Over 65	2%

Request

Access Cards removed from pilot status to become a permanent type of membership at the Okanagan Regional Library.

Security Pilot Kelowna and Vernon Libraries

Executive Summary

From November 2017 through May 2018 we have run a pilot security program in the Kelowna and Vernon Libraries. Security staff have been present in these two locations during all open hours during this pilot.

Kelowna and Vernon are both downtown urban libraries and over the past several years have seen the pressures of urban social issues increasingly impacting library staff and service. The number and severity of incidents requiring staff intervention had been growing, and with the onset of the fentanyl crisis in late 2016, staff suddenly found themselves on the front lines of a public health emergency as well.

Both Vernon and Kelowna had tried a model of staffing with less than full time security prior to November 2017. When working with less than full time shifts, security companies can often only staff with their on call pool, which meant the guards attending the library varied sometimes daily. A security orientation for a new guard takes about 45 minutes of a supervisor's time. Vernon had security working the times of day with higher rates of incidents, whereas Kelowna was staffing the times that had lower numbers of staff working, and fewer supervisors in the building. Both models had weaknesses.

In Vernon, staff who worked outside of the hours of security were left feeling vulnerable, and when incidents did occur, found it challenging to handle them effectively. In addition, problem patrons monitored security hours to know optimum times to be in the branch with less chance of being confronted. In Kelowna, the supervisors were spending considerable time and energy maintaining the safety and security of the building during high incident periods, and over time were beginning to suffer from signs of repeated and prolonged exposure to unhealthy levels of stress.

Since staffing the buildings with a security presence during all open hours the vast majority of staff report feeling safer, less stressed, and better able to focus on attending to tasks and delivering high quality customer service. Interestingly the majority of staff also report they believe there are fewer incidents happening. Data indicates the number of incidents is roughly the same. This is further evidence for the effectiveness of security, as they are handling many incidents effectively, and efficiently, with a minimum of staff involvement.

Customer comments in both branches have been positive.

Recommendation:

In light of the frequency and severity of the incidents we have been seeing in these two branches, the significant impact of the productivity and mental health of our staff, and the effectiveness of security staff in preventing these impacts, we recommend continuing with security staff present in these two branches for all open hours.

Background information

Staff Survey and Incident Data

Staff perceptions of safety at work

No survey of staff was conducted prior to the start of full time security, but anecdotally staff have reported feeling unsafe, to the point that some on call staff were considering not working in these two branches.

When surveyed in January 2018, staff were asked to compare how safe they felt at work compared to how they felt prior to full time security starting in November 2017. In Vernon 87% reported feeling safer and in Kelowna 100% reported feeling safer.

When surveyed in April 2018, staff were asked to rate how safe they felt in their workplace currently on a four point scale from very unsafe to very safe. Of staff surveyed, 100% of Kelowna staff and 88% of Vernon staff report feeling safe at work.

Staff were also asked to articulate in comment form how they felt with full time security present in their workplaces. Staff indicated that they feel safer, feel lower stress, have confidence that incidents are being dealt with efficiently and effectively, and they report having greater ability to focus and concentrate on tasks, and to deliver high levels of customer service.

Incident frequency

Staff were asked to estimate how the frequency of incidents has changed since full time security began. 94% of Kelowna staff surveyed, and 92% of Vernon staff surveyed believe there are fewer incidents, and of those 56% of Kelowna staff and 58% of Vernon staff believe there are many fewer incidents.

Prior to security, 64% of Kelowna Staff and 31% of Vernon staff estimated intervening in breaches of the Code of Behavior more than once per week. When surveyed again in April and asked to rate their experience since January 2018, only 12% of Kelowna staff surveyed, and none of the Vernon staff surveyed estimate needing to intervene with that same frequency.

The actual number of incidents reported in the January to March 2018 time span in both branches is roughly the same as prior to starting with full time security. Kelowna was reporting an average of 18 incidents per month prior to security, and is currently reporting an average of 28 incidents per month. Vernon was reporting an average of 26 incidents per month and is currently reporting an average of 30 incidents per month. The apparent increase appears to be due to the increased reporting of minor incidents by security staff, who have time to appropriately document all interactions with library patrons, whereas staff did not have sufficient time to document all routine (ie. waking sleepers, dealing with noise etc.) incidents.

The difference between staff perception and actual number of incidents speaks to the effectiveness of security in reducing stress levels and time taken by staff in dealing with breaches of our Code of Behaviour.

[Incident Reporting](#)

Prior to full time security, 45% of Kelowna Staff and 30% of Vernon staff reported having to file incident reports more than once per week. After the start of full time security only 12% of Kelowna Staff and 0% of Vernon Staff report filling out incident reports more than once per week. This is a significant impact on staff time.

Staff are still filing incident reports for those incidents that directly involve staff, or need to be escalated from the guard to our library staff, ie. when a longer than one day ban is required. In Kelowna 63% of staff surveyed, and in Vernon 47% of staff surveyed indicated they fill out incident reports with a frequency between once per week to once per month.