



# **NOTICE OF MEETING**

## **Okanagan Regional Library Board**

**Date:** Wednesday, September 11, 2024

**Location:** Boardroom, Library Administration Building  
1430 KLO Road, Kelowna, BC

**Time:** Regular Meeting  
9:30 AM – 11:00 AM

In-Camera Meeting (closed to the public)  
11:00 AM – 12:00 PM

**Okanagan Regional Library  
Regular Board of Trustees Meeting  
AGENDA**

Date: Wednesday, September 11, 2024  
Time: 9:30 AM – 10:50 AM  
Location: Boardroom  
Library Administration Building, 1430 K.L.O. Road, Kelowna, BC

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**Quorum**

In accordance with the *Library Act, Sec. 20(2)*, quorum is a majority of all members of the Board in attendance (13+)

- 1. Roll Call | Call to Order | Land Acknowledgment** 9:30 – 9:35  
Chair to call the meeting to order.

The ORL Headquarters is located on the traditional, ancestral, and unceded t̓m̓x̓w̓úlaʔx̓w̓ (land) of the syilx / Okanagan people who have resided here since time immemorial. We recognize, honour, and respect the syilx / Okanagan lands upon which we live, work, and play.

- 2. Introduction of Guests**

- 3. Election of Chair and Vice Chair** 9:35 – 9:45  
CEO Danielle Hubbard will preside over the elections.

- 4. Adoption of the Agenda** 9:45 – 9:50  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A /Community Charter C. 26, s.123)*

*To adopt the Agenda of the Regular Board Meeting of September 11, 2024.*

- 5. Adoption of the Previous Minutes**  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A /Community Charter C.26, s.123)*  
(Attached pgs. 4 – 8) <sup>5</sup>

*To adopt the Minutes of the Regular Board Meeting of May 15, 2024 as circulated.*

- 6. Revised Weighted Votes Report – CFO Jeremy Feddersen** 9:50 – 9:55  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)*  
(Attached pgs. 9 – 10) <sup>2</sup>

*To receive for information the Report and revised Weighted Vote Sheet from the CFO dated September 11, 2024.*

## 7. Finance Committee Report – Chair Kari Gares

### 7.1. 2025 Budget Report Presentation – CFO Jeremy Feddersen 9:55 – 10:10

*All Trustees - Weighted Vote - Majority (Library Act Part 3, s.23 & 25, Board Policy Section II.C)  
(Attached pgs. 11 – 24)<sup>14</sup>*

*The 2025 budget vote can be held at this meeting or deferred to the November 20, 2024 Board meeting.*

*Finance Committee Recommendation:*

*THAT the 2025 Budget be approved as set out in the Budget Report from the CFO dated September 11, 2024.*

*By weighted vote.*

### 7.2. 2025 Library Levy Allocation Spreadsheet – CFO Jeremy Feddersen

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)  
(Attached pg. 25)<sup>1</sup>*

*\*To receive for information the 2025 Library Levy Allocation Spreadsheet.*

*\*Subject to approval of the 2025 Budget.*

### 7.3. Provincial Enhancement Grant Report – CEO Danielle Hubbard 10 :10 – 10 :20

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)  
(Attached pgs. 26 – 28)<sup>3</sup>*

*Finance Committee Recommendation:*

*THAT the Board approve the allocation of \$477,000 of the Provincial Enhancement Grant for facility improvements and other initiatives that increase the ORL's security, efficiency, and service levels, as set out in the Report from the Finance Committee dated September 11, 2024.*

## 8. Staff Reports

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)*

### 8.1. CEO Report & Operational Plan Update – Danielle Hubbard 10:20 – 10:30

*(Attached pgs. 29 – 31)<sup>3</sup>*

*To provide an update on the operational and strategic activities of the ORL; and to receive for information the Report from the CEO dated September 11, 2024.*

### 8.2. CFO Report – Jeremy Feddersen 10:30 – 10:35

*(Attached pgs. 32 – 39)<sup>8</sup>*

*To provide a financial update to June 30, 2024; and to receive for information the Report from the CFO dated September 11, 2024.*

**9. Correspondence**

10:35 – 10:40

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)*

**9.1.** Letter from Director M. Martin, Public Libraries Branch re Public Library Grant Award, dated June 28, 2024 (Attached pgs. 40 – 43)<sup>4</sup>

**9.2.** E-mail from L. Beischer re Westbank (West Kelowna) Library, dated May 14, 2024 and response from CEO D. Hubbard (Attached pg. 44) <sup>1</sup>

**9.3.** Submission Form from F. Lehn re Glenmore Library Service, dated Aug. 28, 2024 and response from CEO D. Hubbard (attached pgs. 45 – 46) <sup>2</sup>

*To receive the correspondence for information.*

**10. Board Chair Report**

10:40 – 10:45

**11. Trustee Reports**

10:45 – 10:50

**12. Next Meeting** – Wednesday, November 20, 2024

**13. Motion To Adjourn**

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)*

## Okanagan Regional Library Regular Board of Trustees Meeting Minutes

Date: Wednesday, May 15, 2024  
 Location: Board Room  
 Library Administration Building, 1430 K.L.O. Road, Kelowna, BC

Trustees Present: Neil Todd, Armstrong  
 Pat Cochrane, Coldstream  
 David Ramey, Enderby  
 John Manual, Golden  
 Loyal Wooldridge, Kelowna (Board Chair)  
 Tracy Henderson, Keremeos  
 Lori Mindnich, Lumby (Personnel Chair)  
 David Mattes, Oliver  
 Terry Condon, Peachland  
 George Elliott, Princeton  
 Tim Palmer, Revelstoke  
 Kari Gares, Vernon (Finance Chair)  
 Tasha Da Silva, West Kelowna (Vice Chair)  
 Myers Bennett, Osoyoos  
 Bob Evans, Sicamous  
 Kevin Kraft, Regional District Central Okanagan

Trustees Participating Remotely: Subrina Monteith, Regional District Okanagan Similkameen  
 Allysa Hopkins, Regional District North Okanagan  
 \*Jay Simpson, Regional District Columbia Shuswap  
 Sylvia Lindgren, Salmon Arm (Policy & Planning Committee Chair)  
 Erin Trainer, Summerland

Trustees Absent: Cara Reed, Lake Country  
 Todd York, Spallumcheen  
 Sara Tronson, Westbank First Nation

Staff Present: Danielle Hubbard, Chief Executive Officer  
 Jeremy Feddersen, Chief Financial Officer  
 Mark Reinelt, Director of Public Services North  
 Michal Utko, Director of Marketing and Communications  
 Leah Samson, Administrative Services Manager (Recording Secretary)

Guests Present: \*Markus Schrott, Auditor, BDO Canada  
 Ashley Machum, PEA President, ORL Chapter  
 Nicole Cabrejos, CUPE Representative, ORL Chapter  
 Tamara Alves, ORL Administrative Assistant

(\*Denotes partial attendance)

## ESTABLISH QUORUM

In accordance with the *Library Act, Sec. 20(2)*, quorum was established with a majority of all members of the Board in attendance.

### 1. CALL TO ORDER

Chair Wooldridge called the meeting to order at 10:30 AM.

### 2. LAND ACKNOWLEDGEMENT

The ORL Headquarters is located on the traditional, ancestral, and unceded *tmx<sup>w</sup>úla?x<sup>w</sup>* (land) of the syilx / Okanagan people who have resided here since time immemorial. We recognize, honour, and respect the syilx / Okanagan lands upon which we live, work, and play.

### 3. ADOPTION OF THE AGENDA

*All Trustees – Unweighted Vote – Simple Majority (Board Policy Section II.A / Community Charter s.123)*

It Was Moved and Seconded

THAT the Agenda of the Regular Board Meeting of May 15, 2024 be adopted as circulated.

Carried

### 4. ADOPTION OF THE PREVIOUS MINUTES

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

It Was Moved and Seconded

THAT the Minutes of the Regular Meeting of February 21, 2024 be adopted as circulated.

Carried

### 5. ANNUAL REPORT YEAR 2023 – Marketing & Communications Director Michal Utko

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

It Was Moved and Seconded

THAT the Board accepts the 2023 Annual Report as presented, in accordance with Section 21(k) of the *Library Act*.

Carried

### 6. FINANCE COMMITTEE REPORT

#### 6.1. Audit Year 2023 Report to the Board – Markus Schrott, Auditor, BDO Canada

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

Auditor Markus Schrott presented the Audit Report, providing an overview of the financial highlights and responded to questions from the Board.

It Was Moved and Seconded

THAT the Board receives, for information, the Audit Final Communication to the Board for the Year ended December 31, 2023 in the form attached to the Auditor's Report dated May 15, 2024.

Carried

**6.2. Audited Financial Statements Year 2023** – Markus Schrott, Auditor, BDO Canada  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

It Was Moved and Seconded

THAT The Board accepts the Audited Financial Statements for the Year ended December 31, 2023, in the form attached to the Auditor's Report dated May 15, 2024, and in accordance with Section 26 (2) of the *Library Act*.

**Carried**

\*Mr. Schrott left the meeting at 10:45 AM.

**6.3. Statement of Financial Information (SOFI) Report Year 2023** – CFO Jeremy Feddersen  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

Staff presented the SOFI Report summarizing the highlights and responded to questions from the Board.

It Was Moved and Seconded

THAT the Board receives, for information, the Statement of Financial Information Report Year 2023, in accordance with Section 26 (2) of the *Library Act* and Section XI.K. of the Board's Policy.

**Carried**

The approved 2023 Audited Financial Statements will be included in the 2023 SOFI Report, and submitted to the province as required.

\*Director Simpson left the meeting at 10:50 AM.

**6.4. CFO Report** – Jeremy Feddersen  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

Staff reported on the financial results to March 31, 2024, advising that they are generally consistent with expectations, and there does not appear to be anything that requires Board attention at this time.

It Was Moved and Seconded

THAT the Board receives, for information, the CFO's Financial Update Report to March 31, 2024, dated May 15, 2024.

**Carried**

**6.5. Enhancement Grant Spending Report** – CEO Danielle Hubbard  
*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

Staff presented the Spending Report and Councillor Gares stated that the Finance Committee reviewed and supports the recommended allocations.

It Was Moved and Seconded

THAT the Board approves \$272,000 of the Provincial Enhancement Grant to be allocated to professional development and facility improvement initiatives.

**Carried**

**6.6. Rise and Report In-Camera Decision: Appointment of Auditor for the Audit Year 2024 – CFO Jeremy Feddersen**

Staff reported that during the In-Camera Meeting, the Board approved the appointment of MNP for the ORL's 2024 audit. This decision is now being brought into the Regular Meeting.

**7. POLICY AND PLANNING COMMITTEE REPORT**

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

**7.1. Financial Policies Report – CEO Danielle Hubbard**

It Was Moved and Seconded

THAT the Board approves a meeting of the Board Chair, Policy and Planning Committee Chair, Finance Committee Chair, CEO, and CFO to reassess the ORL's existing financial policies and the parameters for a financial allocation policy.

**Carried**

**7.2. Internet Policy Report (Section VI: Services, I. Internet) – CEO Danielle Hubbard**

Staff reported that a patron complaint challenged the ORL's Internet Policy. The Policy and Planning Committee reviewed the complaint and decided not to bring forward any policy changes. Staff then responded to questions from the Board.

It Was Moved and Seconded

THAT the Board upholds the ORL's current Internet Policy and directs management staff to respond to the March 20, 2024 patron concern accordingly.

**Carried**

**8. CEO REPORT – Danielle Hubbard**

*All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)*

Staff presented the CEO Report and the public facing Operational Plan document and responded to questions from the Board.

It Was Moved and Seconded

THAT the Board receives the CEO Report dated May 15, 2024; AND THAT the 2024 – 2029 Operational Plan be approved in the form attached to the Report dated May 15, 2024.

**Carried**

**9. BOARD CHAIR REPORT – Councillor Loyal Wooldridge**

Chair Wooldridge announced that he will run in the upcoming provincial election. Under the City of Kelowna Code of Conduct, he is stepping down from the Library Board. Kelowna Councillor Gord Lovegrove has been appointed to the Board as of May 15, 2024, and West Kelowna Councillor and Vice Chair Tasha Da Silva will serve as Acting Chair until a new chair is elected.



**10. TRUSTEE ITEMS**

Board members congratulated Councillor Wooldridge and recognized his dedication and hard work since joining the Library Board in 2019.

**11. NEW BUSINESS**

None.

**12. MOTION TO ADJOURN**

It Was Moved and Seconded  
THAT the meeting be adjourned.

**Carried**

The meeting adjourned at 11:35 AM.

DRAFT

**CFO Report to the Board**  
**Information**

To: Okanagan Regional Library Board  
From: Jeremy Feddersen, CFO  
Date: September 11, 2024  
Subject: Population Figures for Levy Calculations and Weighted Votes

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**Purpose:** To update the Board on the annual provincial population figures used for levy calculations and weighted votes.

**Executive Summary:**

Population figures are received annually from the province. The population figures are used for levy calculations and all weighted Library Board votes.

The Library Act, Part 3, Voting on Expenditures, Section 23 states: “(1) on questions involving the expenditure of money (a) each member of the library board has one vote plus one additional vote for each complete 1000 after the first 1000 of the population of the municipality represented by the member or the electoral participating areas of the regional district represented by the member, and (b) a majority of the weighted votes cast decides those questions.”

Changes to this year’s votes are:

- a) Coldstream increased by 1, from 11 to 12.
- b) Kelowna increased by 7, from 155 to 162.
- c) Lake Country increased by 1, from 17 to 18.
- d) Salmon Arm increased by 1, from 20 to 21.
- e) Sicamous increased by 1, from 2 to 3.
- f) Summerland increased by 1, from 12 to 13.
- g) Vernon increased by 2, from 45 to 47.
- h) West Kelowna increased by 2, from 38 to 40.
- i) Regional District of North Okanagan B,C,D,E and F increase by 1 from 20 to 21.

All other votes remain the same. In accordance with Board Policy, Section II, the attached revised weighted votes will be effective immediately through to August 2025. The Library Levy Allocation Spreadsheet will be presented under the Finance Committee Report.

**Recommendation:**

THAT the CFO Report be received for information.

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*Respectfully submitted by: Jeremy Feddersen, ORL CFO*

Attachment: Revised Weighted Vote Sheet 2024/25.

## Okanagan Regional Library Board - Weighted Vote Sheet

Effective August 2024 to September 2025

Municipalities & First Nations	Population	Weighted Vote
Armstrong	5,899	5
Coldstream	12,306	12
Enderby	3,323	3
Golden + Electoral Area A	7,999	7
Kelowna	162,616	162
Keremeos	1,836	1
Lake Country	18,705	18
Lumby	2,147	2
Oliver	5,824	5
Osoyoos	5,730	5
Peachland	6,382	6
Princeton	3,333	3
Revelstoke	8,617	8
Salmon Arm	21,034	21
Sicamous	3,005	3
Spallumcheen	5,858	5
Summerland	13,310	13
Vernon	47,265	47
West Kelowna	40,715	40
Westbank First Nation	12,704	12
<b>Municipal &amp; First Nation Totals</b>	<b>388,608</b>	<b>378</b>
Regional District Electoral Participating Areas	Population	Weighted Vote
Central Okanagan, Electoral Areas I, J	5,889	5
Columbia Shuswap, Electoral Areas B,C,D,E,F	19,888	19
North Okanagan, Electoral Areas B, C, D, E, F	21,494	21
Okanagan Similkameen, E. Areas A,B,C,D,E,F,G, I	19,829	19
<b>Regional District Totals</b>	<b>67,100</b>	<b>64</b>
<b>Regional Library Total</b>	<b>455,708</b>	<b>442</b>

# REPORT

To: Okanagan Regional Library Board of Directors

From: Chief Financial Officer

Date: September 11, 2024

Subject: Okanagan Regional Library 2025 Budget

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## Purpose:

To bring forward the draft 2025 budget for the Okanagan Regional Library for approval by the Board.

## Executive Summary:

This report will walk through the proposed 2025 budget and provide context to help in the Board's decision-making.

## Budget Overview and Challenges

We have had a year of significant change and growth at the ORL, including our recently settled union negotiations, our new branch locations in Lumby and West Kelowna, and the various organizational changes designed to increase our branch supports. While this growth is exactly what we hoped for, it has brought some new challenges that we hope to address through initiatives suggested in this budget.

Due to the nature of the upcoming year and the financial pressures that have already been applied to the ORL, this budget does not contain many requests for new funding. Instead, it is responding to increases that are required due to contractual and market changes that the ORL is obligated to respond to. These include union negotiations that saw our employees receive a settlement that was agreeable to both sides, as well as an increase in our borrowing costs due to increased interest rates on our loans. In terms of strategic direction, this budget focuses on the values of *organizational responsibility* and *responsiveness*. In a financial context, honouring these two values will provide the ORL the stability needed to make progress in other strategic areas.

### Population Pressure

A persistent challenge that the ORL faces is the population we serve. The ORL provides services for a diverse geographic area that is very desirable and continues to draw in new residents. The figures for 2025 have been received from the Province of BC as part of the levy process. Similar to last year, all service areas have seen population growth, with Kelowna being recognized as one of the fastest growing metropolitan areas in Canada once again. Using the population figures provided, growth throughout the ORL service area is estimated to be 4.3% in 2025. With the current budget ask, the levy per capita



remains very consistent with previous years, and in fact has grown much less than the rate of inflation. This can be seen in Appendix 1.

### Inflation Pressure

Inflationary pressures continue to be a concern, though not to the extent of previous years. Current CPI figures for British Columbia are showing increases year over year of 2.9% (May 2023 vs. May 2024). While this figure is expected to stay relatively stable moving forward, we are seeing costs for most products and services remain high with the impacts of inflation seen throughout the organization. To address this, I have applied an inflationary figure of 3%, which will help address these pressures.

And now, on to the changes...

## **REQUIRED CHANGES, REALLOCATIONS, and INFLATION (COLUMN D)**

### **INCOME (RECEIPTS)**

#### MFA Actuarial, Debt Reduction

The MFA holds “sinking funds” which are comprised of principal payments from its borrowers and investment returns. These assets continue to generate returns, which are estimated in advance and allocated to borrowers including the ORL for West Kelowna, Vernon, and Headquarters. These figures come directly from schedules provided by MFA. The 2025 amount is confirmed by the MFA schedules that have been updated for the current year.

### **EXPENDITURES (DISBURSEMENTS)**

#### Remuneration and Fringe Benefits

This section will see the impact of year two of the new 3-year collective agreements between the ORL and our two unions. Both unions will see a 4% wage increase in 2025.

For WCB, our rates were impacted by incidents that resulted in an increase to our rate. I have marked this increase to actuals in the prior year with a small increase.

#### Rent and Property Expenses

The ORL’s rent obligations are contractual, and a number will have increases from one year to the next. We recently engaged an appraisal company to assist in determining fair lease amounts for our municipal locations as per Board Policy and signed new 3-year leases as a result.



Property expenses are often outside of ORL's direct control because of triple net lease arrangements, although we try to ensure we receive the best rates for work done when possible.

#### LTD Principal, Actuarial, and Interest

These amounts are adjusted to agree with the schedules provided to ORL related to its MFA borrowings through the Central and North Okanagan Regional Districts. The increase this year is due to the schedules having been updated (they are on 5- and 10-year interest cycles) with new, higher interest rates. This increase is slightly offset by an increase in the actuarial gains.

#### Technology and Data Lines

Licensing and maintenance costs for software have increased significantly across the industry again this year. We have seen software contract renewal amounts increase for our core programs as we had been advised last year would be the case. Jeff Campbell, our CTO, has estimated this amount based on increases communicated to the IT department. This line also includes the required increase for the new HRIS system that will be live in 2025.

### **ADJUSTMENTS (COLUMN G)**

The adjustments make up the budget "asks", which are brought forward from our management team and discussed together to determine the most appropriate initiatives to bring to the Board. The budget this year does not include very many asks due to the significant number of required changes.

#### Remuneration

In the May 15<sup>th</sup> board meeting, it was proposed and approved that we restructure the Public Services department at the ORL. The budget requirement per that report (included here as Appendix 4) has been included in this line.

In addition, a request for the introduction of Pages to branches that currently do not have these positions has been included. This is a small ask of \$16,743 that will provide 4 hours every 2 weeks for the following branches: Cherryville, Kaleden, Lumby, Naramata, Okanagan Falls, Oliver, Silver Creek, and Hedley. The intent is to free up our Community Librarians to allow them time to complete their operational duties and connect with their community partners. This initiative will increase the efficiency of our smaller branches and make better use of our budget. The pay rate for a Community Librarian is much higher than that of a page, so to have Community Librarians shelving material for significant portions of their working hours is not the best use of salary dollars.

#### Rent and Property Expenses

An ask in the budget line is for the introduction of Brave Sensors, a washroom motion detection system that will increase the health and safety of staff and patrons in our urban branches. Please refer to Appendix 5 for the details around this request. Also note that the installation costs for these sensors have been approved as part of the Enhancement Grant requests.



## MARKETING & COMMUNICATIONS

The marketing requests for this budget stem from the results of the public consultation portion of the strategic planning process. A common theme was that patrons expressed being unaware of the library's services or programs. This budget ask will help increase the Marketing Department's capacity to reach our public. Please refer to Appendix 6 for the details around this request.

### Transfers to Reserves

An adjustment to decrease the transfer to this reserve by \$100,000 was made based on the size of the existing reserve, as well as the use of the Enhancement Grant to purchase furniture for our branches. Our reserve is sitting at a healthy level, and our requirements for the foreseeable future should be met with the decreased transfers.

### **Next Steps**

The path forward includes the Board reviewing and deciding to adopt the budget as presented and previously approved by the Finance Committee. Alternatively, the Board may decide to defer a decision until the following meeting but will then be fairly obligated to approve a budget at its November 20<sup>th</sup> meeting. According to the BC Library Act, the Board is required to approve the 2025 budget before the end of 2024, in time for the Municipalities and Regional Districts that we serve to fold this levy accurately into their own budgets and financial plans.

Respectfully submitted,

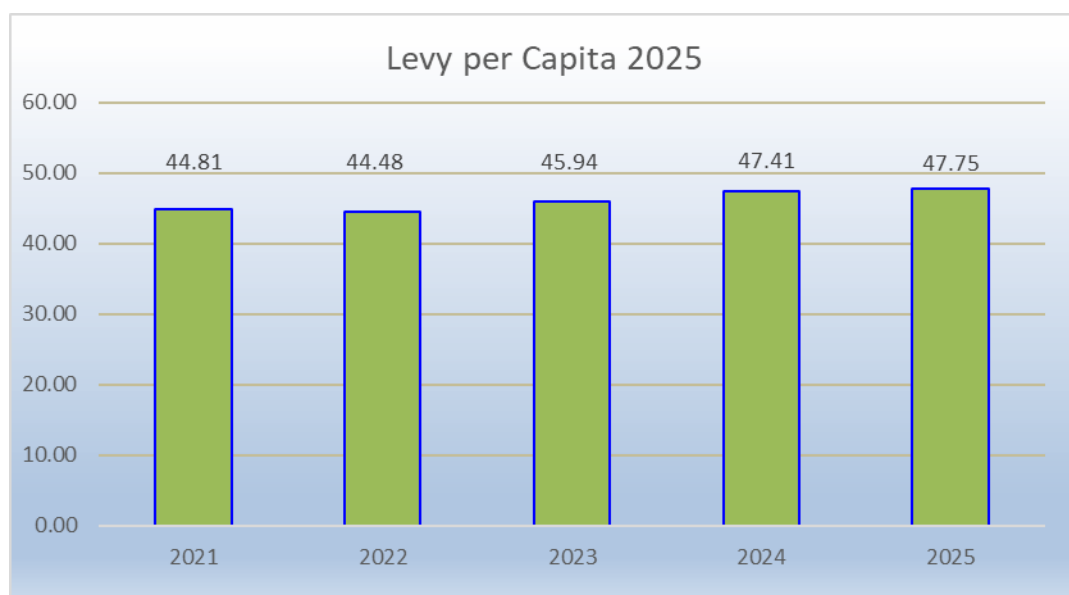
Jeremy Feddersen,  
Chief Financial Officer



## APPENDICES TO THE BUDGET

### Appendix 1: 5-year comparison of the Levy per Capita to 2025

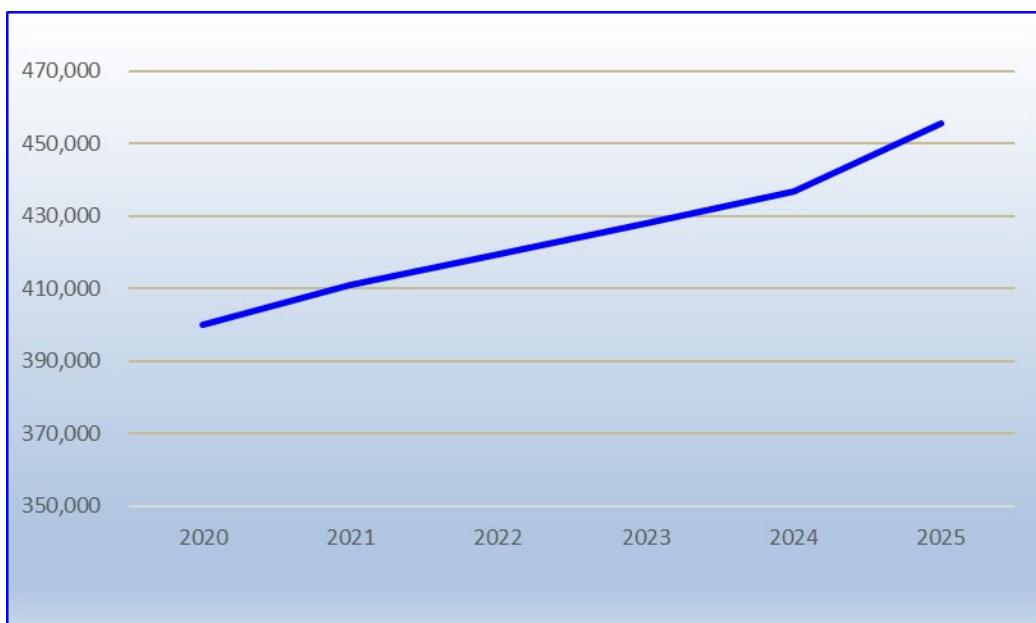
\*Growth for 2025 is based on BC Population Figures







**Appendix 2: Population growth throughout the ORL System**





**Okanagan Regional Library**

**Appendix 3**

**Draft Budget 2025 Worksheet**



	A	B	C	D	E	F	G	H
	BUDGET	ACTUAL	BUDGET	REQUIRED	STARTING	Inflation	ADJUST-	RECOMMENDED
	2023	2023	2024	CHANGES	POINT		MENTS	2025 BUDGET
<b>INCOME (RECEIPTS)</b>								
<b>OTHER INCOME</b>								
PROVINCIAL GRANT	-\$1,008,000	-\$1,038,411	-\$1,038,411		-\$1,038,411			-\$1,038,411
GRANTS - FEDERAL	-\$49,000	-\$17,317	-\$49,000		-\$49,000			-\$49,000
GRANTS - OTHER	-\$6,500	-\$4,500	-\$6,500		-\$6,500			-\$6,500
FINES, DAMAGE & REPLACEMENT	-\$202,500	-\$5,291	-\$52,500		-\$52,500			-\$52,500
MEETING ROOM RENTAL	-\$19,207	-\$10,152	-\$19,207		-\$19,207			-\$19,207
PRINTING REVENUE	-\$29,975	-\$31,344	-\$29,975		-\$29,975			-\$29,975
KEYCARD REVENUE	-\$250	-\$1,982	-\$250		-\$250			-\$250
INTEREST AND EXCHANGE GAIN REV	-\$35,000	-\$477,434	-\$185,000		-\$185,000			-\$185,000
COPIER REVENUE	-\$9,525	-\$9,701	-\$9,525		-\$9,525			-\$9,525
BOOK BAGS, NON-RES, EAR BUDS, SUNDRY	-\$5,000		-\$5,000		-\$5,000			-\$5,000
SUNDRY	\$0	-\$9,208	\$0		\$0			\$0
MEMBER EXTRA SERVICE	\$0		\$0		\$0			\$0
SICAMOUS	-\$23,296	-\$23,762	-\$24,237		-\$24,237			-\$24,237
VERNON	-\$26,844	-\$28,202	-\$27,929		-\$27,929			-\$27,929
PRINCETON	-\$11,405	-\$11,865	-\$12,221		-\$12,221			-\$12,221
INTER LIBRARY LOANS NET	\$150		\$150		\$150			\$150
OTHER	-\$160,352	-\$603,650	-\$313,194		-\$313,194			-\$313,194
DONATIONS REVENUE	\$0	\$0	\$0		\$0			\$0
MFA ACTUARIAL, DEBT REDUCTION	-\$309,843	-\$285,382	-\$346,474	-\$9,820 <sup>N</sup>	-\$356,295			-\$356,295
	<b>-\$1,736,195</b>	<b>-\$1,954,551</b>	<b>-\$1,806,079</b>	<b>-\$9,820</b>	<b>-\$1,815,899</b>	<b>\$0</b>	<b>\$0</b>	<b>-\$1,815,899</b>
<b>INTERNAL RENTS</b>	<b>-\$761,946</b>	<b>-\$647,376</b>	<b>-\$909,650</b>		<b>-\$909,650</b>			<b>-\$909,650</b>
<b>SUBTOTAL BEFORE TRANSFERS FROM RESERVES</b>	<b>-\$2,498,141</b>	<b>-\$2,601,927</b>	<b>-\$2,715,729</b>	<b>-\$9,820</b>	<b>-\$2,725,549</b>	<b>\$0</b>	<b>\$0</b>	<b>-\$2,725,549</b>
<b>TRANSFERS FROM RESERVES</b>								
IT REPLACEMENT RESERVE	-\$341,007	-\$579,757	-\$341,007		-\$341,007			-\$341,007
DONATIONS		-\$369,386	\$0		\$0			\$0
BRANCH FURNISHINGS	-\$165,000	\$0	-\$165,000		-\$165,000			-\$165,000
VEHICLE REPLACEMENT	-\$40,000	\$0	-\$40,000		-\$40,000			-\$40,000
NON-OWNED BUILDING MAINTENANCE	-\$50,000	-\$76,746	-\$50,000		-\$50,000			-\$50,000
ORL OWNED BUILDING MAINTENANCE	-\$30,000	\$0	-\$30,000		-\$30,000			-\$30,000
STRATEGIC INITIATIVES	\$0	-\$63,910	-\$100,000		-\$100,000			-\$100,000
CAPITAL BUILDING PROJECTS	\$0		\$0		\$0			\$0
	<b>-\$626,007</b>	<b>-\$1,089,799</b>	<b>-\$726,007</b>	<b>\$0</b>	<b>-\$726,007</b>	<b>\$0</b>	<b>\$0</b>	<b>-\$726,007</b>
<b>TOTAL RECEIPTS AND RESERVE TRANSFERS</b>	<b>-\$3,124,148</b>	<b>-\$3,691,726</b>	<b>-\$3,441,736</b>	<b>-\$9,820</b>	<b>-\$3,451,556</b>	<b>\$0</b>	<b>\$0</b>	<b>-\$3,451,556</b>



	A	B	C	D	E	F	G	H
EXPENDITURES (DISBURSEMENTS)	BUDGET	ACTUAL	BUDGET	REQUIRED	STARTING	Inflation	ADJUST-	RECOMMENDED
	2023	2023	2024	CHANGES	POINT		MENTS	2025 BUDGET
<b>REMUNERATION AND FRINGE BENEFITS</b>								
REMUNERATION	\$9,179,003	\$9,030,701	\$9,967,725		\$9,992,725	\$399,709	\$128,143	\$10,520,577
FRINGE BENEFITS	\$1,845,176	\$1,752,995	\$1,900,531		\$1,900,531	\$83,033		\$1,983,564
WCB	\$32,328	\$58,597	\$51,775		\$51,775	\$7,540		\$59,315
	<b>\$11,056,507</b>	<b>\$10,842,293</b>	<b>\$11,920,031</b>	<b>\$0</b>	<b>\$11,945,031</b>	<b>\$490,282</b>	<b>\$128,143</b>	<b>\$12,563,456</b>
<b>RENT AND PROPERTY EXPENSES</b>								
RENT	\$2,601,961	\$2,474,588	\$2,679,922		\$2,679,922	17,262.43		\$2,697,184
LTD PRINCIPAL, ACTUARIAL & INTEREST	\$1,484,883	\$1,471,345	\$1,518,483	\$223,658	\$1,742,141			\$1,742,141
PROPERTY EXPENSES	\$1,902,674	\$1,793,265	\$1,959,754		\$1,959,754	\$57,080	\$12,500	\$2,029,334
	<b>\$5,989,518</b>	<b>\$5,739,198</b>	<b>\$6,158,159</b>	<b>\$223,658</b>	<b>\$6,381,817</b>	<b>\$74,342</b>	<b>\$12,500</b>	<b>\$6,468,659</b>
<b>LIBRARY ELECTRONIC MATERIALS</b>	<b>\$1,685,608</b>	<b>\$1,672,143</b>	<b>\$1,685,608</b>		<b>\$1,685,608</b>	<b>\$50,568</b>		\$1,736,176
<b>OTHER EXPENSES</b>								
BOARD EXPENSES	\$20,141	\$13,390	\$20,745		\$20,745	\$622		\$21,367
BOOK DEPOSIT GRANTS	\$3,200	\$5,250	\$3,200		\$3,200			\$3,200
COLLECTION AGENCIES	\$9,566	\$354	\$3,000		\$3,000			\$3,000
EQUIPMENT REPAIRS	\$14,216	\$16,802	\$14,642		\$14,642	\$439		\$15,081
INSURANCE	\$58,470	\$60,782	\$63,732		\$63,732	\$1,912		\$65,644
INTEREST & BANK CHARGES	\$11,500	\$13,249	\$11,500		\$11,500			\$11,500
MARKETING & COMMUNICATIONS	\$81,533	\$123,516	\$89,979		\$89,979	\$2,699	\$44,000	\$136,678
MEMBERSHIPS	\$20,361	\$14,080	\$20,972		\$20,972	\$629		\$21,601
PENTICTON LIBRARY FEE	\$48,328	\$42,020	\$48,328		\$48,328	\$1,450		\$49,778
POSTAGE & FREIGHT	\$65,410	\$48,274	\$67,372		\$67,372	\$2,021		\$69,393
PROFESSIONAL FEES	\$87,714	\$117,866	\$90,345		\$65,345	\$6,960		\$72,305
PROGRAMS - CHILDRENS	\$18,971		\$19,540		\$19,540	\$586		\$20,126
PROGRAMS - OTHER	\$124,235		\$129,962		\$129,962	\$3,899		\$133,861
PROGRAMS	\$143,206	\$68,426	\$149,502		\$149,502			\$149,502
RECRUITMENT, TRAVEL & SUNDRY	\$16,151	\$7,305	\$16,636		\$16,636	\$499		\$17,135
STAFF DEVELOPMENT, & MEETINGS	\$118,239	\$142,600	\$121,786		\$121,786	\$3,654		\$125,440
SUNDRY (FAMA/REALLOCATIONS)	\$2,086		\$4,234		\$4,234	\$127		\$4,361
SUPPLIES-GENERAL	\$71,610		\$73,758		\$73,758	\$2,213		\$75,971
SUPPLIES-COPIERS	\$19,389		\$19,950		\$19,950	\$599		\$20,549
SUPPLIES - CAT/PROC	\$31,312		\$32,251		\$32,251	\$968		\$33,219
SUPPLIES-CIRC	\$18,540		\$19,096		\$19,096	\$573		\$19,669
BINDING & MENDING	\$21,888		\$22,545		\$22,545	\$676		\$23,221
SUPPLIES	\$162,719	\$220,959	\$167,600		\$167,600			\$167,600
STRATEGIC INITIATIVES	\$0	\$5,610	\$0		\$0	\$0		\$0
TECHNOLOGY & DATA LINES	\$529,363	\$584,034	\$607,044		\$607,044	\$66,211		\$673,255
COMMUNICATIONS	\$80,752	\$91,577	\$83,175		\$83,175			\$83,175
TRANSPORT-FUEL,REPS,INS ETC			\$0		\$0	\$0		\$0
TRANSPORT-MILGE,SUNDS,GST ETC			\$0		\$0	\$0		\$0
TRANSPORTATION	\$0	\$132,765	\$143,583		\$143,583	\$4,307		\$147,890
VIRTUAL BRANCH	\$10,000	\$6,827	\$10,000		\$10,000			\$10,000
	<b>\$1,482,955</b>	<b>\$1,293,536</b>	<b>\$1,737,375</b>	<b>\$0</b>	<b>\$1,712,375</b>	<b>\$101,044</b>	<b>\$44,000</b>	<b>\$1,857,419</b>
<b>DISBURSEMENTS BEFORE CAPITAL EXPENDITURES &amp; RESERVE TRANSFERS</b>	<b>\$20,214,588</b>	<b>\$19,547,170</b>	<b>\$21,501,172</b>	<b>\$223,658</b>	<b>\$21,724,831</b>	<b>\$716,236</b>	<b>\$184,643</b>	<b>\$22,600,710</b>



	A	B	C	D	E	F	G	H
	BUDGET 2023	ACTUAL 2023	BUDGET 2024	REQUIRED CHANGES	STARTING POINT	Inflation	ADJUST- MENTS	RECOMMENDED 2025 BUDGET
<b>CAPITAL EXPENDITURES</b>								
BOOKS AND OTHER PHYSICAL ITEMS	\$1,296,434	\$1,168,630	\$1,350,827		\$1,350,827	\$40,525		\$1,391,352
IT EQUIPMENT	\$351,237	\$242,034	\$361,774	\$0	\$361,774	\$10,853		\$372,627
NEW FACILITY	\$0		\$0	\$0	\$0			\$0
ALL OTHER CAPITAL	\$242,050	\$5,149,432	\$249,312		\$249,312	\$7,479		\$256,791
	\$1,889,721	\$6,560,096	\$1,961,913	\$0	\$1,961,913	\$58,857	\$0	\$2,020,770
<b>SUBTOTAL</b>	<b>\$22,104,309</b>	<b>\$26,107,266</b>	<b>\$23,463,085</b>	<b>\$223,658</b>	<b>\$23,686,744</b>	<b>\$775,093</b>	<b>\$184,643</b>	<b>\$24,621,480</b>
<b>TRANSFERS TO RESERVE</b>								
TO BRANCH FURNISHING RESERVE	\$145,000	\$145,000	\$145,000		\$145,000		-\$100,000	\$45,000
TO IT REPLACEMENT RESERVE	\$311,008	\$311,008	\$311,008	\$0	\$311,008			\$311,008
TO STAFF APPREC OR DEVELOPMENT RESERVE	\$1,500	\$1,500	\$1,500		\$1,500			\$1,500
TO NON-OWNED BUILDING MNTC RESERVE	\$32,000	\$32,000	\$32,000		\$32,000			\$32,000
TO VEHICLE REPLACEMENT RESERVE	\$25,425	\$25,425	\$25,425		\$25,425			\$25,425
TO STRATEGIC INITIATIVES RESERVE	\$0	\$0	\$0		\$0			\$0
TO DONATION RESERVES	\$0	\$0	\$0		\$0			\$0
TO CAPITAL BUILDING PROJ RESERVE	\$114,000	\$114,000	\$114,000		\$114,000			\$114,000
TO ORL OWNED BUILDINGS RESERVE	\$60,000	\$60,000	\$60,000		\$60,000			\$60,000
	<b>\$688,933</b>	<b>\$688,933</b>	<b>\$688,933</b>	<b>\$0</b>	<b>\$688,933</b>	<b>\$0</b>	<b>-\$100,000</b>	<b>\$588,933</b>
<b>TOTAL DISBURSEMENTS AND RESERVE TRANSFERS</b>	<b>\$22,793,242</b>	<b>\$26,796,199</b>	<b>\$24,152,018</b>	<b>\$223,658</b>	<b>\$24,375,677</b>	<b>\$775,093</b>	<b>\$84,643</b>	<b>\$25,210,413</b>
<b>FUNDING REQUIREMENT</b>	<b>\$19,669,094</b>	<b>\$23,104,473</b>	<b>\$20,710,282</b>	<b>\$213,838</b>	<b>\$20,924,121</b>	<b>\$775,093</b>	<b>\$84,643</b>	<b>\$21,758,857</b>
<b>PERCENT CHANGE FROM 2024</b>								<b>5.06%</b>

## Appendix 4

# ORL Finance Committee Report – PS Restructuring

**To:** ORL Board  
**From:** Finance Committee  
**Date:** May 15, 2024  
**Subject:** Public Services Department Restructuring

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**Objective:** To receive Board approval to restructure the staffing model of the Public Services Department at the leadership level.

### Executive Summary:

Public Services is the largest department at the ORL, comprising all branch staff and responsible for all public-facing services. The Department is currently led by two exempt Directors of Public Services (DPS), Christine McPhee and Mark Reinelt, who report directly to the CEO and sit on the upper leadership team. Mark oversees the northern half of the system, while Christine oversees the south. The Branch Head/Community Librarian of each branch reports directly to the DPS of their region. As is discussed in more detail below, the DPS position is one of the busiest roles at the ORL, with a demanding combination of strategic leadership and operational responsibilities. In consequence, the DPS position requires considerable overtime – on average 7 additional hours per week – and sees a high burnout rate.

Christine McPhee has given her resignation notice for August 2024. Her departure is a great loss to the ORL but does provide the opportunity to restructure the Public Services Department. This report proposes to move to a structure where we have one DPS with two exempt Regional Managers reporting to them. The Regional Managers would take on the operational aspects of managing the Public Services Department, providing the DPS the time and capacity needed to fulfil the strategic leadership aspects of the role.

### Recommendation:

THAT the Board approve restructuring the Public Services Department to remove one Director of Public Services position in place of introducing two exempt Regional Managers.

### Discussion:

The DPSs are the only exempt members of the Public Services Department, and are therefore responsible for all hiring, firing, and disciplinary action throughout the Department. In a system with 30 branches spread across 4 regional districts, this area of responsibility alone is enormous. Combined with overseeing public programming, branch furnishings, and system-wide operational initiatives such as Summer Reading Club, the DPSs are on the road and away from headquarters approximately half the time. Both DPSs consistently work evenings, weekends, and other forms of overtime to meet the needs of all branches. The DPSs also sit on the upper leadership team and have a great deal of overlap with other departments – eg. IT, Finance/Facilities, and HR. Because of the

operational demands placed on them, it is challenging for the DPSs to find time to connect with the other members of the leadership team – including the CEO – to coordinate strategic initiatives.

As the ORL continues to grow, the demands placed on the DPS position will grow with it. Christine is the second DPS within three years who has resigned from the ORL because of the impossibility of maintaining a work-life balance while in this position. If restructuring is not pursued, there is a strong likelihood the ORL will continue to burn through valuable leadership staff.

Both the operational and strategic needs of the ORL would be better met by having one DPS at the upper leadership level, supported by two exempt Regional Managers. The DPS would hold strategic leadership responsibility for the Department, while the Regional Managers would be responsible for day-to-day operations and branch oversight. This change would bring greater support and cohesion to the branches, thereby allowing the ORL to provide better public-facing service. At the same time, there would be a stronger public services-oriented voice at the upper leadership level.

The ORL will be best served if recruitment for the two Regional Manager positions can begin in spring 2024, with the roles filled by September 2024. This will allow for as little time as possible with only one DPS without supports under them. Past experiences have shown that having only one DPS without supports under them creates immediate and significant challenges throughout the system, as branch needs are not met, staff morale drops, and initiatives by necessity fall by the wayside.

#### **Financial Considerations:**

The proposed restructuring will necessitate an increase to the ORL's remuneration expenses. The 2024 budget can absorb the change, due to unexpected vacancies. The 2025 remuneration budget, however, would need to be increased by \$111,400, as illustrated below:

<b>Current Public Services staffing model</b>	
Annual salary and benefits for two DPSs	\$385,200
<b>Proposed Public Services staffing model</b>	
Annual salary and benefits for one DPS and two Regional Managers	\$496,600
Financial impact of proposed restructuring:	\$111,400

#### **Strategic Alignments:**

This proposal supports the following two Values in the ORL's 2024-2029 Strategic Plan:

1. Exceptional Customer Service
2. Organizational Responsibility

This proposal supports the following Goal in the ORL's 2024-2029 Strategic Plan:

1. Strive for organizational and service excellence

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*Respectfully submitted by:* Danielle Hubbard, Chief Executive Officer, Okanagan Regional Library

## Appendix 5

### Brave Sensor Implementation

This request is to add Brave sensors to the multi-person washroom stalls and single occupancy washrooms areas in the Kelowna, West Kelowna, and Vernon branches. These urban sites are already seeing regular medical emergencies, including one death in 2024, and this system will another tool that the staff can rely on to help with this growing problem.

Brave Sensors work by detecting a lack of motion in an occupied single occupant bathroom and alerts staff when such lack of activity occurs. It is used in combination with well designed protocols and staff training. These alerts can help prevent overdoses and other medical emergencies from having catastrophic outcomes.

A rising number of incidents occur in our branch washrooms and the risk of an un-noticed serious medical emergency is a very real part of the daily routine at these branches. The impact on the mental health of staff is significant when either serious injury or death of a patron occurs, or from regular daily hyperfocus on washroom checks to try to prevent this from happening.

This request aligns with our strategic plan, as it addresses the value of “responsiveness”, as we respond to societal changes, natural disasters, and emergencies.

Cost Breakdown:

	<u>One Time</u>	<u>Ongoing</u>
Kelowna installation:	8,500	
Ongoing		6,500
Vernon installation:	6,000	
Ongoing		4,000
WK installation	7,000	
Ongoing		5,000
	<u>21,500.00</u>	<u>15,500.00</u>

This request is for the ongoing portion of the funding, which includes monitoring of the locations and a maintenance plan. The one-time funding will be requested from the Enhancement Grant.



## Appendix 6

### Marketing Requests

#### Social Media Enhancements

As we've delved into the strategic plan, it's become increasingly clear that there is a widespread desire for an enhanced presence on social media. In alignment with this, an increase in our social media hours has been proposed. Our current vendor has been doing an excellent job within the constraints of their existing hours, but they are currently operating at maximum capacity. To fully capitalize on the opportunities that social media offers and to meet the growing demand, additional hours are essential. This expansion will not only enable us to maintain our current level of engagement but also to explore new and innovative ways to connect with our community. Furthermore, an increase in the promotional budget is requested to provide the necessary resources and support for these additional hours. This will empower our vendor to create more dynamic, engaging content and further enhance the reach and impact of the Okanagan Regional Library on various social media platforms.

Social Media Person:	12,000
Facebook local/global content:	<u>12,000</u>
Request amount:	\$24,000

#### Advertising Request

In order to enhance the visibility and reach of the Okanagan Regional Library, we are proposing an increase in the advertising and promotional budget. This augmented budget is specifically earmarked for a comprehensive and strategic advertising campaign. The funds will be allocated towards purchasing targeted advertising spaces, including digital ads and sponsored content across various online platforms, which are essential in today's internet-driven world. Additionally, part of the budget will be dedicated to securing spots on radio and television, allowing us to tap into more traditional media channels. This multi-faceted approach ensures that we cover a broad spectrum of media outlets, effectively reaching a diverse audience and increasing awareness about the valuable services and resources the Okanagan Regional Library offers to the community.

The request is for the following amounts:

Print media:	10,000
Radio:	4,000
Online (Youtube/Reddit/Pinterest)	<u>6,000</u>
Request amount:	\$20,000

**Okanagan Regional Library  
Library Levy Allocation Spreadsheet  
January 1, 2025 to December 31, 2025**

Item 7.2

Municipalities	Provincially supplied formula input factors which determine percentage of ORL budget paid						(50% A/total A + 50% B/total B)			"D"			"E" = ( D / A )		Quarterly			
	"A"			"B"			"C"			Current Year Levy 2025	Prior Year Levy 2024	Total Difference in levy	Change due apportionment formula	Change due to budget increase	PER CAPITA LEVY		Excludes Amounts paid for additional service 2025	
	2025	2024	% Change	2025	2024	% Change	2025	2024	Change per \$100 of shared costs						2025	2024		
<b>Armstrong</b>	5,899	5,677	3.9%	\$163,149,250	\$157,978,391	3.3%	1.057	1.065	-0.008	\$230,049	\$220,608	\$9,441	4.3%	(\$1,645)	\$11,086	\$39.00	\$38.86	\$57,512.37
<b>Coldstream</b>	12,306	11,890	3.5%	\$465,243,986	\$437,925,367	6.2%	2.519	2.512	0.007	\$548,209	\$520,346	\$27,864	5.4%	\$1,445	\$26,419	\$44.55	\$43.76	\$137,052.37
<b>Enderby</b>	3,323	3,246	2.4%	\$86,553,684	\$82,707,098	4.7%	0.582	0.589	-0.007	\$126,664	\$121,989	\$4,676	3.8%	(\$1,428)	\$6,104	\$38.12	\$37.58	\$31,666.09
<b>Golden + E.Area A</b>	7,999	7,671	4.3%	\$339,696,990	\$317,981,534	6.8%	1.731	1.714	0.017	\$376,730	\$355,013	\$21,717	6.1%	\$3,562	\$18,155	\$47.10	\$46.28	\$94,182.45
<b>Kelowna</b>	162,616	155,224	4.8%	\$8,174,398,316	\$7,675,017,271	6.5%	38.386	37.949	0.437	\$8,352,435	\$7,859,380	\$493,054	6.3%	\$90,544	\$402,510	\$51.36	\$50.63	\$2,088,108.64
<b>Keremeos</b>	1,836	1,761	4.3%	\$46,105,304	\$44,216,757	4.3%	0.317	0.318	-0.001	\$69,045	\$65,825	\$3,220	4.9%	(\$107)	\$3,327	\$37.61	\$37.38	\$17,261.22
<b>Lake Country</b>	18,705	17,372	7.7%	\$775,412,001	\$760,334,332	2.0%	4.001	3.988	0.013	\$870,593	\$825,880	\$44,714	5.4%	\$2,759	\$41,955	\$46.54	\$47.54	\$217,648.35
<b>Lumby</b>	2,147	2,072	3.6%	\$66,596,950	\$61,276,593	8.7%	0.403	0.398	0.005	\$87,676	\$82,488	\$5,188	6.3%	\$963	\$4,225	\$40.84	\$39.81	\$21,918.88
<b>Oliver</b>	5,824	5,619	3.6%	\$186,953,164	\$178,418,039	4.8%	1.109	1.112	-0.003	\$241,276	\$230,364	\$10,912	4.7%	(\$716)	\$11,627	\$41.43	\$41.00	\$60,319.04
<b>Osoyoos</b>	5,730	5,553	3.2%	\$320,074,826	\$309,438,885	3.4%	1.433	1.449	-0.016	\$311,830	\$300,153	\$11,676	3.9%	(\$3,351)	\$15,027	\$54.42	\$54.05	\$77,957.50
<b>Peachland</b>	6,382	6,159	3.6%	\$286,943,598	\$283,988,835	1.0%	1.421	1.452	-0.030	\$309,278	\$300,659	\$8,619	2.9%	(\$6,285)	\$14,904	\$48.46	\$48.82	\$77,319.43
<b>Princeton</b>	3,333	3,237	3.0%	\$99,163,552	\$98,007,953	1.2%	0.615	0.628	-0.013	\$133,799	\$130,108	\$3,691	2.8%	(\$2,757)	\$6,448	\$40.14	\$40.19	\$33,449.71
<b>Revelstoke</b>	8,617	8,439	2.1%	\$459,133,143	\$406,206,744	13.0%	2.099	2.034	0.065	\$456,798	\$421,266	\$35,532	8.4%	\$13,519	\$22,013	\$53.01	\$49.92	\$114,199.43
<b>Salmon Arm</b>	21,034	20,103	4.6%	\$700,036,897	\$677,200,648	3.4%	4.067	4.082	-0.015	\$884,976	\$845,344	\$39,632	4.7%	(\$3,015)	\$42,648	\$42.07	\$42.05	\$221,244.03
<b>Sicamous</b>	3,005	2,873	4.6%	\$154,894,309	\$147,981,560	4.7%	0.719	0.718	0.001	\$156,445	\$148,695	\$7,750	5.2%	\$211	\$7,539	\$52.06	\$51.76	\$39,111.20
<b>Spallumcheen</b>	5,858	5,693	2.9%	\$206,719,868	\$192,744,536	7.3%	1.162	1.158	0.004	\$252,897	\$239,921	\$12,977	5.4%	\$789	\$12,187	\$43.17	\$42.14	\$63,224.34
<b>Summerland</b>	13,310	12,918	3.0%	\$512,792,495	\$508,288,404	0.9%	2.749	2.815	-0.066	\$598,181	\$583,034	\$15,147	2.6%	(\$13,680)	\$28,827	\$44.94	\$45.13	\$149,545.17
<b>Vernon</b>	47,265	45,549	3.8%	\$1,852,712,891	\$1,769,278,185	4.7%	9.842	9.866	-0.024	\$2,141,551	\$2,043,284	\$98,267	4.8%	(\$4,936)	\$103,203	\$45.31	\$44.86	\$535,387.67
<b>West Kelowna</b>	40,715	38,745	5.1%	\$1,750,929,687	\$1,726,582,111	1.4%	8.868	8.975	-0.107	\$1,929,518	\$1,858,743	\$70,775	3.8%	(\$22,210)	\$92,985	\$47.39	\$47.97	\$482,379.41
<b>Municipal Totals</b>	<b>375,904</b>	<b>359,801</b>	<b>4.5%</b>	<b>\$ 16,647,510,911</b>	<b>\$15,835,573,243</b>	<b>5.1%</b>	<b>83.083</b>	<b>82.824</b>	<b>0.259</b>	<b>\$ 18,077,949</b>	<b>17,153,098</b>	<b>\$924,851</b>		<b>\$53,661</b>	<b>\$871,189</b>	<b>\$48.09</b>	<b>\$47.67</b>	<b>\$4,519,487.28</b>
<b>Regional Districts</b>																		
<b>CORD I,J</b>	5,889	5,877	0.2%	\$381,733,556	\$385,208,162	-0.9%	1.606	1.686	-0.080	\$349,344	\$349,098	\$247	0.1%	(\$16,589)	\$16,835	\$59.32	\$59.40	\$87,336.04
<b>CSRD B,C,D,E,F</b>	19,888	19,048	4.4%	\$741,184,390	\$725,276,109	2.2%	4.045	4.087	-0.043	\$880,118	\$846,517	\$33,602	4.0%	(\$8,812)	\$42,414	\$44.25	\$44.44	\$220,029.62
<b>NORD B,C,D,E,F</b>	21,494	20,776	3.5%	\$738,606,348	\$719,671,755	2.6%	4.215	4.270	-0.056	\$917,050	\$884,427	\$32,623	3.7%	(\$11,570)	\$44,193	\$42.67	\$42.57	\$229,262.45
<b>OSRD A,B,C,D,E,F,G, I</b>	19,829	19,232	3.1%	\$938,899,045	\$938,497,998	0.0%	4.535	4.669	-0.134	\$986,831	\$966,998	\$19,832	2.1%	(\$27,724)	\$47,556	\$49.77	\$50.28	\$246,707.68
<b>Regional District Totals</b>	<b>67,100</b>	<b>64,933</b>	<b>3.3%</b>	<b>\$ 2,800,423,339</b>	<b>\$2,768,654,024</b>	<b>1.1%</b>	<b>14.400</b>	<b>14.713</b>	<b>-0.312</b>	<b>\$ 3,133,343</b>	<b>3,047,039</b>	<b>\$86,304</b>		<b>(\$64,694)</b>	<b>\$150,998</b>	<b>\$46.70</b>	<b>\$46.93</b>	<b>\$783,335.79</b>
<b>Westbank First Nation</b>	12,704	12,099	5.0%	\$ 446,689,614	\$ 410,096,554	8.9%	2.517	2.463	0.053	\$ 547,565	\$ 510,144	\$37,420	7.3%	\$11,033	\$26,388	\$43.10	\$42.16	\$136,891.17
<b>Regional Library Total</b>	<b>455,708</b>	<b>436,833</b>	<b>4.3%</b>	<b>\$19,894,623,864</b>	<b>19,014,323,821</b>	<b>4.6%</b>	<b>100.00</b>	<b>100.00</b>	<b>0.000</b>	<b>\$ 21,758,857</b>	<b>20,710,282</b>	<b>\$1,048,575</b>		<b>(\$0.00)</b>	<b>\$1,048,575</b>	<b>\$47.75</b>	<b>\$47.41</b>	<b>\$5,439,714.25</b>

## Enhancement Grant Spending Proposal

### Request for Decision

**To:** ORL Board Members  
**From:** ORL Finance Committee  
**Date:** September 11, 2024  
**Subject:** Provincial Enhancement Grant Spending Proposal

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**Objective:** To receive Board approval to spend a portion of the Provincial Enhancement Grant on the following facility improvements and other initiatives that increase the ORL's security, efficiency, and service levels.

#### Executive Summary:

In spring 2023, the ORL received **\$1,505,872.13** in Provincial Enhancement Grant funding from the Public Libraries Branch. To date, \$417,000 of this funding has been allocated. This report proposes the allocation of an additional **\$477,000** towards facility improvements and other initiatives to increase the ORL's security, operational efficiency, and service levels. The goal of the Management Team is to bring a final spending proposal forward to the Board at the November 2024 board meeting to allocate the remainder of the funds. This report contains a description of each proposed initiative, followed by a consolidated financial breakdown.

#### Finance Committee Recommendation:

THAT the Board approve the allocation of \$477,000 of the Provincial Enhancement Grant for facility improvements and other initiatives that increase the ORL's security, efficiency, and service levels.

#### Discussion:

##### Facility Improvement Initiatives:

The Management Team proposes that **\$275,000** of the Provincial Enhancement Grant be spent on the facility improvements below. Our new Facility Lead (a CUPE position reporting to the CFO) was onboarded in early August and has obtained estimates for the following projects. Please note that these figures are rounded to the nearest \$10,000 to account for the uncertainty of precise costs once the work begins. The goal of the Management Team is to obtain quotes for facility improvements for the ORL's remaining branches in advance of the November 2024 board meeting with the aim of ensuring that each of our communities benefits from this provincial funding.

- a. **Naramata** – \$100,000 for a significant renovation consisting of a new circulation desk, new flooring, wall paint, and the reconfiguration of the staff washroom and staff work area. This renovation is long overdue, as the Naramata branch currently struggles with poor accessibility, poor layout efficiency for staff, and a markedly shabby appearance. The renovation will be done in collaboration with the Regional District of Okanagan-Similkameen. The RDOS is contributing an additional \$50,000 to the project, as well as contributing planning and labour. This is a valuable and time-sensitive offer on the RDOS's part.

- b. **Enderby** – \$100,000 for new wall paint and flooring. As with several of our branches, Enderby is showing its age and looking shabby. These improvements will be a great step towards increasing the welcoming, professional aspects of the space.
- c. **Peachland** - \$40,000 for new flooring for the same rationale as outlined above.
- d. **Okanagan Falls** – \$35,000 for new wall paint for the same rationale as outlined above.

**Other Initiatives:**

The Management Team proposes that **\$202,000** of the Provincial Enhancement Grant be allocated to the following initiatives that improve the ORL's public service levels, security, and organizational efficiency.

- a. **Wireless Access Points** – \$80,000. The ORL wireless access points are approaching end-of-life and require replacement to maintain reliable service. An access point allows a user's wireless device(s) to connect to the internet for free within ORL facilities. WiFi is now an essential service for ORL staff and patrons, enabling seamless and fast access to digital resources, online research, and remote work. Ensuring a solid and consistent WiFi experience is crucial for maintaining the quality of service our communities expect. Upgrading our wireless infrastructure will address current performance and security concerns and future-proof our networks, accommodating the ever-increasing user demand and new technologies. This investment is critical to supporting the ORL's mission of providing accessible and high-quality library services.
- b. **Brave sensors** – \$16,000. The Finance Committee has already approved for the 2025 operating budget the ongoing cost of maintaining Brave Sensors in the public washrooms of our central urban branches (Vernon, Kelowna, and West Kelowna). This one-time expenditure of \$16,000 will fund the purchasing and instal of the sensors.
- c. **BiblioSuggest** – \$10,000. BiblioSuggest is a software that will automate the ORL's suggestion for purchase process. Currently, when a member of the public requests a specific book for purchase, staff manually check the request against the ORL's catalogue, manually respond to the patron, and manually place a hold on the item for that patron. The result of all this manual work is that there is often a delay between the placing of the request and the delivery of the item into the patron's hands. Investing in BiblioSuggest will significantly decrease this wait time, improving the customer service experience and allowing our collections staff to spend their time on other work.
- d. **Vehicle fleet improvements** – \$105,000. Due to the geographical spread of the ORL service area, road travel is a necessity for maintaining the cohesion, morale, and communications of the ORL. The ORL currently owns four vehicles for staff use, three for general use and one reserved for the IT Department. One of the general use vehicles is a 2014 Honda Civic that is approaching end-of-life. The Management Team proposes the replacement of the Civic with a Toyota Prius hybrid, which would cost \$50,000 plus \$1,000 for the purchase and instal of an electric charging station at Headquarters. In addition to providing our Public Services staff with a reliable means of transportation, this purchase will be a step towards environmental responsibility. The Management Team also proposes the purchase of a Honda Ridgeline for the dedicated use of the Facility Lead, at a cost of \$45,000. Providing the Facility Lead with a dedicated vehicle will increase operational efficiency, allowing the Lead to transport tools and equipment as needed without tying up or damaging one of the other ORL vehicles.

**Financial Considerations:**

<b>Initiative</b>	<b>Cost</b>
<b>Facility Improvements</b>	
Naramata (circulation desk, floors, paint, and staff work area)	\$100,000
Enderby (paint and floors)	\$100,000
Peachland (floors)	\$40,000
Okanagan Falls (paint)	\$35,000
Facility Improvements subtotal:	<b>\$275,000</b>
<b>Other Initiatives</b>	
Wireless access points	\$80,000
Brave sensors	\$16,000
BiblioSuggest	\$10,000
Vehicle fleet improvement	
Toyota Prius hybrid	\$50,000
Electric charging station	\$1,000
Honda Ridgeline	\$45,000
Other Initiatives subtotal:	<b>\$202,000</b>
<b>TOTAL:</b>	<b>\$477,000</b>

**Strategic Alignments:**

The above initiatives support the following two Goals in the ORL’s 2024-2029 Strategic Plan:

1. Offer a welcoming, inclusive space to gather and connect.
2. Strive for organizational and service excellence.

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*Respectfully submitted by:*  
 Finance Committee of the Okanagan Regional Library Board

# ORL Board Report

## Information



**To:** Okanagan Regional Library Board

**From:** Danielle Hubbard, Chief Executive Officer

**Date:** September 11, 2024

**Subject:** CEO Report

**Voting Entitlement:** *Unweighted vote – Simple majority*

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**Purpose:** To update the Board on the operational and strategic activities of the ORL.

### Executive Summary:

The CEO Report is a quarterly summary of operational and strategic activities at the ORL. As discussed at the May 2024 Board meeting, an Operational Plan update section has been added as a standing item. In the interest of concision, I have not reported on each individual initiative identified in the Operational Plan, as many are scheduled for completion in 2025 or beyond. Rather, this report provides updates on the most significant or time-relevant initiatives from each Goal. Following the Operational Plan update, I have provided my standard one-page summary of other operational happenings, as these are the activities that keep the ORL alive and that occupy our staff's time.

### Recommendation:

**THAT** the CEO Report be received for information.

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*Respectfully submitted by:* Danielle Hubbard, Chief Executive Officer

### Considerations: Operational Plan updates

Over the past four months, our Directors of Public Services worked with Branch Leaders and staff to develop smaller-scale operational plans specific to each community the ORL serves. This report does not delineate the contents of each of these 30 Plans. Rather, this report focuses on the progress-to-date in the system-wide initiatives identified in the ORL's *2024 – 2029 Operational Plan*.

### Goal 1: Cultivate learning, literacy, creativity, and imagination

- The ORL's **alternate collections** continue to expand with more items being added to our Library of Things. The most recent addition, an Air Quality Testing Kit, has received significant media attention.
- **Designated spaces** are being added to branches where possible to allow for engaging child/youth activities separate from quiet learning/studying spaces.
- Through efforts like the Annual Card Drive and school visits, **active memberships** continue to increase, rising from 100,706 in 2022 to 100,858 in 2023.

**Goal 2: Offer a welcoming, inclusive space to gather and connect**

- We are in the process of gaining **Rainbow Registry** certification as a 2SLGBTQI+ friendly employer.
- The ORL's **new website** is under development and should launch in early 2025.
- Enhancement Grant funds have been allocated for **physical accessibility improvements** where needed. Our Accessibility Committee continues to assemble recommendations based on updated provincial legislation.

**Goal 3: Embrace local heritage and culture**

- At the branch level, staff work on an ongoing basis to **support local arts and history**. Examples include Revelstoke featuring a different local artist's work each month, and downtown Kelowna partnering with the Museum to host an Indigenous literature event called *Hi-Story*.
- Coordination is underway for staff-wide **Truth & Reconciliation** and cultural awareness training. Due to leadership turnover in both the HR and Public Service departments, this training has been rescheduled from fall 2024 to spring 2025.

**Goal 4: Develop and nurture community partnerships**

- All branch leadership staff have completed **community engagement** training.
- A copywriter position has been added to the Marketing Department, increasing the ORL's capacity for **building relationships with local media** through press releases and media interviews.

**Goal 5: Strive for organizational excellence**

- A 2024 **system-wide training plan** was developed in the first quarter of the year and is being followed. The 2025 system-wide training plan will be developed before year-end.
- **Branch appearance guidelines**, which articulate aesthetic and tidiness standards for our branches, were developed and rolled out in the spring of 2024.
- We continue to make incremental steps towards **organizational growth**, with additional public open hours added to four of our branches (Enderby, Armstrong, Oliver, and Osoyoos) in summer 2024.
- We are preparing for our bi-annual cyber-security audit, an essential initiative in **threat mitigation**.
- The ORL's **presence in the Canadian library world** is increasing, with a robust array of ORL-facilitated sessions at the BC Library Association Conference, and active ongoing participation in the Canadian Urban Library Council.
- **Emergency procedures** were updated in the spring in preparation for the 2024 wildfire season.

## Considerations: Other updates

### Leadership & Strategy

- The past four months have been challenging for the ORL Management Team, as we juggle to take on the extra work left by shortages in both the HR and Public Services Departments' leadership positions.
- Danielle delivered ORL delegation presentations to each municipal and regional councils in the ORL service area. The only exceptions are the CSRD and RDCO, which are upcoming.
- Danielle will be representing the ORL at the fall 2024 Canadian Urban Library Council conference.
- Branch-level operational plans have been developed throughout the system.

### Facilities

- Year-to-date, 112 facility tickets have been resolved. Onboarding our new Facility Lead is a great help.
- The new West Kelowna branch opened to the public on June 14.
- The new Lumby branch is anticipated to open before the end of the fall.
- Thanks to the Provincial Enhancement Grant, improvements are underway at several facilities, including new flooring in Salmon Arm and new lighting at Headquarters.

### Human Resources

- Year-to-date, the HR Department has posted 122 job openings.
- The ORL's new Director of Human Resources begins on Sept. 16.
- Two new Regional Managers of Public Services have been recruited and also begin on Sept. 16.
- Recruitment is underway for Branch Heads in Kelowna, West Kelowna, and Lake Country.
- A staff restructuring was undertaken over the summer to better balance the workload within the Public Services Department.

### Public Services

- Circulation stats continue to increase, with a 3.5% climb from this time in 2023 (210,249 physical items in 2024 versus 203,176 physical items in 2023).
- As usual, Summer Reading Club was a busy time and saw increased participation over previous years.
- A Public Services Supervisors meeting is scheduled for October 7.
- Opioid-related incidents continue to escalate. Year-to-date, ORL staff have handled 290 violent or disruptive incidents, 170 of which took place in Downtown Kelowna, and over 50 in Vernon.
- Working along procedures have been updated to ensure the safety of staff in our smaller branches.

### Information Technology

- Year-to-date, the IT Department has resolved 1,501 support tickets. 2,223 were resolved in 2023.
- The ORL's biannual cybersecurity audit is set for mid-September.
- LibCal, a new public event scheduling software, has been onboarded, decreasing staff workload and increasing public visibility of library programming on our website.

### Marketing and Communications

- Year-to-date, the Marketing Department has produced promotional material for 1,100 programs. This is equivalent to the total number of programs promoted in 2023, representing a significant increase.
- The Marketing Department has printed over 81,000 bookmarks, over 26,000 brochures, and over 9,000 quarterly program guides.



# Regional Library Board Report

For Information

To: Okanagan Regional Library Board of Directors

From: Chief Financial Officer

Date: September 11th, 2024

Subject: Financial Update Report to June 30, 2024 (6 Months)

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**Purpose:** To Receive for information the Financial Update Report Package to June 30, 2024.

## Executive Summary:

Please find attached the Financial Update Report Package to June 30, 2024. Results for the period demonstrate that the ORL is operating within its budget and that there have been no specific challenges for the organization to this point in the 2024 fiscal year.

## RECOMMENDATION

THAT the Board receive the CFO's Financial Update Report to June 30, 2024 for information.

## BACKGROUND

The attached **Appendix 1** provides the Board with an interim financial report (receipts and disbursements) to June 30<sup>th</sup> along with the year-to-date (YTD), annual budget and other useful information such as variances. The report has been prepared on a modified cash basis, meaning not all accounting accruals have been made. This report will briefly discuss some of the financial information that staff felt may be of interest to the Board.

## DISCUSSION

### Receipts – Tax Levy

All levies have been received for the second quarter.

### Receipts – Government, Grants and Own Resources

This category has seen revenues come in largely on budget aside from the MFA entries and the Provincial Grant. The MFA entries are made at the end of the year and so are showing as being a variance. The Provincial Grant has been received in July, which is lightly later than other years.



### From Reserves and Internal Rent

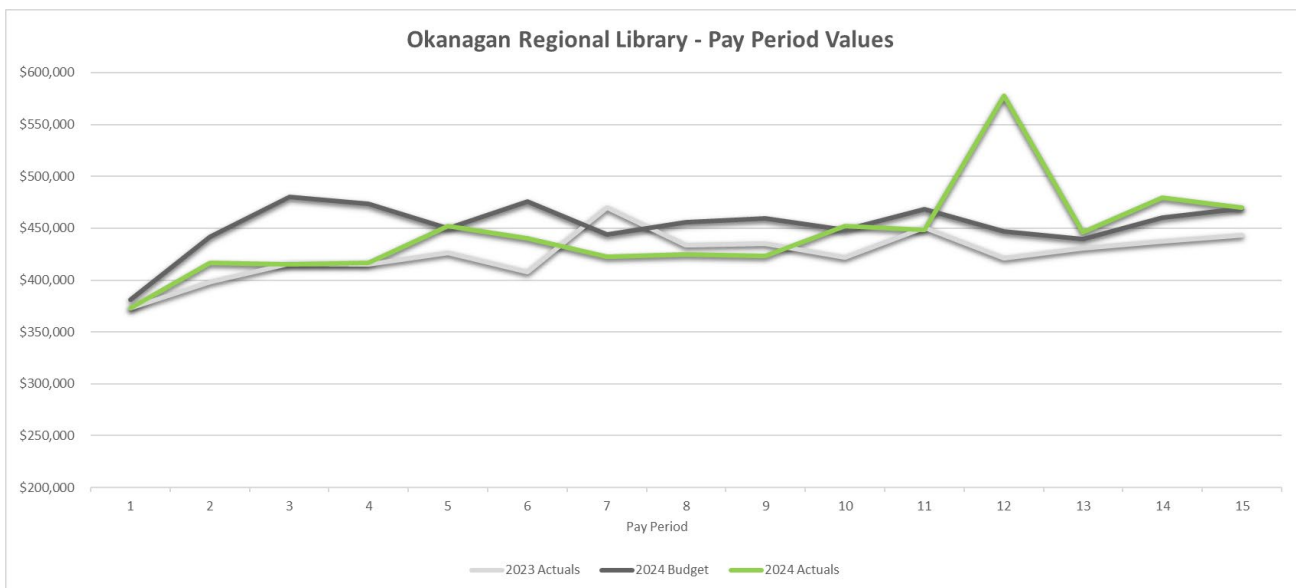
The transfers from reserves are an accounting adjustment that relates to planned amounts drawn out of reserves for technology replacement, furnishings and amounts from the donation reserves for programming and capital expenditures. The internal rent chargeback relates to adjustments for the owned branches.

Total receipts to June 30<sup>th</sup> total \$11,126,136

### Disbursements

Remuneration and benefits are tracking very closely to budget to pay period 15. Overall costs are a little below budget largely due to vacancies in a few roles. The spike in period twelve is due to a compensation package paid to our former HR Director.

**Graph: Pay Period Values: 2023 Actual, 2024 Actual, 2024 Budget**



Rent and property expenses are largely on course, although the LTD principle payments are over budget, as the first of two annual payments have been applied earlier this year than typical and due to an update in the MFA schedules after the budget was set. The total amount on the year will be over as mentioned previously, though offset slightly by an increase in the actuarial adjustment.

Library (electronic) materials, along with Books and Other Physical Material form the combined Library Collections Budget. These two lines are largely tracking on budget, with some slight variances due to timing.



“Other Expenses” are tracking well to date. One line of note is Professional Fees, which we expect to end up over budget due to an ongoing HR investigation.

Total disbursements before capital expenditures and reserve transactions are \$10,260,206

The Capital Expenditure figures will come up as part of year-end process; these transactions are accounting adjustments related to reserve funded activities. The exception being Books and Other Physical Materials, which was previously discussed with the Library (electronic) materials.

Total disbursements to June 30<sup>th</sup> are \$11,186,318

The net disbursements over receipts to June 30<sup>th</sup> are \$60,182

#### **BUDGET AND COST IMPACTS**

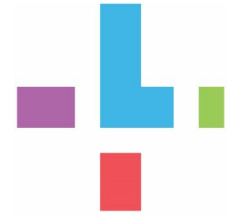
There are no budget or cost impacts that would derive from this report.

#### **CONCLUSION**

The ORL’s financial results to June 30<sup>th</sup> are generally consistent with expectations and the variances explainable. There does not appear to be anything that requires specific Board attention at this time.

Respectfully submitted,

Jeremy Feddersen, CPA, CA  
Chief Financial Officer



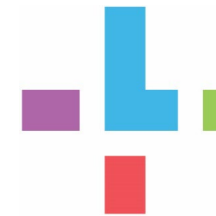
**Okanagan Regional Library**

**Appendix 1**

**Interim Financial Report**

**(Receipts & Disbursements)**

**January 1, 2024 to June 30, 2024**

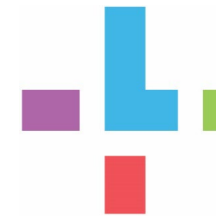


**OKANAGAN REGIONAL LIBRARY  
RECEIPTS & DISBURSEMENTS  
To June 30, 2024**

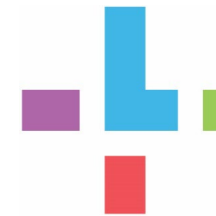
	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
<b>RECEIPTS</b>					
<b>TAX LEVY ON MUNICIPALITIES AND REGIONAL DISTRICTS</b>					
ARMSTRONG, CITY	\$110,304	\$110,304	\$0	\$220,608	\$110,304
CENTRAL OKANAGAN RD	\$174,549	\$174,549	\$0	\$349,098	\$174,549
COLDSTREAM, DISTRICT	\$260,173	\$260,173	\$0	\$520,346	\$260,173
COLUMBIA SHUSWAP RD	\$423,258	\$423,258	\$0	\$846,517	\$423,258
ENDERBY, CITY	\$60,994	\$60,994	\$0	\$121,989	\$60,994
GOLDEN, CITY	\$177,507	\$177,507	\$0	\$355,013	\$177,507
KELOWNA, CITY	\$3,929,555	\$3,929,690	\$135	\$7,859,380	\$3,929,825
KEREMEOS, VILLAGE	\$32,912	\$32,912	\$0	\$65,825	\$32,912
LAKE COUNTRY, DISTRICT	\$412,940	\$412,940	\$0	\$825,880	\$412,940
LUMBY, VILLAGE	\$40,884	\$41,244	\$360	\$82,488	\$41,604
NORTH OKANAGAN RD	\$442,213	\$442,213	\$0	\$884,427	\$442,213
OLIVER, TOWN	\$115,182	\$115,182	\$0	\$230,364	\$115,182
OKANAGAN SIMILKAMEEN RD	\$483,499	\$483,499	-\$0	\$966,998	\$483,499
OSOYOOS, TOWN	\$150,077	\$150,077	\$0	\$300,153	\$150,077
PEACHLAND, DISTRICT	\$150,329	\$150,329	\$0	\$300,659	\$150,329
PRINCETON, TOWN	\$71,164	\$71,165	\$0	\$142,329	\$71,165
REVELSTOKE, CITY	\$210,633	\$210,633	\$0	\$421,266	\$210,633
SALMON ARM, CITY	\$422,672	\$422,672	\$0	\$845,344	\$422,672
SICAMOUS, DISTRICT	\$86,466	\$86,466	-\$0	\$172,932	\$86,466
SPALLUMCHEEN, TOWNSHIP	\$119,960	\$119,960	\$0	\$239,921	\$119,961
SUMMERLAND, DISTRICT	\$291,517	\$291,517	\$0	\$583,034	\$291,517
VERNON, CITY	\$1,035,606	\$1,035,606	\$0	\$2,071,213	\$1,035,607
WESTBANK FIRST NATION	\$255,072	\$255,072	\$0	\$510,144	\$255,072
WEST KELOWNA, CITY	\$929,352	\$929,371	\$20	\$1,858,743	\$929,391
	<b>\$10,386,820</b>	<b>\$10,387,334</b>	<b>\$515</b>	<b>\$20,774,669</b>	<b>\$10,387,849</b>



	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
<b>FROM GOVERNMENT &amp; OWN RESOURCES</b>					
PROVINCE OF BC - PER CAPITA GRANT	\$0	\$1,038,411	\$1,038,411	\$1,038,411	\$1,038,411
GRANTS-PROV.B.C.-BOOKS	\$5,000	\$0	-\$5,000	\$0	-\$5,000
GRANTS - FEDERAL	\$0	\$0	\$0	\$49,000	\$49,000
GRANTS - OTHER	\$23,824	\$0	-\$23,824	\$6,500	-\$17,324
FINES, FEES AND DAMAGED MATERIALS	\$15,561	\$26,250	\$10,689	\$52,499	\$36,938
SPACE RENTALS	\$6,474	\$9,604	\$3,129	\$19,207	\$12,733
PRINTING REVENUE	\$17,910	\$14,988	-\$2,923	\$29,975	\$12,065
KEYCARD REVENUE	\$555	\$125	-\$430	\$250	-\$305
INTEREST AND EXCHANGE	\$208,912	\$92,500	-\$116,412	\$185,000	-\$23,912
COPIER REVENUE	\$2,890	\$4,775	\$1,885	\$9,550	\$6,660
SUNDRY INCOME	\$3,664	\$2,500	-\$1,164	\$5,000	\$1,337
MFA ACTUARIAL , DEBT REDUCTION	\$0	\$173,237	\$173,237	\$346,474	\$346,474
INTER LIBRARY LOANS, NET	-\$299	-\$75	\$224	-\$150	\$149
<b>SUBTOTAL GOVERNMENT &amp; OWN RESOURCES</b>	<b>\$284,492</b>	<b>\$1,362,314</b>	<b>\$1,077,822</b>	<b>\$1,741,716</b>	<b>\$1,457,225</b>
TRANSFERS FROM RESERVES	\$0	\$0	\$0	\$726,007	\$726,007
ORL OWNED BUILDINGS, RENT CHARGEBACK	\$454,825	\$454,824	\$0	\$909,650	\$454,825
<b>TOTAL RECEIPTS</b>	<b>11,126,136</b>	<b>12,204,472</b>	<b>1,078,337</b>	<b>24,152,042</b>	<b>13,025,906</b>



	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
<b>DISBURSEMENTS</b>					
<b>REMUNERATION AND FRINGE BENEFITS</b>					
REMUNERATION	4,650,386	4,983,863	333,476	9,967,725	5,317,339
FRINGE BENEFITS	920,877	950,265	29,388	1,900,531	979,654
WCB	32,513	25,887	-6,626	51,774	19,261
	<b>5,603,777</b>	<b>5,960,015</b>	<b>356,238</b>	<b>11,920,030</b>	<b>6,316,253</b>
<b>RENT AND PROPERTY EXPENSES</b>					
RENT	1,363,228	1,339,934	-23,294	2,679,868	1,316,640
LTD PRINCIPAL, ACTUARIAL AND INTEREST	869,145	759,238	-109,907	1,518,476	649,331
PROPERTY EXPENSES	1,048,456	979,877	-68,580	1,959,754	911,297
	<b>3,280,829</b>	<b>3,079,049</b>	<b>-201,780</b>	<b>6,158,097</b>	<b>2,877,269</b>
<b>LIBRARY MATERIALS</b>	<b>562,577</b>	<b>421,402</b>	<b>-141,175</b>	<b>1,685,608</b>	<b>1,123,031</b>
<b>OTHER EXPENSES</b>					
BOARD EXPENSES	6,591	10,372	3,782	20,745	14,154
BOOK DEPOSIT GRANTS	5,500	1,600	-3,900	3,200	-2,300
COLLECTION AGENCY	-215	1,500	1,715	3,000	3,215
EQUIPMENT REPAIRS & RENEWALS	9,031	7,321	-1,710	14,642	5,611
INSURANCE	31,529	31,866	337	63,732	32,203
INTEREST & BANK CHARGES	5,666	5,750	84	11,500	5,834
MARKETING & COMMUNICATIONS	42,458	44,990	2,531	89,979	47,521
MEMBERSHIPS	5,490	10,486	4,996	20,972	15,482
PENTICTON LIBRARY FEE	44,220	24,164	-20,056	48,328	4,108
POSTAGE & FREIGHT	24,316	33,686	9,371	67,373	43,057
PROFESSIONAL FEES	69,748	45,172	-24,576	90,345	20,596



	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
PROGRAMS	25,744	81,367	55,623	162,733	136,989
RECRUITMENT, TRAVEL & SUNDRY	863	8,319	7,456	16,637	15,774
STAFF DEVELOPMENT & MEETINGS	62,078	60,893	-1,185	121,786	59,708
SUPPLIES	100,991	79,345	-21,646	158,689	57,699
TECHNOLOGY EXPENSES	249,657	303,522	53,865	607,044	357,387
TELEPHONE & INTERNET	46,200	41,587	-4,613	83,175	36,975
TRANSPORTATION	80,944	71,792	-9,152	143,583	62,639
VIRTUAL BRANCH	2,213	5,000	2,788	10,000	7,788
	<b>813,023</b>	<b>868,732</b>	<b>55,709</b>	<b>1,737,463</b>	<b>924,440</b>
<b>DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES</b>	<b>10,260,206</b>	<b>10,329,197</b>	<b>68,991</b>	<b>21,501,198</b>	<b>11,240,992</b>
<b>CAPITAL EXPENDITURES</b>					
BOOKS AND OTHER PHYSICAL MATERIALS	581,645	667,664	86,019	1,335,327	753,682
TECHNOLOGY ASSETS	0	180,887	180,887	361,774	361,774
FURNITURE, EQUIPMENT & OTHER	0	132,406	132,406	264,812	264,812
	<b>581,645</b>	<b>980,956</b>	<b>399,312</b>	<b>1,961,913</b>	<b>1,380,268</b>
<b>TRANSFERS TO RESERVES</b>					
TO BRANCH FURNISHING RESERVE	72,500	72,500	0	145,000	72,500
TO CAPITAL PROJECTS RESERVE	57,000	57,000	0	114,000	57,000
TO IT REPLACEMENT RESERVE	155,504	155,504	0	311,008	155,504
TO NON-OWNED BUILDING MNTC RESERVE	16,000	16,000	0	32,000	16,000
TO OWNED BUILDING MNTC RESERVE	30,000	30,000	0	60,000	30,000
TO STAFF APPRECIATION OR DEVELOPMENT RESERVE	750	750	0	1,500	750
TO VEHICLE REPLACEMENT RESERVE	12,713	12,713	0	25,425	12,713
	<b>344,467</b>	<b>344,466</b>	<b>0</b>	<b>688,933</b>	<b>344,467</b>
<b>TOTAL DISBURSEMENTS</b>	<b>11,186,318</b>	<b>11,654,620</b>	<b>468,303</b>	<b>24,152,044</b>	<b>12,965,727</b>
<b>NET DISBURSEMENTS OVER RECEIPTS</b>	<b>-60,182</b>	<b>549,852</b>	<b>610,034</b>	<b>-2</b>	<b>60,179</b>





June 28, 2024

**VIA EMAIL**

Ref: 274908  
Tasha Da Silva  
Board Chair  
Okanagan Regional Library  
1430 KLO Road  
Kelowna V1W 3P6

**Re: Public Library Grant Award Letter June 2024**

Dear Board Chair Tasha Da Silva:

The Ministry of Municipal Affairs, Public Libraries Branch (PLB) is pleased to inform you that the library will receive the following grants to support public library services and provincial programs:

- **Per Capita Operating Grant 2024 - \$975561** to support ongoing public library operations and participation in province wide programs.
- **Resource Sharing Grant 2024 - \$3496.64** to support libraries in materials sharing by alleviating the costs involved in running and managing their interlibrary loan service.
- **BC OneCard Grant 2024 - \$24000** to enable active patrons of any public library in B.C. to use their library card to borrow from other libraries throughout the province.
- **Literacy and Equity Grant 2024 - \$35400** to support access to lifelong learning and literacy experiences through the expansion of library collections, programs, and service.

Funding, although distributed as four library grants, may be combined to ensure libraries support provincial priorities and help fulfil the goals outlined in [B.C.'s Strategic Plan for Public Library Service and our recently refreshed version.](#)

- Library Enhancement Grant. This year, public libraries are also receiving an **additional one-time library enhancement grant**. The amount allocated to your library is **\$43124.33**.

It may be used to support local library service enhancements, including helping address shifting demands on services, collections, programs, and spaces. This grant may also be used to respond to local service priorities, making services more accessible and inclusive, and/or increasing climate readiness and resilience when facing future challenges. It can be used in conjunction with previous enhancement grants distributed in 2023.

## Process

The ministry will deposit the total amount of **\$1081581.97** electronically into the account of the financial institution that your library has designated. The ministry will email a notice to your library upon payment.

The *Public Libraries Provincial Grants Allocations* document is available [online](#) and lists the funds allocated to each library for 2024.

Please ensure a copy is saved for use in preparing the library's financial statements. The public library board is responsible for ensuring that conditions of provincial funding (as outlined in this letter) are met each year.

## Reporting

In accordance with the conditions placed on these ministry grants and as part of the accountability framework, libraries must submit the specific reports outlined below to detail how provincial funding was used.

Continued provincial funding for the library is contingent on the completion and filing of these three reports:

- 2024 Provincial Public Library Grants Report (PLGR) – **due March 1, 2025**
- 2024 Statement of Financial Information (SOFI) - **due May 15, 2025**
- 2024 Annual Survey of B.C.'s Public Libraries – **due May 15, 2025**

Further reporting and accountability information, including instructions and templates, will be made available from the [Public libraries reporting and accountability - Province of British Columbia \(gov.bc.ca\)](#). Instructions and templates will be revised each year and will be sent well in advance of reporting deadlines.

## **Additional Conditions**

Please be aware that the ministry will reclaim any portion of the grants should the library not use the funds for their intended purposes and meet the accountability requirements outlined in this letter. Libraries are also expected to be in compliance with the Library Act and other applicable legislation. Questions about the intended purposes and use of funding can be directed to the Public Libraries Branch at the contact information provided below.

The Province is committed to open public access to information and bound by the *Freedom of Information and Protection of Privacy Act* (FIPPA). The Province may release any or all information submitted in these reports to the public. The Province may release any or all information submitted for these reports to the public in accordance with the FIPPA.

## **Grant Recognition**

As a condition of assistance, recipients of this funding are asked to acknowledge the province's assistance on written and digital materials wherever reasonable. The following acknowledgement may be used:

*"We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Municipal Affairs."*

As a reminder, permission is required to use [B.C.'s Visual Identity](#). As a third party, each organization must review these [guidelines](#) on the use of the BC Mark (logo).

## **Strategic Context**

Libraries have a crucial role by ensuring people have access to vital information and technology, delivering quality services, and helping to connect people with government programs and initiatives. Libraries are responding to people's evolving needs; this challenges boards, directors, and staff to further develop their skills and abilities and enhance their governance practices.

This summer, the ministry will be introducing a refreshed provincial strategic plan for public library service. This plan renews our priorities and keeps us focused on our actions as we look ahead. We will continue working with our valued partners to guide B.C.'s public library system, helping to ensure people continue to have access to library resources and services that enrich their lives and strengthen community connections.

## Appreciation

On behalf of the ministry, I would like to express appreciation to the library board and staff. Through your dedication and hard work, you are having a positive impact on people's lives by delivering community focused library services, programs and collections that people can rely on. By participating in provincial, regional and local partnerships you are also expanding and broadening what is available to the people of your communities. You are ensuring that people have vital access to information and foundational skills they need to thrive. Working together, we can ensure that British Columbians benefit from more innovative, accessible, and equitable library services.

If you have any questions about this letter or grant use, please do not hesitate to call 1-800-663-7051 or email [PUBLIB@gov.bc.ca](mailto:PUBLIB@gov.bc.ca) or reach out to me directly at [mari.martin@gov.bc.ca](mailto:mari.martin@gov.bc.ca) .

Sincerely,

A handwritten signature in black ink, appearing to read 'Mari Martin', with a long horizontal flourish extending to the right.

Mari Martin  
Director, Public Libraries Branch

pc: Library Director Danielle Hubbard

From Lois Beischer  
Westbank library

I am writing after reading a news story in Castanet, which stated the new library branch is called the West Kelowna library. I have some questions and some concerns as Westbank Library has been the heart of this community for decades. As I am not privy to how this decision was made I can make assumptions but better than assume I can ask questions, and so I ask. My hope is the renaming was done in a thoughtful manner in consultation with the community both the Westbank library community, the larger Westbank community and most importantly WFN community members, and elders. Was there dialogue with Westbank First Nation community members and elders as this new library building like the old one is on unceded ancestral land?. My hope is this happened, and that consultation was not just with chief and counsel who represent a colonial impose style of governance who at times are amiss with the desire of community members and elders. Renaming the Westbank Library could be an easy step in the spirit of reconciliation. I wonder if there has been engagement with Westbank community? Was there consultation with groups like friends of the library? with community members? Was there a committee a community members who consulted the grassroots community? Was this an arbitrary decision made by the library board? Is this the correct timing as long-standing patrons will need to adapt with the move of the branch? Was there research, consultation, justification and approval from the community? The Library will be as strong as a community it serves - perhaps the name should reflect that. Thank you for listening to my questions. I look forward to receiving your care filled reply. Thank you Lois Beischer Westbank library patron and Westbank community member ( my Mail address is Westbank as I live on Tsinstikeptum IR 9 which is Westbank )

From: Danielle Hubbard  
Sent: Sunday, May 26, 2024  
Subject: Westbank Library board contact inquiry

Good morning, Lois,  
I'm writing in response to the board contact request you submitted through the ORL website on May 14. Because the ORL Board meeting was on May 15 and the board package had already been assembled and distributed at the time of your writing, it was too late to bring your correspondence forward to the board in May. Leah and I will include it in the September Board package, as well as my response, below. If the Board would like to supplement my response, you will hear from them/me on their behalf after September 11.

The decision to rename the branch "West Kelowna" was made at the ORL Management level, by myself and the rest of the team. The logic was simple – the branch was built in collaboration with the City of West Kelowna, and primarily serves the municipality of West Kelowna. I acknowledge that it is located on Westbank First Nation land, and the City and the ORL have been in regular correspondence with WFN throughout the planning and construction process. Once the new branch is up and running, further work will be done to ensure an ongoing positive relationship with WFN. However, given that the branch can only have one name, West Kelowna was deemed the most accurate and least confusing title.

All the best,  
Danielle Hubbard, CEO  
Okanagan Regional Library

Contact the Board

Submitted on 28 August 2024, 06:33 AM, via IP 10.35.9.1 by Anonymous

Item 9.3

First Name\* Fiona

Last Name\* Lehn

Contact Info (email or phone)\* FionaMailDroid@gmail.com

Address (home or mail)\* 184 Ritchie Court

Subject\* Thank You for Bringing ORL to Glenmore

Message\* Dear ORL Board, When I started a petition last year, I wasn't surprised to collect over 600 signatures in support of a Glenmore branch, because the need here is so great, but I have to admit, I had barely a hope that the ORL Board would consider a Glenmore branch, much less make it happen. That's a reflection based on my experience. It's just that it's not easy to create big change, and it's not often that the little people (me and my fellow Glenmoriors in this case) are listened to. But here we are, with a Glenmore branch on the way, and that's thanks to you, for listening to what your communities need, using your power for amazing good, and finding a way. Thank you for bringing ORL to Glenmore--we can't wait to check it out! (Library pun..."check it out"...get it? :) Thanks again!

Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.

I Agree

**From:** Danielle Hubbard  
**Sent:** August 28, 2024 11:19 AM  
**To:** Fiona Lehn  
**Cc:** Leah Samson  
**Subject:** RE: Thank you for bringing ORL to Glenmore

Hello Fiona,

Thank you for the lovely letter you've submitted for the ORL Board regarding the new Glenmore branch. I'll make sure this letter is included in the "correspondence" section of our upcoming September Board meeting. I'm sure it will brighten everyone's day. I also want to thank you for your contributions in bringing the ORL to this decision. It's very valuable for us to hear from your residents and patrons to ensure we're making the best decisions for the communities we serve.

All the best,

**Danielle Hubbard**

*Chief Executive Officer*

Okanagan Regional Library | Administrative Centre

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(250) 878-5685

dhubbard@orl.bc.ca

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