



NOTICE OF MEETING

Okanagan Regional Library Board of Trustees
will meet virtually via Microsoft Teams
on Wednesday, September 16, 2020

IN-CAMERA MEETING

9:30 – 10:45 AM

REGULAR MEETING

10:45 AM

Public wishing to attend the regular meeting must provide their e-mail contact information to lsamson@orl.bc.ca by 3:00 PM on Monday, September 14, 2020 in order to receive an e-mail invitation, to be sent when the regular meeting begins.

AGENDA

**LIBRARY BOARD MEETING
HELD VIRTUALLY VIA MICROSOFT TEAMS
WEDNESDAY, SEPTEMBER 16, 2020
10:45 AM – 11:45 AM**

"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 / INTRODUCTION OF GUESTS

10:45 AM

2. ADOPTION OF THE AGENDA

10:46 AM

MOTION:

THAT the Agenda be adopted.

3. APPROVAL OF THE PREVIOUS MINUTES (pgs. 3 - 7)

MOTION:

THAT the Minutes of the Regular Library Board Meeting held May 20, 2020 be approved.

4. WEIGHTED VOTE SHEET YEAR 2020/2021 – CFO Jeremy Sundin

10:47 – 10:52 AM

a) Memo: Changes to Weighted Votes and Updated Weighted Vote Sheet (pgs. 8 – 9)

RECOMMENDED MOTION:

THAT the 2020/2021 Weighted Vote Sheet be accepted.

5. FINANCE COMMITTEE REPORT – Chair David Mattes

10:52 – 11:05 AM

a) Financial Update Report to July 31, 2020 – CFO Jeremy Sundin (pgs. 10 - 20 pgs.)

RECOMMENDED MOTION:

THAT the CFO Financial Update Report to July 31, 2020 be received for information.

b) 2021 Budget Report – CFO Jeremy Sundin (pgs. 21 - 28)

6. STAFF REPORTS

11:05 – 11:30 AM

a) **CEO Report** – CEO Don Nettleton (pgs. 29 – 32)

RECOMMENDED MOTION:

THAT the CEO Report be received for information.

b) **Public Services Report** – DPS Monica Gaucher & Christine McPhee (pgs. 33 – 42)

RECOMMENDED MOTION:

THAT the Public Services Report be received for information.

7. BOARD CHAIR REPORT – Karla Kozakevich

11:30 – 11:35 AM

8. BC LIBRARY TRUSTEES' ASSOCIATION (BCLTA) REPORT – Liaison Erin Carlson

11:35 – 11:40 AM

9. TRUSTEE REPORTS

11:40 – 11:45 AM

10. NEXT MEETING – Wednesday, November 18, 2020

11. ADJOURNMENT

11:45 AM

MOTION:

THAT the Regular Board of Trustees Meeting be adjourned.

DRAFT MINUTES

*Note: These Minutes have not yet
been approved by the Board*

**LIBRARY BOARD MEETING
HELD VIRTUALLY VIA MICROSOFT TEAMS
WEDNESDAY, MAY 20, 2020**

"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."

TRUSTEES IN ATTENDANCE:

Karla Kozakevich, OSRD, Board Chair
Pat Cochrane, Coldstream
Tundra Baird, Enderby
Loyal Wooldridge, Kelowna
Sherry Philpott-Adhikary, Keremeos
Cara Reed, Lake Country (Alt)
Lori Mindnich, Lumby
David Mattes, Oliver
Brian Harvey, Osoyoos
Nicole Cherlet, Revelstoke (Alt)
Tim Lavery, Salmon Arm

Bob Evans, Sicamous
Andrew Casson, Spallumcheen
Erin Carlson, Summerland
Kari Gares, Vernon
Jason Friesen, West Kelowna
Wayne Carson, CORD
Jay Simpson, CSRD
Amanda Shatzko, NORD
Caleb Moss, Golden
Christopher Derickson, WFN

TRUSTEES ABSENT:

Linda Fisher, Armstrong
Patrick Van Minsel, Peachland

George Elliott, Princeton

LIBRARY STAFF IN ATTENDANCE:

Don Nettleton, Chief Executive Officer
Christine McPhee, Director of Public Services
Jeremy Sundin, Chief Financial Officer
Jeff Campbell, Chief Technology Officer
Michal Utko, Director of Marketing & Communications
Leah Samson, Recording Secretary

GUESTS IN ATTENDANCE:

Cara Reed, Lake Country, Alternate Trustee
Markus Schrott, BDO Canada, Auditor
Daphne Wood, Strategic Planning Consultant
Rose Jurkic, C.U.P.E. Representative
James Laitinen, P.E.A. Representative

1. CALL TO ORDER / INTRODUCTION OF GUESTS

The meeting was called to order at 9:35 AM and the guests were introduced.

2. INTRODUCTION OF LATE ITEMS

None

3. ADOPTION OF THE AGENDA

MOTION 1

*It was moved and seconded
THAT the Agenda be adopted.
CARRIED*

4. ADOPTION OF THE MINUTES

MOTION 2

*It was moved and seconded
THAT the Minutes of the Regular Library Board Meeting held February 19, 2020 be approved.
CARRIED*

5. COMMITTEE REPORTS

5.1. FINANCE COMMITTEE – Chair David Mattes

- a) **2019 Audited Financial Statements** – Presented by Markus Schrott, Auditor, BDO Canada LLP

The Board heard a report on the ORL's 2019 audit. The Finance Committee had reviewed in detail the auditor's report and draft financial statements at a meeting last week and brought forward to the board a recommendation to approve the audited financial statements.

MOTION 3

*It was moved and seconded
THAT the Auditor's Report be received for information.
CARRIED UNANIMOUSLY*

MOTION 4

*It was moved and seconded
THAT the draft 2019 Audited Financial Statements be approved.
CARRIED UNANIMOUSLY*

The approved audited financial statements will be available on the ORL's website www.orl.bc.ca

- b) **Statement of Financial Information (SOFI) Report Year 2019**

MOTION 5

*It was moved and seconded
THAT the 2019 Statement of Financial Information Report be received for information.
CARRIED UNANIMOUSLY*

c) Appoint Auditor for 2020 Audit

MOTION 6

It was moved and seconded

THAT BDO Canada LLP be appointed as auditor for the Okanagan Regional Library 2020 audit.

CARRIED UNANIMOUSLY

d) Internal Financial Statements to March 31, 2020 – CFO Jeremy Sundin

MOTION 7

It was moved and seconded

THAT the Internal Financial Statement Report to March 31, 2020 be received for information.

CARRIED UNANIMOUSLY

e) Budget 2021

Initial discussion, proposed timeframe and any input from the Board

The Board was presented with the timeline for the 2021 budget. The Finance Committee will present the draft budget at the September 16, 2020 Library Board meeting for the board's consideration.

5.2. POLICY AND PLANNING COMMITTEE: Strategic Planning

The Board heard a report from the ORL's strategic planning consultant Daphne Wood. Due to the pandemic, the timeline for a new strategic plan has been delayed. Canadian libraries are currently focused on immediate efforts around phasing in restoration of services and setting new expectations in terms of what public libraries can offer their communities while still following provincial health authority rules. Daphne recommended that the ORL resume strategic planning efforts in the new year with a goal to develop a plan to present to the Board in spring 2021, subject to impacts from the pandemic.

MOTION 8

It was moved and seconded

THAT the recommendations proposed by the strategic planning consultant be accepted and that a strategic planning update be presented at the September 16, 2020 Library Board of Trustees meeting.

CARRIED UNANIMOUSLY

5.3. BC LIBRARY TRUSTEES' ASSOCIATION (BCLTA) – Liaison Erin Carlson

The Board heard an update on the activities of the BCLTA, including their continued recruitment for an executive director. Details are available on their website.

MOTION 9

It was moved and seconded

THAT the report be received for information.

CARRIED

6. 2019 ANNUAL REPORT

MOTION 10

It was moved and seconded

THAT the 2019 Annual Report be approved.

CARRIED UNANIMOUSLY

7. STAFF REPORTS – IMPACTS OF COVID-19 ON THE ORL

a) Summary and general timelines – CEO Don Nettleton

The Board heard a report on the impacts that the pandemic is having on the ORL and other public libraries, including plans for phased in services in accordance with provincial health directives. Information will be updated regularly on the ORL's website www.orl.bc.ca. Mr. Nettleton thanked the board for their support.

MOTION 11

It was moved and seconded

THAT the report be received for information.

CARRIED

b) Projects and services – Director of Public Services Christine McPhee & Monica Gaucher

The Board heard a report on the ORL's current projects and services being offered. Curb side holds pickup service will begin June 2, 2020 and summer reading club and book clubs will be held virtually. Updates and activities can be found on the ORL's website www.orl.bc.ca

MOTION 12

It was moved and seconded

THAT the report be received for information.

CARRIED

c) Initial Financial Affects – CFO Jeremy Sundin

The Board heard a report on the financial impacts to the ORL due to the pandemic.

MOTION 13

It was moved and seconded

THAT that financial report be received for information.

CARRIED

8. BOARD CHAIR REPORT – Karla Kozakevich

Chair Kozakevich thanked ORL staff for their accomplishments during these unprecedented times.

9. TRUSTEE REPORTS

None.

10. NEXT MEETING – Wednesday, September 16, 2020

11. ADJOURNMENT

MOTION 14

It was moved and seconded

THAT the meeting be adjourned.

Carried unanimously.

The meeting adjourned at 11:22 AM.

DRAFT

MEMO

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

To:	ORL Library Board of Trustees
From:	Leah Samson, Administrative Services Manager
Re:	Year 2020/2021 Population Figures for Levies and Weighted Votes
Date:	September 10, 2020

Population figures are received annually from the Libraries Branch at the Ministry of Education. The population figures are used for levy calculations and all weighted 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:

1. Kelowna increased by 6, from 138 to 144
2. Lake Country increased by 1, from 14 to 15
3. Vernon increased by 1, from 42 to 43
4. West Kelowna increased by 1, from 34 to 35
5. NORD (Areas B, C, D, E, F) increased by 1, from 19 to 20
6. Westbank First Nation increased by 1, from 9 to 10.

All other votes remain the same. As per Board Policy, Section II, the attached revised weighted vote sheet will be used for all upcoming weighted voting. Any questions on population or weighted votes can be directed to our CFO Jeremy Sundin.

Respectfully submitted,



Leah Samson
Administrative Services Manager
Okanagan Regional Library

OKANAGAN REGIONAL LIBRARY BOARD - WEIGHTED VOTE SHEET

Effective September 2020 to September 2021

Municipalities	Population	Weighted Vote
Armstrong	5,449	5
Coldstream	11,383	11
Enderby	3,143	3
Golden + Electoral Area A	7,473	7
Kelowna	144,003	144
Keremeos	1,692	1
Lake Country	15,143	15
Lumby	1,984	1
Oliver	5,384	5
Osoyoos	5,410	5
Peachland	5,696	5
Princeton	2,988	2
Revelstoke	8,259	8
Salmon Arm	19,115	19
Sicamous	2,714	2
Spallumcheen	5,505	5
Summerland	12,354	12
Vernon	43,315	43
West Kelowna	35,818	35
Westbank First Nation	10,451	10
Total	347,279	338
Regional District Electoral Participating Areas	Population	Weighted Vote
Central Okanagan I & J	5,841	5
Columbia Shuswap B, C, D, E and F	17,706	17
North Okanagan B, C, D, E and F	20,035	20
Okanagan Similkameen A, B, C, D, E, F and G	19,694	19
Total	63,276	61
Regional Library Totals	410,555	399



ITEM 5a

REPORT

File No. 100.24

To: Okanagan Regional Library Board of Directors
From: Chief Financial Officer
Date: September 3, 2020
Subject: Financial Update Report to July 31, 2020 (7 Months)

RECOMMENDATION

THAT the Board receive the CFO's Financial Update Report to July 31, 2020 for information.

BACKGROUND

The attached **Appendix 1** provides the Board with an interim financial report (receipts and disbursements) to July 31, 2020, along with the 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.

Please note that COVID19 related financial implications are discussed during this report; these implications are summarized and provided separately in **Appendix 2**.

DISCUSSION

Receipts – Tax Levy

There is no variances and the results are consistent with expectation.

Receipts – Government, Grants and Own Resources

This category is under budget by \$117,617 to July 31st. Of this over \$110,000 can be attributed to lost revenue due to COVID19 temporary branch closures and limited service throughout the phased re-opening. This lost revenue is for late fines, lost/damaged books, meetings room rentals, printing, copying etc. Staff do not expect to make this revenue up during the remainder of the year, and would expect further losses of these revenues for at least the remainder of the year.

From Reserves and Internal Rent

The transfers from reserves is 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.

Total receipts to July 31st are \$10,646,981.

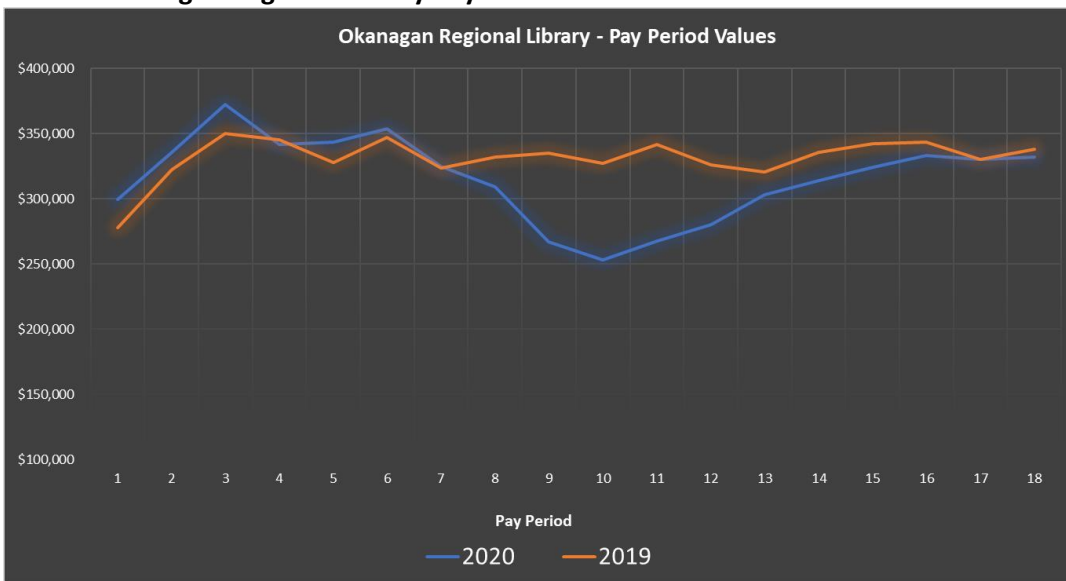


Disbursements

As expected due primarily to the COVID19 temporary branch closures and temporary layoffs, compounded by staff positions that remained unfilled for a large part of the year due priorities shifting during the COVID response, remuneration and benefits are lower than budgeted to July 31st by 10%-11%. With branches reopened and positions filled (or nearly filled) this trend is not expected to continue. Furthermore, 9 of the 14 calendar days for pay period 16, accounting for approximately \$180,000 in payroll related expenses, were posted to August as the system makes a single consolidated payroll entry to the last day of the pay period (in this case August 5th which is past the July 31st cut-off for this report).

The following table depicts how payroll was affected from the first pay period to the current pay period ended September 2. Note the dramatic drop of the blue line, representing 2020, around pay periods 8 through 12.

Table1: Okanagan Regional Library Pay Period Values



*The “gap” between the blue 2020 and orange 2019 trend lines represents approx. \$380,000.

The rent and property expenses category is under budget by 7.31%. This is driven by lower property expenses to July 31, 2020. This is because ORL staff capacity was redirected to the COVID19 response and recovery and so property activities were deferred. Similar situations are suspected in the case of ORL triple net leased facilities where property managers likely encountered similar situations and challenges. There were also savings during the temporary closure period of approximately \$30,000 in contract janitorial services, and another \$35,000 in Vernon and Kelowna for in-branch security services.



Library materials includes items such as e-materials, subscriptions, database access, etc. Demand for these services increased as they remained accessible while the physical collection was unavailable during the temporary branch closures. Although the expense may appear high compared to budget, it's more than offset by the decreased purchase of physical material as noted in the capital expenditures section of the appendix.

Other expenses as a whole make up less than 9% of the total budget, so variances within the individual line items are relatively insignificant. This being said a number of these line items, such as marketing and communication, postage and freight, programs, staff development and transportation are under budget due primarily to the COVID19 temporary closure and phased reopening. For a number of activities that continued during the temporary closure and phased reopening, such as marketing and communications, efforts were redirected from normal operations and so even in these instances the regular expenses are lower than budget.

Technology expense appears higher than expected, however the major purchasing for the year is already completed and so expenses for the remainder of the year are expected to taper off with the end of the year being near budget.

Supplies expense is where the COVID19 direct expenses are included. These COVID19 direct expenses total \$83,581 to July 31st. If COVID19 direct expenses were removed, this line item would be under budget.

Total disbursements before capital expenditures and reserve transactions are \$9,627,548.

The Capital Expenditures figure will come up by year's end as most of these transactions are accounting adjustments related to reserve funded activities; both transfers from reserves and capital expenditures will increase resulting in a limited or nil impact on the bottom line. As previously mentioned, books and other physical material purchases were drastically slowed while e-material purchases increased in response to demand and the COVID19 pandemic situation.

The Transfers to Reserves are made at year-end.

Total disbursements to July 31th are \$10,270,600.

The net receipts over disbursements to July 31th are \$376,381

BUDGET AND COST IMPACTS

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



CONCLUSION

The ORL's financial results to July 31th are generally consistent with expectation although the COVID19 worldwide pandemic has certainly had an impact; there does not appear to be anything that requires specific Board attention at this time.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jeremy Sundin".

Jeremy Sundin, BBA, CPA, CA
Chief Financial Officer



Okanagan Regional Library

Appendix 1

Interim Financial Report

(Receipts & Disbursements)

January 1, 2020 to July 31, 2020

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
From the 7 Months Ending July 31, 2020**

	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 REGIONAL DISTRICTS						
ARMSTRONG, CITY	\$99,587	\$99,587	-\$0	\$199,174	-\$99,587	50.0%
CENTRAL OKANAGAN RD	\$159,045	\$159,046	\$0	\$318,091	-\$159,046	50.0%
COLDSTREAM, DISTRICT	\$237,172	\$237,172	\$0	\$474,344	-\$237,172	50.0%
COLUMBIA SHUSWAP RD	\$430,351	\$430,352	\$0	\$860,703	-\$430,352	50.0%
ENDERBY, CITY	\$54,620	\$54,620	-\$0	\$109,240	-\$54,620	50.0%
GOLDEN, CITY	\$161,716	\$161,716	-\$0	\$323,431	-\$161,715	50.0%
KELOWNA, CITY	\$3,406,732	\$3,406,733	\$0	\$6,813,465	-\$3,406,733	50.0%
KEREMEOS, VILLAGE	\$28,155	\$28,155	\$0	\$56,310	-\$28,155	50.0%
LAKE COUNTRY, DISTRICT	\$333,831	\$333,831	-\$0	\$667,661	-\$333,830	50.0%
LUMBY, VILLAGE	\$35,873	\$35,873	\$0	\$71,746	-\$35,873	50.0%
NORTH OKANAGAN RD	\$386,685	\$386,686	\$0	\$773,371	-\$386,686	50.0%
OLIVER, TOWN	\$104,846	\$104,846	-\$0	\$209,691	-\$104,845	50.0%
OKANAGAN SIMILKAMEEN RD	\$445,834	\$445,834	-\$0	\$891,667	-\$445,833	50.0%
OSOYOOS, TOWN	\$132,388	\$132,389	\$0	\$264,777	-\$132,389	50.0%
PEACHLAND, DISTRICT	\$133,236	\$133,236	-\$0	\$266,471	-\$133,235	50.0%
PRINCETON, TOWN	\$63,593	\$63,593	-\$0	\$127,186	-\$63,593	50.0%
REVELSTOKE, CITY	\$179,321	\$179,322	\$0	\$358,643	-\$179,322	50.0%
SALMON ARM, CITY	\$382,495	\$382,495	-\$0	\$764,990	-\$382,495	50.0%
SICAMOUS, DISTRICT	\$75,838	\$75,838	-\$0	\$151,676	-\$75,838	50.0%
SPALLUMCHEEN, TOWNSHIP	\$108,604	\$108,605	\$0	\$217,209	-\$108,605	50.0%
SUMMERLAND, DISTRICT	\$262,446	\$262,446	-\$0	\$524,891	-\$262,445	50.0%
VERNON, CITY	\$929,749	\$929,749	-\$0	\$1,859,497	-\$929,748	50.0%
WESTBANK FIRST NATION	\$213,545	\$213,545	-\$1	\$427,089	-\$213,544	50.0%
WEST KELOWNA, CITY	\$800,059	\$800,059	\$0	\$1,600,118	-\$800,059	50.0%
	\$9,165,722	\$9,165,721	-\$1	\$18,331,441	-\$9,165,719	50.0%



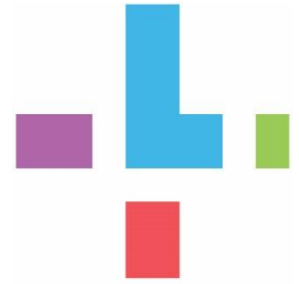
RECEIPTS (Continued)	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% RECEIVED -Annual--
FROM GOVERNMENT & OWN RESOURCES						
PROV OF B.C.- PER CAPITA GRANT	\$1,008,382	\$1,008,000	-\$382	\$1,008,000	\$382	100.0%
GRANTS - FEDERAL	\$14,228	\$28,583	\$14,356	\$49,000	-\$34,772	29.0%
GRANTS - OTHER	\$0	\$3,792	\$3,792	\$6,500	-\$6,500	0.0%
CIRC. REV. - FINES & DAMAGED BKS	\$45,630	\$131,250	\$85,620	\$225,000	-\$179,370	20.3%
MEETING ROOM RENTAL	-\$399	\$10,500	\$10,899	\$18,000	-\$18,399	-2.2%
INTERNET PRINTING REVENUE	\$6,684	\$17,486	\$10,802	\$29,975	-\$23,291	22.3%
KEYCARD REVENUE	\$814	\$145	-\$668	\$250	\$564	325.5%
INTEREST AND EXCHANGE	\$23,298	\$20,417	-\$2,881	\$35,000	-\$11,702	66.6%
COPIER REVENUE	\$2,282	\$5,556	\$3,274	\$9,525	-\$7,243	24.0%
SUNDRY INCOME	\$10,229	\$2,917	-\$7,312	\$5,000	\$5,229	204.6%
MFA ACTUARIAL, DEBT REDUCTION	\$0	\$0	\$0	\$135,488	-\$135,488	0.0%
INTER LIBRARY LOANS-NET	-\$119	\$0	\$119	-\$150	\$31	79.5%
SUBTOTAL GOVERNMENT & OWN RESOURCES	\$1,111,028	\$1,228,645	\$117,617	\$1,521,588	-\$410,560	73.0%
FROM RESERVES AND INTERNAL RENT						
TRANSFERS FROM RESERVES	\$0	\$0	\$0	\$1,048,000	-\$1,048,000	0.0%
ORL OWNED BULDINGS RENT CHARGEBACK	\$370,231	\$370,231	\$0	\$634,682	-\$264,451	58.3%
	\$370,231	\$370,231	\$0	\$1,682,682	-\$1,312,451	22.0%
TOTAL RECEIPTS	\$10,646,981	\$10,764,597	\$117,616	\$21,535,711	-\$10,888,730	49.4%



**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
From the 7 Months Ending July 31, 2020**

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% SPENT -Annual--
DISBURSEMENTS						
REMUNERATION AND FRINGE BENEFITS						
REMUNERATION	\$4,319,189	\$4,822,998	\$503,808	\$8,267,997	-\$3,948,808	52.2%
FRINGE BENEFITS	\$916,406	\$1,027,001	\$110,595	\$1,760,572	-\$844,166	52.1%
WCB	\$14,295	\$17,566	\$3,270	\$30,112	-\$15,817	47.5%
	\$5,249,891	\$5,867,564	\$617,673	\$10,058,681	-\$4,808,790	52.2%
RENT AND PROPERTY EXPENSES						
RENT	\$1,347,186	\$1,376,719	\$29,533	\$2,471,182	-\$1,123,996	54.5%
LTD PRINCIPAL AND INTEREST	\$600,399	\$600,399	-\$0	\$1,113,017	-\$512,618	53.9%
PROPERTY EXPENSES	\$814,923	\$1,003,279	\$188,356	\$1,752,335	-\$937,412	46.5%
	\$2,762,508	\$2,980,397	\$217,888	\$5,336,534	-\$2,574,026	51.8%
LIBRARY MATERIALS	\$744,100	\$596,444	-\$147,655	\$829,500	-\$85,400	89.7%
OTHER EXPENSES						
BINDING & MENDING	\$313	\$12,396	\$12,083	\$21,250	-\$20,937	1.5%
BOARD EXPENSES.	\$3,200	\$11,749	\$8,549	\$20,141	-\$16,941	15.9%
BOOK DEPOSIT GRANTS	\$0	\$0	\$0	\$3,200	-\$3,200	0.0%
COLLECTION AGENCY	\$870	\$8,497	\$7,627	\$14,566	-\$13,696	6.0%
EQUIPMENT REPAIRS & RENEWALS	\$8,621	\$7,735	-\$886	\$13,260	-\$4,639	65.0%
FAMA/REALLOCATIONS	\$0	\$0	\$0	\$162,181	-\$162,181	0.0%
INSURANCE	\$0	\$0	\$0	\$55,363	-\$55,363	0.0%
INTEREST & BANK CHARGES	\$3,375	\$6,708	\$3,333	\$11,500	-\$8,125	29.3%
MARKETING & COMMUNICATIONS	\$11,184	\$27,694	\$16,510	\$47,475	-\$36,291	23.6%
MEMBERSHIPS	\$14,630	\$11,305	-\$3,325	\$19,380	-\$4,750	75.5%
PENTICTON LIBRARY FEE	\$46,090	\$46,000	-\$90	\$46,000	\$90	100.2%
POSTAGE & FREIGHT	\$18,333	\$36,318	\$17,985	\$62,260	-\$43,927	29.4%
PROFESSIONAL FEES	\$61,491	\$56,869	-\$4,622	\$97,489	-\$35,998	63.1%
PROGRAMS	\$22,159	\$67,451	\$45,293	\$115,631	-\$93,472	19.2%

DISBURSEMENTS (continued)	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% SPENT -Annual--
RECRUITMENT, TRAVEL & SUNDRY	\$2,081	\$8,968	\$6,887	\$15,374	-\$13,293	13.5%
STAFF DEVELOPMENT & MEETINGS	\$40,169	\$61,472	\$21,302	\$105,380	-\$65,211	38.1%
STRATEGIC PLANNING	\$4,345	\$0	-\$4,345	\$300,000	-\$295,655	1.4%
SUPPLIES	\$141,487	\$78,387	-\$63,100	\$134,378	\$7,109	105.3%
TECHNOLOGY EXPENSES	\$414,997	\$349,667	-\$65,330	\$498,000	-\$83,003	83.3%
TELEPHONE & INTERNET	\$14,085	\$14,583	\$498	\$25,000	-\$10,915	56.3%
TRANSPORTATION	\$60,716	\$79,723	\$19,007	\$136,668	-\$75,952	44.4%
VIRTUAL BRANCH	\$2,903	\$8,750	\$5,847	\$15,000	-\$12,097	19.4%
	\$871,049	\$894,272	\$23,223	\$1,919,496	-\$1,048,447	45.4%
DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES	\$9,627,548	\$10,338,677	\$711,130	\$18,144,211	-\$8,516,663	53.1%
CAPITAL EXPENDITURES						
BOOKS AND OTHER PHYSICAL MATERIALS	\$643,053	\$1,032,792	\$389,739	\$1,770,500	-\$1,127,447	36.3%
TECHNOLOGY ASSETS	\$0	\$0	\$0	\$323,000	-\$323,000	0.0%
FURNITURE, EQUIPMENT & OTHER	\$0	\$0	\$0	\$315,000	-\$315,000	0.0%
	\$643,053	\$1,032,792	\$389,739	\$2,408,500	-\$1,765,447	26.7%
TRANSFERS TO RESERVES						
TO BRANCH FURNISHING RESERVE	\$0	\$0	\$0	\$145,000	-\$145,000	
TO CAPITAL PROJECTS RESERVE	\$0	\$0	\$0	\$114,000	-\$114,000	
TO IT REPLACEMENT RESERVE	\$0	\$0	\$0	\$323,000	-\$323,000	
TO NON-OWNED BUILDING MNTC RESERVE	\$0	\$0	\$0	\$25,000	-\$25,000	
TO OWNED BUILDING MNTC RESERVE	\$0	\$0	\$0	\$60,000	-\$60,000	
TO STAFF APPRECIATION OR DEVELOPMENT RESERVE	\$0	\$0	\$0	\$1,500	-\$1,500	
TO STRATEGIC INITIATIVES RESERVE	\$0	\$0	\$0	\$302,000	-\$302,000	
TO VEHICLE REPLACEMENT RESERVE	\$0	\$0	\$0	\$12,500	-\$12,500	
	\$0	\$0	\$0	\$983,000	-\$983,000	
TOTAL DISBURSEMENTS	\$10,270,600	\$11,371,469	\$1,100,869	\$21,535,711	-\$11,265,111	
NET DISBURSEMENTS OVER RECEIPTS	\$376,381	-\$606,872	-\$983,253	\$0	\$376,381	

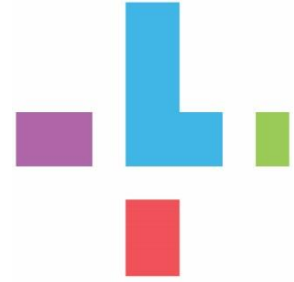


Okanagan Regional Library

Appendix 2

Summary of COVID19 Financial Impacts

January 1, 2020 to July 31, 2020



COVID19 Savings

Cost savings

Contract janitorial and security	-\$ 65,000
Staffing	-\$ 380,000
	-\$ 445,000

COVID19 Costs

Lost revenue

Fines, Damage/Replacement, Meeting Room	
Rentals, Printing and Copier	\$ 100,595
	\$ 100,595

Additional expenses

Material for cubside pickup	\$ 6,368
Communications & signage	\$ 6,758
Plexi barriers	\$ 16,980
Supplies**	\$ 53,475
	\$ 83,581

** Supplies includes primarily sanitizer, cleaning supplies such as disinfectant wipes and sprays, face masks, etc.

The COVID 19 **cost savings have stopped; no further savings are expected.**

The COVID19 **expenses have not stopped and are ongoing.** Staff expect to see ongoing additional supply expenses, and contract janitorial services are being increased at 1/3 of the branches to align with the BC CDC recommendations. The increased janitorial is expected to cost upwards of \$5,000 per month; rates are still being negotiated/confirmed with the various janitorial service companies.

Staff expect the lost revenue for fines, damage/replacement, meeting room rentals, printing a coping to continue for the remainder of the year. The \$100,595 already lost could increase significantly by year end and possibly continue into 2021.



ITEM 5b

REPORT

File No. 100.26

To: Okanagan Regional Library, Board of Trustees
From: Chief Financial Officer
Date: September 7, 2020
Subject: Okanagan Regional Library 2021 Budget Process: Budget Meeting #1

INTRODUCTION & BACKGROUND

At the July 8, 2020 Finance Committee meeting the Committee reviewed the first draft of the 2021 budget information. The first draft included a +2.01% levy increase compared to the prior year, equivalent to \$0.92 per capita based on 2020 population figures. The Committee was not satisfied with this increase and instructed staff to make a number of changes to the draft information and provide three specific scenarios at the next meeting.

The Finance Committee met again on July 17th and after much discussion and consideration, decided to recommend the budget scenario with a 0.75% levy increase.

The report appendices include:

- Appendix 1: 2021 Budget as Recommended by the Finance Committee
- Appendix 2: Reserve Schedule
- Appendix 3: Library Levy Member Apportionment

The budget for 2021 included with this report as Appendix 1 takes the budget for 2020, makes the additions and subtractions as per Finance Committee direction, and then consolidates and summarizes the adjustments near the bottom of the Appendix 1 as “adjustments for 2021”. The funding requirement for 2021 is \$18,409,755, an increase of \$137,469, or just 0.75%.

BUDGET AND COST IMPACTS

The 2021 budget includes an increased funding requirement compared to 2020 of just +0.75% or \$0.33 per capita based on the most recent 2020/21 population figures provided by the Province. Although there is a relatively small levy increase that can be expressed per capita, it is also worth noting that the system as a whole added enough population that the average levy per capita is actually decreasing. Keep in mind these per capita metrics are for context, as the levy is allocated based equally upon population and land improvement values.

The Finance Committee recommended 2021 budget preserves the valuable Library service offered to our communities. As a result of the COVID19 pandemic the system added many new users and if the economy does not improve, or worsens, we may find even more of our residents looking to save



money on leisure, entertainment and educational activities for themselves and their families, and may turn to free-to-use resources such as what the Library system offers. The Okanagan Regional Library stands ready and enabled through this budget to serve its current and future patrons.

Respectfully submitted,

Jeremy Sundin, BBA, CPA, CA
Chief Financial Officer



APPENDIX 1

OKANAGAN REGIONAL LIBRARY

2021 BUDGET AS RECOMMENDED BY THE FINANCE COMMITTEE



	ACTUAL 2018	BUDGET 2019	BUDGET 2020
INCOME (RECEIPTS)			
OTHER INCOME			
PROVINCIAL GRANT	-\$ 1,008,062	-\$ 1,008,808	-\$ 1,008,000
GRANTS - FEDERAL	-\$ 49,205	-\$ 77,000	-\$ 49,000
GRANTS - OTHER	-\$ 6,957	-\$ 6,500	-\$ 6,500
FINES, DAMAGE & REPLACEMENT	-\$ 229,700	-\$ 232,509	-\$ 225,000
OTHER	-\$ 149,900	-\$ 120,330	-\$ 156,755
DONATIONS REVENUE	-\$ 85,071	\$ -	\$ -
MFA ACTUARIAL, DEBT REDUCTION	-\$ 161,979	-\$ 135,488	-\$ 135,488
	-\$ 1,690,874	-\$ 1,580,635	-\$ 1,580,743
INTERNAL RENTS	-\$ 634,682	-\$ 634,682	-\$ 634,682
SUBTOTAL BEFORE TRANSFERS FROM RESERVES	-\$ 2,323,538	-\$ 2,215,317	-\$ 2,215,425
TRANSFERS FROM RESERVES (SEE APPENDIX)	-\$ 427,830	-\$ 595,000	-\$ 1,018,000
TOTAL RECEIPTS AND RESERVE TRANSFERS	-\$ 2,751,368	-\$ 2,810,317	-\$ 3,233,425
EXPENDITURES (DISBURSEMENTS)			
REMUNERATION AND FRINGE BENEFITS			
REMUNERATION	\$ 7,465,455	\$ 7,948,244	\$ 8,222,997
FRINGE BENEFITS	\$ 1,399,705	\$ 1,760,738	\$ 1,760,572
WCB	\$ 21,563	\$ 25,061	\$ 30,112
	\$ 8,886,723	\$ 9,734,043	\$ 10,013,681
RENT AND PROPERTY EXPENSES			
RENT	\$ 2,623,710	\$ 2,749,011	\$ 2,471,182
LTD PRINCIPAL AND INTEREST	\$ 1,214,267	\$ 1,113,017	\$ 1,113,017
PROPERTY EXPENSES	\$ 1,306,229	\$ 1,425,014	\$ 1,752,335
	\$ 5,144,206	\$ 5,287,042	\$ 5,336,534
LIBRARY ELECTRONIC MATERIALS	\$ 787,801	\$ 790,000	\$ 829,500
OTHER EXPENSES			
BOARD EXPENSES	\$ 7,084	\$ 20,141	\$ 20,141
BOOK DEPOSIT GRANTS	\$ 3,190	\$ 3,000	\$ 3,200
COLLECTION AGENCIES	\$ -	\$ 14,566	\$ 14,566
EQUIPMENT REPAIRS	\$ 12,759	\$ 13,260	\$ 13,260
INSURANCE	\$ 55,363	\$ 52,020	\$ 55,363
INTEREST & BANK CHARGES	\$ 10,082	\$ 8,160	\$ 11,500
MARKETING & COMMUNICATIONS	\$ 43,700	\$ 46,545	\$ 47,475
MEMBERSHIPS	\$ 14,822	\$ 19,380	\$ 19,380
PENTICTON LIBRARY FEE	\$ 36,190	\$ 40,000	\$ 46,000
POSTAGE & FREIGHT	\$ 49,700	\$ 62,260	\$ 62,260
PROFESSIONAL FEES	\$ 91,437	\$ 77,489	\$ 97,489
PROGRAMS - CHILDRENS	\$ 21,734	\$ 19,719	\$ 20,114
PROGRAMS - OTHER	\$ 40,945	\$ 74,036	\$ 95,517
RECRUITMENT, TRAVEL & SUNDRY	\$ 40,084	\$ 15,072	\$ 15,374
STAFF DEVELOPMENT, & MEETINGS	\$ 114,367	\$ 147,431	\$ 150,380
SUNDRY (FAMA/REALLOCATIONS)	\$ -	\$ 159,001	\$ 162,181
SUPPLIES	\$ 136,193	\$ 154,088	\$ 155,629
STRATEGIC INITIATIVES	\$ -	\$ -	\$ 300,000
TECHNOLOGY & DATA LINES	\$ 468,164	\$ 479,560	\$ 498,000
TELEPHONES	\$ 20,945	\$ 32,050	\$ 25,000
TRANSPORTATION	\$ 124,536	\$ 133,988	\$ 136,668
VIRTUAL BRANCH	\$ -	\$ 15,000	\$ 15,000
	\$ 1,291,295	\$ 1,586,766	\$ 1,964,496
DISBURSEMENTS BEFORE CAPITAL	\$ 16,110,025	\$ 17,397,851	\$ 18,144,211
EXPENDITURES & TRANSFERS TO RESERVES	\$ 16,110,025	\$ 17,397,851	\$ 18,144,211



	ACTUAL 2018	BUDGET 2019	BUDGET 2020
CAPITAL EXPENDITURES			
BOOKS AND OTHER PHYSICAL ITEMS	\$ 1,545,737	\$ 1,745,301	\$ 1,770,500
IT EQUIPMENT	\$ 263,055	\$ 263,000	\$ 323,000
ALL OTHER CAPITAL	\$ 193,639	\$ 370,000	\$ 315,000
	<u>\$ 2,002,431</u>	<u>\$ 2,378,301</u>	<u>\$ 2,408,500</u>
SUBTOTAL	<u>\$ 18,112,456</u>	<u>\$ 19,776,152</u>	<u>\$ 20,552,711</u>
TRANSFERS TO RESERVE (SEE APPENDIX)	<u>\$ 1,557,967</u>	<u>\$ 486,861</u>	<u>\$ 953,000</u>
TOTAL DISBURSEMENTS & RESERVE TRANSFERS	<u>\$ 19,670,423</u>	<u>\$ 20,263,013</u>	<u>\$ 21,505,711</u>
FUNDING REQUIREMENT - 2020	<u>\$ 16,919,055</u>	<u>\$ 17,452,696</u>	<u>\$ 18,272,286</u>
ADJUSTMENTS FOR 2021			<u>\$ 137,469</u>
FUNDING REQUIREMENT - 2021			<u>\$ 18,409,755</u>
% CHANGE			0.75%
CHANGE PER CAPITA			\$ 0.33



APPENDIX 2

Okanagan Regional Library Reserve Schedule

	ACTUAL December 31, 2018	ACTUAL December 31, 2019	EXPECTED December 31, 2020	PLANNED 2021 USED CONTRIBUTIONS	EXPECTED December 31, 2021	EXPECTED December 31, 2022	EXPECTED December 31, 2023
IT Replacement Reserve	\$ 223,252	\$ 272,619	\$ 242,619	-\$ 331,075 \$ 301,075	\$ 212,619	\$ 182,619	\$ 152,619
ILS Computer Systems	\$ 170,221	\$ 170,221	\$ 170,221		\$ 170,221	\$ 170,221	\$ 170,221
Donations	\$ 273,454	\$ 409,065	\$ 409,065		\$ 409,065	\$ 409,065	\$ 409,065
Branch Furnishings	\$ 546,626	\$ 588,972	\$ 483,972	-\$ 165,000 \$ 145,000	\$ 463,972	\$ 393,972	\$ 383,972
Vehicle Replacement	\$ 75,510	\$ 68,076	\$ 45,576	-\$ 40,000 \$ 12,500	\$ 18,076	\$ 30,576	\$ 43,076
Non Owned Building Maintenance	\$ 472,232	\$ 355,897	\$ 330,897	-\$ 50,000 \$ 32,000	\$ 312,897	\$ 312,897	\$ 312,897
ORL Owned Bld Maintenance	\$ 359,197	\$ 419,197	\$ 449,197	-\$ 30,000 \$ 60,000	\$ 479,197	\$ 479,197	\$ 479,197
Rent Stabilization	\$ 82,729	\$ 82,729	\$ 82,729		\$ 82,729	\$ 82,729	\$ 82,729
Staff Development	\$ 126,320	\$ 96,320	\$ 96,320		\$ 96,320	\$ 86,320	\$ 76,320
Staff Appreciation	\$ 9,882	\$ 11,382	\$ 12,882	\$ 1,500	\$ 14,382	\$ 14,382	\$ 14,382
Strategic Initiatives	\$ 199,934	\$ 201,934	\$ 473,934	-\$ 330,000 \$ 2,000	\$ 145,934	\$ 75,934	\$ 10,934
Capital Building Projects	\$ 903,464	\$ 1,539,318	\$ 1,653,318	\$ 184,000	\$ 1,837,318	\$ -	\$ 100,000
TOTAL	\$ 3,442,821	\$ 4,215,730	\$ 4,450,730	-\$ 946,075 \$ 738,075	\$ 4,242,730	\$ 2,237,912	\$ 2,235,412



APPENDIX 3

OKANAGAN REGIONAL LIBRARY

2021 LIBRARY LEVY MEMBER APPORTIONMENT

	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 Excludes Amounts paid for additional service 2021							
	"A"			"B"			"C"						"D"						
	POPULATION			CONVERTED VALUE OF LAND AND IMPROVEMENTS			APPORTIONMENT PER \$100 OF SHARED COSTS		Change				Current Year	Prior Year	Total	Change due	Change due	PER CAPITA LEVY	
	2021	2020	% Change	2021	2020	% Change	2021	2020	per \$100 of shared costs				Levy 2021	Levy 2020	Difference in levy	apportionment formula	to budget increase	2021	2020
Municipalities																			
Armstrong	5,449	5,447	0.0%	\$104,191,929	\$99,714,103	4.5%	1.074	1.090	-0.016	\$197,754	\$199,174	-\$1,420	(\$2,891)	\$1,477	\$36.29	\$36.57	\$49,438.49		
Coldstream	11,383	11,395	-0.1%	\$289,594,893	\$285,571,219	1.4%	2.527	2.596	-0.069	\$465,295	\$474,344	-\$9,049	(\$12,528)	\$3,474	\$40.88	\$41.63	\$116,323.76		
Enderby	3,143	3,122	0.7%	\$52,440,202	\$50,588,220	3.7%	0.589	0.598	-0.009	\$108,510	\$109,240	-\$730	(\$1,569)	\$810	\$34.52	\$34.99	\$27,127.43		
Golden + E.Area A	7,473	7,327	2.0%	\$219,471,398	\$208,215,459	5.4%	1.775	1.770	0.005	\$326,761	\$323,431	\$3,330	\$901	\$2,440	\$43.73	\$44.14	\$81,690.18		
Kelowna	144,003	138,052	4.3%	\$5,097,515,732	\$4,883,345,151	4.4%	37.624	37.289	0.335	\$6,926,536	\$6,813,465	\$113,071	\$61,261	\$51,722	\$48.10	\$49.35	\$1,731,633.93		
Keremeos	1,692	1,590	6.4%	\$27,177,973	\$26,664,370	1.9%	0.313	0.308	0.005	\$57,651	\$56,310	\$1,341	\$942	\$430	\$34.07	\$35.42	\$14,412.85		
Lake Country	15,143	14,027	8.0%	\$484,300,461	\$463,307,005	4.5%	3.753	3.654	0.099	\$690,842	\$667,661	\$23,181	\$18,014	\$5,159	\$45.62	\$47.60	\$172,710.56		
Lumby	1,984	1,929	2.9%	\$40,070,380	\$36,926,793	8.5%	0.400	0.393	0.007	\$73,551	\$71,745	\$1,806	\$1,191	\$549	\$37.07	\$37.19	\$18,387.70		
Oliver	5,384	5,355	0.5%	\$121,710,888	\$116,555,139	4.4%	1.135	1.148	-0.013	\$209,005	\$209,691	-\$686	(\$2,321)	\$1,561	\$38.82	\$39.16	\$52,251.36		
Osoyoos	5,410	5,073	6.6%	\$205,215,724	\$198,669,095	3.3%	1.468	1.449	0.019	\$270,166	\$264,777	\$5,389	\$3,383	\$2,017	\$49.94	\$52.19	\$67,541.39		
Peachland	5,696	5,671	0.4%	\$184,377,918	\$182,695,393	0.9%	1.420	1.458	-0.038	\$261,461	\$266,471	-\$5,010	(\$6,901)	\$1,952	\$45.90	\$46.99	\$65,365.35		
Princeton	2,988	2,921	2.3%	\$66,863,036	\$66,037,514	1.3%	0.627	0.636	-0.009	\$115,497	\$116,224	-\$727	(\$1,577)	\$862	\$38.65	\$39.79	\$28,874.33		
Revelstoke	8,259	8,129	1.6%	\$253,783,483	\$230,751,581	10.0%	2.006	1.963	0.043	\$369,274	\$358,643	\$10,631	\$7,832	\$2,757	\$44.71	\$44.12	\$92,318.60		
Salmon Arm	19,115	19,299	-1.0%	\$451,829,065	\$432,438,641	4.5%	4.108	4.187	-0.079	\$756,341	\$764,990	-\$8,649	(\$14,367)	\$5,648	\$39.57	\$39.64	\$189,085.23		
Sicamous	2,714	2,571	5.6%	\$99,477,683	\$94,141,223	5.7%	0.723	0.708	0.015	\$133,014	\$129,285	\$3,729	\$2,653	\$993	\$49.01	\$50.29	\$33,253.46		
Spallumcheen	5,505	5,422	1.5%	\$128,966,820	\$124,544,250	3.6%	1.179	1.189	-0.010	\$216,982	\$217,209	-\$227	(\$1,896)	\$1,620	\$39.42	\$40.06	\$54,245.51		
Summerland	12,354	12,213	1.2%	\$337,463,648	\$328,086,133	2.9%	2.834	2.873	-0.039	\$521,791	\$524,891	-\$3,100	(\$7,068)	\$3,896	\$42.24	\$42.98	\$130,447.75		
Vernon	43,315	42,574	1.7%	\$1,219,850,785	\$1,148,962,649	6.2%	10.082	10.035	0.047	\$1,856,067	\$1,833,695	\$22,372	\$8,584	\$13,860	\$42.85	\$43.07	\$464,016.77		
West Kelowna	35,818	34,883	2.7%	\$1,093,601,945	\$1,071,762,306	2.0%	8.671	8.757	-0.086	\$1,596,395	\$1,600,118	-\$3,723	(\$15,630)	\$11,921	\$44.57	\$45.87	\$399,098.74		
Municipal Totals	336,828	327,000	3.0%	\$ 10,477,903,963	\$10,048,976,244	4.3%	82.309	82.099	0.208	\$ 15,152,894	\$ 15,001,364	\$151,530	\$38,015	\$113,150	\$44.99	\$45.88	\$3,788,223.39		
Regional Districts																			
CORD I,J	5,841	5,829	0.2%	\$254,357,851	\$246,767,470	3.1%	1.714	1.741	-0.027	\$315,478	\$318,091	-\$2,613	(\$4,998)	\$2,356	\$54.01	\$54.57	\$78,869.53		
CSRD B,C,D,E,F	17,706	17,587	0.7%	\$631,131,092	\$612,377,611	3.1%	4.643	4.710	-0.067	\$854,822	\$860,703	-\$5,881	(\$12,186)	\$6,383	\$48.28	\$48.94	\$213,705.49		
NORD B,C,D,E,F	20,035	19,849	0.9%	\$453,585,268	\$426,851,591	6.3%	4.227	4.232	-0.005	\$778,242	\$773,371	\$4,871	(\$853)	\$5,811	\$38.84	\$38.96	\$194,560.47		
OSRD A,B,C,D,E,F,G,I	19,694	19,633	0.3%	\$590,450,366	\$591,312,461	-0.1%	4.725	4.880	-0.155	\$869,883	\$891,667	-\$21,784	(\$28,300)	\$6,496	\$44.17	\$45.42	\$217,470.73		
Regional District Totals	63,276	62,898	0.6%	\$ 1,929,524,577	\$1,877,309,133	2.8%	15.309	15.564	-0.254	\$ 2,818,425	\$ 2,843,832	-\$25,407	(\$46,337)	\$21,046	\$44.54	\$45.21	\$704,606.22		
Westbank First Nation	10,451	9,953	5.0%	\$ 281,375,608	\$266,478,071	5.6%	2.382	2.337	0.045	\$ 438,437	\$ 427,089	\$11,348	\$8,139	\$3,274	\$41.95	\$42.91	\$109,609.14		
Regional Library Total	410,555	399,851	2.7%	\$12,688,804,148	\$12,192,763,448	4.1%	100.00	100.000	0.000	\$ 18,409,755	\$ 18,272,285	\$137,470	(\$182.72)	\$137,470	\$44.84	\$45.70	\$4,602,438.75		

CEO update report for September 2020 Board Meeting

This report will be fairly brief, as much of the information and updates will be delivered within the meeting or has been in my updates to you over the summer. The items I want to mention or update you further on include:

- **Current Public Service Levels** - Since the last Board meeting when we were only providing virtual services to the public, the ORL re-opened at stage 2 (curbside service) by the start of June in most branches. By mid July we started opening branches to stage 3 (browse and borrow) and by the end of July all branches except our learning lab were open and operating at stage 3. This allows the public to enter the library in limited numbers (each branch has a capacity limit), browse most of the collection, place and pick up holds as usual, return items, and use a limited number of in branch computers for a short time. We have removed almost all seating to minimize the time and number of people in the building, and we only have virtual programming. By the end of August, our circulation levels had recovered to approximately 60% of what they were pre covid.
- **BCCDC Library specific guideline** - Late August, the BCCDC/Ministry of Health finally released a guideline specific to Library operators. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/libraries#Information--for--Operators> It supports the steps that we had taken to reopen our branches such as capacity limits, physical spacing, installation of plexiglass, and additional PPE and handwashing. It also particularly addresses a couple of specific topics such as quarantining and cleaning and disinfecting in response to questions that had been raised by the Association of BC Public Library Directors back in May. The BCCDC guideline is quite broad and leaves the application of the guideline to be done by each specific operator and site. Specifically it impacts us as follows:
 - The guidance from BCCDC notes that quarantining of library books and materials is not required as risk is very low of getting the disease through-circulated materials. Procedures like hand washing and social distancing are the key actions to implement to keep our libraries safe. (Like most libraries in Canada, in the absence of additional information, we have been quarantining returned materials for 72 hours before recirculating them. This has had significant impacts on our operations and available space within our branches). We discussed changing our practice of quarantining but with the increased anxiety in our communities surrounding return to school have elected to continue quarantining for September and re-looking at our procedures in early October. There has also been a lot of discussion within the library community as a new Realms study update suggests that in certain circumstances and materials in our collections the virus could live on surfaces as long as 96 hours. Based on that some systems in North America are contemplating or have actually moved to increase quarantine times above the previous level of 72 hours. We believe that the study and the BCCDC guideline are like comparing apples to oranges in that the BCCDC guideline is practically stating that though small amounts of the virus may find ways to live on a surface the risk of contracting the disease from being in contact with such circulated items is extremely small and washing of hands and other safety measures are the key steps to keeping staff and the public safe and therefore quarantine is not necessary when the level of covid transmission in the community is at low levels.

- We also have done a review of our cleaning procedures and put out an administrative guideline for cleaning which is being used to determine the specific steps and cleaning procedures in each branch. We also have done some changes to service with some of our janitorial contractors. These additional steps do increase our costs and redirect some staff time to do some cleaning and disinfecting as required based on applying the just released guidelines.
- **Makerspace Reopening** – One of our most challenging areas to reopen safely is our makerspaces such as Westside Learning Centre and Kelowna and Golden. This is because this equipment has historically required close interaction of staff and users, and cleaning of some of the equipment and space poses particular challenges. We also had been keeping some of our newly added virtual system wide programming operating with the support of these staff members. In late August, we had teams identifying what was needed to start to safely reopen these spaces, and by mid September they are either reopened or just in the process of reopening, though with restricted usage and protocols.
- **Golden Renovation** – Our Golden Library has been closed for about 3 weeks to do a major flooring replacement and some painting. This required sending up truckloads of big moving carts to Golden, packing up all books and materials onto these carts and moving them to the local curling arena, and removing all of the shelving. Once the painting and new flooring are in place, then of course it all has to be moved back and reset up. During the time that we were closed and they weren't working madly to pack and unpack, some limited library borrowing service was offered by staff from the basement of the building. Thanks to the CSRD who own this building for helping to make this long needed project happen.



- **Revelstoke Makerspace project** – We are still awaiting the construction of this new space to start happening. When Covid began, the City of Revelstoke, who are doing this project for us, have kept putting it off. Latest reports are that they are finally getting a request for proposal out but the Library has significant concerns that they may not be able to get the necessary work done prior to the arrival of winter and another winter wait would happen. So far, Columbia Basin Trust has been patient in not pulling their funding and moved some of the dates forward but there is significant concern this funding and project could be in jeopardy if construction does not happen this fall. Meanwhile, the local community members have continued to do small donations and contributions and seem still supportive and looking forward to it happening.
- **Fine Free period still in effect** – The ORL along with most libraries waived fines for overdue materials during this covid period and this is still in effect. The reason was to help avoid cash handling, recognizing that peoples ability to return materials like normal has been affected, and we have delays in processing returns due to quarantine. Many of the major library systems across Canada even prior to Covid have been deciding to permanently remove this barrier to service over the past year and since covid many Board have chosen to make this permanent. This is something that I would encourage the Policy and Planning committee to add to their work over the next year. Should this be something that the Board chooses to do, additional money would need to be added to the ORL budgets to make up the lost revenue. Systems that have just made this decision include major systems like Calgary, Edmonton, Burnaby, Halifax, and several in southern Ontario. Others in BC and elsewhere report that they are in the midst of considering it.
- **Strategic Planning** – As the Board knows, the project to renew our strategic plan was put on hold due to Covid. Covid has significantly shifted the world that we are able to operate in, and the way that we can provide services. It has also taken the full undivided attention of all management and senior staff to adapt on the fly. The long term impact of this is still sorting itself out. To this point in time, all efforts have been focused on just dealing with the day to day significant changes and instituting each new protocol and service changes needed. We hope that we are soon to be through the worst of the crisis management, and can start to settle to the new short term reality of the next year or so by later this fall. It seems to make the most sense to restart the strategic plan development early in the new year of 2021. By that time, we should have improved information and experience within our public and communities of what is needed in the short term, and have a better understanding of how soon, or whether we will ever be able to move forward in service directions that we would have planned for prior to covid arriving. My recommendation is that we bring back Daphne Woods sometime early in the new year to work with the Policy and Planning Committee and the senior Leadership team to redo the process on how we will restart the gathering of data, consultations of key groups, and the process to complete the new plan in the new year. A reasonable target would seem to be to have a process that would bring the revised process back to the full Board at the February meeting, with hopes to have the completed plan (it may now be both a covid era plan and a post covid plan) for adoption at either a special meeting or the September Board meeting next year. This will have delayed the completion of the plan by approximately one year from what was originally expected.
- **Board Meeting Formats** – it would seem that with a Board of the size that the ORL has, we will likely need to continue at least the next few meetings virtually. We could start to have some small committee meetings in person, but size would have to be carefully managed and the health risks and additional travel time may not be worth it. So far, the Finance and Personnel committees have

met virtually, and this will be the second Virtual meeting of the full Board. We hope that with each meeting any remaining bugs get resolved and members continue to get more used to meeting in this manner. With the expectation that November and February weather will continue to present challenges for members who live in the outlying areas, members should anticipate that at least until after the February meeting, most if not all members will be participating virtually. The ORL did install some additional conferencing equipment in our Boardroom just as covid arrived which should help in the long term if we have most members meeting in person with just a few outlying members participating virtually. If any members are having any specific difficulties with joining or participating in our meetings, please contact Leah Samson and our Chief Technology Officer Jeff Campbell who can see if they can help you resolve these issues.

**Respectfully submitted,
Don Nettleton, CEO**

A handwritten signature in black ink, appearing to read "Don Nettleton", with a long horizontal flourish extending to the right.

PUBLIC SERVICES REPORT – SEPTEMBER 2020

OUR PHASED APPROACH TO SERVICE

Phase One – Virtual Service. On March 17, 2020 the ORL closed its doors to the public, created system teams to begin work on enhancing virtual services, ensured all employees had access to technology to work from home, and created self-directed learning material for all staff to enrich their technology skills.

Phase Two – Curbside Service. On June 2 the ORL opened its branches to a curbside delivery service. Patrons were now able to place holds, pick up those holds at our doors, and return material through the book drops.

Phase Three – Browse and Borrow. During the period of July 7 - 30 we gradually began opening our physical libraries for public to enter. This was no simple task as it involved creating material quarantine areas away from public, removing furnishings, rearranging the physical layout of some branches, determining new staffing schedules based on safety parameters, completing risk assessments at each location, training staff on safety protocols, meeting individually with each branch leader and their teams to answer remaining safety or logistical questions, ensuring all PPE was in place, creating talking scripts/speaking point scripts for staff.

In all of this, we have also had two branch renovations done. Oliver Branch moved into a new location in the Oliver Place Mall. Golden Branch is currently getting an interior repaint and new floor installed, reopening Sept. 17th.

YOUTH SERVICES (SYSTEM TEAM)

COVID-19 presented significant challenges to the core of library service, programs and activities for parents and their children. As the reality of the pandemic became clear, we realized that libraries would not be able to offer the long standing and well-loved summer reading programs in our libraries. The BCLA stepped into action, securing funding from the BC Ministry of Education, and announced a province wide online program.

Families were encouraged to register their children online <https://bscrc.ca>. This site was linked to every public library in BC. It had digital features for tracking reading progress and achievements, weekly online and offline activities, as well as a communication platform that facilitated communication between children, families and BC public libraries.

Families that did not have access to this online format could still pick up a traditional reading log at branches though our curbside pick-up service.

The team recognized the need to provide online programs for all our branches and worked diligently to create a rich and diverse offering for our families for the summer. The programs were a combination of ORL staff created and hired outside performers. Programs were offered from June 29 – August 14. Some of our branches were able to offer additional contests and programs through curbside pick-up or online.

The team offered 48 online programs with topics ranging from ASL storytimes, DIY lava lamps, astronomy, dance, juggling, computer coding, puppet shows, engineering, author and illustrator visits, ecology, and alien slime!

We cannot compare our program and registration statistics to previous years as the pandemic forced physical library closures and the end of in person programs. 2020 had 1,579 children register (including those who registered through curbside service), 48 programs offered, and 1067 in attendance. Previous figures would average around 6000 registrations, over 300 programs with anywhere from 13 to 15 thousand attending.

While these numbers can be difficult to digest, the provincial picture shines a positive light on the abilities of ORL staff and YS Committee to suddenly shift to a new model. Sixty-eight libraries participated in the provincial online SRC. Of those, only 6 systems had more than 1000 registrations.

Some interesting figures:

Library Name	SRC Registration	Population Served (from 2018 annual surveys)
Vancouver Public Library	3005	633K
Surrey Public Library	2299	518K
Burnaby Public Library	1470	232K
Okanagan Regional Library	1377	375K
Richmond Public Library	1107	198K
Great Victoria Public Library	1033	327K
Vancouver Island Regional Library	954	440K
Fraser Valley Regional Library	610	722K
Thompson-Nicola Regional Library	409	132K

Complete Youth Services Summer Reading Club report is appended.

ACCESS SERVICES (SERVICES FOR THE PRINT DISABLED).

The access services team, comprised of our Community Engagement Coordinator Librarian and the Library Access Assistant, have been busy building the foundation for improvement to services to the print disabled. This has included connecting to senior organizations (such as Peachland Wellness Centre or Kelowna Seniors Outreach and Resource Centre in Kelowna), training in software specific to this type of service, building up the ORL's webpage on accessibility, creating training documentation, creating training webinars for staff (soon to be offered), and creating PR content for education of public.

This team is still in the building stages of the system service, but already have 14 clients without any active advertising yet! Since April this team has also been running a weekly telephone-conference book club for seniors. It usually has a small number of participants, but the social impact for this group is powerful with comments such as "I have met a new friend through this service."

The importance of this team and the work they do cannot be understated. This is best expressed via Chantelle Leslie-Leah, a Library Trustee from Cobden, Ontario who wrote the following regarding help given to her great-aunt in Kelowna: *"I can't begin to express how grateful I am to you for your time, skill, knowledge, patience and willingness to get my Great Aunt Molly up and running through reading and*

listening to books. Your patience, kindness and skill of being able to teach her how to do this over the phone absolutely floors me - it's remarkable to say the least!! Your accessibility service is the MOST VALUABLE social service in the province - for everyone. The isolation and loneliness of the last 6 months upon our senior population - and children, the vulnerable, and people with disabilities - will have a major negative impact. However, with services like yours... the world is a much brighter place. My aunt was able to learn, explore, enjoy herself all thanks to your Library services during this lockdown/pandemic. She's 84 and alone, a 6hr flight from family and partially blind - believe me - your services are absolutely invaluable. The feeling of safety, confidence and excitement, knowing I could trust her in your kind heart and hands, removed a giant worry from our shoulders. THANK YOU, THANK YOU!!"

ADULT PROGRAMS (SYSTEM TEAM)

Staff have been working collaboratively to create virtual programs for all customers in our system, some programs live via zoom, others are passive activities found on our website or YouTube channel. Live programs have included JackBox (gaming), Spanish Intercambio, Mandarin Mondays, Painting programs, Adult Trivia, and book club meetings. From May through August this team produced 19 system-wide adult programs with 226 adults in attendance. (This figure does not include the various programs that individual branches or other teams implemented.)

Passive programs found on our website or YouTube channels been well received by the public. There have been activities such as writing and poetry challenges, self-directed film clubs, art and craft activities, games such as socially distanced bingo or board game workshop, and film clubs. From May – August there have been 16 different activities offered. Some of the more popular were the how-to painting video with currently 272 views since May and the social distance bingo with over 200 downloads.

STEAM PROGRAMS FOR ALL AGES (SYSTEM TEAM)

Our professional librarians and our technical assistants have continued their production of STEAM videos on our YouTube channel as well as hosting live events via Zoom. From May to July (August data not yet available) the live programs featured:

- board game design workshop - 4 workshops, 59 attendees
- recreational math club – 9 programs, 19 participants
- online coding club – 13 programs, 154 attendees
- Summer Reading Club Live Steam Programs on topics such as making lava lamps, making alien soda and slime to growing a rainbow! - 6 programs with 138 attending.

From May to August this team has uploaded 42 videos with over 650 views on topics such as

- How do cameras work
- All about secret codes
- Make a popsicle stick bridge
- How to make a cardboard robotic arm
- How to make candied flowers
- Exploring the international space station with google earth

- No-sew sock puppets
- Slice a file for 3D printing
- Make a smart phone holder
- And many more!

The team also continues to offer a weekly steam newsletter for families full of ideas and activities in each of the fields of science, technology, engineering, art, math and more! Example:

https://www.orl.bc.ca/docs/default-source/kids_teens/steam-newsletters/orl-steam-newsletter-issue-16b.pdf?sfvrsn=2

BRANCH HIGHLIGHTS

All staff have been working hard to provide the best possible customer service given the difficult parameters the pandemic has created. The new realities of handling material multiple times because of the quarantine period, frequently disinfecting workstations and high touch points, constantly monitoring their social distance, additional record keeping and administrative duties required for safety reasons by ORL or WorkSafeBC, have created much more physical work slowing normal processes down. Despite this, many branch staff participate in system initiatives such as online programming or virtual reference shifts. In addition, a few branches are active in their own local programming. Some examples of this include:

- Revelstoke: recording their own storytimes, posted on their Facebook pages, running zoom storytimes and puppet shows, and experimenting with take-out Steam Saturdays.
- Osoyoos: offered creative craft activities through curbside pick-up and during the summer.
- Rutland: offered online programs like geography trivia, scavenger hunts and Rutland pop quiz.
- Summerland: offered an online Film Club using Canopy, the streaming film service we added to our collection this spring.
- Enderby: partnered with Splatsin’s Mental Wellness Team to run a photo scavenger hunt to celebrate Aboriginal day.
- Salmon Arm: A special storytime offered (zoom) on Acceptance and Kindness prompted from Black Lives Matter movement. Comment from public attending: “You made me cry! Thank you!”

Branch summer reports are still being compiled, but with 80% of the data in, the number of individual branch programs (not part of a system initiative) in the May to July quarter is:

Branch Programs (not part of a system initiative): 90 Attendance: 829

Branch Passive Programs: 122

VIRTUAL SERVICES (chat, phone, email)

Very quickly after closing the library we established virtual communication channels to continue connecting with our library patrons. We initiated a chat service on our website, set up a system-wide 1-800 number managed through Microsoft Teams, and used e-mail to refer complex questions, or for those customers who wanted to reach out when our chat and phone services were closed for the day. These systems quickly grew and even as we re-opened our branches have continued to be used.

In May, the total of questions answered by all 3 methods was 1236, in June that rose to 5106, and in July – while we were reopening branches to in person service remained high at 3027. During the month of August the team has answered another 1267 questions. In August the hours of this service were reduced due to staff availability, with staff returning to their in branch work, and also in response to the decrease in the number of questions as people were able to have many of their needs met in branch or direct phone contact with their local library staff.

We intend to continue with the chat service on the website. Now that branches are open again to handle phone queries, we are repurposing the phone service as a referral service to expert staff for technical help or in depth-reference questions. Keeping these communication methods active will help us to re-establish them as primary customer contact points should the worst happen, and we are forced to return to curbside service in future.

COLLECTION STATISTICS

During Curbside we were averaging about 30% of our pre-COVID circulation. When we reopened for browse and borrow we increased quickly to roughly 60% of the 2019 circulation for the month of August. Branches vary somewhat, with branch specific circulation ranging between 45% to 75% circ compared to August 2019.

Our eBook and eAudio saw a large increase in circulation when we closed our library doors. Although that has decreased somewhat as we reopened for browsing, we are still seeing increased usage of our electronic collections. Through the month of August eBook usage is 31% higher than last year, eAudio is 24% higher, and the total eCollection is up 29% over last year.

Databases and other eCollections have continued with above average usage throughout the summer. We added the new digital magazine platform Flipster, with access to some Canadian titles that were unavailable on our RBDigital magazine platform, and the uptake has been quick, with 263 magazines read this month. PressReader – our newspaper and magazine online resource had nearly double the use of last August. Kanopy, our streaming film service was strong again with over 500 views. We have done minimal promotion of Kanopy – as it is a capped service, but we do have sufficient room between now and the end of the year to do a fall promotional campaign to increase knowledge of this service and build new users of the platform. Lynda.com has seen high use, with 30% higher than last year's usage through the summer. Niche Academy, our new online platform with many videos to help people learn how to use library resources has also had strong use, with 921 views in the month of August.

LOOKING AHEAD

We are continuously looking forward at how our libraries can improve our service to most appropriately meet the needs of our communities. Some of the areas we will be developing over the next quarter include:

- Reinstating exam invigilation
- Reinstating magazine lending
- Expansion of our Accessibility Services
- Open the Westside Learning Lab
- Reopening KL, GO makerspaces
- Grand opening (in a small and safe way) of VE makerspace
- in-branch programming. From these, creating solid guidelines so all branches could resume some level of programming in 2021.
- Piloting WiFi lounges in branches to allow customers to use our WiFi from inside the branches as the weather cools
- Reopening bookable meeting space with safety guidelines

AND JUST BECAUSE

From Keremeos branch: *One of our former storytime children and SRC participants, who now is a young man in University, stopped in the library in August to get some books. During this visit he told me that he was done his 4 years of University and now wants to go to Med School. I said, "I am so proud of you," and he replied, "It's all because of the library! Since I was a young boy, even in your storytimes, I loved books and reading. That really helped me in my career pursuits, and the love of books has continued into my adult life."*

Respectfully submitted,

Monica Gaucher, Director of Public Services North
Christine McPhee, Director of Public Services South

Summer Reading Club 2020: Explore our Universe!

Report to the Library Board

Summer Reading Club and COVID

When the Okanagan Regional Library system and libraries across Canada closed to the public in March 2020, staff immediately started wondering about the impact on Summer Reading Club. As information from the BC Government, CULC and BCLA developed it became apparent our world was changing and we were going to be launching a brand new SRC.

The BC Library Association announced they received funding to build a much-needed province wide online registration and enhanced digital participation component to the BC Summer Reading Club. Funding from the BC Ministry of Education, with the support of the BC Libraries Cooperative, and due in large part to the advocacy of the Association of BC Public Library Directors, was confirmed on April 28th. BCLA received \$65,000 and prioritized:

- Online SRC registration, linked to every public library in BC
- Digital features for tracking reading progress and achievements
- Weekly on/offline activities
- Communications platform to facilitate connections between children, families and BC public libraries.

Summer Reading Club Registration

Families were encouraged to participate online using BCLA's brand new website, <https://bcsrc.ca/> to limit physical interactions in libraries. Those who could not access the website were given a physical reading log at branches through curbside pick-up.

- BCLA Website Online Registrations as of August 30: 1377
- ORL Curbside In-person Registrations as of Sept. 3: 202 (7 out of 29 branches reported)
- ORL Total SRC Registration (Online + In-person): 1579

We cannot compare our program and registration statistics to previous years as the pandemic forced physical library closures and the end of in-person programs. To that end, 2020 had 1,579 children register, 48 programs offered, and 1067 in attendance. Comparatively, previous figures would average around 6000 registrations, over 300 programs with anywhere from 13 to 15 thousand in attendance.

While these numbers can be difficult to digest, the provincial picture shines a positive light on the abilities of ORL staff and YS Committee to suddenly shift to a new model:

2020 BCLA SRC Online Registration

Okanagan Regional Library:	1377
Fraser Valley Regional Library:	611
Vancouver Island Regional Library:	957
Thompson Nicola Regional Library:	413

There were 68 libraries that had online registrations on the BCLA SRC Website. Only six library systems in the province had more than 1000 registrations.

1. Vancouver Public Library: 3005
2. Surrey Public Library: 2299
3. Burnaby Public Library: 1470
4. Okanagan Regional Library: 1377 *online registration only
5. Richmond Public Library: 1107
6. Greater Victoria Public Library: 1033

Registration is down overall for a few reasons:

1. Branch staff were unable to visit schools to promote SRC. This was our most successful promotion in years past. We did create an online promotion that was sent to schools <https://youtu.be/lcExkgSLSol>.
2. Families and kids were burnt out from online school and were not interested in further screen time.
3. Libraries did not allow public into our facilities, adhering to the guidelines of Public Health Office.

Programs

The Youth Services Committee recognized the need to provide online programs for all branches, offered online across the system. They worked diligently to create a rich and diverse offering of programs for our families.

- ALL programs were online, allowing them to be delivered system wide. Every branch received posters for windows, the Summer Youth Program Guide for curbside service and all programs were publicized through social media.
- The programs were a combination of ORL Staff created and hired outside performers. There was always an ORL Staff present during programs.
- The online programs were delivered using Zoom. Families registered through the ORL Events Calendar and then were emailed the Zoom link. This ensured an extra measure of security.
- We offered 48 online system-wide programs with topics ranging from, ASL, DIY Lava Lamps, Astronomy, Dance, Juggling, Computer Coding, Puppet Shows, Engineering, Author & Illustrator Visits, Ecology and Alien Slime!
- Programs were offered June 29-August 14.
- Program attendance was steady throughout the summer. Our best attended program was Bubble Wonders with 102 in attendance.
- Some branches were able to offer additional contests and programs through curbside pick-up or online.
 - Osoyoos Branch offered creative craft activities through curbside pick-up like Alien CD Chalkboard Craft and Out of the World Clay Creation.
 - Rutland Branch offered online programs like Geography Trivia, Scavenger Hunt and Rutland Pop Quiz.

- Revelstoke Branch partnered with organizations in their community to offer outside and physically distanced in-person programs like Water Gun Painting, Giant Bubbles and Wind Chimes.
- Vernon Branch offered online contests and StoryWalks. StoryWalks encouraged families to get outside and read! In a local park, families read a picture book that was displayed along a path a page at a time. This idea was shared and used by many branches.

Outside System-Wide Entertainer

- Through the generous funding of the Friends of the Library, the ORL was able to hire a children’s entertainer to travel throughout all 29 communities. Pico’s Puppet Palace was hired early in the year to visit branches. When the decision was made that SRC would be completely online, they were offered the opportunity to present their performance virtually but were unable to move their production online.
- The funds that would have been used for this in-person tour were repurposed to hire performers who could deliver virtual programs. We hired:
 - Geoffrey Akins — Bubble Wonders: Bubble Wonders is an uplifting show, full of surprises, using bubbles to inspire others to follow their dreams! Interactive, Zoom live-streaming Bubble Wonders followed by Q and A.
 - Deanna Kent & Neil Hooson – Local Author & Illustrator: Join a fun, artistic adventure with Neil Hooson, former Disney artist and illustrator of the Snazzy Cat Capers book series. Hear the author, Deanna Kent, read from the book while Neil projects a live drawing—then get Neil’s help to draw Ophelia von Hairball—the world’s #1 cat burglar! Finally, take inspiration from Ophelia’s personal inventor, Oscar Fishgerald Gold, and draw your very own robo-pet.
 - Elaine Sedgman – Local Author/Illustrator: Elaine Sedgman shares her book *A Bee Named BOB* - the life story of a little mason bee. You might think BOB was a fly because she is so small and hairy. The story is based on science but is easily accessible to children, from 6 years and up as well parents, grandparents, teachers and gardeners.
 - Kelowna Museums – Bees We Love: They don’t all live in hives or wear yellow and black stripes! Discover pollinating insects of the Okanagan and appreciate the hard work they do. Play a game: Bee, Wasp, or Fly? Finally, take away some tips and fun activities that you can do at home. We think you’ll love bees, too!
 - Evan Johaneson – Learn to Juggle: Get ready to laugh and play! Learn about different juggling props such as balls, clubs, rings, and boxes. Then try juggling with a lesson and pointers. Get wowed by the grand finale with a juggling knife act (DO NOT TRY THIS AT HOME)!
 - Bronwyn Shardelow – Let’s Dance!: This workshop combines ballet, modern/contemporary, jazz funk, and many other styles to give students a well rounded introduction to dance. Class includes a warmup, some time for learning steps, and a dance combination to learn and perform.
 - Meg Bjordal – WildSafe Rangers: Our presentation introduces the concept of human-wildlife conflict and teaches children how to help keep the wildlife wild and communities safe by learning about local wildlife and how to identify and manage attractants around the home.

- We partnered with the Royal Astronomical Society and Canada Learning Code to deliver additional high-quality programs.

Summer Reading Club Book Prizes

- Klutz books, easy readers, chapter books, junior and young adult fiction paperbacks were purchased by the Head of Youth Services prior to the closure. They were distributed to branches. Individual branches could save the prizes for 2021 or use them for contest prizes this year.
- T-shirts and temporary tattoos were purchased by branches using branch funding.
- Our sponsor who funded the SRC completion medals for the province this year was CUPE BC. Online or in-person registrants receive these medals for completing their reading goals.

What We Learned

This was a Summer Reading Club like no other. Okanagan Regional Library's Youth Services staff were determined to bring SRC to their communities. Branch staff throughout the system were united by this unique SRC. While registrations and program attendance were significantly down from previous years, we delivered a high-quality and innovative Summer Reading Club. We learned a tremendous amount this summer that we will continue to use in all aspects of Youth Services. Some key points:

1. Connecting with Teachers and Teacher-Librarians is of the utmost importance for the promotion of Summer Reading Club to students and their families.
2. Online programs are affordable and can easily be delivered system-wide due to the lack of geographic limitations. However, online programs are not accessible for all families.
3. A combination of in-person and online programs would be ideal.

We would like to thank the Library Board, the Province of British Columbia, through Libraries Branch, Ministry of Education and CUPE BC for their financial support.

Respectfully submitted,

Ashley Machum

Head of Youth Services

Okanagan Regional Library