



NOTICE OF MEETING

Okanagan Regional Library Board of Trustees
will meet

Wednesday, November 20, 2019

at Library Headquarters

1430 K.L.O. Road, Kelowna, BC

IN-CAMERA MEETING

9:30 AM – 10:00 AM

REGULAR MEETING

10:00 AM – 12:45 PM

REGULAR AGENDA

**LIBRARY BOARD OF TRUSTEES MEETING
HELD AT LIBRARY HEADQUARTERS, BOARDROOM
1430 KLO ROAD, KELOWNA, BC
WEDNESDAY, NOVEMBER 20 2019
10:00 AM – 12:45 PM**

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

CALL TO ORDER INTRODUCTION OF GUESTS

1. APPROVAL OF AGENDA 10:00 – 10:01

RECOMMENDATION 1

THAT the Agenda for the Library Board of Trustees Meeting of November 20, 2019 be adopted.

2. APPROVAL OF PREVIOUS MINUTES ^{7 pages} (pgs. 5 – 11) 10:01 – 10:02

RECOMMENDATION 2

THAT the minutes of the September 18, 2019 Regular Library Board of Trustees meeting be adopted.

3. FINANCE COMMITTEE REPORT – Committee Chair David Mattes 10:02 – 10:20

- a) DRAFT YEAR 2020 BUDGET
(see September 18, 2019 Board Agenda, Item 4.1)
Link to Budget Documents: [ORL Draft 2020 Budget](#)
- b) CFO Report and Presentation – CFO Jeremy Sundin
ORL 2020 Draft Budget as Recommended by the Finance Committee
 - i. Curriculum and Assessment Coordinator ^{6 pages} (pgs. 12 – 17)
 - ii. Accessibility Assistant ^{9 pages} (pgs. 18 – 26)

RECOMMENDATION 3 – By Weighted Vote

THAT the draft 2020 Budget be approved as presented, which includes budget disbursements and reserve transfers totaling \$21,505,711.

- c) Member Assessment Levy Spreadsheet – Year 2019 / 2020

RECOMMENDATION 4 - By Weighed Vote

THAT the Year 2019/2020 Member Assessment Levy Spreadsheet be accepted as presented.

4. POLICY AND PLANNING COMMITTEE REPORT – Committee Chair Tim Lavery
10:20 – 11:40

- a) **Children’s Programming Policy Review as delegated by the Board on September 18, 2019**
10:20 – 10:35

Statement 1 to the Board: Stakeholder Input

THAT the Board has received enough qualitative and quantitative information that satisfies input from stakeholders to move forward with making a decision regarding children’s programming. (note: this is a statement only and not a recommendation to the Board of Trustees)

Link to Correspondence received from Stakeholders up to October 31, 2019:
[Feedback on Children's Programming Policy](#)

Statement 2 to the Board: Policy Language around Program Vetting and Professional Autonomy

The Policy and Planning Committee recognizes the expertise and local knowledge of library branch staff that ensures programming is relevant to their community. (note: this is a statement only and not a recommendation to the Board of Trustees to change existing policy language)

Conclusion of the Committee:

The Policy and Planning Committee has determined that the ORL’s existing policy around programming is sufficient and is not recommending any changes to it.

RECOMMENDATION 5

To direct staff to report back to the Policy and Planning Committee on recommendations for:

1. *Options and criteria for delegations to address the Library Board of Trustees; AND*
2. *A straightforward way on the ORL website for the public to contact the ORL Board of Trustees; AND*
3. *THAT all correspondence received to Trustees of ORL form part of the public record. When correspondence is sent to the Board as a whole or via the Chair, it will be uploaded to a centralized reader file (or account) accessible to all board Trustees.*

- b) **Strategic Planning Presentation** – Daphne Wood, Greater Victoria Public Library, Director of Planning and Engagement (60 minutes)
10:35 – 11:35

5. CORRESPONDENCE

11:35 – 11:40

- a) Letter from RDOS Board Chair Karla Kozakevich to Minister Rodrigues re Access to Digital Publications for Library Users, dated June 19, 2019 ¹ pg. (pg. 27)
- b) Response Letter from Canadian Heritage, S. Tessier, Director, Ministerial Correspondence Secretariat, dated October 30, 2019 ³ pgs. (pgs. 28 - 30)

RECOMMENDATION 6

THAT the correspondence be received for information.

6. CFO REPORT – Jeremy Sundin

11:40 – 11:45

- Financial Update Report to September 30, 2019 ⁸ pgs. (pgs. 31 - 38)

RECOMMENDATION 7

THAT the CFO Report be received for information.

7. CEO REPORT – Don Nettleton

11:45 – 12:15

- Memo dated November 12, 2019 ¹⁹ pgs. (pgs. 39 - 57)

RECOMMENDATION 8

THAT the CEO Report be received for information.

8. BOARD CHAIR REPORT – Karla Kozakevich

12:15 – 12:20

RECOMMENDATION 9

THAT the Board Chair Report be received for information.

9. BC LIBRARY TRUSTEES ASSOCIATION (BCLTA) REPORT – Erin Carlson

12:20 – 12:25

- BCLTA Community Report ^{8 pages} (pgs. 58 – 65)

RECOMMENATION 10

THAT the BCLTA Report be received for information.

10. TRUSTEE REPORTS

12:25 – 12:30

Board members are encouraged to update the Board about branch visits or other library related events in their community

11. APPROVAL OF 2020 MEETING SCHEDULE

12:30 – 12:35

Draft 2020 Meeting Schedule ^{1 pg.} (pg. 66)

RECOMMENDATION 11

THAT the 2020 Draft Meeting Schedule be approved.

12. NEXT MEETING DATE

13. ADJOURNMENT

BOARD LUNCHEON: Immediately following conclusion of the meeting.
This is a networking and visiting opportunity in order to build board relations.
We encourage all Trustees to stay for lunch

Note: These Minutes Have Not Yet
Been Approved by the Board

DRAFT REGULAR MINUTES

LIBRARY BOARD OF TRUSTEES MEETING HELD AT LIBRARY HEADQUARTERS, BOARDROOM 1430 KLO ROAD, KELOWNA, BC WEDNESDAY, SEPTEMBER 18, 2019

"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	George Elliott, Princeton (Alternate)
Linda Fisher, Armstrong	Steven Cross, Revelstoke
Pat Cochrane, Coldstream	Tim Lavery, Salmon Arm
Tundra Baird, Enderby	Bob Evans, Sicamous
Loyal Wooldridge, Kelowna	Andrew Casson, Spallumcheen
Sherry Philpott-Adhikary, Keremeos	Erin Carlson, Summerland
Todd McKenzie, Lake Country	Kari Gares, Vernon (Alternate)
Lori Mindnich, Lumby	Jason Friesen, West Kelowna
David Mattes, Oliver	Wayne Carson, CORD
Brian Harvey, Osoyoos	Amanda Shatzko, NORD

TRUSTEES ABSENT:

Caleb Moss, Golden	Jay Simpson, CSRD
Patrick Van Minsel, Peachland	Thomas Konek, WFN

ADMINISTRATIVE STAFF IN ATTENDANCE:

Don Nettleton, Chief Executive Officer
 Jeremy Sundin, Chief Financial Officer
 Christine McPhee, Director of Public Services South
 Monica Gaucher, Director of Public Services North
 Carla Phillips, Director of Human Resources
 Jeff Campbell, Chief Technology Officer
 Michal Utko, Director of Marketing and Communications
 Leah Samson, Manager of Administrative Services (Recording Secretary)

GUESTS IN ATTENDANCE:

Rose Jurkic, C.U.P.E. President
 James Laitinen, P.E.A. President
 Numerous members of the public were in attendance

CALL TO ORDER / INTRODUCTION OF GUESTS

Chair Kozakevich called the meeting to order at 9:55 AM and introduced the guests.

1. APPROVAL OF AGENDA

MOTION 1

It was moved and seconded

THAT the Agenda for the Library Board of Trustees Meeting of September 18, 2019 be adopted.

CARRIED

2. APPROVAL OF PREVIOUS MINUTES

MOTION 2

It was moved and seconded

THAT the Minutes of the May 22, 2019 Library Regular Board of Trustees Meeting be adopted.

CARRIED

3. WEIGHTED VOTE SHEET YEAR 2019 / 2020 – CFO Jeremy Sundin

3.1. Changes to Weighted Votes & Updated Weighted Vote Sheet

Population figures are received annually from the Ministry of Education Libraries Branch and are used for levy calculations and all weighted board votes. Population figures for CORD and WFN have been adjusted as per earlier board directive.

MOTION 3

It was moved and seconded

THAT the 2019/2020 Weighted Vote Sheet be accepted.

CARRIED

4. FINANCE COMMITTEE REPORT – Committee Chair David Mattes

4.1. Draft Year 2020 Budget

a) **CFO Report and Presentation – Jeremy Sundin** **ORL 2020 Draft Budget as Recommended by the Finance Committee**

The Board viewed a presentation of the proposed draft 2020 budget. Discussion was held and several trustees expressed that they wished to take the draft budget back to their councils for consideration before voting on it.

MOTION 4

It was moved and seconded

THAT the Board of Trustees defer the 2020 Budget vote to the November 20, 2019 Board meeting.

By Weighted Vote

For: 261 Opposed: 89

CARRIED BY WEIGHTED VOTE

Staff were directed to provide a budget report to all municipal senior financial administrators in the ORL region, in preparation for the budget vote at the November 20, 2019 board meeting.

b) **Member Assessment Levy Spreadsheet – Year 2019 / 2020**

Deferred to the November 20, 2019 board meeting.

5. POLICY AND PLANNING COMMITTEE REPORT – Committee Chair Tim Lavery

Councillor Lavery advised that the Policy and Planning Committee has not convened since being appointed earlier in the year, and have not reviewed Items 5.1, 5.2, and 5.3. These three items are being presented as staff reports to the board.

5.1. Political Use of Library Space – CEO Don Nettleton

The Board heard a presentation from staff for a new policy around political use of library space, which is being proposed in order to provide guidance to staff in responding to requests from political parties or individual politicians seeking to use ORL space or to have access to ORL patrons in support of the political party's objectives or during an election period.

MOTION 5

It was moved and seconded

THAT the Board of Trustees approve the staff proposed policy for political use of library space as presented.

CARRIED UNANIMOUSLY

MOTION 6

It was moved and seconded

THAT the Board of Trustees refer the newly approved political use of library space policy to the Policy and Planning Committee for further consideration and recommendations.

CARRIED

5.2. New Patron Type for On-Line Library Card Registration – Director of Public Services Christine McPhee

The Board heard a proposal from staff for a new patron type for on-line library card registration, which would allow residents of the ORL service area to apply for a library card online, and be valid for six months. After that period, patrons must go to a branch to complete registration for a full access library card.

MOTION 7

It was moved and seconded

THAT the Board of Trustees approve the staff proposed policy around a new patron type for online library card registration as presented.

CARRIED UNANIMOUSLY

5.3. Children's Programming Policy Discussion – CEO Don Nettleton

Councillor Lavery advised that the Policy and Planning Committee has not been involved in this emergent issue, and therefore the matter was passed over to the Board Chair to conduct. Discussion was held and suggestions were considered. It was noted that a great deal of public and staff response to the CEO's proposed policy is being received. As this is a developing topic, there has not been an opportunity for the appropriate parties to receive and review all feedback for consideration, and therefore any policy decision needs to be deferred until proper process is completed.

MOTION 8

It was moved and seconded

THAT the CEO proposed policy around children's programming be referred to the Policy and Planning Committee to convene as soon as possible; and

THAT the Committee consult with the appropriate groups to gain their feedback; and

THAT the Committee report back to the Board with their recommendations.
CARRIED UNANIMOUSLY

MOTION 9

It was moved and seconded

THAT in regards to the proposed children's programming policy, staff arrange for stakeholder representatives to present to the Board of Trustees at the November 20, 2019 Board Meeting; and

THAT staff collate and make available to all parties all correspondence received; and

THAT staff arrange for an appropriate venue and agenda for this discussion.
CARRIED UNANIMOUSLY

MOTION 10

It was moved and seconded

THAT policy around delegations to the Board be referred to the Policy and Planning Committee to report back with recommendations.
CARRIED UNANIMOUSLY

6. RECOGNITION OF STAFF - CEO Don Nettleton

Youth Services System Librarian Linda Youmans received the Community Leader of the Year Award as recognition for her community efforts aimed at youth and individuals with diversabilities. Linda has been a children's librarian for the past 25 years, and oversees the selection of children's materials for the ORL.

Director Carson thanked the Board and staff for recognizing Sharon Johncox for her many years of volunteer librarian service with the North Westside Communities Book Deposit.

7. STAFF REPORTS

7.1. CFO Report – CFO Jeremy Sundin

Financial Update Report to June 30, 2019

The Board heard a report which indicates that financial results to June 30, 2019 are generally consistent with expectation, and there does not appear to be anything that requires specific board attention at this time.

MOTION 11

It was moved and seconded

THAT the Board of Trustees receive the CFO's report to June 30, 2019, for information.

CARRIED

7.2. Revelstoke Branch: RevLab Update Funding and Request – CEO Don Nettleton

Memo and Revelstoke Review Articles

The Board heard an updated report on the Revelstoke Branch community fundraising campaign for expansion of the library building to include a tech lab space. The City of Revelstoke has approved supporting the expansion and will contribute up to \$50,000 toward capital costs, which leaves approximately \$50,000 of capital costs still needed. Discussion was held around how to proceed.

MOTION 12

It was moved and seconded

THAT the Board of Trustees approve proceeding to partner with the City of Revelstoke to plan and begin construction on the necessary addition to the Revelstoke Library; and

THAT the Library will agree to make up any funding shortfall for this capital expansion that has not been fundraised by the time the funds are needed, up to a maximum of \$60,000, with the funds to be taken from the building reserve fund.

BY WEIGHTED VOTE

Opposed: Brian Harvey (Osyoos)

CARRIED BY WEIGHTED VOTE

8. CANADIAN URBAN LIBRARIES COUNCIL (CULC): eContent for Libraries Campaign: Next Steps, Candidate Outreach

CULC Documents to Assist the Board:

- a) Campaign Roadmap
- b) FAQ, July 2019
- c) Updated Fact Sheet for talking to Candidates, August 2019
- d) Key Messages, August 2019
- e) Letter Template to send to Local Candidates
- f) Current List of Local Candidates in the ORL Region

The Board heard an updated report on the campaign to improve access to e-content, with the next step being through outreach to federal election candidates in federal ridings within member-library communities. With increasing demand for digital content, the campaign is asking the federal government to help overcome the barriers that Canadian library users face in accessing e-content, and to ensure that multi-national publishers stop restricting access to material.

MOTION 13

It was moved and seconded

THAT the Board of Trustees approve sending letters under the Board Chair signature to all federal election candidates in the ORL region, in support of the Canadian Urban Libraries Council campaign to improve access to e-content for public libraries.

CARRIED

Board members will reach out to their local federal election candidates and/or attend any candidate forums to ask where they stand on CULC's e-content campaign.

9. CEO REPORT – CEO Don Nettleton

- a) Golden Branch: Tech Space Grand Opening Celebration – Director of Public Services Monica Gaucher

The Board heard a report on the new maker space technology project happening at the branch and were invited to attend the opening ceremonies on Saturday, October 19, at 819 Park Avenue in Golden.

- b) Kelowna Branch: Maker Space Update – Director of Public Services Christine McPhee

The Board heard a report on the success of the new maker space since its opening on July 13, 2019. Some of the technology offered includes a 3D printer, robotics, a green screen booth, and a soundproof recording studio. Staff ran several programs including stop-motion animation and robotics classes and certification training sessions on the 3D printer and the Cricut material cutter.

- c) Provincial Funding for Public Libraries Campaign

The Board heard an update on a campaign that is underway to bring attention to the importance of provincial support for public libraries, and a call for the province to increase public library funding to \$20M in the 2020 budget in order to restore funding to a level that reflects inflationary cost increases since 2009.

- d) Chief Technology Officer Assistance to Greater Victoria Public Library (GVPL)

The Board heard that the ORL's Chief Technology Officer Jeff Campbell has been assisting the GVPL's technology department. In exchange, their Director of Planning and Engagement has offered to assist the ORL with facilitating a new strategic plan. The matter will be discussed with the Policy and Planning Committee and any recommendations will be brought forward to the Board.

- e) Strategic Planning: Discussion and Request for Board Appointment of Strategic Planning Committee to Plan the Plan

Discussion was held around the process for setting up a committee for a new strategic plan in the upcoming year. The board will be polled to gauge interest and a committee chair will be ratified at the next meeting.

10. CHAIR REPORT – Karla Kozakevich

Director Kozakevich reported on the upcoming UBCM Convention to be held September 25 – 26, 2019 and plans to meet with Minister of Social Development and Poverty Reduction Shane Simpson to discuss provincial support for public libraries. She also reported on previous advocacy discussions with Minister of Education Rob Fleming.

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

No report.

12. TRUSTEE REPORTS

No reports.

13. NEXT MEETING – Wednesday, November 20, 2019

2020 Budget Vote

14. MOTION TO ADJOURN

MOTION 14

It was moved and seconded

THAT the meeting be adjourned at 12:55 PM.

CARRIED

ITEM 3.b.i.



Curriculum and Assessment Coordinator



- In 2018 ORL Branches ran **8832** programs with a system-wide attendance of over **150,000**
- A little over $\frac{1}{4}$ of these are adult programs - this is a relatively new area for ORL, which used to provide children's programming exclusively
- We have added Technology based programming for all ages in the last 5 years, which delivers great community value, but is staff intensive





Growth in programming continues year over year

- System wide growth in programming has been substantial in last 5 years:
 - **Number of Adult programs up 430%**
 - **Adult Attendance up 275%**
 - **Number of Childrens programs up 125%**
 - **Childrens Attendance up 115%**
 - **Total Number of Programs up 195%**
 - **Total Attendance up 135%**
- The number of programs is increasing faster than total attendance, because many adult and tech programs serve smaller groups at a time

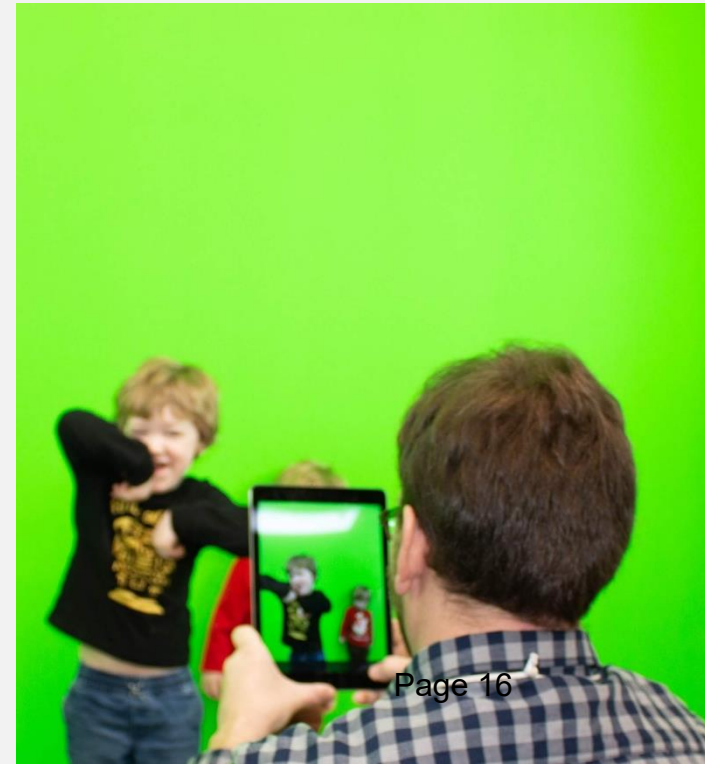
Curriculum Development - how will this help?

- Program planning takes significant staff time
- Currently that planning is almost exclusively handled at the individual branch level, meaning this planning work is repeated at each branch throughout the system
- Growth in the amount and variety in programs has been faster in the larger branches with more staff, limited by staff time and expertise in the smaller communities
- A Curriculum Developer could:
 - Identify needs that are duplicated in the system
 - Plan once and allow the branches to deliver the same program multiple times
 - Identify training gaps in program delivery and create program outlines and coordinate training for staff to deliver this across the system



Assessment - how will this help?

- We know the numbers, but they only tell part of the story.
- What is the impact of the programs we offer? How do they improve individual lives and our communities?
- Growth in programming has been rapid and steady, but as we reach the limit on how much we can offer, how do we prioritize and make decisions about what to focus on?
- An assessment coordinator with expertise in qualitative assessment will allow us to get beyond the numbers to measure:
 - Engagement - how much did people enjoy and respond to the program
 - Learning outcomes - what do people know now, that they didn't before?
 - Impacts on peoples lives - how has attending this program improved their quality of life?
- We need to move from our current analysis of programs as a transaction, to being able to evaluate the transformational impact of our work in our communities



Why a Curriculum and Assessment Coordinator?

- Assessment is an important part of curriculum development - allowing us to measure success and adjust programs based on that data
- Curriculum developed with assessment in mind - thinking during the design phase about how we will measure success and impacts - makes for stronger programs, and clearer learning goals are better for both instructors and students
- Professionals with training and experience in delivering educational programs in libraries or other settings will have understanding and some skill in assessment - so the position makes sense from a recruiting standpoint
- This position would support our front-line staff by reducing duplication of effort, allowing newer kinds of programs to be offered throughout the system, support staff everywhere to deliver technology programming, and raise the bar for program design and delivery in the ORL, improving our patrons experiences in the library.




THE ASK: ACCESSIBILITY ASSISTANT

- 60K for a full-time position.
- Assistant works under direction of Community Engagement Librarian to assist in coordination, selection and delivery of library materials for print disabled and homebound customers throughout the ORL.



THE GOAL:

- 
- Improve upon, centralize, standardize, and build out a more robust service to our print disabled population.
 - Increase the number of print disabled customers we provide service to from existing 0.025% (102 customers) to a minimal target of 0.1% (370 customers).

WHAT WOULD ASSISTANT DO?

- Assist with standardizing procedures
- Assist with staff education regarding resources
- Assist with creation of templates such as for recording keeping
- Assist with promotion of service to public
- Take on new clients (target of 260 people) that branch staff cannot accommodate.

WHAT IS PRINT DISABILITY?

- Learning disability: An impairment relating to comprehension (e.g. dyslexia)
- Physical disability: The inability to hold or manipulate a book (loss of limbs, arthritis)
- Visual disability: Severe or total impairment of sight, inability to focus or move eyes

WHO ARE THESE CUSTOMERS?

- 10% of our population (roughly 37,000 in our service area)
- Mostly seniors
- Some have limited or no transportation to library
- Some are completely home bound due to disability
- Many cannot navigate our online system of ordering material
- Some have no family that can assist


WHAT DO WE CURRENTLY DO:

We provide a selection service which involves:

- Regular phone conversation with customer
- Completing and maintaining a user profile (what they like/don't like, what they are interested in)
- Researching/finding material to match
- Placing holds or downloading to devices
- Gathering all material in a bundle, phoning customer to pick up (or in the case of shut-in, a mail out service).
- Repeat every 3,4,5 or 6 weeks (depending on customers need)
- Keep track of all reading material to avoid duplication



WHY THE NEED IF WE ALREADY DO?

- 
- Staff cannot take on many more customers
 - Only 13 of our 30 branches are providing service
 - Demand for this services continues
 - We are significantly behind other libraries across the province in print disability service targets
 - There are international, national, and provincial acts and documents that dictate accessibility requirements

LEGAL LANDSCAPE:

- **C-81 Accessible Canada Act** ensures a barrier-free (think beyond physical barriers) Canada requiring organizations under federal jurisdiction to be accessibility compliant. This may translate down to provincial acts?
- **Charter of Rights and the Canadian Human Rights Act** guarantee equality and equal protections for disabilities.
- **BC Human Rights Code** includes disability as one of its protected states and is directly applicable to the ORL.
- **Report by BC GOV called Accessibility 2024** emphasizes the importance of public libraries creating inclusive and accessible library service for people with disabilities. Does this signal a future area of priority for gov't?

COMPARISONS:

- ORL: print disability service to 0.025% of population
- Fraser Valley Regional: 0.057%
- Surrey Public: 0.1%
- Thompson-Nicola: 0.1%
- Vancouver Island Regional: 0.39%

Why are others servicing greater population? Each system has dedicated full time and part time staff to this specialized service.

cu 2019-01760
July 3



'19JUL02 14:50

June 19, 2019

7960.01

ITEM 5a

Hon. Pablo Rodrigues
Minister of Canadian Heritage
House of Commons
Ottawa, Ontario K1A 0A6

Dear Minister Rodrigues:

Re: Access to Digital Publications for Library Users

At the Regular Meeting of June 6, 2019, the Regional District of Okanagan Similkameen Board passed the following resolution:

“THAT the Regional District of Okanagan Similkameen does hereby:

1. Support the Canadian Urban Libraries Council in its efforts to increase access to digital publications for library users in the Regional District of Okanagan Similkameen and across Canada;
2. Call on the Federal government to investigate barriers faced by libraries in acquiring digital publications and the problems that poses for vulnerable demographic groups in Canada; and
3. Petition the Federal government to develop a solution that increases access to digital publications across Canada and assist libraries in meeting the cost requirements to acquire digital publications.”

The Regional District of Okanagan-Similkameen recognizes that libraries play an important role in our communities. Therefore, we respectfully ask the Federal government to prioritize finding a solution to the barriers that face Canadian libraries accessing digital publications.

Respectfully,

Karla Kozakevich
RDOS board Chair

cc Dan Albas, MP
Richard Cannings, MP
Okanagan Regional Library





OCT 30 2019

Ms. Karla Kozakevich
Chair
Regional District of Okanagan–Similkameen Board
101 Martin Street
Penticton, British Columbia
V2A 5J9

Dear Ms. Kozakevich:

I am writing in response to your correspondence addressed to the Honourable Pablo Rodriguez, Minister of Canadian Heritage and Multiculturalism, requesting that the federal government increase access to digital publications in Canadian libraries. Minister Rodriguez appreciates your taking the time to write on this matter. Please excuse the delay in my reply.

Library and Archives Canada (LAC) plays an important role in preserving our history and identity. It is mandated to ensure that Canada's continuing memory reflects Canadian society and is available to current and future generations.

As an agency in the Canadian Heritage Portfolio, LAC is responsible for its own operational decisions under the direction of the Librarian and Archivist of Canada. Accordingly, I have taken the liberty of forwarding a copy of our correspondence to Ms. Leslie Weir, Librarian and Archivist of Canada, so that she is aware of your concerns.

.../2

- 2 -

It should be noted that public libraries fall within provincial and territorial jurisdiction. Accordingly, if you have not already done so, I encourage you to share your views directly with the Honourable Lisa Beare, Minister of Tourism, Arts and Culture, Government of British Columbia, at the address provided in the enclosure.

Please accept my best wishes.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sylvie Tessier', written in a cursive style.

Sylvie Tessier
Director
Ministerial Correspondence Secretariat

c.c.: Ms. Leslie Weir

Enclosure

ANNEX

Government of British Columbia

The Honourable Lisa Beare, M.L.A.
Minister of Tourism, Arts and Culture
Government of British Columbia
Post Office Box 9082, Station Provincial Government
Victoria, British Columbia
V8W 9E2

Telephone : 250-953-0905 or 1-800-663-7867
Email : tac.minister@gov.bc.ca
Website : gov.bc.ca

REPORT

File No. 100.17

To: Okanagan Regional Library Board of Directors
From: Chief Financial Officer
Date: November 12, 2019
Subject: Financial Update Report to September 30, 2019 (9 Months)

RECOMMENDATION

THAT the Board receive the CFO's report dated November 12, 2019 - Financial Update Report to September 30, 2019 for information.

BACKGROUND

The attached **Appendix 1** provides the Board with an interim financial report (receipts and disbursements) to September 30, 2019, 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 is not an uncommon practice for the presentation of internal interim financial results. This report will briefly discuss some of the financial information that staff felt may be of interest to the Board.

DISCUSSION

Receipts – Tax Levy

The results are consistent with expectation. The YTD variances are negligible and relate to the inflationary impact of the additional services certain communities have decided to have.

Receipts – Government Grants, Own Resources and Other Income

The Province of B.C. grant, which makes up almost 70% of this receipts (income) category, has been received and was nearly identical to budget. The ORL is still waiting to receive some of the Grants – Federal that come each year. The fines, damaged and replacement material charges are low; this will be monitored and further investigated if the trend continues. Interest is exceeding budget due to rates being higher than in prior years. The higher rate has been considered when drafting next year's 2020 budget. The Sundry income is made up primarily of funding from the Salmon Arm branch landlord who contributed \$75,000 toward the recent renovations at the branch. Donation revenue is not budgeted; as donations are received they are transferred to reserve and then used according to the donor's wishes or at the approved discretion of the branch leaders for branch programming or improvements.

From Reserves

This amount is an accounting adjustment and relates to planned draws out of reserves for IT replacement, furnishings and amounts from the donation reserves for programming and capital expenditures.

Total receipts and transfers to September 30th are \$15,128,394 representing 77.1% of budgeted receipts (reduces to 75.8% if amounts from reserves are removed). These results are in line with budget and expectation.

Disbursements

Remuneration and benefits are lower than the year-to-date (YTD) budgeted to September 30, 2019 by 4%, however the days from September 19th to 30th have not been accrued and were posted to October (the date they were paid) and are therefore not included in these figures.

The rent and property expenses category is close to target at 72.6% of the annual budget three quarters of the way (75%) through the year.

Library materials is modestly under budget by 4.7%.

The other expenses category as a whole is under budget by \$130,233 or about 11% of the category's YTD budget (or 0.66% of the total annual disbursements budget). Marketing and Communications may appear high, however this is because the system purchased a large amount of promotion material expected to last for multiple years; this was funded by accumulated donations from prior year book sale proceeds. On the other hand staff development appears low, however these expenses are not necessarily incurred on a regular and consistent basis each month but instead more 'choppy' as opportunity for staff development comes available and branch leaders/HR are able to plan and enable it.

Total disbursements before capital expenditures and reserve transaction is \$13,755,441, which is 71.1% spent and represents 5.4% under the YTD budget.

The Capital Expenditures figure will come up by year's end as many 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 figure ('net disbursements over receipts').

The Transfers to Reserves are made primarily at year-end, with some exception related to the donations reserve. The Donations reserve is unique compared to the other reserves as the ORL cannot easily predict the dollar amount of donations that will be received each year, when they will be received during the year, or how exactly the donors would like the funding used.

Total disbursements to September 30th is \$14,132,646.

The net receipts over disbursements to September 30th is \$995,747.

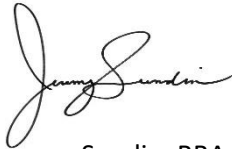
BUDGET AND COST IMPACTS

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

CONCLUSION

The ORL's financial results to September 30th are generally consistent with expectation, and 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". The signature is fluid and cursive, with the first name "Jeremy" and last name "Sundin" clearly distinguishable.

Jeremy Sundin, BBA, CPA, CA
Chief Financial Officer

Okanagan Regional Library

Appendix 1

Interim Financial Report

(Receipts & Disbursements)

January 1, 2019 to September 30, 2019

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
For the 9 Months Ending September 30, 2019**

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR-	VARIANCE -From Annual-	% RECEIVED -Annual-	% OF YEAR COMPLETED
RECEIPTS							
TAX LEVY ON MUNICIPALITIES AND REGIONAL DISTRICTS							
ARMSTRONG, CITY	\$135,710	\$135,710	-\$0	\$180,947	-\$45,237	75.0%	
CENTRAL OKANAGAN RD	\$234,345	\$234,345	\$0	\$312,460	-\$78,115	75.0%	
COLDSTREAM, DISTRICT	\$344,307	\$344,307	\$0	\$459,076	-\$114,769	75.0%	
COLUMBIA SHUSWAP RD	\$608,738	\$608,738	\$0	\$811,651	-\$202,913	75.0%	
ENDERBY, CITY	\$74,966	\$74,966	-\$0	\$99,955	-\$24,989	75.0%	
GOLDEN, CITY	\$226,346	\$226,346	\$0	\$301,794	-\$75,448	75.0%	
KELOWNA, CITY	\$4,791,843	\$4,791,842	\$0	\$6,389,123	-\$1,597,280	75.0%	
KEREMEOS, VILLAGE	\$36,924	\$36,924	-\$0	\$49,232	-\$12,308	75.0%	
LAKE COUNTRY, DISTRICT	\$475,029	\$475,030	-\$0	\$633,373	-\$158,344	75.0%	
LUMBY, VILLAGE	\$46,964	\$46,964	\$0	\$62,619	-\$15,655	75.0%	
NORTH OKANAGAN RD	\$546,041	\$546,041	\$0	\$728,054	-\$182,013	75.0%	
OLIVER, TOWN	\$140,696	\$140,696	\$0	\$187,594	-\$46,898	75.0%	
OKANAGAN SIMILKAMEEN RD	\$658,393	\$658,394	-\$0	\$877,858	-\$219,465	75.0%	
OSOYOOS, TOWN	\$190,654	\$190,654	-\$0	\$254,205	-\$63,551	75.0%	
PEACHLAND, DISTRICT	\$185,989	\$185,989	-\$0	\$247,985	-\$61,996	75.0%	
PRINCETON, TOWN	\$92,440	\$92,279	\$161	\$123,038	-\$30,598	75.1%	
REVELSTOKE, CITY	\$243,801	\$243,802	-\$0	\$325,069	-\$81,268	75.0%	
SALMON ARM, CITY	\$568,365	\$568,365	\$0	\$757,820	-\$189,455	75.0%	
SICAMOUS, DISTRICT	\$109,436	\$109,113	\$323	\$145,484	-\$36,048	75.2%	
SPALLUMCHEEN, TOWNSHIP	\$151,855	\$151,855	\$0	\$202,473	-\$50,618	75.0%	
SUMMERLAND, DISTRICT	\$374,732	\$374,732	\$0	\$499,643	-\$124,911	75.0%	
VERNON, CITY	\$1,360,025	\$1,357,767	\$2,258	\$1,810,356	-\$450,331	75.1%	
WESTBANK FIRST NATION	\$306,935	\$306,935	\$0	\$409,247	-\$102,312	75.0%	
WEST KELOWNA, CITY	\$1,146,789	\$1,146,789	-\$0	\$1,529,052	-\$382,263	75.0%	
	\$13,051,323	\$13,048,581	\$2,742	\$17,398,108	-\$4,346,785	75.0%	75.0%

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR-	VARIANCE -From Annual-	% RECEIVED -Annual-	% OF YEAR COMPLETED
FROM GOVERNMENT & OWN RESOURCES							
PROV OF B.C.- PER CAPITA GRANT	\$1,008,382	\$1,008,808	-\$426	\$1,008,808	-\$426	100.0%	
GRANTS - FEDERAL	\$11,493	\$57,750	-\$46,257	\$77,000	-\$65,507	14.9%	
GRANTS - OTHER	\$7,214	\$6,500	\$714	\$6,500	\$714	111.0%	
CIRC. REV. - FINES & DAMAGED BKS	\$158,969	\$174,382	-\$15,413	\$232,509	-\$73,540	68.4%	
MEETING ROOM RENTAL	\$11,595	\$10,500	\$1,094	\$14,000	-\$2,405	82.8%	
INTERNET PRINTING REVENUE	\$26,945	\$8,816	\$18,129	\$11,755	\$15,190	229.2%	
KEYCARD REVENUE	\$3,558	\$0	\$3,558	\$0	\$3,558	100.0%	
INTEREST AND EXCHANGE	\$56,751	\$16,950	\$39,801	\$22,600	\$34,151	251.1%	
COPIER REVENUE	\$8,265	\$8,981	-\$717	\$11,975	-\$3,710	69.0%	
SUNDRY INCOME	\$126,774	\$0	\$126,774	\$60,000	\$66,774	211.3%	
DONATIONS REVENUE	\$68,977	\$0	\$68,977	\$0	\$68,977	100.0%	
MFA ACTUARIAL DEBT REDUCTION	\$0	\$0	\$0	\$135,488	-\$135,488	0.0%	
INTER LIBRARY LOANS-NET	-\$66	\$0	-\$66	\$0	-\$66	100.0%	
SUBTOTAL GOVERNMENT & OWN RESOURCE	\$1,488,857	\$1,292,687	\$196,170	\$1,580,635	-\$91,778	94.2%	75.0%
TRANSFERS FROM RESERVES	\$270,873	\$0	\$270,873	\$0	\$270,873	0.0%	
ORL OWNED BULDINGS RENT CHARGEBACK	\$317,341	\$317,341	\$0	\$634,682	-\$317,341	50.0%	
TOTAL RECEIPTS	15,128,394	14,658,609	469,785	19,613,425	-4,485,031	77.1%	75.0%

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
For the 9 Months Ending September 30, 2019**

	ACTUAL YR. TO D	BUDGET YR. TO D	VARIANCE YR. TO D	BUDGET -YEAR-	VARIANCE -From Annual-	% RECEIVED -Annual-	% OF YEAR COMPLETED
DISBURSEMENTS							
REMUNERATION AND FRINGE BENEFITS							
REMUNERATION	5,724,787	5,961,183	236,396	7,948,244	2,223,456	72.0%	
FRINGE BENEFITS	1,260,800	1,320,555	59,754	1,760,738	499,938	71.6%	
WCB	18,564	18,796	232	25,061	6,497	74.1%	
	7,004,152	7,300,534	296,382	9,734,043	2,729,891	72.0%	75.0%
RENT AND PROPERTY EXPENSES							
RENT	1,792,609	1,903,174	110,565	2,749,011	956,402	65.2%	
LTD PRINCIPAL AND INTEREST	896,649	1,214,267	317,618	1,214,267	317,618	73.8%	
PROPERTY EXPENSES	1,186,090	1,031,261	-154,829	1,375,014	188,924	86.3%	
	3,875,348	4,148,702	273,354	5,338,292	1,462,944	72.6%	75.0%
LIBRARY MATERIALS							
	1,812,308	1,901,476	89,168	2,535,301	722,993	71.5%	75.0%
OTHER EXPENSES							
BINDING & MENDING	3,522	22,500	18,978	30,000	26,478	11.7%	
BOARD EXPENSES	7,473	15,886	8,413	20,141	12,668	37.1%	
BOOK DEPOSIT GRANTS	2,000	3,000	1,000	3,000	1,000	66.7%	
COLLECTION AGENCY	2,461	10,924	8,463	14,566	12,105	16.9%	
EQUIPMENT REPAIRS & RENEWALS	4,528	9,945	5,417	13,260	8,732	34.1%	
INSURANCE	53,491	52,020	-1,471	52,020	-1,471	102.8%	
INTEREST & BANK CHARGES	7,833	6,120	-1,713	8,160	327	96.0%	
MARKETING & COMMUNICATIONS	54,020	34,908	-19,112	46,545	-7,476	116.1%	
MEMBERSHIPS	15,714	14,535	-1,179	19,380	3,666	81.1%	
PENTICTON LIBRARY FEE	46,530	40,000	-6,530	40,000	-6,530	116.3%	
POSTAGE & FREIGHT	40,522	46,695	6,173	62,260	21,738	65.1%	
PROFESSIONAL FEES	47,916	59,179	11,262	77,489	29,573	61.8%	
PROGRAMS	55,011	70,316	15,305	93,755	38,744	58.7%	
RECRUITMENT, TRAVEL & SUNDRY	19,427	11,304	-8,123	15,072	-4,354	128.9%	

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR-	VARIANCE -From Annual-	% RECEIVED -Annual-	% OF YEAR COMPLETED
STAFF DEVELOPMENT & MEETINGS	62,158	110,573	48,415	147,431	85,273	42.2%	
SUNDRY EXPENSE	107	754	646	57,751	57,644	0.2%	
SUPPLIES	101,603	93,067	-8,536	124,088	22,485	81.9%	
TECHNOLOGY EXPENSES	435,311	456,362	21,051	567,560	132,249	76.7%	
TELEPHONE & INTERNET	9,428	24,037	14,610	32,050	22,622	29.4%	
TRANSPORTATION	81,941	100,491	18,550	133,988	52,047	61.2%	
VIRTUAL BRANCH	12,638	11,250	-1,388	15,000	2,362	84.3%	
	1,063,634	1,193,867	130,233	1,573,516	509,882	67.6%	75.0%
DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES	13,755,441	14,544,579	789,138	19,181,152	5,425,711	71.1%	75.0%
CAPITAL EXPENDITURES	308,253	0	-308,253	0	-308,253		
TRANSFERS TO RESERVES							
TO BRANCH FURNISHING RESERVE	0	0	0	182,500	182,500		
TO CAPITAL PROJECTS RESERVE	0	0	0	114,000	114,000		
TO DONATION RESERVES	68,952	0	-68,952	0	-68,952		
TO IT REPLACEMENT RESERVE	0	0	0	126,850	126,850		
TO OWNED BUILDING MNTC RESERVE	0	0	0	61,511	61,511		
TO STRATEGIC INITIATIVES RESERVE	0	0	0	2,000	2,000		
	68,952	0	-68,952	486,861	417,909		
TOTAL DISBURSEMENTS	14,132,646	14,544,579	411,933	19,668,013	5,535,366		
NET DISBURSEMENTS OVER RECEIPTS	995,747	114,030	881,717	-54,588	-1,050,335		

**Okanagan Regional
Library**

Memo

To: ORL Board Members
From: Don Nettleton, CEO
Date: November 12, 2019
Re: ORL CEO Report

For the November Board meeting, in addition to items that were separately addressed on the agenda, I wanted to highlight or update the Board on some of the following items:

1. **FAMA Update** – please see the separate attached report, which updates the Board on the FAMA process and the results to the end of September 2019. I will briefly speak to it and answer questions that the Board may have at the meeting.
2. **Updated branch guideline spreadsheets using the 2016 census figures** – see separate attached report, which also has some connection to the FAMA item 1 above.
3. **Revelstoke Branch RevLab project** – Luci Bergeron, our Revelstoke branch librarian, with minimal assistance from headquarters, has been leading the local fundraising for this project. Her efforts and commitment are amazing, are starting to gain traction in the community, and the ORL is very fortunate to have an employee with these talents and initiative. With assistance from local businesses and individuals in Revelstoke, they have raised over \$13,500 to date. Fundraising will continue until the project is completed. City of Revelstoke staff are managing the project and hope to soon have an architect selected. A concept sketch will then be done, which should assist with fundraising efforts. Revelstoke hopes to have a contractor and all necessary approvals in place so that construction can begin as soon as the weather allows in the spring so that the space will be useable before next summer.
4. **Golden Tech Lab** – I attended the new ORL Golden Tech Lab grand opening, which we had significant financial assistance from Columbia Basin Trust funding for, on October 19. There was a good turnout and the community seems very excited over this new

initiative. Our new Community Librarian Laura Larose, new tech assistant Chris Drysdale, along with the other Golden staff, have been diligently working to initiate this new project and equipment. Unfortunately, due to FAMA restrictions, the branch will not have additional hours of staff time, although I did approve a small number of hours for the remainder of 2019 to help them with the initial planning and startup programming. Not having additional staffing hours will hold the use of the equipment to what current staff and any local volunteer experts can support. Without FAMA restrictions, we would have done some additional staffing to maximize this opportunity. Special thanks to Monica Gaucher and Tara Thompson for assisting with the grand opening program and to the many ORL staff who were part of initiating this equipment and space.

5. **Canadian Urban Libraries Council (CULC) eContent for Libraries Campaign -** Special thanks to each of our Board members who had their mayor and council sign letters of support and who approached candidates running in the federal election for their support. During the federal election campaign, general support came from members of all parties including from Prime Minister Trudeau on one community forum. CULC leaders will continue with their meetings with the new cabinet and federal staff to follow up on efforts to put pressure on the big 5 and/or get necessary change or legislation. Please continue to work on getting your mayor to sign the letter of support for the ULC/CULC municipal campaign which several of you have already forwarded to us for sending on to CULC/ULC. MacMillan Publishing, one of the big 5, just initiated additional library restrictions on access November 1 so there is no sign of resolution to this issue, though a growing groundswell of public and municipal support is building. We also are encouraging the public to sign the ALA petition against this new move by them and I would encourage each Board member to consider personally doing so too and speaking to this issue if asked by the community. Library's are very aware that we need to take all action possible to avoid being sidelined from accessing e materials through restrictive access and/or exorbitant costs.
6. **Summer Reading Club** – Attached is a report on the 2019 summer reading club from Linda Youmans. It confirms another successful year of our most popular and longest running program. I hope that all of you were able to see at least one session of this program in your community, and perhaps attend a final award ceremony. They are always a highlight and help to keep children's reading levels up over the summer and introduce new children to the love of literacy.
7. **Upcoming council presentations** – At least every couple of years the ORL tries to visit each council of regional district to do a presentation highlighting the ORL, what is happening within the Library world, and some local branch items of note. It is also an opportunity for council members who may not know much about the Library to ask questions of ORL management. The first of these (West Kelowna) will have happened on November 19 and I hope the rest will be completed before the winter is done. Given that many of the meetings all happen at the same day and time, this process does take a while but is important as it adds to the reporting that you, as our Board members, are doing on a regular basis.

8. **Rogers Donation** – on November 13, Rogers, the ORL was presented with a donation of \$25,000 for the Kelowna Library Teen area. This will assist in the Kelowna Branch redevelopment by starting to create the teen space that will be adjacent to the new recording studio on the main floor. Some initial temporary teen librarian hours will also be funded to help us serve this hard to reach demographic. The children’s area will move from that area out to near the front windows adjacent to the relocated children’s librarian and service desk. The work to make this happen will occur over the next 2-3 months.

9. **Kelowna Friends of the Library** – The friends just completed another very successful book sale which grossed over \$40,000 which was almost \$10,000 more than prior ones. This was in spite of the fact that they had significantly less books available than prior sales and had lost several months of sorting time due to losing their long-time space. They have officially disbanded as a separate society but are operating as a group of volunteers and the ORL is handling their banking, and paying of bills. Like other friends groups, the net proceeds from their sales go to support the extra needs of local branches. Please thank these dedicated volunteers from this group and the other communities where friends groups actively operate such as Vernon, as they are a tremendous support for the Library.

Again, thank you for the work that each of you are doing in promoting the Library in your communities. If you have any questions on any of the items above, or other things Library related, please contact me at any time.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Don Nettleton', written in a cursive style.

**Don Nettleton, CEO
Okanagan Regional Library**

Summary CEO report to the Board on the results of the ORL Financial Allocation Model Analysis (FAMA) actions to September 30, 2019

History:

In 2013, the Board engaged Grant Thornton to perform a study to compare the taxes received for Library services in each community with the expenses that were being spent for that community. The consultants reviewed various ways to do this, and determined that the proper option was to track the taxes and the expenses back to each library branch. The study revealed that some communities were very close to balancing expenses and taxes received, while most communities were either over or under to varying degrees.

In general, the results tended to show that the faster growing communities of the Central Okanagan were falling behind in the expenditures compared to taxes received, and the other regions were generally receiving more in expenditures than taxes that were paid. Some of this was to do with the large population growth and higher assessment values in the Central Okanagan causing them to pay a greater share of the budget, and any increases to it, as these are the two factors on which Library member levies are based. A couple of other contributing factors were WFN having just joined with the system but the ORL not yet significantly expanding services for them and also that we previously had operated with some regional hubs like Salmon Arm, Vernon, and Oliver. Under that regional hub model services in those locations were more than what just the local population would have dictated.

The Board received the Grant Thornton report and the follow-up analysis of ORL staff and directed ORL Management, starting in 2014, to take action to bring the variances into line by reallocating funds from overserved branches to underserved. Their goal was that areas that had less expenses than taxes being paid would at least be brought up to balance. At the time of this decision in late 2013, the ORL CEO estimated that we would need to shift at least \$750,000 - \$800,000 internally to bring the underserved areas up to balance. The Board agreed to have management implement changes for at least the first couple of years using attrition as much as possible, rather than the disruption of massive layoffs. This was to be reviewed to see whether this process was successful, or quicker more decisive action needed to happen.

Over the past 5 years, we have followed through on this process of rebalancing ORL branches as opportunities came up via attrition or other means. These freed up funds were then re-invested into underserved communities, with particular focus being for new services and technology. To date, we have redistributed \$950,000 (approximately 5% of our total annual budget). This has had significant effects, both positive and negative.

From a positive perspective:

- The Board has been able to implement new initiatives while restricting annual budget increases to the rate of inflation. This has included an expanded Rutland Library, the new Westside Learning Center, Mission Sunday opening, and expanded Central Okanagan staffing including adding employees focused on technology training and assistance.
- Branches serving similar sized populations have been brought into closer balance to ensure they are equitably treated in comparison to each other.

- The changes have been accomplished over time, without the massive disruption and personal difficulties that would have happened had we not used attrition.
- A few communities have stepped up and provided additional funding above their levy to maintain library hours or services that would otherwise have been lost.

From a negative perspective:

- Many of our branches, particularly the smaller ones, have had their staffing very thinly stretched such that they can keep the doors open, but not have capacity for much else. Programming options are now limited, time to engage with the community is almost non-existent, and some branches have even lost public open hours – or would have had not their communities supplemented with additional direct funding.
- Due to the nature of some of our funding formula, and the fixed costs of some things, even though we have reallocated almost a million dollars, there is still funding imbalance between the taxes received and the expenditures that are done. Some areas, particularly the central Okanagan, continue to be receiving less expenditures than taxes paid in their area. This is because the majority of every additional dollar added to our budgets comes largely from the underserved areas, as they have the largest population and assessed property values, and these areas continue to grow. In order to permanently close this gap, we would need to consider things like the following:
 - add significant money to the budget that was all being spent only in these central areas, while freezing expenditures in the other areas. Or
 - get another source of funding that was only for the smaller rural branches (provincial funding has a formula that favors rural areas, but that funding source has been frozen for over a decade). Or
 - change our funding formula such that rural and smaller communities were taxed in a higher way, in line with the types of costs that were being incurred to serve them. Given that the assessed property values are usually less in these rural communities, then moving toward population based assessments or some rural surcharge might have to be considered.
- Periodic major initiatives and corrections, such as the building of the new Vernon and Summerland Libraries creates negative costing variances which fail to note that these areas were significantly underserved and undersized for many years before this.

Summary:

To date, over these 5 years (to the end of September, 2019), the following results have come from FAMA:

Budget funds freed up:

1. From overserved branches	\$567,424
2. From central operations (HQ)	<u>\$383,559</u>
Total funds freed up to be reallocated	\$950,983

Funding reallocated to:

1. Headquarters services to branches (includes community engagement coordinator position)	\$133,068
2. Additional branch expenditures (see * summary below) (to communities who had less expenditures than taxes received)	\$819,937

*Significant reallocated expenditure items within the additional branch expenditures include:

New Westside Learning Lab, Rutland Branch expansion, Rutland Branch Head Position, Mission Branch Sunday Opening, Kelowna and Rutland Tech assistant hours, Additional staffing hours for Westbank, Rutland, Mission and Lake Country branches, and additional staffing for South Shuswap Branch

The attached appendix summarizes the spending variances by branch. The highlighted figures stand out as being particularly significant.

- a) Figures highlighted in green continue to still have funding lower than taxes being received and are in the Central Okanagan. As previously mentioned, these have received the majority of the reallocated FAMA funding which has narrowed the gap somewhat.
- b) The red highlighted figures are ones that still have quite significant expenditures above taxation levels. These imbalances have mostly narrowed (Summerland with their new building has increased) since FAMA was undertaken but they remain significant. The largest of these are Vernon, Salmon Arm, Summerland, Oliver and Enderby. All of these branches have had staffing levels or services reduced under FAMA to some extent. All are very highly used and successful branches where further reductions would be significant. Some of them, like Summerland and Vernon, were communities that were significantly underserved for years while awaiting the construction of a new expanded Library branch which happened in 2012 for Vernon and 2015 for Summerland.

Recommendation:

I believe that Fama has achieved a number of the goals that the Board desired. I would recommend that:

- The ORL continue to track the expenditures versus the taxes being received for all branches and attempt to increase services in underserved branches whenever possible as it is very important that all members feel that they are fairly treated.
- that the Board continue to accept that some subsidy, particularly to the smaller branches or to branches that were previously underserved for many years but have had recent “generational improvements” (such as the Vernon and Summerland long awaited new facilities) is necessary.
- the Board should have a broad discussion to determine how much further they wish management to proceed with pulling money out of overserved branches. Staffing levels or mix can continue to be reviewed and reduced where possible in these overserved branches but it is increasingly difficult to reduce expenditures further without having reduced open hours and/or significantly reduced Library services that will have a very noticeable negative impact for those living in those communities.

2019 Budget Fama Summary

		Total Tax \$ Allocated	-----Branch Expenditures-----			Net Tax revenue less allocated expense	sum from tax area with multi branches	percent of funding
		2019 branch total tax inputs	2019 direct branch budget expenses	proportion of hq costs dist by population	total branch allocated expense			
Municipalities								
Columbia Shuswap Regional District								
1	Falkland	\$ 76,976	69,148	\$ 32,535	101,682	24,706		-32.10%
2	Golden	\$ 325,621	221,178	\$ 153,810	374,988	49,367		-15.16%
3	North Shuswap	\$ 132,982	98,690	\$ 56,206	154,896	21,914		-16.48%
4	Revelstoke	\$ 375,600	212,559	\$ 182,754	395,313	19,713		-5.25%
5	Salmon Arm	\$ 1,010,204	716,321	\$ 485,325	1,201,647	191,449		-18.95%
6	Sicamous	\$ 214,492	148,196	\$ 81,112	229,308	14,816		-6.91%
7	Silver Creek	\$ 54,945	51,109	\$ 23,223	74,332	19,387		-35.28%
8	South Shuswap	\$ 321,441	168,956	\$ 135,860	304,816	16,625		5.17%
Total rural excluding Golden								
Regional District of Central Okanagan								
9	Kelowna 41.88%	\$ 2,785,269	2,189,139	\$ 1,224,420	3,413,559	628,290		
10	Mission 27.15%	\$ 1,806,061	599,428	\$ 793,954	1,393,383	412,678		
11	Rutland 30.97%	\$ 2,231,775	799,587	\$ 905,694	1,705,281	526,495	310,883	City of Kelowna 4.56%
12	Lake Country	\$ 758,422	296,418	\$ 318,502	614,920	143,502	123,247	District of Lake Country 15.16%
13	Peachland	\$ 264,771	180,881	\$ 123,968	304,849	40,078		-15.14%
14	Oyama	\$ 54,769	46,416	\$ 28,608	75,024	20,255		
15	West Kelowna	\$ 1,594,815	938,450	\$ 977,606	1,916,056		136,167	Combined Westside 6.64%
16	Westbank FN	\$ 457,409		\$ -	0			
Total rural excluding WFN								
Regional District of North Okanagan								
17	Armstrong / Spallumcheen	\$ 193,894	206,908	\$ 229,424	436,333		27,256	Armstrong/Spallumcheen -6.66%
	Spallumcheen (Outskirts of Armstrong)	\$ 215,182		\$ -	0			
18	Cherryville	\$ 44,126	46,457	\$ 22,662	69,119	24,993		-56.64%
19	Enderby	\$ 295,894	192,727	\$ 163,346	356,073	60,179		-20.34%
20	Lumby	\$ 183,918	126,370	\$ 101,081	227,452	43,533		-23.67%
21	Vernon / Coldstream	\$ 2,375,101	1,888,928	\$ 1,377,781	3,266,709		406,029	Coldstream/Vernon -14.19%
	Coldstream (Outskirts of Vernon)	\$ 485,580		\$ -	0			
Total rural								
Regional District of Okanagan Similkameen								
22	Hedley	\$ 37,879	22,782	\$ 17,165	39,946	2,068		-5.46%
23	Kaleden	\$ 89,621	72,474	\$ 40,612	113,086	23,465		-26.18%
24	Keremeos	\$ 192,997	145,510	\$ 97,155	242,665	49,668		-25.74%
25	Naramata	\$ 94,325	64,161	\$ 42,744	106,905	12,580		-13.34%
26	Okanagan Falls	\$ 201,276	116,027	\$ 91,209	207,236	5,960		-2.96%
27	Oliver	\$ 413,614	266,358	\$ 207,436	473,794	60,180		-14.55%
28	Osoyoos	\$ 358,711	195,078	\$ 155,717	350,795	7,916		2.21%
29	Princeton	\$ 130,176	93,198	\$ 63,498	156,697	26,521		-20.37%
30	Summerland	\$ 628,325	420,644	\$ 305,824	726,468	98,143		-15.62%
31	Penticton Library Services							
Total Rural osrd								
TOTAL		\$ 18,406,170						
difference from 2018 prov figures			10,594,101	8,439,230	19,033,331	627,161		

Memo

To: ORL Board Members

From: Don Nettleton, CEO

Date: November 8, 2019

Re: Updated open hours and branch size spreadsheets

Attached are updated copies of the weekly hours and branch size spreadsheets using the 2016 census statistics for each branch service area and the most recent Board Policy guidelines. I thought that it was important to review these at the same time that the FAMA update was presented.

Background to these Sheets

For over 30 years, the Board has had policies in place that guided staff and communities in both the size of, and the amount of public open hours that our branches should have. These are based upon the population served by that branch, and were put in place in order to ensure that the system remained fair and balanced. The most recent Board review to these was done back in 2012 or 2013.

As the name implies, they are guidelines and not rules. They generally set expectations and staff use them, in conjunction with other things such as budget and what they know about the community, to adjust service and facilities over time.

Historically, when the new census happens it is about 2 years until the detailed figures are released so that we have the updated service population assigned to each branch. Open hours are then compared to policy and over the next several years budget requests may be put before the Board to adjust the public open hours where they vary significantly. Sizes of branches are similar, but are more used as guidelines for when the next need to move or change the physical facilities happens. Sizing of branches also varies depending upon the current and expected

future growth needs. And location of branches can often over-ride sizing in decision making as a branch in the best location that is small may be much better for Library service than a more poorly located facility, even if it is correctly sized. A couple of examples of this would be the downtown Kelowna library whose circulation and usage plummeted for the first 15-20 years that it moved into its new building, even though the building itself was a tremendous improvement over the previous interim facility. Salmon Arm is an example of where being located in the premier shopping center has proven far superior in regards to usage than being off on our own in a larger facility would expect to be. Another factor which often impacts location is the desires of the local member council, which may not always totally align with what the Library best location would be. This was the case in locating the downtown Kelowna branch 25 years ago, when the Library preference was a site adjacent to Orchard Park Shopping Center.

Summary of the updated guideline spreadsheets

These updated guideline spreadsheets generally are not significantly changed from the prior ones. But FAMA direction and needs have changed how we consider any variances.

In looking at the **open hours**, on a regional basis they generally conform.

- Falkland branch stands out as being over served, but were left at previous Board standard of 15 hours.. With their population they should probably be at fewer hours and more similar to Silver Creek, Cherryville or Oyama. They are also significantly over according to FAMA and so when their next major staff change happens we need to consider adjusting their hours back down to closer to 8 per week, similar to what happened for Silver Creek.
- Some smaller or mid sized branches are not at the policy yet. Armstrong just jumped up this census and now would be eligible for another 5 hours per week. And Keremeos is 5 hours less than policy as they had to drop due to FAMA. At this time, because Armstrong is slightly overspending relative to FAMA, we would not be doing adjustments to either of these branches as this would work against the FAMA direction of the Board. Otherwise, there are a few locations in the central Okanagan that are just below standards but not significantly. We are currently focused more on adding special programming staffing in these branches as opposed to simply increasing hours as additional funds come available. But we will likely be bringing recommendations to the Board to consider increasing hours in some of these Central Okanagan branches over the next few budgets.

In regards to **branch sizing**,

- the 3 Kelowna branches come in at 73% of the sizing that would be indicated. However, Kelowna branch is currently still considered a system resource center and so gets a higher per person square footage. Given the changes in technology and growth in other locations, it may be more appropriate for the Board to start considering Kelowna as just another regular branch, in which case it would only qualify for 27,258 people which would bring greater Kelowna up to 88.5% of the guideline size.
- The Westside branches are also smaller than guidelines. It is an area with increasing growth. The City of West Kelowna had been considering a joint facility adjacent to our current location but those plans have fallen through. The present facility has been

expanded and may be slightly expanded further and has had a long term lease that we are tied to until at least 2022, and we just opened up the WLL center. We will continue to consider other possible options on the westside for our current branch, but meanwhile the current space is not terrible although it could be larger. And we are needing to stay in the same general area of the old downtown.

- We will also need to do something in Lake Country due to Lake Country needing our space. When that happens, we will use these guidelines to help size the new facility.
- For a couple of decades or more, we were challenged in Vernon and Summerland as their facilities were significantly less than 50% of the guidelines. But over the past 10 years the Board took significant resources to rectify those with new buildings.
- Otherwise, our building sizing looks generally appropriate, and in comparison to other BC libraries we also are very comparable in square feet per capita.

WEEKLY OPEN HOURS

WEEKLY OPEN HOURS (November 2019)

BRANCH	Pop 2016	Pop 2011	Pop. 2006	Pop 2001	Pop. 1996	Open Hrs 2019	Open Hrs Req'd
Columbia Shuswap Regional District							
Falkland (note 2)	1,450	1,400	1,320	777	1,419	15.0	15
Golden	6,855	6,765	6,910	7,155	7,273	31.0	30
North Shuswap	2,505	2,415	2,820	2,048	2,155	20.0	20
Revelstoke	8,145	7,690	7,935	8,125	8,639	35.0	35
Salmon Arm	21,630	21,985	20,180	19,310	18,435	48.0	48
Sicamous	3,615	3,775	4,205	4,211	4,828	25.0	25
Silver Creek	1,035	530	1,060	1,072	1,511	8.0	8
South Shuswap	6,055	5,885	5,625	5,453	3,981	30.0	30
Subtotal	51,290	50,445	50,055	48,151	48,241	212.0	211

Regional District of Central Okanagan							
Kelowna	54,570	49,310	61,260	55,193	54,588	57.0	60
Mission	35,385	31,610	27,880	22,725	18,797	55.0	52
Rutland	40,365	39,215	35,235	34,409	30,993	48.0	52
Lake Country	14,195	13,175	10,330	7,508	9,488	40.0	40
Peachland	5,525	5,200	4,880	5,739	4,718	29.0	30
Oyama	1,275	1,420	2,130	1,779	1,526	8.0	8
Westbank	43,570	39,905	20,560	14,508	11,371	49.0	52
Subtotal	194,885	179,835	162,275	141,861	131,481	286.0	294

Regional District of North Okanagan							
Armstrong	10,225	9,870	9,210	8,952	8,827	35.0	40
Cherryville	1,010	940	935	938	1,050	8.0	8
Enderby	7,280	7,260	7,270	6,262	6,461	30.0	30
Lumby	4,505	4,580	4,470	4,458	4,608	25.0	25
Vernon	61,405	58,655	55,515	52,607	50,233	57.5	60
Subtotal	84,425	81,305	77,400	73,217	71,179	155.5	163

Regional District of Okanagan Similkameen							
Hedley	765	745	865	450	602	5.0	8
Kaleden (note 2)	1,810	2,270	2,365	1,647	1,656	15.0	15
Keremeos	4,330	4,355	4,040	4,182	4,073	20.0	25
Naramata (note 2)	1,905	1,845	2,470	1,996	1,998	13.0	15
OK Falls	4,065	3,445	3,550	4,434	3,762	25.0	25
Oliver	9,245	8,925	8,865	8,945	8,425	35.0	35
Osoyoos	6,940	6,735	6,670	6,192	5,909	30.0	30
Princeton	2,830	2,725	2,680	2,610	2,826	21.0	20
Summerland	13,630	15,045	14,310	13,225	13,150	40.0	40
Subtotal	45,520	46,090	45,815	43,681	42,401	204.0	213

Grand Total	376,120	357,675	335,545	306,910	293,302	857.5	
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Note: 1. Kelowna and Vernon are open from October to March, and Mission open year round on sundays for 4 hours

2. Falkland Kaleden and Naramata under prior guidelines were entitled to 15 hours

Branch Size
As of November 2019

BRANCH SIZE

Branch Name	Reg. Dist	Br. Type	pop 2016	Pop. 2011	Pop. 2006	Pop 2001	Pop. 1996	Branch Size 2019	Board guidelines	
									Branch Size Required	% size req
Columbia Shuswap Regional District										
Falkland	CSRD	c	1,450	1,400	1,320	777	1,419	1,000	725	138%
Golden	CSRD	c	6,855	6,765	6,910	7,155	7,273	4,200	3,428	123%
North Shuswap	CSRD	c	2,505	2,415	2,820	2,048	2,155	1,560	1,253	125%
Revelstoke	CSRD	c	8,145	7,690	7,935	8,125	8,639	3,430	4,073	84%
Salmon Arm	CSRD	m	21,630	21,985	20,180	19,310	18,435	9,019	10,815	83%
Sicamous	CSRD	c	3,615	3,775	4,205	4,211	4,828	2,577	1,808	143%
Silver Creek	CSRD	c	1,035	530	1,060	1,072	1,511	921	518	178%
South Shuswap	CSRD	c	6,055	5,885	5,625	5,453	3,981	3,420	3,028	113%
Regional District Subtotal			51,290	50,445	50,055	48,151	48,241	26,127	25,645	102%
Regional District of Central Okanagan										
Kelowna	RDCO	sys	54,570	49,310	61,260	55,193	54,588	38,044	40,928	93%
Mission	RDCO	sat	35,385	31,610	27,880	22,725	18,797	8,800	17,693	50%
Rutland	RDCO	sat	40,365	39,215	35,235	34,409	30,993	10,809	20,183	54%
Lake Country	RDCO	c	14,195	13,175	10,330	7,508	9,488	5,700	7,098	80%
Peachland	RDCO	c	5,525	5,200	4,880	5,739	4,718	2,950	2,763	107%
Oyama	RDCO	c	1,275	1,420	2,130	1,779	1,526	615	638	96%
Westbank+WLL	RDCO	c	43,570	39,905	20,560	14,508	11,371	12,917	21,785	59%
Regional District Subtotal			194,885	179,835	162,275	141,861	131,481	79,835	111,085	72%
Regional District of North Okanagan										
Armstrong	RDNO	c	10,225	9,870	9,210	8,952	8,827	3,899	5,113	76%
Cherryville	RDNO	c	1,010	940	935	938	1,050	735	505	146%
Enderby	RDNO	c	7,280	7,260	7,270	6,262	6,461	4,000	3,640	110%
Lumby	RDNO	c	4,505	4,580	4,470	4,458	4,608	1,578	2,253	70%
Vernon	RDNO	m	61,405	58,655	55,515	52,607	50,233	27,000	30,703	88%
Regional District Subtotal			84,425	81,305	77,400	73,217	71,179	37,212	42,213	88%
Regional District of Okanagan Similkameen										
Hedley	RDOS	c	765	745	865	450	602	-	383	0%
Kaleden	RDOS	c	1,810	2,270	2,365	1,647	1,656	1,155	905	128%
Keremeos	RDOS	c	4,330	4,355	4,040	4,182	4,073	2,233	2,165	103%
Naramata	RDOS	c	1,905	1,845	2,470	1,996	1,998	1,732	953	182%
OK Falls	RDOS	c	4,065	3,445	3,550	4,434	3,762	2,529	2,033	124%
Oliver	RDOS	c	9,245	8,925	8,865	8,945	8,425	5,300	4,623	115%
Osoyoos	RDOS	c	6,940	6,735	6,670	6,192	5,909	3,213	3,470	93%
Princeton	RDOS	c	2,830	2,725	2,680	2,610	2,826	2,239	1,415	158%
Summerland	RDOS	c	13,630	15,045	14,310	13,225	13,150	8,009	6,815	118%
Regional District Subtotal			45,520	46,090	45,815	43,681	42,401	26,410	22,760	116%
Grand Total			376,120	357,675	335,545	306,910	293,302	169,584	201,703	84%

Summer Reading Club 2019

Report to the Library Board

Summer Reading Club Theme and Subthemes

“**Imagine the Possibilities**” was the exciting theme this year. Branch staff enjoyed creating programs for children between the ages of 5-12 years to encourage them to keep up their reading skills over the summer to avoid the summer slide. The Youth Services Librarians submitted Preschool Program ideas to BCLA for the provincial manual on these seven subthemes for libraries to use and will be doing so again next year!

Subthemes selected by BCLA for the province were:

- Week 1: **Step into the Pages!** – Storytelling, Role-Playing and History
- Week 2: **Inventions and Innovations** – Science, Inventions and Inventors
- Week 3: **Monsters and Make-Believe** – Mythical Beasts and Imaginary Creatures
- Week 4: **Imagination Creation** – Art and Creativity
- Week 5: **Imagine a World Where...** – Making the World a Better Place, the Future and Science Fiction
- Week 6: **Reach for the Stars** – Dreams, Aspirations, and Outer Space
- Week 7: **Everyday Extraordinary** – Exploring the World Around You (e.g. Oceans, Rainforest, Mountains, etc.)

Summer Reading Club Registration

- ❖ Overall total registration for the Summer Reading Clubs in our branches rose 5 % this year, from 5725 in 2018 to 6006 in 2019
- ❖ The four branches with the highest increase in total registration were: Oyama with 40%; Keremeos and Peachland with 31%; and Okanagan Falls with 23%.
- ❖ There was both online and in-person registration this year.

Programs

- ❖ The 29 branches offered more programs this year, increasing by an amazing 15%, from 241 offered in 2018 to 285 in 2019
- ❖ Program attendance also went up by 4%, from 12,708 in 2018 attending to 13,181 in 2019
- ❖ The average attendance per program decreased by 13% from an average of 53 children/program in 2018 down to 46 in 2019
- ❖ Branches with very notable increases in program attendance were: Hedley with an increase of 54%; Mission with 46%; Lake Country with 38% and Armstrong with 25%!

Outside System-Wide Entertainer

- ❖ Leif David, a magician, captivated audiences in all 29 branches with his “Imagine the Possibilities” professional magic show. Staff and the public appreciated that he created new tricks using the current BCLA theme and he incorporated both the library and reading in his show.
- ❖ Performing to children of all ages, he did his amazing magic for 3,163 children and parents with an average of 109 participants enjoying each performance.

Summer Reading Club Book Prizes

- ❖ Easy readers, chapter books, junior and young adult fiction paperbacks were purchased by the Youth Collections/System Librarian for the seven weekly book draws and contests. For grand prizes, three Klutz books per branch (book plus activity such as a game or craft) were bought and distributed.
- ❖ T-Shirts and temporary tattoos were also prizes purchased by branches using branch funding
- ❖ Our sponsor who funded the SRC completion medals for the province this year was CUPE B.C. SRC Registrants receive these unique medals for completing their reading logs

Conclusion

Creative, innovative programming was done by amazing library staff this year using the BCLA Summer Reading Club theme of “Imagine the Possibilities”. Overall registration rose 5%, with system-wide program attendance increasing 4%.

Through the generous funding of the Friends of the Library, we were once again able to hire a top-flight children’s entertainer who connected books and the library to his program, encouraging children to read throughout all 29 communities he visited this summer. Many of the smaller branches would not have been able to hire him, so they were very grateful to host him.

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

Respectfully submitted,

Linda Youmans, Youth Collections/System Librarian

Okanagan Regional Library System

SUMMER READING CLUB 2019			
BRANCH REGISTRATION & PROGRAM STATISTICS			
Summary of Branch SRC Statistics	2019	2018	2017
Total System Registration	6006	5725	5342
Total System Programs	285	241	259
Total System Attendance	13181	12708	10646
Avg System Attendance Per Program	46	53	41
Armstrong	2019	2018	2017
Total Registration	196	165	152
Total Number of Programs	12	13	6
Total Program Attendance	307	229	274
Average Attendance Per Program	26	18	46
Cherryville	2019	2018	2017
Total Registration	21	32	20
Total Number of Programs	8	3	2
Total Program Attendance	93	81	38
Average Attendance Per Program	12	27	19
Enderby	2019	2018	2017
Total Registration	144	128	119
Total Number of Programs	10	8	7
Total Program Attendance	390	525	289
Average Attendance Per Program	39	66	41
Falkland	2019	2018	2017
Total Registration	27	23	27
Total Number of Programs	3	4	5
Total Program Attendance	54	53	78
Average Attendance Per Program	18	13	16
Golden	2019	2018	2017
Total Registration	96	86	69
Total Number of Programs	5	5	5
Total Program Attendance	255	224	191
Average Attendance Per Program	51	49	38
Hedley	2019	2018	2017
Total Registration	13	14	6
Total Number of Programs	4	3	6
Total Program Attendance	63	29	19
Average Attendance Per Program	16	10	3
Kaleden	2019	2018	2017
Total Registration	45	51	46
Total Number of Programs	4	5	4
Total Program Attendance	163	260	121
Average Attendance Per Program	41	52	30
			Page 3

Kelowna	2019	2018	2017
Total Registration	826	719	728
Total Number of Programs	27	24	26
Total Program Attendance	1516	1288	1039
Average Attendance Per Program	56	54	40
Keremeos	2019	2018	2017
Total Registration	62	43	56
Total Number of Programs	4	4	4
Total Program Attendance	177	164	161
Average Attendance Per Program	44	41	40
Lake Country	2019	2018	2017
Total Registration	295	281	245
Total Number of Programs	13	13	8
Total Program Attendance	636	396	218
Average Attendance Per Program	49	30	27
Lumby	2019	2018	2017
Total Registration	57	53	86
Total Number of Programs	8	6	8
Total Program Attendance	530	437	337
Average Attendance Per Program	66	73	42
Mission	2019	2018	2017
Total Registration	513	470	481
Total Number of Programs	11	10	11
Total program Attendance	1001	543	532
Average Attendance Per Program	91	54	48
Naramata	2019	2018	2017
Total Registration	66	70	59
Total Number of Programs	6	7	11
Total Program Attendance	318	338	279
Average Attendance Per Program	53	48	25
North Shuswap	2019	2018	2017
Total Registration	41	41	41
Total Number of Programs	4	3	4
Total Program Attendance	109	94	60
Average Attendance Per Program	27	31	15
Okanagan Falls	2019	2018	2017
Total Registration	85	65	52
Total Number of Programs	7	6	7
Total Program Attendance	518	373	202
Average Attendance Per Program	74	62	29
Oliver	2019	2018	2017
Total Registration	115	160	156
Total Number of Programs	6	6	6
Total Program Attendance	462	656	631
Average Attendance Per Program	77	109	105
			Page 4

Osoyoos	2019	2018	2017
Total Registration	67	82	108
Total Number of Programs	8	9	10
Total Program Attendance	557	630	836
Average Attendance Per Program	70	70	84
Oyama	2019	2018	2017
Total Registration	37	22	31
Total Number of Programs	13	5	8
Total Program Attendance	128	193	151
Average Attendance Per Program	10	39	19
Peachland	2019	2018	2017
Total Registration	81	56	65
Total Number of Programs	6	6	6
Total Program Attendance	279	224	212
Average Attendance Per Program	46	37	35
Princeton	2019	2018	2017
Total Registration	54	44	40
Total Number of Programs	5	4	6
Total Program Attendance	188	144	145
Average Attendance Per Program	38	36	24
Revelstoke	2019	2018	2017
Total Registration	125	137	135
Total Number of Programs	6	6	5
Total Program Attendance	240	236	165
Average Attendance Per Program	40	39	33
Rutland	2019	2018	2017
Total Registration	625	628	552
Total Number of Programs	18	13	9
Total Program Attendance	775	718	488
Average Attendance Per Program	43	55	54
Salmon Arm	2019	2018	2017
Total Registration	651	621	522
Total Number of Programs	19	17	14
Total Program Attendance	592	986	472
Average Attendance Per Program	31	58	34
Sicamous	2019	2018	2017
Total Registration	78	73	84
Total Number of Programs	6	5	8
Total Program Attendance	195	206	280
Average Attendance Per Program	32	41	35
Silver Creek	2019	2018	2017
Total Registration	24	32	22
Total Number of Programs	8	9	9
Total Program Attendance	156	287	163
Average Attendance Per Program	19	32	18
			Page 5

South Shuswap	2019	2018	2017
Total Registration	222	202	160
Total Number of Programs	7	6	6
Total Program Attendance	453	405	265
Average Attendance Per Program	65	67	44
Summerland	2019	2018	2017
Total Registration	329	265	253
Total Number of Programs	8	9	8
Total Program Attendance	734	591	578
Average Attendance Per Program	92	66	72
Vernon	2019	2019	2017
Total Registration	583	677	520
Total Number of Programs	32	22	41
Total Program Attendance	851	1040	1049
Average Attendance Per Program	26	47	25
Westbank	2019	2018	2017
Total Registration	528	485	507
Total Number of Programs	17	10	9
Total Program Attendance	1441	1358	1373
Average Attendance Per Program	85	136	152
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To support and represent trustees in advancing public libraries

BCLTA Board of Directors' Community Report

October 15, 2019

Prepared by B. Kelly, BCLTA Executive Director

Supporting and Connecting Trustees

The BCLTA is committed to excellence in BC public library governance and as such responds to membership board development needs as well as leads public library governance discussions, workshops, and initiatives. In their role as directors of the association the BCLTA board meets in person annually to ensure that the BCLTA is delivering value to its membership and, by extension, to the BC public library community.

BCLTA Board Retreat

On September 27th and 28th, 2019 the BCLTA Board of Directors held their annual retreat in the Vancouver Public Library Morris J Wosk Boardroom. On the Saturday of the retreat Christina de Castell, the VPL Chief Librarian, joined the BCLTA Directors and their guest Assistant Deputy Minister McCrea for lunch and then led the group on a tour of the Central Library expansion and roof garden. The BCLTA greatly appreciates the support of the public library community – thank you VPL!

- **September 27, 2019.** The BCLTA Board of Directors reviewed staff work and directed staff to continue to develop resources, such as in-person workshops, the *Bulletin*, the Board Discussion Starters, and other initiatives that support public library governance. As well, the board directed the ED to continue to work with the Partners, the Libraries Branch (fulfilling the requirements of a one-time TOP grant allocation), and to continue to build opportunities with the Federations and other organizations that are aligned with BCLTA's mandate, convictions, and services.
- **September 28, 2019.** The Board of Directors, the ED, and ADM McCrea met for a full day of strategic discussions, facilitated by Daphne Wood, focused on a shared vision

and actions for supporting public library governance excellence across the province. The board is considering a new approach for lowering barriers to BCLTA workshops and will be continuing discussions with the Ministry about strategic initiatives and actions that benefit BC public library board development.

BCLTA Workshops and Events

- **Trustee Orientation Program (TOP).** 2019 has been a successful year for TOP. The updated TOP Workbook and workshop approach has resulted in positive evaluations, increased registration numbers, and a greater understanding of the importance of board development to public libraries. BCLTA is working on increased program reach and long-term outcomes assessment.
- **TOP 2020.** The BCLTA ED is updating the TOP Workbook for 2020 and developing a proposal for workshop delivery that would lower attendance barriers. The updates are informed by feedback from workshop facilitators, trustees, library directors, the Ministry, and federation managers.
- **BC Libraries Conference 2020.** For the third year in a row BCLTA, in collaboration with ABCPLD, will be hosting a full day (Friday April 17th) of governance themed sessions at the BC Libraries Conference. Last year we exceeded room capacity and already we are hearing from conference attendees wanting to know if BCLTA will be at the conference talking about governance – we will!
- **BCLTA AGM and Forum.** April 18, 2020. This full day will take place at the Sheraton Vancouver Airport Hotel in Richmond. The BCLA has again reserved the venue for BCLTA, demonstrating the importance of partnerships for BCLTA.

Representing Trustees

BCLTA has the unique mandate of representing trustees from across British Columbia at the provincial level. This mandate, for the most part, is executed through the work of the BC Public Library Partners (BCLTA, the Association of BC Public Library Directors, the BC Library Association, and the BC Libraries Cooperative). Below is a snap-shot of BCLTA work with the Partners.

The BC Public Library Partners

- **The Partners strengthen the advocacy** work of BCLTA and as such the BCLTA board has for the past two years directed that a significant portion of the association's ED hours are committed to the shared work of the Partners.
- **The Partners build and sustain** provincial government relationships, particularly with the Ministry of Education; engage public library boards, staff, and supporters in advocacy such as with the \$20 Million in 2020 campaign; strategize for future collaborations; and meet with others to build a shared vision, strategy, and messaging for BC public library support.
- **\$20 Million in 2020** campaign information can be found at BCLTA.ca.

The Union of BC Municipalities Convention and Trade Show (September 27-28, 2019)

- **Over 600 convention delegates** from local and provincial government spoke with the Partners about their communities, their public library, and the importance of provincial support for public libraries.
- **The delegates were overwhelmingly supportive** of the \$20 Million in 2020 campaign. A full UBCM report from the Partners will be available through the *October 2019 Bulletin*.

Provincial Government Meetings

- **June 11, 2019.** The Partners, represented by B. Kelly (ED of the BCLTA) and K. Millisip (ED of the BCLC) met with Minister Fleming, Ministry of Education, in Victoria. The Minister expressed understanding of the importance of public libraries as critical community infrastructure and was sympathetic to the funding needs of public libraries.
- **June 18, 2019 and September 4, 2019.** The Partners met with the Ministry of Education Assistant Deputy Minister McCrae, in what are called Public Library Advisory Group meetings. These meetings are organized by the Ministry and the Partners are there as stakeholders and advisors regarding the work of the Libraries Branch and the role of the Ministry of Education in supporting the development of BC public libraries. In these meetings, the Partners share stories of public library board and staff work and the community impact of public libraries. The Partners provide advisement and public library feedback regarding Ministry work such as, but not limited to, the collection of public library statistics and the Ministry's accountability framework.

- **October 25, 2019.** The Partners represented by M. Gagel (President of the BCLTA), S. Lew (Past President of the BCLA), and S. Hargrove (Chair of the ABCPLD) will be meeting with Minister Fleming in Vancouver.

Other Highlights

- **The *Bulletin*.** Please subscribe, discuss, and contribute. It is your stories, interviews, board work tips and challenges, and photos that connect trustees across the province and showcase the work of public library boards to provincial government staff, MLAs, local government officials, and others who are part of BC public library discussions and decision making.
- **Chairing the Board.** The BCLTA ED is developing a new workshop for current and aspiring board chairs. Watch for announcements in early 2020.
- **BCLTA Board Discussion Starters.** These have proven to be very popular with boards and are being integrated into board development plans. With input from trustees and library directors, topics and resources are regularly added to the discussion starters.
- **Board Orientation Check-list.** Boards are preparing for new trustees in the spring of 2020 and the check-list has become a go-to template across the province.
- **BC School Trustees Association (BCSTA).** As shared through the *Bulletin*, public school boards in Canada are being scrutinized for the value they bring to public education. At BCLTA we believe strongly in community-based governance and we are in ongoing discussions with the BCSTA as to how we can we work together to promote the value of school and public library boards.

BCLTA is a busy association serving a large membership and working with an even larger community of partners and supporters. We are thriving, committed to our mandate and convictions, and always improving how we deliver value to our members. Stay up to date on BCLTA activities by subscribing to the *Bulletin* and by contacting the Executive Director, Babs Kelly at execdir@bclta.ca with any questions or needs.



To support and represent trustees in advancing public libraries

BCLTA Board of Directors' Community Report

November 8, 2019

Prepared by B. Kelly, BCLTA Executive Director for the BCLTA Board of Directors

The purpose of this report is to provide a community update from the November 5, 2019 BCLTA Board Meeting. The next BCLTA Board Meeting is January 7, 2020.

Supporting and Connecting Trustees

As a not-for-profit society BCLTA is membership driven and responsive to trustee needs. Supporting and connecting trustees is woven into our Convictions and guides the work of the Board of Directors and staff.

BCLTA 2020 Forum and AGM

The theme for the 2020 BCLTA Forum and AGM will be *Governance and Intellectual Freedom*.

The event will take place on April 18th at the Sheraton Vancouver Airport Hotel in Richmond which is located on the unceded territory of the Coast Salish Peoples, including the territories of the x^mməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Səlílwəta?/Selilwitulh (Tseil-Waututh) Nations.

Starting in December information will be added to the BCLTA website as it becomes available. Updates will be found in the monthly *Bulletin*.

BCLTA Governance Workshops 2020

At their November 7th board meeting the BCLTA Directors took bold action for increasing access to public library governance development and support by:

1. **Changing the name of BCLTA workshops from the Trustee Orientation Program (TOP) to BCLTA Governance Workshops.** The change in name acknowledges the changes that the program has undergone in the past 18 months. The workshop is an expertly facilitated day of discussions and activities that benefit the entire governance team – the trustees, the board chair, and the library director. The workshop provides an overview of BC public library governance including public library trends and issues, effective board practices, and the overall development of a highly functioning governance team, while having flexibility to dive deeper where needed and appropriate. BCLTA Governance Workshops are more than orientation and are for all library trustees and library directors.

2. **Offering an on-demand and tailored for your board BCLTA Governance Workshops.**

These workshops are:

- Based on the BCLTA Governance Workshop (see above)
- Available as is possible to schedule and deliver by BCLTA staff
- Are tailored for your board's (or a group of local boards or library federation) needs. For example, your board may want a morning of governance overview and an afternoon with a focus on fiduciary oversight or intellectual freedom.
- Developed in consultation with your board

The fee for an on-demand or tailored for your board workshop is \$150 per participant with a minimum of 8 and a maximum of 15 participants. The host library is responsible for the venue and catering.

3. **Launching the BCLTA Governance Workshop Pilot Project in January 2020.** This is a one year project that will require membership participation, workshop evaluation, outcomes assessment, and external funding for the association to continue the project beyond 2020.

While the ED is still working on the launch details for January, the following can be expected:

- The project will address the barriers of cost and access for attending a BCLTA Governance Workshop
- The workshop fee will be \$50 per participant
- Workshops will be scheduled by BCLTA in consultation with libraries and library federations

- Workshops will take place in centrally located and accessible venues. Exceptions will be made for geographically isolated boards
- In locations where highway conditions are a concern, workshops will be scheduled late April through June and September through October
- Host libraries or library federations will be responsible for the venue and catering

Representing Trustees

BCLTA has the unique mandate of representing trustees from across British Columbia at the provincial level. This mandate, for the most part, is executed through the work of the BC Public Library Partners (BCLTA, the Association of BC Public Library Directors, the BC Library Association, and the BC Libraries Cooperative).

Below is a snap-shot of BCLTA work representing trustees.

Meeting with Minister Fleming, Ministry of Education

On October 25th, the BCLTA President, Mike Gagel, along with the Partners, met with Minister Fleming. This was a very positive meeting at which the Partners presented Minister Fleming with the \$20 Million in 2020 postcards that were signed by mayors and councilors at the 2019 UBCM Convention (see the October Bulletin for the Partners' UBCM Report). As well, the Partners reiterated the message that the \$6 million increase is to address past provincial funding cuts to public libraries and that the \$6 million dollars is to be directly applied to the public library operating grants.

M. Gagel reminded the Minister that at the 2018 BCLTA AGM the resolution to “Reinstate the sub-vote to support public libraries and the library sector” was unanimously passed. This resolution was sent to the Ministry of Education in May of 2018.

The Minister acknowledged the \$20M in 2020 campaign and the support that it has garnered from libraries and local government. The Minister suggested key Cabinet Ministers and Treasury Board members for the Partners to meet with. Those meetings are now being scheduled.

During the meeting M. Gagel had the opportunity to share with the Minister the importance of having Assistant Deputy Minister McCrea at the September BCLTA Board Retreat (see October Community Report) to discuss ways for BCLTA and the Ministry of Education to work together for excellence in BC public library governance.

Federal Election Campaign Letters

During the federal election campaign, on behalf of BCLTA, M. Gagel sent letters to Federal Party Leaders, J. Trudeau, J. Singh, A. Scheer, and E. May, regarding the importance of public libraries as public infrastructure and asking for their support of public libraries. The letters can be found in the *Advocacy in Action* section of the BCLTA website.

Promoting BC Public Library Boards

BCLTA continues to promote the value of BC public library boards and the importance of trustee support to the Ministry of Education. BCLTA has invited the Minister, the Deputy Minister, the Assistant Deputy Minister McCrea, and their government colleagues to meet with the BCLTA and to participate in a brief public library governance workshop so that they may better understand the role of trustees and the governance of BC public libraries.

Other Highlights

- **The *Bulletin*.** Please subscribe, talk about, and contribute to the *Bulletin*. Be part of connecting with trustees and showcasing the work of public library boards. The *Bulletin* is read by provincial government staff, MLAs, local government officials, and others who are part of BC public library discussions and decision making.
- **Chairing the Board.** The BCLTA ED is developing a new workshop for current and aspiring board chairs and library directors. Watch for announcements in early 2020.
- **BCLTA Discussion Starters: Intellectual Freedom.** This was released in October and was immediately the biggest hit on the BCLTA website. The use of, and positive feedback from, this resource has informed the theme of the 2020 BCLTA Forum.

BCLTA is committed to our mandate and convictions, and always improving how we deliver value to our members. Stay up to date on BCLTA activities by subscribing to the *Bulletin* and by contacting the Executive Director, Babs Kelly at execdir@bclta.ca with any questions or needs.



BOARD POLICY & REGULATIONS

SECTION II: BOARD ORGANIZATION AND STRUCTURE, PART A: MEETINGS, REGULAR BOARD MEETING SCHEDULE

There shall be four regular meetings of the Board in each year and such other meetings as the Board may decide. Regular meetings will be held in February, May, September and November, except in years when municipal elections are held. In years when there is a municipal election, meetings will be held in February, May, September and October.

BOARD MEETING SCHEDULE – 2020

In-Camera meetings begin at 9:30 AM (subject to change)

Regular meetings begin at 10:00 AM (subject to change)

Library Headquarters, Boardroom, 1430 KLO Road, Kelowna, BC

Tuesday February 18	Strategic Planning Session: All day & evening meeting
Wednesday February 19	Annual General/Regular Meeting in the morning Strategic Planning Session in the afternoon
Wednesday May 20	Regular Meeting
Wednesday September 16	Regular Meeting
Wednesday November 18	Regular Meeting

Dates of Interest to Board Trustees:

BC Library Association Annual Conference

April 15 to 17, 2020 (Sheraton Vancouver Airport Hotel)

SILGA AGM and Convention

April 28 to May 1, 2020 (Vernon Prestige Lodge)

UBCM Convention

September 21 to 25, 2020 (Victoria)