



NOTICE OF MEETING

Okanagan Regional Library Board

Date: Wednesday, November 20, 2024

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

Time: In-Camera Meeting (closed to the public)
9:30 AM – 10:15 AM

Regular Meeting
10:15 AM – 11:25 AM

AGENDA
OKANAGAN REGIONAL LIBRARY
BOARD OF TRUSTEES REGULAR MEETING

Date: Wednesday, November 20, 2024
Time: 10:15 AM – 11:25 AM
Location: Boardroom, Library Administration Building, 1430 K.L.O. Road, Kelowna, BC

- 1. CALL TO ORDER** 10:15
Chair to call the meeting to order.

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

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

To adopt the November 20, 2024 Board Meeting Agenda.

- 4. ADOPTION OF PREVIOUS MINUTES**
(Attached pgs. 3 – 7)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A /Community Charter C.26, s.123)

To adopt the September 11, 2024, Regular Library Board Meeting Minutes.

- 5. FINANCE COMMITTEE REPORT – Chair Kari Gares**
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A /Community Charter C.26, s.123)
 - 5.1. Enhancement Grant Spending Proposal** 10:20 – 10:35
(Attached pgs. 8 – 11)

*Finance Committee recommendation to the Board:
To approve the proposed allocation of the remaining \$611,872 of the Provincial Enhancement Grant as set out in the Finance Committee Report dated November 20, 2024.*

- 6. PERSONNEL COMMITTEE REPORT – Lori Mindnich**
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A /Community Charter C.26, s.123)
 - 6.1. Exempt Staff External Market Study Report** 10:35 – 10:40
(Attached pgs. 12 – 16)

*Personnel Committee recommendation to the Board:
To approve an external market study of all exempt staff positions in 2025, as set out in the Personnel Committee Report dated November 20, 2024.*

7. STAFF REPORTS

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

7.1 CEO REPORT AND OPERATIONAL PLAN UPDATE – Danielle Hubbard 10:40 – 10:50
(Attached pgs. 17 – 19)

To receive for information the Report from the CEO dated November 20, 2024.

7.2 CYBER SECURITY REPORT – CEO D. Hubbard / CTO J. Campbell 10:50 – 11:00
(Attached pgs. 20 – 22)

To receive for information the Report from the CTO dated November 20, 2024.

7.3 CFO REPORT - Jeremy Feddersen 11:00 – 11:05
(Attached pgs. 23 – 30)

To receive for information the Report from the CFO dated November 20, 2024.

8. BOARD CHAIR REPORT – Tasha Da Silva 11:05 – 11:10

- Appoint 2025 Nominations Committee (*Policy Section II. D*)

9. LIBRARY TRUSTEES MEETING SCHEDULE YEAR 2025 11:10 – 11:15
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)
(Attached pg. 31)

To approve the ORL Board Meeting Schedule for Year 2025.

10. CORRESPONDENCE TO THE BOARD 11:15 – 11:20
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)

10.1. Various Public Comments re Lake Country Branch Children’s Area and ORL response
(Attached pgs. 32 – 46)

To receive the correspondence for information.

11. TRUSTEE REPORTS 11:20 – 11:25
An opportunity for board members to report on any library related activities in their region.

12. NEW BUSINESS

13. NEXT MEETING – See Item 9 above.
If the Board approves the 2025 Meeting Schedule, the next meeting will be Wednesday, February 19, 2025.

14. MOTION TO ADJOURN 11:25 AM
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)

DRAFT
Okanagan Regional Library
Regular Board of Trustees Meeting
MINUTES

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

Trustees Present: Neil Todd, Armstrong
Pat Cochrane, Coldstream
Huck Galbraith, Enderby (Alternate)
Gord Lovegrove, Kelowna
Tracy Henderson, Keremeos
Cara Reed, Lake Country
Lori Mindnich, Lumby
David Mattes, Oliver
Myers Bennett, Osoyoos
George Elliott, Princeton
Tim Palmer, Revelstoke
Kari Gares, Vernon
Tasha Da Silva, West Kelowna
Adrienne Fedrigo, Regional District Okanagan Similkameen (Alternate)

Trustees Participating Remotely: John Manual, Golden
Terry Condon, Peachland
Sylvia Lindgren, Salmon Arm
Bob Evans, Sicamous
Allysa Hopkins, Regional District North Okanagan
Jay Simpson, Regional District Columbia Shuswap
Sara Tronson Westbank First Nation

Trustees Absent: Todd York, Spallumcheen
Erin Trainer, Summerland
Kevin Kraft, Regional District Central Okanagan

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

Guests Present: Ashley Machum, PEA President, ORL Chapter
Nicole Cabrejos, CUPE Representative, ORL Chapter
Shilo Jones, ORL Copywriter

1. ROLL CALL | CALL TO ORDER | LAND ACKNOWLEDGMENT

In accordance with the *Library Act, Sec. 20(2)*, quorum is a majority of all members of the Board in attendance (13+). Quorum was established with 21 trustees in attendance.

Acting Chair Tasha Da Silva called the meeting to order at 9:30 AM and acknowledged that the ORL Headquarters is located on the traditional, ancestral, and unceded *tr̓x̓w̓úlaʔx̓w̓* (land) of the syilx / Okanagan people who have resided here since time immemorial. We recognize, honour, and respect the syilx / Okanagan lands upon which we live, work, and play.

2. INTRODUCTION OF GUESTS

Councillor Gord Lovegrove was introduced as the new trustee representing Kelowna and Mayor Huck Galbraith as the alternate trustee representing Enderby.

3. ELECTION OF CHAIR AND VICE CHAIR

(Library Act Part 3 Section 19[1])

CEO Danielle Hubbard presided over the elections.

Election of Board Chair

Nominations were called from the floor. Tasha Da Silva was nominated for Chair.

It was moved and seconded

THAT West Kelowna Trustee Tasha Da Silva be elected as Board Chair by acclamation.

CARRIED

Election of Board Vice Chair

Nominations were called from the floor. Kari Gares was nominated for Vice Chair.

It was moved and seconded

THAT Vernon Trustee Kari Gares be elected as Vice Chair by acclamation.

CARRIED

Newly elected Board Chair Tasha Da Silva presided over the remainder of the meeting.

4. ADOPTION OF THE AGENDA

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

It was moved and seconded

THAT the Agenda of the Regular Board Meeting of September 11, 2024 be adopted as circulated.

CARRIED

A moment of silence was observed for September 11.

5. ADOPTION OF THE PREVIOUS MINUTES

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

It was moved and seconded

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

CARRIED

6. MOTION TO MOVE IN CAMERA

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

It was moved and seconded

THAT the September 11, 2024 Library Board meeting be closed to the public pursuant to Section II of Library Board Policy and Section 90(1) of the Community Charter for the Board to discuss items related to: (g) litigation or potential litigation affecting the municipality.

CARRIED

The regular meeting adjourned and the meeting moved in camera at 9:39 AM.

The regular meeting reconvened at 10:05 AM.

6. Revised Weighted Votes Report – CFO Jeremy Feddersen

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

It was moved and seconded

THAT the Report and revised Weighted Vote Sheet from the CFO dated September 11, 2024 be received for information.

CARRIED

7. FINANCE COMMITTEE REPORT – Chair Kari Gares

7.1. 2025 Budget Report Presentation – CFO Jeremy Feddersen

All Trustees - Weighted Vote - Majority (Library Act Part 3, s.23 & 25, Board Policy Section II.C)

CFO Jeremy Feddersen presented the draft 2025 budget, which includes a 5.88% increase over last year. He and Kari Gares addressed questions regarding the budget, emphasizing that it is essential and lean, reflecting the Finance Committee's efforts to minimize extras despite inflationary pressures and residual effects.

Staff were directed to prepare a reserve report for the Board's review.

It was moved and seconded

THAT the 2025 Budget be approved as revised and set out in the Budget Report from the CFO dated September 11, 2024, equal to a 5.88% increase over last year.

By weighted vote.

Opposed: None

CARRIED UNANIMOUSLY BY WEIGHTED VOTE

7.2. 2025 Library Levy Allocation Spreadsheet – CFO Jeremy Feddersen

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

It was moved and seconded

THAT the revised 2025 Library Levy Allocation Spreadsheet be received for information.

CARRIED

7.3. Provincial Enhancement Grant Report – CEO Danielle Hubbard

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

Danielle reported that the proposed spending plan is coming forward from the Finance Committee, with a full proposal for the remaining grant to be presented at the November board meeting.

It was moved and seconded

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

Opposed: None

CARRIED UNANIMOUSLY

8. STAFF REPORTS

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

8.1. CEO Report and Operational Plan Update – Danielle Hubbard

CEO Danielle Hubbard provided an update on the operational and strategic activities of the ORL.

It was moved and seconded

THAT the Report from the CEO dated September 11, 2024 be received for information.

CARRIED

8.2. CFO Report – Jeremy Feddersen

CFO Jeremy Feddersen provided a financial update to June 30, 2024.

It was moved and seconded

THAT the Report from the CFO dated September 11, 2024 be received for information.

CARRIED

9. CORRESPONDENCE

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

- 9.1. Letter from Director M. Martin, Public Libraries Branch re Public Library Grant Award, dated June 28, 2024.
- 9.2. E-mail from L. Beischer re Westbank (West Kelowna) Library, dated May 14, 2024 and response from CEO D. Hubbard.
- 9.3. Submission Form from F. Lehn re Glenmore Library Service, dated Aug. 28, 2024 and response from CEO D. Hubbard.

It was moved and seconded
THAT the correspondence be received for information.

CARRIED

10. TRUSTEE REPORTS

Councillor Tim Palmer discussed the importance of UBCM Resolution NR67 ‘Provincial Core Funding for Evolving Public Libraries’, which requests an increase in annual core funding for public libraries, along with yearly cost-of-living adjustments. Additionally, Resolution ED63 calls for long-term sustainable funding for public libraries.

Councillor Gord Lovegrove introduced himself and discussed UBCO’s research to alleviate homelessness in smaller Canadian cities. He also donated a copy of the book ‘21 Things You May Not Know About the Indian Act’, a guide to understanding the Indian Act and its repercussions on generations of Indigenous peoples.

11. NEXT MEETING – Wednesday, November 20, 2024

12. MOTION TO ADJOURN THE REGULAR MEETING

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

It was moved and seconded
THAT the regular meeting be adjourned.

CARRIED

Adjourned: 11:41 AM.

Enhancement Grant Spending Proposal

Request for Decision

To: Board of the ORL
From: Finance Committee
Date: **November 20, 2024**
Subject: Provincial Enhancement Grant Spending Proposal

Objective: To receive Board approval to spend the remainder of the Provincial Enhancement Grant on the following facility improvements and other initiatives to increase the ORL's public profile and ability to connect with our communities.

Executive Summary:

In spring 2023, the ORL received **\$1,505,872.13** in Provincial Enhancement Grant funding from the Public Libraries Branch. To date, \$894,000 of this funding has been allocated. This report proposes the allocation of the remaining **\$611,872.13** towards facility improvements and other initiatives to increase the ORL's public profile and ability to connect with our communities. This report contains a description of each proposed initiative, followed by a consolidated financial breakdown.

Recommendation:

THAT the Board of the ORL approve the proposed allocation of the remaining \$611,872.13 of the Provincial Enhancement Grant.

Discussion:

Facility Improvement Initiatives:

The Finance Committee proposes that **\$252,000** of the Provincial Enhancement Grant be spent on the facility improvements below. As with previous Enhancement Grant proposals, these figures are estimates, to account for the uncertainty of precise costs. The estimates are drawn from recent projects that have been undertaken in other branches, actual quotes, or estimates put together from site visits. Jeremy (CFO) and Greg (Facilities Lead) have visited each of these sites recently to determine what is required for these improvements. A brief explanation of rationale is provided for each initiative.

Circulation desk estimates are provided by Mark (Director of Public Services), and his team who manages branch furnishings. These estimates are based on similar desks that have recently been purchased from our main supplier, Source. Examples include the new desks in Lumby and West Kelowna. The circulation desk estimates are based on branch size and circulation desk area size.

- a. **Princeton** - \$20,000 for a new circulation desk. A smaller, height-adjustable circulation desk will open up space in the branch for more seating and/or shelving, will improve staff workflow and ergonomics, and will create a better customer service experience as patrons of different heights and physical abilities will be better able to receive service.
- b. **Sicamous** - \$20,000 for a new circulation desk. See rationale above.

- c. **Kaleden** - \$15,000 for a new circulation desk. See rationale above.
- d. **Hedley** - \$5,000 for a new circulation desk. See rationale above.
- e. **Armstrong** – \$5,000 for adjustable blinds on the meeting/program room. Without blinds, this room becomes very hot and glaring at certain times of day. This estimate is based on a quote obtained from a local vendor.
- f. **Falkland** - \$20,000 for new wall paint throughout the interior of the branch, and a new exterior book drop. Painting quotes are based on a national average, along with recent quotes for work being done in other branches, with quotes coming in higher for more remote or rural locations, such as Falkland. Falkland is slightly under 1,100 sq/ft. Based on the standard costing of \$7 per sq/ft, the paint cost is approximately \$7,700. Moving the shelving and other furniture incurs some additional costs, bringing the estimate to a rounded \$10,000. The exterior book drop was estimated at \$10,000 based on the unit itself and the work required. This is a fairly precise estimate, as we regular outfit branches with book drops.
- g. **Golden** – \$2,000 for a new external public bike rack. The double-sided bike rack we have quotes costs \$852 plus taxes, shipping, and installation.
- h. **Kelowna Downtown** – \$20,000 for a portico fence and exterior safety improvements. The first item, the fence, would close in the portico staff entrance that has been found to be a security issue, as well as a location that has been used as a toilet for opportunistic individuals. The fence is estimated to cost \$10,000, based on work done in Summerland recently to fence off a similar area, plus the addition of a locking mechanism. The second item, the safety improvements to the area outside the front entrance, would be a variety of changes to deter individuals from using this area to sleep, and to make it easier to keep clean. The figure of \$10,000 is an “up to” ask, meaning we will spend up to that amount to improve the area, with the top priority being the removal of the bench currently located directly outside the library’s main entrance, which has become a focal point for sleeping, congregating, and defecating.
- i. **Lumby** – \$5,000 to add an accessible door. This estimate is based on a quote, and similar work done at other locations. The cost includes the operator, and the electrical work required to power the operator.
- j. **Oliver** – \$15,000 for the purchase and instal of an external book return bin. With the current design, patrons are only able to return library materials during the public open hours of the mall in which the library is located. The cost of the Oliver book drop installation is slightly more than that in Falkland, because the work required in Oliver is more involved. The Oliver book drop will require some fabrication work around the drop itself.
- k. **North Shuswap** – \$75,000 for the inclusion of a glass-walled, AV-equipped multi-purpose meeting room in the new branch we will soon begin constructing in North Shuswap (Scotch Creek). As with Downtown Kelowna, this is an “up to” ask, meaning we will include as many improvements and upgrades as we are able to up to a cost of \$75,000. In addition to a well-furbished meeting room, improvement will include a TV and projector, higher grade public furnishings, and the HVAC/electrical upgrades required to make the meeting room externally accessible for after-hour events. The costs have been determined based on recent quotes for similar work in other branches.
- l. **South Shuswap** – \$5,000 for external illuminated signage to help patrons locate the branch from the highway and parking lot. This ask will address the issue that the branch’s current sign is not easily visible within the parking lot, making the entrance of the library somewhat hard to find. This estimate is based on a standard illuminated sign design that has been used at many other branches, and includes the electrical work required.

- m. **Summerland** – \$25,000 to replace the HVAC and redesign the roof drainage system. This cost estimate has been provided as a ballpark by a roofing company the ORL uses regularly. Summerland's current HVAC performed very unreliably this past summer, with the result that the branch exceeded 40 degrees during the heat wave and had to be closed to the public, as it was unsafe. The issue with the roof is not that it leaks, but that water is spilling over the rear corner above the loading bay due to sloping that leads to a drain that is unable to keep up with the water in heavy rains and when there are freeze/thaw cycles. Some gutter work and channeling have been proposed, resulting in this cost estimate.
- n. **Vernon** – \$20,000 to replace the sound baffling panels between the public washrooms and the circulation desk. The current panels are stained, scuffed, and generally unsavoury and unhygienic. This cost estimate is based on a quote for this work that was provided from Points West. The quote came in at \$24,000 but included some optional components that we have decided not to undertake. Without these optional add-ons, we are confident we can get this work completed for \$20,000. The same sound baffling solution has been used in our new West Kelowna.

Other Initiatives:

The Finance Committee proposes that **\$359,872.13** of the Provincial Enhancement Grant be allocated to the following initiatives that increase the ORL's public profile and ability to connect with our communities.

- a. **Audiovisual Upgrades** – \$50,000 to modernize the ORL's aging audiovisual equipment throughout the system, including replacing approximately 12 outdated projectors used across branches for programming and events. This initiative will update the outdated audio hardware in the meeting rooms of both Kelowna and Vernon. These rooms are frequently used by both Kelowna and Vernon residents, and residents of the surrounding areas who come into town for larger-scale library programming. The new audio systems will include Bluetooth compatibility, allowing patrons with modern hearing aids to connect more easily. This initiative will enhance accessibility, improve user experience, and support the library's diverse programming needs.
- b. **Promotional Clothing** – \$20,000 to purchase ORL-branded shirts and hoodies for all ORL employees and board members, plus a stockpile of additional shirts and hoodies for future employees. A small batch of ORL-branded attire was created in early 2024 as a test run for the Leadership Team and select staff positions. The clothing is very popular and countless other staff members have begged to be included in the next run. Creating such garments for all employees would increase morale and would function as a marketing tool, as staff members would wear their branded attire in public.
- c. **Traveling STEAM Programming** – \$120,000 for a pilot program where ORL staff assemble STEAM (science, technology, engineering, arts, math) programming to deliver throughout the system, especially at the smaller, rural branches that would not be able to run such programming themselves. This funding would cover staff hours, transportation, and the supplies required to run such programs. During the Strategic Planning process, staff, public, and board members spoke out frequently in support of this idea. A similar program was offered some years ago and was extremely popular. The \$120,000 quoted here is an "up to" ask, as the initiative will be scaled to fit within this figure.
- d. **Device charging stations** – (\$80,000) An increasing percentage of the public relies on personal electronic devices such as laptops, cell phones, and tablets. The ORL's branches are heavily utilized by unhoused individuals, travellers, and self-employed individuals who may not have access to their own charging technology. A device charging station is a small vertical "tower" with secure, locked cubbies for devices to rest in while they charge. \$80,000 would cover the purchase and installation of 10 stations (\$8,000 each). We would focus on installing these at medium sized branches, as our large branches already have charging stations and many of our smallest branches do not have the space for such a unit.

- e. **World languages collection enhancement** – (\$89,872.13) This number is comically precise compared with other estimates, as this initiative can be adjusted to fit the dollar value allocated. It is suggested that the remainder of the Enhancement Grant be invested in non-English language materials, to be circulated between all branches to meet the increasing cultural diversity in the ORL service area.

Financial Considerations:

Initiative	Cost
Facility Improvements	
Princeton (circulation desk)	\$20,000
Sicamous (circulation desk)	\$20,000
Kaleden (circulation desk)	\$15,000
Hedley (circulation desk)	\$5,000
Armstrong (window blinds)	\$5,000
Falkland (wall paint and exterior book drop)	\$20,000
Golden (bike rack)	\$2,000
Kelowna Downtown (safety enhancements)	\$20,000
Lumby (accessible door)	\$5,000
Oliver (external book drop)	\$15,000
North Shuswap (meeting room)	\$75,000
South Shuswap (external signage)	\$5,000
Summerland (roof redesign)	\$25,000
Vernon (sound baffling)	\$20,000
Facility Improvements subtotal:	\$252,000
Other Initiatives	
Audio-visual upgrades	\$50,000
Promotional staff clothing	\$20,000
Traveling STEAM programming	\$120,000
Device charging stations for medium branches	\$80,000
World language collection enhancement	\$89,872.13
Other Initiatives subtotal:	\$359,872.13
TOTAL:	\$611,872.13

Strategic Alignments:

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

1. Cultivate learning, literacy, creativity, and imagination.
2. Offer a welcoming, inclusive space to gather and connect.
3. Strive for organizational and service excellence.

Respectfully submitted by:

Danielle Hubbard, Chief Executive Officer, Okanagan Regional Library

Personnel Committee Report Exempt compensation

For Decision

To: ORL Board
From: Personnel Committee
Date: November 20, 2024
Subject: Exempt staff compensation review

Objective: To propose to the Board that an external compensation review for all exempt staff positions be conducted in 2025.

Discussion:

The majority of ORL's 300(ish) employees are unionized, represented either by CUPE or PEA. These employees' wages and benefits are negotiated and laid out in their respective collective agreements. Only a small subset of employees is exempt – the upper Management Team (CFO, CTO, HR Director, Director of Public Services, Director of Marketing and Communications, and Administrative Services Manager), the two Regional Managers, and three HR staff. The wages and benefits of these positions are determined by the CEO, in consultation with the CFO and HR Director, and informed by market research and performance.

"Section X: Personnel" of the ORL's *Board Policy and Regulations* manual includes a sub-section, "J. Exempt staff compensation." According to sub-section J, "A market study will be conducted every three years, alternating internally and externally. The Board may waive the external study in favour of an internal study." In 2022, an external market study was conducted, upon which the current exempt staff compensation is based.

2025 is the year next scheduled for a market study. Because 2022's study was conducted by an external consultant, 2025's would be conducted internally, most likely by the HR Director.

The Personnel Committee proposes the Board approve an exception to this policy and allow for an externally conducted market study in 2025. The rationale for this proposed exception is as follows:

- a) The ORL has seen significant turnover in the position of HR Director in recent years, with the result that the department is now facing a backlog of pressing initiatives. The HR Director's time would be better spent on other initiatives, while hiving off the market survey work to an external consultant.
- b) The 2022 market study was conducted before the current CEO joined the ORL, with little documentation to trace the findings and recommendations. The current administration, therefore, has little market evidence for decision-making going forward.
- c) Given the current labour market, both CUPE and PEA saw significant wage and work-life-balance increases in the most recent round of bargaining. There are now several areas where unionized staff receive more competitive benefits than exempt staff (see attachments).
- d) As seen in the recent recruitment of the Regional Managers, highly qualified PEA staff are choosing to pass up the opportunity to compete for exempt positions because the wage gap between PEA and exempt pay scales is now so minor.

Recommendation:

THAT the Board approve an external compensation review of all exempt staff positions be conducted in 2025.

Strategic Alignments:

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

1. Organizational Responsibility

Attachments:

“Section X: Personnel” of *Board Policy and Regulations*

ORL Annual Vacation Allotment Comparison

ORL Benefits Comparison

Respectfully submitted by:

Danielle Hubbard, Chief Executive Officer, Okanagan Regional Library

Board Policy and Regulations

Section X: Personnel, Subsection J

EXEMPT STAFF COMPENSATION

Based on a three-year cycle, the first two years' adjustments to the scale will be based on the annual average Core Consumer Price Index for British Columbia (excluding energy). Calculations will be based on a 12-month period beginning in May of the previous year. CPI Adjustments will be applied to the scale in January of each year.

A market study will be conducted every three years, alternating internally and externally. The Board may waive the external study in favour of an internal study. A comparison of vacation allotments will be included in the tri-annual market studies.

Movement along the scale is based on merit and performance appraisal by their supervisor.

CEO Compensation

The Personnel Committee shall conduct an Annual Performance Appraisal on the work of the Chief Executive Officer.

The CEO annual reviews follow a three-year cycle. In the first and second years, a minimal survey without comments will be conducted with the Board and a subset of employees. Every third year, a comprehensive 360-degree review with comments will be conducted by an external consultant.

The CEO is included in the exempt staff compensation adjustments related to the annual average Core Consumer Price Index (effective January 1, 2026).

ORL Annual vacation allotment for CUPE/Non-Union, PEA, and Exempt staff from 1 year to 25 years of service Comparison year by year for each group

Years of Service	CUPE / NON-UNION	PEA (Professional Employees Assoc)	EXEMPT
1 year	3 calendar weeks	22 days	20 days
2 years	3 calendar weeks	22 days + 3 discretionary days	20 days
3 years	3 calendar weeks	22 days + 3 discretionary days	22 days
4 years	3 calendar weeks	22 days + 3 discretionary days	22 days
5 years	3 calendar weeks	22 days + 3 discretionary days	22 days
6 years	3 calendar weeks	22 days + 3 discretionary days	25 days
7 years	4 calendar weeks	22 days + 3 discretionary days	25 days
8 years	4 calendar weeks	22 days + 3 discretionary days	25 days
9 years	4 calendar weeks	22 days + 3 discretionary days	25 days
10 years	4 calendar weeks	25 days + 3 discretionary days	27 days
11 years	4 calendar weeks	25 days + 3 discretionary days	27 days
12 years	4 calendar weeks	25 days + 3 discretionary days	27 days
13 years	5 calendar weeks	25 days + 3 discretionary days	27 days
14 years	5 calendar weeks	25 days + 3 discretionary days	27 days
15 years	5 calendar weeks	30 days + 3 discretionary days	27 days
16 years	5 calendar weeks	30 days + 3 discretionary days	27 days
17 years	5 calendar weeks	30 days + 3 discretionary days	27 days
18 years	5 calendar weeks	30 days + 3 discretionary days	27 days
19 years	5 calendar weeks	30 days + 3 discretionary days	27 days
20 years	6 calendar weeks	30 days + 3 discretionary days	27 days
21 years	6 calendar weeks	30 days + 3 discretionary days	27 days
22 years	6 calendar weeks	30 days + 3 discretionary days	27 days
23 years	6 calendar weeks	30 days + 3 discretionary days	27 days
24 years	6 calendar weeks	30 days + 3 discretionary days	27 days
25 years	6 calendar weeks	35 days + 3 discretionary days	27 days

Notes:

- **CUPE/Non-Union:** Vacation allotment increases at specific milestones (7, 13, and 20 years).
- **PEA:** Vacation increases in increments at 10, 15, and 25 years.
- **Exempt Staff:** Vacation increases at 3, 6, and 10 years, then remains steady at 27 days.

ORL Benefits of PEA, CUPE/Non-Union, and Exempt Staff

Benefit	CUPE/Non-Union	PEA	Exempt Staff
Sick Leave	1.5 days/month, max 150 days	1.5 days/month, pro-rata, max 120 days	1.5 days/month, pro-rata, max 120 days
Medical Insurance	ORL contributes 80% of premiums	ORL contributes 80% of premiums	ORL contributes 80% of premiums
Health Benefits	80% of first \$1250, 100% thereafter per family/year	80% of first \$1250, 100% thereafter per family/year	80% of first \$1250, 100% thereafter per family/year
	Travel assist: 100%, Hospital Services: 80%, Semi-private: max \$165/day, Private: max \$195/day	Travel assist: 100%, Hospital Services: 80%, Semi-private: max \$165/day, Private: max \$195/day	Travel assist: 100%, Hospital Services: 80%, Semi-private: max \$165/day, Private: max \$195/day
Dental Plan	ORL contributes 80% of premiums	ORL contributes 80% of premiums	ORL contributes 80% of premiums
	Part A (Basic): 80%, once/6 months, no limit	Part A (Basic): 80%, once/6 months, no limit	Part A (Basic): 80%, once/6 months, no limit
	Part B (Major Restorative): 60%, no limit	Part B (Major Restorative): 80%, no limit	Part B (Major Restorative): 80%, no limit
	Part C (Orthodontics): 50%, lifetime max \$3000	Part C (Orthodontics): 50%, lifetime max \$2000	Part C (Orthodontics): 50%, lifetime max \$2000
Vision Care	\$550 per 24 months, unlimited lifetime limit	\$550 per 24 months, unlimited lifetime limit, \$100 for exams/24 months	\$550 per 24 months, \$100 for exams/24 months
Group Life Plan	ORL contributes 75% of premiums, 2x annual salary (min \$10,000, max \$500,000), reduced by 50% at age 65, AD&D coverage included	ORL contributes 80% of premiums, 2x annual salary (max \$350,000)	ORL contributes 80% of premiums, 2x annual salary (max \$350,000), reduced by 50% at age 65
Long Term Disability	60% of monthly earnings (max \$6000/month), elimination period 150 days, until age 65	Employee pays 100% of premiums, 66.67% of first \$3750 + 50% of balance (max \$5000/month), elimination period 120 days, until age 65	Employee pays 100% of premiums, 66.67% of first \$3750 + 50% of balance (max \$6000/month), elimination period 120 days, until age 65

Key Discrepancies:

- **Sick Leave Accumulation:** CUPE allows a maximum of 150 days, while PEA and Exempt Staff are limited to 120 days.
- **Dental Plan:** CUPE's Part B (Major Restorative) reimburses 60%, while PEA and Exempt Staff receive 80%. CUPE's orthodontic lifetime limit is higher at \$3000 compared to \$2000 for PEA and Exempt Staff.
- **Group Life Plan:** CUPE has a higher maximum of \$500,000 for life insurance, while PEA and Exempt Staff are capped at \$350,000.
- **Long-Term Disability:** CUPE's elimination period is longer (150 days) compared to 120 days for PEA and Exempt Staff. PEA has a lower maximum LTD benefit (\$5000 vs. \$6000 for CUPE and Exempt Staff).

CEO Report to the Board

Information



To: Okanagan Regional Library Board
From: Danielle Hubbard, Chief Executive Officer
Date: November 20, 2024
Subject: CEO Report

Voting Entitlement: *Unweighted vote – Simple majority*

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

Executive Summary:

The CEO Report is a quarterly summary of operational and strategic activities at the ORL. The first section of the report provides updates on the Operational Plan, while the second section of the report is an update on the other operational happenings that keep the ORL alive and occupy staff time.

Recommendation:

THAT the CEO Report be received for information.

Respectfully submitted by: Danielle Hubbard, Chief Executive Officer

Considerations: Operational Plan updates

The ORL's *Operational Plan* flows from the *2024 – 2029 Strategic Plan*. While the *Strategic Plan* is set by the Board, the *Operational Plan* is a living document under the management of the CEO. The CEO and Leadership Team regularly review progress on the *Operational Plan*, and amend initiatives as required to reflect the best tactical direction for the organization. In the interest of concision, this quarterly report does not include updates on each individual operational initiative but focuses on those that are most timely and significant. Further information is always available upon request.

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

- **Engaging spaces** are being added to many ORL branches, thanks in large part to the Provincial Enhancement Grant funding. In the new Lumby branch, for instance, engaging toys and furniture have been added to the children's area.
- Work continues on onboarding Collections HQ, a software that will allow our Collections and Allocations departments to more tactically distribute materials among our branches. This furthers the identified initiative of **data driven collection management**.

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

- The Downtown Kelowna branch has been certified in the **Rainbow Registry**, identifying this location as an official 2SLGBTQI+ friendly employer. Progress is now underway to certify other locations.
- Development on the **new website** continues; a staff input and engagement session was held at the fall Public Services Supervisors Meeting, a biannual gathering of all branch leadership staff.
- With the addition of a Copywriter position, capacity has been added to the Marketing Department, allowing for a greater ability to **market ORL services and programs to the public more broadly**.

Goal 3: Embrace local heritage and culture

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

Goal 4: Develop and nurture community partnerships

- The CEO has completed council presentations to all constituent units of the ORL (except for the RDCO), thereby building connections and generating improved **community engagement**.
- The addition of the Copywriter position also increases the Marketing Department's capacity for **building relationships with local media**.

Goal 5: Strive for organizational excellence

- The ORL has onboarded a new Director of Human Resources, who is in the process of developing the 2025 **system-wide training plan**.
- The Marketing Department is in the process of developing **Branding Guidelines**.
- Cyber **threat mitigation** is an ongoing priority, supported by the recent successful completion of a biannual cyber-security audit.
- We continue to increase the ORL's **presence in the Canadian library world**, with members of the Leadership Team delivering three sessions at the upcoming Ontario Library Association Conference, the largest library conference in Canada.
- **UKG Onboarding** continues, with the payroll module set to go live before year-end.

Considerations: Other updates

Leadership & Strategy

- The ORL Leadership Team has stabilized since the last Board meeting, thanks to the onboarding of our new HR Director and our two new Regional Managers of Public Services.
- Danielle represented the ORL at the fall 2024 Canadian Urban Library Council (CULC) conference. The ORL will be hosting CULC in spring 2025. This is the first time the ORL has ever hosted CULC.
- Danielle and Ashley (PEA president) have been invited to deliver a library leadership lecture at Dalhousie University in February 2025.
- In October, Danielle completed a Financial Leadership course via Ivey Academy.

Facilities

- The new Lumby branch opened to the public, with a grand opening event held on November 7.
- Thanks to the Provincial Enhancement Grant, facility improvements continue across the system, including the completion of LED lighting upgrades at HQ.
- ORL Leadership is working with the City of Kelowna Planning Department on the initial designs of our new Parkinson Recreation Centre and Glenmore branches.
- We are working with the RDOS to plan the renovations and redesign of our Naramata Branch.
- Plans have been drafted for our new North Shuswap (Scotch Creek) branch.

Human Resources

- New Assistant Community Librarian onboarding took place in October, adding to our on-call pool.
- We are in the final stages of launching the payroll module of UKG, with work on the Human Resources Information System (HRIS) to commence in the new year.
- Our new HR Director is working hard to make introductory branch visits before the snows begin.

Public Services

- Branch Head recruitment has been completed for West Kelowna, Lake Country, and Kelowna.
- A Public Services Supervisors meeting was held on October 7, at which meeting our new HR Director and our two new Regional Managers were globally introduced.
- The ORL partnered with several smaller BC libraries to host a Children's and Teen Services conference.

Information Technology

- The ORL passed its biannual cybersecurity audit with flying colours and some valuable lessons learned. Jeff, our Chief Technology Officer, has prepared a presentation for the Board.
- Jeff has taken on leadership of the Collections Department and is working with staff to launch Collections HQ, our data-driven collection management software.

Marketing and Communications

- Michal, our Marketing and Communications Director, has taken leadership on the development of the ORL's new website, which is anticipated to launch in the first quarter of 2025.
- Thanks to the joint efforts of branch level staff and the Marketing Department, we had a fantastic turnout at the new Lumby Branch grand opening.

CTO Report to the Board: Cybersecurity

For Information

To: Board of the ORL
From: ORL CTO Jeff Campbell
Date: November 20, 2024
Subject: ORL Cybersecurity Posture Overview

Objective: To provide the Board with an overview of the ORL Cybersecurity Posture.

Executive Summary:

Cybersecurity is a critical concern for libraries today. With increasing attacks on public institutions, libraries are often seen as "low-hanging fruit" for cybercriminals, targeting them for data, network access, and disruption potential. Libraries in cities like Calgary, Toronto, and London have recently fallen victim to cyber incidents, underscoring that the risks are real and immediate.

At the ORL, we are committed to staying ahead of these threats. Our latest bi-annual cybersecurity audit yielded very positive results, reflecting our proactive approach and dedicated efforts to secure our network. While our team continues to implement the audit feedback and strengthen our defenses, it's essential to acknowledge that even with robust measures in place, no organization is immune to cyber threats. The ORL's approach to cybersecurity balances rigorous protection with user-friendly access, ensuring staff and patrons can safely access vital library resources.

This report:

- Emphasizes the importance of cybersecurity for the ORL.
- Highlights the advanced security posture we've achieved.
- Recognizes the inevitability of ongoing cyber challenges.
- Subtly prepares for potential future funding requests to ensure the ORL's continued resilience.

Recommendation:

THAT the Board receive the report for information.

Network Complexity and Security Challenges

The ORL's network connects 30 branches to ORL HQ, supporting critical services such as phones, catalog access, internet, ILS (integrated library system), and shared drives. Key components of the network include:

- **40+ virtual servers at HQ**
- **900+ computers/endpoints**
- **80+ Wi-Fi access points for staff and patrons**

Our dedicated IT department of six members maintains and secures this complex system, despite the absence of a dedicated cybersecurity team.

Securing Cloud and Third-Party Applications

In addition to our in-house resources, we rely on various cloud services and third-party web applications. These external resources are essential for our operations but present unique challenges, as they are outside our direct control. This reliance on cloud services introduces vulnerabilities that we cannot fully mitigate ourselves, increasing our exposure to potential threats. We continuously monitor and work closely with vendors to ensure these resources align with our security standards.

Regular Security Audits, PEN Testing, and Monitoring

To stay ahead of potential threats, the ORL conducts security audits and penetration (PEN) tests every two years. These assessments help identify vulnerabilities, ensuring we remain vigilant against evolving security risks. We recently completed our bi-annual PEN test, which uncovered valuable insights for further improvement.

Additionally, we employ real-time monitoring and threat detection tools to catch suspicious activity as it occurs, helping us respond quickly to potential threats and minimize risks.

Biggest Security Challenge: Human Error

Despite strong technical defenses, human error remains one of our biggest cybersecurity challenges. This challenge requires us to balance convenience with security in ways that encourage safe practices without disrupting essential tasks. Our approach includes:

- **Strong Password Requirements** and **Two-Factor Authentication** for added security.
 - **Regular Password Updates** to keep credentials secure.
 - **Cybersecurity Awareness Training** to equip staff with the knowledge to recognize and avoid risky behavior.
-

Balancing Security and Usability

A key part of our approach is ensuring that our cybersecurity measures do not impede staff or patrons. For example:

- **For Staff:** We work to provide secure access to resources with minimal inconvenience. This includes implementing strong password policies and multi-factor authentication in a way that's smooth and manageable.

- **For Patrons:** Our public computer systems and Wi-Fi networks are secured through firewalls and monitored systems, designed to be both accessible and secure.

We consistently seek feedback to avoid making security measures unnecessarily cumbersome.

Current Security Measures

- **Layered Security:** Our defenses include firewalls, secure networks, and antivirus protection to defend against various types of cyber threats.
 - **Centralized Management:** Patching, updates, configurations, and monitoring are all managed from HQ, allowing us to proactively address potential threats.
 - **Vendor Security and Management:** We assess the security practices of external vendors, especially those providing cloud services or third-party applications, to ensure they align with our standards.
-

Incident Response and Data Recovery

We are actively working toward developing a well-defined incident response plan to manage potential security incidents. This plan will include clear response steps and communication protocols to minimize impact and restore services swiftly. Additionally, our data backup and recovery strategy provide resilience against ransomware and other data-compromising attacks, ensuring that critical data can be restored if needed.

Next Steps for Improvement

1. **IT Staff Training:** Ongoing education to keep our team current on new security challenges.
 2. **Branch Staff Training:** Regular cybersecurity awareness sessions to help staff make safer, informed decisions.
 3. **Board Account Security:** Implementing ORL accounts for board members and using Microsoft Teams for secure document access to reduce risks associated with external accounts.
-

This comprehensive overview emphasizes the ORL's proactive approach to cybersecurity, our recognition of the challenges, and the importance of ongoing support for our efforts. The Board's support in this area can further enhance our ability to protect the ORL from evolving cyber threats.

Strategic Alignments:

The above initiative supports the following Goal in the ORL's 2024-2029 Strategic Plan:

1. Strive for organizational and service excellence.
-

Respectfully submitted by:

Jeff Campbell, Chief Technology Officer, Okanagan Regional Library

CFO Report to the Board

Information

To: Okanagan Regional Library Board of Directors
From: Chief Financial Officer
Date: November 20th, 2024
Subject: Financial Update Report to September 30, 2024 (9 Months)

Purpose: To provide a Financial Update Report to September 30, 2024.

Executive Summary:

Please find attached the Financial Update Report Package to September 30, 2024. Results for the period demonstrate that the ORL is operating within its budget.

RECOMMENDATION

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

BACKGROUND

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

DISCUSSION

Receipts – Tax Levy

All levies have been received for the third quarter on time, aside from Salmon Arm and Lumby. I have reached out to inquire about the missing payments.

Receipts – Government, Grants and Own Resources

This category has seen revenues come in largely on budget. Our interest earnings remain higher than budgeted due to WK funds being available for much of the year, and our annual Provincial grant was a little higher than the previous year. The MFA entries are made at the end of the year and so are showing as being a variance.

From Reserves and Internal Rent

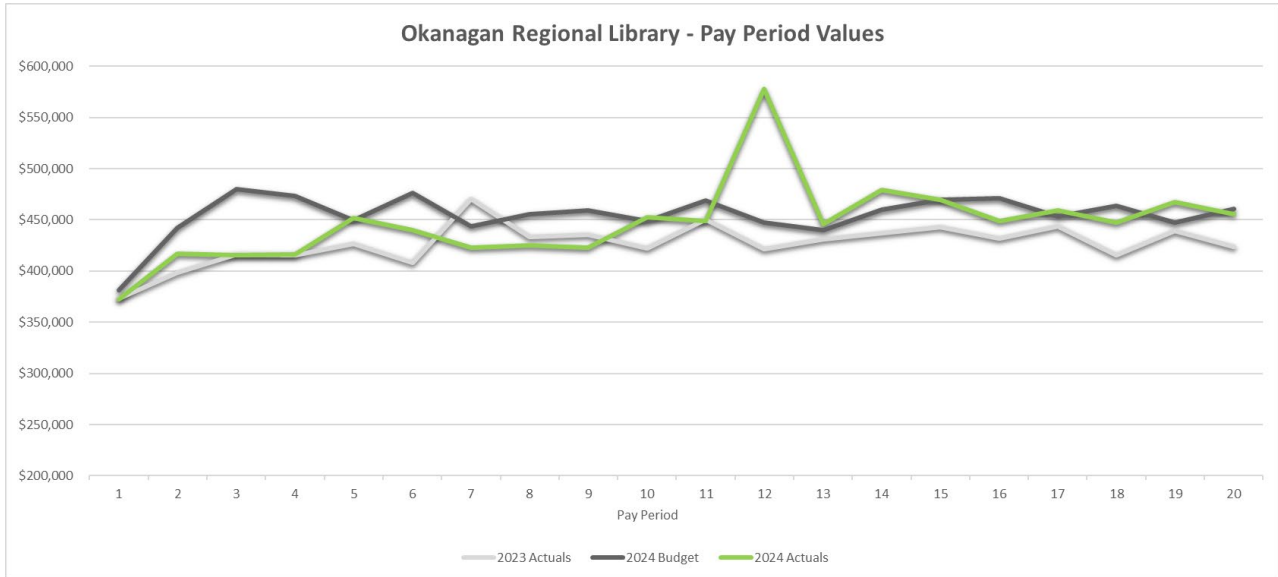
The transfers from reserves are an accounting adjustment that relates to planned amounts drawn out of reserves for technology replacement, furnishings and amounts from the donation reserves for programming and capital expenditures. The internal rent chargeback relates to adjustments for the owned branches.

Total receipts to September 30th total \$17,526,302

Disbursements

Remuneration and benefits are tracking very closely to budget to pay period 20. As mentioned earlier, the spike in period twelve is due to a compensation package paid to our former HR Director.

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



Rent and property expenses are largely on course, although the LTD principle payments are over budget due to an update in the MFA schedules after the budget was set. The total interest amount on the year will be over as mentioned previously, though offset slightly by an increase in the actuarial adjustment.

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

“Other Expenses” are tracking well to date. A few lines of note are Professional Fees, which we expect to end up over budget due to an ongoing HR investigation, and Transportation due to our tailgate needing extensive work.

Total disbursements before capital expenditures and reserve transactions are \$16,305,622

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

Total disbursements to September 30th are \$17,535,740

The net disbursements over receipts to September 30th are \$9,438.

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 expectations and the variances explainable. There does not appear to be anything that requires specific Board attention at this time.

Respectfully submitted,



Jeremy Feddersen, CPA, CA
Chief Financial Officer

Okanagan Regional Library

Appendix 1

Interim Financial Report

(Receipts & Disbursements)

January 1, 2024 to September 30, 2024

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

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
RECEIPTS					
TAX LEVY ON MUNICIPALITIES AND REGIONAL DISTRICTS					
ARMSTRONG, CITY	\$165,456	\$165,456	\$0	\$220,608	\$55,152
CENTRAL OKANAGAN RD	\$261,823	\$261,823	\$0	\$349,098	\$87,274
COLDSTREAM, DISTRICT	\$390,259	\$390,259	\$0	\$520,346	\$130,086
COLUMBIA SHUSWAP RD	\$634,887	\$634,887	\$0	\$846,517	\$211,629
ENDERBY, CITY	\$91,491	\$91,491	\$0	\$121,989	\$30,497
GOLDEN, CITY	\$266,260	\$266,260	\$0	\$355,013	\$88,753
KELOWNA, CITY	\$5,894,401	\$5,894,535	\$135	\$7,859,380	\$1,964,980
KEREMEOS, VILLAGE	\$50,278	\$49,369	-\$909	\$65,825	\$15,547
LAKE COUNTRY, DISTRICT	\$619,410	\$619,410	\$0	\$825,880	\$206,470
LUMBY, VILLAGE	\$40,884	\$61,866	\$20,982	\$82,488	\$41,604
NORTH OKANAGAN RD	\$663,320	\$663,320	\$0	\$884,427	\$221,107
OLIVER, TOWN	\$172,773	\$172,773	\$0	\$230,364	\$57,591
OKANAGAN SIMILKAMEEN RD	\$725,249	\$725,249	-\$0	\$966,998	\$241,750
OSOYOOS, TOWN	\$225,115	\$225,115	\$0	\$300,153	\$75,038
PEACHLAND, DISTRICT	\$225,494	\$225,494	\$0	\$300,659	\$75,165
PRINCETON, TOWN	\$106,746	\$106,747	\$0	\$142,329	\$35,583
REVELSTOKE, CITY	\$315,949	\$315,949	\$0	\$421,266	\$105,316
SALMON ARM, CITY	\$422,672	\$634,008	\$211,336	\$845,344	\$422,672
SICAMOUS, DISTRICT	\$129,699	\$129,699	-\$0	\$172,932	\$43,233
SPALLUMCHEEN, TOWNSHIP	\$179,940	\$179,941	\$0	\$239,921	\$59,981
SUMMERLAND, DISTRICT	\$437,275	\$437,275	\$0	\$583,034	\$145,758
VERNON, CITY	\$1,553,409	\$1,553,410	\$0	\$2,071,213	\$517,804
WESTBANK FIRST NATION	\$382,608	\$382,608	\$0	\$510,144	\$127,536
WEST KELOWNA, CITY	\$1,394,037	\$1,394,057	\$20	\$1,858,743	\$464,705
	\$15,349,438	\$15,581,002	\$231,563	\$20,774,669	\$5,425,231

FROM GOVERNMENT & OWN RESOURCES

PROVINCE OF BC - PER CAPITA GRANT	\$1,081,582	\$1,038,411	-\$43,171	\$1,038,411	-\$43,171
GRANTS-PROV.B.C.-BOOKS	\$5,000	\$0	-\$5,000	\$0	-\$5,000
GRANTS - FEDERAL	\$16,745	\$0	-\$16,745	\$49,000	\$32,255
GRANTS - OTHER	\$16,444	\$0	-\$16,444	\$6,500	-\$9,944
FINES, FEES AND DAMAGED MATERIALS	\$24,896	\$39,374	\$14,478	\$52,499	\$27,603
SPACE RENTALS	\$11,651	\$14,405	\$2,754	\$19,207	\$7,556
PRINTING REVENUE	\$27,098	\$22,481	-\$4,617	\$29,975	\$2,877
KEYCARD REVENUE	\$884	\$187	-\$696	\$250	-\$634
INTEREST AND EXCHANGE	\$298,594	\$138,750	-\$159,844	\$185,000	-\$113,594
COPIER REVENUE	\$4,423	\$7,162	\$2,739	\$9,550	\$5,127
SUNDRY INCOME	\$7,581	\$3,750	-\$3,831	\$5,000	-\$2,581
MFA ACTUARIAL , DEBT REDUCTION	\$0	\$259,855	\$259,855	\$346,474	\$346,474
INTER LIBRARY LOANS, NET	-\$273	-\$113	\$160	-\$150	\$123
SUBTOTAL GOVERNMENT & OWN RESOURCES	\$1,494,626	\$1,524,265	\$29,639	\$1,741,716	\$247,090
TRANSFERS FROM RESERVES	\$0	\$0	\$0	\$726,007	\$726,007
ORL OWNED BUILDINGS, RENT CHARGEBACK	\$682,238	\$0	-\$682,238	\$909,650	\$227,413
TOTAL RECEIPTS	17,526,302	17,105,267	-421,035	24,152,042	6,625,740

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

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
DISBURSEMENTS					
REMUNERATION AND FRINGE BENEFITS					
REMUNERATION	7,387,516	7,475,794	88,277	9,967,725	2,580,209
FRINGE BENEFITS	1,425,562	1,425,398	-163	1,900,531	474,969
WCB	50,776	38,830	-11,946	51,774	998
	8,863,854	8,940,022	76,168	11,920,030	3,056,176
RENT AND PROPERTY EXPENSES					
RENT	1,975,907	2,009,901	33,994	2,679,868	703,961
LTD PRINCIPAL, ACTUARIAL AND INTEREST	1,385,847	1,138,857	-246,990	1,518,476	132,629
PROPERTY EXPENSES	1,553,508	1,469,815	-83,692	1,959,754	406,246
	4,915,262	4,618,573	-296,689	6,158,097	1,242,836
LIBRARY MATERIALS					
	1,300,977	1,264,206	-36,772	1,685,608	384,630
OTHER EXPENSES					
BOARD EXPENSES	9,108	15,559	6,451	20,745	11,637
BOOK DEPOSIT GRANTS	5,500	2,400	-3,100	3,200	-2,300
COLLECTION AGENCY	-105	2,250	2,355	3,000	3,105
EQUIPMENT REPAIRS & RENEWALS	10,074	10,982	908	14,642	4,568
INSURANCE	48,193	47,799	-394	63,732	15,539
INTEREST & BANK CHARGES	9,214	8,625	-589	11,500	2,286
MARKETING & COMMUNICATIONS	84,860	67,484	-17,376	89,979	5,119
MEMBERSHIPS	9,703	15,729	6,026	20,972	11,269
PENTICTON LIBRARY FEE	44,220	36,246	-7,974	48,328	4,108
POSTAGE & FREIGHT	36,659	50,529	13,871	67,373	30,714
PROFESSIONAL FEES	110,484	67,758	-42,725	90,345	-20,139

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
PROGRAMS	50,652	122,050	71,398	162,733	112,082
RECRUITMENT, TRAVEL & SUNDRY	2,223	12,478	10,254	16,637	14,414
STAFF DEVELOPMENT & MEETINGS	88,600	91,340	2,740	121,786	33,186
SUPPLIES	148,644	119,017	-29,627	158,689	10,045
TECHNOLOGY EXPENSES	368,918	455,283	86,365	607,044	238,126
TELEPHONE & INTERNET	68,730	62,381	-6,349	83,175	14,445
TRANSPORTATION	127,640	107,688	-19,953	143,583	15,943
VIRTUAL BRANCH	2,213	7,500	5,288	10,000	7,788
	1,225,529	1,303,097	77,569	1,737,463	511,935
DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES	16,305,622	16,125,899	-179,723	21,501,198	5,195,576
CAPITAL EXPENDITURES					
BOOKS AND OTHER PHYSICAL MATERIALS	852,861	1,001,495	148,635	1,335,327	482,466
TECHNOLOGY ASSETS	0	271,330	271,330	361,774	361,774
FURNITURE, EQUIPMENT & OTHER	0	198,609	198,609	264,812	264,812
	852,861	1,471,435	618,574	1,961,913	1,109,052
TRANSFERS TO RESERVES					
TO BRANCH FURNISHING RESERVE	75,637	108,750	33,113	145,000	69,363
TO CAPITAL PROJECTS RESERVE	57,000	85,500	28,500	114,000	57,000
TO IT REPLACEMENT RESERVE	155,504	233,256	77,752	311,008	155,504
TO NON-OWNED BUILDING MNTC RESERVE	16,000	24,000	8,000	32,000	16,000
TO OWNED BUILDING MNTC RESERVE	30,000	45,000	15,000	60,000	30,000
TO STAFF APPRECIATION OR DEVELOPMENT RESERVE	837	1,125	288	1,500	663
TO VEHICLE REPLACEMENT RESERVE	42,280	19,069	-23,211	25,425	-16,855
	377,257	516,700	139,442	688,933	311,676
TOTAL DISBURSEMENTS	17,535,740	18,114,033	578,293	24,152,044	6,616,304
NET DISBURSEMENTS OVER RECEIPTS	-9,438	-1,008,766	-999,328	-2	9,437

**BOARD OF TRUSTEES
MEETING SCHEDULE
YEAR 2025**

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.”

In-Camera Meetings begin at 9:30 AM (subject to change)
 Regular Meetings begin immediately following the In-Camera Meeting (subject to change)

Meetings are held at Library Administration Building Boardroom
 1430 KLO Road, Kelowna, BC

Wednesday February 19	Regular Meeting & AGM
Wednesday May 21	Regular Meeting
Wednesday September 17	Regular Meeting
Wednesday November 19	Regular Meeting

2025 Dates of Interest to Library Board Trustees:

BC Library Association Annual Library Conference
 May 7 – 9, 2025 (Nanaimo, Vancouver Island Convention Centre)

SILGA AGM and Convention
 April 29 – May 2 (Merritt)

UBCM Convention
 September 22 – 26, 2025 (Victoria)

Submitted on 26 October 2024, 11:35 AM

First Name*	Emily
Last Name*	Goodlad
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Kids Play Area
Message*	<p>I was very dismayed to hear that the Lake Country Library is removing it's kids play area. My 4 year old daughter loves to go there and even my 10 and 12 year old sons like to sit there too. Is there anyway we can ensure that there is a space for children to have free play at our library?</p> <p>Emily</p>
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 11:39 AM

First Name*	Laurel
Last Name*	Huber
Contact Info (email or phone)*	<hr/>
Address (home or mail)*	
Subject*	Kids play area
Message*	I was sad to hear that the Lake Country library was going to be losing its kids play area. We were so happy with the improvements in the last bit with the addition of toys and my kids will be very sad to see it go. They love the toys, the seated area and the colouring opportunities it provided. I really hope space for a kids area with toys will still be a priority! Thank you Laurel
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input checked="" type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 11:53 AM

First Name*	Jen
Last Name*	Millar
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Kids area LC
Message*	Hello, I'm writing this letter to ask for reconsideration to eliminate the children's reading space in the LC public library. We have very little indoor spaces for our kids to use in LC and this is a space where the love of reading and quiet family time happens. Please consider reevaluating this decision.
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 11:56 AM

First Name*	Traci
Last Name*	Mainstone
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Kids play zone
Message*	It's rumoured that the okay zone is to be eliminated. Please do not do this! The children in the Lake Country community enjoy this space.
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 12:00 PM

First Name*	Quinn
Last Name*	Gallacher
Contact Info (email or phone)*	
Address (home or mail)*	
Subject*	Lake country kid zone
Message*	I feel removing the kids area in the library is a massive disservice to the community I hope you reconsider and listen to the community as I think many people depend on that area
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 12:17 PM

First Name*	Katie
Last Name*	Keo
Contact Info (email or phone)*	
Address (home or mail)*	
Subject*	Kids library
Message*	Hi there, I'm really disappointed so that there might not be a kids area any longer at the lake country library. The library was a place where my son and daughter (4 years apart) could both enjoy. That area was excellent for my infant to crawl around on while I read stories to my 4 year old. It was the first place I felt truly comfortable when having just moved to Lake Country, somewhere that didn't cost us a thing and was a safe space. I hope rather than making an office there, you will keep the existing kids section and even begin to add some child seating. Katie
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 12:28 PM

First Name*	Becky
Last Name*	Carr
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Lake Country Kids Area
Message*	Hello, We've heard that the Lake Country library branch is being renovated and the kids zone might be lost. We love that space!! It is very well used by many families and we would be very sad to see it gone.
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 01:14 PM

First Name*	Elisa
Last Name*	Mess
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Kids Area at ORL
Message*	<p>I went into the library today and saw some renovations in the kids area. I was extremely disappointed to hear that it was being made into offices and the children's play area may no longer be in the Lake Country Library. A part of children's first impressions of the library is having a play space. It's a crucial space for children to have so their love of books and reading can grow. Parents pick out books in there together and sit and read. Sometimes kids play while books are being selected to read later (especially on off days when kids just want to do their own thing). I think removeing this space is a big mistake and a major hit to our local library. Sincerely, Elisa Mess</p>
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 03:38 PM

First Name*	Ashley
Last Name*	Cail
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Lake Country Library, children space
Message*	<p>Good afternoon, I was disappointed this week to come into the Lake Country library and to see that the children's space was being renovated into an office for the librarian staff. I understand the need for office space; however, it seems that there is not a plan for where the children's section of the Lake Country Library will be after this renovation. The children's section of a library is essential to the ongoing literacy effort of parents in the community. It is a gathering space. It is a space of creativity and joy. And it is one of the only indoor spaces in Lake Country for those with young children. Please consider creating a dedicated space within the Lake Country Library for young children to play, read, and learn. Thank you, Ashley Cail</p>
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 04:11 PM

First Name*	Madeline
Last Name*	Burwood
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Lake country library children's space
Message*	<p>Hello, I've read some concerning posts on Facebook about the children's space at the lake country library being removed and replaced by offices. Even more concerning was the suggestion that there will no longer be a children's corner at the library at all. Surely this isn't what is actually happening? I bring my children and their friends to the library every week, my disabled child loves the kids space and watches the school buses from that window in the space. I presumed the purpose of a library was to serve every member of the community, or do children not count in that? Can you please clarify what changes are being made and when they are likely to be finished, as I simply won't be able to bring my children and their friends there unless there is a dedicated children's space, a welcoming space where all children can feel safe. Regards Madeline</p>
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 04:34 PM

First Name*	Alex
Last Name*	Burwood
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Child section
Message*	I wanted to express my great dismay at learning the children’s play area is being removed to make way for an office at the Lake Country library. The existing children’s play space is a well valued asset to the local community and is inclusive to all children. Critically, from my experience with my disabled son, it is a space that allows many children who may not be typical users of a library, to go and associate play and fun with reading, or provide an area for them while siblings can explore new ideas and books. Please reconsider this decision with the needs of the community in mind.
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 26 October 2024, 07:32 PM

First Name*	Tamara
Last Name*	McLellan
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Kids space
Message*	I'm writing about the recent Facebook post saying that the kids room at the library is going to be taken away. I have an 9 year old but he still loves going to the library and sitting in the kids area - it's a highlight of our day. It's a safe space in a very loud world! I would so love to see a children's area remain. Big hugs for all you do! Thank you for listening!
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate	<input type="checkbox"/> I Agree

New form submission

Submitted on 27 October 2024, 08:59 PM

First Name*	Samantha
Last Name*	Flury
Contact Info (email or phone)*	
Address (home or mail)*	
Subject*	Kids zone in Lake Country Library
Message*	Hello, I'm writing because I've learned that the kid's zone in the Lake Country library has been removed and replaced with office space. As someone who is still saddened by the removal of the Oyama library, I sincerely hope there's plans for another kid's zone corner to be made for our children to be welcome in our local library. If there's a better group for me to be writing to about this, please let me know. Thank you, Samantha
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate party for response, which may be staff for staff related matters, or the Board of Directors if it is deemed to be a board matter.	<input type="checkbox"/> I Agree

New form submission

Submitted on 28 October 2024, 07:51 AM

First Name*	Shannon
Last Name*	Pearson
Contact Info (email or phone)*	_____
Address (home or mail)*	
Subject*	Kids corner lake country
Message*	Hello, We've seen that the kids corner is being Replaced. The story is it is turning into an office instead of improving the kids corner. This is the first area our kids head to upon entering the lake country library. Please reconsider removing this area for all Our kids in the communitys sake. Thanks the Pearsons.
Upon submitting this, you understand and agree that your message will become public record. It will be reviewed and forwarded to the appropriate	<input type="checkbox"/> I Agree



Subject: Changes to the Lake Country Library Space

Thank you for reaching out and sharing your concerns about the changes at the Lake Country Library. We understand that relocating the children's area may feel disappointing, especially if you and your family have enjoyed the current setup.

Our goal with this reconfiguration is to accommodate additional services and resources, which includes creating a dedicated office space for our new Branch Head. This office will allow us to provide a higher level of support and coordination for the programs and services we offer the community. While the children's area is moving, we are focused on designing a welcoming and functional new space for families to enjoy.

We appreciate your patience and understanding as we work to enhance the library for everyone in Lake Country. Thank you for your feedback and for being a valued part of our library community.

Contact:
Michal Utko
ORL Director of Marketing and Communications
mutko@orl.bc.ca
250-860-4033 X 2456