

OKANAGAN REGIONAL LIBRARY

2017
**ANNUAL
REPORT**



Introduction

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

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

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

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

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

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

VISION

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

Our Strategic Themes Include

Our library advances learning, creativity, and imagination

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

people learn. The library is evolving to reflect that.

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

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

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

Our library branches are innovative, inviting and reflect their communities

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

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

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

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

that continue to make a difference in peoples lives.

Our library advances learning, creativity, and imagination

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

Example of 2017 creative programs and services

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

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

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

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

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

2017 Programs and services related to this included:

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

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

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

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

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

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

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

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

Okanagan Symphony Orchestra

TELUS Thompson Okanagan Community Board

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

Community Living of BC Council

Learning Disabilities Association of BC (LDABC)

North and South Shuswap Community Resources

Outcomes related to this theme in 2017 included:

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

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

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

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

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

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

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

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

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



Our library branches are innovative, inviting and reflect their communities

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

Doubled bandwidth speeds to 21 of our 29 locations

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

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

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

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

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

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

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

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

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

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

Partnerships that support fostering connected communities

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

UBC

Literacy Alliance of the South Shuswap

Junction Literacy of Vernon

Columbia Basin Alliance for Literacy

Westside Health Network Society



Examples of outcomes from the above partnerships

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

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

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

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

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

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

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

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



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

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

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

2017 Programs and services

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

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

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

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

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

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



NEW BRAND WAS INTRODUCED IN LATE 2017

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

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

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

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

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

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



2017 KEY STATISTICS



Patrons attended ORL programs and used Library meeting spaces

79% increase since 2012

416,672

ORL eBooks & eAudio Checkouts



18%

INCREASE SINCE 2016

1,060

Hours spent learning new languages through Rosetta Stone

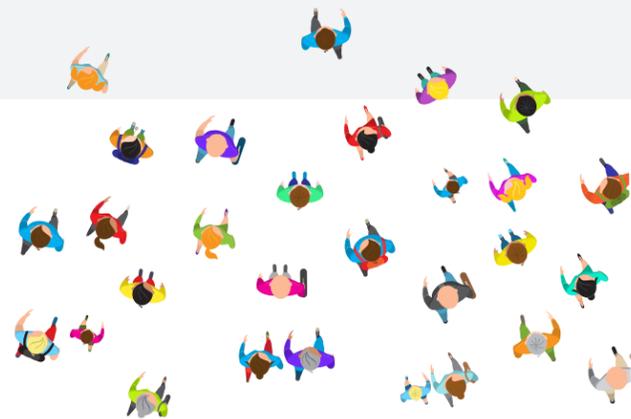
62%

INCREASE SINCE 2016



1,602,829

Patrons walked through our doors



1,199,074

Number of times patrons logged on to use wifi

10%

INCREASE SINCE 2016



595,395

PressReader Articles Read

44%

INCREASE SINCE 2016

10

Public use computers added, totaling 205 ORL system wide



2,254,985

patrons visited our website



Doubled

Internet speed increase in 21 ORL branches



105,979

Active cardholders in 2017



2,857,273

Books, magazines and other materials borrowed



2,189

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



5,323

ORL programs ran in 2017



866,170

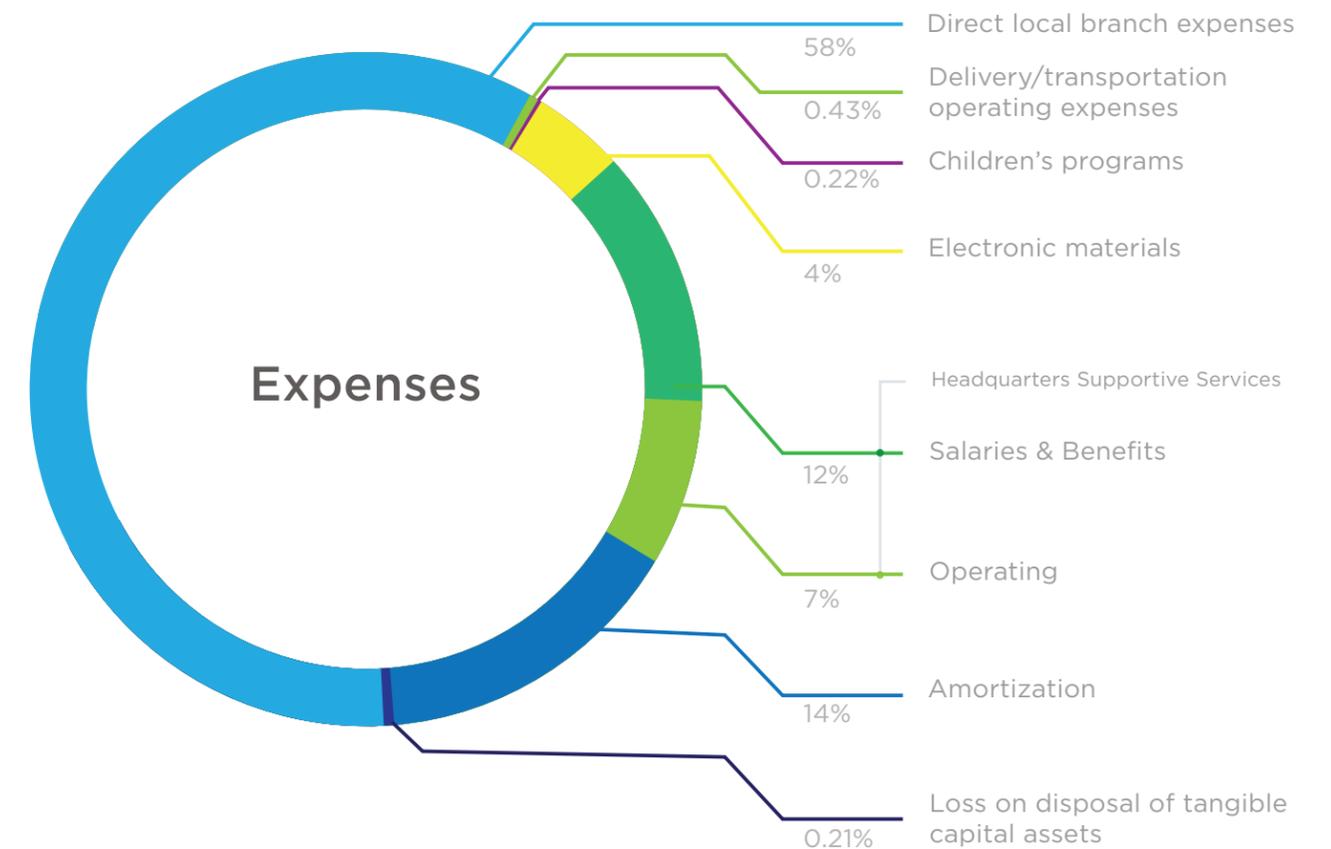
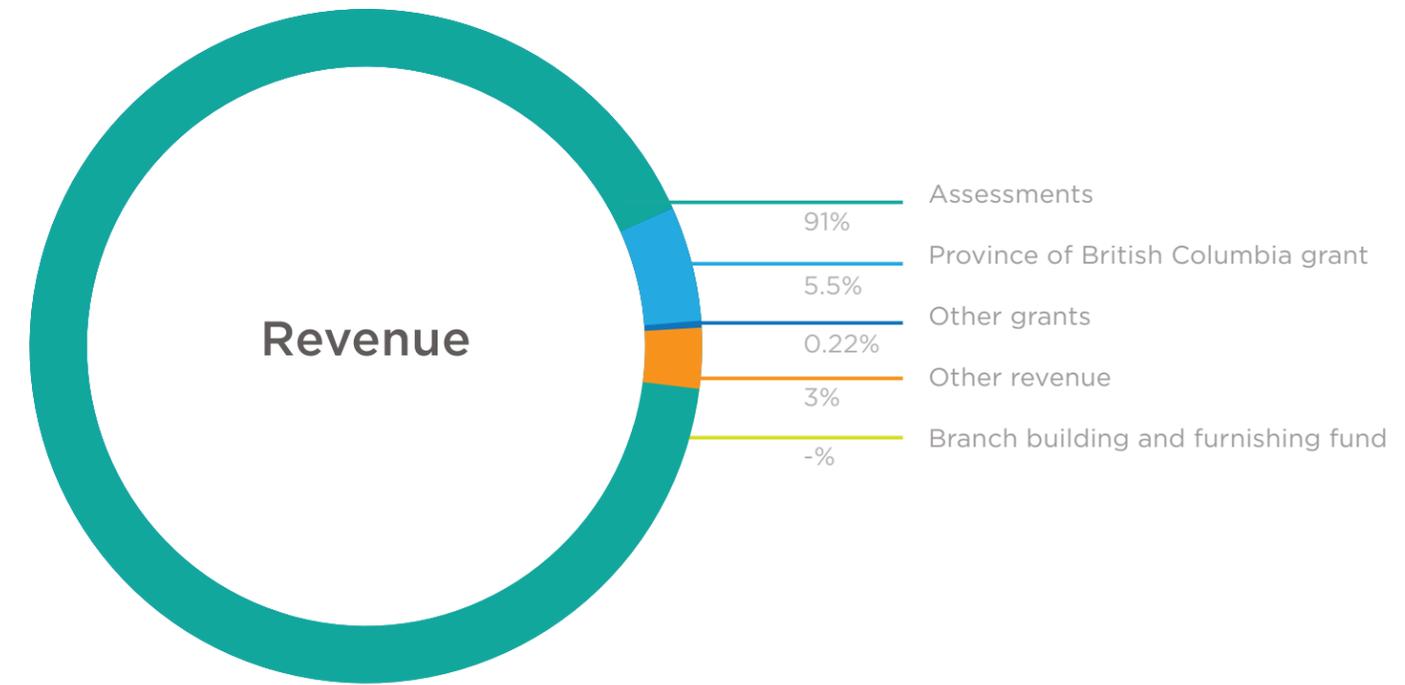
Physical Holds Placed in 2017



Statement of Operations

Okanagan Regional Library District Statement of Operations and Accumulated Surplus

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



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

SUMMARY

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



Thank you!

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

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

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



Serving 29 communities:

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



1430 KLO Road
 Kelowna, BC V1W 3P6



250.860.4033
orl.bc.ca



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