

OKANAGAN REGIONAL LIBRARY

# 2023 ANNUAL REPORT



# Welcome

Welcome to the 2023 Annual Report of the Okanagan Regional Library (ORL). I am Danielle Hubbard, your CEO, and I am honored to work alongside Loyal Wooldridge, our Chair of the Board.

This year, 2023, has been a transformative period for the ORL, marked by significant enhancements in our services and the launch of impactful initiatives that have deepened our connection with the community.

We celebrated tremendous success with our Summer Reading Club, which recorded its highest participation ever, playing a crucial role in preventing learning loss during the summer months. Summer Reading Club underscores our commitment to fostering educational engagement year-round.

Our Library of Things has grown to include Financial Literacy Kits, enriching our collection and extending educational opportunities into the homes of our community members. This initiative continues to support a broad spectrum of learning and development needs.

A major development this year was the progress on our Digital Accessibility and Community Connection Initiative. Thanks to the 2022 COVID-19 Relief & Recovery grant, we are on the cusp of launching a new website that will enhance digital access to our resources, ensuring a user-friendly experience for all.

The completion of our Workplace Harmony and Professional Development Program has further strengthened our team, providing staff with the tools needed to support a healthy and inclusive workplace environment.

Despite challenges such as wildfires and financial constraints, our proactive measures and strategic planning have enabled us to maintain and enhance our service offerings. Our comprehensive emergency response strategies and extensive community outreach have solidified the ORL's role as a central support pillar within the region.

As we move forward, we are inspired by the new directions and potential that our updated board brings. These changes are pivotal as we continue to adapt and evolve to meet the needs of our communities.

Thank you for your support and trust in the ORL. We are excited to continue this journey with you, dedicated to enriching our communities through learning, culture, and connection.

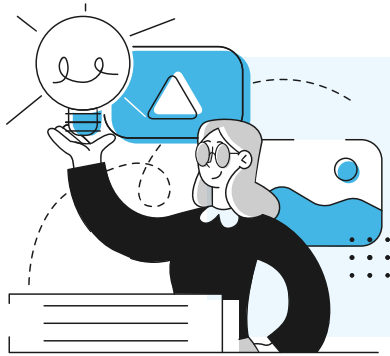
Sincerely,



Danielle Hubbard  
ORL CEO



Loyal Wooldridge  
ORL Board Chair

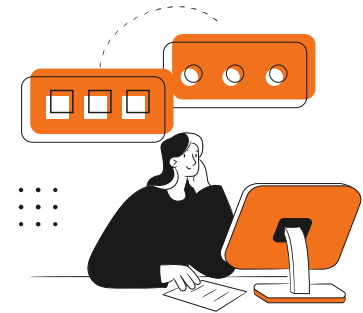


**9,080**

Total number of programs offered

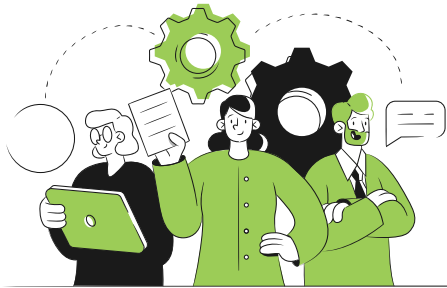
**2,754**

Hours spent learning new languages through Rosetta Stone



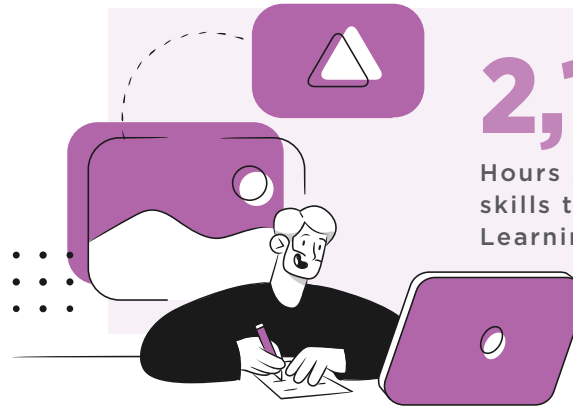
**178,955**

Total attendance at ORL programs



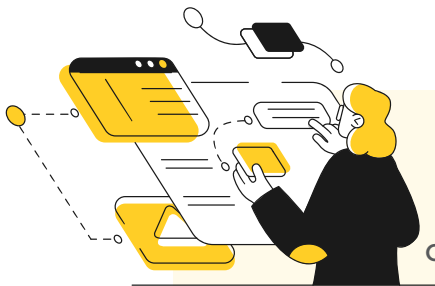
**2,174**

Hours spent learning new skills through LinkedIn Learning for Libraries



**1,117,850**

ORL eBooks & eAudio Checkouts



**1,332,901**

Number of Patrons walked through our doors



**2,198,449**

Books, magazines & other materials borrowed



**100,858**

Active Cardholders



## Year in Review

### We continue to grow the Summer Reading Club

In 2023 our Summer Reading Club program had its highest participation to date. This initiative prevents summer learning loss and promotes literacy by engaging children with a mix of reading and creative activities. Supported by the provincial operating grant, this program demonstrates our commitment to continuous learning and educational support for youth.



## Year in Review

### We continue to expand the Library of Things

We continue to expand our Library of Things collection, which supports alternative forms of literacy. In 2023 we added Financial Literacy Kits that help families learn valuable money management skills. This expansion strengthens our educational outreach and supports community members in gaining critical financial knowledge.



## Year in Review

### We advance digital accessibility through a new website

We are advancing our Digital Accessibility and Community Connection Initiative with the upcoming launch of a new website funded by the 2022 COVID-19 Relief & Recovery grant. The new website will greatly enhance digital access to our resources and provide an improved user experience.



## Strategic Initiatives & New Directions

### We introduce fresh perspectives on the Board of Directors

Due to the fall 2022 municipal elections, we have seen significant changes in our Board of Directors, with new members who bring innovative ideas and renewed energy. Their perspectives are driving strategic changes that align with the evolving needs of our community.



## Strategic Initiatives & New Directions

### We foster workplace harmony through training

We foster workplace harmony through our Workplace Harmony and Professional Development Program. Comprehensive training on bullying and harassment has cultivated a supportive environment, empowering our team to handle challenging situations and provide exceptional service.

## 2023 In Pictures



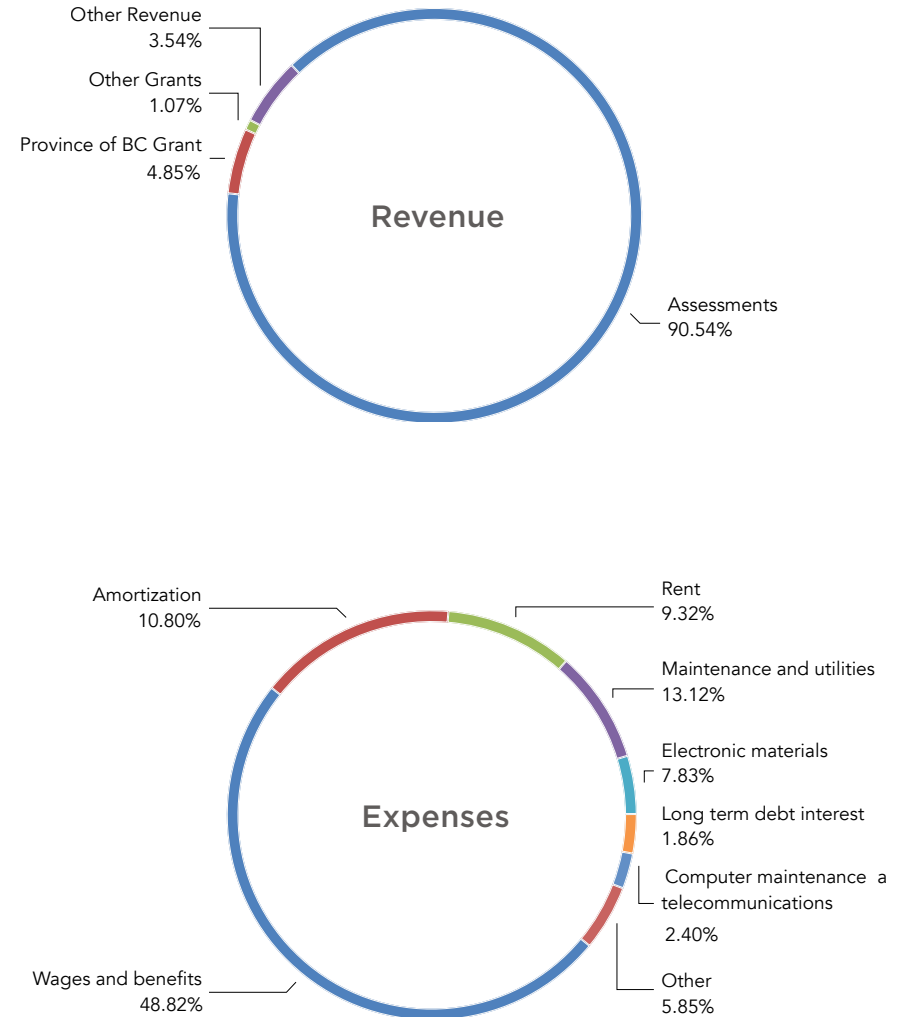
For the year ended December 31	2023	2023	2022
	Actual	Budget	Actual
<b>Revenue</b>			
Assessments (Schedule 2)	\$ 19,730,611	\$ 19,723,354	\$ 18,839,504
Province of British Columbia grant	2,548,783	1,008,000	1,009,411
Other grant revenue	32,317	192,780	221,630
Other revenue (Schedule 3)	1,224,665	611,174	737,531
	<u>23,536,376</u>	<u>21,535,308</u>	<u>20,808,076</u>

#### 6. Expenses by Object

	2023	2023	2022
	Actual	Budget	Actual
Advertising and marketing	\$ 123,563	\$ 83,593	\$ 147,448
Amortization	2,291,717	-	2,279,287
Association dues and memberships	14,078	20,361	15,208
Board and committee expenses	13,390	20,141	4,364
Board strategic planning	63,910	-	20,000
Book binding and mending	2,768	21,887	10,776
Collection agency	354	9,566	(602)
Communications	91,577	80,752	82,158
Computer maintenance and telecommunications*	730,781	529,363	505,763
Electronic materials	1,672,143	1,685,608	1,651,733
Insurance	60,782	58,470	62,626
Interest, bank charges and foreign exchange	12,868	11,500	(4,580)
Long term debt interest	493,800	397,050	393,000
Maintenance and utilities	2,023,051	1,916,890	2,766,749
Penticton library contract	42,020	48,328	36,740
Postage and freight	48,274	65,411	47,995
Professional fees	117,866	87,714	84,251
Programs	113,853	148,491	73,897
Rent	1,845,012	1,840,015	1,965,740
Staff development	239,060	268,813	245,676
Sundry	-	-	2,266
Supplies**	278,625	139,400	272,141
Transportation	135,402	139,401	133,959
Wages and benefits	11,065,411	10,922,083	10,298,317
	<u>\$ 21,480,305</u>	<u>\$ 18,494,837</u>	<u>\$ 21,094,912</u>

\* Computer maintenance and telecommunications contains \$300,922 of IT costs that were completed using funds transferred from reserves for these projects. See Note 9 for further information on budgeted figures.

\*\* Supplies contains \$7,188 of expenses transferred from reserves. See Note 9 for further information on budgeted figures.



## Need Help? Contact Us!

Visit us at your nearest ORL library,


[www.orl.bc.ca/hours-locations](http://www.orl.bc.ca/hours-locations) or email us at [help@orl.bc.ca](mailto:help@orl.bc.ca)

## ORL LIBRARY BRANCHES

Armstrong	250.546.8311	Osoyoos	250.495.7637
Cherryville	250.547.9776	Peachland	250.767.9111
Enderby	250.838.6488	Princeton	250.295.6495
Falkland	250.379.2705	Revelstoke	250.837.5095
Golden	250.344.6516	Rutland	250.765.8165
Hedley	250.292.8259	Salmon Arm	250.832.6161
Kaleden	250.497.8066	Sicamous	250.836.4845
Kelowna	250.762.2800	Silver Creek	250.832.4719
Keremeos	250.499.2313	South Shuswap	250.675.4818
Lake Country	250.766.3141	Summerland	250.494.5591
Lumby	250.547.9528	UBC-O	N/A
Mission	250.764.2254	Vernon	250.542.7610
Naramata	250.496.5679	Westbank	250.768.4369
North Shuswap	250.955.8198	Westside Learning Lab	778.755.6235
Okanagan Falls	250.497.5886	Administration	250.860.4033
Oliver	250.498.2242		

## CONTACT INFORMATION

@ [help@orl.bc.ca](mailto:help@orl.bc.ca)

 [www.orl.bc.ca](http://www.orl.bc.ca)

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