

OKANAGAN REGIONAL LIBRARY

2018
**ANNUAL
REPORT**

We hope that you will find this annual report of 2018 interesting and encouraging. As we look back on 2018 for the ORL, it can be summarized by the words change, challenge, and chances.

Change

CHANGE OF PEOPLE

Change began at the top. The fall 2018 election saw about half of our Board members changed, including our Chair Catherine Lord and several other long serving members. We really want to thank Catherine and the other outgoing members of the Board for their service to the ORL.

We also had significant changes in our senior leadership team including the positions of CEO, CFO, and Director of Public Services. Again, thank you to former CEO Stephanie Hall and Director of Public Services Georgia McKay for your years of leadership.

As has been happening in many organizations we also had many long service employees retire including Rutland Head Sheila Coe (40 years) and Oliver head Vicky White (30 years).

Change always has some disruption and challenge, but the ORL was helped by being able to promote experienced people from within.

For the Board, Karla Kozakevitch, Library Board Vice Chair stepped into the position of Board Chair.

For the Senior Management team, Don Nettleton, long time CFO moved to CEO, while Christine McPhee, Kelowna Branch Head was promoted to Director of Public Services.

At the staff level, we had several move from other positions.

- New branch leaders included Alison Hayman Rutland Branch Head, Richard Kicksee Mission Branch Head, Kristy Woodcock Salmon Arm Branch Head, Kristy Hennings Vernon Branch Head, and Marigje Toepfer Oliver Head, Lucie Bergeron Revelstoke Branch Head, and Dianne Steinley Cherryville Branch Head.
- James Laitinen moved from Salmon Arm to become head of collections for the system.

The ORL was also strengthened by adding new talented faces. This included Jeremy Sundin as CFO at the management team level. And at the branch or headquarters level it included Chris Stephenson Kelowna Branch Head and Jessica Whu Westbank Branch Head as well as many other new librarians and support staff throughout the system.



CHANGE OF SERVICES

Change also included new programming. Highlights included the Makercrew 3D system wide summer tour.

Salmon Arm Branch Renovations

In 2018 we embarked on a renovation of the Salmon Arm branch. ORL received a lot of feedback from the community as to what would serve best the people of Salmon Arm and surrounding areas. The updated branch will feature a flexible large meeting room, a study room, reconfiguring of the layout and new paint and washrooms. We are excited to see how our efforts will impact the community.

Westside Learning Lab a new branch Tech Hub

Planning and construction were well on their way in 2018 for a new Westside Learning Lab branch. This new location will focus on technology, innovation and learning while accommodating the meeting and gathering space needs of the community.

New Branch at UBCO

Late fall we also opened a small location within UBCO Library for holds pickup and returns and a small browsing collection. This new branch was a fruit of years of efforts and collaboration between UBCO and ORL





Patrons attended ORL programs and used Library meeting spaces

8% increase since 2016

519,567

ORL eBooks & eAudio Checkouts



47%

INCREASE SINCE 2016

740

Hours spent learning new languages through Rosetta Stone

13%

INCREASE SINCE 2016



1,301,103

Number of times patrons logged on to use wifi

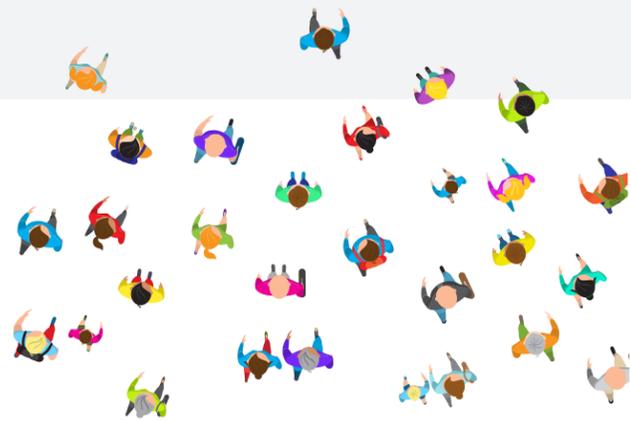
19%

INCREASE SINCE 2016



1,622,850

Patrons walked through our doors



620,143

PressReader Articles Read

50%

INCREASE SINCE 2016

Active cardholders in 2018



106,003

40

Public use computers added, totaling 290 ORL system wide



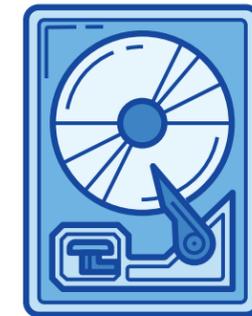
2,303,332

Patrons visited our website



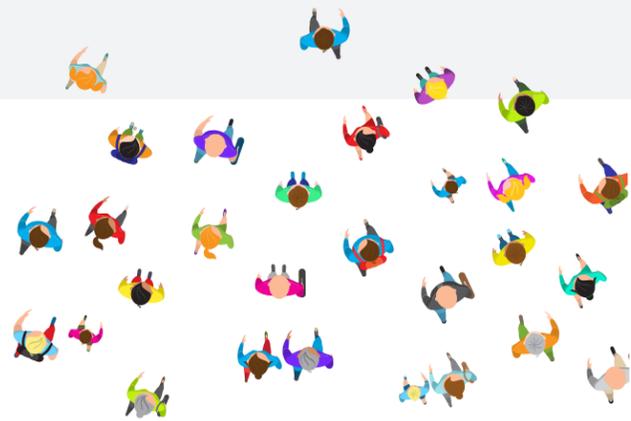
57 TB

Terabytes of wireless data traffic



1,622,850

Patrons walked through our doors



620,143

PressReader Articles Read

50%

INCREASE SINCE 2016

Active cardholders in 2018



106,003

2,799

Hours spent learning new skills though Lynda.com

55% INCREASE SINCE 2016



6,644

ORL programs ran in 2018, 28% INCREASE SINCE 2016



3,274

Adults attended programs

68% INCREASE SINCE 2016



2,796,898

Books, magazines and other materials borrowed



Challenge

STAFF SHORTAGE OR VACANCY

Related to all of the staff moves above was the challenge of operating for much of the year with new staff, or with significant numbers of other staff away due to maternity leave, unfilled or slow to fill vacancies, or illness. This stretched the existing staff significantly and added additional pressures to try to continue to meet the needs of the public and move the ORL forward on our strategic directions.

CHANGING NEEDS OF OUR COMMUNITIES

The ORL is continuing to try to evolve to meet the diverse communities that we serve. Significant challenges we are adapting to included

- More visible Homeless and other diverse need population. A significant amount of training and attention was invested in educating staff as to how to deal with people of diverse needs and backgrounds.
- Security of our larger branches. We added full time security for our two largest branches to ensure the public and staff are and feel safe, and we did additional security training for staff in these and other branches
- Expansion of programming continued as can be seen from our statistics. This is continuing to grow for all ages and backgrounds, whereas until recently it was more narrowly focused to primarily children.



Chances / Opportunities

Finally, the Library continues to focus on chances.

Chances to follow our mission, which is connecting curious minds.

And our Vision of providing learning, innovation, creativity, and a connected community.

We know that we have not arrived, but we feel that during 2018 we continued, in spite of the change and challenges, to take great strides in the right direction. This happened through the focus and handwork of everybody connected to the ORL, and through the continuing strong support of our communities. We appreciate the past, and look forward to the future.

Thank you to everyone who donated or contributed time and/or resources in support of Okanagan Regional Library and your local branches of the ORL. Your contributions make a big difference.



Karla Kozakevich
Library Board Chair

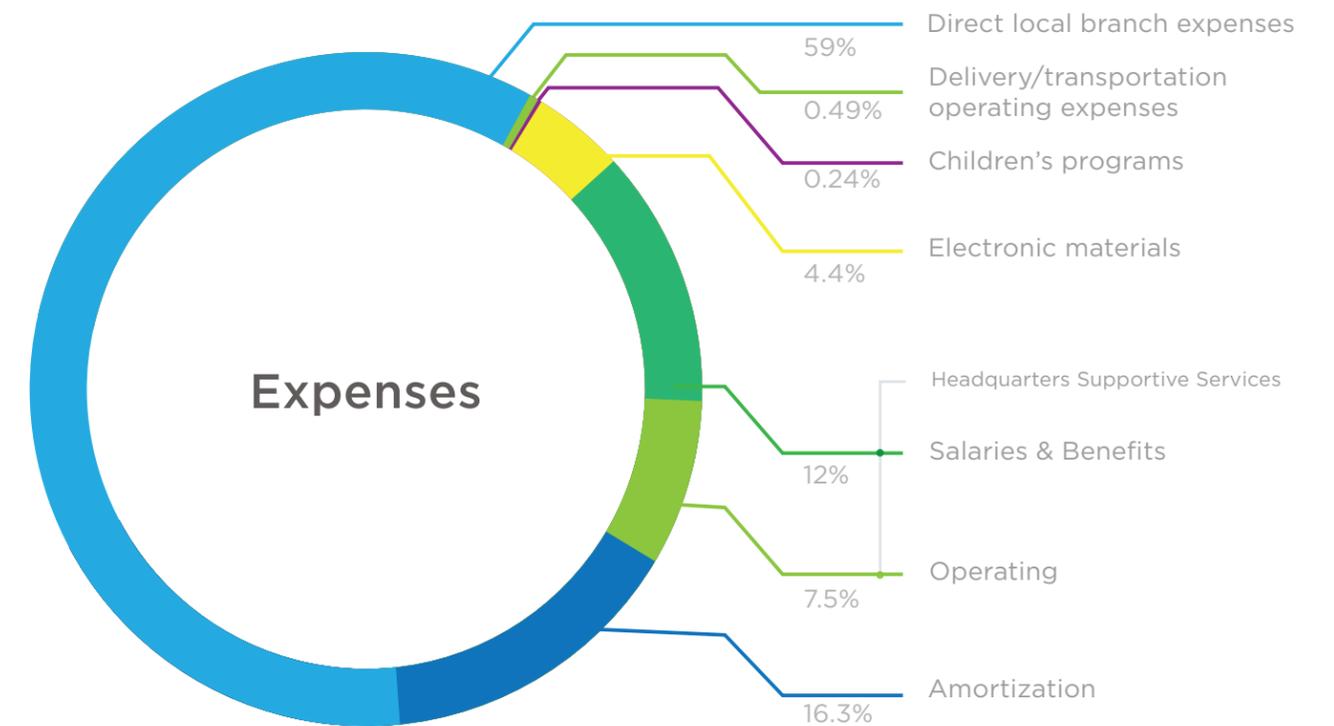
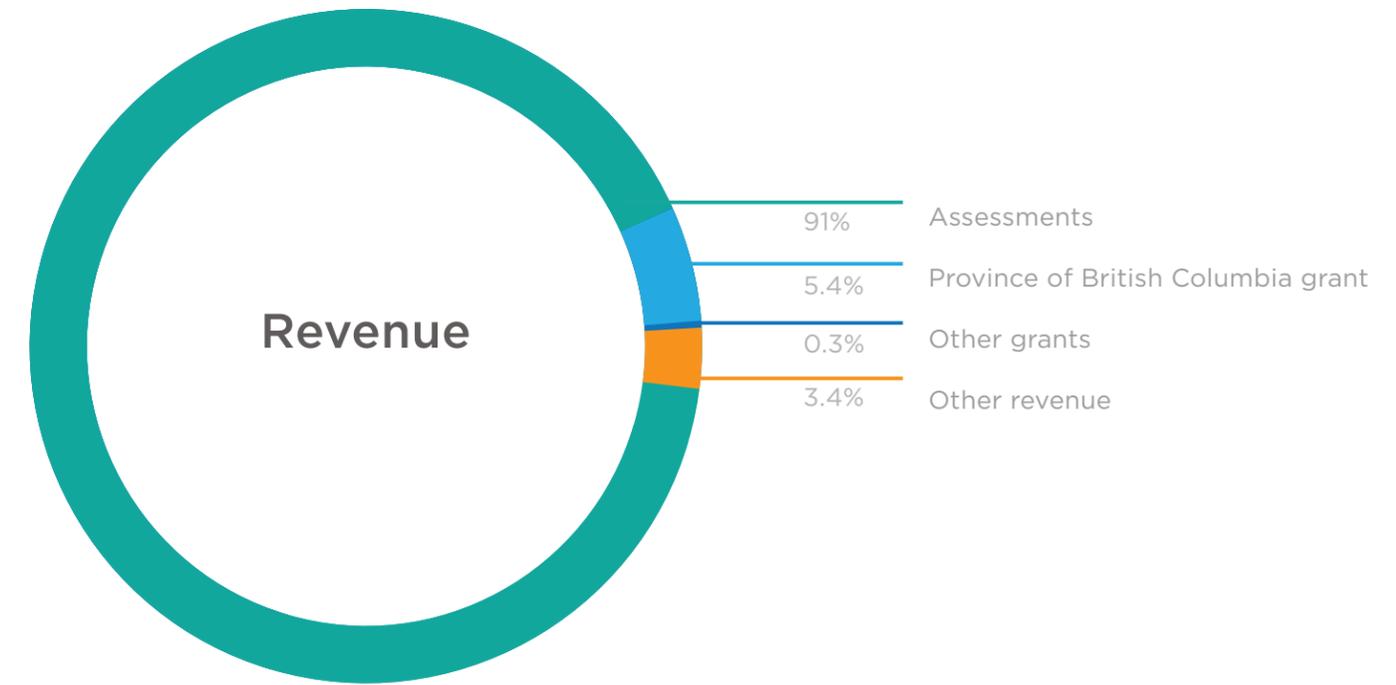


Don Nettleton
Chief Executive Officer

Statement of Operations

Okanagan Regional Library District Statement of Operations and Accumulated Surplus

For the year ended December 31	2018		2017
	Actual	Budget	Actual
Revenue			
Assessments (Schedule 2)	\$ 16,965,470	\$ 16,965,465	\$ 16,580,526
Province of British Columbia grant	1,008,062	1,008,808	1,008,026
Other grant revenue	56,162	83,500	40,479
Other revenue (Schedule 3)	626,649	428,327	565,507
	18,656,343	18,486,100	18,194,538
Expenses (Note 6)			
Amortization	2,903,885	-	2,684,976
Children's programs	44,032	19,333	41,925
Delivery/transportation			
Operating expenses	87,656	96,084	81,537
Direct local branch expenses (Schedule 4)	10,563,233	10,426,534	10,961,118
Electronic materials	787,801	790,000	779,691
Headquarters supportive services			
Salaries and benefits	2,138,929	2,632,526	2,270,771
Operating (Schedule 5)	1,335,215	1,818,656	1,342,317
Loss on disposal of tangible capital assets	-	-	40,789
	17,860,751	15,783,133	18,203,124
Annual surplus (deficit) (Note 9)	795,592	2,702,967	(8,586)
Accumulated surplus, beginning of year	18,955,407	18,955,407	18,963,993
Accumulated surplus, end of year	\$ 19,750,999	\$ 21,658,374	\$ 18,955,407



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



Serving 30 communities:

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



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