

# 2021 ANNUAL REPORT



The ORL provides for learning, innovation, creativity and a connected community.



# Welcome

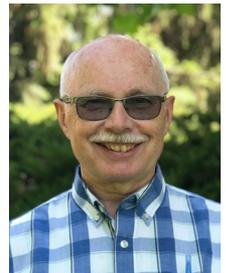
Thank you for taking the time review  
our 2021 Annual Report

2021 continued to be a challenging year during which we had to constantly adapt our operations to outside forces - particularly covid 19 but also forest fire threats in several communities and the impact of flooding in the Similkameen. In spite of these challenges, we were able to adjust to serve our communities with physical and virtual resources and even a few in person programs. Our ORL ebook and e audiobook circulations continue to increase (947,000 as compared to 858,000 in 2020) and book, magazine and other material borrowing recovered (2,239,467 vs 1,628,760 in 2020)

We had hoped to begin in person programming early in the year, but had to keep putting it off. Some branches managed to restart small carefully limited events, but for the most part in person programming is not significantly restarting until 2022.



Sherry  
Philpott-Adhikary  
ORL Board Chair

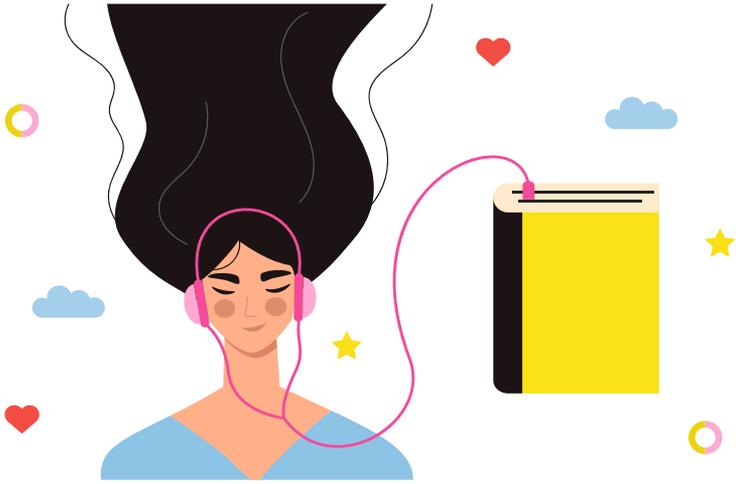


Don Nettleton  
ORL CEO

However, we continued to use technology and to work on introducing some new initiatives. Some of these included:

Partnering on the Peer Navigator program in Kelowna focused on assisting marginalized to access services and information that they need and feel more welcome in our spaces.





Expanding access services for print challenged individuals system wide.



Creating and expanding virtual programming - we measured 2,194 views within 90 days of video publishing on youtube.

Virtually certifying makerspace users.





## Creation of a new collection called the Library of things.

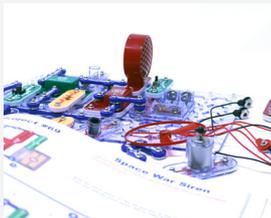
This includes materials like bird watching backpacks, snap circuit kits, microscope kits, home energy kit, radon detectors, and code and go robot mouse and ozobot ebo's for coding.



# LOOKING FOR FUN THINGS TO DO AT HOME?

Borrow fun stuff for **FREE** from the ORL Library of Things (LOT) collection. The LOT kits are a fun, hands-on way for you to learn and expand your skills.

## Borrow Snap Circuits Junior



SCAN TO BOOK



## Borrow a Birding Backpack



SCAN TO BOOK



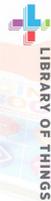
## Borrow a Sphero Bolt & iPad



SCAN TO BOOK



## Borrow a Code & Go Mouse



SCAN TO BOOK



## Borrow an Ozobot Evo



SCAN TO BOOK



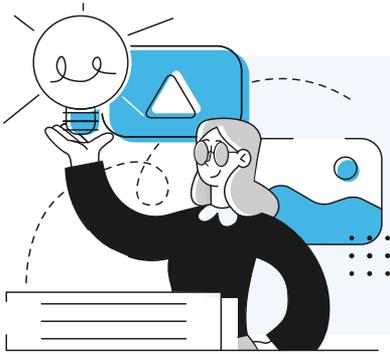
## Borrow a Microscope



SCAN TO BOOK



Visit [orl.bc.ca/LOT](http://orl.bc.ca/LOT) to borrow an experience for **FREE!**

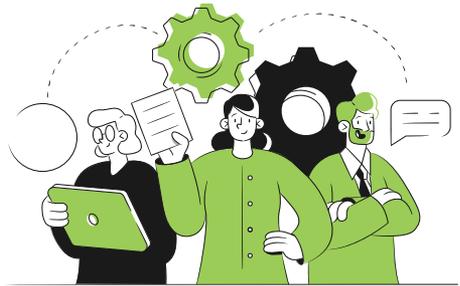


**3,259**

Total number of programs offered

**59,846**

Total attendance at ORL programs

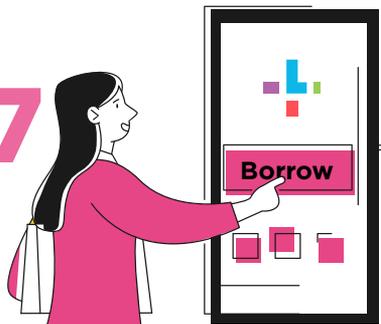


**947,772**

ORL eBooks & eAudio Checkouts

**2,239,467**

Books, magazines & other materials borrowed



# 1,673

Hours spent learning  
new languages through  
Rosetta Stone



# 2,082

Hours spent learning new  
skills through LinkedIn  
Learning for Libraries



# 893,265

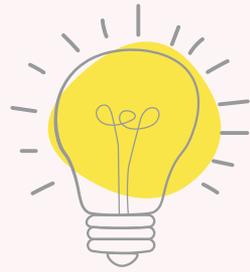
Number of Patrons walked  
through our doors



# 100,976

Active Cardholders

Expanded take and make materials to replace some of the in person programs.



Newcomers and English learning programs and American Sign Language training



Hybrid virtual, take away, and some in person summer reading clubs



Statistics only capture a small part of what happened. ORL staff continued to persevere, to adapt, and to learn how to serve our customers in challenging times. We were able to avoid covid outbreaks in our facilities through carefully following protocols, while still offering a good proportion of normal services to our communities. Customers continued to treasure being able to access our services even though some of our most valued services such as in person programming, and space to just sit, or to gather were significantly restricted.

We are all hoping that 2022 will start to open up and that we can quickly return to a new normal types of services. We hope to keep the best of the virtual world, while returning to our treasured role as the “community living room and gathering space” where the community can come together, access needed resources and services, explore new interests, and fulfill our mission statement of “Connecting Curious Minds”.

Thank you to our Board, our Staff and to all of our loyal Customers. Considering everything, 2021 was a challenging but great year.

*Thank  
You!*

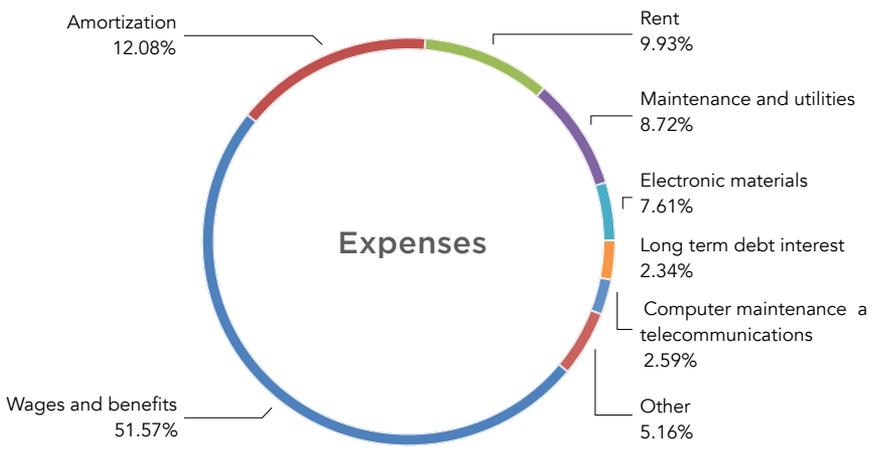
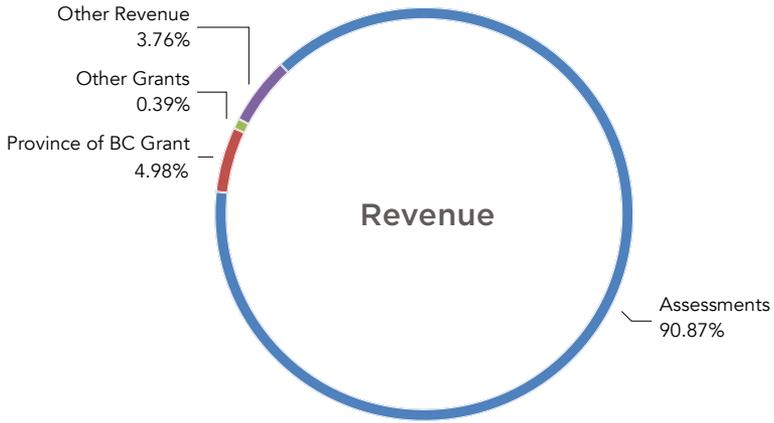
For the year ended December 31	2021	2021	2020
	Actual	Budget	Actual
<b>Revenue</b>			
Assessments (Schedule 2)	\$18,409,755	\$ 18,409,755	\$ 18,331,660
Province of British Columbia grant	1,008,382	1,008,000	1,085,840
Other grant revenue	79,160	55,500	93,601
Other revenue (Schedule 3)	762,665	495,926	600,913
	<u>20,259,962</u>	<u>19,969,181</u>	<u>20,112,014</u>

#### December 31, 2021

#### Expenses by Object

	2021	2021	2020
	Actual	Budget	Actual
Advertising and marketing	\$ 60,825	\$ 50,425	\$ 65,007
Amortization	2,286,297	-	2,670,105
Association dues and memberships	21,447	19,380	20,147
Board and committee expenses	-	20,141	3,533
Board strategic planning	-	300,000	1,407
Book binding and mending	7,537	21,250	4,473
Collection agency	1,942	14,566	1,083
Communications	98,574	76,400	29,150
Computer maintenance and telecommunications	489,354	459,050	523,807
Electronic materials	1,439,297	850,238	1,286,938
Insurance	18,481	56,470	57,368
Interest, bank charges and foreign exchange	9,619	11,500	12,275
Long term debt interest	442,350	592,500	592,500
Loss on disposal of capital assets	-	-	5,139
Maintenance and utilities	1,649,321	1,800,907	1,638,844
Penticton library contract	41,030	46,000	46,090
Postage and freight	38,985	62,260	31,006
Professional fees	94,533	83,489	106,073
Programs	37,960	80,779	76,376
Rent	1,878,142	1,873,230	1,831,708
Staff development	129,406	243,494	117,777
Sundry	-	99,022	-
Supplies	320,629	187,764	297,373
Transportation	97,959	136,668	98,552
Wages and benefits	9,759,342	10,198,887	9,108,724
	<u>\$18,923,030</u>	<u>\$ 17,284,420</u>	<u>\$ 18,625,455</u>





## 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)



[OKRegLib](#)



[#ORLreads](#)