



NOTICE OF MEETING

Okanagan Regional Library Board
will meet Wednesday September 13, 2023

Library Administration Building
1430 KLO Road, Kelowna, BC

IN-CAMERA MEETING

9:30 AM – 10:10 AM

REGULAR MEETING

10:15 AM – 12:00 PM

AGENDA
OKANAGAN REGIONAL LIBRARY DISTRICT
BOARD OF TRUSTEES REGULAR MEETING

Date: Wednesday, September 13, 2023

Time: 10:15 AM – 12:00 PM

Location: Boardroom, Library Administration Building, 1430 K.L.O. Road, Kelowna, BC

1. CALL TO ORDER

10:15 – 10:20

Chair to call the meeting to order.

2. LAND ACKNOWLEDGMENT

The ORL Headquarters is located on the traditional, ancestral, and unceded tɾɨxʷúlaʔxʷ (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. BOARD CHAIR COMMENTS ON WILDFIRES - Loyal Wooldridge

4. ADOPTION OF THE AGENDA

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

To adopt the September 13, 2023, Board of Trustees meeting agenda.

5. ADOPTION OF PREVIOUS MINUTES

(Attached pgs. 4 – 10)

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

To adopt the May 17, 2023, Regular Library Board of Trustees meeting minutes.

6. POLICY & PLANNING COMMITTEE REPORT – Chair Sylvia Lindgren

10:20 - 10:35

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

(Attached pgs. 11 – 26)

Policy and Planning Committee Recommendations:

- 1) *THAT the Board approve the revised Rules of Conduct policy as set out in Appendix A of the Report from the Policy Committee dated September 13, 2023. Pg. 12*
- 2) *THAT the Board approve the revised Delegation policy as set out in Appendix B of the Report from the Policy Committee dated September 13, 2023. Pg. 13*
- 3) *THAT the Board approve the revisions to Library Membership policies and Services policies as set out in Appendix C of the Report from the Policy Committee dated September 13, 2023*
Pgs. 14 -24
- 4) *THAT the Board approve Truth and Reconciliation training as set out in Appendix D of the Report from the Policy Committee dated September 13, 2023. Pg. 25*
- 5) *THAT the Board approve the elimination of late fees for ORL materials as set out in Appendix E of the Report from the Policy Committee dated September 13, 2023. Pg. 26*

- 7. REVISED WEIGHTED VOTES REPORT** – CFO Jeremy Feddersen 10:35 – 10:40
(Attached pgs. 27 - 28)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)

To receive for information the Report and revised Weighted Vote Sheet dated September 13, 2023.

- 8. FINANCE COMMITTEE REPORT** – Chair Kari Gares 10:40 – 11:10

- 8.1. 2024 Budget Report** – CFO Jeremy Feddersen
(Attached pgs. 29 - 42)
All Trustees - Weighted Vote - Majority (Library Act Part 3, s.23 & 25, Board Policy Section II.C)

Finance Committee Recommendation:

*THAT the 2024 Budget be approved with a levy funding requirement of \$20,542,282 or 4.44% as set out in the Budget Report from the CFO dated September 13, 2023.
By weighted vote.*

- 8.2. 2024 Library Levy Allocation Spreadsheet** – CFO Jeremy Feddersen
(Attached pg. 43)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)

To receive for information the 2024 Library Levy Allocation Spreadsheet.

- 8.3. Provincial Enhancement Grant Report** – CEO Danielle Hubbard
(Attached pgs. 44 - 46)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)

Finance Committee Recommendations:

- 1) THAT the Board approve the expenditure from the Provincial Enhancement Grant for initiative item 1: New Payroll and Human Resource Information System, as set out in the Report from the Finance Committee dated September 13, 2023.*
- 2) THAT the Board approve the expenditure from the Provincial Enhancement Grant for initiative item 2: Accessibility Legislation Compliance, as set out in the Report from the Finance Committee dated September 13, 2023.*
- 3) THAT the Board approve the expenditure from the Provincial Enhancement Grant for initiative item 3: Truth and Reconciliation and Diversity, Equity, and Inclusion Training, as set out in the Report from the Finance Committee dated September 13, 2023.*

- 9. STRATEGIC PLANNING COMMITTEE REPORT** – Chair Dean Trumbley/D. Hubbard 11:10 – 11:20
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.A / Community Charter C.26, s.123)
(Attached pgs. 47 – 48)

To receive for information the Report from the Strategic Planning Committee dated September 13, 2023.

10. STAFF REPORTS

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

- a) **CEO REPORT** – Danielle Hubbard 11:20 – 11:25
(Attached pgs. – 49 – 50)

To receive for information the Report from the CEO dated September 13, 2023.

- b) **FACILITIES REPORT** – CFO Jeremy Feddersen 11:25 – 11:30
(Attached pgs. 51 - 52)

To receive for information the Facilities Report from the CFO dated September 13, 2023.

- c) **CFO FINANCIAL UPDATE REPORT** - Jeremy Feddersen 11:30 – 11:35
(Attached pgs. 53 – 60)

To receive for information the Financial Update Report from the CFO dated September 13, 2023.

11. CORRESPONDENCE

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

- a) **Glenmore Branch:** Various Public Requests – CEO D. Hubbard 11:35 – 11:45
(Attached pgs. 61 – 81)

To receive for information the 2023 correspondence regarding public requests for library service in the Glenmore area of Kelowna.

12. **BOARD CHAIR REPORT** – Loyal Wooldridge 11:45 – 11:50

13. **TRUSTEE REPORTS** 11:50 – 11:55

14. NEW BUSINESS

- a) Recording names of movers and seconders of motions. 11:55 – 12:00
What is the will of the board?

15. **NEXT MEETING** – Wednesday, November 15, 2023

16. **MOTION TO ADJOURN** 12:00 pm

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

**DRAFT Minutes of REGULAR BOARD MEETING
of the Okanagan Regional Library District**

Location: Boardroom, Library Administration Offices, 1430 K.L.O. Road, Kelowna, BC
Date: Tuesday, May 17, 2023

Trustees: Neil Todd, Armstrong
(In Person) Pat Cochrane, Coldstream
David Ramey, Enderby
John Manuel, Golden
Tracy Henderson, Keremeos
Lori Mindnich, Lumby
David Mattes, Oliver
Terry Condon, Peachland
George Elliott, Princeton
Tim Palmer, Revelstoke
Bob Evans, Sicamous
Kari Gares, Vernon
Tasha DaSilva, West Kelowna
Kevin Kraft, Regional District Central Okanagan
Adrienne Fedrigo, Regional District Okanagan Similkameen (Alternate)

(Electronic) Cara Reed, Lake Country
Sylvia Lindgren, Salmon Arm
Allysa Hopkins, Regional District North Okanagan

Trustees Absent: Loyal Wooldridge, Kelowna
Erin Trainer, Summerland
Sara Tronson, Westbank First Nation
Dean Trumbley, Regional District Columbia Shuswap
Todd York, Spallumcheen
Myers Bennett, Osoyoos

Staff: Danielle Hubbard, Chief Executive Officer
(In Person) Christine McPhee, Director of Public Services, South
Mark Reinelt, Director of Public Services, North
Leslie Brecht, Director of Human Resources
Jeff Campbell, Chief Technology Officer
Michal Utko, Director of Marketing and Communications
Leah Samson, Administrative Services Manager (Recording Secretary)

Guests: Tiana Verigin, Auditor, BDO Canada
(In Person) Ashley Machum, PEA President, ORL Chapter
Nicole Cabrejos, CUPE Representative, ORL Chapter

1. CALL TO ORDER, ESTABLISH QUORUM

Quorum was established with 18 trustees in attendance. Vice-Chair Mattes called the meeting to order at 10:30 am.

2. ADOPTION OF THE AGENDA

All Trustees – Unweighted Vote – Simple Majority

Additions:

- Provincial Enhancement Grant under 'Finance' as Item 6.5A.
- Strategic Planning Consultant under 'Rise and Report', as Item 9.1.

Moved by Terry Condon, Seconded by Tasha Da Silva

THAT the May 17, 2023 Regular Board meeting agenda be adopted as amended.

CARRIED

3. ADOPTION OF MINUTES

All Trustees – Unweighted Vote – Simple Majority

Moved by David Ramey, Seconded by Lori Mindnich

THAT the February 15, 2023 Regular Board Meeting minutes be adopted.

CARRIED

4. CHIEF EXECUTIVE OFFICER REPORT

CEO Danielle Hubbard reported on the highlights of the operational and strategic activities of the ORL.

5. ANNUAL REPORT YEAR 2022

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

Moved by Cara Reed, Seconded by Tracy Henderson

THAT the Annual Report Year 2022 be accepted as presented in accordance with the *BC Library Act*.

CARRIED

6. FINANCE

6.1. Audit Year 2022 Report to the Board – Tiana Verigin, Auditor, BDO Canada

All Trustees - Unweighted Vote - Simple Majority

Ms. Verigin presented the results of the audit of the ORL's financial statements for the year ended December 31, 2022.

Moved by Kari Gares, Seconded by Tasha Da Silva

THAT the Audit Year 2022 Report to the Board in the form attached to the Finance Committee Report dated May 17, 2023 be received for information.

CARRIED

6.2. Audited Financial Statements Year 2022

All Trustees - Unweighted Vote - Simple Majority

Ms. Verigin presented the highlights of the audited 2022 financial statements and reported that it was a clean audit.

Moved by Bob Evans, Seconded by John Manual

THAT the Board accept the Audited Financial Statements Year 2022 in the form attached to the Finance Committee Report dated May 17, 2023, and in accordance with Section 26 (2) of the *Library Act*.

CARRIED

6.3. Appoint Auditor for 2023 Audit

All Trustees – Unweighted Vote – Simple Majority

Moved by Lori Mindnich, Seconded by Terry Condon

THAT the Board approve staff to go out to tender for the Year 2023 audit, as set out in the Report from the Finance Committee dated May 17, 2023, and in accordance with Section XI.C. of Library Board Policy.

CARRIED UNANIMOUSLY

6.4. Statement of Financial Information (SOFI) Report Year 2022

All Trustees - Unweighted Vote - Simple Majority

CEO Danielle Hubbard reported on the highlights of the report, noting that there are no areas of concern for the board at this time.

Moved by Lori Mindnich, Seconded by George Elliott

THAT the Statement of Financial Information Report Year 2022, in the form attached to the Finance Committee Report dated May 17, 2023, and in accordance with the *Financial Information Act*, be received for information.

CARRIED

6.5A Provincial Enhancement Grant

CEO Danielle Hubbard reported on the one-time Provincial Enhancement Grant, stating that the ORL has received a portion of the funds with the remaining funds expected to arrive within the next few months. The Finance Committee will bring forward their recommendations for allocation of the grant funding with their draft 2024 budget presentation in September.

6.5B. Budget Year 2024, Timeline

All Trustees - Unweighted Vote - Simple Majority

Finance Chair Kari Gares reported that the June 23, 2023 Finance Committee meeting was moved to June 19, 2023, which will slightly amend the timeline.

Moved by Lori Mindnich, Seconded by Terry Condon

THAT the 2024 budget process as set out in the attached Report from the Finance Committee dated May 17, 2023, and as amended, be received for information.

CARRIED

6.5. Investment Policy

All Trustees - Unweighted Vote - Simple Majority

Moved by Terry Condon, Seconded by David Mattes

THAT the proposed Investment Policy in the form attached to the Report from the Chief Financial Officer dated May 17, 2023 be approved.

CARRIED

6.6. Chief Financial Officer Report

All Trustees - Unweighted Vote - Simple Majority

CEO Danielle Hubbard presented the highlights of the report and noted that there appear to be no areas of concern for the board at this time.

Moved by Bob Evans, Seconded by George Elliott

THAT the Financial Update Report to March 31, 2023, in the form attached to the Report from the Chief Financial Officer dated May 17, 2023, be received for information.

CARRIED

8. POLICY AND PLANNING - Chair Silvia Lindgren

All Trustees - Unweighted Vote - Simple Majority

CEO Danielle Hubbard reported on truth and reconciliation and land acknowledgements for the ORL, and a proposed plan to engage with possible consultants and other library systems to explore potential options as well as researching staff training opportunities. The Policy and Planning Committee will discuss at their next meeting. In the interim, several board members expressed support for acknowledging the land where the ORL headquarters is located, which is where the board meetings are held.

Moved by Terry Condon, Seconded by Kevin Kraft

THAT the Board approve land acknowledgements for meetings held at the ORL Administration Building.

CARRIED

Committee Chair Lindgren and CEO Danielle Hubbard then provided the Board with several policy recommendations in the form attached to the Policy and Planning Committee Report dated May 17, 2023, for the Boards consideration and approval.

8.1. New Delegation Policy-Section II.A: Meetings

All Trustees - Unweighted Vote - Simple Majority

The draft delegation policy was discussed, and a few suggested language revisions were proposed.

Moved by Tim Palmer, Seconded by Tracy Henderson

THAT the draft delegation policy be referred back to the Policy and Planning Committee for further revision.

CARRIED

8.2. Revised Policy-Section II.A: Meetings

All Trustees - Unweighted Vote - Simple Majority

It was suggested to add the word “closed” under #4 in the proposed policy.

Moved by Kari Gares, Seconded by Tracy Henderson

THAT the proposed revisions to policy Section II.A: Meetings be accepted as presented in Attachment #4.3 of the Policy and Planning Committee Report dated May 17, 2023, and as further revised with the addition of the word “closed” under #4.

CARRIED

8.3. Revised Policy-Section II.C: Conduct of Meetings (Voting)

All Trustees - Unweighted Vote - Simple Majority

Moved by David Ramey, Seconded by Kevin Kraft

THAT the proposed revisions to policy Section II.C: Conduct of Meetings be accepted as presented in Attachment #4.4 of the Policy and Planning Committee Report dated May 17, 2023.

CARRIED

8.4. New Data Removal Policy-Section X: Personnel

All Trustees - Unweighted Vote - Simple Majority

Trustee David Mattes suggested a few revisions to the proposed new policy.

Moved by David Ramey, Seconded by John Manual

THAT the proposed new data removal policy be accepted as presented in the Policy and Planning Committee Report dated May 17, 2023, with the additional revisions as recommended by Trustee David Mattes.

CARRIED

8.5. Revised Policy-Section X.L: Electronic Systems, Network, E-mail, and Internet Use

All Trustees - Unweighted Vote - Simple Majority

Moved by Tim Palmer, Seconded by Lori Mindnich

THAT the proposed revisions to Policy-Section X.L: Electronic Systems, Network, E-mail, and Internet Use be accepted as presented in Attachment #4.5b of the Policy and Planning Committee Report dated May 17, 2023.

CARRIED

8.6. Revised Policy-Section VII.D: Rules of Conduct

All Trustees - Unweighted Vote - Simple Majority

Discussion was held regarding the recommended changes to the Rules of Conduct policy and several board members proposed further revisions.

Moved by David Mattes, Seconded by George Elliott

THAT Policy Section VI: Services, Subsection D: Rules of Conduct be referred back to the Policy and Planning Committee for further revision.

DEFEATED

Moved by Sylvia Lindgren, Seconded by Lori Mindnich

THAT the proposed revisions to the Rules of Conduct be accepted as presented in the Report from the Policy and Planning Committee dated May 17, 2023.

CARRIED

Moved by Sylvia Lindgren, Seconded by Tim Palmer

THAT the Rules of Conduct be referred back to the Policy and Planning Committee for further consideration based on input from various board members.

CARRIED

9. RISE AND REPORT - IN-CAMERA DECISIONS

All Trustees - Unweighted Vote - Simple Majority

The following topics were discussed in-camera in accordance with Board Policy and the *Community Charter* and were released as they are no longer considered sensitive.

9.1. Strategic Planning Consultant

Moved by Tracy Henderson, Seconded by Lori Mindnich

To rise and report **THAT** the Board approve WCS Engagement + Planning to be contracted for the development of a new strategic plan for the ORL; AND THAT staff be authorized to execute the service agreement.

CARRIED

9.2. Lumby Branch Relocation

Moved by Terry Condon, Seconded by Tracy Henderson

To rise and report **THAT** the Board approve relocation of the Lumby branch.

CARRIED

10. CORRESPONDENCE

All Trustees - Unweighted Vote - Simple Majority

10.1 Letter from M. Martin, Director, Public Libraries Branch re Public Library Grants Award Letter, dated March 31, 2023

Moved by Tracy Henderson, Seconded by Pat Cochrane

THAT the correspondence from the Public Libraries Branch dated March 31, 2023 regarding public library grants award, be received for information.

CARRIED

11. TRUSTEE ITEMS

None.

12. NEW BUSINESS

None.

13. ADJOURNMENT

All Trustees – Unweighted Vote – Simple Majority

Moved By Terry Condon, Seconded by Tasha Da Silva

THAT the May 17, 2023 Regular Board meeting be adjourned.

CARRIED

Adjourned: 12:32 p.m.

Policy and Planning Committee Report to the Board

Request for Decision

To: ORL Board
From: Policy and Planning Committee
Date: September 13, 2023
Subject: Recommended Policy Revisions

Objective: To bring forward several policy recommendations for the Board's consideration and approval.

Executive Summary:

The Policy and Planning Committee met on July 21, 2023 to discuss a number of staff recommended policy items as well as items referred from the May 2023 Board Meeting, and are bringing forward the following for the Board's consideration and approval.

For further details, please refer to the Policy and Planning Committee minutes of July 21, 2023, found in the September 13, 2023 FYI Memo to the Board.

- a) Rules of Conduct (revision) – Appendix A
THAT the Board approve the revised Rules of Conduct policy as set out in Appendix A.
- b) Delegation Policy (new policy) – Appendix B
THAT the Board approve the revised draft Delegation policy as set out in Appendix B.
- c) Membership Policy, Services Policy (revisions) – Appendix C
THAT the Board approve the revisions to Library Membership policies and Services policies as set out in Appendix C.
- d) Truth and Reconciliation: Board and staff-wide training - Appendix D
THAT the Board approve board and staff-wide training in the areas of indigenous culture and Truth and Reconciliation as set out in Appendix D.
- e) Elimination of Late Fees – Appendix E
THAT the Board approve the elimination of late fees for ORL materials as set out in Appendix E.

Respectfully submitted by: Policy and Planning Committee

Attachments: Appendix A, Appendix B, Appendix C, Appendix D, Appendix E

RULES OF CONDUCT

For the comfort of all users, please respect the following rules when in the Library:

Animals

Only assistance animals are allowed in the library.

Cell phones

Cell phones, laptop computers, or other devices must be used in a manner that does not disturb others.

Clothing

Shirts and footwear must be worn.

Disruptive behaviour and language

- Behavior that interferes with any person's comfort and use of the library is not allowed.
- Threatening, abusive, harassing language or behavior toward staff or other users is not allowed.
- No person shall solicit or sell services, goods or merchandise.
- ~~No person shall traffic in, consume, or appear to be under the influence of alcohol or illegal drugs and substances.~~
- No persons shall gather signatures on petitions or distribute literature of any kind in the library.
- No persons shall engage in protests in the library.

Food and drink

- Only beverages with a lid are permitted.
- Food is allowed in designated areas only.
- No food or drink is permitted when operating the library's computer equipment.

Furniture use

- Sleeping is not allowed.
- Feet must not be placed on the furniture.

Library materials may not be taken into the washrooms.

Smoking (and/or vaping) is not allowed.

Sports equipment

- Bicycles are not allowed in the Library.
- Other sports equipment (skateboards, inline skates etc.) must not be used inside the library.

Theft / Damage to property

Stealing, damaging, or vandalizing property of the library is prohibited by law. Cutting or removing pages or articles from books or magazines, hacking into or altering computer settings, and writing in library materials or on furniture or walls is not allowed.

Unattended children

Young children must be supervised at all times by someone responsible for their safety and conduct.

Recording

Photographing, filming, videotaping or audio recording conducted within the Library must be authorized in advance by senior staff.

Violation of any of the above rules may result in suspension or restriction of library privileges, including banning from library premises. Criminal offences may result in prosecution.

BACKGROUND:

At the Library Board Meeting on May 17, 2023, the Policy Committee presented a proposed draft delegation policy (as set out below) for their consideration and approval. After discussion and debate from several board members, the Board did not approve the draft policy and referred it back to the Policy Committee for further revision based on input from various board members.

Objective:

To establish a new policy to provide a clear and transparent process for members of the public who wish to request to appear before the Okanagan Regional Library Board of Trustees as a delegation.

**Proposed Delegation Policy for Public Requests to Appear before the Okanagan Regional Library Board
Add to Board Policy Section II: Board Organization and Structure - Subsection C: Conduct of Meetings**

Definition:

A delegation is a person or group who appears before the Board to speak to a specific item on the agenda or to bring a matter to the attention of the Board.

1. The Library Board may consider requests for delegations on specific matters within its mandate.
2. Requests to appear before the Board as a delegation must be made in writing and received by the Library Board Chair and the Library CEO at least two weeks in advance of the scheduled meeting.
3. The written request must include the name of the delegation, the topic to be discussed, the purpose of the delegation, and any supporting documents or materials that will be presented.
4. The Chair and the CEO will review the request and determine whether it is appropriate for the delegation to appear before the Board. The Chair and the CEO will consider whether the topic is relevant to the Board's mandate, whether it falls within the Board's jurisdiction, and whether it is appropriate for the Board to hear the delegation.
- ~~5. A delegation may be declined for various reasons, such as if there has been enough public input on a particular topic, if the agenda is already too full, or if there are procedural requirements that need to be met, such as during the first meeting of a new board.~~
- ~~6. The Board Chair has the final decision-making authority on whether to approve or reject a delegation request.~~
7. If the Chair and CEO approve the request, the delegation will be added to the agenda for the next available meeting. If the Chair and the CEO determine that the request is not appropriate, a written explanation will be provided to the delegation.
8. Delegations will be limited to five (5) minutes. ~~to present their information and respond to questions from the Board.~~
9. Delegations may not use the opportunity to promote any personal, business, or political interests.
10. The Board will not consider delegations from ORL staff unions on the topic of contract negotiations.
11. The Board will not consider delegations regarding matters before the courts or that would involve the Library in litigation.
12. The Board will not consider delegations that are derogatory, defamatory, or discriminatory.
13. Delegations will be for information only with no obligation of the Board to make a decision.
14. Once the Board decides on a delegation request, that decision is final and cannot be appealed.

Policy Committee Revised Draft: July 21, 2023

Policy Committee Report to the Board

Request for Decision

To: Library Board
From: Policy & Planning Committee
Date: September 13, 2023
Subject: Library Membership - Proposed Revisions

Purpose: **Board Policy Section III: Library Membership**
To revise policy language to simplify and update memberships.

Recommended policy revisions are in yellow.

A. LIBRARY MEMBERSHIP – GENERAL Policy Page 16

Rationale:

Currently membership renewal is only allowed in person upon presentation of their card and identification. The identification requirement may be waived if the patron is known to the staff. We have a number of patrons who are home bound, only use digital resources, or leave the area for extended amounts of time (snow birds). If these patron cards expire while they are away or unable to visit a branch, they lose access to our services.

If we allow patrons to renew their accounts via phone or email by providing their current local contact information (phone, email, address) we are able to verify that no changes have occurred in their account or update their account and maintain service to those unable to attend a branch in person.

This change would not apply to e-memberships - those patrons would still need to visit a branch before their membership expires to show proof that they reside in our service area. Once that is confirmed, their membership status changes from e-card to resident membership and they would then be able to renew their account remotely when it next expires.

Memberships are valid for a specified period of time as determined by the Board. ~~Memberships in good standing may be renewed upon presentation of an Okanagan Regional Library card and current identification. Memberships other than e-cards may be renewed in person, over the phone or by email by verifying the patron's contact information either verbally or written. In the case of customers qualifying for membership through membership in another public library in British Columbia, proof of continuing good membership in the other library is required. The identification requirement for card renewals may be waived if the customer is known to staff.~~

B. LIBRARY MEMBERSHIP – CORPORATE

Policy Page 17

Rationale:

Language change for 'Corporate' memberships to 'Organization' memberships better reflects the patrons getting these memberships:

Corporate Organization Cards

Any organization operating within the jurisdiction of the Okanagan Regional Library requiring use of library materials by individuals in their employ. Applications must include a signature from a signing officer to authorize acceptance of any charges incurred by staff on their behalf.

Corporate Organization/Company

A Corporate/Company card is issued to organizations of a general class (business, daycare, etc.) Card expires December 31 of calendar year.

Corporate Organization/School

Recognizes that the school year runs from September - June. Card expires June 30th of the calendar year.

Corporate Organization / Extended Loan / Print Disabled

Any organization operating within the jurisdiction of the Okanagan Regional Library and caring for individuals who are physically unable to travel to the Library. Loans for this type of card are extended to six weeks. Card expires December 31.

C. ONLINE REGISTRATION CARD

Policy Page 17

Rationale:

One of the main focuses of the E-Card borrower type was for university students who live on campus and are not close to a library branch. The current expiration date for the E-Card in Board Policy is six months. Changing this to eight months would be in line with the school term for those students.

Any resident of the ORL service area can apply for a library card online. Online cards are valid for ~~six months~~ eight months from date of registration. After that time, patrons must go to a branch to show ID and complete registration for a full access library card. Online card holders can place holds and check out up to five items at a time. This card does not provide interlibrary loan service

D. SUSPENSIONS

Policy Page 22

Rationale :

Allows continued use of digital materials if over \$20 in late fees.

Borrowing privileges on physical material will be suspended if Delete: monies owed exceed \$20.00, or if there is a lost item(s) on the customer record.

E. LOAN PERIODS

Policy Page 37

Rationale:

These loan periods on most material and Feature films were adjusted with COVID by adding a week and feedback has been positive from staff and patrons. Recommend making a permanent change to Feature Films and 21-day material.

Standard Loan Period:

- ~~21-28 calendar days for most material.~~
- ~~Quick Reads and Feature Films circulate for seven 14 calendar days.~~
- ~~Quick Reads circulate for 7 calendar days.~~

F. PROPOSED NEW MEMBERSHIP: TEEN ACCESS CARD

Policy Page 17 ('TAC' would be an addition)

Rationale:

Adult memberships for the Okanagan Regional Library begins at age 13. Often young adults aged 13-17 do not have identification with their address on it, which is a requirement to get an adult resident membership. This is traditionally a difficult segment of the population to connect with and encourage library use with. Eliminating the proof of residence takes a barrier to service away from this patron demographic. By using a modified version of the successful Access Card membership type, we can create a borrower type that would allow young adults to use library services. Modified loan, hold and InterLibrary Loan limits would mitigate risk.

Teen Access Card (TAC)

- ~~Designed for patrons aged 13-17 who do not have proof of residence.~~
- ~~Requires one piece of ID with name.~~
- ~~Card is valid for 6 months.~~
- ~~Limit of 20 items borrowed, 20 holds at a time; no Interlibrary loans are allowed.~~
- ~~If record shows no late, lost, or damaged material after 6 months, the card gets upgraded to an Adult Resident membership.~~

G. PERIODICALS

Policy Page 38

Rationale:

The most recent copy was allowed to circulate during Covid adjustments, and a survey of the branches found most patrons were in favor of being able to borrow the most current copy.

~~Periodicals~~ ~~Current issues of periodicals are non-circulating.~~

H. CONFIDENTIALITY AND PRIVACY
Collection of Personal Information

Policy Page 22

Rationale:

Allows CEO to designate a member of the management team to be the Protection of Privacy officer.

*When the Library collects personal information, staff will advise why it is collected, and the legal authority for doing so. The Chief Executive Officer, **or designate**, acts as the Library's Freedom of Information and Protection of Privacy Officer.*

Recommendation:

THAT the Policy and Planning Committee accept the proposed policy revisions as recommended by staff, and that the revisions be brought forward to the Board for their consideration and approval.

Respectfully submitted by:
Danielle Hubbard, ORL CEO

Attachments:

Policy pages 16, 17, 22, 37, 38

SECTION III: LIBRARY MEMBERSHIP

A. GENERAL

The Library will serve all residents of the Okanagan Regional Library. A resident lives in any of the political jurisdictions that contribute to the Okanagan Regional Library's annual tax levy. A resident could also own property in any of the political jurisdictions that contribute to the Okanagan Regional Library's annual tax levy.

Service will not be denied or abridged because of religious, racial, social, economic, political status or sexual preference.

Okanagan Regional Library will provide service to non-residents upon application and payment of a fee as established by the Board, or upon application and proof of valid membership in another public library in British Columbia.

B. MEMBERSHIP

General

Okanagan Regional Library offers memberships in a variety of resident and non-resident categories upon application and satisfactory proof of identification.

Memberships are valid for a specified period of time as determined by the Board. Memberships in good standing may be renewed upon presentation of an Okanagan Regional Library card and current identification. In the case of customers qualifying for membership through membership in another public library in British Columbia, proof of continuing good membership in the other library is required. The identification requirement for card renewals may be waived if the customer is known to staff.

Membership in the Library entitles the member to all the services offered by the Okanagan Regional Library, provided that the member follows Library rules.

Resident Card Categories

For residents of the Okanagan Regional Library, memberships are offered in the following categories:

Adult

Any individual 13 and over, card valid for 2 years.

Junior

Any child under the age of 13. Consent of parent or guardian is required to issue a membership card as parent or guardian is responsible for materials borrowed by their child. Card is valid for 2 years.

Extended Loan

A patron who is physically unable to come into the library and relies on a volunteer to deliver materials. May also be issued to a patron who is a resident of an extremely remote location within the ORL service area. Loans for this type of card are extended to six weeks. Card valid for 2 years or until expiry of medical or geographical need.

Print Disabled

Any individual who cannot read conventional print because of a visual, physical, or neural disability, including an impairment related to comprehension. A doctor's certificate or signature of another authorized person may be required. Loans for this type of card are extended to six weeks. Card valid for 2 years or until expiry of medical need.

Print Disabled Junior

Issued to print disabled members under the age of 13.

Corporate Cards

Any organization operating within the jurisdiction of the Okanagan Regional Library requiring use of library materials by individuals in their employ. Applications must include a signature from a signing officer to authorize acceptance of any charges incurred by staff on their behalf.

Corporate/Company

A Corporate/Company card is issued to organizations of a general class (business, daycare, etc.) Card expires December 31 of calendar year.

Corporate/School

Recognizes that the school year runs from September - June. Card expires June 30th of the calendar year.

Corporate / Extended Loan / Print Disabled

Any organization operating within the jurisdiction of the Okanagan Regional Library and caring for individuals who are physically unable to travel to the Library. Loans for this type of card are extended to six weeks. Card expires December 31.

Mail Patron

Any individual who resides in a geographically remote region of the Okanagan Regional Library service area is eligible for Books-By-Mail service. Application is made to the Circulation/Allocations Coordinator. Card expires 2 years from date of issue.

Branch / Office

Staff cards are used for requesting and borrowing library material used in carrying out an employee's duties. Staff cards may also be used by branch staff to log-on visiting Internet users, or by staff to access online services to be used in the course of the employee's work. Loan periods must not be extended for items with customer requests. Staff cards do not accrue overdue charges. Library material for an employee's personal use may not be borrowed on a staff card.

Access Card

Any individual that is a resident but is not able to show proof of residency. Requires one piece of ID with name or a Letter of Verification from a partner organization, one point of contact, and approval from a supervisor. Card is valid for 3 months. Limit of 3 items borrowed, 10 holds at a time; no ILLS allowed. No late fees and no replacement card fee but lost and damaged fees apply. Does not apply to visitors who should be directed to BC One Cards or Non-resident cards.

Online Registration Card

Any resident of the ORL service area can apply for a library card online. Online cards are valid for six months from date of registration. After that time, patrons must go to a branch to show ID and complete registration for a full access library card. Online card

D. SUSPENSIONS

The use of the Library and/or its services may be denied for due cause. Such cause may be failure to return library material or to pay fees or charges, unacceptable use of access to the Internet, illegal and/or unethical use of the Internet, destruction of library property, disturbance of other customers or any other objectionable conduct on Library premises.

Borrowing privileges will be suspended if monies owed exceed \$20.00, or if there is a lost item(s) on the customer record.

Access to the Internet may be denied for unacceptable, illegal, and/or unethical use of the Internet.

E. CONFIDENTIALITY AND PRIVACY

Introduction

The Okanagan Regional Library's legal authority to collect personal information flows from the Library Act and section 26 of the Freedom of Information and Protection of Privacy Act. Any personal information collected, used, or disclosed by the Library is in accordance with the Freedom of Information and Protection of Privacy Act. (FOIPPA)

What is Personal Information?

Examples of personal information are name, age, home address, phone number, email address, IP address, identification numbers, reading choices, etc. Personal information does not include work contact information.

Collection of Personal Information

When the Library collects personal information, staff will advise why it is collected, and the legal authority for doing so. The Chief Executive Officer acts as the Library's Freedom of Information and Protection of Privacy Officer.

The following are some examples of purposes for which the Library may collect personal information:

- Issuing library cards
- Identifying materials on loan
- Placing and tracking interlibrary loans and requests
- Identifying and recording overdues
- Providing answers to reference questions
- Providing home service for customers with special needs
- Providing information about Library programs and services
- Recording comments or suggestions
- General Library operations and planning
- Recording donations

How is personal information used?

The Library will only use personal information for the purposes for which it was originally collected, and in a manner consistent with those purposes.

When is personal information disclosed?

The Library does not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law.

C. CIRCULATION

General

The Library provides a collection of materials that may be borrowed by library members.

To promote fair access to materials by members, use is limited through loan periods, and/or other borrowing restrictions.

Circulation rules for online digital resources may be set by outside bodies such as the resource vendor or the purchasing consortia.

The use of Taped Book and Daisy formatted materials is limited to qualified individuals due to copyright regulations.

It is the responsibility of the Library member, parent or legal guardian to return library materials on or before the due date.

Some materials are for in-library use only and will not be loaned.

Loan Periods

Standard Loan Period:

- 21 calendar days for most material.
- Quick Reads and Feature Films circulate for seven calendar days.

Extended Loan Period

An extended loan period of 42 calendar days (6 weeks) is offered for:

- People who are physically unable to come into the Library.
- Books-by-mail borrowers, and other borrowers living in remote areas.
- Book Club Kits.
- Interlibrary loans to other systems.
- Hospital stays (up to 6 weeks, as needed).
- Vacations (up to 6 weeks, as needed).

Discretionary Loan Period

Less in-demand reference material

Not Available for Loan:

- In-demand reference material
- Puppets
- Programming material

Print Disabled

Any individual who cannot read conventional print because of a visual, physical, or neural disability, including an impairment related to comprehension. A doctor's certificate or signature of another authorized person may be required. Loans for this type of card are extended to six weeks. Card valid for 2 years or until expiry of medical need.

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Loan Restrictions

Items on Loan

Limit 100 items per customer record at any one time. Non-residents are limited to 20 items on loan at one time.

Periodicals

Current issues of periodicals are non-circulating.

Taped Books/ Daisy formatted CDs

Because of contractual agreements between copyright owners and non-profit audio book producers, access to Taped Books and Daisy formatted material is restricted to those individuals who are print disabled and registered for this service.

Renewals

Most items may be renewed twice, providing there are no holds. The following categories may not be renewed:

- Items with holds attached
- Reference material
- Quick Reads
- Periodicals
- Feature Films.

Telephone and Telecirc renewals, and renewals via the website are permitted. Hours for telephone renewals are set on a branch-by-branch basis.

Holds/Requests:

If customers are searching for items not available in the collections, they may complete a Suggestion for Purchase form. They will automatically be placed on the holds list if the item is purchased.

Members may place requests on any item in the Library's catalogued collection available for loan, with the exception of periodicals, and Quick Reads.

There will be no charge for the transfer of requested material from one branch to another branch within the Okanagan Regional Library System.

Requests and holds are limited to 100 items per customer record at any one time. Non-resident cards are limited to 20 holds at any one time.

Requests available for pick-up ("holds") are held for customers for seven open branch days.

Requests expire in 24 months.

D. INTERLIBRARY LOANS

Materials not in the collection may be obtained on interlibrary loan from other libraries. Direct costs only will be passed on to members using this service.

E. REFERENCE SERVICES

The Library staff assists customers in obtaining information.

The Library assists customers in securing information beyond its own resources by:

D. SUSPENSIONS

The use of the Library and/or its services may be denied for due cause. Such cause may be failure to return library material or to pay fees or charges, unacceptable use of access to the Internet, illegal and/or unethical use of the Internet, destruction of library property, disturbance of other customers or any other objectionable conduct on Library premises.

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Appendix D

Policy Committee Report to the Board

Request for Decision



To: ORL Board
From: Policy and Planning Committee
Date: September 13, 2023
Subject: Truth and Reconciliation Training Proposal

Purpose: To recommend to the Board that rather than hiring a Truth and Reconciliation consultant for the Okanagan Regional Library, instead a first step towards Truth and Reconciliation should be to pursue board and staff-wide training in 2024.

Executive Summary:

At the March 2023 Policy and Planning Committee, the Committee instructed CEO Danielle Hubbard to research potential consulting groups that could work with the ORL to guide the library towards more meaningful Truth and Reconciliation work. However, after conducting research and speaking with many individuals and entities within the Indigenous community, Danielle has received the strong recommendation that contracting a consultant would be premature, and that a more appropriate next step would be to arrange training in the areas of Indigenous culture and Truth and Reconciliation for all board and staff members of the ORL.

Background:

In the time since the March 2023 Policy and Planning Committee, Danielle has sought insight and advice from the following entities and individuals:

- a) IndigenEYEZ (<http://indigeneyez.com>), an Indigenous culture education group;
- b) Pamela Barnes, an Indigenous educator based in Kelowna;
- c) Lisa Pastro, the Indigenous Advisor for the Regional District of Central Okanagan; and
- d) Coralee Miller, Museum Docent for the Snc̓w̓ips Heritage Museum

Each of these individuals and entities recommends that training is provided before considering working with a consultant. Both Pamela Barnes and IndigenEYEZ are able and willing to provide training for ORL staff and board.

Considerations:

Financial:

Danielle has assembled a proposal to the Finance Committee of the ORL Board recommending that a portion of the Provincial Enhancement Grant funds recently received by the ORL be invested on Indigenous culture and Truth and Reconciliation training for all ORL staff and board members.

Policy and Planning Committee Recommendation:

THAT the ORL pursue board and staff-wide training in the areas of Indigenous culture and Truth and Reconciliation, to take place over the course of 2024.

Respectfully submitted by: Policy and Planning Committee

Appendix E Policy Committee Report to the Board Request for Decision

To: ORL Board
From: Policy and Planning Committee
Date: September 13, 2023
Subject: Going Fine Free

Objective: **Section III: Library Memberships C Late Fees and Other Charges:**
To eliminate the charging of late fees for ORL material.

Summary:

Over 270 libraries across North America have eliminated charging late fees. As of May 2023, over 225 Canadian public libraries have gone fine free. Of 71 public libraries surveyed in British Columbia, the Okanagan Regional Library is one of only 15 that still charges overdue fines.

The Policy and Planning Committee recommends the removal of late/overdue fines for all materials. A summary of rationale is as follows:

- a) There is no evidence that removal of late fines increases the amount or frequency of borrowed material being kept beyond the due date;*
- b) Once late fines begin to accrue, many library patrons choose not to return materials at all;*
- c) Late fine revenue comprises a small fraction of the ORL's total revenue (\$150,000 budgeted fine revenue out of \$22,000,000 total operating budget = 0.68%);*
- d) Fine revenue is decreasing;*
- e) A significant amount of staff time goes into collecting fines, which reduces the true revenue;*
- f) Overdue fines are a barrier to service and create a sense of unwelcomeness for some patrons; and*
- g) The collection of overdue fines generates many conflicts between staff and patrons, undermining the ORL's mission of inclusivity and welcome.*

Policy and Planning Committee Recommendation:

THAT the Board approve the elimination of late fees for ORL material.

Respectfully submitted by:
Policy and Planning Committee

Staff Report to the Board

Information

To: Okanagan Regional Library Board

From: Jeremy Feddersen, CFO

Date: September 6, 2023

Subject: Population Figures for Levy Calculations and Weighted Votes

Voting Entitlement: Unweighted voting – Simple Majority

Purpose: For Information

Executive Summary:

Population figures are received annually from the province. The population figures are used for levy calculations and all weighted board votes.

The Library Act, Part 3, Voting on Expenditures, Section 23 states: “(1) on questions involving the expenditure of money (a) each member of the library board has one vote plus one additional vote for each complete 1000 after the first 1000 of the population of the municipality represented by the member or the electoral participating areas of the regional district represented by the member, and (b) a majority of the weighted votes cast decides those questions.”

Changes to this year's votes are:

- a) Kelowna increased by 4, from 151 to 155.
- b) Lake Country increased by 1, from 16 to 17.
- c) Salmon Arm increased by 1, from 19 to 20.
- d) Vernon increased by 1, from 44 to 45.
- e) CSRD (B,C,D,E,F) increased by 1, from 18 to 19.
- f) Westbank First Nation increased by 1, from 11 to 12.

All other votes remain the same.

As per Board Policy, Section II, the attached revised weighted votes will be effective immediately through to August 2024.

The Library Levy Allocation Spreadsheet will be presented under the Finance Committee Report.

Respectfully submitted by: Jeremy Feddersen, CFO

Attachment: Reviewed Weighted Vote Sheet

OKANAGAN REGIONAL LIBRARY BOARD - WEIGHTED VOTE SHEET

Effective August 2023 to September 2024

Municipalities	Population	Weighted Vote
Armstrong	5,677	5
Coldstream	11,890	11
Enderby	3,246	3
Golden + Electoral Area A	7,671	7
Kelowna	155,224	155
Keremeos	1,761	1
Lake Country	17,372	17
Lumby	2,072	2
Oliver	5,619	5
Osoyoos	5,553	5
Peachland	6,159	6
Princeton	3,237	3
Revelstoke	8,439	8
Salmon Arm	20,103	20
Sicamous	2,873	2
Spallumcheen	5,693	5
Summerland	12,918	12
Vernon	45,549	45
West Kelowna	38,745	38
Municipal Totals	359,801	350
Regional District Electoral Participating Areas	Population	Weighted Vote
Central Okanagan, Electoral Areas I, J	5,877	5
Columbia Shuswap, Electoral Areas B,C,D,E,F	19,048	19
North Okanagan, Electoral Areas B, C, D, E, F	20,776	20
Okanagan Similkameen, E. Areas A,B,C,D,E,F,G, I	19,232	19
Regional District Totals	64,933	63
Westbank First Nation	12,099	12
Regional Library Total	436,833	425

FINANCE COMMITTEE REPORT TO THE BOARD

Request for Decision

To: Okanagan Regional Board of Directors
From: Finance Committee
Date: September 13, 2023
Subject: Okanagan Regional Library 2024 Budget

Voting: Majority by Weighted Vote

Purpose:

To bring forward the 2024 budget for the Okanagan Regional Library for approval by the Board.

Executive Summary:

This report will walk through the various changes and provide some background that may be useful for the Committee's decision-making.

This budget discussion references Appendices 1-5 below. Appendix 1 is presented with columns in the following order:

- 2022 budget and actual values;
- 2023 budget values;
- Required changes/reallocations
- Following these we arrive at the "2024 starting point", to which the inflation and proposed management changes are applied.

Finance Committee Recommendation:

THAT the 2024 Budget be approved with a levy funding requirement of \$20,542,282.

Budget Overview and Challenges

The overall theme of the budget for 2024 is to provide enhanced support to our staff and service areas. We are a large, complex organization working in a substantial geographic area, and we are seeing a very healthy return of patrons to the Library post-Covid. While this is exactly what we hoped for, it has brought some new challenges to the branches that we hope to address through initiatives suggested in this budget.

Population Pressure

The ORL provides services for a geographic area that is very desirable, which results in continued growth. The figures for 2024 have been estimated based on the previous 5 years. Similar to last year, all service areas have seen growth, with Kelowna again being recognized as one of the fastest growing metropolitan areas in Canada. Using the population figures provided, growth through the ORL service area is estimated to be 2.7% in 2024. With the current budget ask, the levy per capita remains very consistent with previous years. This can be seen in Appendix 2.

Inflation Pressure

Inflationary pressures will be a significant theme in this budget, much as it was last year. Current CPI figures for British Columbia are showing increases year over year of 3.4% (May 2022 vs. May 2023), with increases of 3.7% Canada-wide. While not as high as seen at this point last year, we are seeing the impacts of inflation all through the organization which places significant pressure on our expense budgets. To address this, I have applied an inflationary figure of 3% on goods and services that are affected by inflation, which will help deal with the increase while remaining cognisant of the other increases throughout this budget.

REQUIRED CHANGES and REALLOCATIONS (COLUMN D)

INCOME (RECEIPTS)

Provincial Grant

The increase to this line is a direct result of the recent census results, as our service area saw an increase since the previous census and the amount is based on population.

MFA Actuarial, Debt Reduction

The MFA holds “sinking funds” which are comprised of principal payments from its borrowers and investment returns. These assets continue to generate returns, which are estimated in advance and allocated to borrowers including the ORL for West Kelowna, Vernon, and Headquarters. These figures come directly from schedules provided by MFA. The 2024 amount is confirmed by the MFA schedules.

Internal Rents

This adjustment is to reflect the change in rent amounts due to the new WK Library which is expected to be completed in late 2023. The internal rent income increase here is offset by the corresponding rent increase below.

EXPENDITURES (DISBURSEMENTS)

Remuneration and Fringe Benefits

This change represents an increase in the service hours required by Board Policy. Four locations (Armstrong, Enderby, Oliver, and Peachland) have exceeded their respective population thresholds, and are therefore entitled to additional open hours while keeping FAMA under consideration. For WCB, our rates were impacted by incidents that resulted in an increase to our rate.

Rent and Property Expenses

The rent obligations are contractual; a number will have increases from one year to the next. Property expenses are often outside of ORL's direct control as a result of the triple net lease arrangements. This amount is based on historical results within our branches.

LTD Principal, Actuarial, and Interest

These amounts are adjusted to agree to the schedules provided to ORL related to its MFA borrowings through the Central and North Okanagan Regional Districts. There is an increase included because of the \$2M in funding expected to be advanced for the WK project.

Technology and Data Lines

Licensing and maintenance costs for our software have increased significantly across the industry again this year. We have seen software contract renewal amounts increase for our core programs, and we had been advised in the previous year that this would be the case. Jeff Campbell, our CTO, has estimated this amount based on increases that have been communicated to the IT department by our suppliers and partners.

Transportation

This adjustment had to be made due to an error in previous budgets not capturing it correctly. The spreadsheet had not calculated this amount in the total, and so I have shown it as an adjustment to ensure it appears correctly going forward.

INFLATION (COLUMN F)

The single largest item on the budget is for the upcoming union negotiations that will result in a significant overall increase. The amount included allows for an increase based on comparable negotiations for both the CUPE and PEA contracts within organizations that are similar to our own.

For inflationary impacts on our goods and services, as mentioned above, an inflationary figure of 3% has been applied to line items that are impacted by this increase. This will help deal with the increase while remaining cognisant of the other increases throughout this budget.

ADJUSTMENTS (COLUMN G)

Income

Adjustments in this section include the removal of book fine revenue, which has been presented to and recommended by the Finance and Policy Committees. The ORL has not been collecting late fees since 2020, and we are proposing that this become a permanent change. Please refer to Appendix 4 for further information related to this item. Another change includes an estimate of the interest income that we are hoping to achieve with our investments made per the ORL Investment Policy.

Remuneration

This category contains the majority of the increase to the budget this year as we look to roll out our vision for the year, and it was determined to be the best way to support the organization by the management team. We believe direct support to our staff is a top priority, and to do this we are proposing the addition of some new positions, and bolstering some existing ones:

Human Resources:

The HR Department oversees approximately 300 employees and manages the training, hiring, and union functions for all these staff. Currently, our HR support staff includes one 0.77 FTE HR Assistant position and a casual 0.5 FTE that was intended to fill in when the HR Assistant was away and is not currently in the budget as an ongoing position. With the workload the department is seeing, the casual position has been regularly used and the 0.77 position has been working full-time hours. This has and will continue to place stress on the department and the wages budget line. The ask will provide the budget capacity to allow the HR assistant to become full-time and to allow the casual position to become a permanent full-time position.

Facilities Supervisor:

A strong theme present in the staff's response to how the enhancement grant should be spent was to improve our facilities and the response time to facility improvement requests. This position will provide facilities support to the branches and provide more timely responses to facilities tickets. For further information on this request, please refer to Appendix 5.

OTHER EXPENSES

MARKETING & COMMUNICATIONS

The budget increase for marketing is to increase our stock of supplies for outreach events. Our tables, tablecloths, banners, and two tents are booked regularly and require regular replacement. This increase will ensure that our different locations will have the materials needed to put on effective programs.

Cost = \$6,000

PHYSICAL ITEMS

This is to provide funding for the Library of Things in order to continue to produce new kits and maintain the kits already in circulation. One of the areas we would like to focus on is improving access to the library for children and families of children who are neuro divergent by providing sensory support materials. This request aligns with our goal to decrease our physical and neurological barriers to those wishing to use our services. We would also like to expand our kits that appeal to adults, as we have several kits that focus on children but few that focus on adults.

Cost = \$15,500

LGBTQIA2+ Advisory Group

The ORL started a staff LGBTQIA2S+ advisory group in the spring of 2023 to ensure that we are well informed in our responses to matters surrounding this topic. A budget of \$2000 would cover mileage, staffing costs, promotional materials, internal initiatives, and training opportunities for this group.

Cost = \$2,000

Next Steps

The path forward includes the Board reviewing and making a decision to adopt the budget as presented and approved by the Finance Committee should it be agreed upon. Alternatively, the Board may decide to defer a decision until the following meeting but will then be fairly obligated to approve a budget at its November 15th meeting. According to the BC Library Act, the Board is required to approve the 2024 budget no later than November 24th, 2023. This timeline is necessary to allow our constituent communities to fold this levy accurately into their own budgets and financial plans.

Respectfully submitted,



Jeremy Feddersen,
Chief Financial Officer

APPENDICES TO THE BUDGET

Okanagan Regional Library

Appendix 1

Draft Budget 2024 Worksheet

	A	B	C	D	E	F	G	H
	BUDGET 2022	ACTUAL 2022	BUDGET 2023	REQUIRED CHANGES	STARTING POINT	Inflation	ADJUST- MENTS	RECOMMENDED 2024 BUDGET
INCOME (RECEIPTS)								
OTHER INCOME								
PROVINCIAL GRANT	-\$1,008,000	-\$1,009,411	-\$1,008,000	-\$30,411	-\$1,038,411			-\$1,038,411
GRANTS - FEDERAL	-\$49,000	-\$43,723	-\$49,000		-\$49,000			-\$49,000
GRANTS - OTHER	-\$6,500	-\$177,907	-\$6,500		-\$6,500			-\$6,500
FINES, DAMAGE & REPLACEMENT	-\$202,500	-\$28,676	-\$202,500		-\$202,500		\$150,000	-\$52,500
MEETING ROOM RENTAL	-\$19,207	-\$3,483	-\$19,207		-\$19,207			-\$19,207
PRINTING REVENUE	-\$29,975	-\$17,890	-\$29,975		-\$29,975			-\$29,975
KEYCARD REVENUE	-\$250	-\$2,144	-\$250		-\$250			-\$250
INTEREST AND EXCHANGE GAIN REV	-\$35,000	-\$218,660	-\$35,000		-\$35,000		-\$150,000	-\$185,000
COPIER REVENUE	-\$9,525	-\$5,919	-\$9,525		-\$9,525			-\$9,525
BOOK BAGS, NON-RES, EAR BUDS, SUNDRY	-\$5,000		-\$5,000		-\$5,000			-\$5,000
SUNDRY		-\$9,495	\$0		\$0			\$0
MEMBER EXTRA SERVICE			\$0		\$0			\$0
SICAMOUS	-\$23,296	-\$23,296	-\$23,296		-\$23,296	-\$941		-\$24,237
VERNON	-\$26,844	-\$22,390	-\$26,844		-\$26,844	-\$1,085		-\$27,929
PRINCETON	-\$11,405	-\$11,633	-\$11,405		-\$11,405	-\$816		-\$12,221
INTER LIBRARY LOANS NET	\$150	-\$257	\$150		\$150			\$150
OTHER	-\$160,352	-\$315,167	-\$160,352		-\$160,352			-\$160,352
DONATIONS REVENUE	\$0	-\$197,519	\$0		\$0			\$0
PROCEEDS FROM BORROWING	\$0	\$0	\$0		\$0			\$0
MFA ACTUARIAL, DEBT REDUCTION	-\$255,731	-\$277,906	-\$309,843	-\$36,631	-\$346,474			-\$346,474
	-\$1,682,083	-\$2,050,309	-\$1,736,195	-\$67,042	-\$1,803,237	-\$2,841	\$0	-\$1,806,079
INTERNAL RENTS								
	-\$647,376	-\$647,376	-\$761,946	-\$147,704	-\$909,650			-\$909,650
SUBTOTAL BEFORE TRANSFERS FROM RESERVES								
	-\$2,329,459	-\$2,697,685	-\$2,498,141	-\$214,746	-\$2,712,887	-\$2,841	\$0	-\$2,715,729
TRANSFERS FROM RESERVES								
IT REPLACEMENT RESERVE	-\$341,007	-\$275,609	-\$341,007		-\$341,007			-\$341,007
DONATIONS		-\$136,085			\$0			\$0
BRANCH FURNISHINGS	-\$165,000	-\$141,990	-\$165,000		-\$165,000			-\$165,000
VEHICLE REPLACEMENT	-\$40,000	\$0	-\$40,000		-\$40,000			-\$40,000
NON-OWNED BUILDING MAINTENANCE	-\$50,000	-\$952,840	-\$50,000		-\$50,000			-\$50,000
ORL OWNED BUILDING MAINTENANCE	-\$30,000	\$0	-\$30,000		-\$30,000			-\$30,000
STRATEGIC INITIATIVES	-\$330,000	-\$20,000	\$0		\$0		-\$100,000	-\$100,000
CAPITAL BUILDING PROJECTS		-\$729,582	\$0		\$0			\$0
	-\$956,007	-\$2,256,106	-\$626,007	\$0	-\$626,007	\$0	-\$100,000	-\$726,007
TOTAL RECEIPTS AND RESERVE TRANSFERS								
	-\$3,285,466	-\$4,953,791	-\$3,124,148	-\$214,746	-\$3,338,894	-\$2,841	-\$100,000	-\$3,441,736

	A	B	C	D	E	F	G	H
EXPENDITURES (DISBURSEMENTS)	BUDGET 2022	ACTUAL 2022	BUDGET 2023	REQUIRED CHANGES	STARTING POINT	Inflation	ADJUST- MENTS	RECOMMENDED 2024 BUDGET
REMUNERATION AND FRINGE BENEFITS								
REMUNERATION	\$8,800,289	\$8,739,793	\$9,179,003	\$69,911	\$9,248,914	\$550,811		\$9,799,725
FRINGE BENEFITS	\$1,789,718	\$1,611,347	\$1,845,176		\$1,845,176	\$55,355		\$1,900,531
WCB	\$31,386	\$50,232	\$32,328	\$17,939	\$50,267	\$1,508		\$51,775
	\$10,621,393	\$10,401,372	\$11,056,507	\$87,850	\$11,144,357	\$607,674	\$0	\$11,752,031
RENT AND PROPERTY EXPENSES								
RENT	\$2,545,812	\$2,613,116	\$2,601,961	\$77,960	\$2,679,922			\$2,679,922
LTD PRINCIPAL, ACTUARIAL & INTEREST	\$1,203,069	\$1,204,228	\$1,484,883	\$33,600	\$1,518,483			\$1,518,483
PROPERTY EXPENSES	\$1,805,256	\$2,754,838	\$1,902,674		\$1,902,674	\$57,080		\$1,959,754
	\$5,554,137	\$6,572,182	\$5,989,518	\$111,560	\$6,101,079	\$57,080 	\$0	\$6,158,159
LIBRARY ELECTRONIC MATERIALS	\$1,285,608	\$1,651,733	\$1,685,608		\$1,685,608			\$1,685,608
OTHER EXPENSES								
BOARD EXPENSES	\$20,141	\$4,364	\$20,141		\$20,141	\$604		\$20,745
BOOK DEPOSIT GRANTS	\$3,200	\$3,190	\$3,200		\$3,200			\$3,200
COLLECTION AGENCIES	\$9,566	-\$602	\$9,566		\$9,566		-\$6,566 	\$3,000
EQUIPMENT REPAIRS	\$13,802	\$11,911	\$14,216		\$14,216	\$426		\$14,642
INSURANCE	\$58,470	\$62,626	\$58,470		\$58,470	\$5,262		\$63,732
INTEREST & BANK CHARGES	\$11,500	-\$2,338	\$11,500		\$11,500			\$11,500
MARKETING & COMMUNICATIONS	\$64,595	\$146,385	\$81,533		\$81,533	\$2,446	\$6,000	\$89,979
MEMBERSHIPS	\$19,768	\$15,207	\$20,361		\$20,361	\$611		\$20,972
PENTICTON LIBRARY FEE	\$46,920	\$36,740	\$48,328		\$48,328			\$48,328
POSTAGE & FREIGHT	\$63,505	\$47,995	\$65,410		\$65,410	\$1,962		\$67,372
PROFESSIONAL FEES	\$85,159	\$84,251	\$87,714		\$87,714	\$2,631		\$90,345
PROGRAMS - CHILDRENS	\$18,418	\$34,477	\$18,971		\$18,971	\$569		\$19,540
PROGRAMS - OTHER	\$114,788	\$38,587	\$124,235		\$124,235	\$3,727	\$2,000	\$129,962
PROGRAMS	\$133,206	\$73,064	\$143,206		\$143,206			\$149,502
RECRUITMENT, TRAVEL & SUNDRY	\$15,681	\$28,877	\$16,151		\$16,151	\$485		\$16,636
STAFF DEVELOPMENT, & MEETINGS	\$114,795	\$113,826	\$118,239		\$118,239	\$3,547		\$121,786
SUNDRY (FAMA/REALLOCATIONS)	\$0	\$2,266	\$2,086		\$2,086	\$2,148		\$4,234
SUPPLIES-GENERAL	\$69,524	\$217,487	\$71,610		\$71,610	\$2,148		\$73,758
SUPPLIES-COPIERS	\$18,805	\$10,582	\$19,369		\$19,369	\$581		\$19,950
SUPPLIES - CAT/PROC	\$30,400	\$13,037	\$31,312		\$31,312	\$939		\$32,251
SUPPLIES-CIRC	\$18,000	\$33,468	\$18,540		\$18,540	\$556		\$19,096
BINDING & MENDING	\$21,250	\$10,166	\$21,888		\$21,888	\$657		\$22,545
SUPPLIES	\$157,979	\$284,740	\$162,719		\$162,719			\$167,600
STRATEGIC INITIATIVES	\$300,000	\$20,000	\$0		\$0			\$0
TECHNOLOGY & DATA LINES	\$474,363	\$499,979	\$529,363	\$60,000	\$589,363	\$17,681		\$607,044
COMMUNICATIONS	\$78,400	\$82,158	\$80,752		\$80,752	\$2,423		\$83,175
TRANSPORT-FUEL,REPS,INS ETC		\$126,899			\$0			\$0
TRANSPORT-MILGE,SUNDS,GST ETC		\$7,226			\$0			\$0
TRANSPORTATION	\$139,401	\$133,959	\$0	\$139,401	\$139,401	\$4,182		\$143,583
VIRTUAL BRANCH	\$10,000	\$6,625	\$10,000		\$10,000			\$10,000
	\$1,820,451	\$1,655,389	\$1,482,955	\$199,401	\$1,682,356	\$53,585	\$1,434	\$1,737,375
DISBURSEMENTS BEFORE CAPITAL								
EXPENDITURES & RESERVE TRANSFERS	\$19,281,590	\$20,280,676	\$20,214,588	\$398,811	\$20,613,399	\$718,339	\$1,434	\$21,333,172

	A	B	C	D	E	F	G	H
	BUDGET 2022	ACTUAL 2022	BUDGET 2023	REQUIRED CHANGES	STARTING POINT	Inflation	ADJUST- MENTS	RECOMMENDED 2024 BUDGET
CAPITAL EXPENDITURES								
BOOKS AND OTHER PHYSICAL ITEMS	\$1,446,434	\$1,142,262	\$1,296,434		\$1,296,434	\$38,893	\$15,500	\$1,350,827
IT EQUIPMENT	\$341,007	\$299,619	\$351,237	\$0	\$351,237	\$10,537		\$361,774
NEW FACILITY	\$0		\$0	\$0	\$0			\$0
ALL OTHER CAPITAL	\$235,000	\$4,575,374	\$242,050		\$242,050	\$7,262		\$249,312
	\$2,022,441	\$6,017,255	\$1,889,721	\$0	\$1,889,721	\$56,692	\$15,500	\$1,961,913
SUBTOTAL	\$21,304,031	\$26,297,931	\$22,104,309	\$398,811	\$22,503,120	\$594,177	\$197,788	\$23,295,085
TRANSFERS TO RESERVE								
TO BRANCH FURNISHING RESERVE	\$145,000	\$145,879	\$145,000		\$145,000			\$145,000
TO IT REPLACEMENT RESERVE	\$311,008	\$311,970	\$311,008	\$0	\$311,008			\$311,008
TO STAFF APPREC OR DEVELOPMENT RESERVE	\$1,500	\$1,500	\$1,500		\$1,500			\$1,500
TO NON-OWNED BUILDING MNTC RESERVE	\$32,000	\$925,582	\$32,000		\$32,000			\$32,000
TO VEHICLE REPLACEMENT RESERVE	\$25,425	\$25,425	\$25,425		\$25,425			\$25,425
TO STRATEGIC INITIATIVES RESERVE	\$72,000	\$72,000	\$0		\$0			\$0
TO DONATION RESERVES	\$0	\$218,039	\$0		\$0			\$0
TO CAPITAL BUILDING PROJ RESERVE	\$114,000	\$0	\$114,000		\$114,000			\$114,000
TO ORL OWNED BUILDINGS RESERVE	\$60,000	\$60,000	\$60,000		\$60,000			\$60,000
	\$760,933	\$1,760,395	\$688,933	\$0	\$688,933	\$0	\$0	\$688,933
TOTAL DISBURSEMENTS AND RESERVE TRANSFERS	\$22,064,964	\$28,058,326	\$22,793,242	\$398,811	\$23,192,053	\$594,177	\$197,788	\$23,984,018
FUNDING REQUIREMENT	\$18,779,498	\$23,104,535	\$19,669,094	\$184,065	\$19,853,159	\$591,336	\$97,788	\$20,542,282
PERCENT CHANGE FROM 2023				0.94%		3.01%	0.50%	4.44%

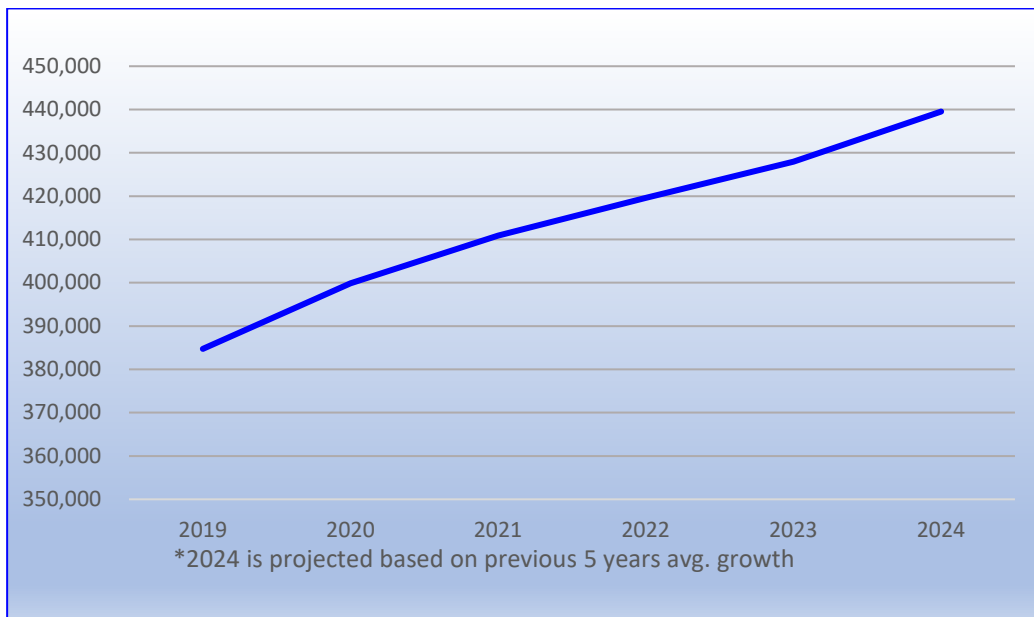
Appendix 2: 5-year comparison of the Levy per Capita to 2024

*Growth for 2024 is based on assumptions below



Appendix 3: Population growth throughout the ORL System

* Growth for 2024 is estimated to be equal to the 5-Year average from 2019-2023 of 2.7%.



Appendix 4

Removal of Overdue Fines

Over 270 libraries across North America have eliminated charging late fees. As of May 2023, over 225 Canadian public libraries have gone fine free. Of 71 public libraries surveyed in British Columbia, the Okanagan Regional Library is one of only 15 that still charges overdue fines.

Library Management and staff recommend the removal of late/overdue fines for all materials. A summary of rationale is as follows:

- a) There is no evidence that removal of late fines increases the amount or frequency of borrowed material being kept beyond the due date;*
- b) Once late fines begin to accrue, many library patrons choose not to return materials at all;*
- c) Late fine revenue comprises a small fraction of the ORL's total revenue (\$150,000 budgeted fine revenue out of \$22,000,000 total operating budget = 0.68%);*
- d) Fine revenue is decreasing;*
- e) A significant amount of staff time goes into collecting fines, which reduces the true revenue;*
- f) Overdue fines are a barrier to service and create a sense of unwelcomeness for some patrons;*
and
- g) The collection of overdue fines generates many conflicts between staff and patrons, undermining the ORL's mission of inclusivity and welcome.*

If there are no late fees, will items be returned on time?

Libraries that have gone fines-free either see little to no discernable increase in the amount of material going overdue. This has been tracked in several Canadian and American Libraries. ¹

Notices will still be sent to patrons alerting them to the fact that they have late material.

If material is not returned, a replacement fee will be added to their account. This fee is waived if the material is returned. Currently this period is one year it is proposed that this be reduced to six months.

Strategy for enforcing item returns:

- 1) Pre-overdue email notices 3 days before items are due.

Suggested notice schedule

1st overdue (7 days late)
2nd overdue notice (14 days late)
Bill (30 days late)

Current notice schedule

1st overdue (10 days late)
2nd overdue (30 days late)
3rd overdue (45 days late)
Bill (90 days late)

- 2) Keep charging for lost and/or damaged materials.
- 3) Reduction in time from item becoming overdue and rolling into lost. Currently an item rolls over from lost to overdue after 90 days. With going fines free it is suggested that this time be reduced to 30 days.
- 4) Reduction in time that refund is offered if lost item is paid for. Currently if an item is paid for, the patron has one year to return the item and get a refund. With no fines it is suggested that this be reduced to six months.
- 5) Keep charging late fees for inter-library loan material to reimburse the lending library.

¹ *Surrey, Whistler, Smithers and several Colorado libraries have all reported no discernible difference in the overdue rate or the average overdue period before and after eliminating overdue fines.*

Will material be checked out and not returned?

Studies have shown that libraries that go fines free have shown no increase in the amount of material not returned. Patrons will still be billed for material that is not returned after a certain period.

Will the removal of late fines impact usage?

The Surrey Library presented at the 2019 British Columbia Library Association conference and reported increases in teen and junior material borrowing once this barrier was eliminated. A survey of their patrons found 88% felt more welcome, 89% visited more often and 71% had more awareness of the library after the change. Several libraries that have gone fine free have found increases in circulation and membership. ²

A two year study by the Institute of Museum and Library Services in the U.S. found that one of the greatest barriers to public library use by parents in low income communities was late fees.

Patrons with mobility challenges may be unable to visit the library independently and this would reduce a barrier to their service and increase inclusivity.

For patrons experiencing poverty, overdue fees are a challenge and may have to choose between library service and other essential needs.

Patrons without home internet service or limited access to digital resources are less able to receive our reminders, overdue notices and use online renewal services.

² *Examples include Surrey Libraries, Salt Lake City Library, San Rafael Public Library*

Appendix 5

Library Facilities Manager and Handyperson Detail

Library Facilities Manager and Handyperson

This position will see a highly organized and skilled Library Facilities Manager and Handyperson oversee maintenance and repair operations across our 30 library locations. As the Library Facilities Manager and Handyperson, they will be responsible to ensure that our facilities are well-maintained, safe, and conducive to a positive user and staff experience. This hands-on role requires a combination of managerial, technical, and problem-solving skills.

Role of the Position

The job will involve performing simple handyperson tasks that are within the individual's skill set, and when the work is beyond their scope to bring in the appropriate experts. These tasks will be managed and coordinated to ensure they are completed as economically as possible, and by grouping tasks by geographic location whenever possible.

When a job is beyond the scope of the Library Facilities Manager and Handyperson, it will be their responsibility to ensure the appropriate contractor is hired to complete the work and to follow up with the branch in question to ensure that the work had been completed appropriately. Keeping an up-to-date database of contractors for each branch's area will be very important to ensure the success of this role.

Another aspect of this position involves the management of the branch improvements portion of the Provincial Enhancement Grant. The Library Facilities Manager and Handyperson will be the point person for the small renovation projects expected to be carried out with the funding provided by this grant.

Budget and Cost Implications

Current Handyperson costs that will be directly replaced by this position are difficult to discern, as our current externally contracted handyperson is very limited in the tasks that they can assist with, and our repair costs are grouped with utilities. However, our overall maintenance costs are approximately \$1 million per annum. This amount will be reduced with the introduction of the Library Facilities Manager and Handyperson, as many of the tasks that are being completed by contractors can be completed by a skilled and dedicated Handyperson for much less cost, and with greater assurance of quality. Each job will be evaluated to ensure it is more economical to have the handyperson complete the work as opposed to using a contractor in the more remote locations.

A vehicle and tools will be provided to the individual for use during work hours when travel is necessary. The vehicle cost can be covered by the ORL's vehicle replacement reserve balance. Should the position be approved, the ORL's 2008 Civic will be replaced with a Ford Transit cargo van for use by the Library Facilities Manager and Handyperson.

Impact on Organization

This position has become a necessity for the ORL, as the volume of tickets and time required to manage our facilities has continued to grow beyond what is manageable for the CFO. The majority of requests come through our service desk, though they may also come through email, by way of project/reno work, etc. This work takes approximately 40-50% of the CFO's time currently, as evidenced by the volume of tickets closed in the previous two years:

2022 – 172

2023 – 82 closed, with 23 still open.

The increased support for the branches through introducing a Facilities Manager and Handyperson will make an immediate impact on both our staff and the public as we continue to improve our spaces and make them inviting destinations for staff and community members.

Okanagan Regional Library
Library Levy Allocation Spreadsheet
January 1, 2024 to December 31, 2024

	Provincially supplied formula input factors which determine percentage of ORL budget paid						(50% A/total A + 50% B/total B)												
	"A"			"B"			"C"				"D"						"E" = (D / A)		Quarterly Excludes
	POPULATION			CONVERTED VALUE OF LAND AND IMPROVEMENTS			APPORTIONMENT PER \$100 OF SHARED COSTS			Change per \$100 of shared costs	Current Year Levy 2024	Prior Year Levy 2023	Total Difference in levy		Change due apportionment formula	Change due to budget Increase	PER CAPITA LEVY		Amounts paid for additional service
Municipalities	2024	2023	% Change	2024	2023	% Change	2024	2023									2024	2023	2024
Armstrong	5,677	5,529	2.7%	\$157,978,391	\$138,798,047	13.8%	1.065	1.059	0.006	\$218,818	\$208,248	\$10,571	5.1%	\$1,192	\$9,379	\$38.54	\$37.66	\$54,704.61	
Coldstream	11,890	11,750	1.2%	\$437,925,367	\$400,279,018	9.4%	2.512	2.564	-0.052	\$516,125	\$504,202	\$11,923	2.4%	(\$10,199)	\$22,122	\$43.41	\$42.91	\$129,031.16	
Enderby	3,246	3,189	1.8%	\$82,707,098	\$72,183,249	14.6%	0.589	0.587	0.002	\$120,999	\$115,505	\$5,494	4.8%	\$308	\$5,186	\$37.28	\$36.22	\$30,249.75	
Golden + E.Area A	7,671	7,455	2.9%	\$317,981,534	\$280,415,634	13.4%	1.714	1.706	0.008	\$352,133	\$335,383	\$16,750	5.0%	\$1,657	\$15,093	\$45.90	\$44.99	\$88,033.31	
Kelowna	155,224	151,462	2.5%	\$7,675,017,271	\$6,570,613,842	16.8%	37.949	37.256	0.693	\$7,795,626	\$7,325,187	\$470,439	6.4%	\$136,306	\$334,133	\$50.22	\$48.36	\$1,948,906.46	
Keremeos	1,761	1,820	-3.2%	\$44,216,757	\$38,150,216	15.9%	0.318	0.326	-0.008	\$65,291	\$64,137	\$1,154	1.8%	(\$1,645)	\$2,798	\$37.08	\$35.24	\$16,322.73	
Lake Country	17,372	16,238	7.0%	\$760,334,332	\$679,536,269	11.9%	3.988	3.920	0.068	\$819,180	\$770,753	\$48,427	6.3%	\$13,315	\$35,111	\$47.16	\$47.47	\$204,795.02	
Lumby	2,072	2,042	1.5%	\$61,276,593	\$52,285,720	17.2%	0.398	0.394	0.004	\$81,819	\$77,511	\$4,308	5.6%	\$801	\$3,507	\$39.49	\$37.96	\$20,454.68	
Oliver	5,619	5,591	0.5%	\$178,418,039	\$158,946,424	12.3%	1.112	1.126	-0.014	\$228,496	\$221,465	\$7,030	3.2%	(\$2,763)	\$9,794	\$40.66	\$39.61	\$57,123.95	
Osoyoos	5,553	5,518	0.6%	\$309,438,885	\$267,465,168	15.7%	1.449	1.441	0.008	\$297,719	\$283,309	\$14,410	5.1%	\$1,649	\$12,761	\$53.61	\$51.34	\$74,429.67	
Peachland	6,159	6,043	1.9%	\$283,988,835	\$255,549,323	11.1%	1.452	1.467	-0.015	\$298,220	\$288,393	\$9,826	3.4%	(\$2,956)	\$12,782	\$48.42	\$47.72	\$74,554.95	
Princeton	3,237	3,280	-1.3%	\$98,007,953	\$85,414,623	14.7%	0.628	0.637	-0.009	\$129,053	\$125,340	\$3,713	3.0%	(\$1,818)	\$5,531	\$39.87	\$38.21	\$32,263.15	
Revelstoke	8,439	8,429	0.1%	\$406,206,744	\$359,469,199	13.0%	2.034	2.055	-0.021	\$417,848	\$404,029	\$13,819	3.4%	(\$4,091)	\$17,910	\$49.51	\$47.93	\$104,462.11	
Salmon Arm	20,103	19,825	1.4%	\$677,200,648	\$593,462,305	14.1%	4.082	4.083	-0.001	\$838,486	\$802,766	\$35,720	4.4%	(\$219)	\$35,939	\$41.71	\$40.49	\$209,621.57	
Sicamous	2,873	2,788	3.0%	\$147,981,560	\$131,687,052	12.4%	0.718	0.718	0.000	\$147,489	\$141,123	\$6,365	4.5%	\$44	\$6,322	\$51.34	\$50.62	\$36,872.16	
Spallumcheen	5,693	5,490	3.7%	\$192,744,536	\$173,763,860	10.9%	1.158	1.159	0.000	\$237,975	\$227,819	\$10,156	4.5%	(\$44)	\$10,200	\$41.80	\$41.50	\$59,493.65	
Summerland	12,918	12,877	0.3%	\$508,288,404	\$444,006,344	14.5%	2.815	2.826	-0.011	\$578,304	\$555,685	\$22,619	4.1%	(\$2,168)	\$24,787	\$44.77	\$43.15	\$144,576.09	
Vernon	45,549	44,916	1.4%	\$1,769,278,185	\$1,578,950,862	12.1%	9.866	9.948	-0.082	\$2,026,709	\$1,955,963	\$70,746	3.6%	(\$16,122)	\$86,868	\$44.50	\$43.55	\$506,677.25	
West Kelowna	38,745	38,311	1.1%	\$1,726,582,111	\$1,495,462,106	15.5%	8.975	8.928	0.047	\$1,843,665	\$1,755,374	\$88,291	5.0%	\$9,269	\$79,022	\$47.58	\$45.82	\$460,916.19	
Municipal Totals	359,801	352,553	2.1%	\$ 15,835,573,243	\$13,776,439,261	14.9%	82.824	82.309	0.623	\$ 17,013,954	16,162,192	\$851,762		\$122,518	\$729,244	\$47.29	\$45.84	\$4,253,488.46	
Regional Districts																			
CORD I,J	5,877	5,865	0.2%	\$385,208,162	\$343,923,004	12.0%	1.686	1.709	-0.023	\$346,266	\$336,033	\$10,233	3.0%	(\$4,609)	\$14,841	\$58.92	\$57.29	\$86,566.45	
CSRD B,C,D,E,F	19,048	18,353	3.8%	\$725,276,109	\$877,720,991	-17.4%	4.087	4.757	-0.670	\$839,650	\$935,341	-\$95,691	-10.2%	(\$131,680)	\$35,989	\$44.08	\$50.96	\$209,912.43	
NORD B,C,D,E,F	20,776	20,509	1.3%	\$719,671,755	\$618,946,109	16.3%	4.270	4.239	0.032	\$877,252	\$833,395	\$43,858	5.3%	\$6,257	\$37,600	\$42.22	\$40.64	\$219,313.09	
OSRD A,B,C,D,E,F,G, I	19,232	19,176	0.3%	\$938,497,998	\$814,925,213	15.2%	4.669	4.666	0.003	\$959,154	\$917,489	\$41,665	4.5%	\$554	\$41,111	\$49.87	\$47.85	\$239,788.52	
Regional District Totals	64,933	63,903	1.6%	\$ 2,768,654,024	\$2,655,515,317	4.3%	14.713	15.309	-0.659	\$ 3,022,322	3,022,258	\$64		(\$129,477)	\$129,541	\$46.55	\$47.29	\$755,580.48	
Westbank First Nation	12,099	11,523	5.0%	\$ 410,096,554	\$ 363,327,500	12.9%	2.463	2.428	0.035	\$ 506,006	\$ 477,359	\$28,648	6.0%	\$6,960	\$21,688	\$41.82	\$41.43	\$126,501.56	
Regional Library Total	436,833	427,979	2.1%	\$19,014,323,821	16,795,282,078	13.2%	100.00	100.000	0.000	\$ 20,542,282	19,661,808	\$880,474		\$0.00	\$880,474	\$47.03	\$45.94	\$5,135,570.50	
										20,542,282								20,542,282	

Finance Committee Report to the Board

Request for Decision

To: ORL Board

From: Board Finance Committee

Date: September 13, 2023

Subject: Provincial Enhancement Grant Spending Proposal

Objective: To receive the Board's approval to spend a portion of the Provincial Enhancement Grant on the following initiatives.

Discussion:

The Okanagan Regional Library (ORL) has received **\$1,505,872.13** in Provincial Enhancement Grant funding from the Public Libraries Branch (PLB) of the Ministry of Municipal Affairs. \$640,647.23 of these funds were received on March 31, 2023, with the remaining \$865,224.90 received on June 30, 2023. In the words of the PLB, "this grant may be used over three years (2023-2025) to support local library enhancement, including helping address shifting demands on services, collections, programs, and spaces."

At the May 2023 ORL Board meeting, it was decided that Board approval is required for all Enhancement Grant spending initiatives. This report therefore outlines three initiatives proposed by the ORL Management Team for Enhancement Grant funding. It must be emphasized that a "down to the cent" breakdown of costs is not possible at this stage, as considerable staff time will be required to research and execute each of the proposed initiatives, and the Management Team is unable to dedicate this time without prior overarching initiative approval from the Board. The figures presented in this proposal are informed estimates. Once Board approval is given, the Management Team will be able to report more particulate spending as each of the initiatives progresses. The Board will retain the authority to cap or redirect spending on each initiative.

Due to the one-time nature of the Provincial Enhancement Grant, these funds must be put towards one-time expenses, rather than ongoing operational costs. This reality has been considered in the Management Team's proposal. Because the Grant was given to the ORL as a regional system, the initiatives here proposed aim to benefit all the ORL's constituent branches and communities.

The Management Team and Finance Committee agree that a significant portion of the Provincial Enhancement Grant be spent on facility improvements throughout the system. An external contractor is currently in the process of conducting a system-wide facilities audit that will inform next steps in this area of spending. This proposal does not, therefore, provide further details on facilities spending. Rather, this proposal seeks Board approval to move forward with three smaller-ticket initiatives that are time sensitive in nature.

Next Steps:

The three Grant initiatives here proposed are:

1. Migration costs for a new payroll and Human Resource Information System (HRIS);
2. Costs associated with meeting the province's updated accessibility requirements; and
3. Board and staff-wide training in the areas of diversity, equity, and inclusion (DEI) and Truth and Reconciliation (T&R).

This proposal provides an executive summary of the rationale for each of these initiatives, as well as an informed cost estimate. An overall budget table is provided at the end of this document.

1. **Payroll and HRIS migration:** The ORL currently uses a payroll software called StarGarden. StarGarden is an aging platform that lacks functionality in many key areas, requiring extensive staff time to run reports and ensure employees are correctly remunerated. The ORL currently has no HRIS, requiring our two-person HR Department to manually perform all HR functions, from recruitment and record-keeping to performance management and training. In consequence, this department is significantly overworked, and is unable to keep up with all required functions. The Management Team proposes migrating to a joint payroll and HRIS software. The Management Team is evaluating options that would enable the ORL to better meet HR standards, providing a better work environment for staff both within the HR department and throughout the organization. An integrated payroll and HRIS will also allow us to perform payroll functions more efficiently, with a higher assurance of accuracy. The migration cost to a new platform has been quoted at approximately \$100,000. The ongoing costs will be comparable to our current costs.
2. **Accessibility requirements:** In June 2021, the province of BC passed legislation aimed at making public sector organizations more accessible and inclusive. Under this legislation, public libraries are required to create an Accessibility Plan based on the recommendations of a public Accessibility Committee. The ORL has created this Accessibility Committee and will be receiving the Committee's recommendations by September 2023. Over the next few months, the ORL will create its Accessibility Plan. The precise contents of this plan are yet to be determined, as they are contingent on Committee recommendations. However, it is safe to assume that there will be attenuating costs in areas including washroom design, signage, accessible materials (both internally and externally facing), and staff training/organizational culture. The Management Team proposes \$30,000 be earmarked for initial compliance with these requirements. Ongoing costs will be presented to the Finance Committee for consideration in the 2025 operational budget planning process.
3. **DEI and T&R training:** The ORL has an annual Staff Training and Development budget of \$118,239. This budget is required to meet the ORL's basic staff development needs, including onboarding new staff, occupational health and safety training, First Aid and crisis management training, and occasional conference attendance. As we begin the development of a new Strategic Plan, the Board has committed to creating a Plan that is "driven by clear equity, diversity and inclusion principles." To meet this aim, Board and staff-wide training in the areas of DEI and T&R will be essential and will not be affordable with the ORL's annual Staff Training and Development budget. The Management Team therefore proposes **\$15,000** of the Provincial Enhancement Grant be earmarked for system-wide staff and Board training in these areas. This figure would cover the following:
 - a. \$4,000 in presenter fees for Kinshift (kinshift.ca/workshops) or a similar organization to provide four full-day T&R training sessions, three for staff and one for the Board;
 - b. \$4,000 in presenter fees for Kristy Ware (kristyware.com) or a similar facilitator to provide four full-day DEI training sessions, three for staff and one for the Board;
 - c. \$3,000 to cover staff and Board travel and back-filling costs; and
 - d. \$4,000 for the development of a training plan to provide training in these areas for incoming staff and Board members on an ongoing basis.

Budgetary Considerations:

The cost breakdown for the three above initiatives is as follows:

Initiative	Cost
HRIS migration	\$100,000
Accessibility compliance	\$30,000
Training	\$15,000
Total	\$145,000

With the total Provincial Enhancement Grant totaling \$1,505,872.13, the subtraction of \$145,000 for these three initiatives leaves \$1,360,872.13 in grant funding remaining. This remainder may be spent entirely on facility improvements or may be allocated to other initiatives as the need arises. Working through the approval of the Finance Committee, the Management Team will present further grant spending proposals over the coming months. This proposal was discussed with the Finance Committee on July 26, 2023. The Committee passed a motion of support.

Finance Committee Recommendations:

- 1) **THAT** the Board approve \$100,000 of the Provincial Enhancement Grant be spent on a new payroll and human resource information system.
- 2) **THAT** the Board approve \$30,000 of the Provincial Enhancement Grant be spent on accessibility legislation compliance.
- 3) **THAT** the Board approve \$15,000 of the Provincial Enhancement Grant be spent on training in the areas of Truth and Reconciliation and Diversity, Equity, and Inclusion.

Respectfully submitted by: Board Finance Committee



To: Okanagan Regional Library Board

From: Dean Trumbley, ORL Strategic Planning Committee Chair

Date: September 13, 2023

Subject: **Strategic Planning Committee Report**

Voting Entitlement: *All Trustees - Unweighted vote – Simple majority*

Purpose: To provide information on the strategic planning process.

Executive Summary:

Public and staff engagement are underway for the development of a new strategic plan for the ORL. This report outlines progress to date, as well as next steps.

Recommendation:

THAT the Board accept the Strategic Planning Committee's report for information.

Respectfully submitted by: Dean Trumbley, ORL Strategic Planning Committee Chair

Considerations:

Working in consultation with WCS Engagement + Planning, the following steps of the strategic planning development process have been completed:

- Two initial engagement sessions conducted with ORL staff
- An initial engagement workshop conducted with the ORL board
- The public input survey has been launched
- WCS has provided the ORL with a scan of public library practices and trends

The following steps are scheduled for completion later this fall:

- One in-person public engagement session will take place at each branch of the ORL, facilitated by a member of the Management Team and supported by branch staff
 - Two online staff engagement sessions will be offered
 - Two further online staff engagement sessions will be offered
 - WCS will provide the ORL with a regional profile drawn from Census Canada data
 - A board workshop will be held on **Nov. 27, 9:00 AM to 4:00 PM AND Nov. 28, 10:00 AM to 2:00 PM** at ORL Headquarters to review all gathered data
 - WCS will work with ORL management to draft the strategic plan
 - The draft strategic plan will be presented to the Board in February 2024
-

ORL CEO Report to the Board

Information



To: Okanagan Regional Library Board
From: Danielle Hubbard, Chief Executive Officer
Date: September 13, 2023
Subject: CEO Report

Voting Entitlement: All Trustees - Unweighted vote – Simple majority

Purpose: For information

Executive Summary:

The CEO Report is a quarterly summary of operational and strategic activities at the ORL.

Recommendation:

THAT the CEO Report be received for information.

Respectfully submitted by: Danielle Hubbard, Chief Executive Officer

Considerations:

Fire Emergency Response

- Fire destroyed our North Shuswap branch on August 18
- Numerous branches closed between August 17 and 26 due to fire proximity or staff shortages
- Many staff members were evacuated from their homes, but no lives were lost
- Damaged fines have been waived on materials destroyed by fire; public response has been positive
- Staff were kept informed via daily global emails and the work of our Directors of Public Services

Leadership & Strategy

- The public engagement portion of the Strategic Planning process is underway
- Working with the Finance Committee to identify Provincial Enhancement Grant spending priorities
- Working with the Policy and Planning Committee to update and develop key policies
- Connecting with Indigenous educators to determine best approaches to Truth and Reconciliation
- Danielle has joined the planning committee of the 2024 BC Library Association conference

Human Resources

- Performance evaluations have been completed for all members of the Management Team
- The ORL will be entering into negotiations with the Professional Employees Association in November
- The Joint Job Evaluation process continues, to ensure fair pay banding for all unionized employees
- Danielle and Leslie continue to hold regular Labour Management meetings with PEA and CUPE

Public Services

- The Summer Reading Club wrapped up in August with attendance returning to pre-COVID levels
- The first annual Card Drive is set to commence in October
- A Public Services Supervisors meeting has been scheduled for the fall
- Development of an Accessibility Plan is underway, in compliance with provincial government legislation
- The ORL is participating in the United Way's Period Promise Campaign
- The building in which our Cherryville branch is located is up for sale

Information Technology

- The IT Department is running a system-wide children's Minecraft competition this fall
- The ORL is adopting two-factor authentication to increase cyber security
- Development continues on a new website for the ORL
- A wireless printing and print-management system, Princh, is being implemented system-wide
- Work is underway to streamline efficiencies in the technical services and processing departments

Marketing and Communications

- A system-wide Friends of the Library meeting was held in Vernon in June
- Promotions surrounding Strategic Planning public engagement continues
- Standardized system-wide internal signage is being rolled out; rebranding to the current logo is complete
- Management level relationship building with community groups is underway, including Vernon Pride, Kelowna Pride, and the RCMP

CFO Facilities Report to the Board

Information

To: Okanagan Regional Library Board
From: Jeremy Feddersen, ORL CFO
Date: September 13, 2023
Subject: Okanagan Regional Library Facilities Update

Voting Entitlement: All Trustees – Unweighted Vote – Simple Majority

Purpose:

To receive for information an update on the status of various active building and renovation projects within the Okanagan Regional Library's branches.

Executive Summary:

Please find attached Appendix A which highlights the ongoing projects in West Kelowna, Revelstoke, and Lumby.

Recommendation(s):

THAT the Facilities Report be received for information.

Respectfully submitted by: Jeremy Feddersen, CFO

Attachment: Appendix A – Okanagan Regional Library Facilities Report

Okanagan Regional Library Appendix A Facilities Report

West Kelowna

The West Kelowna project continues to progress well, with a projected completion in late 2023. As previously reported, the project is over the original budget, though has been tracking close to the increased budget figure that the board had been presented previously. The ORL has a strategy for dealing with the overage, and is working with the Finance Committee as the costs are becoming more crystalized. A final report will be made to Board of Directors once the costs are fully known.

The ORL and City of West Kelowna are working on completing the details for the building's operations and will partner in and share the associated costs.

Revelstoke

Thanks to our new contractor (Absolute Construction) having taken over from VVI, the majority of the work has been completed in Revelstoke. The final piece to be completed is the fire suppression system, which is set to begin installation mid-September. If all goes to schedule, we should have full occupancy in October, much to the relief of the staff who have been fantastic in dealing with this protracted project.

The holdback account continues to be held as we continue to work with our legal counsel to ensure we are moving forward with the project while being cognizant of the implications of our previous contractor working through the bankruptcy process.

Lumby

The ORL has been working with the builder and architects of the building in the design of our space. We have consulted with our branch staff to ensure we are creating a space that will reflect the needs of the community and will be an inviting place to be. The building permit application has gone in, and construction is expected to begin in the spring of 2024.

CFO Report to the Board

For Information

To: Okanagan Regional Library Board of Directors
From: Chief Financial Officer
Date: September 13, 2023
Subject: Financial Update Report to July 31, 2023 (7 Months)

RECOMMENDATION

That the Board receive the CFO's Financial Update Report to July 31, 2023 for information.

BACKGROUND

The attached **Appendix 1** provides the Board with an interim financial report (receipts and disbursements) to July 31st 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 to date as expected.

Receipts – Government, Grants and Own Resources

These other forms of income have been bolstered through increased interest revenue, which has been earned on our cash balance at RBC. It should be noted that the Enhancement Grant has been received and placed in a reserve until the plan to use this amount has been approved by the Board. The increased revenue, largely due to interest earnings, has put this section ahead of budget, even with the lost revenue that resulted from the ORL no longer collecting late fees. As the Board will recall, fines for late books and materials was paused early in the COVID pandemic; these charges have not yet resumed.

Reserves and Internal Rent

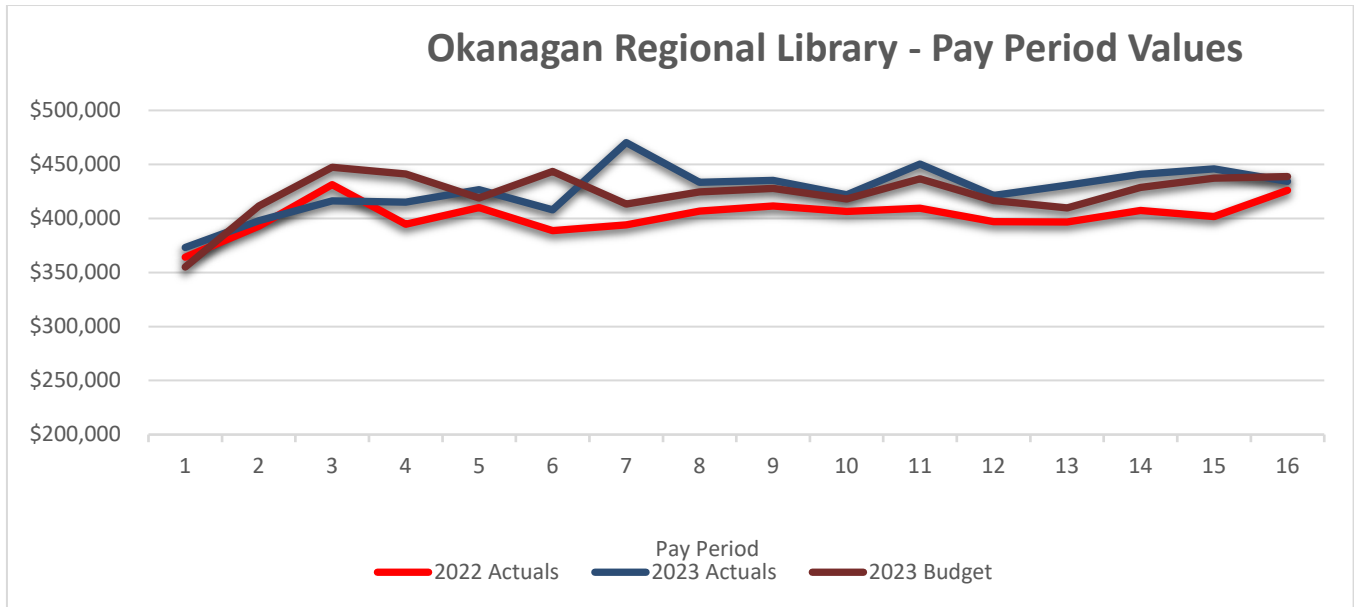
The transfers from reserves are accounting adjustments that relate to planned amounts drawn out of reserves for technology replacement, furnishings and amounts from the donation reserves for programming and capital expenditures. The transfer of these reserves will occur at year end.

Total receipts to November 30th are \$11,536,922

Disbursements

Remuneration and benefits continue to trend close to budget:

Graph: Pay Period Values: 2022 Actual, 2023 Actual, 2023 Budget



Rent is as expected, with some variance that is largely based on timing and is not significant. Long term debt, actuarial adjustments and interest currently have a variance, though this should not be the case at year-end once final figures are entered. Property expenses are lower than expected, but these are not necessarily incurred evenly each month, so an increase in property activities prior to the end of year could reduce this variance.

The library materials, along with books and other physical materials, form the combined Library Collection budget. The exact mix between the two categories is determined by the Acquisitions team. Both electronic library materials and books and other physical materials are both trending to be on budget for the year.

Other expenses as a whole make up less than 9% of the total budget, so variances within the individual line items are relatively insignificant. Technology expense is one line that appears a bit high, but as also mentioned in past updates, these expenses are often incurred in 'lump sums' or 'batches' so the expense will often veer over or under budget depending on the timing of these transactions.

Total disbursements before capital expenditures and reserve transactions to July 31st are \$11,269,515.

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. The above table (Combined Library Collection Budget on the previous page) is also a useful reference when considering this.

Total disbursements to July 31st are \$12,270,721.

Total net receipts over disbursements to July 31st are \$-733,798. While this appears as though the ORL is operating at a deficit, this is ahead of the expected budget at this point in time, as levy revenue for the final quarter are recorded in December. Looking ahead to the end of the year, the ORL is on track to finish on budget.

BUDGET AND COST IMPACTS

There are no budget or cost impacts that would derive from this report.

CONCLUSION

The ORL's financial results to July 31st are generally consistent with expectation and variances are explainable. There does not appear to be anything that requires specific Board attention at this time.

Signing off,

A handwritten signature in black ink, appearing to be 'JF', with a long horizontal flourish extending to the right.

Jeremy Feddersen, CPA, CA
Chief Financial Officer



Okanagan Regional Library

Appendix 1

Interim Financial Report

(Receipts & Disbursements)

January 1, 2023 to July 31, 2023

OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
For the 7 Months ending July 31, 2023

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	RECEIVE -Annual--
RECEIPTS						
TAX LEVY ON MUNICIPALITIES AND REGIONAL DISTRICTS						
ARMSTRONG, CITY	\$104,124	\$104,124	\$0	\$208,248	\$104,124	50.0%
CENTRAL OKANAGAN RD	\$168,017	\$168,017	-\$0	\$336,033	\$168,016	50.0%
COLDSTREAM, DISTRICT	\$252,101	\$252,101	\$0	\$504,202	\$252,101	50.0%
COLUMBIA SHUSWAP RD	\$467,670	\$467,671	\$0	\$935,341	\$467,671	50.0%
ENDERBY, CITY	\$57,752	\$57,753	\$0	\$115,505	\$57,753	50.0%
GOLDEN, CITY	\$167,692	\$167,692	\$0	\$335,383	\$167,692	50.0%
KELOWNA, CITY	\$3,662,594	\$3,662,594	-\$0	\$7,325,187	\$3,662,593	50.0%
KEREMEOS, VILLAGE	\$32,069	\$32,069	-\$0	\$64,137	\$32,068	50.0%
LAKE COUNTRY, DISTRICT	\$385,377	\$385,377	-\$0	\$770,753	\$385,376	50.0%
LUMBY, VILLAGE	\$38,755	\$38,756	\$0	\$77,511	\$38,756	50.0%
NORTH OKANAGAN RD	\$416,697	\$416,698	\$0	\$833,395	\$416,698	50.0%
OLIVER, TOWN	\$110,733	\$110,733	-\$0	\$221,465	\$110,732	50.0%
OKANAGAN SIMILKAMEEN RD	\$458,745	\$458,745	-\$0	\$917,489	\$458,744	50.0%
OSOYOOS, TOWN	\$141,654	\$141,655	\$0	\$283,309	\$141,655	50.0%
PEACHLAND, DISTRICT	\$144,197	\$144,197	-\$0	\$288,393	\$144,196	50.0%
PRINCETON, TOWN	\$68,602	\$68,373	-\$230	\$136,745	\$68,143	50.2%
REVELSTOKE, CITY	\$202,015	\$202,015	-\$0	\$404,029	\$202,014	50.0%
SALMON ARM, CITY	\$401,383	\$401,383	-\$0	\$802,766	\$401,383	50.0%
SICAMOUS, DISTRICT	\$82,443	\$82,210	-\$233	\$164,419	\$81,976	50.1%
SPALLUMCHEEN, TOWNSHIP	\$113,909	\$113,910	\$0	\$227,819	\$113,910	50.0%
SUMMERLAND, DISTRICT	\$277,842	\$277,843	\$0	\$555,685	\$277,843	50.0%
VERNON, CITY	\$991,672	\$991,404	-\$269	\$1,982,807	\$991,135	50.0%
WESTBANK FIRST NATION	\$238,679	\$238,680	\$0	\$477,359	\$238,680	50.0%
WEST KELOWNA, CITY	\$877,687	\$877,687	\$0	\$1,755,374	\$877,687	50.0%
	\$9,862,408	\$9,861,677	-\$731	\$18,777,951	\$871,722	95.4%

OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
For the 7 Months ending July 31, 2023

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--		
FROM GOVERNMENT & OWN RESOURCES						
PROVINCE OF BC - PER CAPITA GRANT	\$1,038,411	\$1,008,000	-\$30,411	\$1,008,000	-\$30,411	103.0%
GRANTS-PROV.B.C.-BOOKS	\$4,500	\$0	-\$4,500	\$0	-\$4,500	0.0%
GRANTS - FEDERAL	\$0	\$0	\$0	\$49,000	\$49,000	0.0%
GRANTS - OTHER	\$0	\$0	\$0	\$6,500	\$6,500	0.0%
FINES, FEES AND DAMAGED MATERIALS	\$20,490	\$118,125	\$97,635	\$202,500	\$182,010	10.1%
SPACE RENTALS	\$4,874	\$11,204	\$6,330	\$19,207	\$14,333	25.4%
PRINTING REVENUE	\$16,384	\$17,486	\$1,102	\$29,975	\$13,591	54.7%
KEYCARD REVENUE	\$1,292	\$145	-\$1,147	\$249	-\$1,043	518.8%
INTEREST AND EXCHANGE	\$253,638	\$20,417	-\$233,222	\$35,000	-\$218,638	724.7%
COPIER REVENUE	\$6,145	\$5,571	-\$574	\$9,550	\$3,405	64.3%
SUNDRY INCOME	\$5,058	\$2,917	-\$2,141	\$5,000	-\$58	101.2%
DONATIONS	\$0	\$0	\$0	\$137,280	\$137,280	0.0%
MFA ACTUARIAL , DEBT REDUCTION	\$0	\$180,742	\$180,742	\$309,843	\$309,843	0.0%
INTER LIBRARY LOANS, NET	\$34	-\$88	-\$122	-\$150	-\$184	-22.8%
SUBTOTAL GOVERNMENT & OWN RESOURCES	\$1,350,826	\$1,364,518	\$13,692	\$1,811,954	\$461,127	74.6%
TRANSFERS FROM RESERVES	\$0	\$0	\$0	\$626,007	\$626,007	0.0%
ORL OWNED BUILDINGS, RENT CHARGEBACK	\$323,688	\$0	-\$323,688	\$761,946	\$438,258	42.5%
TOTAL RECEIPTS	11,536,922	11,226,195	-310,727	21,351,851	1,771,107	50.3%

OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
For the 7 Months ending July 31, 2023

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% SPENT -Annual--
DISBURSEMENTS						
REMUNERATION AND FRINGE BENEFITS						
REMUNERATION	5,061,320	5,354,418	293,098	9,179,003	4,117,682	55.1%
FRINGE BENEFITS	1,044,498	1,076,352	31,854	1,845,175	800,677	56.6%
WCB	34,237	18,858	-15,379	32,327	-1,909	105.9%
	6,140,056	6,449,628	309,573	11,056,505	4,916,450	55.5%
RENT AND PROPERTY EXPENSES						
RENT	1,428,254	1,517,811	89,556	2,601,961	1,173,707	54.9%
LTD PRINCIPAL, ACTUARIAL AND INTEREST	787,945	866,178	78,233	1,484,876	696,931	53.1%
PROPERTY EXPENSES	1,023,448	1,109,893	86,445	1,902,674	879,226	53.8%
	3,239,647	3,493,881	254,234	5,989,511	2,749,864	54.1%
LIBRARY MATERIALS						
	989,126	983,271	-5,854	1,685,608	696,482	58.7%
OTHER EXPENSES						
BOARD EXPENSES	8,841	11,749	2,908	20,141	11,300	43.9%
BOOK DEPOSIT GRANTS	5,250	1,867	-3,383	3,200	-2,050	164.1%
COLLECTION AGENCY	266	5,580	5,314	9,566	9,300	2.8%
EQUIPMENT REPAIRS & RENEWALS	13,001	8,293	-4,708	14,216	1,215	91.5%
INSURANCE	33,716	34,108	391	58,470	24,754	57.7%
INTEREST & BANK CHARGES	6,909	6,708	-201	11,500	4,591	60.1%
MARKETING & COMMUNICATIONS	64,119	47,561	-16,558	81,533	17,414	78.6%
MEMBERSHIPS	9,226	11,877	2,651	20,361	11,135	45.3%
PENTICTON LIBRARY FEE	42,020	28,191	-13,829	48,328	6,308	86.9%
POSTAGE & FREIGHT	24,641	38,156	13,515	65,411	40,769	37.7%
PROFESSIONAL FEES	60,885	51,166	-9,719	87,714	26,829	69.4%

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS**
For the 7 Months ending July 31, 2023

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--	% SPENT -Annual--
PROGRAMS	27,186	86,620	59,434	148,491	121,305	18.3%
RECRUITMENT, TRAVEL & SUNDRY	360	9,422	9,062	16,152	15,792	2.2%
STAFF DEVELOPMENT & MEETINGS	92,791	68,973	-23,818	118,239	25,448	78.5%
STRATEGIC PLANNING	18,830	0	-18,830	0	-18,830	0.0%
SUPPLIES	116,786	87,586	-29,200	150,147	33,361	77.8%
TECHNOLOGY EXPENSES	267,140	308,795	41,656	529,363	262,224	50.5%
TELEPHONE & INTERNET	48,300	47,105	-1,195	80,752	32,452	59.8%
TRANSPORTATION	57,346	81,317	23,972	139,401	82,056	41.1%
VIRTUAL BRANCH	3,075	5,833	2,759	10,000	6,925	30.7%
	900,687	940,907	40,221	1,612,984	712,298	55.8%
DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES	11,269,515	11,867,688	598,173	20,344,608	9,075,094	55.4%
CAPITAL EXPENDITURES						
BOOKS AND OTHER PHYSICAL MATERIALS	654,640	756,253	101,613	1,296,434	641,794	50.5%
TECHNOLOGY ASSETS	0	204,888	204,888	351,237	351,237	0.0%
FURNITURE, EQUIPMENT & OTHER	0	141,196	141,196	242,050	242,050	0.0%
	654,640	1,102,337	447,697	1,889,721	1,235,081	34.6%
TRANSFERS TO RESERVES						
TO BRANCH FURNISHING RESERVE	74,600	74,600	0	145,000	70,400	50.0%
TO CAPITAL PROJECTS RESERVE	57,000	57,000	0	114,000	57,000	50.0%
TO IT REPLACEMENT RESERVE	155,504	155,504	0	311,008	155,504	50.0%
TO NON-OWNED BUILDING MNTC RESERVE	16,000	16,000	0	32,000	16,000	50.0%
TO OWNED BUILDING MNTC RESERVE	30,000	30,000	0	60,000	30,000	50.0%
TO STAFF APPRECIATION OR DEVELOPMENT RESERVE	750	750	0	1,500	750	50.0%
TO VEHICLE REPLACEMENT RESERVE	12,712	12,712	0	25,425	12,713	50.0%
	346,566	346,566	0	760,933	342,367	50.0%
TOTAL DISBURSEMENTS	12,270,721	13,316,591	1,045,871	22,995,262	10,652,542	
NET DISBURSEMENTS OVER RECEIPTS	-733,798	-2,090,396	-1,356,598	-13	0	

ORL Staff Report to the Board

Information



To: Okanagan Regional Library Board

From: Danielle Hubbard, Chief Executive Officer

Date: September 6, 2023

Subject: Glenmore Branch Public Request Report

Voting Entitlement: *Unweighted voting – Simple Majority*

Purpose: For information

Executive Summary:

Thus far in 2023, the ORL has received several letters from members of the public requesting the addition of a library branch in the Glenmore neighbourhood of Kelowna. The ORL's current Facilities Guidelines and Financial Allocation Model Analysis (FAMA) prevent the addition of such a branch.

Staff Recommendations:

THAT following the Strategic Planning process, the Board consider that the Policy and Planning Committee re-evaluate the ORL's Facilities Policies.

THAT following the Strategic Planning process, the Board consider that the Finance Committee re-evaluate the Financial Allocation Model Analysis.

Respectfully submitted by: Danielle Hubbard, Chief Executive Officer

Attachments:

- Section IV: Facilities Guidelines
- Public Correspondence

Link to the ORL *Financial Allocation Model Analysis Report*, Year 2013:
[Financial Allocation Model Analysis Report](#)

Background:

Glenmore is a neighbourhood on the northern end of Kelowna that has seen and continues to see rapid population growth. Population figures vary depending on source but are estimated at around 10,000 to 15,000. Glenmore is largely residential, with few amenities. Those amenities that it does possess lie along Glenmore Road, a transportation corridor between Kelowna and Lake Country. There has never been a Glenmore ORL branch. The closest ORL branch to Glenmore is Downtown Kelowna (approximately 5 km) with Rutland the next closest (approximately 7 km). Public requests for a Glenmore branch are received annually. There has been a sharp increase in such requests in 2023.

Considerations:

Organizational:

According to *Section IV: Facilities Guidelines* of the ORL's *Board Policy and Regulations*, ORL branches are to serve defined population numbers and to be located within defined minimum distances of each other. Urban Neighbourhood Branches are defined as branches serving a minimum population of 75,000 and should be located a minimum of five kilometres apart. Glenmore does not serve a sufficient population to warrant an Urban Neighbourhood Branch. Community Branches are defined as branches serving a minimum population of 5,000 and should be located a minimum of ten kilometres apart. Although the population of Glenmore would justify a Community Branch, Glenmore is located less than ten kilometres from the Downtown Kelowna branch.

External:

Glenmore is one of the fastest growing neighbourhoods in Kelowna. It may therefore be anticipated that public desire for a Glenmore branch is likely to increase, not decrease over time. Population increase is a reality throughout the ORL service area. The efficacy of the ORL's current *Facilities Guidelines* to meet the needs of our increasingly urbanizing communities, therefore, is likely to decrease over time.

Financial:

The ORL's operations are governed by FAMA (the Financial Allocation Model Analysis).
[Financial Allocation Model Analysis Report](#)

This financial framework is a board initiative introduced in 2011. FAMA seeks to balance municipal revenue with municipal expenditure. In other words, it is the intent of FAMA that each community the ORL serves will benefit from ORL expenditures in proportion to the amount of tax revenue received from that community. The FAMA report attached dates from 2011 and reflects the 2011 reality. The ORL's CFO maintains current FAMA figures on an ongoing basis. According to current FAMA figures, the City of Kelowna is underserved by 1.66%. Although the exact cost of adding a Glenmore branch is indeterminate, its addition would almost certainly skew the City of Kelowna into an overserved state, according to FAMA.

Legal/Statutory Authority:

It must here be emphasized that ORL administrative staff do not have the authority to alter either FAMA or the ORL's *Facilities Guidelines*, as both binding documents are under the Board's purview.

Strategic:

The ORL does not have a current strategic plan but is in the process of developing a new plan, with an anticipated completion date of early 2024. The intent of the strategic plan, and its attenuating operational plan, is to guide the ORL's approach to best serving its communities.

It is the opinion of the CEO that after the completion of the new strategic plan would be an appropriate time for re-evaluating the efficacy of both the ORL's *Facilities Guidelines*, and the current iteration of FAMA.

SECTION IV: FACILITIES GUIDELINES

A. GOALS

The Library Board's goal is to provide functional and convenient community library facilities that support library service levels established by the Board. Branch guidelines inform all constituent units, staff, and the public about the Board's expectations of branch and headquarters physical facilities. They ensure that decisions about physical facilities are made in a fair and equitable manner, system wide. Existing branches that fall outside the current guidelines will be dealt with on a case-by-case basis.

B. GENERAL

1. This policy is reviewed every five years by the Board, following the publication of the Canadian Census figures. Branch service area populations are not updated in between the years the census is taken.
2. Most items in the Library's collection flow freely between the branches of the Okanagan Regional Library.
3. Branch open hours and branch size reflect the population of the branch service area. Library service is provided during hours that best meet the needs of the community, through branches located at points of maximum convenience to the public.
4. All branches shall be located wherever traffic flow is high; for example, near high use commercial outlets, so that library users may combine library visits with other errands. They shall be located as close as possible to a larger population, and whenever possible shall be on a public transit route and have safe and secure access and egress to the branch. Consideration should also be given to surrounding businesses and activities so as to avoid, as much as possible, adjacency to non-family friendly or incompatible uses.
5. Five to ten-year population growth trends should be considered in planning a new library branch.
6. The Library will work with constituent units to ensure that Library branches are attractive, convenient, and cost-effective service points.
7. A Library headquarters is maintained, where central processing and supervision of services is carried out.
8. A formal branch building program will be completed for all branches that are anticipated to be more than 10,000 sq. ft., or 929 sq. meters.
9. Where need warrants it and there is considerable local government and community support, a Virtual Satellite location may, in certain cases, be established in communities of 500 people or more. Virtual Satellites are community partnerships, where public space is provided for library service without cost to the Okanagan Regional Library, for the provision of services which may include:
 - Occasional library programming and outreach visits
 - Public internet and library catalogue
 - Hold pick up and book return
 - Additional services of similar scope.

The procedure for applying to host a virtual satellite may be obtained by contacting the ORL's Chief Financial Officer. The ORL will consider the financial and logistical feasibility of the additional service requested. The Virtual Satellite is intended to be a low-cost enhancement to the standard services provided online and at full service branches and will not be feasible if total service costs in an area would exceed the level of funding provided for the service population. The establishment of the initial Virtual Satellite will be a pilot and will entail the signing of a formal partnership agreement, subject to periodic review.

C. BRANCH TYPE: DEFINITIONS

System Resource Centre

The Okanagan Regional Library maintains a single system resource centre in the largest community in the Okanagan Regional Library. A Resource Centre operates as a community branch and provides in-depth reference services to all ORL customers and branches. The branch houses a larger reference collection and serves as a depository for low use circulating collections. Library services unique to the Resource Centre may be offered and made available to customers residing throughout the library district. A System Resource Centre is open seven days and 60 hours per week.

Urban Neighbourhood Branch

Urban Neighbourhood Branches are located within municipalities with a service area population of at least 75,000. They must be a minimum of five kilometers from any other branch. The minimum population served by an Urban Neighbourhood branch is 25,000. This type of branch is open a minimum of 48 hours per week.

Community Branch

Urban community branches are situated a minimum of 10 kms. from another branch. They serve a population of 5,000 or more people.

Rural Community Branches

Rural community branches are situated a minimum of 20 kms. from another branch. They serve a population of between 2,000 and 5,000 people. The minimum population for a new branch to be considered by the Board is 2,000 people.

D. BRANCH SIZE

- 0.75 sq. ft. per person is allocated for the System Resource Centre.
- 0.50 sq. ft. per person is allocated for all other branch types.

E. BRANCH OPEN HOURS

Branch open hours are based on the Branch Service Area population.

<u>Population of Service Area:</u>	<u>Weekly Open Hours:</u>
2,000 to 3,499	20
3,500 to 4,999	25
5,000 to 7,499	30
7,500 to 9,999	35
10,000 to 14,999	40
15,000 to 24,999	48
25,000 to 49,999	52
Over 50,000	60

F. BRANCH DELIVERIES

Weekly branch deliveries are based on annual circulation.

Under 40,000	1
40,000 – 99,999	2
100,000 – 199,999	3
200,000 – 399,999	4
Over 400,000	5

Contact the Board

Submitted on 29 June 2023, 08:24 PM, via IP 10.35.9.1 by Anonymous

First Name* Karen

Last Name* Morrison

Message* Hello, Are there any plans or considerations for having a library outlet in Glenmore? Thank you, Karen

Dear Karen,

Thank you for reaching out to express your desire in a Glenmore branch of the Okanagan Regional Library. I myself live in Glenmore, and so I do understand the frustrations you express.

The ORL has not seen a government funding increase in many years and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities and guides us to weigh our localized expenses proportionally. The Model presents a constraint to the ORL easily adding additional services in a given community – in this case, the City of Kelowna. It's not that additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

Because the ORL's 2023 budget has already been set, unfortunately it's unrealistic to expect that we will be able to add library service to Glenmore in 2023. I do not say this to be discouraging, but to be realistic.

Our Communications Director is keeping a record of all public input regarding library service in Glenmore. This public input will be shared with the Board at their September meeting. It is very helpful for me and the Board to be aware of community desires, as we do take this input into account in our decision-making.

As a final point, the ORL is on the cusp of launching into the development of a new Strategic Plan. Beginning later this summer, we will be seeking public input. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

Contact the Board

Submitted on 29 June 2023, 09:57 PM, via IP 10.35.9.1 by Anonymous

First Name*	Hannah
Last Name*	Macauley
Message*	Hi there, I would like to recommend that a library branch be considered for Glenmore. The community is growing at a fast pace, and the majority of the population are families that could really benefit from a library. I have two young children myself, and we have been frequenting the downtown location. But it can be a bit of a struggle to get there with the traffic and then find parking that's reasonably close. I'm not sure if there are specific qualifications needed to be considered, but I wanted to put forth my opinion in case it can help make this idea become a reality

Dear Hannah,

Thank you for reaching out to express your desire in a Glenmore branch of the Okanagan Regional Library. I myself live in Glenmore, and so I do understand the frustrations you express.

The ORL has not seen a government funding increase in many years and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities and guides us to weigh our localized expenses proportionally. The Model presents a constraint to the ORL easily adding additional services in a given community – in this case, the City of Kelowna. It's not that additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

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As a final point, the ORL is on the cusp of launching into the development of a new Strategic Plan. Beginning later this summer, we will be seeking public input. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

Contact the Board

Submitted on 29 June 2023, 10:33 PM, via IP 10.35.9.1 by Anonymous

First Name*	Navpreet
Last Name*	Khakh
Message*	Hello. We want to see new library location open in Glenmore/Dilworth area. There are lot if young families with kids in this area. So really need a library location so it is easily accessible or young and elderly. Please consider our request. Thanks Nav

Dear Nav,

Thank you for reaching out to express your desire in a Glenmore branch of the Okanagan Regional Library. I myself live in Glenmore, and so I do understand the frustrations you express.

The ORL has not seen a government funding increase in many years and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities and guides us to weigh our localized expenses proportionally. The Model presents a constraint to the ORL easily adding additional services in a given community – in this case, the City of Kelowna. It's not that additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

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As a final point, the ORL is on the cusp of launching into the development of a new Strategic Plan. Beginning later this summer, we will be seeking public input. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

Contact the Board

Submitted on 30 June 2023, 06:20 AM, via IP 10.35.9.1 by Anonymous

First Name*

Emily

Last Name*

Noonan

Message*

To whom it may concern, Firstly I would like to thank you and your employees for all the hard work you do and services you provide. Libraries are one of the last places in our society that we are not paying customers but instead learners. I am writing to encourage you to consider creating a library in the Glenmore community in Kelowna, BC. Kelowna has grown rapidly and Glenmore is a more affordable community; as a result, there are a large number of families living in Glenmore. If a library branch were to open in Glenmore I think it would be incredibly popular for children and adults. It would be the centre of our growing community. Thank you for consideration, Emily

Contact the Board

Submitted on 30 June 2023, 08:19 AM, via IP 10.35.9.1 by Anonymous

First Name* Melissa

Last Name* Rist

Message*

Glenmore needs a library! I don't drive, I have 3 kids and they all LOVE to read. If there was one here, they would definitely be taking part in the summer reading program ORL provides.

Dear Melissa,

Thank you for reaching out to express your desire in a Glenmore branch of the Okanagan Regional Library. I myself live in Glenmore, and so I do understand the frustrations you express.

The ORL has not seen a government funding increase in many years and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities and guides us to weigh our localized expenses proportionally. The Model presents a constraint to the ORL easily adding additional services in a given community – in this case, the City of Kelowna. It's not that additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

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As a final point, the ORL is on the cusp of launching into the development of a new Strategic Plan. Beginning later this summer, we will be seeking public input. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

Contact the Board

Submitted on 29 June 2023, 09:59 PM, via IP 10.35.9.1 by Anonymous

First Name*	Zanna
Last Name*	Wennen
Message*	Hi there, I moved from Vancouver with my family three years ago to Glenmore/Wilden. We absolutely love spending time with the library and utilize things like baby and toddler storytime. We obviously love renting books and it's such a huge part of what we love to do every week. It would be absolutely amazing if the many many families, especially families with young children that lived in Glenmore had our own branch here. Please consider finding a space and some funding for this beautiful family friendly community. Thanks so much! Zanna.

Contact the Board

Submitted on 30 June 2023, 11:22 AM, via IP 10.35.9.1 by Anonymous

First Name*	Cat
Last Name*	Rymerson
Message*	Yes! I've lived in Glenmore for 30 years. I've driven and walked to the library at least every month or six weeks. A branch up here would be so convenient!

Contact the Board

Submitted on 30 June 2023, 06:31 AM, via IP 10.35.9.1 by Anonymous

First Name*

Lisa

Last Name*

Planz

Message*

Hello, I am interested in knowing if there any plans on adding a library branch in Glenmore? I would love to not have to go downtown!

Dear Lisa,

Thank you for reaching out to express your desire in a Glenmore branch of the Okanagan Regional Library. I myself live in Glenmore, and so I do understand the frustrations you express.

The ORL has not seen a government funding increase in many years and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities and guides us to weigh our localized expenses proportionally. The Model presents a constraint to the ORL easily adding additional services in a given community – in this case, the City of Kelowna. It's not that additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

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As a final point, the ORL is on the cusp of launching into the development of a new Strategic Plan. Beginning later this summer, we will be seeking public input. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

1430 KLO Road Kelowna British Columbia V1W 3P6 Canada

Contact the Board

Submitted on 29 June 2023, 08:17 PM, via IP 10.35.9.1 by Anonymous

First Name*	Laura
Last Name*	Cull
Message*	I love using our local library but depending on where you live the branch in the Mission is pretty far and while I go to the one downtown parking is an issue, especially in the summer with all the tourism traffic. Would love to see one in Glenmore. Thank you

Dear Laura,

Thank you for reaching out to express your desire in a Glenmore branch of the Okanagan Regional Library. I myself live in Glenmore, and so I do understand the frustrations you express.

The ORL has not seen a government funding increase in many years and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities and guides us to weigh our localized expenses proportionally. The Model presents a constraint to the ORL easily adding additional services in a given community – in this case, the City of Kelowna. It's not that additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

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As a final point, the ORL is on the cusp of launching into the development of a new Strategic Plan. Beginning later this summer, we will be seeking public input. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

1430 KLO Road Kelowna British Columbia V1W 3P6 Canada

Contact the Board

Submitted on 01 July 2023, 06:51 AM, via IP 10.35.9.1 by Anonymous

First Name*	Jessica
Last Name*	Dichow
Message*	Hello, I understand that Glenmore cannot have a branch in the near-term, but I would like to put in a request for a branch to be added here in the future as the next expansion for ORL when funding allows. We have 3 elementary schools, plans for a 4th, a middle school and now the new sports field. Our children are without a branch within walking distance. I grew up in Vancouver and would walk to the Dunbar library every day with my mother. I'm unable to offer this same experience to my 2 young girls. I'd love to broaden their exposure to various books and learning. I appreciate your consideration. Jessica Dichow

Other

First Name: Gisela
Last Name: Bonnie
Phone Number: 2508265086
Library Card: 23132007821709
Email: rbonnie@shaw.ca
Branch: Kelowna
Subject: Other

Messages: With the recent building boom in North Glenmore i& Wilden please consider a library pick-up and drop-off location in the North Glenmore/Wilden area

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Dear Ms. Hubbard,

Congrats on your new position as ORL CEO.

A few months ago, I asked the interim CEO as well as the ORL board and all city council members and Mayor for equitable ORL services in Kelowna.

Right now, Mission, downtown and Rutland all have ORL services, but Glenmore has none. I'm a tax payer who lives in Glenmore and am severely underserved by ORL.

When I raised the issue to those I mentioned above, I learned that ORL hasn't received a bump in funding from the government for 15 years! That's a huge challenge for you, I'm sure, but if ORL can't expect an increase in funding, then why isn't ORL moving around their existing resources so that ALL taxpayers in Kelowna have equitable services from ORL? That should have been done years ago, but it hasn't.

And when I asked last fall, I learned that Glenmore wasn't even on ORL's radar. It seemed very much like ORL just wanted to keep serving the three parts of Kelowna it's been serving, maintain their status quo, despite the dire need in Glenmore, and despite the large number of taxpayers (which is still rapidly increasing) in Glenmore.

People here pay taxes yet get no ORL services.

Why doesn't ORL have plans for a Glenmore branch in the near future?

Why doesn't this area even get the minimum of ORL services--holds pickup and drop off services?

As it stands now, I have to drive at least 20 minutes, depending on traffic, to get to a branch, the closest of which is downtown, which also requires that I pay for parking. Paying for parking and gas to get across town is cost-prohibitive for me, and it adds to the city's traffic problems. I often can't get there to pick up holds in time and have to let the holds go for the next person.

Meanwhile, residents of Rutland, downtown, and Mission have a branch within a few minutes and FULL services.

Glenmore has none, not even the bare minimum of a vending machine to pick up holds materials and a drop box to return materials.

So, my questions for you are:

1) What are you going to do in the very short term to give Glenmore the most basic pickup and drop off services?

And

2) What are you going to do to reallocate ORL's services timely, to ensure so that ALL taxpayers in Kelowna have equitable ORL services?

Thank you for your time.

Best--Fiona Lehn

On Sat, Jan 14, 2023 at 11:18 AM Danielle Hubbard <dhubbard@orl.bc.ca> wrote:

Dear Fiona,

Thank you for reaching out and for so clearly and passionately expressing these concerns. I myself live in Glenmore, and so I do understand the frustrations you express.

As Jeremy Feddersen (interim CEO) may have told you last fall, the ORL has not seen a government funding increase in many years, and operates under the guidance of a Financial Allocation Model. This Model tracks the revenue contributions of each of our member communities, and guides us to weigh our localized expenses accordingly. The Model presents a constraint to the ORL easily adding additional services in a given community. It's not that

additional services cannot be added, but they need to meet the requirements of the Financial Allocation Model and its attenuating policies, and additions must receive board approval.

Because the ORL's 2023 budget has already been set, unfortunately it's unrealistic to expect that we will be able to add library service to Glenmore in 2023. I do not say this to be discouraging, but to be realistic, because I don't want to make promises I can't keep.

The ORL's Board of Directors, to whom I report, is comprised of elected council representatives from each of our 24 member communities. Our board has seen a more than 50% turnover since 2022. This means that I will be working with a largely new group of board members this year. A re-examination of the efficacy of the Financial Allocation Model and its on-the-ground impacts is something I want to examine with the board this year. In the course of this examination, and the setting of the 2024 budget, library service in Glenmore will be discussed and considered.

I am keeping a record of all public input regarding library service in Glenmore. It is very helpful for me and the Board to be aware of community desires, as we do take this input into account in our decision-making.

As a final point, the ORL will be launching into the development of a new Strategic Plan this year. Once the ball gets rolling, we will be seeking public input. Please do stay in touch. I also hope you will consider adding your thoughts to our Strategic Planning process.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

Hi Danielle,

Thank you for responding so quickly.

I also appreciate your not making promises you can't keep.

I wasn't aware of the financial allocation model. It sounds like a biased system, as it doesn't ensure that all areas of a city have access to ORL services, much less equitable access. I'm glad to hear you'll be examining its efficacy.

I hope you and your new board can find a way to bring at least minimal ORL services to Glenmore in the very near future and would like to participate in your planning process as possible.

Best--Fiona

On Thu, Jan 19, 2023 at 7:46 PM Danielle Hubbard <dhubbard@orl.bc.ca> wrote:

Hello Fiona,

Thank you for your understanding, and my apologies again for not having an immediate solution. Once our new board gets its feet under it, I will bring up the issue of Glenmore Library service and will then be better able to predict what the future will hold for our beautiful corner of the city.

All the best,

Danielle Hubbard

Chief Executive Officer

Okanagan Regional Library | Administrative Centre

2

Thanks, Danielle. The more I think about that funding model, the more it irks me. All taxpayers pay for ORL, yet not all taxpayers are served. The model is fundamentally wrong when applied to library services.

We all should have access, not just people who live in higher-density areas.

Please let me know how I can be of help. I'll check in with you from time to time too.

Best--Fiona

On Tue, Jan 24, 2023 at 11:40 AM Danielle Hubbard <dhubbard@orl.bc.ca> wrote:

Hey Fiona,

Sorry for the delayed response. You are more than welcome to check in as time progresses. Once our new board has formed and normed, I will have a clearer idea of how our funding model will play out in the longer term.

All the best,

Danielle

Hi Danielle,
I hope you are well.
I just read about the Mission branch getting renovated, while we still have zero ORL services in Glenmore.
How does the board justify that?

Please tell me you will be bringing ORL services to Glenmore soon.
Thanks for your time--Fiona Lehn

Hello Fiona,

Sorry for my slow response. I've been visiting family this past week.

The renovations of our Mission branch were initiated several years ago, in response to the much-deteriorated condition of the branch pre-renovation.

The ORL Board is aware of the public desire for a branch in Glenmore. Your email and emails from others who have expressed the same desire are included in our quarterly board packages, and I have flagged the topic for discussion with our Board Chair. The ORL is also in the process of developing a new Strategic Plan this year, so there are many conflicting priorities on the line at the moment.

I'm afraid I do not have the ability to generate the funds required for an additional branch, or to reallocate funds away from pre-existing branches. The Financial Allocation Model, which governs how ORL resources are allocated within our 24-community service area, will be a point of discussion at the board level over the coming many months. I don't give this timeline to be dampening, but to be realistic.

All the best,

Danielle Hubbard
Chief Executive Officer
Okanagan Regional Library

First Name*	Fiona
Last Name*	Lehn
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Subject*	Letter to the ORL Board

Message*

Dear ORL Board Members, I hope this letter finds you well and safe from wildfires. I live in Glenmore and am severely underserved by ORL. Mission, downtown, and Rutland all have their own branches and full library services. Glenmore should have a branch of its own, yet doesn't have even the bare minimum of a vending machine to pick up holds and a drop box for returning materials. Last fall, I learned from your interim CEO that ORL hasn't received a bump in funding from the government for 15 years. That's a huge challenge for you, I'm sure, but if ORL can't expect an increase in funding, and hasn't expected one for over a decade, then why isn't ORL reallocating their existing resources so that ALL taxpayers in Kelowna have equitable services, per the ORL mandate "to provide equity of access to the tools of discovery, learning, creation, and connection. Regardless of ethnicity, religion, age, gender, sexual orientation, ability, wealth, or social status..." That should have been done years ago, but it hasn't. It falls to you. During that correspondence, I was surprised and disappointed to learn that there was no plan for a Glenmore ORL branch, despite the fact that the population in this area has increased greatly and continues to grow rapidly. More recently, I learned about the funding model by which ORL has allocated services up until now—a model inappropriate for equitable distribution of library services, since people in Glenmore pay taxes yet get no ORL services within a reasonable walking or driving distance, while other parts of town get branches and full ORL services. If the funds are not going to be increased by the government, then the funds must be reallocated to serve all of us, not just certain neighbourhoods. A few weeks ago, I read about the Mission branch getting renovated, while Glenmore continues to go without ORL services. I find this unbelievable. The board has a mandate to ensure equity, yet I'm not seeing it in practice. I understand that the board is in the process of developing a new Strategic Plan this year. I sincerely hope that this includes a different and equitable way of allocating services. As it stands now, I have to drive at least 20 minutes, depending on traffic, to get to a branch, the closest of which is downtown, which also requires that I pay for parking. Paying for parking and gas to get across town is cost-prohibitive for me, and it adds to the city's traffic problems. As well, I have physical challenges and often can't get across town in time to pick up holds and have to let the materials go for the next person. My questions: 1) What are you going to do in the very short term to give Glenmore at least the most basic pickup and drop-off services? And 2) What are you going to do to reallocate ORL's services timely, to ensure that ALL taxpayers in Kelowna have equitable ORL services? Thank you for your time. Sincerely, Fiona Lehn

Hey Fiona,

Thank you for this very articulate letter. I'll make sure it gets into our upcoming board package.
"Glenmore branch" is an item for discussion on the board agenda.

As for the fires, I'm extremely grateful to live outside of any of the evacuation zones. Many of our staff, however, were badly impacted, which caused a ripple effect on our ability to offer library services for a few days. Crazy times!

All the best,

Danielle

Hi Danielle,
I hope you are well and safe from the wildfires.
I just sent a letter to the board and want you to have a copy as well.
Please find a pdf of the letter attached.
Best--Fiona Lehn