

May 24, 2019

Mayor and Council Members of Okanagan Regional Library

Your Worship, Members of Council:

At their meeting on May 22, the Okanagan Regional Library Board heard a report on the challenges facing Canadian public libraries regarding their inability to have affordable access to digital publications such as audiobooks and eBooks, which are currently limited. A summary of key details of that information is included on the attached memo for your information.

To generate additional support and attention for this critical issue, the Okanagan Regional Library Board agreed to ask each of its members councils to request federal government support by sending letters to your local Member of Parliament, local Federal election candidates and the Federal Minister of Canadian Heritage. Members of the Canadian Urban Libraries Council right across Canada will be bringing the same requests to their councils. A draft resolution is attached.

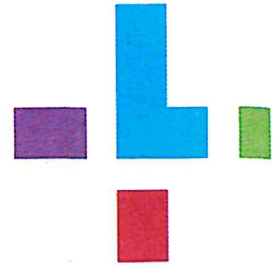
We thank you for considering our request and for your support in recognizing the important role that libraries play in our communities. If you have any questions, please do not hesitate to contact me.

Respectfully,

Don Nettleton
Chief Executive Officer
Okanagan Regional Library

Attachments (2)

Cc: Library Board Trustee



May 22, 2019

To all Municipal Councils, Regional District Boards, and Westbank First Nation Councils which are members of the Okanagan Regional Library

The Okanagan Regional Library is requesting your support and endorsement in helping to solve an issue that is impacting our ability to provide services to library users in our system and right across Canada.

- Members of the Canadian Urban Libraries Council, of which the Okanagan Regional Library is a member, spend approximately \$100 million in public funds annually on library acquisitions. Locally, the ORL is spending just over \$2.5 million on library acquisitions each year for our 31 library branches.
- Even with that significant expenditure, we increasingly struggle to obtain digital publications (things like e-books, e-audio books, etc.) from multinational publishers, due to other cost pressures and because of the often strict licensing limitations applied to digital publications.
- In order to properly service our communities, we need to ensure that we have access to and can afford digital publications.
- Multinational publishers are limiting access to digital publications by Canadian libraries, and, even when a publication is made available, are making it prohibitively expensive to acquire most digital publications.
- By way of example, Canadian author Louise Penny's book "Kingdom of the Blind" is available to libraries for \$13 as a paperback, \$22 in hard cover and \$60 in digital format. The \$60 cost allows the book to be checked out electronically 52 times or for 2 years – whichever happens first. A paper edition would be expected to last 3-4 years at a substantially reduced cost. The book is currently not available to Canadian libraries in any e-audio format.
- Those restrictions and costs make it difficult for libraries to provide important services in our communities that our customers want and need. We are integral to developing proficient readers of all ages, and to ensuring that kids succeed in school through early literacy programs. More and more, our digital literacy programs ensure that ORL citizens can contribute to our digital world.
- Additionally, for many seniors, low income families, youth and new Canadians, libraries are a crucial tool for participation in their communities – from education to searching for jobs to consuming Canadian cultural materials.
- Restrictions on libraries accessing digital publications – including both books and newspapers – hampers our capacity to provide modern, digitized services to those demographic groups and other library users. As a result we are increasingly unable to properly serve our community

What are we asking you to do to assist?

1. We are asking you to recognize the important role that libraries play our communities and, in turn, ask the Federal government to prioritize finding a solution to the barriers that face Canadian libraries accessing digital publications. Attached is a draft resolution that I would ask council to consider and support to signal your support. Approved motions should be

forwarded by you to the local Member of Parliament, local Federal election candidates, and the Federal Minister of Canadian Heritage.

2. In your conversations with senior levels of government and the public, continue to mention the access challenges being faced by Libraries and try to get their commitment to support solutions to these issues going forward

Please let us know your council/Boards decision regarding the above action steps, and copy us on any correspondence that you forward.

Thank you for considering these issues and for your support of your Okanagan Regional Library and all Canadian Libraries!

Regards,

A handwritten signature in blue ink, appearing to read 'Don Nettleton', with a long horizontal flourish extending to the left.

Don Nettleton, CEO

Okanagan Regional Library

Draft Municipal Motion

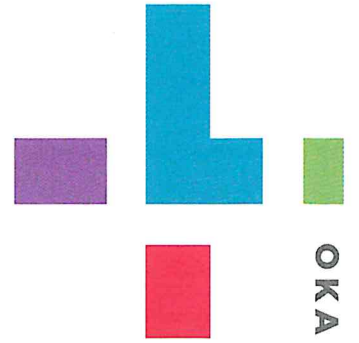
Whereas, the (name of municipality/Regional District/1st Nation) recognizes the important role that libraries play in our community. Libraries and the early literacy programs they run are integral to developing proficient readers and ensuring that children succeed in school. More and more, digital literacy programs run by libraries also help ensure that citizens can contribute to our digital world. Additionally vulnerable demographic groups, including seniors, low income families, youth and new Canadians rely on access to libraries as an important tool for their participation in the community – from education to searching for jobs to consuming Canadian cultural materials, and

WHEREAS, libraries in our community recognize that our users increasingly seek to access digital publications offered by multinational publishers, and that access to those publications is too often curtailed by prohibitively high licensing fees or else entirely denied to Canadian libraries, and

WHEREAS libraries must be in a position to offer digital publications to their users as part of their service offering to our community, particularly given the contemporary rapid pace of digitization of educational and cultural materials,

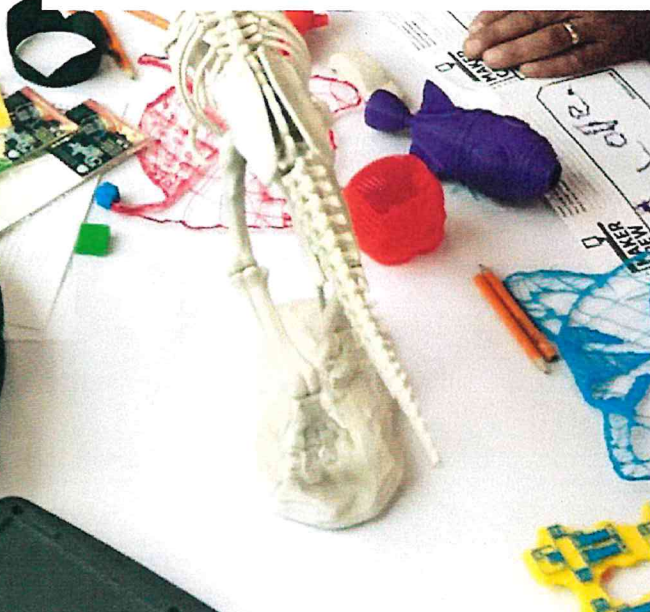
Now, be it resolved that the (name of municipality/Regional District/1st Nation) do hereby:

1. Indicate our support for the Canadian Urban Libraries Council in its efforts to increase access to digital publications for library users in (name of municipality/Regional District/1st Nation) and across Canada;
2. Call on the Federal government to investigate barriers faced by libraries in acquiring digital publications and the problems that poses for vulnerable demographic groups in Canada; and
3. Further ask the Federal government to develop a solution that increases access to digital publications across Canada and assist libraries in meeting the cost requirements to acquire digital publications



OKANAGAN REGIONAL LIBRARY

2018 **ANNUAL REPORT**



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

Change CHANGE OF PEOPLE

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

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

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

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

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

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

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

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

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



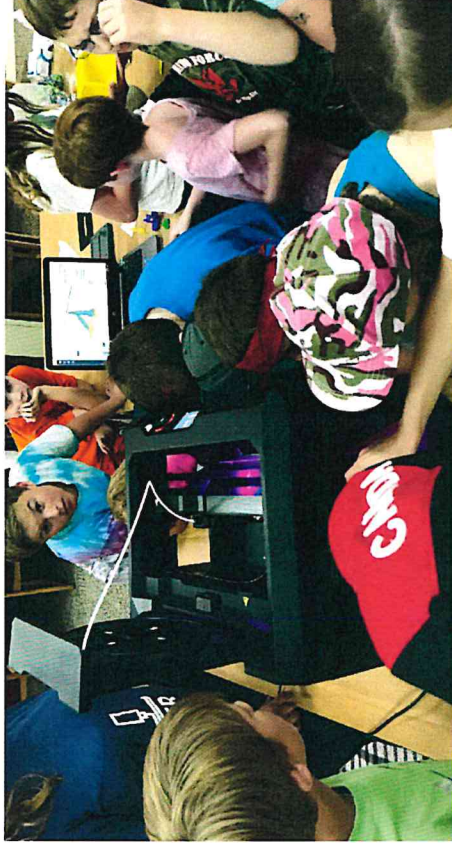
CHANGE OF SERVICES

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



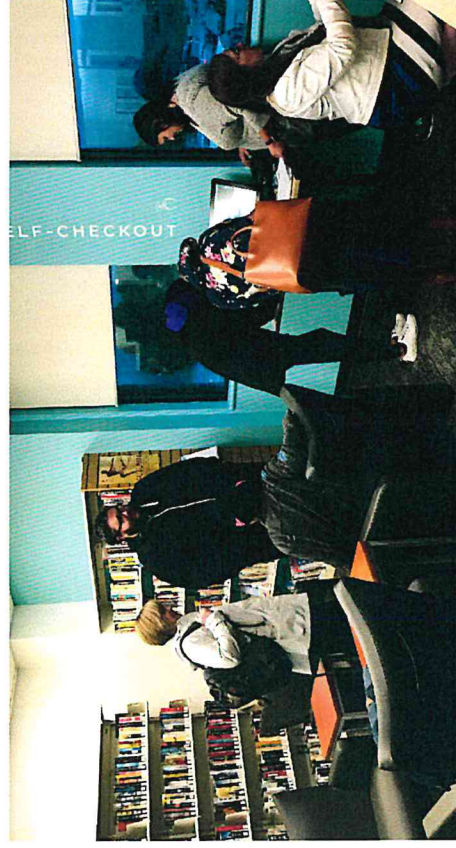
Salmon Arm Branch Renovations

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



Westside Learning Lab a new branch Tech Hub

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



New Branch at UBCO

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



Patrons attended
ORL programs and used
Library meeting spaces
8% increase since 2016

519,567

ORL eBooks &
eAudio Checkouts



47%
INCREASE
SINCE
2016

740

Hours spent
learning new
languages through
Rosetta Stone

13%

INCREASE SINCE 2016



1,622,850

Patrons walked through our doors



1,301,103

Number of times patrons logged on
to use wifi

19%
INCREASE
SINCE
2016

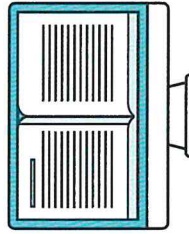


620,143

PressReader
Articles
Read

50%

INCREASE SINCE 2016



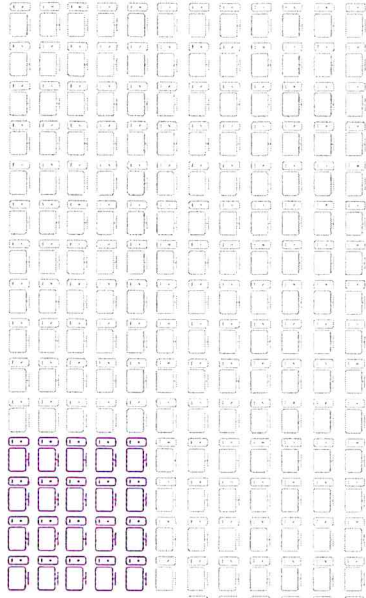
106,003



Active cardholders in 2018

40

Public use computers
added, totaling 290 ORL
system wide



2,303,332

Patrons visited
our website



57 TB

Terabytes of wireless
data traffic



6,644

ORL programs ran in 2018,
28% INCREASE SINCE 2016



3,274

Adults attended
programs
68% INCREASE SINCE 2016



2,799

Hours spent learning new
skills through Lynda.com
55% INCREASE SINCE 2016



2,796,898

Books, magazines and other
materials borrowed



Challenge

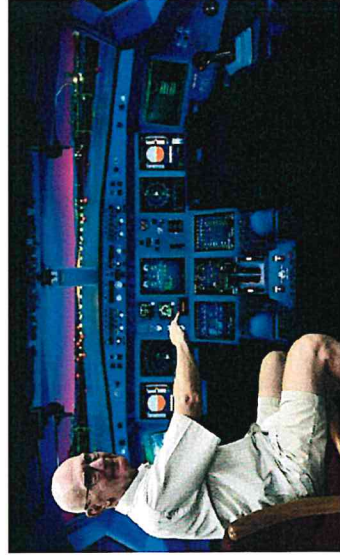
STAFF SHORTAGE OR VACANCY

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

CHANGING NEEDS OF OUR COMMUNITIES

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

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



Chances / Opportunities

Finally, the Library continues to focus on chances.

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

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

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

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



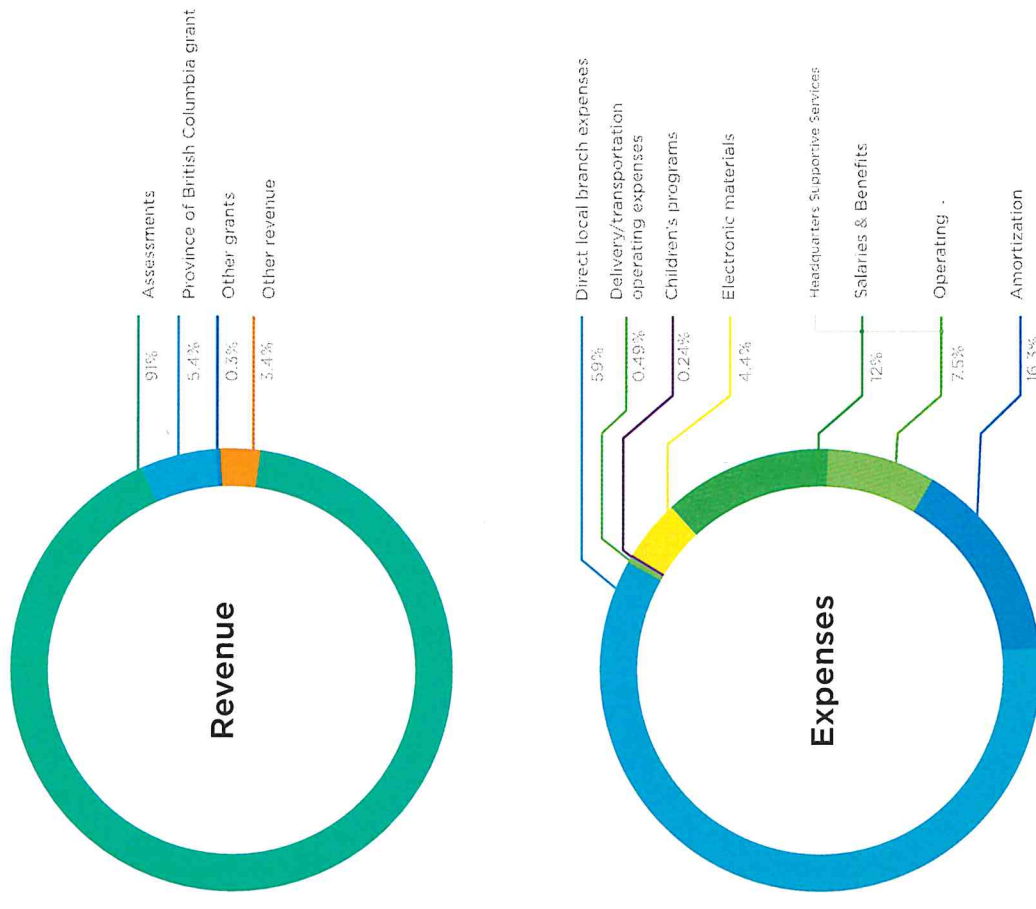
Karla Kozakevich
Library Board Chair



Don Nettleton
Chief Executive Officer

Statement of Operations

Okanagan Regional Library District Statement of Operations and Accumulated Surplus				
For the year ended December 31	2018	2018	2017	2017
	Actual	Budget	Actual	Actual
Revenue				
Assessments (Schedule 2)	\$16,965,470	\$16,965,465	\$16,580,526	\$16,580,526
Province of British Columbia grant	1,008,062	1,008,008	1,008,026	1,008,026
Other grant revenue	56,162	83,500	48,479	48,479
Other revenue (Schedule 3)	626,649	428,327	585,587	585,587
	18,656,343	18,486,100	18,194,538	18,194,538
Expenses (Note 6)				
Amortization	2,903,865	-	2,684,976	2,684,976
Children's programs	44,032	19,333	41,925	41,925
Delivery/transportation	87,656	96,084	81,537	81,537
Operating expenses	10,563,233	10,426,534	10,961,118	10,961,118
Direct local branch expenses (Schedule 4)	787,801	790,000	779,691	779,691
Electronic materials	2,138,929	2,632,526	2,270,771	2,270,771
Headquarters supportive services	1,335,215	1,818,656	1,342,317	1,342,317
Salaries and benefits	-	-	40,789	40,789
Operating (Schedule 5)	17,860,751	15,783,133	18,203,124	18,203,124
Loss on disposal of tangible capital assets	795,592	2,702,967	(8,586)	(8,586)
	18,955,407	18,955,407	18,963,993	18,963,993
Annual surplus (deficit) (Note 9)				
Accumulated surplus, beginning of year	\$19,750,999	\$21,658,374	\$18,955,407	\$18,955,407
Accumulated surplus, end of year				



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



Serving 30 communities:

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



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