



OKANAGAN REGIONAL LIBRARY

2022 ANNUAL REPORT



Welcome

On behalf of the entire team at the Okanagan Regional Library (ORL), I wish to welcome you to our 2022 annual report. I am Danielle Hubbard, the new CEO of the ORL, and joining me is Sherry Philpott-Adhikary, the Chair of our Board.

We are pleased to report that 2022 was a year of significant progress for the ORL. After the disruptions caused by the COVID-19 pandemic, we were able to transition to a mostly normal service model as everything reopened. It was a great relief to see our communities gradually return to in-person connections, and we are proud to have played a role in facilitating this transition.

Our staff worked incredibly hard to ensure that our libraries were safe and welcoming for all patrons, even as we faced unprecedented challenges. The resilience and dedication of our team were truly remarkable, and I am deeply grateful for their efforts.

We also said goodbye to Don Nettleton, who served as the ORL's CEO for 4 years and was with the ORL for 24 years as our Chief Financial Officer. Don was a key figure in shaping ORL's strategic direction, and we are grateful for his leadership and many contributions.



Looking ahead, the ORL is committed to continuing to serve our communities with excellence. We will focus on expanding our services, reaching out to underserved populations, and providing innovative programming and resources. Our libraries remain an essential part of our communities, and we are proud to be a part of such a vibrant and dynamic region.

Thank you for your continued support of the ORL. We look forward to working with you to build a brighter future for our region.

Sincerely,

Danielle Hubbard, CEO

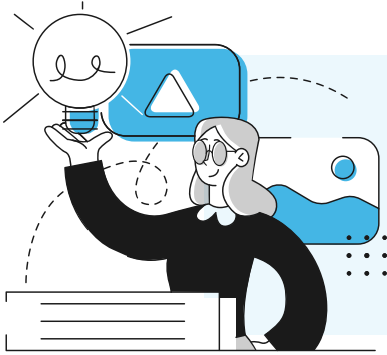
Sherry Philpott-Adhikary, Board Chair



Danielle Hubbard
ORL CEO



Sherry Philpott-Adhikary
ORL Board Chair

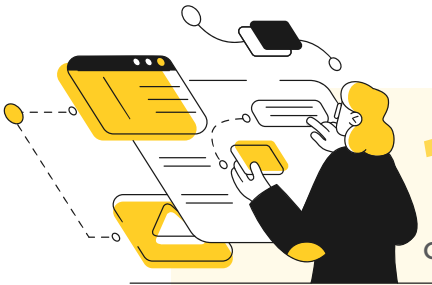


6,089

Total number of programs offered

123,971

Total attendance at ORL programs

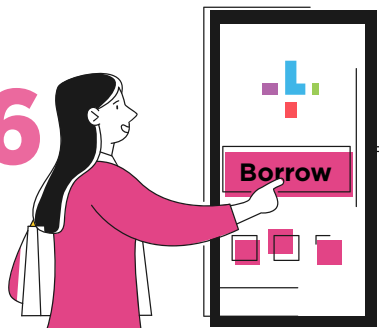


1,020,342

ORL eBooks & eAudio Checkouts

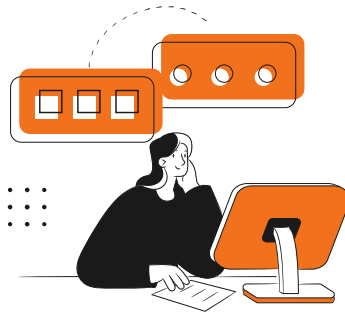
2,160,406

Books, magazines & other materials borrowed



1,853

Hours spent learning
new languages through
Rosetta Stone



2,649

Hours spent learning new
skills through LinkedIn
Learning for Libraries



1,067,494

Number of Patrons walked
through our doors



100,706

Active Cardholders



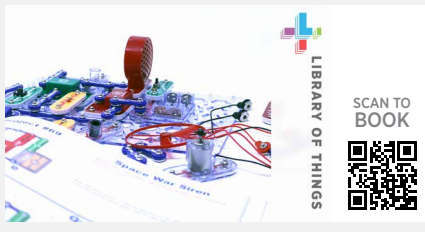
We continue to expand the Library of Things collection

We continue to grow our Library of Things collection by adding new resources, including the recent addition of Physical Literacy Kits. These kits provide parents and guardians the opportunity to borrow sporting equipment that they may not otherwise have access to, fostering engagement and learning through physical activities. The collection also features items such as bird watching backpacks, snap circuit kits, microscope kits, home energy kits, radon detectors, and coding tools like Code and Go Robot Mouse and Ozobot Evos.

LOOKING FOR FUN THINGS TO DO AT HOME?

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

Borrow Snap Circuits Junior



Borrow a Birding Backpack



Borrow a Sphero Bolt & iPad



Borrow a Code & Go Mouse



Borrow an Ozobot Evo



Borrow a Microscope



Visit orl.bc.ca/LOT to borrow an experience for **FREE!**

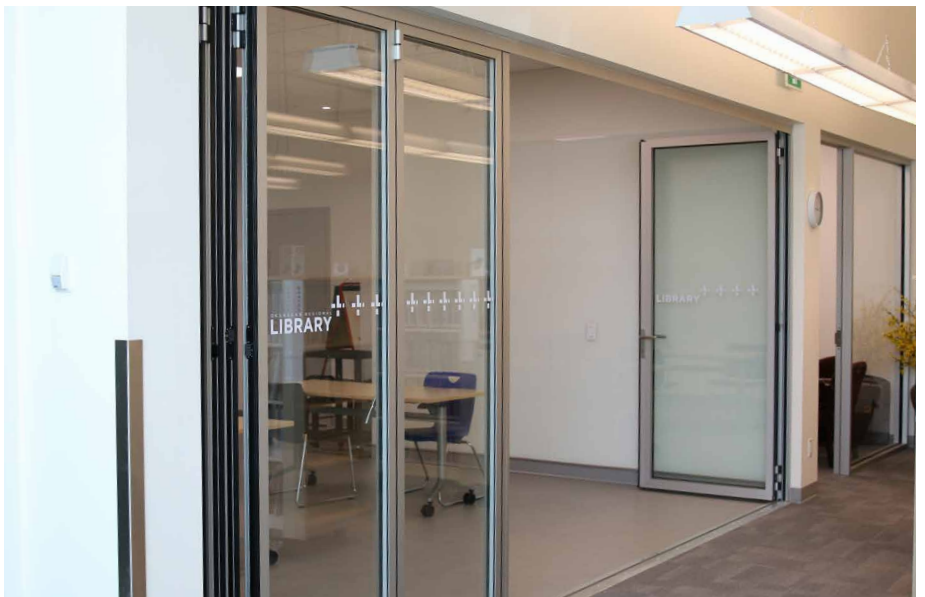
We renovated to enhance community space and engagement

Renovation of the Mission Library

The Okanagan Regional Library recently completed a renovation of one of its most frequented branches, with the primary aim of providing more flexible community spaces and better utilization of existing resources. The renovation involved the addition of a large meeting room and a smaller study space, fostering an environment where patrons can gather, collaborate, and engage in educational and cultural activities.

The project was a collaborative effort involving partnerships with various stakeholders, such as architects, contractors, community organizations, and local businesses. The library sought feedback and input from the community to ensure the renovation effectively catered to the needs of library users. These new additions will serve as valuable resources for the community, and the library plans to leverage these spaces to offer programming and events in partnership with local organizations and groups.





We worked on enhancing community experience

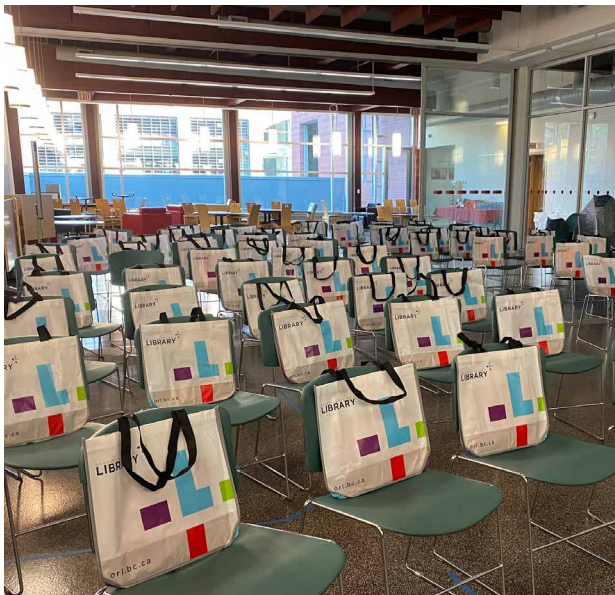
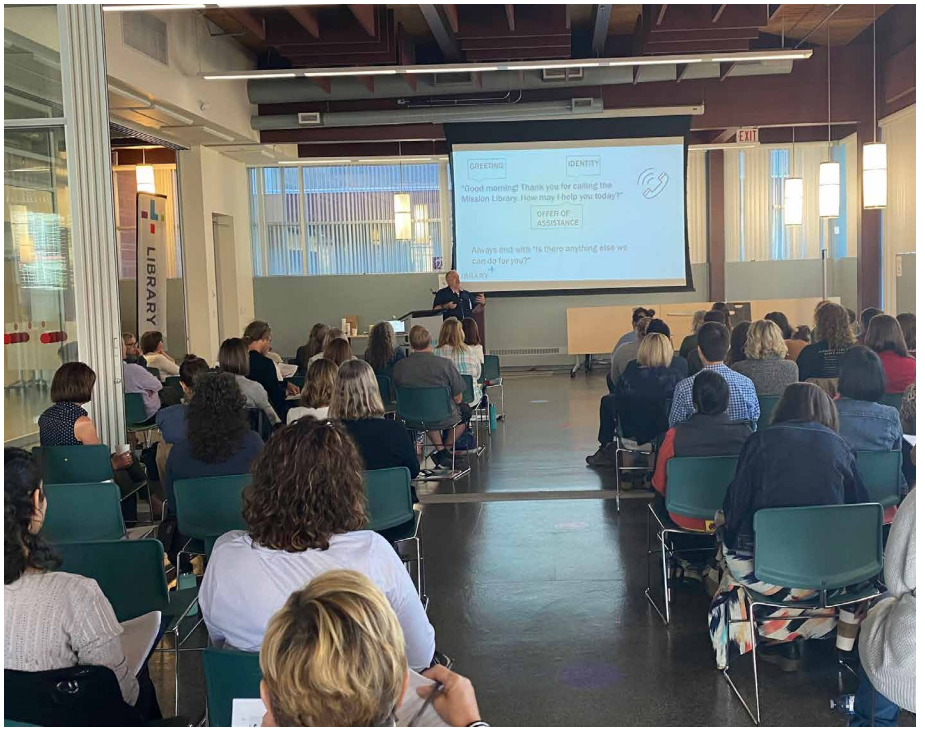
Customer Service Training

In 2022 the Okanagan Regional Library implemented a customer service training program aimed at enhancing staff skills and elevating the overall library experience for patrons. By fostering improved interactions between staff and patrons, the program creates a welcoming and inclusive environment that encourages community members to utilize the library's services and resources more frequently.

Understanding the expectations of patrons in terms of library services allows the library to tailor its offerings, ensuring that the resources and services provided are highly relevant and of the utmost quality. The training program also helped align staff members in their approach to customer service, which in turn contributes to the efficiency and effectiveness of the library's operations.

The customer service training program offers numerous benefits to the community by creating a welcoming and inclusive atmosphere, and enabling the library to better adapt its services to meet patron needs. This initiative ultimately served to enhance the library experience for all members of the community, making the Okanagan Regional Library an even more valuable resource.





Community access to technology

Reopening of our Makerspaces

After the pandemic, the Okanagan Regional Library (ORL) began reopening its makerspaces for the public to enjoy. These spaces allow people living in the ORL service area to try out fun, interactive technologies they might not have at home. Even if someone's local library branch doesn't have a makerspace, they can still borrow cool equipment like Ozobots through the Library of Things collection, free of charge.

The makerspaces have also helped the ORL create a more diverse team. Now, job opportunities exist for people with unique technology and customer service skills. By reopening these makerspaces, the ORL is making the library an even better place for everyone to learn, explore, and create.





For the year ended December 31	2022	2022	2021
	Actual	Budget	Actual
Revenue			
Assessments (Schedule 2)	\$ 18,839,504	\$ 18,777,951	\$ 18,409,755
Province of British Columbia grant	1,009,411	1,008,000	1,008,382
Other grant revenue	221,630	55,500	79,160
Other revenue (Schedule 3)	737,531	617,376	762,665
	20,808,076	20,458,827	20,259,962

December 31, 2022

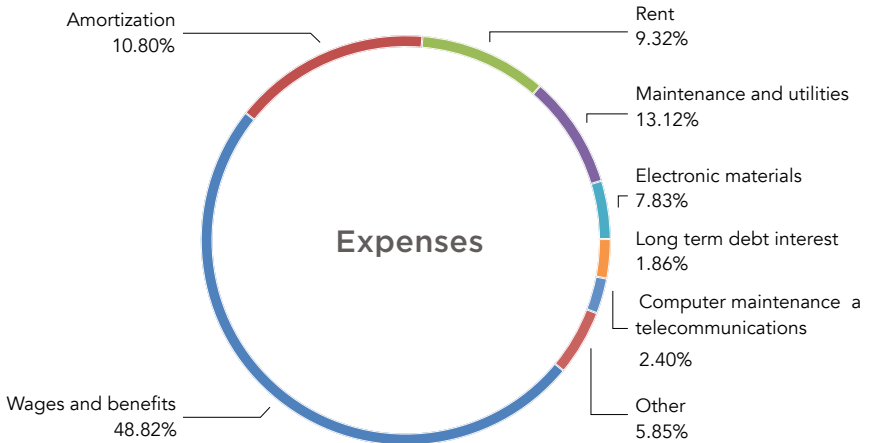
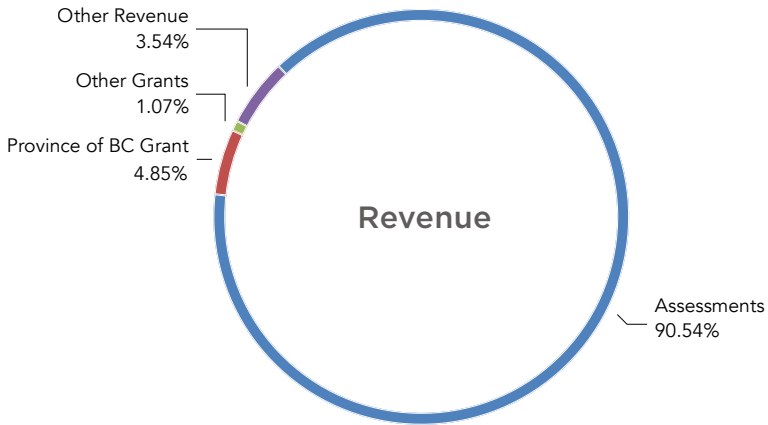
6. Expenses by Object

	2022	2022	2021
	Actual	Budget	Actual
Advertising and marketing	\$ 147,448	\$ 64,595	\$ 60,825
Amortization	2,279,287	-	2,286,297
Association dues and memberships	15,208	19,768	21,447
Board and committee expenses	4,364	20,141	-
Board strategic planning	20,000	300,000	-
Book binding and mending	10,776	21,250	7,537
Collection agency	(602)	9,566	1,942
Communications	82,158	78,400	98,574
Computer maintenance and telecommunications	505,763	474,363	489,354
Electronic materials	1,651,733	1,285,608	1,439,297
Insurance	62,626	58,470	18,481
Interest, bank charges and foreign exchange	(4,580)	11,500	9,619
Long term debt interest	393,000	442,350	442,350
Maintenance and utilities*	2,766,749	1,819,058	1,649,321
Penticton library contract	36,740	46,920	41,030
Postage and freight	47,995	63,505	38,985
Professional fees	84,251	85,159	94,533
Programs	73,897	102,671	37,960
Rent	1,965,740	1,898,436	1,878,142
Staff development	245,676	250,573	129,406
Sundry	2,266	-	-
Supplies**	272,141	177,724	320,629
Transportation	133,959	139,401	97,959
Wages and benefits	10,298,317	10,498,932	9,759,342
	\$ 21,094,912	\$ 17,868,390	\$ 18,923,030

* Maintenance and utilities contains \$907,882 (\$561,926 for Mission Branch and \$345,956 for Revelstoke branch) of renovation costs that were completed using funds transferred from reserves for these projects. See Note 9 for further information on budgeted figures.

** Supplies contains \$94,623 of expenses transferred from reserves. See Note 9 for further information on budgeted figures.





THANK YOU FOR YOUR SUPPORT

Ann Woodhurst
Anna-Margrethe Hiebert
Arlene Smith
Barbara O'Brien
Bernhard Ehmann
Betty Coe
Carly Reise
Carol St. Jean
Carolyn Johnston
Chen Po-Jung
Christine DePauli
Claire de Valence
Colleen Wall
Constantine Mapute
Craig Warner
CUPE Local 338
Cynthia Prosser
Dave Healey
Denice Markstrom
Dianne Martin
Don Cobbett
Elaine Ralph
Estate of William
Lawrence Arnott
Eve Fisher
Everden Rust Funeral Services
Faby Martin
First West Credit Union
Frances Wentzell
Friends of the Library
- Kelowna
- Osoyoos
- Salmon Arm / South Shuswap
- Sorrento
- Vernon
- West Kelowna

Gail Slavik
Heather Sinclair
Heather Wohnlich
Jack Morris
Jacqueline Miles
Janan Tidball
Janelle Brewer
Jasmin Brackenbury
Jean Takkinen
Jeff Campbell
Jennifer Madden
Jerry Van Immerzeel
Jill Leslie
Joan Glanfield
Joan Gray
John Bereska
Jr Mapute
Julie Nemeth
Junqi Yu
Kelly O'Brien
Kenna MacKenzie
Kenneth Barr
Kim Cuthbert
Kim McTaggart
Lake Country Winfield Lions Club
Linda Robson
Lisa Berry
Lynne Smith
Madeline Crilley
Maria-Lynn Johnson
Mary Atkinson
Mary Jeraj
Mavis Holder
Michael Nobes
Monashee Arts Council
Nancy Martin



Natalie Allport
Noah Laidlaw
North Okanagan
Neurological Association
Pamela Doyle
Pat Williams
Patricia Barreau
Patrick Freer
Patti Larson
Perry Hooper
Robert Klei
Rosemary Kelsall
Rotary Club Of
Kelowna Ogopogo
Rotary Club of Lake Country
Sandra Volpatti
Sarsons Mechanical
Services Ltd.
Sharon Cain
Sharon Spring
Sheila Geidt
Sheila Webber
Sustainable Environment
Network Society
Teresa Milne
Teresa Wynn
Terry Marshall
Value Contracting Division
of Diamond P Holdings Ltd.
Wanetta Stroo
Wilma Fudge

Need Help? Contact Us!

Visit us at your nearest ORL library,
www.orl.bc.ca/hours-locations or email us at help@orl.bc.ca

ORL LIBRARY BRANCHES

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

CONTACT INFORMATION

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 www.orl.bc.ca

 OKRegLib