



NOTICE OF MEETING

Okanagan Regional Library Board

Date: Wednesday, May 15, 2024

Location: Boardroom, Library Administration Building
1430 KLO Road, Kelowna, BC

Time: In-Camera Meeting (closed to the public)
9:30 AM – 10:30 AM

Regular Meeting
10:30 AM – 11:45 AM

AGENDA
REGULAR BOARD MEETING
OKANAGAN REGIONAL LIBRARY

Date: Wednesday, May 15, 2024
Time: 10:30 AM – 11:45 AM
Location: Board Room, Library Administration Building, 1430 K.L.O. Road, Kelowna, BC

1. CALL TO ORDER

10:30 AM

2. LAND ACKNOWLEDGEMENT

The ORL Headquarters is located on the traditional, ancestral, and unceded t̓m̓x̓w̓úlaʔx̓w̓ (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. ADOPTION OF THE AGENDA

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

To adopt the May 15, 2024 Regular Board meeting agenda.

4. ADOPTION OF THE PREVIOUS MINUTES

(Attached pgs. 4 – 9)

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

To adopt the February 21, 2024 Regular Board meeting minutes.

5. ANNUAL REPORT YEAR 2023 – Marketing & Communications Director Michal Utko

(Attached pgs. 10 – 17)

10:35 – 10:40 AM

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

To present, for acceptance, the 2023 Annual Report, in accordance with Section 21(k) of the *Library Act*.

6. FINANCE COMMITTEE REPORT

10:40 – 11:15 AM

6.1. Audit Year 2023 Report to the Board – Markus Schrott, Auditor, BDO Canada

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

To present, for information, the Audit Final Communication to the Board for the Year ended December 31, 2023 in the form attached to the Auditor's Report dated May 15, 2024.

6.2. Audited Financial Statements Year 2023 – Markus Schrott, Auditor, BDO Canada
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)

To present, for acceptance, the Audited Financial Statements for the Year ended December 31, 2023, dated May 15, 2024 and in accordance with Section 26 (2) of the *Library Act*.

6.3. Statement of Financial Information (SOFI) Report Year 2023 – CFO Jeremy Feddersen
(Attached pgs. 18 – 29)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)

To receive, for information, the Statement of Financial Information Report Year 2023, in accordance with Section 26 (2) of the *Library Act* and Section XI.K. of the Board's Policy.

6.4. CFO Report – Jeremy Feddersen
(Attached pgs. 30 – 37)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)

To receive, for information, the CFO's Financial Update Report to March 31, 2024, dated May 15, 2024.

6.5. Enhancement Grant Spending Report – CEO Danielle Hubbard
(Attached pgs. 38 – 40)
All Trustees - Unweighted Vote - Simple Majority (Board Policy Section II.C / Community Charter s.123)

Finance Committee Recommendation:

THAT the Board approve \$272,000 of the Provincial Enhancement Grant to be allocated to professional development and facility improvement initiatives.

6.6. Rise and Report In-Camera Decision: Appointment of Auditor for the Audit Year 2024 – CFO Jeremy Feddersen

7. POLICY AND PLANNING COMMITTEE REPORT

11:15 – 11:25 AM

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

7.1. Financial Policies Report – CEO Danielle Hubbard
(Attached pgs. 41 – 54)

Policy and Planning Committee Recommendation:

THAT the Board approve a meeting of the Board Chair, Policy and Planning Committee Chair, Finance Committee Chair, CEO, and CFO to reassess the ORL's existing financial policies and the parameters for a financial allocation policy.

7.2. Internet Policy Report (Section VI: Services, I. Internet) – CEO Danielle Hubbard
(Attached, pgs. 55 – 63)

Policy and Planning Committee Recommendation:

THAT the Board uphold the ORL’s current Internet Policy and direct management staff to respond to the March 20, 2024 patron concern accordingly.

8. CEO REPORT – Danielle Hubbard

(Attached pgs. 64 – 74)

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

11:25 – 11:35 AM

To receive the CEO Report dated May 15, 2024; AND THAT the 2024 – 2029 Operational Plan be approved in the form attached to the Report.

9. BOARD CHAIR REPORT – Loyal Wooldridge

11:35 – 11:40 AM

10. TRUSTEE ITEMS

11:40 – 11:45

11. NEW BUSINESS

12. MOTION TO ADJOURN

NOTE: These Minutes have not yet been approved by the Library Board

**DRAFT REGULAR MINUTES
OKANAGAN REGIONAL LIBRARY DISTRICT
BOARD OF TRUSTEES REGULAR MEETING**

Date: Wednesday, February 21, 2024

Time: 9:30 AM – 10:30 AM

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

- Trustees:
- (In Person)*
- Neil Todd, Armstrong
 - Pat Cochrane, Coldstream
 - David Ramey, Enderby
 - Loyal Wooldridge, Kelowna (Board Chair)
 - Tracy Henderson, Keremeos
 - Lori Mindnich, Lumby (Personnel Chair)
 - David Mattes, Oliver
 - Myers Bennett, Osoyoos
 - Terry Condon, Peachland
 - Tim Palmer, Revelstoke
 - Bob Evans, Sicamous
 - Kari Gares, Vernon (Finance Chair)
 - Tasha Da Silva, West Kelowna
 - Jay Simpson, Regional District Columbia Shuswap
 - Kevin Kraft, Regional District Central Okanagan
- (Electronic)*
- John Manual, Golden
 - Cara Reed, Lake Country
 - Sylvia Lindgren, Salmon Arm (Policy & Planning Committee Chair)
 - Erin Trainer, Summerland
 - Subrina Monteith, Regional District Okanagan Similkameen
 - Adrienne Fedrigo, Regional District Okanagan Similkameen (Alternate)
 - Allysa Hopkins, Regional District North Okanagan
 - Sara Tronson, Westbank First Nation
- Trustees Absent:
- George Elliott, Princeton
 - Todd York, Spallumcheen
- Staff:
- (In Person)*
- Danielle Hubbard, Chief Executive Officer
 - Jeremy Feddersen, Chief Financial Officer
 - Leslie Brecht, Director of Human Resources
 - Michal Utko, Director of Marketing and Communications
 - Leah Samson, Administrative Services Manager (Recording Secretary)
- Guests:
- (In Person)*
- Ashley Machum, PEA President, ORL Chapter
 - Kelly Lynn Ware, CUPE Representative, ORL Chapter
 - Doctor Robin Williams, Niagara Falls Public Library

1. ROLL CALL / ESTABLISH QUORUM (13+)

Quorum: majority of all members of the board [Library Act, Sec. 20(2)]

Quorum was established with 22 Trustees in attendance.

2. CALL TO ORDER

CEO Danielle Hubbard presided over the meeting until the completion of the elections. She called the meeting to order at 9:31 AM.

3. LAND ACKNOWLEDGMENT

The ORL Headquarters is located on the traditional, ancestral, and unceded t̓m̓x̓w̓úlaʔx̓w̓ (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.

4. ADOPTION OF THE AGENDA

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

IT WAS MOVED AND SECONDED

THAT the February 21, 2024 Library Board meeting agenda be adopted.

CARRIED

5. ADOPTION OF PREVIOUS MINUTES

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

IT WAS MOVED AND SECONDED

THAT the November 15, 2024 Library Board meeting minutes be adopted.

CARRIED

6. ANNUAL ELECTIONS AND APPOINTMENTS

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

6.1. Board Nominations Committee Report

Keremeos Trustee Tracy Henderson presented the report from the Nominations Committee.

IT WAS MOVED AND SECONDED

THAT the report from the Nominations Committee dated February 21, 2024, be received for information.

CARRIED

6.2. Election of Library Board Chair and Vice Chair

(Library Act Part 3 Section 19 (1))

a) Elect Board Chair

Nominations were called from the floor.

IT WAS MOVED AND SECONDED

THAT Kelowna Trustee Loyal Wooldridge be re-elected as Board Chair by acclamation for a second term.

CARRIED

b) Elect Board Vice Chair

Nominations were called from the floor. Lumby Trustee Lori Mindnich withdrew her name from consideration. Vernon Trustee Kari Gares and West Kelowna Trustee Tasha Da Silva were nominated, and an anonymous vote was conducted.

IT WAS MOVED AND SECONDED

THAT West Kelowna Trustee Tasha Da Silva be elected by majority vote for a first term.

CARRIED

IT WAS MOVED AND SECONDED

THAT the election ballots be destroyed.

CARRIED

6.3. Election of Library Board Officers – Newly Elected Board Chair

(ORL Board Policy Section II: Board Organization and Structure)

a) Elect Finance Committee Chair

IT WAS MOVED AND SECONDED

THAT Vernon Trustee Kari Gares be re-elected as Finance Committee Chair by acclamation for a second term.

CARRIED

b) Elect Personnel Committee Chair

IT WAS MOVED AND SECONDED

THAT Lumby Trustee Lori Mindnich be re-elected as Personnel Committee Chair by acclamation for a second term.

CARRIED

c) Elect Policy and Planning Committee Chair

Lumby Trustee Lori Mindnich withdrew her name for consideration.

IT WAS MOVED AND SECONDED

THAT Salmon Arm Trustee Sylvia Lindgren be re-elected as Policy and Planning Committee Chair by acclamation for a second term.

CARRIED

Newly elected Board Chair Loyal Wooldridge presided over the remainder of the meeting.

6.4. Appoint Signing Officers

(ORL Board Policy Section II: Board Organization and Structure)

IT WAS MOVED AND SECONDED

THAT the following positions be appointed as the ORL Signing Officers for 2024:

- a) Board Chair
- b) Board Finance Committee Chair
- c) ORL Chief Executive Officer/Secretary to the Board
- d) ORL Chief Financial Officer
- e) ORL Director of Public Services, North
- f) ORL Director of Public Services, South
- g) ORL Director of Human Resources

CARRIED

Chair Wooldridge introduced the guests, and introduced Jay Simpson as the newly appointed trustee for the Columbia Shuswap Regional District.

7. STAFF REPORTS

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

7.1. CEO REPORT – Danielle Hubbard

In her Report, CEO Danielle Hubbard confirmed the upcoming staff SOGI training dates and extended an invitation to Board members to attend. She and Personnel Chair Lori Mindnich will further discuss the possibility of offering workshops specifically tailored for the Board.

IT WAS MOVED AND SECONDED

THAT the Report from the CEO dated February 21, 2024 be received for information.

CARRIED

IT WAS MOVED AND SECONDED

THAT the 2023 Public Library Grant Report be approved as set out in the Report from the CEO dated February 21, 2024, and that the Grant Report be submitted to the province.

CARRIED

7.2. CFO REPORT: Financial Update to November 30, 2023 – Jeremy Feddersen

Jeremy Feddersen provided a financial update to November 30, 2023. He advised that the ORL is in a healthy financial position, with no immediate actions required from the Board at this time.

IT WAS MOVED AND SECONDED

THAT the Report from the CFO dated February 21, 2024 be received for information.

CARRIED

8. STRATEGIC PLANNING REPORT – CEO Danielle Hubbard

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

The Board viewed a Strategic Plan PowerPoint presentation based on the brochure distributed during the meeting. Danielle Hubbard informed the Board that senior management will develop an operational plan, which will be presented alongside the Strategic Plan to staff at the March 11, 2024 ORL Branch Leaders meeting.

Danielle will present the operational plan at the May 15, 2024 Board Meeting, and progress reports will be included in her CEO Reports to the Board. The Senior Management Team will annually assess and prioritize goals.

Acknowledgments were extended to all involved, including facilitator Cheeying Ho, the Strategic Planning Committee, and staff, with special thanks to Michal Utko.

During the discussion of the documents and artwork, several Board Members expressed discomfort with the language "hanging out" in the vision statement, suggesting it be replaced with "exploring". Although there were varying opinions on the artwork, there was a general agreement to showcase more diversity. Marketing Director Michal Utko advised that there is flexibility with the graphics. It was decided to refer the promotional materials to the Strategic Planning Committee for resolution.

There was also a discussion regarding Truth and Reconciliation, with a suggestion that staff bring forward their recommendations to a future Board meeting.

IT WAS MOVED AND SECONDED

THAT the ORL Strategic Plan Framework 2024 – 2029, be approved as set out in the Report from the CEO on behalf of the Strategic Planning Committee, dated February 21, 2024, with the amendment to replace "hanging out" with "exploring" in the vision statement.

CARRIED

IT WAS MOVED AND SECONDED

THAT the ORL Strategic & Operational Plan: Implementation Schedule be approved as set out in the Report dated February 21, 2024.

CARRIED

IT WAS MOVED AND SECONDED

That Lumby Trustee Lori Mindnich be appointed Chair of the Strategic Planning Committee.

CARRIED

9. CORRESPONDENCE TO THE BOARD

9.1. BDO Canada: Audit Planning Communication, dated February 7, 2024

IT WAS MOVED AND SECONDED

THAT the correspondence from BDO Canada dated February 7, 2024, be received for information.

CARRIED

10. TRUSTEE REPORTS

None.

11. NEW BUSINESS

None.

12. NEXT BOARD MEETING DATES

- a) Wednesday, May 15, 2024
- b) Wednesday, September 11, 2024
- c) Wednesday November 20, 2024

13. MOTION TO ADJOURN

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

IT WAS MOVED AND SECONDED

THAT the Regular Library Board meeting be adjourned.

CARRIED

Adjourned at 11:01 AM.



2023 ANNUAL REPORT



Welcome

Welcome to the 2023 Annual Report of the Okanagan Regional Library (ORL). I am Danielle Hubbard, your CEO, and I am honored to work alongside Loyal Wooldridge, our Chair of the Board.

This year, 2023, has been a transformative period for the ORL, marked by significant enhancements in our services and the launch of impactful initiatives that have deepened our connection with the community.

We celebrated tremendous success with our Summer Reading Club, which recorded its highest participation ever, playing a crucial role in preventing learning loss during the summer months. Summer Reading Club underscores our commitment to fostering educational engagement year-round.

Our Library of Things has grown to include Financial Literacy Kits, enriching our collection and extending educational opportunities into the homes of our community members. This initiative continues to support a broad spectrum of learning and development needs.

A major development this year was the progress on our Digital Accessibility and Community Connection Initiative. Thanks to the 2022 COVID-19 Relief & Recovery grant, we are on the cusp of launching a new website that will enhance digital access to our resources, ensuring a user-friendly experience for all.

The completion of our Workplace Harmony and Professional Development Program has further strengthened our team, providing staff with the tools needed to support a healthy and inclusive workplace environment.

Despite challenges such as wildfires and financial constraints, our proactive measures and strategic planning have enabled us to maintain and enhance our service offerings. Our comprehensive emergency response strategies and extensive community outreach have solidified the ORL's role as a central support pillar within the region.

As we move forward, we are inspired by the new directions and potential that our updated board brings. These changes are pivotal as we continue to adapt and evolve to meet the needs of our communities.

Thank you for your support and trust in the ORL. We are excited to continue this journey with you, dedicated to enriching our communities through learning, culture, and connection.

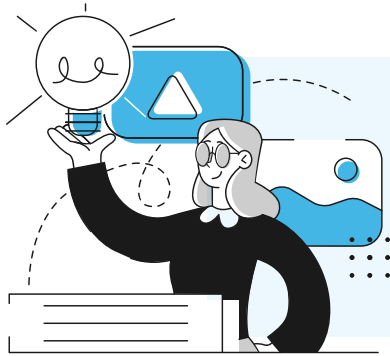
Sincerely,



Danielle Hubbard
ORL CEO



Loyal Wooldridge
ORL Board Chair

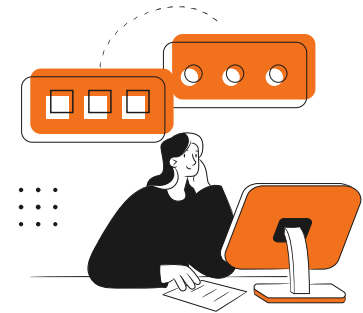


9,080

Total number of programs offered

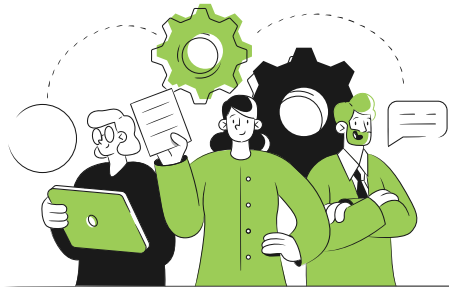
2,754

Hours spent learning new languages through Rosetta Stone



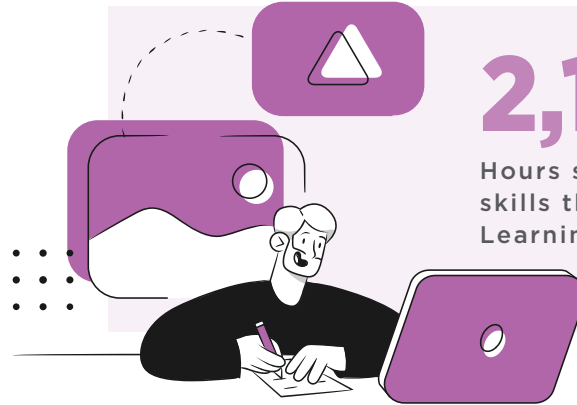
178,955

Total attendance at ORL programs



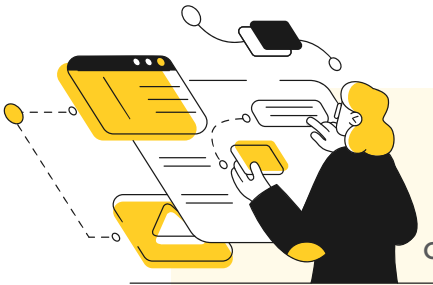
2,174

Hours spent learning new skills through LinkedIn Learning for Libraries



1,117,850

ORL eBooks & eAudio Checkouts



1,332,901

Number of Patrons walked through our doors



2,198,449

Books, magazines & other materials borrowed



100,858

Active Cardholders

Year in Review

We continue to grow the Summer Reading Club

In 2023 our Summer Reading Club program had its highest participation to date. This initiative prevents summer learning loss and promotes literacy by engaging children with a mix of reading and creative activities. Supported by the provincial operating grant, this program demonstrates our commitment to continuous learning and educational support for youth.



ORL Regular Board Agenda - May 15, 2024

Year in Review

We continue to expand the Library of Things

We continue to expand our Library of Things collection, which supports alternative forms of literacy. In 2023 we added Financial Literacy Kits that help families learn valuable money management skills. This expansion strengthens our educational outreach and supports community members in gaining critical financial knowledge.



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Year in Review

We advance digital accessibility through a new website

We are advancing our Digital Accessibility and Community Connection Initiative with the upcoming launch of a new website funded by the 2022 COVID-19 Relief & Recovery grant. The new website will greatly enhance digital access to our resources and provide an improved user experience.

Strategic Initiatives & New Directions

We introduce fresh perspectives on the Board of Directors

Due to the fall 2022 municipal elections, we have seen significant changes in our Board of Directors, with new members who bring innovative ideas and renewed energy. Their perspectives are driving strategic changes that align with the evolving needs of our community.



Strategic Initiatives & New Directions

We foster workplace harmony through training

We foster workplace harmony through our Workplace Harmony and Professional Development Program. Comprehensive training on bullying and harassment has cultivated a supportive environment, empowering our team to handle challenging situations and provide exceptional service.

2023 In Pictures



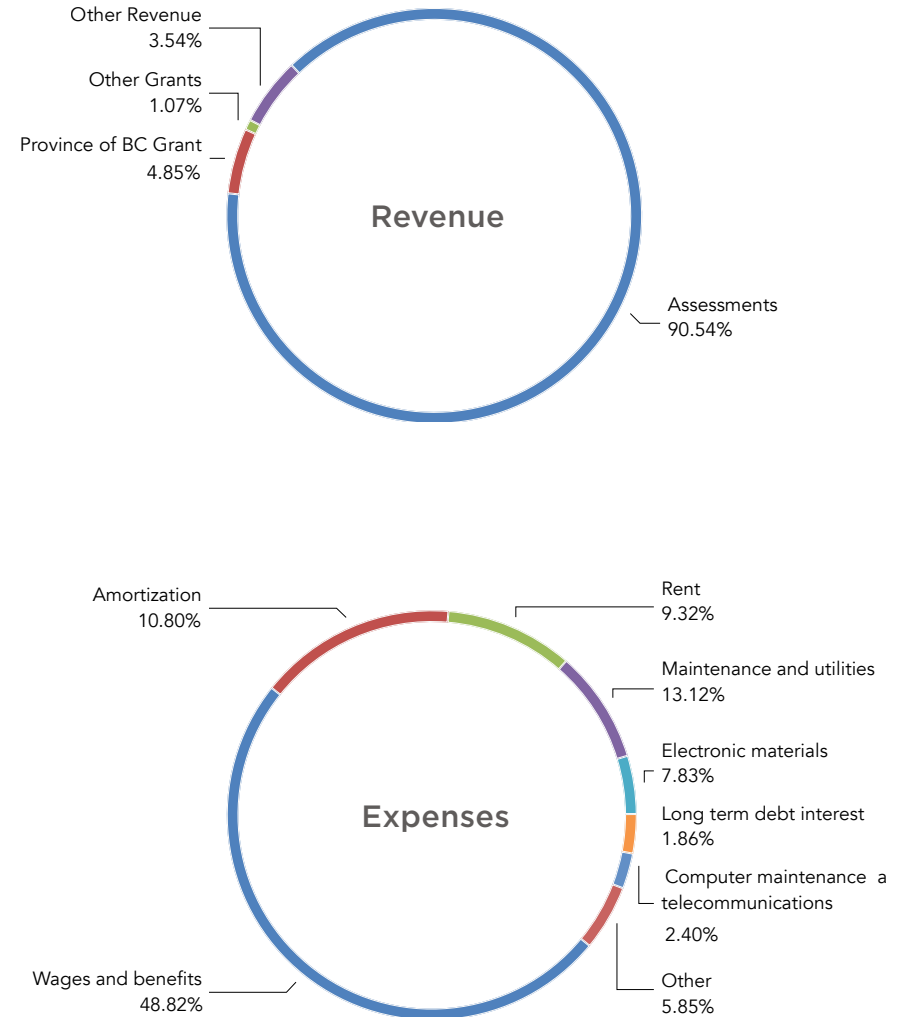
For the year ended December 31	2023		2022
	Actual	Budget	Actual
Revenue			
Assessments (Schedule 2)	\$ 19,730,611	\$ 19,723,354	\$ 18,839,504
Province of British Columbia grant	2,548,783	1,008,000	1,009,411
Other grant revenue	32,317	192,780	221,630
Other revenue (Schedule 3)	1,224,665	611,174	737,531
	23,536,376	21,535,308	20,808,076

6. Expenses by Object

	2023		2022
	Actual	Budget	Actual
Advertising and marketing	\$ 123,563	\$ 83,593	\$ 147,448
Amortization	2,291,717	-	2,279,287
Association dues and memberships	14,078	20,361	15,208
Board and committee expenses	13,390	20,141	4,364
Board strategic planning	63,910	-	20,000
Book binding and mending	2,768	21,887	10,776
Collection agency	354	9,566	(602)
Communications	91,577	80,752	82,158
Computer maintenance and telecommunications*	730,781	529,363	505,763
Electronic materials	1,672,143	1,685,608	1,651,733
Insurance	60,782	58,470	62,626
Interest, bank charges and foreign exchange	12,868	11,500	(4,580)
Long term debt interest	493,800	397,050	393,000
Maintenance and utilities	2,023,051	1,916,890	2,766,749
Penticton library contract	42,020	48,328	36,740
Postage and freight	48,274	65,411	47,995
Professional fees	117,866	87,714	84,251
Programs	113,853	148,491	73,897
Rent	1,845,012	1,840,015	1,965,740
Staff development	239,060	268,813	245,676
Sundry	-	-	2,266
Supplies**	278,625	139,400	272,141
Transportation	135,402	139,401	133,959
Wages and benefits	11,065,411	10,922,083	10,298,317
	\$ 21,480,305	\$ 18,494,837	\$ 21,094,912

* Computer maintenance and telecommunications contains \$300,922 of IT costs that were completed using funds transferred from reserves for these projects. See Note 9 for further information on budgeted figures.

** Supplies contains \$7,188 of expenses transferred from reserves. See Note 9 for further information on budgeted figures.



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

@ help@orl.bc.ca

 www.orl.bc.ca

 OKRegLib





Okanagan Regional Library District

Audit final communication to the Board of Trustees
for the year ended December 31, 2023

START



To the Board of Trustees of Okanagan Regional Library District

We are pleased to provide you with the results of our audit of Okanagan Regional Library District (the "Library District") financial statements for the year ended December 31, 2023.

The enclosed final communication includes our approach to your audit, including: significant risks identified and the nature, extent, and results of our audit work. We will also communicate any significant internal control deficiencies identified during our audit and reconfirm our independence.

During the course of our audit, management made certain representations to us - in discussions and in writing. We documented these representations in the audit working papers.

We look forward to discussing our audit conclusions with you. In the meantime, please feel free to contact us if you have any questions or concerns.

Yours truly,

BDO Canada LLP
May 15, 2024



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For the year ended December 31, 2023



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We use our APT Next Gen software and documentation tool to save time, streamline processes, and go paperless with your audit.

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DIGITAL DIFFERENCE





Audit at a glance

As communicated to you in our Planning Communication to the Board of Trustees, preliminary materiality was \$600,000. Final materiality was increased to \$640,000 to reflect the increase in revenue at year end.

We are not aware of any fraud affecting the Library District. If you have become aware of changes to processes or are aware of any instances of actual, suspected, or alleged fraud since our discussions held at planning, please let us know.

During the course of our audit, management made certain representations to us - in discussions and in writing. We documented these representations in the audit working papers.

We look forward to discussing our audit conclusions with you. In the meantime, please feel free to contact us if you have any questions or concerns.

**LEAD
PARTNER
ON YOUR
AUDIT**

Markus Schrott, BBA, CPA, CA

Email: mschrott@bdo.ca

Direct: (250) 275 8852

**START
DATE**

November 27, 2024

END DATE

May 15, 2024



Status of the audit

We have substantially completed our audit of the year ended December 2023 financial statements.

We conducted our audit in accordance with Canadian generally accepted auditing standards. The objective of our audit was to obtain reasonable, not absolute, assurance about whether the financial statements are free from material misstatement. See [Appendix A](#) for our draft independent auditor's report.

The scope of the work performed was substantially the same as that described in our Planning Communication to the Board of Trustees dated February 7, 2024.



Audit findings

As part of our ongoing communications with you, we are required to have a discussion on our views about significant qualitative aspects of the Library District’s accounting practices, including accounting policies, accounting estimates and financial statements disclosures. We look forward to exploring these topics in depth and answering your questions. A summary of the key discussion points are below:

Financial statement areas	Risks noted	Audit findings
Management Override of Control Risk	Canadian Audit Standard 240.32 requires auditors to consider the potential risk of management override of controls and management biases with estimates.	<p>In order to mitigate this risk, we performed the following procedures:</p> <ul style="list-style-type: none"> • Tested the appropriateness of routine and non-routine journal entries recorded to the general ledger; and • Reviewed accounting estimates and considered their appropriateness. <p>From the extent of our testing, we determined that no management override of controls occurred and that estimates were free of clear management bias.</p>
Fraud Risk due to Improper Revenue Recognition	Canadian Audit Standard 240.26 requires that auditors presume there are risks of fraud related to revenue recognition and the types of revenue, revenue transactions and assertions that give rise to such risks must be evaluated.	<p>In order to mitigate this risk, we performed the following additional procedures:</p> <ul style="list-style-type: none"> • Reviewed the adequacy of controls over revenue; • Performed analytical procedures to determine the reasonableness of the revenue; and • Performed additional audit procedures designed specifically to detect potential fraudulent transactions in the revenue streams. This was primarily performed by testing additional samples and items related to revenue to increase the overall testing. <p>From the extent of our testing, we determined that no fraud related to revenue recognition was identified.</p>



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Internal control matters

- ▶ During the audit, we performed the following procedures regarding the Library District's internal control environment:
- ▶ Documented operating systems to assess the design and implementation of control activities that were relevant to the audit.
- ▶ Discussed and considered potential audit risks with management.
- ▶ We considered the results of these procedures in determining the extent and nature of audit testing required.



We are required to communicate to you in writing about any significant deficiencies in internal control that we have identified during the audit.

A significant deficiency is defined as a deficiency or combination of deficiencies in internal control that merits the attention of those charged with governance.

The audit expresses an opinion on the Library District's financial statements. As a result, it does not cover every aspect of internal controls—only those relevant to preparing the financial statements and designing appropriate audit procedures. This work was not for the purpose of expressing an opinion on the effectiveness of internal control.

No control deficiencies were noted that, in our opinion, are of significant importance to discuss.



Adjusted and Unadjusted differences

Summary of adjusted differences

Adjusted differences were corrected by management during the course of our audit engagement. These journal entries have been discussed and are available upon request.

Summary of unadjusted differences

There were unadjusted differences noted during the course of our audit engagement. There have been discussed with management an are available upon request.



Other required communications

Professional standards require independent auditors to communicate with those charged with governance certain matters in relation to an audit. In addition to the points communicated within this letter, the attached table summarizes these additional required communications.

Issue	BDO response
Potential effect on the financial statements of any material risks and exposures, such as pending litigation, that are required to be disclosed in the financial statements.	No issues identified.
Material uncertainties related to events and conditions that may cast significant doubt on the entity's ability to continue as a going concern.	No issues identified.
Disagreements with management about matters that, individually or in the aggregate, could be significant to the entity's financial statements or our audit report.	No issues identified.
Matters involving non-compliance with laws and regulations.	No issues identified.
Significant related party transactions that are not in the normal course of operations and which involve significant judgments made by management concerning measurement or disclosure.	No issues identified.
Management consultation with other accountants about significant auditing and accounting matters.	No issues identified.
Other Matters	No issues identified.



Recommended Resource

Staying in the know with knowledge and perspective

Key changes to financial reporting



When the rules of reporting change, you may need to fine-tune how to present financial statements and govern the organization.

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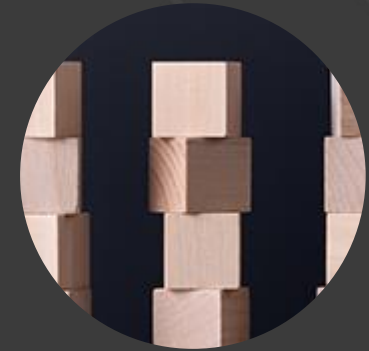
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This publication will walk through a practical approach to applying Section PS 3160 including: how to account for and report an infrastructure asset and corresponding liability for public private partnerships.

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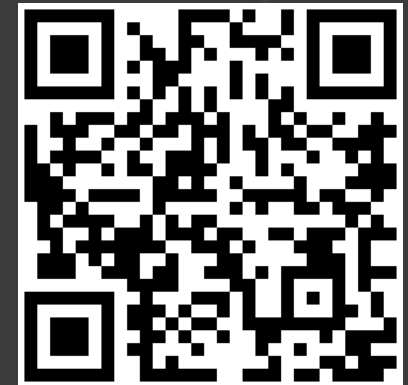
Spotlight on ESG



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Appendices

- ▶ Appendix A: Independent auditor's report
- ▶ Appendix B: Representation letter
- ▶ Appendix C: Independence letter



Appendix A: Independent auditor's report



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BDO Canada LLP
1631 Dickson Avenue
Suite 500, Kelowna BC
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Independent Auditor's Report

To the Board of Trustees of the Okanagan Regional Library District

Opinion

We have audited the financial statements of Okanagan Regional Library District (the "Library District"), which comprise the statement of financial position as at December 31, 2023, and the statements of operation and accumulated surplus, changes in net debt, and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Library District as at December 31, 2023, and the statements of operations and accumulated surplus, change in net debt, and cash flows for the year then ended in accordance with Canadian accounting standards for public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Library District in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Unaudited Information

We have not audited, reviewed or otherwise attempted to verify the accuracy or completeness of the schedules on pages 20 through 25 of the Library District's financial statements.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for public sector accounting, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Library District's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Library District or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Library District's financial reporting process.



Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Library District's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Library District's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Library District to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants

Kelowna, British Columbia
May 17, 2024



Appendix B: Representation letter

Okanagan Regional Library District
1430 KLO Road
Kelowna, BC
V1W 3P6

May 15, 2024

BDO Canada LLP
Chartered Professional Accountants
1631 Dickson Avenue
Suites 500
Kelowna British Columbia
V1Y 0B5

This representation letter is provided in connection with your audit of the financial statements of Okanagan Regional Library District for the year ended December 31, 2023 for the purpose of expressing an opinion as to whether the financial statements are presented fairly, in all material respects, in accordance with Canadian Public Sector Accounting Standards.

We confirm that to the best of our knowledge and belief, having made such inquiries as we considered necessary for the purpose of appropriately informing ourselves:

Financial Statements

We have fulfilled our responsibilities, as set out in the terms of the audit engagement dated November 27, 2023, for the preparation of the financial statements in accordance with Canadian Public Sector Accounting Standards; in particular, the financial statements are fairly presented in accordance therewith.

- The methods, significant assumptions, and data used in making accounting estimates and their related disclosures are appropriate to achieve recognition, measurement and/or disclosure that are reasonable in accordance with Canadian Public Sector Accounting Standards.
- Related party relationships and transactions have been appropriately accounted for and disclosed in accordance with the requirements of Canadian Public Sector Accounting Standards.
- All events subsequent to the date of the financial statements and for which Canadian Public Sector Accounting Standards require adjustment or disclosure have been adjusted or disclosed.
- The financial statements of the entity use appropriate accounting policies that have been properly disclosed and consistently applied.
- The effects of uncorrected misstatements are immaterial, both individually and in the aggregate, to the financial statements as a whole. A list of the uncorrected misstatements is attached to the representation letter.
- We have reviewed and approved all journal entries recommended by the practitioners during the audit. A list of the journal entries is attached to the representation letter.

Information Provided

- We have provided you with:
 - access to all information of which we are aware that is relevant to the preparation of the financial statements, such as records, documentation and other matters;
 - additional information that you have requested from us for the purpose of the audit; and

- unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.
- We are responsible for the design, implementation and maintenance of internal controls to prevent, detect and correct fraud and error, and have communicated to you all deficiencies in internal control of which we are aware.
- All transactions have been recorded in the accounting records and are reflected in the financial statements.
- We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.
- We have disclosed to you the identity of the entity's related parties and all the related party relationships and transactions of which we are aware.

Fraud and Error

- We have disclosed to you the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud.
- We have disclosed to you all information in relation to fraud or suspected fraud that we are aware of and that affects the entity and involves:
 - management;
 - employees who have significant roles in internal control; or
 - others where the fraud could have a material effect on the financial statements.
- We have disclosed to you all information in relation to allegations of fraud, or suspected fraud, affecting the entity's financial statements communicated by employees, former employees, analysts, regulators, or others.

General Representations

- Where the value of any asset has been impaired, an appropriate provision has been made in the financial statements or has otherwise been disclosed to you.
- We have provided you with significant assumptions that in our opinion are reasonable and appropriately reflect our intent and ability to carry out specific courses of action on behalf of the entity when relevant to the use of fair value measurements or disclosures in the financial statements.
- Except as disclosed in the financial statements, there have been no changes to title, control over assets, liens or assets pledged as security for liabilities or collateral.
- The entity has complied with all provisions in its agreements related to debt and there were no defaults in principal or interest, or in the covenants and conditions contained in such agreements.
- There have been no plans or intentions that may materially affect the recognition, measurement, presentation or disclosure of assets and liabilities (actual and contingent).
- The nature of all material uncertainties have been appropriately measured and disclosed in the financial statements, including all estimates where it is reasonably possible that the estimate will change in the near term and the effect of the change could be material to the financial statements.

- There were no direct contingencies or provisions (including those associated with guarantees or indemnification provisions), unusual contractual obligations nor any substantial commitments, whether oral or written, other than in the ordinary course of business, which would materially affect the financial statements or financial position of the entity, except as disclosed in the financial statements.

Other Representations Where the Situation Exists

- We have informed you of all known actual or possible litigation and claims, whether or not they have been discussed with legal counsel. Since there are no actual, outstanding or possible litigation and claims, no disclosure is required in the financial statements.
- We have disclosed to you all information in relation to the adoption of *PS 3280 Asset Retirement Obligations* and that there are no asset retirement obligations to record, nor disclosure is required in the financial statements.

Yours truly,

Signature

Position



Appendix C: Independence letter



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BDO Canada LLP
1631 Dickson Avenue, Suite 500
Kelowna, British Columbia
V1Y 0B5

May 15, 2023

Okanagan Regional Library District

To the Board of Trustees:

We have been engaged to audit the financial statements of the Okanagan Regional Library District (the "Library District") for the year ended December 31, 2023.

Canadian generally accepted auditing standards require that we communicate at least annually with you regarding all relationships between the Library District and our Firm that, in our professional judgment, may reasonably be thought to bear on our independence.

In determining which relationships to report, the standards require us to consider independence rules and interpretations of the CPA profession and relevant legislation.

We have prepared the following comments to facilitate our discussion with you regarding independence matters arising since February 7, 2024, the date of our last letter.

We are aware of the following relationships between the Library District and us that, in our professional judgment, may reasonably be thought to have influenced our independence. The following relationships represent matters that have occurred from February 7, 2024 to May 15, 2024.

- We have provided assistance in the preparation of the financial statements, including adjusting journal entries and/or bookkeeping services. These services created a self-review threat to our independence since we subsequently expressed an opinion on whether the financial statements presented fairly, in all material respects, the financial position, results of operations and cash flows in accordance with Canadian public sector accounting standards.
- We, therefore, required that the following safeguards be put in place related to the above:
 - Management created the source data for all the accounting entries.
 - Management developed any underlying assumptions required with respect to the accounting treatment and measurement of the entries.
 - Management reviewed advice and comments provided and undertook their own analysis considering the Library District's circumstances and generally accepted accounting principles.
 - Management reviewed and approved all journal entries prepared by us, as well as changes to financial statement presentation and disclosure.
 - Someone other than the preparer reviewed the proposed journal entries and financial statements.

We hereby confirm that we are independent with respect to the Library District within the meaning of the Code of Professional Conduct of Chartered Professional Accountants of British Columbia as of May 15, 2024.



This letter is intended solely for the use of the Board of Trustees, management and those charged with governance of the Library District and should not be used for any other purpose.

Yours truly,

BDO Canada LLP

Chartered Professional Accountants

MS/mn

**OKANAGAN REGIONAL
LIBRARY DISTRICT
Financial Statements**
For the year ended December 31, 2023

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Management's Responsibility for Financial Reporting

The accompanying financial statements of the Okanagan Regional Library District have been approved by the Board. The preparation of these financial statements is the responsibility of management.

The financial statements were prepared by our external auditor in accordance with Canadian public sector accounting standards. Certain amounts used in the preparation of the financial statements are based on management's best estimates and judgments. Actual results could differ as additional information becomes available in the future. When alternative accounting methods exist, management has chosen those it deems most appropriate in the circumstances, in order to ensure that the financial statements are presented fairly, in all material respects. Management has reviewed these financial statements and has taken responsibility for them.

The Okanagan Regional Library District maintains systems of internal accounting and administrative controls of high quality, consistent with reasonable cost. Such systems are designed to provide reasonable assurance that the financial information is relevant, reliable and accurate and the Okanagan Regional Library District's assets are appropriately accounted for and adequately safeguarded.

The Board is responsible for ensuring that management fulfills its responsibilities for financial reporting and is ultimately responsible for reviewing and approving the financial statements.

The Board meets periodically with management, as well as the external auditors, to discuss internal controls over the financial reporting process, auditing matters and financial reporting issues, to satisfy themselves that each party is properly discharging their responsibilities, and to review the annual report, the consolidated financial statements and the external auditor's report.

The financial statements have been audited by BDO Canada LLP Chartered Professional Accountants in accordance with Canadian generally accepted auditing standards on behalf of the Board. The independent auditor's report expresses their opinion on these financial statements. The auditors have full and free access to the accounting records and to the Board of the Okanagan Regional Library District.

_____ Chairperson

_____ Chief Financial Officer

May 15, 2024

Independent Auditor's Report

To the Board of Trustees of the Okanagan Regional Library District

Opinion

We have audited the financial statements of Okanagan Regional Library District (the "Library District"), which comprise the statement of financial position as at December 31, 2023, and the statements of operation and accumulated surplus, changes in net debt, and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Library District as at December 31, 2023, and the statements of operations and accumulated surplus, change in net debt, and cash flows for the year then ended in accordance with Canadian accounting standards for public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Library District in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Unaudited Information

We have not audited, reviewed or otherwise attempted to verify the accuracy or completeness of the schedules on pages 20 through 25 of the Library District's financial statements.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for public sector accounting, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Library District's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Library District or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Library District's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Library District's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Library District's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Library District to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants

Kelowna, British Columbia
May 15, 2024

**Okanagan Regional Library District
Statement of Financial Position**

December 31	2023	2022
Financial assets		
Cash (Note 1)	\$ 8,872,145	\$ 11,501,425
Accounts receivable	768,371	401,295
MFA debt reserve	235,000	215,000
	9,875,516	12,117,720
Liabilities		
Accounts payable and accrued liabilities	2,578,844	3,239,778
Wages payable	261,502	245,007
Deferred revenue	25,049	35,339
Long-term debt (Note 2)	14,763,568	13,741,113
	17,628,963	17,261,237
Net debt	(7,753,447)	(5,143,517)
Non-financial assets		
Tangible capital assets (Note 3)	31,997,278	27,511,087
Prepaid expenses	379,003	199,193
	32,376,281	27,710,280
Accumulated surplus (Note 4)	\$24,622,834	\$ 22,566,763

Approved on behalf of the Board:

_____ Chairperson

**Okanagan Regional Library District
Statement of Operations and Accumulated Surplus**

For the year ended December 31	2023	2023	2022
	Actual	Budget	Actual
Revenue			
Assessments (Schedule 2)	\$ 19,730,611	\$ 19,723,354	\$ 18,839,504
Province of British Columbia grant	2,548,783	1,008,000	1,009,411
Other grant revenue	32,317	192,780	221,630
Other revenue (Schedule 3)	1,224,665	611,174	737,531
	23,536,376	21,535,308	20,808,076
Expenses (Note 6)			
Amortization	2,291,717	-	2,279,287
Children's programs	29,916	31,542	35,310
Delivery/transportation operating	105,150	97,071	115,865
Direct local branch expenses (Schedule 4)	12,427,500	12,326,427	12,639,041
Electronic materials	1,672,143	1,685,608	1,651,733
Headquarters supportive services			
Salaries and benefits	3,006,840	2,836,706	2,683,207
Operating (Schedule 5)	1,947,039	1,517,483	1,690,469
	21,480,305	18,494,837	21,094,912
Annual surplus (deficit) (Note 9)	2,056,071	3,040,471	(286,836)
Accumulated surplus, beginning of year	22,566,763	22,566,763	22,853,599
Accumulated surplus, end of year	\$ 24,622,834	\$ 25,607,234	\$ 22,566,763

**Okanagan Regional Library District
Statement of Change in Net Debt**

For the year ended December 31	2023	2023	2022
	Actual	Budget	Actual
Annual surplus	\$ 2,056,071	\$ 3,040,471	\$ (286,836)
Acquisition of tangible capital assets	(6,777,908)	-	(6,023,899)
Amortization of tangible capital assets	2,291,717	-	2,279,287
Gain (loss) on disposal of tangible capital assets	-	-	(62)
Increase (decrease) of prepaid expenses	(179,810)	-	(18,365)
Change in net debt	(2,609,930)	3,040,471	(4,049,875)
Net debt, beginning of year	(5,143,517)	(5,143,517)	(1,093,642)
Net debt, end of year	\$ (7,753,447)	\$ (2,103,046)	\$ (5,143,517)

**Okanagan Regional Library District
Statement of Cash Flows**

For the year ended December 31	2023	2022
Cash flows provided by (used in) operating activities		
Cash receipts from assessments, grants, and other revenue	\$ 22,681,958	\$ 18,246,668
Cash paid to employees and suppliers	(19,519,037)	(13,368,886)
Interest received	477,052	216,419
Interest paid	(493,800)	(393,000)
	<u>3,146,173</u>	<u>4,701,201</u>
Cash flows provided by (used in) capital activities		
Acquisition of tangible capital assets	<u>(6,777,908)</u>	<u>(6,023,899)</u>
Cash flows provided by (used in) financing activities		
Proceeds from issuance of long-term debt	2,000,000	6,000,000
Repayment of long-term debt	(977,545)	(811,228)
Increase in MFA debt reserve fund	(20,000)	(60,000)
	<u>1,002,455</u>	<u>5,128,772</u>
Increase (decrease) in cash during the year	(2,629,280)	3,806,074
Cash, beginning of year	11,501,425	7,695,351
Cash, end of year	\$ 8,872,145	\$ 11,501,425

Okanagan Regional Library District Summary of Significant Accounting Policies

December 31, 2023

Nature of Business The Okanagan Regional Library District (the "Library District") provides equitable access to relevant educational, recreational, and cultural library resources to residents within the service regions.

Basis of Presentation It is the Library District's policy to follow accounting principles generally accepted for municipalities in the Province of British Columbia. The financial statements include the account of all funds for the Library District. All interfund transfers have been eliminated. They have been prepared using guidelines issued by the Public Sector Accounting Board ("PSAB") of Chartered Professional Accountants of Canada.

MFA Debt Reserve As a condition of borrowing through Regional Districts (Note 2), a portion of the loan proceeds are withheld by the Regional Districts to be used as a debt reserve for the Municipal Finance Authority.

Tangible Capital Assets Tangible capital assets are recorded at cost less accumulated amortization. Cost includes all costs directly attributable to acquisition or construction of the tangible capital asset including transportation costs, installation costs, design and engineering fees, legal fees and site preparation costs. Contributed tangible capital assets are recorded at fair value at the time of the donation, with a corresponding amount recorded as revenue. Amortization is recorded over the estimated life of the tangible capital asset commencing once the asset is available for productive use as follows:

Buildings	2.5% declining balance
Vehicles	20% declining balance
Computer equipment	25% declining balance
Shelving	40 years, straight line
Carts, tables, & chairs	5% declining balance
Electronics & miscellaneous	15% declining balance
Book inventory	2 to 15 years, straight line

Revenue Recognition Assessment revenue is invoiced quarterly and is recorded when it becomes due on the first day of the last month of each quarter. The schedule of due dates is set by the Library Act. Revenue from grants is recorded when received and when conditions specified in the grant are met. Other revenue is recorded when the service has been provided or when performance has been achieved and the revenue is reasonably collectible.

Government Transfers Government transfers, which include legislative grants, are recognized in the financial statements in the period in which events giving rise to the transfers occur, providing the transfers are authorized, any eligibility criteria have been met, and reasonable estimates of the amount can be made.

**Okanagan Regional Library District
Summary of Significant Accounting Policies**

December 31, 2023

Reserve Funds The Library District has established several reserves relating to future capital expenses and operating expenses. Amounts transferred to and from these reserves are per approval of the Board of Trustees for the Library District.

Use of Estimates The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from management's best estimates as additional information becomes available in the future.

Financial Instruments Cash and equity instruments quoted in an active market are measured at fair value. Accounts receivable, accounts payable and long-term debt are measured at cost or amortized cost. The carrying amount of each of these financial instruments is presented on the statement of financial position.

Unrealized gains and losses from changes in the fair value of financial instruments are recognized in the statement of remeasurement gains and losses. Upon settlement, the cumulative gain or loss is reclassified from the statement of remeasurement gains and losses and recognized in the statement of operations. Interest and dividends attributable to financial instruments are reported in the statement of operations.

For financial instruments measured using amortized cost, the effective interest rate method is used to determine interest revenue or expense.

All financial assets are tested annually for impairment. When financial assets are impaired, impairment losses are recorded in the statement of operations.

Transaction costs are added to the carrying value for financial instruments measured using cost or amortized cost. Transaction costs are expensed for financial instruments measured at fair value.

Draft - For Discussion Purposes Only

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

1. Cash

Cash is held in a financial institution earning interest at an average rate of 5.07% (2022 - 2.40%) per annum.

2. Long-Term Debt

The Regional District of the Central Okanagan was authorized (Regional District of Central Okanagan, Okanagan Regional Library District Borrowing Loan Authorization Bylaw No. 1236, 2008) to borrow \$4,500,000 from the Municipal Finance Authority on behalf of the Library District.

The Regional District of North Okanagan was authorized (Regional District of North Okanagan, Okanagan Regional Library District Borrowing Loan Authorization Bylaw No. 2436, 2010) to borrow \$11,000,000 from the Municipal Finance Authority on behalf of the Library District.

The Regional District of the Central Okanagan was authorized (Regional District of Central Okanagan, Okanagan Regional Library District Borrowing Loan Authorization Bylaw No. 1236, 2021) to borrow \$6,000,000 from the Municipal Finance Authority on behalf of the Library District for the construction of a new library branch in the City of West Kelowna.

The Regional District of the Central Okanagan was authorized (Regional District of Central Okanagan, Okanagan Regional Library District Borrowing Loan Authorization Bylaw No. 1478, 2023) to borrow \$2,000,000 from the Municipal Finance Authority on behalf of the Library District.

	2023	2022
Debenture payable to the Municipal Finance Authority of British Columbia, with semi annual interest payments of \$65,250 and annual principal payments of \$151,118, interest rate at 2.90%, due November 20, 2028.	\$ 1,474,078	\$ 1,735,765
Debenture payable to the Municipal Finance Authority of British Columbia, with semi annual interest payments of \$80,850 and annual principal payments of \$404,379, interest rate at 4.20%, due April 4, 2031.	5,426,156	6,005,348
Debenture payable to the Municipal Finance Authority of British Columbia, with semi annual interest payments of \$100,800 and annual principal payments of \$136,666, interest rate at 1.68%, due April 8, 2052.	5,863,334	6,000,000
Debenture payable to the Municipal Finance Authority of British Columbia, with semi annual interest payments of \$49,700 and annual principal payments of \$37,485, interest rate at 4.97%, due October 12, 2053.	2,000,000	-
	\$ 14,763,568	\$ 13,741,113

Okanagan Regional Library District
Notes to Financial Statements

December 31, 2023

2. Long-Term Debt (continued)

Principal payments estimated to be required in each of the next five years and thereafter is as follows:

2024	\$ 729,647
2025	729,647
2026	729,647
2027	729,647
2028	729,647
Thereafter	<u>5,430,234</u>
	\$ 9,078,469
Add: Actuarial additions until maturity	<u>5,685,099</u>
	<u>\$ 14,763,568</u>

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**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

3. Tangible Capital Assets

	2023								
	Land	Buildings	Vehicles	Computer Equipment	Shelving	Carts, Tables & Chairs	Electronics & Miscellaneous	Book Inventory	Total
Cost, beginning of year	\$ 983,134	\$ 25,261,154	\$ 182,585	\$ 1,788,299	\$ 2,777,759	\$ 1,913,671	\$ 787,515	\$ 11,429,024	\$ 45,123,141
Additions	-	4,924,080	-	242,034	303,196	108,346	47,134	1,153,118	6,777,908
Disposals	-	-	-	(40,082)	(2,730)	(13,194)	(2,220)	(1,176,215)	(1,234,441)
Cost, end of year	<u>\$ 983,134</u>	<u>\$ 30,185,234</u>	<u>\$ 182,585</u>	<u>\$ 1,990,251</u>	<u>\$ 3,078,225</u>	<u>\$ 2,008,823</u>	<u>\$ 832,429</u>	<u>\$ 11,405,927</u>	<u>\$ 50,666,608</u>
Accumulated amortization, beginning of year	\$ -	\$ 5,095,850	\$ 100,247	\$ 1,013,054	\$ 1,458,736	\$ 903,151	\$ 569,580	\$ 8,471,436	\$ 17,612,054
Amortization	-	389,589	16,467	244,299	76,956	56,164	39,427	1,468,815	2,291,717
Disposals	-	-	-	(40,082)	(2,730)	(13,194)	(2,220)	(1,176,215)	(1,234,441)
Accumulated amortization, end of year	<u>\$ -</u>	<u>\$ 5,485,439</u>	<u>\$ 116,714</u>	<u>\$ 1,217,271</u>	<u>\$ 1,532,962</u>	<u>\$ 946,121</u>	<u>\$ 606,787</u>	<u>\$ 8,764,036</u>	<u>\$ 18,669,330</u>
Net carrying amount, end of year	<u>\$ 983,134</u>	<u>\$24,699,795</u>	<u>\$ 65,871</u>	<u>\$ 772,980</u>	<u>\$ 1,545,263</u>	<u>\$ 1,062,702</u>	<u>\$ 225,642</u>	<u>\$ 2,641,891</u>	<u>\$ 31,997,278</u>

The net book value of tangible capital assets not being amortized because they are under construction (included in buildings) is \$9,509,448 (2022 - \$4,440,665).

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

3. Tangible Capital Assets (continued)

	2022								
	Land	Buildings	Vehicles	Computer Equipment	Carts, Tables Shelving & Chairs	Electronics & Miscellaneous	Book Inventory	Total	
Cost, beginning of year	\$ 983,134	\$ 20,820,489	\$ 182,585	\$ 1,608,443	\$ 2,747,699	\$ 1,821,309	\$ 783,767	\$ 11,529,649	\$ 40,477,075
Additions	-	4,440,665	-	299,619	32,828	101,927	6,977	1,141,883	6,023,899
Disposals	-	-	-	(119,763)	(2,768)	(9,565)	(3,229)	(1,242,508)	(1,377,833)
Cost, end of year	\$ 983,134	\$ 25,261,154	\$ 182,585	\$ 1,788,299	\$ 2,777,759	\$ 1,913,671	\$ 787,515	\$ 11,429,024	\$ 45,123,141
Accumulated amortization, beginning of year	\$ -	\$ 4,692,654	\$ 79,663	\$ 914,324	\$ 1,392,060	\$ 859,194	\$ 534,920	\$ 8,237,847	\$ 16,710,662
Amortization	-	403,196	20,584	218,493	69,444	53,522	37,889	1,476,159	2,279,287
Disposals	-	-	-	(119,763)	(2,768)	(9,565)	(3,229)	(1,242,570)	(1,377,895)
Accumulated amortization, end of year	\$ -	\$ 5,095,850	\$ 100,247	\$ 1,013,054	\$ 1,458,736	\$ 903,151	\$ 569,580	\$ 8,471,436	\$ 17,612,054
Net carrying amount, end of year	\$ 983,134	\$ 20,165,304	\$ 82,338	\$ 775,245	\$ 1,319,023	\$ 1,010,520	\$ 217,935	\$ 2,957,588	\$ 27,511,087

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

4. Accumulated Surplus

The Library District segregates its accumulated surplus in the following categories:

	2023	2022
Financial equity		
General fund (Schedule 1)	\$ -	\$ 1,601,126
Equity in tangible capital assets (Note 5)	17,468,837	13,985,101
Reserve funds (Schedule 6)	7,153,997	6,980,536
	\$24,622,834	\$ 22,566,763

Equity in tangible capital assets represents amounts already spent and invested in infrastructure and other non-financial assets.

Reserve funds represent funds set aside by the Board of Trustees for specific purposes.

5. Equity in Tangible Capital Assets

	2023	2022
Balance, beginning of year	\$ 13,985,101	\$ 15,369,261
Add:		
Contribution for long-term debt reduction	977,545	811,228
Contribution for tangible capital assets	6,777,908	6,023,899
Contribution from reserve funds	20,000	60,000
Deduct:		
Amortization	(2,291,717)	(2,279,287)
Increase in debt	(2,000,000)	(6,000,000)
Balance, end of year	\$ 17,468,837	\$ 13,985,101

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**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

6. Expenses by Object

	2023	2023	2022
	Actual	Budget	Actual
Advertising and marketing	\$ 123,563	\$ 83,593	\$ 147,448
Amortization	2,291,717	-	2,279,287
Association dues and memberships	14,078	20,361	15,208
Board and committee expenses	13,390	20,141	4,364
Board strategic planning	63,910	-	20,000
Book binding and mending	2,768	21,887	10,776
Collection agency	354	9,566	(602)
Communications	91,577	80,752	82,158
Computer maintenance and telecommunications*	730,781	529,363	505,763
Electronic materials	1,672,143	1,685,608	1,651,733
Insurance	60,782	58,470	62,626
Interest, bank charges and foreign exchange	12,868	11,500	(4,580)
Long term debt interest	493,800	397,050	393,000
Maintenance and utilities	2,023,051	1,916,890	2,766,749
Penticton library contract	42,020	48,328	36,740
Postage and freight	48,274	65,411	47,995
Professional fees	117,866	87,714	84,251
Programs	113,853	148,491	73,897
Rent	1,845,012	1,840,015	1,965,740
Staff development	239,060	268,813	245,676
Sundry	-	-	2,266
Supplies**	278,625	139,400	272,141
Transportation	135,402	139,401	133,959
Wages and benefits	11,065,411	10,922,083	10,298,317
	\$ 21,480,305	\$ 18,494,837	\$ 21,094,912

* Computer maintenance and telecommunications contains \$300,922 of IT costs that were completed using funds transferred from reserves for these projects. See Note 9 for further information on budgeted figures.

** Supplies contains \$7,188 of expenses transferred from reserves. See Note 9 for further information on budgeted figures.

7. Credit Facility

The Library District has a credit facility agreement with a financial institution which provides a revolving line of credit of \$750,000 with an interest rate of prime plus 0.3%. At December 31, 2023, the Library District had drawn \$Nil (2022 - \$Nil) on this agreement.

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

8. Pension Liability

The Library District and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trusted pension plan. The Board of Trustees, representing plan members and employers, is responsible for administering the Plan, including investment of the assets and administration of benefits. The Plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2021, the Plan has about 240,000 active members and approximately 124,000 retired members. Active members include approximately 42,000 contributors from local governments.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent valuation as of December 31, 2021, indicated a \$3,761 million funding surplus for basic pension benefits on a going concern basis.

The Library District paid \$641,857 (2022 - \$608,715) for employer contributions to the Plan in fiscal 2023.

The next valuation will be as at December 31, 2024, with results available in late 2025.

Employers participating in the Plan record their pension expense as the amount of the employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the Plan records accrued liabilities and accrued assets for the Plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the Plan.

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

9. Budget Information

The budget adopted by the Board of Trustees was prepared on a modified accrual basis while PSAB requires a full accrual basis. The budget figures anticipated use of surpluses accumulated in previous years to reduce current year expenses in excess of current year revenues to \$nil. In addition, the budget expensed all tangible capital expenses rather than including amortization expense. As a result, the budget figures presented in the statements of operations and change in net debt represent the budget adopted by the Board of Trustees with adjustments as follows:

	<u>2023</u>
Budget surplus (deficit) for the year as per board budget	\$ -
Add:	
Transfers to reserve funds budgeted for in expenses	688,933
Transfers to tangible capital assets budgeted for in expenses - books and material	1,889,720
Long-term debt reduction - principal	<u>1,087,825</u>
	3,666,478
Less:	
Transfers from reserve funds budgeted for in expenses	<u>(626,007)</u>
Budget surplus per statement of operations and accumulated surplus	<u>\$ 3,040,471</u>

10. Financial Instrument Risk

General objectives, policies, and processes

The Library District is exposed to credit risk, liquidity risk, and interest rate risk from its financial instruments. This note describes the Library District's objectives, policies and processes for managing those risks and the methods used to measure them. Further qualitative and quantitative information in respect of these risks is presented below and throughout these financial statements.

Credit Risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Library District is exposed to credit risk through the possibility of non-collection of its accounts receivable. The majority of the Library District's receivables are normally from government entities which minimizes the risk of non-collection. The Library District also makes sure it meets all eligibility criteria for the amounts to ensure they will collect the amounts outstanding. The Library District's maximum exposure to credit risk at the financial statement date is the carrying value of its accounts receivable as presented on the statement of financial position.

**Okanagan Regional Library District
Notes to Financial Statements**

December 31, 2023

10. Financial Instrument Risk (continued)

Liquidity Risk

Liquidity risk is the risk that the Library District will not be able to meet its financial obligations as they fall due. The Library District has a planning and budgeting process in place to help determine the funds required to support the Library District's normal operating requirements on an ongoing basis. The Library District ensures that there are sufficient funds to meet its short-term requirements, taking into account its anticipated cash flows from operations and its holdings of cash and cash equivalents. The Library District's maximum liquidity exposure at the financial statement date is the carrying value of accounts payable and accrued liabilities, and long-term debt as presented on the statement of financial position.

Interest Rate Risk

Interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of the changes in market interest rates. The Library District is exposed to interest rate risk through its long-term debt.

The Library District manages interest rate risk on its long-term debt by holding debenture debt through Municipal Finance Authority with fixed rates. Therefore fluctuations in market interest rates would not impact future cash flows and operations related to long-term debt. See Note 2 for interest rates and maturity rates for all long-term debt.

There have been no significant changes from the previous year in the exposure to risk, policies or procedures used to manage financial instrument risks

11. Comparative Figures

Certain comparative figures have been reclassified to conform to the current year's presentation.

**Okanagan Regional Library District
Schedule 1 - Current Fund Operations
(Unaudited)**

For the year ended December 31	2023	2023	2022
	Actual	Budget	Actual
Revenue			
Assessments (Schedule 2)	\$ 19,730,611	\$ 19,723,354	\$ 18,839,504
Province of British Columbia	2,548,783	1,008,000	1,009,411
Other grant revenue	32,317	192,780	221,630
Other revenue (Schedule 3)	1,224,665	611,174	737,531
Branch building and furnishing funding	1,980,000	-	5,940,000
	<u>25,516,376</u>	<u>21,535,308</u>	<u>26,748,076</u>
Expenses			
Children's programs	29,916	31,542	35,310
Delivery/transportation operating	105,150	97,071	115,865
Direct local branch expenses (Schedule 4)	12,427,500	12,326,427	12,639,041
Electronic materials	1,672,143	1,685,608	1,651,733
Headquarters supportive services			
Salaries and benefits	3,006,840	2,836,706	2,683,207
Operating (Schedule 5)	1,947,039	1,517,483	1,690,469
	<u>19,188,588</u>	<u>18,494,837</u>	<u>18,815,625</u>
Excess of revenues over expenses	6,327,788	3,040,471	7,932,451
Net interfund transfers:			
Net contributions to tangible capital fund			
For long-term debt reduction	(977,545)	(1,087,825)	(811,228)
For tangible capital assets	(6,777,908)	(1,889,720)	(6,023,899)
Contribution from reserve fund (Schedule 6)			
Branch furnishings	245,692	165,000	141,990
Building maintenance (owned)	9,787	30,000	-
Building maintenance (non-owned)	76,746	50,000	952,840
Capital Building Project	1,359,456	-	729,582
Donation	369,580	-	136,085
Provincial Enhancement Grant	90,482	-	-
Staff appreciation and development	1,588	-	339
Strategic planning	63,910	-	20,000
Technology & software	304,753	341,007	275,609
Vehicle replacement	-	40,000	-
Contributions to reserve funds (Schedule 6)			
Branch furnishings	(200,218)	(145,000)	(145,879)
Building maintenance (owned)	(69,787)	(60,000)	(60,000)
Building maintenance (non-owned)	(32,000)	(32,000)	(925,582)
Capital building project	(2,111)	(114,000)	-
Donation	(365,710)	-	(218,039)
Materials	(128,530)	-	-
Provincial Enhancement Grant	(1,505,872)	-	-
Staff appreciation and development	(1,625)	(1,500)	(1,500)
Strategic planning	-	-	(72,000)
Technology & software	(364,177)	(311,008)	(311,970)
Vehicle replacement	(25,425)	(25,425)	(25,426)
	<u>(7,928,914)</u>	<u>(3,040,471)</u>	<u>(6,339,078)</u>
Change in fund balance	(1,601,126)	-	1,593,373
Surplus, beginning of year	1,601,126	-	7,753
Surplus (deficit), end of year	\$ -	\$ -	\$ 1,601,126

**Okanagan Regional Library District
Schedule 2 - Assessments
(Unaudited)**

For the year ended December 31	2023	2023	2022
	Actual	Budget	Actual
Municipalities			
Armstrong	\$ 208,248	\$ 208,248	\$ 199,614
Coldstream	504,202	504,202	483,524
Enderby	115,496	115,505	111,713
Golden and Area	335,383	335,383	335,517
Kelowna	7,325,187	7,325,187	7,044,023
Keremeos	65,071	64,137	58,756
Lake Country	770,753	770,753	723,274
Lumby	77,511	77,511	75,602
Oliver	221,465	221,465	216,332
Osoyoos	283,309	283,309	271,014
Peachland	288,393	288,393	265,993
Princeton	137,204	136,745	132,188
Revelstoke	404,029	404,029	395,328
Salmon Arm	802,766	802,766	766,363
Sicamous	164,885	164,419	158,162
Spallumcheen	227,819	227,819	222,990
Summerland	555,685	555,685	526,161
Vernon	1,983,344	1,982,807	1,908,964
West Kelowna	1,755,374	1,755,374	1,636,180
	16,226,124	16,223,737	15,531,698
First Nation Members			
Westbank First Nation	477,359	477,359	452,133
	16,703,483	16,701,096	15,983,831
Regional Districts			
Central Okanagan	336,033	336,033	316,605
Columbia - Shuswap	935,341	935,341	876,472
North Okanagan	838,265	833,395	790,423
Okanagan - Similkameen	917,489	917,489	872,173
	3,027,128	3,022,258	2,855,673
	\$ 19,730,611	\$ 19,723,354	\$ 18,839,504

**Okanagan Regional Library District
Schedule 3 - Other Revenue
(Unaudited)**

For the year ended December 31	2023	2023	2022
	Actual	Budget	Actual
Actuarial earnings	\$ 285,382	\$ 309,843	\$ 255,731
Bank interest	477,052	35,000	216,419
Book bag revenue	809	1,630	1,010
Copying and printing	41,045	39,525	23,809
Donation revenue	152,721	-	197,519
Fines, damaged and lost books	14,657	202,500	28,676
Interdepartment rent	647,376	761,946	647,376
Meeting room rental	10,152	19,207	3,483
Non resident charges	1,875	2,720	1,420
Sundry	240,972	749	9,464
Total before adjustment	1,872,041	1,373,120	1,384,907
Interdepartment rent	(647,376)	(761,946)	(647,376)
Total	\$ 1,224,665	\$ 611,174	\$ 737,531

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**Okanagan Regional Library District
Schedule 4 - Direct Local Branch Expenses
(Unaudited)**

For the year ended December 31

Branch	Salaries & Benefits	Building	Other	2023 Total	2023 Budget	2022 Total
Armstrong	\$ 184,862	\$ 69,159	\$ 634	\$ 254,655	\$ 226,888	242,903
Book Deposits	-	-	5,250	5,250	3,200	3,190
Cherryville	26,884	14,681	6,399	47,964	44,063	46,584
Enderby	146,711	77,402	4,136	228,249	205,599	210,335
Falkland	58,818	22,596	2,118	83,532	79,527	70,975
Golden	140,604	73,352	25,475	239,431	237,276	222,711
Hedley	17,316	1,686	-	19,002	21,028	21,187
Kaleden	77,761	14,083	3,542	95,386	76,314	87,549
Kelowna						
Downtown	1,267,122	1,008,881	27,258	2,303,261	2,359,172	2,183,455
Mission	513,878	256,355	5,174	775,407	755,901	1,030,170
Rutland	497,334	324,864	9,797	831,995	844,269	840,757
Keremeos	135,822	41,679	2,332	179,833	168,972	159,360
Lake Country						
Central	252,287	106,242	1,790	360,319	342,561	337,839
Oyama	3,203	515	-	3,718	48,985	519
Lumby	152,769	22,732	3,283	178,784	140,686	138,928
Naramata	57,267	27,969	386	85,622	75,658	68,292
North Shuswap	47,646	22,954	3,810	74,410	101,184	94,222
Okanagan Falls	79,871	50,634	5,252	135,757	132,498	131,071
Oliver	179,303	112,530	153	291,986	285,102	297,071
Osoyoos	172,355	52,865	2,595	227,815	224,520	211,406
Peachland	137,757	74,262	1,048	213,067	195,258	193,707
Princeton	66,213	32,627	2,406	101,246	110,912	94,255
Revelstoke	180,509	50,349	20,810	251,668	243,756	267,418
Salmon Arm	526,886	290,187	3,106	820,179	798,731	764,454
Sicamous	105,662	51,833	2,497	159,992	178,047	169,225
Silver Creek	26,560	14,218	2,069	42,847	40,761	45,794
South Shuswap	157,290	58,224	3,568	219,082	214,238	208,644
Summerland	215,471	194,523	1,384	411,378	463,167	414,728
Vernon	1,333,587	775,672	11,247	2,120,506	1,997,949	2,592,037
West Kelowna & Learning Lab	591,719	390,949	12,559	995,227	1,078,537	897,745
Branch shared expenses	793,086	-	160,778	953,864	631,668	1,078,273
Total before adjustment	8,146,553	4,234,023	330,856	12,711,432	12,326,427	13,124,804
Interdepartment rent net of interest costs	-	(283,932)	-	(283,932)	-	(485,763)
Total	\$ 8,146,553	\$3,950,091	\$ 330,856	\$12,427,500	\$12,326,427	\$12,639,041

**Okanagan Regional Library District
Schedule 5 - Headquarters Operating Expenses
(Unaudited)**

For the year ended December 31	2023		2023	2022
	Actual		Budget	Actual
Advertising and marketing	\$ 123,516	\$	81,533	\$ 146,385
Association dues and membership	14,080		20,361	15,207
Binding and mending	2,768		21,887	10,776
Board and committee expenses	13,390		20,141	4,364
Board strategic plan	69,519		-	20,000
Communications	47,606		61,957	43,438
Computer maintenance and telecommunications	810,800		596,563	540,111
Insurance	60,782		58,470	62,626
Interest, bank charges and foreign exchange	12,868		11,500	(4,580)
Interest on long-term debt	130,500		65,250	231,300
Maintenance and utilities	263,471		185,679	285,018
Moving, storage and rent	-		20,561	-
Penticton library contract	42,020		48,328	36,740
Postage and freight	10,441		23,534	7,971
Professional fees	117,866		87,714	84,251
Sundry	354		9,566	1,664
Supplies	71,848		37,510	54,556
Staff development	145,468		134,391	142,621
Transportation	9,742		32,538	8,021
Total	\$ 1,947,039	\$	1,517,483	\$ 1,690,469

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Okanagan Regional Library District
Schedule 6 - Reserve Fund Continuity
(Unaudited)

For the year ended December 31

	2022	Contributions	Expenses	Transfers	2023
Branch furnishings	\$ 658,402	\$ 200,218	\$ (245,692)	\$ -	\$ 612,928
Building maintenance (owned)	596,697	69,787	(9,787)	-	656,697
Building maintenance (non-owned)	357,995	32,000	(76,746)	-	313,249
Capital building projects	2,843,033	2,111	(1,362,723)	-	1,482,421
Donation	881,352	369,197	(369,580)	-	880,969
Integrated Library Systems (ILS)	170,221	-	-	-	170,221
Materials	(36,846)	128,530	-	-	91,684
Provincial Enhancement Grant	-	1,505,872	(90,482)	-	1,415,390
Rent stabilization	82,729	-	-	-	82,729
Staff development	95,981	-	-	-	95,981
Staff appreciation	15,850	1,625	(1,588)	-	15,887
Strategic planning	627,330	-	(63,910)	-	563,420
Technology & software	663,468	364,177	(304,973)	-	722,672
Vehicle replacement	24,324	25,425	-	-	49,749
Total	\$ 6,980,536	\$ 2,698,942	\$ (2,525,481)	\$ -	\$ 7,153,997



Item 6.3

Okanagan Regional Library District

Statement of Financial Information (SOFI)

For the year: 2023

Report Appendices

Report appendices include:

- Financial Information Act submission checklist
- Board Approval Form
- Management report
- Schedule of guarantee and indemnity agreements;
- Schedule of remuneration and expenses
 - Schedule showing the total amount of remuneration and the total amount of expenses paid to or on behalf of each member of the Board;
 - Schedule showing remuneration and expenses paid to or on behalf of each employee that exceeds \$75,000;
- Statement of severance agreements;
- Schedule of Payments for the Provision of Goods and Services

Submission Checklist

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library District

Fiscal Year Ended: December 31st, 2023

a)	<input checked="" type="checkbox"/>	Approval of Statement of Financial Information
b)	<input checked="" type="checkbox"/>	A Management Report signed and dated by the Library Board and Library Director
		An operational statement including:
		i) Statement of Income
c)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	ii) Statement of Changes in Financial Position, or, if omitted, an explanation in the Notes to the Financial Statements (audited ¹ financial statements)
d)	<input checked="" type="checkbox"/>	Statement of assets and liabilities (audited ¹ financial statements)
e)	<input checked="" type="checkbox"/>	Schedule of debts (audited ¹ financial statements) If there is no debt, or if the information is found elsewhere in the SOFI, an explanation must be provided in the Schedule.
f)	<input checked="" type="checkbox"/>	Schedule of guarantee and indemnity agreements including the names of the entities involved and the amount of money involved. If no agreements, or if the information is found elsewhere in the SOFI, an explanation must be provided in the Schedule.
		Schedule of Remuneration and Expenses, including:
	<input checked="" type="checkbox"/>	i) An alphabetical list of employees (first and last names) earning over
	<input checked="" type="checkbox"/>	\$75,000
	<input checked="" type="checkbox"/>	ii) Total amount of expenses paid to or on behalf of each employee under 75,000
	<input checked="" type="checkbox"/>	iii) If the total wages and expenses differs from the audited financial statements, an explanation is required
g)	<input checked="" type="checkbox"/>	iv) A list, by name and position, of Library Board Members with the amount of any remuneration paid to or on behalf of the member.
		v) The number of severance agreements started during the fiscal year and the range of months` pay covered by the agreement, in respect of excluded employees. If there are no agreements to report, an explanation is required.

¹ Municipal Libraries and Regional Library Districts must provide audited financial statements as per the *Libraries Act* section 11(2) and 26(2) (a). Audited statements are not required for the SOFI but if available, please include them.

As per the *Libraries Act* section 40(3)(a) Public Library Associations must prepare annual financial statements in accordance with generally accepted accounting principles. This also applies to Library Federations.

Schedule of Payments for the Provision of Goods and Services including:

- h) i) An alphabetical list of suppliers receiving over \$25,000 and a consolidated total for those suppliers receiving less than \$25,000. If the total differs from the Audited Financial Statements, an explanation is required.
-

Board Approval Form

Financial Information Act - Statement of Financial Information

NAME OF LIBRARY <i>Okanagan Regional Library District</i>	FISCAL YEAR END (YYYY) December 31, 2023
LIBRARY ADDRESS 1430 KLO Road	TELEPHONE NUMBER 250-860-4033
CITY Kelowna	PROVINCE BC
	POSTAL CODE V1W 3P6
NAME OF THE CHAIRPERSON OF THE LIBRARY BOARD Loyal Wooldridge	TELEPHONE NUMBER 250-863-0149
NAME OF THE LIBRARY DIRECTOR Danielle Hubbard	TELEPHONE NUMBER 250-860-4033

DECLARATION AND SIGNATURES

We, the undersigned, certify that the attached is a correct and true copy of the Statement of Financial Information of the year ended December 31, 2023 for the Okanagan Regional Library District as required under Section 2 of the Financial Information Act.

SIGNATURE OF THE CHAIRPERSON OF THE LIBRARY BOARD* DATE SIGNED (DD-MM-YYYY)

DD-MM-YYYY

SIGNATURE OF THE LIBRARY DIRECTOR DATE SIGNED (DD-MM-YYYY)

DD-MM-YYYY

Management Report

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library
Fiscal Year Ended: December 31, 2023

MANAGEMENT REPORT

The Financial Statements contained in this Statement of Financial Information under the *Financial Information Act* have been prepared by management in accordance with Canadian generally accepted accounting principles and the integrity and objectivity of these statements are management's responsibility.

Management is also responsible for all other schedules of financial information and for ensuring this information is consistent, where appropriate, with the information contained in the financial statements and for implementing and maintaining a system of internal controls to provide reasonable assurance that reliable financial information is produced.

The Board of the Library is responsible for ensuring that management fulfils its responsibilities for financial reporting and internal control and for approving the financial information included in the Statement of Financial Information.

The external auditors, BDO Canada LLP, conduct an independent examination, in accordance with generally accepted auditing standards, and express their opinion on the financial statements. Their examination does not relate to the other schedules of financial information required by the *Financial Information Act*. Their examination includes a review and evaluation of the board's system of internal control and appropriate tests and procedures to provide reasonable assurance that the financial statements are presented fairly.

On behalf of Okanagan Regional Library

Name. Chairperson of the Library Board [Print] Loyal Wooldridge
Signature, Chairperson of the Library Board _____
Date (MM-DD-YYYY) _____

Name, Library Director [Print] Danielle Hubbard
Signature, Library Director _____
Date (MM-DD-YYYY) _____

Schedule of Guarantee and Indemnity

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2023

Okanagan Regional Library has not given any guarantee or indemnity under the Guarantees and Indemnities Regulation.

Schedule of Remuneration and Expenses

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2023

Table 1: Total Remuneration and Expenses - Board and Employees

Board Members	Total Remuneration (Wages/Salaries)	Total Expenses (Reimbursement for Conferences/Mileage etc.)
BENNETT, MYERS	-	\$814.62
COCHRANE, PAT	-	\$673.08
CONDON, TERRY	-	\$382.93
DA SILVA, TASHA	-	\$355.73
ELLIOTT, GEORGE	-	\$1,472.22
EVANS, BOB	-	\$814.19
GARES, KARI	-	\$593.76
HENDERSON, TRACY	-	\$1,157.98
HOPKINS, ALLYSA	-	\$594.03
KRAFT, KEVIN	-	\$240.40
LINDGREN, SYLVIA	-	\$727.47
MANUEL, JOHN	-	\$2,168.79
MATTES, DAVID	-	\$1,013.72
MINDNICH, LORI	-	\$1,265.83
MONTEITH, SUBRINA	-	\$240.47
PALMER, TIM	-	\$2,495.17
RAMEY, DAVID	-	\$873.83
REED, CARA	-	\$174.41
SIMPSON, JAY	-	\$174.41
TODD, NEIL	-	\$854.41
TRAINER, ERIN	-	\$174.41
TREMBLEY, DEAN	-	\$423.09
TRONSON, SARA	-	\$195.13
WOOLDRIDGE, LOYAL	-	\$174.41
YORK, TODD	-	\$174.41
Total Board Members	\$0.00	\$18,228.90

Employees Exceeding \$75,000	Total Remuneration (Wages/Salaries)	Total Expenses (Reimbursement for Conferences/Mileage etc.)
HUBBARD, LEE	\$183,001.00	\$4,079.90
MCPHEE, CHRISTINE	\$151,938.31	\$105.11
CAMPBELL, JEFF	\$150,302.01	\$4,378.10
UTKO, MICHAL	\$135,677.58	\$264.96
FEDDERSEN, JEREMY	\$134,930.38	\$1,105.02
BRECHT, LESLIE	\$133,219.22	\$125.76
REINELT, MARK	\$114,179.34	\$946.70
THOMPSON, TARA	\$92,798.70	\$16.83
SAMSON, LEAH	\$89,884.20	\$76.78
STUART, DOUGLAS	\$85,591.30	\$0.00
KLAPONSKI, JILL	\$85,002.78	\$44.26
HENNINGS, KRISTY	\$84,938.01	\$1,407.48
MCGEE, CHANTELE	\$80,721.49	\$0.00
NICHOLSON, KIRSTY-LEE	\$80,448.00	\$1,376.84
KICKSEE, RICHARD	\$78,901.62	\$0.00
MACHUM HUTTON, ASHLEY	\$78,599.36	\$141.19
TORRES, SHELLEY	\$77,595.95	\$0.00
HAYMAN, ALISON	\$75,637.85	\$564.54
Total Employees Exceeding \$75,000	\$1,913,367.10	\$14,633.47

Total Employees Equal to or Less Than \$75,000 **\$7,307,123.08**

Consolidated Total **\$9,220,490.18**

Reconciliation of Remuneration and expenses

Employer paid benefits and remittances \$1,844,920.82

Total Per Statement of Revenue & Expenditures **\$11,065,411.00**

Variance **\$0.00**

Total Employer Premium for Canada Pension Plan and Employment Insurance **\$634,033.64**

Schedule of Payments Made For the Provision of Goods and Services

Financial Information Act - Statement of Financial Information

Library Name: Okanagan Regional Library

Fiscal Year Ended: December 31, 2023

**OKANAGAN REGIONAL LIBRARY
SCHEDULE OF PAYMENTS MADE FOR THE PROVISION OF GOODS OR SERVICES
FOR THE YEAR ENDED DECEMBER 31, 2023**

Library Name:	Okanagan Regional Library District
Fiscal Year Ended:	2023

Table 1: Suppliers of Goods and Services

Name of Individual, Firm or Corporation	Total Amount Paid During Fiscal Year
6-4 BUILDING MAINTENANCE	\$101,268.21
BLONDE HOLDINGS LTD. (FORMERLY 654412 BC LTD.)	\$65,646.45
ABSOLUTE CONTRACTING	\$30,700.47
A.C.E. COURIER SERVICES	\$36,752.16
AL STOBER CONSTRUCTION LTD.	\$25,669.08
ANTHEM OLIVER PLACE MALL LTD.	\$98,251.08
ARETE SAFETY & PROTECTION INC.	\$25,033.05
BC HYDRO	\$71,536.37
BC LIBRARIES COOPERATIVE	\$206,009.30
BDO CANADA LLP	\$36,337.85
BIBLIOCOMMONS INC	\$60,711.26
BRIDGEALL LIBRARIES LIMITED	\$37,170.95
CALLAHAN CONSTRUCTION COMPANY	\$236,777.25
CARMI JANITORIAL SERVICES	\$47,810.53
CAPITAL NEWS CENTRE	\$166,320.00
CARE SYSTEMS SERVICES LTD	\$44,159.27
CANADIAN UNION OF PUBLIC EMPLOYEES	\$121,043.68
CENTRE FOR EQUITABLE LIBRARY ACCESS	\$26,417.41
CHAPMAN MECHANICAL LTD.	\$58,222.50
CHURCHILL WFN LTD PARTNERSHIP	\$97,026.48
CITY OF WEST KELOWNA	\$4,308,647.28
COUNTRY COURT HOLDINGS LTD.	\$53,858.96
COMMERCIAL SIGNS	\$25,956.19

THE CO-OPERATORS GENERAL INSURANCE	\$60,110.64
STAPLES PROFESSIONAL INC.	\$26,237.76
COLUMBIA SHUSWAP REGIONAL DIST	\$71,483.00
CVS MIDWEST TAPE	\$26,359.36
DISTRICT OF LAKE COUNTRY	\$96,426.00
DISTRICT OF SICAMOUS	\$51,696.05
DIRECTDIAL.COM	\$217,379.50
EBSCO CANADA LTD.	\$31,387.64
EQUITABLE LIFE OF CANADA	\$442,988.64
FFD DEVITO INVESTMENTS	\$47,191.72
FORTIS BC - ELECTRICITY	\$49,131.26
FORTIS BC - NATURAL GAS	\$56,322.35
EVERGREEN BUILDING MAINTENANCE INC	\$39,349.80
HUB OFFICE FURNITURE INC.	\$104,884.64
INDEL INDUSTRIES LTD.	\$31,080.60
INNOVATIVE INTERFACES INC	\$105,558.80
IRL IDEALEASE LTD	\$51,737.60
KANOPY LLC	\$29,919.00
CITY OF KELOWNA	\$855,682.65
KIMCO CONTROLS LTD	\$62,583.27
LIBRARY BOUND INC.	\$132,507.62
MANULIFE c/o COLLIERS INTERNATIONAL	\$274,821.86
MUNICIPAL PENSION PLAN	\$644,849.32
OCLC, INC.	\$46,454.54
TOWN OF OSOYOOS	\$52,052.04
PALADIN SECURITY GROUP LTD.	\$174,445.04
PEACHLAND VILLAGE LTD.	\$56,995.75
PENTICTON PUBLIC LIBRARY	\$42,033.86
SUNCOR ENERGY PRODUCTS PARTNERSHIP	\$50,499.33
TOWN OF PRINCETON	\$32,269.20
PRO JANITORIAL INC.	\$73,710.00
RAINCOAST BOOKS	\$193,900.89
RECEIVER GENERAL FOR CANADA	\$634,033.64
REGIONAL DISTRICT OF CENTRAL OKANAGAN	\$620,293.72
REGIONAL DIST. OF NORTH OKANAGAN	\$566,078.93
REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN	\$32,206.57
CITY OF REVELSTOKE	\$54,682.80
ROYAL BANK VISA-WESTERN CENTRE	\$276,251.28
SANDHILL BOOK MARKETING	\$83,393.63
SAWCHUK DEVELOPMENTS CO.	\$70,081.42
BALANCED+ INC. (FORMERLY SECURE LINKS)	\$126,263.93
SHAW BUSINESS	\$29,152.28
SHUSWAP JANITORIAL	\$22,449.18
SMITHSON EMPLOYMENT LAW CORPORATION	\$26,159.27
SOURCE OFFICE FURNISHINGS	\$53,785.20
TELUS COMMUNICATIONS (B.C.)	\$53,214.68

THE CLEANING CO LTD	\$89,539.33
THOMSON REUTERS CANADA	\$25,420.50
TNG CALGARY	\$53,160.78
UNITED LIBRARY SERVICES INC.	\$528,468.43
URBAN ARTS ARCHITECTURE	\$35,331.42
BAKER & TAYLOR BOOKS	\$276,472.10
OVERDRIVE, INC	\$1,006,685.53
WHISTLER CENTRE FOR SUSTAINABILITY	\$55,873.35
WESTERN GATEWAY INVESTMENT LTD	\$269,864.65
SCOTT WELLS	\$31,500.00
XEROX CANADA INC.	\$69,025.62
Total of all suppliers exceeding \$25,000	\$15,302,763.75
Total (Suppliers with payments less than or equal to \$25,000)	\$4,865,645.59
Consolidated Total	\$20,168,409.34

Totals	Amount
Total (Suppliers with payments exceeding \$25,000 (total from above))	\$15,302,763.75
Total (Suppliers with payments less than or equal to \$25,000)	\$4,865,645.59
Consolidated Total	\$20,168,409.34

Reconciling Items	Amount
Remuneration	\$9,220,490.18
Amortization	\$2,291,717.00
Capitalized items	-\$6,777,908.00
Accruals, GST, other	-\$3,043,400.52
Prepaid expenses	-\$379,003.00
Total Reconciling Items	\$1,311,895.66

Reconciliation	Amount
Total Per Statement of Revenue and Expenditure	\$21,480,305.00
Variance	\$0.00

Regional Library Board Report

Information

To: Okanagan Regional Library Board of Directors
From: Chief Financial Officer
Date: May 15th, 2024
Subject: Financial Update Report to March 31, 2024 (3 Months)

Purpose: To Receive for information the Financial Update Report Package to March 31, 2024.

Executive Summary:

Please find attached the Financial Update Report Package to March 31, 2024. Results for the period demonstrate that the ORL is operating within its budget and that there have been no specific challenges for the organization to this point in the 2024 fiscal year.

RECOMMENDATION

THAT the Board receive the CFO's Financial Update Report to March 31, 2024 for information.

BACKGROUND

The attached **Appendix 1** provides the Board with an interim financial report (receipts and disbursements) to March 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 for the first quarter, although the payment from Keremeos was received after March 31st, resulting in the variance.

Receipts – Government, Grants and Own Resources

This category has seen revenues come in largely on budget aside from the MFA entries, which are made at the end of the year and so are showing as being a variance. However, as this budget line is based on a schedule, it should end the year on target.

From Reserves and Internal Rent

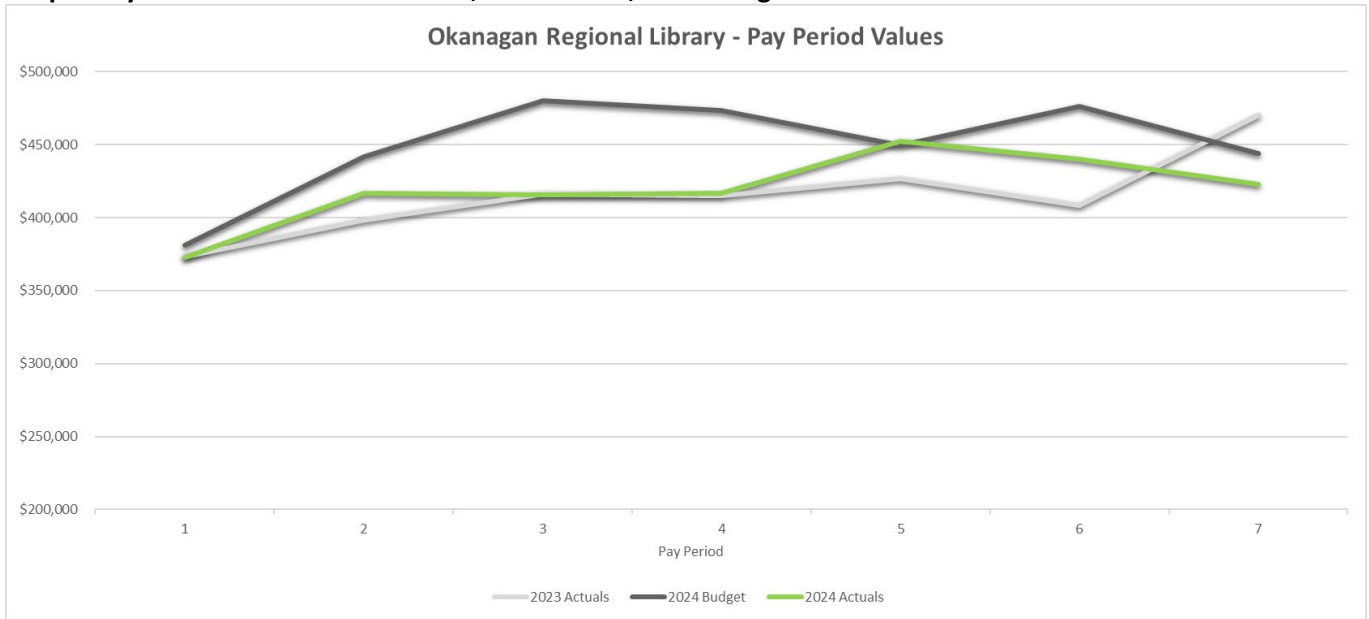
The transfers from reserves are an accounting adjustment that relates to planned amounts drawn out of reserves for technology replacement, furnishings and amounts from the donation reserves for programming and capital expenditures. The internal rent chargeback relates to adjustments for the owned branches.

Total receipts to March 31st total \$5,539,537

Disbursements

Remuneration and benefits are tracking very closely to budget to pay period 7. Overall costs are a little below budget largely due to vacancies in in a few roles.

Graph: Pay Period Values: 2023 Actual, 2024 Actual, 2024 Budget



Rent and property expenses are largely on course, although the LTD principle payments are over budget, as the first of two annual payments have been applied earlier this year than typical. The total amount on the year will be on budget.

Library (electronic) materials, along with Books and Other Physical Material form the combined Library Collections Budget. These two lines are largely tracking on budget, with some slight variances due to timing.

“Other Expenses” are tracking well to date, with no variances of note to report on.

Total disbursements before capital expenditures and reserve transactions are \$5,626,290

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.

Total disbursements to March 31st are \$5,882,920

The net disbursements over receipts to March 31st are \$343,382

BUDGET AND COST IMPACTS

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

CONCLUSION

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

Respectfully submitted,



Jeremy Feddersen, CPA, CA
Chief Financial Officer

Okanagan Regional Library

Appendix 1

Interim Financial Report

(Receipts & Disbursements)

January 1, 2024 to March 31, 2024

**OKANAGAN REGIONAL LIBRARY
RECEIPTS & DISBURSEMENTS
To March 31, 2024**

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
RECEIPTS					
TAX LEVY ON MUNICIPALITIES AND REGIONAL DISTRICTS					
ARMSTRONG, CITY	\$55,152	\$55,152	\$0	\$220,608	\$165,456
CENTRAL OKANAGAN RD	\$87,274	\$87,274	\$0	\$349,098	\$261,823
COLDSTREAM, DISTRICT	\$130,086	\$130,086	\$0	\$520,346	\$390,259
COLUMBIA SHUSWAP RD	\$211,629	\$211,629	\$0	\$846,517	\$634,887
ENDERBY, CITY	\$30,497	\$30,497	\$0	\$121,989	\$91,491
GOLDEN, CITY	\$88,753	\$88,753	\$0	\$355,013	\$266,260
KELOWNA, CITY	\$1,964,845	\$1,964,845	\$0	\$7,859,380	\$5,894,535
KEREMEOS, VILLAGE	\$0	\$16,456	\$16,456	\$65,825	\$65,825
LAKE COUNTRY, DISTRICT	\$206,470	\$206,470	\$0	\$825,880	\$619,410
LUMBY, VILLAGE	\$20,622	\$20,622	\$0	\$82,488	\$61,866
NORTH OKANAGAN RD	\$221,107	\$221,107	\$0	\$884,427	\$663,320
OLIVER, TOWN	\$57,591	\$57,591	\$0	\$230,364	\$172,773
OKANAGAN SIMILKAMEEN RD	\$241,750	\$241,750	-\$0	\$966,998	\$725,249
OSOYOOS, TOWN	\$75,038	\$75,038	\$0	\$300,153	\$225,115
PEACHLAND, DISTRICT	\$75,165	\$75,165	\$0	\$300,659	\$225,494
PRINCETON, TOWN	\$35,582	\$35,582	\$0	\$142,329	\$106,747
REVELSTOKE, CITY	\$105,316	\$105,316	\$0	\$421,266	\$315,949
SALMON ARM, CITY	\$211,336	\$211,336	\$0	\$845,344	\$634,008
SICAMOUS, DISTRICT	\$43,233	\$43,233	-\$0	\$172,932	\$129,699
SPALLUMCHEEN, TOWNSHIP	\$59,980	\$59,980	\$0	\$239,921	\$179,941
SUMMERLAND, DISTRICT	\$145,758	\$145,758	\$0	\$583,034	\$437,275
VERNON, CITY	\$517,803	\$517,803	\$0	\$2,071,213	\$1,553,410
WESTBANK FIRST NATION	\$127,536	\$127,536	\$0	\$510,144	\$382,608
WEST KELOWNA, CITY	\$464,666	\$464,686	\$20	\$1,858,743	\$1,394,077
	\$5,177,191	\$5,193,667	\$16,476	\$20,774,669	\$15,597,478

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
FROM GOVERNMENT & OWN RESOURCES					
PROVINCE OF BC - PER CAPITA GRANT	\$0	\$0	\$0	\$1,038,411	\$1,038,411
GRANTS - FEDERAL	\$0	\$0	\$0	\$49,000	\$49,000
GRANTS - OTHER	\$0	\$0	\$0	\$6,500	\$6,500
FINES, FEES AND DAMAGED MATERIALS	\$8,914	\$13,125	\$4,211	\$52,499	\$43,585
SPACE RENTALS	\$2,122	\$4,802	\$2,680	\$19,207	\$17,085
PRINTING REVENUE	\$9,615	\$7,494	-\$2,121	\$29,975	\$20,360
KEYCARD REVENUE	\$357	\$62	-\$295	\$250	-\$107
INTEREST AND EXCHANGE	\$110,010	\$46,250	-\$63,760	\$185,000	\$74,990
COPIER REVENUE	\$1,393	\$2,387	\$994	\$9,550	\$8,157
SUNDRY INCOME	\$2,746	\$1,250	-\$1,496	\$5,000	\$2,254
MFA ACTUARIAL , DEBT REDUCTION	\$0	\$86,618	\$86,618	\$346,474	\$346,474
INTER LIBRARY LOANS, NET	-\$225	-\$38	\$187	-\$150	\$75
SUBTOTAL GOVERNMENT & OWN RESOURCES	\$134,934	\$161,951	\$27,017	\$1,741,716	\$1,606,783
TRANSFERS FROM RESERVES	\$0	\$0	\$0	\$726,007	\$726,007
ORL OWNED BUILDINGS, RENT CHARGEBACK	\$227,413	\$0	-\$227,413	\$909,650	\$682,238
TOTAL RECEIPTS	5,539,537	5,355,619	-183,919	24,152,042	18,612,505

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
DISBURSEMENTS					
REMUNERATION AND FRINGE BENEFITS					
REMUNERATION	2,237,957	2,491,931	253,975	9,967,725	7,729,768
FRINGE BENEFITS	448,311	475,133	26,822	1,900,531	1,452,220
WCB	16,729	12,943	-3,785	51,774	35,045
	2,702,996	2,980,007	277,011	11,920,030	9,217,034
RENT AND PROPERTY EXPENSES					
RENT	659,638	669,967	10,329	2,679,868	2,020,230
LTD PRINCIPAL, ACTUARIAL AND INTEREST	772,395	379,619	-392,776	1,518,476	746,081
PROPERTY EXPENSES	531,419	489,938	-41,480	1,959,754	1,428,335
	1,963,452	1,539,524	-423,927	6,158,097	4,194,646
LIBRARY MATERIALS	562,577	421,402	-141,175	1,685,608	1,123,031
OTHER EXPENSES					
BOARD EXPENSES	2,382	5,186	2,804	20,745	18,363
BOOK DEPOSIT GRANTS	0	800	800	3,200	3,200
COLLECTION AGENCY	-211	750	961	3,000	3,211
EQUIPMENT REPAIRS & RENEWALS	9,031	3,661	-5,371	14,642	5,611
INSURANCE	15,764	15,933	169	63,732	47,968
INTEREST & BANK CHARGES	2,560	2,875	315	11,500	8,940
MARKETING & COMMUNICATIONS	16,981	22,495	5,513	89,979	72,998
MEMBERSHIPS	3,300	5,243	1,943	20,972	17,672
PENTICTON LIBRARY FEE	44,220	12,082	-32,138	48,328	4,108
POSTAGE & FREIGHT	11,551	16,843	5,292	67,373	55,821
PROFESSIONAL FEES	16,444	22,586	6,143	90,345	73,901

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR--	VARIANCE -From Annual--
PROGRAMS	10,546	40,683	30,138	162,733	152,187
RECRUITMENT, TRAVEL & SUNDRY	332	4,159	3,827	16,637	16,305
STAFF DEVELOPMENT & MEETINGS	12,032	30,447	18,415	121,786	109,754
SUPPLIES	38,053	39,672	1,619	158,689	120,636
TECHNOLOGY EXPENSES	165,657	151,761	-13,895	607,044	441,388
TELEPHONE & INTERNET	22,199	20,794	-1,406	83,175	60,975
TRANSPORTATION	24,660	35,896	11,236	143,583	118,923
VIRTUAL BRANCH	1,763	2,500	738	10,000	8,238
	397,265	434,366	37,101	1,737,463	1,340,198
DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES	5,626,290	5,375,300	-250,990	21,501,198	15,874,909
CAPITAL EXPENDITURES					
BOOKS AND OTHER PHYSICAL MATERIALS	256,630	333,832	77,202	1,335,327	1,078,697
TECHNOLOGY ASSETS	0	90,443	90,443	361,774	361,774
FURNITURE, EQUIPMENT & OTHER	0	66,203	66,203	264,812	264,812
	256,630	490,478	233,848	1,961,913	1,705,283
TRANSFERS TO RESERVES					
TO BRANCH FURNISHING RESERVE	0	36,250	36,250	145,000	145,000
TO CAPITAL PROJECTS RESERVE	0	28,500	28,500	114,000	114,000
TO IT REPLACEMENT RESERVE	0	77,752	77,752	311,008	311,008
TO NON-OWNED BUILDING MNTC RESERVE	0	8,000	8,000	32,000	32,000
TO OWNED BUILDING MNTC RESERVE	0	15,000	15,000	60,000	60,000
TO STAFF APPRECIATION OR DEVELOPMENT RESERVE	0	375	375	1,500	1,500
TO VEHICLE REPLACEMENT RESERVE	0	6,356	6,356	25,425	25,425
	0	172,233	172,233	688,933	688,933
TOTAL DISBURSEMENTS	5,882,920	6,038,011	155,091	24,152,044	18,269,124
NET DISBURSEMENTS OVER RECEIPTS	-343,382	-682,392	-339,010	-2	343,380

ORL Finance Committee Report – Enhancement Grant

Request for Decision

To: ORL Board
From: Finance Committee
Date: May 15, 2024
Subject: Provincial Enhancement Grant Spending Proposal

Objective: To receive Board approval to spend a portion of the Provincial Enhancement Grant on the professional development and facility improvements discussed below.

Executive Summary:

In spring 2023, the ORL received **\$1,505,872.13** in Provincial Enhancement Grant funding from the Public Libraries Branch. At the September 2023 ORL Board meeting, the Board approved spending \$145,000 of the Enhancement Grant on the following three initiatives:

- a. Migration costs for a new HRIS (\$100,000)
- b. Accessibility compliance (\$30,000)
- c. System-wide DEI training (\$15,000)

These three initiatives total \$145,000. This leaves \$1,360,872.13 of grant funding available. Due to Management Team capacity limits, it has not been possible to gather quotes for apportioning the full remainder of the Grant on specific additional initiatives. Rather, this report proposes to apportion a further **\$272,000** of the Grant on professional development and facility improvement initiatives. A consolidated financial breakdown of this proposal follows the discussion section of the report.

Recommendation:

THAT the Board approve \$272,000 of the Provincial Enhancement Grant be allocated to professional development and facility improvement initiatives.

Discussion:

Professional Development Initiatives:

The Finance Committee proposes that **\$31,000** of the Provincial Enhancement Grant be spent on the following 2024 training and professional development initiatives.

- a. **Innovation Team training** - \$1,000 to train key frontline staff members on MakerSpace technology, including Cricuts and 3D printers. The ORL already owns an extensive array of MakerSpace technology. However, due to the significant rate of staff turnover in the past five years, many staff members now lack the confidence and knowledge to most effectively facilitate public engagement with these technologies.

- b. **Children and Teen Services mini-conference** - \$2,500. The ORL has a long-standing history of co-hosting this mini-conference in partnership with other interior BC library systems such as Penticton, Thompson-Nicola, and Nelson. The conference is a valuable way to train new youth services staff and to networking with our library neighbours. The conference has not run since COVID. Due to inflation and increased travel costs, the ORL will be unable to support this initiative with our standard training budget.
- c. **Cybersecurity training** - \$25,000. A terrifying number of Canadian public libraries have fallen victim to cyberattacks over the past year. Toronto Public Library, which was hit in October 2023, is still operationally crippled and the full scope of the financial hit is estimated in the hundreds of thousands. Social engineering (ie. Staff falling for scams) remains one of the greatest cybersecurity liabilities for organizations. This system-wide training would educate ORL staff on cybersecurity threats and therefore reduce the ORL's vulnerability.
- d. **Marketing and Communications conference** - \$2,500. A prevailing theme from the Strategic Planning input survey was a lack of public awareness about the ORL's services. Due to the ever-shifting face of public media and marketing, combined with the addition of new staff to the Marketing Department, it is recommended that part of the Enhancement grant be invested in professional development for the ORL's Director of Marketing and Communications.

Facility Improvement Initiatives:

The Finance Committee proposes that **\$241,000** of the Provincial Enhancement Grant be spent on the facility improvements below. These initiatives are all within the scope of the new Facility Lead to coordinate and execute. Once this new staff member has settled into their role, they will work to obtain cost estimates for other facility initiatives throughout the system. While the Finance Committee recognizes the desirability of obtaining precise quotes for facility work throughout the system before approving individual projects, this is not a feasible approach. With 30 facilities and a lean Management Team, we are instead prioritizing the most essential projects, and the projects that can be realistically handled by the Facility Lead. It should be emphasized that the Enhancement Grant must be spent within three years of receipt (ie. by May 2026), with the result that decisions must be made in a timely manner to move forward with projects that will benefit our communities.

- a. **Lake Country** - \$30,000 for new circulation desk, wall paint, and furniture (eg. tables and seating). Due to the population growth of Lake Country and the community's under-served position within the ORL's Financial Allocation Model, Lake Country is likely to be slated for a new branch within the foreseeable future. However, in the interim the branch would be improved by a more modern, less cumbersome circulation desk, and by other appealing aesthetic improvements, most of which can be moved into a new facility when the time comes.
- b. **Osoyoos** - \$30,000 for aesthetic enhancements including new children's shelving, and some paint and flooring upgrades. As with Lake Country, Osoyoos is underserved within the ORL's Financial Allocation Model. The branch is not in terrible repair but would benefit from overdue aesthetic improvements.
- c. **Keremeos** - \$20,000 for mobile shelving. Keremeos is a small branch that operates in a community with a great appetite for public programming. The branch does not have a separate programming or meeting space. Equipping the branch with mobile shelving will increase staff capacity to offer large-scale, flexible programs to meet community needs.
- d. **Silver Creek** - \$49,000 for new shelving and flooring. Silver Creek's current shelving is plywood and is falling apart to such a degree that books and other materials frequently fall into the cracks and are lost. The current carpet is decades-old, stained, and peeling in many places. This branch is in an embarrassingly deplorable state.

- e. **Salmon Arm** - \$40,000 for new flooring. The carpet tiles in Salmon Arm are lifting throughout the branch. As we are currently in the process of equipping Salmon Arm with new shelving, this would be the logical year to also replace the floor.
- f. **Cherryville** - \$2,000 for a hot water tank. Cherryville has been operating without hot water for as long as the Management Team is aware. This is not an acceptable working environment for staff. \$2,000 would cover the purchase and installation of a hot water tank for the branch.
- g. **Headquarters** - \$70,000 for LED lighting upgrades. HQ is one of the few facilities the ORL owns and has been overdue for a lighting upgrade for many years. Investing in LED lighting throughout the facility will save the ORL money in the long run, due to increased energy efficiency.

Financial Considerations:

Initiative	Cost
Professional Development	
Innovation Team MakerSpace training	\$1,000
Children and Teen Services mini-conference	\$2,500
Cybersecurity training	\$25,000
Marketing and Communications conference	\$2,500
Professional Development subtotal:	\$31,000
Facility Improvements	
Lake Country (circulation desk, paint, and furniture)	\$30,000
Osoyoos (aesthetic enhancements)	\$30,000
Keremeos (mobile shelving)	\$20,000
Silver Creek (complete shelving and flooring)	\$49,000
Salmon Arm (flooring)	\$40,000
Cherryville (hot water tank)	\$2,000
Headquarters (LED lighting upgrade)	\$70,000
Facility Enhancements subtotal:	\$241,000
TOTAL:	\$272,000

Strategic Alignments:

The above initiatives support the following two Goals in the ORL’s 2024-2029 Strategic Plan:

1. Offer a welcoming, inclusive space to gather and connect.
2. Strive for organizational and service excellence.

Respectfully submitted by:

Danielle Hubbard, Chief Executive Officer, Okanagan Regional Library

To: ORL Board
From: Policy and Planning Committee
Date: May 15, 2024
Subject: **Financial Policies**

Voting Entitlement: *Unweighted vote – Simple majority*

Purpose: To apprise the Board of the ORL's current financial policies, and to recommend a collaborative approach to updating and supplementing these policies, taking the ORL's Financial Allocation Model into account.

Executive Summary:

The ORL has an array of policies pertaining to financial management and decision-making. The two relevant sections of the *Board Policy and Regulations* manual are *Section IV: Facilities Guidelines* and *Section XI: Finance*. Both sections are discussed below. In 2012/2013, the ORL introduced the *Financial Allocation Model Analysis (FAMA)*, a system for tracking revenues and expenditures across the system. However, none of the ORL's extant policies address FAMA. As a result, it is unclear to what degree FAMA calculations should dictate, determine, or inform service levels and spending decisions on a go-forward basis. It is also unclear where the decision-making line lies between the ORL Board and ORL Management. As populations increase throughout the ORL service area, it is recommended that ORL financial policies be reassessed and that new policies be created with a mind towards equity and organizational growth. This report:

- A. Explains the ORL's funding model;
- B. Explains the genesis and current state of FAMA;
- C. Summarizes the ORL's existing financial policies and their gaps; and
- D. Recommends the creation of FAMA-specific policies as a collaborative endeavour between the Policy and Planning Committee and the Finance Committee.

Recommendation:

THAT the Board approve a meeting of the Board Chair, Policy and Planning Committee Chair, Finance Committee Chair, CEO, and CFO to reassess the ORL's existing financial policies and the parameters for a financial allocation policy.

Respectfully submitted by: Danielle Hubbard, CEO.

Attachment(s):

1. BC Public Library Act [BC Library Act](#)
 2. Section IV: Facilities Guidelines [Policy Section IV: Facilities Guidelines](#)
 3. Section XI: Finance [Policy Section XI: Finance](#)
 4. Financial Allocation Model Analysis [FAMA 2013](#)
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Discussion:

A. Funding model:

The ORL operates 30 branches, spread between four regional districts (RDOS, RDNO, RDCO, and RDOS). In accordance with the *BC Public Library Act*, the ORL receives most of its funding from municipal levies, calculated on a per capita and land valuation basis. The City of Kelowna levy constitutes approximately 40% of the ORL's annual operating budget. There is no language in the *Public Library Act* dictating how the operating budget should be allocated between the constituent communities. Prior to 2012, allocation decisions and service levels were made largely at the discretion of the CEO and CFO.

B. Financial Allocation Model Analysis:

In 2012, the ORL Board contracted the auditing firm Grant Thornton to conduct a Financial Allocation Model Analysis (FAMA). Grant Thornton analysed how much of the ORL's annual operating budget was being spent on provision of library services in each of the ORL's member communities and compared these figures against the municipal levy (revenue) figures from each community.

Grant Thornton found that some communities were "under-served," contributing more levy revenue than what they were receiving in provision of services. Other communities were "over-served," receiving higher levels of service than what their levy could support.

Grant Thornton's report was delivered to the ORL Board in 2013. The Board directed ORL Management to correct the disparities FAMA revealed. Resultantly, open hours and staffing levels were reduced at "over-served" branches and increased at "under-served" branches. This process took several years, taking advantage of natural retirements and resignations where possible. The morale impact was still significant and negative in many areas of the system.

From 2013 onwards, the ORL's CFO tracks revenues and expenditures to ensure approximate alignment with FAMA. It should be noted, however, that no extant ORL policy mentions FAMA, let alone articulates to what degree FAMA calculations should be used to dictate, determine, or inform decision making.

C. Existing financial policies:

The ORL has two areas of written policy that pertain to financial management and decision-making: *Section IV: Facility Guidelines* and *Section XI: Finance*.

Section IV: Facility Guidelines: These policies specify the physical size of library branches, public open hours, and service levels based on the population of the community served. The problem is that there is no mention of FAMA (ie. operational costs vs. funding levels) in these policies. In some instances, *Facility Guideline* specifications contradict FAMA parity. Secondly, the *Facility Guidelines* do not account for the service needs of communities with populations over 50,000, a threshold that some of our communities have exceeded or are likely to soon exceed. Thirdly, the *Facility Guidelines* make no reference to staffing levels, which has resulted in inconsistent workloads and levels of staffing throughout the system.

Section XI: Finance: These policies speak to the ORL's financial governance practices, including budgeting, leasing of facilities, and the management of reserves and capital expenditures. While this section of written policy is not necessarily in contradiction of FAMA, neither do these policies make any mention of FAMA.

D. Collaborative Policy Creation

It is recommended that the Policy and Planning Committee work collaboratively with the Finance Committee to:

- a. Reassess and update the ORL's *Facility Guidelines*;
- b. Reassess and update the ORL's *Finance* policies; and most importantly
- c. Create written policies clarifying the role of FAMA (or a synonymously titled financial allocation system) in the ORL's financial decision-making processes.

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

G. BRANCH FURNISHINGS AND EQUIPMENT

The Library provides equipment, furniture, and fixtures in the staff areas of a branch. All Headquarters equipment is purchased by the Okanagan Regional Library. All equipment and furnishings must meet the ergonomic standards set by the Workers’ Compensation Board of BC.

NEW BRANCHES | MAJOR RENOVATIONS

The constituent unit in which the Library branch is located is responsible for funding the original purchase cost of any furniture and fixtures necessary to provide library service in the public area of their branch. This shall apply to newly constructed and substantially renovated spaces. Such furnishings and fixtures shall become the property of the Library, and shall be capitalized and amortized on the financial statements of the Library, as per Library accounting policies.

In such a case, the constituent unit in which the library branch is located may approach surrounding neighbours who use this branch, to share in these costs as branch service areas may include parts of more than one constituent unit. Branch usage information is available to assist with this process to ensure that each constituent unit’s share of furniture and fixture cost reflects relative usage of a branch. Such arrangements are between the constituent units, independent of the Library.

ONGOING MAINTENANCE | REPLACEMENT

In the case of day-to-day maintenance and replacement of existing public furniture and equipment the ORL is responsible. The ORL will use funding from the branch furniture and equipment budget to address these needs as they arrive.

The branch furniture and equipment budget funds an active operating reserve, which can be used for the purchase of furnishings, equipment, or minor facilities improvements in library branches. Where appropriate, the ORL will pursue bulk purchasing to reduce costs. While recognizing that purchasing may be project based or cyclical, the general intent will be to maintain all branches at an equitable level and ensure that spending is fairly distributed over time and reflects local inputs. To this end, spending will be tracked and reporting will be available during the annual budget process. Project and purchasing priorities will be determined by operational needs, board policy, and approved strategic or facilities plans.

H. BRANCH EXTERIORS

1. Each branch should have a welcoming exterior with signage that is visible from a distance of 50 feet or 15.24 meters. Should a branch be closed all signage shall be removed.
2. Exterior signage will be consistent in colour, font, and wording, and include the ORL logo incorporating the words "Okanagan Regional Library" and the name of the Branch, as determined by the Okanagan Regional Library Board. All branches must be wheelchair accessible. Access should include a fully automated door at the public entranceway, or at a minimum, a handicapped access button.
3. All branches must have a non-public exterior door with a loading zone so that the Library van has easy access to the branch. This exit will also be used as an emergency exit. In larger branches, a loading dock is required.
4. Branches should have exterior access through book slots into a fireproof book drop room, or a flameproof locking book drop, so that library users may return books when the Library is closed. Ease of access for library customers and staff to these book drops is important. Drive up access to book drops is preferred.
5. Exterior lighting for safety and convenience is required.
6. Landscaping should not create concealed areas that are prone to vandalism, or require excessive maintenance. Xeriscaping will be used wherever possible.
7. Adjacent parking – the Library requires one parking space per 250 square feet or 23.2m² of building space for most branches. Branches-over 10,000 sq. feet or 929 sq. meters require one parking space for each 400 sq. feet or 37.2 sq. meters of building space. Additional designated staff parking is preferred. Parking lots should be paved. Bicycle racks should be provided at each branch.
8. The basic module for constructing libraries should be 30 feet by 30 feet or 9.144 meters by 9.144 meters.

I. BRANCH INTERIORS

1. Branch interiors should be welcoming and attractive. Branch interiors should be safe, comfortable, and convenient for the public and for staff. Interiors are designed to allow for flexible use, to accommodate changing technology, and reflect to changing community needs.
2. The facility must be efficient and flexible, with a minimum of structural barriers and irregular geometry. Extensive and easy access to power and data throughout the building is required.
3. The facility must be fully wheelchair accessible for both staff and public, as per the B.C. building code.
4. Facilities will have non-slip flooring. Branch size, acoustics, and local weather conditions are considered in choosing branch flooring.
5. Lighting in book stack areas must be evenly distributed from the end of one book stack area to the other, and from the top to the bottom of the book stack. A minimum of 50 to 60-foot candles are required at desk height.
6. Northern natural light is preferred. South, east, and west windows may be reduced in size, changed in shape, or may require exterior shading, blinds, or window tinting to reduce glare and heat gain.
7. An HVAC system is required for each facility.
8. Each branch should have a staff room and staff toilets appropriate for the number of staff in the branch.
9. Each branch has an area specifically designated for the shipment of library material,
10. Interior signs are highly visible and of uniform design.
11. Libraries should be a single floor, at ground level. Libraries over 20,000 square feet or 1,858 sq. meters may be considered for a second floor.

SECTION XI: FINANCE

A. UNEXPENDED MONIES

Any unexpended monies allocated to library materials in a fiscal year shall be moved to a materials reserve fund for the following fiscal year. Conversely, should the library materials accounts be over expended in any fiscal year, the over expenditure would be covered from reserve funds.

B. REALLOCATION OF FUNDS

Once the budget is adopted, there shall be no reallocation of funds before the end of June. Any reallocation of funds before the year-end is to be made only with the prior approval of the Board's Executive Committee.

Once the Board has approved the Budget, the tax levy apportionment will not be changed within the Board's fiscal year.

The Board will not entertain any application to revise a constituent unit's tax levy unless that revision amounts to more than 25% of the constituent unit's library tax levy for that particular year.

C. TENDER FOR FINANCIAL SERVICES

The Board shall go out to tender for all financial services on a five-year cycle. Such services to include auditing, banking, and insurance.

D. SPECIAL SERVICES

Should any group request special services from the Board, such special services may be contracted for on a cost recovery basis, subject to operational requirements of the Library.

E. BUDGET PLANNING CYCLE

The ORL uses a three-year budget planning cycle. The ORL Finance Committee oversees the annual development of a three-year budget plan. This plan would generally be developed beginning from existing operations and using the best available information adjusting for currently known commitments, operational adjustments, anticipated budget needs, likely future plans and other necessary adjustments for the next three years.

This plan will be presented to the Board each budget cycle for approval. The first year of the approved plan will become the approved budget for the following year and determines the approved member tax assessments for that budget year.

F. BUILDINGS

General

The Library Board may lease or own library facilities, based on the best business case.

Lease costs for Library branches owned by constituent units will be paid to the owning constituent unit based on the Board's appraiser's triennial valuation of the market rental rate.

Operating costs of such branches will be negotiated annually between the Board and the constituent unit, based on the verified actual cost of operation during the previous year.

The Board shall go out for quotations for the branch rental appraiser contract on a six-year cycle.

At the completion of the quotation process, staff is authorized to select the Board's appraisers.

Intent to Lease

Any new branch facility is planned in accordance with Library Board goals as set out in Board policy (Section IV: Branch Guidelines).

Some Library branches are leased from constituent units, from other institutions, or from the private sector.

All lease rates will be based on the market rental rate of the property. Where the Board leases property from a constituent unit, the Board will pay a rate based on the Board's market rental appraisal, done once every three years.

In the matter of a dispute over the market rental rate of the property at the time of the appraiser's report, the constituent unit may have another appraisal completed at its own expense. Any difference between the appraisals will then be looked at by Library administration and the constituent unit and should it be necessary, an arbitrator will be chosen by both parties; cost of the arbitration will be the constituent unit's expense. Any changes to the market rental rate will come into effect in the following fiscal year.

Lease Approval Levels

Provided that there will be no current overall impact on the Board's budget, and the ongoing impact on the budget is less than Ten Thousand Dollars (\$10,000), the Chief Executive Officer may approve branch location changes.

Where the budget impact is more than Ten Thousand Dollars (\$10,000) or more, a letter of intent to lease requires Board approval.

Branch Utilities

The Board requires separation of utility meters with respect to any shared facility.

Operating costs of branches will be negotiated based on the verified actual cost of operation during the previous year.

Factors in Facility Reviews

In reviewing the building, the following aspects should be considered:

1. Location/Legal Description
2. Sketch/Plan of Interior and Exterior
3. Size/Layout
4. Quality of Construction:
 - Materials (basic wood frame, concrete block, cement pad)
 - Number of Storeys
 - Elevators
 - Insulation
 - Windows
 - Caulking
 - Roofing
 - Heating/Air Conditioning
 - Load Factors
 - Other.

Interior:

- Wiring
- Plumbing
- Partitioning
- Lighting
- Flooring
- Wall covering
- Communications hook-ups
- Wall Coverings
- Windows
- Window Coverings
- Fixtures
- Wheelchair Accessible
- Security
- Other

Exterior:

- Entrance/Exits
- Landscaping
- Wheelchair accessibility
- Lighting
- Parking
- Delivery/Loading
- Signage
- Finishes

G. AUDITOR

The Finance Committee shall meet with the Board's auditor prior to the audit and at such other time or times, as it deems necessary.

H. RESERVE FUNDS

In each year where the Board approves a five-year capital budget, authority is granted to spend equipment reserve funds and automation reserve funds in accordance with the current five-year capital budget.

Equipment is defined as vehicles, furnishings for new branches.

Acquisition and replacement of capital equipment to an amount of Five Thousand Dollars (\$5,000) shall be funded from operating funds.

Acquisition and replacement of capital equipment with a value in excess of Five Thousand Dollars (\$5,000) shall be funded from reserve funds.

Proceeds from the sale of equipment are to be credited to the reserve fund.

Any unspent amounts in the photocopier budget shall be used to establish a reserve fund for photocopiers.

The Board will fund reserves to ensure that adequate funds are available when capital items need to be purchased, maintained, or replaced. In addition, the Board will maintain a contingency reserve.

I. VEHICLE REPLACEMENT

Cars shall be replaced on a five-year basis.

J. CAPITAL EXPENDITURES

Purpose is to specifically identify authority with reference to the purchase of capital items.

In each year where the Library Board approves a current year operating and capital budget and five-year capital budget, authority is granted to spend capital funds in accordance with the current year budget only and for items specifically identified in this budget.

If a surplus is realized after the current year's capital items have been acquired as identified in the current budget, the Chief Executive Officer may approve purchases up to Ten Thousand Dollars (\$10,000) worth of items listed in other years of the plan. Purchase of items amounting to more than Ten Thousand Dollars (\$10,000) must be approved by the Finance Committee.

K. FINANCIAL INFORMATION ACT

That in the matter of the Financial Information Act, the Finance Committee represents the Okanagan Regional Library Board and shall approve all of the statements and schedules filed under the Act.

L. PURCHASING

Where goods or services to be purchased are contained in a current budget approved by the Board, the general practice to be followed shall be:

- Purchases not exceeding Five Thousand Dollars (\$5,000): By obtaining verbal or written competitive quotations.
- Purchases over Five Thousand Dollars (\$5,000) but not exceeding Twenty-Five Thousand dollars (\$25,000): By obtaining written competitive quotations, all of which will be opened at the same time.
- Purchases over Twenty-Five Thousand Dollars (\$25,000): By public tendering process.

M. PURCHASING AWARDS

Awards for goods or services shall be made on the basis of the lowest evaluated tender or quotation: that is, the tender meeting the specifications at the lowest overall cost to the Library, as determined by the Chief Executive Officer, considering such factors as suitability, price, availability, service, disposal value, etc.

Where price and all other things are equal, preference shall be given to a supplier operating within the geographical boundaries of the Okanagan Regional Library.

A listing of bids and amounts shall be attached to any recommendation for goods or services going forward to the Library Board.

N. PURCHASING AUTHORITY

The Chief Executive Officer's approval is required for all purchases over Five Thousand Dollars (\$5,000). The Finance Committee's approval is required for:

- All purchases over Twenty-Five Thousand Dollars (\$25,000);
- All purchases over Ten Thousand Dollars (\$10,000) that are other than the lowest evaluated tender or quotation.

An unbudgeted new capital purchase of up to Ten Thousand Dollars (\$10,000) will require full Finance Committee approval.

An unbudgeted new capital purchase of more than Ten Thousand Dollars (\$10,000) will require full Board approval.

O. EMERGENCY PURCHASES

In emergency situations, formal documentation and approvals may be required after the fact but shall be obtained as soon as practicable.

P. LIBRARY GRANTS TO RURAL COMMUNITIES FOR THE PURPOSE OF SUPPORTING A BOOK DEPOSIT

The Okanagan Regional Library may make annual grants to rural communities with a population of between 500 and 1499 residents, for the purpose of providing supplemental library service to a community, on the condition that the community provides a book deposit available to everyone in the named community, and there is no other book deposit in that Electoral Area. Book deposits in existence as of January 1, 2013 will not be denied a grant unless their census population falls below 60.

Applications for book deposit grants must be addressed to the ORL Board for approval. Applicants must show that the book deposit envisioned will match the Board's criteria for a book deposit.

A partnership agreement must be signed on behalf of the Regional District by the Chief Administrative Officer of the Regional District, the Rural Area Director, and the Community Association President, and on behalf of the Library Board by the Board Chair and the Chief Executive Officer of the library.

A book deposit supplements library branch services by providing books and other library materials to community residents and may be staffed by community volunteers. Book deposits are not required to keep circulation records or follow ORL policies in other matters. Book deposits must be at least 20 kilometers from the nearest ORL branch or book deposit. Book deposits are independent of the ORL and the ORL will not be legally or otherwise liable for any of their activities, in-activities, or operations.

The annual grant shall be based on a grant of \$2 per person in the named community in which the book deposit is located, to a maximum of \$2000. Annually, the community association will receive the grant, pay it out to book deposit volunteers as needed, review an annual report of book deposit expenditures, and forward their review to the ORL Board.

In addition to the grant, the ORL will fund one exterior sign. Book deposit volunteers are required to post the sign on the exterior of the building in which the book deposit is located. It shall include the ORL logo, and say "Okanagan Regional Library Book Deposit" and the name of the community.

Should the community decide to close the book deposit, the community association shall inform all parties to the partnership agreement. The ORL exterior sign shall be removed.



To: ORL Board

From: Policy and Planning Committee

Date: May 15, 2024

Subject: **Internet Policy**

Voting Entitlement: *Unweighted vote – Simple majority*

Purpose: To discuss a recent patron complaint about the ORL's *Internet* policy and to recommend that the current policy be upheld.

Executive Summary:

The ORL provides Internet access at all locations. Although access is largely unfiltered, our IT Department does maintain blocks on illegal content, discussed below. Filtering software is not perfect, however, and does not always block the intended content.

The ORL occasionally receives patron complaints about individuals accessing “inappropriate” content – either content that we have attempted to filter, or content that the specific patron finds subjectively offensive. Such a complaint was received on March 20, 2024, with the request that the ORL's *Internet* policy be referred to the Board. This report explains the rationale for the ORL's *Internet* policy and recommends that the current policy be upheld.

Recommendation:

THAT the Board uphold the ORL's current *Internet* policy and direct Management staff to respond to the March 20th patron concern accordingly.

Respectfully submitted by: Danielle Hubbard, CEO.

Attachment(s):

1. Section VI: Services, I. Internet [Policy Section VI: Services, I. Internet](#)
2. ORL Strategic Plan 2024-2029
3. Section V: Materials, B. Intellectual Freedom [Policy Section V: Materials, B. Intellectual Freedom](#)
4. Patron correspondence, March 20, 2024

Discussion:

ORL's Internet Policy:

The *Disclaimer* portion of the ORL's *Internet* policy states that:

"The Internet is an unregulated worldwide environment. It contains information and opinions that range from reliable and authoritative to controversial and extremely offensive. Some information found on the Internet may not be accurate, complete, or current, and each user must assess the validity of the information found. The Library does not monitor and has no control over Internet content. The Library is not responsible for damages, fees or security associated with the use of the Internet. The Library cannot guarantee security and confidentiality of any transaction, particularly e-commerce transactions."

Filtering software:

The ORL currently endeavors to maintain Internet filtering blocks on illegal content, not on subjectively "inappropriate" or "offensive" content. The list of blocked topics are: *proxy avoidance; child sexual abuse; pornography; peer-to-peer file sharing; malicious websites; phishing; and spam URLs.*

It must be emphasized that filtering software is not entirely reliable. Terminology is continually shifting and does not take context into account, thereby allowing many specific sites to circumvent filtering parameters. To increase the ORL's filtering efforts would be costly – both in terms of licensing and staff time – questionable in effectiveness and contradict the ORL's commitment to intellectual freedom.

Intellectual Freedom:

While some public libraries do utilize filtering software to a greater extent than does the ORL in an attempt to block "inappropriate" sites, the Policy and Planning Committee recommends such a practice not be adopted on the grounds of intellectual freedom, which is one of the guiding values of the ORL.

As stated in the ORL's *Strategic Plan Framework 2024-2029*, "We champion access to information and exposure to diverse points of view." This value is echoed in the ORL's *Materials* policy, which states:

"The Okanagan Regional Library endorses the *Statement of Intellectual Freedom and Libraries* adopted by the Canadian Federation of Library Associations...[which]...include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers."

While the Policy and Planning Committee acknowledges the problematic nature of offensive Internet content, it is not the Library's role to be a moral arbitrator, and it must also be recognized that filtering is not a guarantee against access to illegal content. Library staff are empowered to ask patrons to desist or leave the branch if their activities are overly disruptive to other library users.

Conclusion:

Considering the ineffective nature of filtering software – and more importantly, the ORL's commitment to the value of Intellectual Freedom – it is recommended that the Library's current *Internet* policy be maintained.

SECTION VI: SERVICES

I INTERNET

Internet Access

The Okanagan Regional Library provides free Internet access in each branch library, as a part of its goal to provide to all residents cultural, educational, and recreational resources. Access may be provided through Internet workstations in a branch, or through wireless connections for laptop users.

Disclaimer

The Internet is an unregulated worldwide environment. It contains information and opinions that range from reliable and authoritative to controversial and extremely offensive. Some information found on the Internet may not be accurate, complete, or current, and each user must assess the validity of the information found. The Library does not monitor and has no control over Internet content. The Library is not responsible for damages, fees or security associated with the use of the Internet. The Library cannot guarantee security and confidentiality of any transaction, particularly e-commerce transactions.

Access

Decisions regarding the number and placement of Internet workstations will be made on the basis of space availability, telecommunications capability, overall library priorities, and available funding.

Patron login (library barcode and password) may be required for Internet use. Internet access for non-library members is allowed, depending on availability, through "internet only" cards.

Daily time limits on the use of workstations are in use, to assist the library to meet customer demand.

As filters are not foolproof, and each person's values are different, the library does not provide a commercial content filter on Internet workstations.

Parental Responsibility and Child Safety on the Internet

Parents or legal guardians are responsible for their children's use of the Internet. Parents are encouraged to work closely with their children in selecting and viewing material that is consistent with personal and family values and boundaries.

Information Storage

The Library does not store information on an individual's use of the Internet, online databases, or other products, except for generic statistics used to measure the overall use of Internet access, and for planning any changes in the service provided.

Restrictions

1. Internet users are subject to federal and provincial legislation related to Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition, and the incitement of hatred, and the Canadian Copyright Act.
2. The Library's computers are located in public areas shared by Library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider other Library users when accessing the Internet from public workstations. Library staff members are authorized to ask Internet users to stop using the Internet if they are disturbing others.
3. Internet users must respect the legal protection provided by copyright and the licensing requirements of programs and data.
4. Users must not violate the privacy of any other user.
5. Users must not install software or run any programs on the Library's computer equipment that has not been installed by Library staff. Users should not develop or use programs that infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computing system.
6. No alteration, damage or destruction of the Library's computer hardware is permitted.
7. Users must use their own Library card and PIN to access to the Internet, and may not use a card belonging to someone else, even with that person's permission. Library cardholders will be held responsible for any misuse of the workstations caused by any person logged in on their card. Accordingly, users must not permit others to use their card or learn their password. Users must log out at the end of every session.

Access to the Internet may be denied, when users do not comply with these policies.

ORL Strategic Plan Framework

Our Vision

A vital community space for learning, connecting, and exploring.

Our Mission

We foster imagination and creativity, inspire life-long learning, and create community connections.

Our Values

Collaboration and Strong Relationships

- We collaborate with community partners and facilitate connections.
- We listen, learn, and build relationships with Indigenous communities.

Equity, Diversity, and Inclusion

- We reflect the diversity of our communities and welcome all patrons.
- We provide equitable access to, and support all forms of, literacy.

Exceptional Customer Service

- We go above and beyond to help patrons learn, discover, create, and connect.

Intellectual Freedom

- We champion access to information and exposure to diverse points of view.

Organizational Responsibility

- We are responsible with our resources and strive to operate our libraries in a sustainable manner.
- We are honest, transparent, and accountable with our public, our staff, and our stakeholders.

Responsiveness

- We strive to understand and reflect the diverse needs of the people we serve.
- We respond to societal changes, natural disasters, and emergencies.
- We embrace change, are innovative, and are creative problem-solvers.

Goals	Cultivate learning, literacy, creativity, and imagination	Offer a welcoming, inclusive space to gather and connect	Embrace local heritage and culture	Develop and nurture community partnerships	Strive for organizational and service excellence
<p>We commit to:</p>	<ul style="list-style-type: none"> • Foster the joy of reading and life-long learning. • Grow our collections, programs, services, and spaces to advance learning and literacy. • Offer hands-on creativity, skills-development, and maker-space opportunities. • Embrace technology and grow digital literacy. • Represent diverse voices and cultures. • Broaden the reach of the library beyond its physical branches. • Engage those who are not regular library users. • Spark imagination. 	<ul style="list-style-type: none"> • Optimize our spaces for flexible uses – quiet activities as well as social connections. • Provide services and supports for disadvantaged / vulnerable community members. • Expand our outreach to different demographic and equity-seeking groups to welcome them to our libraries. 	<ul style="list-style-type: none"> • Represent and highlight Indigenous culture, histories, and knowledge. • Showcase local talent including artists, writers, musicians, and filmmakers. • Offer and actively celebrate local community events. 	<ul style="list-style-type: none"> • Deepen connections with community organizations and Indigenous groups. • Facilitate connections between our patrons and community organizations. • Engage and communicate with our community members. • Collaborate with partners to offer diverse programs. • Work with our local governments to integrate library planning with municipal planning and budgeting processes. 	<ul style="list-style-type: none"> • Provide opportunities for staff to connect with each other, share knowledge, and build on successes. • Reduce our environmental impact. • Foster a culture of service innovation and adaptability. • Provide ongoing staff training and development. • Empower staff to serve our patrons’ needs. • Ensure all branches best meet access needs of patrons. • Create and revise processes to optimize service efficiency and user experience. • Measure and evaluate performance.

SECTION V: MATERIALS

B. INTELLECTUAL FREEDOM

The Okanagan Regional Library endorses the Statement on Intellectual Freedom and Libraries adopted by the Canadian Federation of Library Associations.

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

The library collection also should be representative of a diverse and inclusive population, as reflected by the Canadian Federation of Library Association's Position Statement on Diversity and Inclusion:

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

Internet access and use is covered by the Library's Internet Use policy

From: "Patron"
Sent: Wednesday, March 20, 2024 5:51 PM
To: "ORL Staff"
Subject: Re: Governors set in place at vernon library

On Wed, Mar 20, 2024 at 5:16 PM "Patron" wrote:

Oh in addition my daughter saw porn videos that that guy was watching and pictures of men's genitalia . She was exposed to porn as a 11 year old without inviting it .

On Wed, Mar 20, 2024 at 5:09 PM "Patron" wrote:

Hi i am wondering if you can forward this email to the board of directors.

My name is "Patron" and i worked for Correctional Services for 13 years. One of the problems we had in the early 2000's was that our released sexual offenders on probation , when released, would go to libraries and breach their parole order daily. Once surrey and Fraser valley set up proper internet governors, as well as blocks on child pornography, this issue ended. I just found that ORL has no safety governors in place. Anyone can use a guest pass and access Kiddie porn, dating websites, as well as xxx sites with adults performing sexual acts. Because there is no traceable IP address, the offender cannot be charged for breaching parole.

I have a second worry. My daughter is 11. She can currently access Tinder, Bumble, xxx sites etc on your library computer. At home i have blockers in place. I just found oyt ORL does not.

I am wondering if you can review Fraser Valleys and Surrey's up to date internet policies and line up our ORL policies with theirs.

I am pretty upset to find the lack of search engine governors at ORL given the fact that sexual predators and pedophile do in fact reside in the area of Vernon and do in fact target libraries that do not have search governors in place .

I am also upset that my 11 year old daughter can access Kiddie Porn, graphic sexual images, and dating websites at the library- a place thats supposed to be safe for a child to go to after school to pick up books.

I know i changed the pin today on our library cards, but my 11 year old daughter can still grab a guest pass.

At age 11 i do not monitor her activities 100 percent. At age 11 a parent cannot do that if they are . However, a library can set up governors in place to discourage sexual predators from coming and using our Libraries assisting them with open arms, enabling them, and encouraging them to putright break the law and breach their parole orders.

In fact..as im writing this letter , my 11 year old just pointed out that the old man in a cap at 5 pm sitting behind me on the upper floor is looking at porn . My daughter just took the picture showing the guy he was watching porn. Sje is under sge. She saw pictures of sexual acts. You cannot see his face in the photo that my 11 year old took

Warmest regards,

"Patron"

ORL Board Report

Request for Decision



Item 8

To: Okanagan Regional Library Board
From: Danielle Hubbard, Chief Executive Officer
Date: May 15, 2024
Subject: CEO Report

Voting Entitlement: *Unweighted vote – Simple majority*

Purpose: To update the Board on the operational and strategic activities of the ORL and to receive approval of the *2024 – 2029 Operational Plan*.

Executive Summary:

The CEO Report is a quarterly summary of operational and strategic activities at the ORL. The *2024 – 2029 Operational Plan* flows from the *Strategic Planning Framework* that was approved by the Board in February 2024. On a go-forward basis, the CEO will include operationally planning updates as a standing item on the CEO Report.

Recommendation:

THAT the CEO Report be received for information.

THAT the *2024 – 2029 Operational Plan* be approved.

Respectfully submitted by: Danielle Hubbard, Chief Executive Officer

Attachment(s): *2024 – 2029 Operational Plan*.

Considerations:

Leadership & Strategy

- The *2024 – 2029 Operational Plan* has been developed and is attached. The Directors of Public Services are working with staff to develop branch-specific plans throughout the system.
- The ORL was well represented at the BC Library Association Conference, with three members of the Management Team and several other staff members delivering presentations.
- Danielle is more than halfway through delivering the ORL's 2024 council presentations.
- Meetings of the Finance Committee, Strategic Planning Committee, and Policy and Planning Committee have occurred since February, with Management Team support.

Facilities

- The new West Kelowna branch is tentatively set to open on June 3.
- The new Lumby branch is anticipated to open before the end of the fall.
- North Shuswap's temporary "pocket branch" opened on April 16 to great local fanfare.
- Revelstoke's long-suffering renovation is complete. The extended space opened in early April.

Human Resources

- Negotiations with the Canadian Union of Public Employees are complete and await Board approval.
- UKG, the ORL's new payroll system, is anticipated to be ready to launch sometime over the summer.
- New Assistant Community Librarians were trained and onboarded in April.
- Management and PEA are collaborating to update the ORL's recruitment process for professional staff.
- Staff-wide SOGI (sexual orientation and gender identity) training is taking place in May.

Public Services

- Preparations for Summer Reading Club are underway, promising much fun, learning, and excitement.
- In response to the opioid crisis, Naloxone procedures have been introduced system wide.
- Emergency Response procedures will be reassessed and updated in preparation for wildfire season.
- Thanks to a grant obtained in collaboration with UBCO, we are recruiting a temporary Accessibility Research Librarian to develop an accessibility audit tool for the ORL.
- A two-day Public Services Supervisors meeting was held in March.

Information Technology

- Preparations are underway for the September Security Audit.
- The IT Department is working hard to equip our new facilities with hardware and connectivity.
- Jeff, our CTO, has been on the Planning Committee of BCLA's IT Pre-Conference for the past six years.
- The ORL's eResources continue to expand. CodeCombat, an interactive resource geared towards teaching children how to program, was launched this spring.

Marketing and Communications

- A new Graphic Designer has been recruited. A Copywriter will soon be added to the department.
- A Marketing Materials Working Group has been formed to ensure alignment between the Marketing Department's activities and branch-level promotional needs.
- A community engagement brainstorming session was held at the spring Public Services Meeting.
- Our Marketing and Communications Director continues to support local non-profits and other public libraries in managing their communication strategies surrounding Drag Story Time events.

ORL STRATEGIC PLAN – Operational Plan

2024 - 2029

May 15, 2024

Abbreviations:

ASM	Administrative Services Manager
CEC	Community Engagement Coordinator
CEO	Chief Executive Officer
CLAC	Community Learning & Assessment Coordinator
CTO	Chief Technology Officer
DHR	Director of Human Resources
DM&C	Director of Marketing and Communications
DPS	Director of Public Services
Head Col. Dev	Head of Collection Development
Head Tech Serv	Head of Technical Services
HRA	Human Resources Assistant
OH&SO	Occupational Health & Safety Officer
Y Col. Sys Lib	Youth Collections/ System Librarian



GOAL 1

Cultivate learning, literacy, creativity, and imagination

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
MAKERSPACES	1 & 5	DPS CTO CLAC	2025	Door counts Usage stats on equipment Qualitative feedback	<ul style="list-style-type: none"> Evaluate the efficacy of the ORL’s current MakerSpaces Adjust delivery model as needed Add more MakerSpaces or Maker technologies as appropriate

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
ENGAGING SPACES	1 & 2	DPS Branch Leaders	Started in 2024. Ongoing.	Door counts Programming stats	<ul style="list-style-type: none"> • Train staff to facilitate self-directed learning experiences for patrons • Involve the ORL's Teams (Innovation, YS, AS, Queer Advisory) • Largely to be accomplished at the branch level
ALTERNATE COLLECTION EXPANSION	1	DPS Head Col. Dev. CLAC	Started in 2024. Ongoing.	Number of Library of Things kits Borrowing stats	<ul style="list-style-type: none"> • Expand on Library of Things • Leverage community partnerships
DATA DRIVEN COLLECTION MANAGEMENT	1	DPS Head Col. Dev Y Col. Sys Lib	Started in 2024. Ongoing.	Circulation stats Reduce staff time spent moving materials	<ul style="list-style-type: none"> • Leverage and implement Collections HQ • Explore and implement other options for more strategically managing our collections
INCREASE ACTIVE MEMBERSHIPS	1 & 5	DPS DM&C	Started in 2023. Ongoing.	Active membership stats	<ul style="list-style-type: none"> • Annual Card Drive • Patron communications to encourage renewals • Initiatives for keeping patrons engaged and informed
SYSTEM WIDE PROGRAMMING	1 & 5	DPS DHR System Librarians	2027	Programming stats	<ul style="list-style-type: none"> • Introduce designated staff positions to fill this role, options: <ul style="list-style-type: none"> ○ New permanent positions ○ Rearranged job responsibilities of existing positions ○ Grant-funded special/temporary positions

GOAL 2

Offer a welcoming, inclusive space to gather and connect

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
PHYSICAL ACCESSIBILITY IMPROVEMENTS	2	CFO Facility Lead CEC OH&SO	Start in 2025 and ongoing.	Compliance met Number of branches and projects that have been enhanced	<ul style="list-style-type: none"> Comply with provincial accessibility guidelines as they are released Maintain the physical upkeep of branches to minimize access barriers
RAINBOW REGISTRY (National Database)	2	DPS Queer Advisory Committee DHR	2024 and ongoing	Registry membership attained and retained	<ul style="list-style-type: none"> For the ORL to be certified in the Rainbow Registry as a gender-inclusive organization
DESIGNATED SPACES	2	DPS Y Col. Sys Lib Branch Leaders	Started in 2024. Ongoing.	Door counts Visual evidence of enhanced branches Number of branches/spaces improved	<ul style="list-style-type: none"> Where possible, create differentiated spaces in branches <ul style="list-style-type: none"> Eg. Separate spaces for youth, teens Eg. quiet spaces, meeting spaces Eg. Flexible programming spaces
NEW WEBSITE	2	CTO VBH	2024	Website usage metrics	<ul style="list-style-type: none"> Complete and launch a new website for the ORL
RURAL SERVICE ENHANCEMENTS	2 & 5	DPS Branch Leaders Management Team	2024 And ongoing	Active memberships Programming and outreach attendance	<ul style="list-style-type: none"> Mostly to happen at the branch planning level Identify usage barriers for rural residents Connect with rural governments and community groups More outreach events and service extensions

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
INCIDENT MANAGEMENT BEST PRACTICES	2	DPS DHR Branch Leaders	2024 And ongoing	Number of incidents WCB claims Qualitative feedback from staff	<ul style="list-style-type: none"> • Remain current on best practices for incident management and mitigation • Ongoing staff training and support • Mindful recruitment to prepare incoming staff for the reality of incidents • Ongoing re-assessment of policies and procedures
PROVINCIAL ENHANCEMENT GRANT	2 & 5	CEO CFO Management Team	By May 2026	Allocation of grant funds completed	<ul style="list-style-type: none"> • Spend the Provincial Enhancement Grant funds by the prescribed deadline and to maximum benefit for the ORL
FACILITIES AND CAPITAL PLAN	2 & 5	CEO CFO	By end of 2025	Completion of Plan Growth decisions being made based on Plan	<ul style="list-style-type: none"> • Develop a Facilities and Capital Plan to guide the ORL's growth
PUBLIC HEALTH EMERGENCY SUPPORTS	2	DPS CFO DHR		Number of branches with official sheltering agreements with municipalities Number of times branches have been used as emergency shelters Number of people using these services	<ul style="list-style-type: none"> • Position the ORL to play an active role in supporting our communities through natural disasters, eg. <ul style="list-style-type: none"> ○ Libraries as heating/cooling shelters ○ Libraries as other types of emergency shelters ○ Libraries as providers of information

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
MARKET ORL SERVICES AND PROGRAMS TO THE PUBLIC MORE BROADLY	2 & 5	DM&C DPS Branch Leaders	2024 and ongoing	Active memberships Program attendance Door counts	<ul style="list-style-type: none"> Expand the Marketing Department's offerings and reach into communities This includes expanded roles within the Department, including the addition of a Copy Writer

GOAL 3

Embrace local heritage and culture

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
SUPPORT LOCAL ARTS & HISTORY	3 & 4	DPS Local Branch Leaders	2024 and ongoing.	Programs. Passive art displays. Number of active community partnerships	<ul style="list-style-type: none"> Showcase local artists, writers, and other cultural contributors in each of our communities Recognize and showcase our local histories Partner with community organizations, and work with individuals To be undertaken at the branch planning level
TRUTH AND RECONCILIATION Calls to Action	3	CEO Board Management Team Policy and Planning Committee DHR	2024 and ongoing	Staff training statistics Introduction of (a) land acknowledgment(s) Appropriate programming, resources, and services	<ul style="list-style-type: none"> Have the ORL actively participate in the ethos of Truth and Reconciliation, eg. <ul style="list-style-type: none"> Staff training Policy alignment – assessment, and creation Community partnerships Alignment with Calls to Action
SHOWCASE LOCAL AUTHORS	3	DPS Head Coll.Dev. Head TechServ	2026	Circulation stats Quantity of local author materials in the collection	<ul style="list-style-type: none"> Devise a system-wide plan for better showcasing local authors in our collection practices.

RAISE ORL PROFILE IN OUR COMMUNITIES	3 & 4	DPS DM&C Branch Leaders	2024 and ongoing.	Circ stats Outreach events Donations Partnerships Booking Stats	<ul style="list-style-type: none"> • Create more robust system-wide supports for assisting branch-level staff in reaching out and connecting with their communities. • This is already happening at the branch level.
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GOAL 4

Develop and nurture community partnerships

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
DIVERSE ORL WORKFORCE	2, 4 & 5	DHR Local Branch Leaders	2025	Demographics of ORL workforce	<ul style="list-style-type: none"> • Ensure the ORL follows hiring practices that diversify the workforce and allow our workforce to reflect our communities, eg. <ul style="list-style-type: none"> ○ Update hiring practices ○ Connect with equity-seeking groups, eg. Indigenous, newcomers, and those with diverse abilities
COMMUNITY ENGAGEMENT	4	DPS CEC Branch leaders	2024 and ongoing	All staff completed CE training Programming attendance Door counts	<ul style="list-style-type: none"> • Create more robust system-wide supports for assisting branch-level staff in engaging with their communities, eg. <ul style="list-style-type: none"> ○ Staff training ○ Toolkit of best practices and resources ○ Supportive policies and procedures
BUILD RELATIONSHIPS WITH LOCAL MEDIA	4	DM&C Copy Writer Branch leaders	2025	Number of system-wide and local press releases Number of other media appearances	<ul style="list-style-type: none"> • Expand and deepen the ORL's connections with media throughout the system, eg. <ul style="list-style-type: none"> ○ Traditional press releases ○ Effective social media ○ Other media appearances, such as television and radio
SYSTEM-WIDE ANNUAL THEMES	4	DPS System Librarians	2024 and ongoing.	Programming statistics Efficient use of staff time	<ul style="list-style-type: none"> • Continue the practice of determining system-wide themes as a way of focusing programming, outreach, and collection efforts.

GOAL 5

Strive for organizational and service excellence

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
PERFORMANCE MANAGEMENT SYSTEM (UKG)	5	DHR HRA All Supervisors	2025	Completion of onboarding of the Tool.	<ul style="list-style-type: none"> Create a system-wide performance management system to recognize strong performance and improve deficient performance where needed
RECYCLE PROGRAM	5	CFO Facilities Lead	2025	Quantity of materials recycled vs. thrown away	<ul style="list-style-type: none"> Phase out the use of non-recyclable materials Seek greener suppliers Partner with community organizations where appropriate
SUCCESS METRICS (statistics)	5	ASM DPS CLAC	2026	Less staff time spent on gathering stats. Organizational decisions more stat-informed	<ul style="list-style-type: none"> Assess (and adjust as necessary) what statistics the ORL is gathering to ensure that our statistics are either legally required, or are actively informing our decisions – or both Assess (and adjust as necessary) our statistics gathering process to minimize staff time
ANNUAL SYSTEM-WIDE TRAINING PLAN	5	DHR DPS All management	2024 and ongoing	Number of training and ProD opportunities offered. Adherence to the budget	<ul style="list-style-type: none"> Develop a strategically focused annual staff training and development plan This has been done for 2024 and should be continued on an annual basis
BUILD AND ADHERE TO BRANDING GUIDELINES	5	DM&C	2024	Completion of guidelines Adherence to guidelines	<ul style="list-style-type: none"> Develop branding guidelines that will improve the physical appearance of our materials and documents. This initiative will increase the professionalism of the ORL
BRANCH APPEARANCE GUIDELINES	5	DPS D M&C Accessibility Committee	2024 (already complete)	Completion of guidelines Rolled-out to staff. Branches adhering to guidelines	<ul style="list-style-type: none"> Develop branch appearance guidelines that will improve the physical appearance of our facilities. This initiative will increase the professionalism of the ORL and the welcoming nature of our spaces.

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
ORGANIZATIONAL GROWTH	5	CEO Management Team Board	Ongoing	Increased branch open hours Increased staff positions Increased staff hours Increased budget as appropriate	<ul style="list-style-type: none"> • The population of the ORL service area is rapidly increasing. It is therefore advisable that the ORL increase its size and capacity as an organization to best meet the needs of our communities.
THREAT MITIGATION Security & physical safety of staff	5	DPS DHR	2024 and ongoing	Number and severity of incidents WCB claims Staff mental health Staff morale Benefits usage stats	<ul style="list-style-type: none"> • Follow best practices in mitigating physical risks to staff and patrons, eg. <ul style="list-style-type: none"> ○ Incident management and debriefing practices ○ Policies and procedures ○ Physical branch design ○ Appropriate staff positions, training, and supports
THREAT MITIGATION Cyber-Security	5	CTO	2024 and ongoing	Number of attempted hacks thwarted	<ul style="list-style-type: none"> • Follow best practices for protecting the ORL from cyber attacks, eg. <ul style="list-style-type: none"> ○ Biannual security audit ○ Staff training ○ Software ○ Policies and procedures
INCREASE ORL PRESENCE IN THE LIBRARY WORLD	5	CEO All management	2024 and ongoing	Conference attendance and presentations Positive recruitment Involvement in mentorship programs Collaborations with other libraries	<ul style="list-style-type: none"> • As one of the largest public library systems in Canada, it is valuable for the ORL to position itself as a sector leader, being visible and proactive in its relationships with other library systems and supporting organizations. These efforts will help us recruit and retain an excellent workforce, remain abreast of best practices, and give back to our sector.

INITIATIVE	Strategic Goal Alignment	Lead & Support	Timeline	Metrics	Description
ANNUAL EMERGENCY PROCEDURES	5	DPS DHR OH&SO	Annually in April/May (before flood season)	Existence of recently reviewed/updated procedures. Successful management of crises	<ul style="list-style-type: none"> Reassess emergency response procedures annually with the intent of best supporting our staff and our communities in times of crisis.
INFORMATION MANAGEMENT	5	ASM CTO Branch Leaders	2026	Creation of new system Staff roll-out	<ul style="list-style-type: none"> Devise a more cohesive system-wide approach to information management.
UPDATE HR GUIDELINES	5	DHR	End of 2025	Completion of updated guidelines Less staff time spent on misunderstandings Reduced grievances	<ul style="list-style-type: none"> The ORL has fairly robust and effective HR Guidelines. However, there is the need to reassess and update the Guidelines on a regular basis to ensure consistency with other policies, and an alignment with current government requirements.