





# Board Chair & CEO Message:

2016 was an exciting year for the ORL, with the first year of the new strategic plan ushering in increases in use in every major indicator – total visits (online and in person), total circulation, program attendance, wifi use, and active members.

The ORL has been growing and changing, embracing a broader learning mandate and working on bringing training and learning experiences that are relevant to everyday people into all of our member communities. Over the past five years, attendance at adult-oriented classes, lectures, and programs has grown by a staggering 500%. In 2016, the library also introduced a new service called Lynda.com, which is an online training and skills development service that helps people develop new skills for their jobs and personal interests. Feedback on this has been hugely positive.

Two new building projects were launched – the relocation of the Armstrong Branch, which was completed in 2017 and will be discussed in the 2017 Annual Report, and the first phase of the Kelowna Branch renovation, which saw links added to the Okanagan Centre for Innovation, a six-story tech hub, relocation of the 'Innovation Library' our partnership space for UBC Okanagan staff, and the creation of additional classroom and meeting spaces. Future phases of that renovation are intended to add a public recording studio, interactive play elements for children, a maker space, and a business centre. Our new Summerland Branch enjoyed a successful first year of opening, with rave reviews from patrons, an Award of Merit from the Southern Interior Construction Association, and a photo and mention in Library Journal.

Looking ahead to 2017, we see a focus on the second pillar of our plan – community. Library branches across the region will be asked to reflect on the broader priorities of their communities and begin finding ways to incorporate them into planning. We look forward to another year of growth and change, based on the amazing ingenuity and hard work of staff, the governance of a thoughtful and committed board, and, most important of all, the people of our communities, who both partake in and help shape the library and learning services the ORL provides.



Catherine Lord  
**Chair**



Stephanie Hall  
**CEO**

HIGHLIGHTS

14,680

new registrations



101,423

active members



up by  
2.4%

3,500,000

overall transactions



# 10%

## more Wi-Fi points added

8 access points added (totaling 62) this results in much more reliable and wider Wi-Fi coverage



# 1,082,560

## Wi-Fi sessions

up by **40%**

# > 40 TB

of WiFi Data consumed



### *FUN FACT*

Apollo 11 used 64Kbyte to put a person on the moon. That's roughly 5,000,000,000 less than 40tb

# ABOUT ORL eRESOURCES:

In March, the ORL launched Lynda.com, a service providing online video tutorials for a variety of subjects from Computers and Technology to Business, and more, all taught by industry experts. Since its launch in March, ORL members have enjoyed over 1,800 hours of video tutorials in 2016.

In April, the ORL launched PressReader, a digital newspaper and magazine collection of over 4,000 publications, in many different languages. This collection of Canadian and international publications can be enjoyed in print-like layouts with same day access as newsstands. Within the first nine months, ORL members read over 390,000 articles on PressReader!

Many of the digital collections, TumbleBooks, ORL eBooks and OneClickdigital (which feature eBooks and eAudiobooks), as well as Zinio for Libraries (featuring eMagazines) continue to see positive growth in their use among patrons, with usage up 26 per cent for these collections.

In September, the ORL was pleased to launch a new online experience for patrons

- 1) The Website, [www.orl.bc.ca](http://www.orl.bc.ca), was redesigned with a fresh new look.
- 2) The new Events Calendar, [orl.evanced.info/signup/Calendar](http://orl.evanced.info/signup/Calendar), allows patrons to register online for library events and programs, and get calendar reminders so they can be sure not to miss a thing.
- 3) The BiblioCommons Catalogue, [www.orl.bibliocommons.com](http://www.orl.bibliocommons.com), was re-introduced. The Catalogue makes it easier to find the books, music and movies that patrons want, lets patrons share recommendations and reviews with other library members, and allows patrons to borrow digital books directly from the Catalogue.

The Website, Catalogue and Events Calendar are also smart phone and tablet friendly, so you can easily get your ORL on the go.

# CIRCULATION OF MATERIALS

**ELECTRONIC CIRCULATION EXPERIENCED A STRONG SURGE**

up 31% to 500,000 transactions

↑ **31%**

**OVERALL**

up 2.6% to 3,500,000 transactions

**PHYSICAL**

down 0.8% to 3,000,000 transactions

# PROGRAM ATTENDANCE

OVERALL

**up 18.7%**

**145,478**  
ATTENDANCES

2015

2016

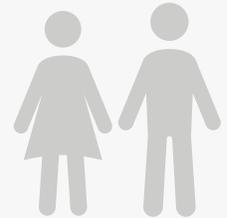
CHILDREN



**up 13.9%**

**107,092**  
ATTENDANCES

ADULTS



**up 34.5%**

**38,386**  
ATTENDANCES

# VISITS

OVERALL

**up 5.5%**

**3,900,000**  
TOTAL VISITS

2015

2016

IN PERSON



**up .5%**

**1,600,000**

WEB VISITS



**up 9.4%**

**2,300,000**

# RE-FRESH OF THE KELOWNA BRANCH:

2016 was a year of renovations at the Kelowna Branch. The downtown library building is a beautiful structure, and we celebrated its 20th birthday with new flooring throughout, as provided by the City of Kelowna, a revitalized front entryway, new shelving, and some creative changes to the interior space to reflect the new and exciting ways libraries are now being used. This was Phase 1 of a multi-phase planned renovation with future phases projected that will connect the library on two floors to the new Okanagan Centre for Innovation, and the creation of a Makerspace, and Sound Recording and Video Editing studio.

Part of the Phase 1 renovation included creating a large flexible programming / classroom space on the second floor. This Great Room space has floor-to-ceiling glass walls that can be opened up to make one large event space, or closed to create different configurations of classroom and study / reading space. The Great Room is outfitted with a ceiling mounted projector, screen, and a sound system. This area can be used for library taught programs, community partnership events, and is a rentable meeting / teaching space for the citizens of Kelowna.

On the main floor we replaced the traditional library stacks with lower-height, movable library shelving. This allows more light into the space, and makes our library completely configurable, so that we can be creative about how we use our space when running big public events. On the second floor, we were able to lower the height of some of the shelves and reorganize some resources to create more usable public space for reading, studying, working, and socializing.

In late 2016 Kelowna Library also hired two new positions for the ORL, Technical Assistants. These new staff bring strong technical expertise along with a passion for teaching and learning to our organization. They will also be integral to a whole new array of library programming in the areas of electronics, coding, and making.

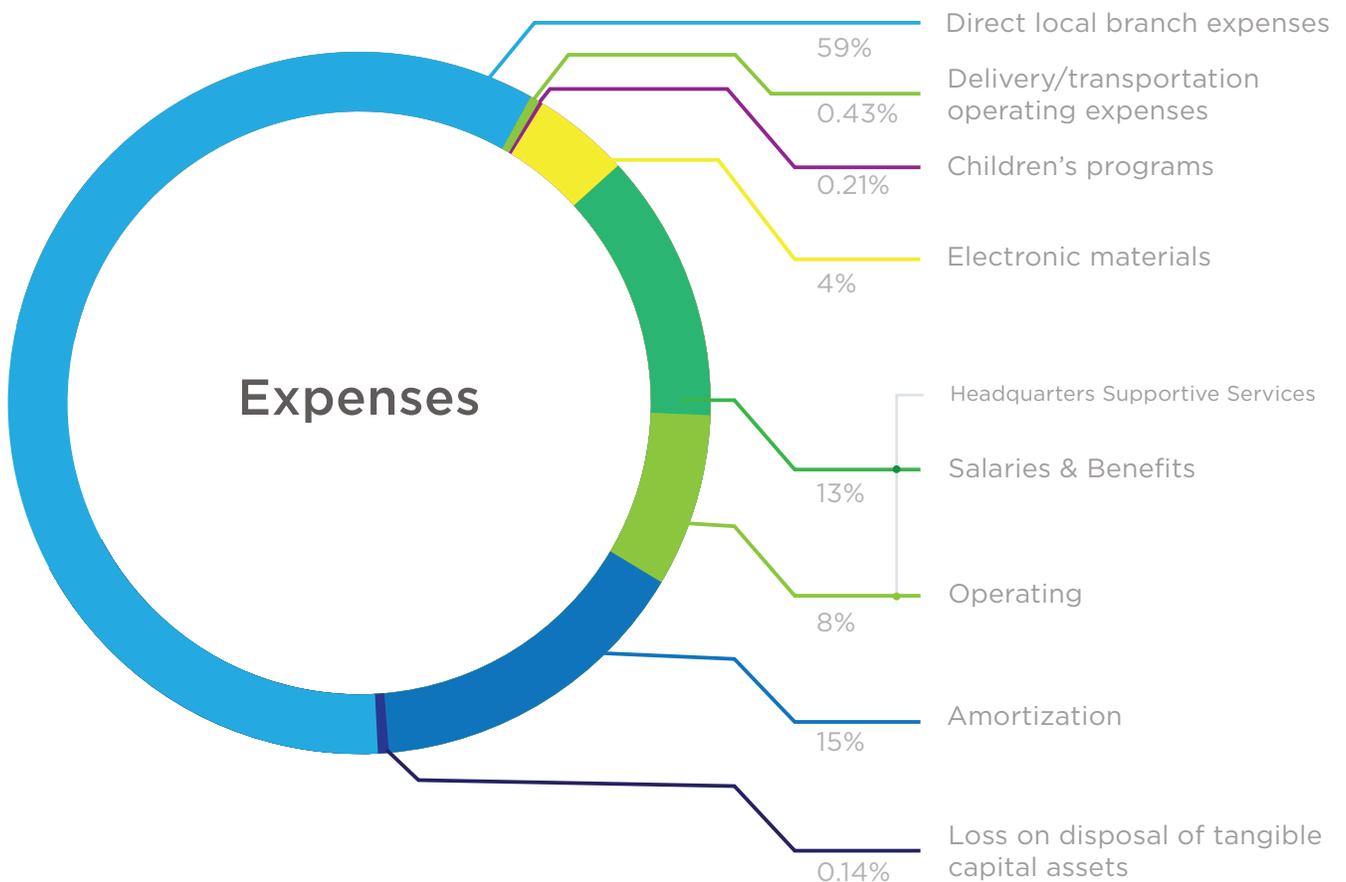
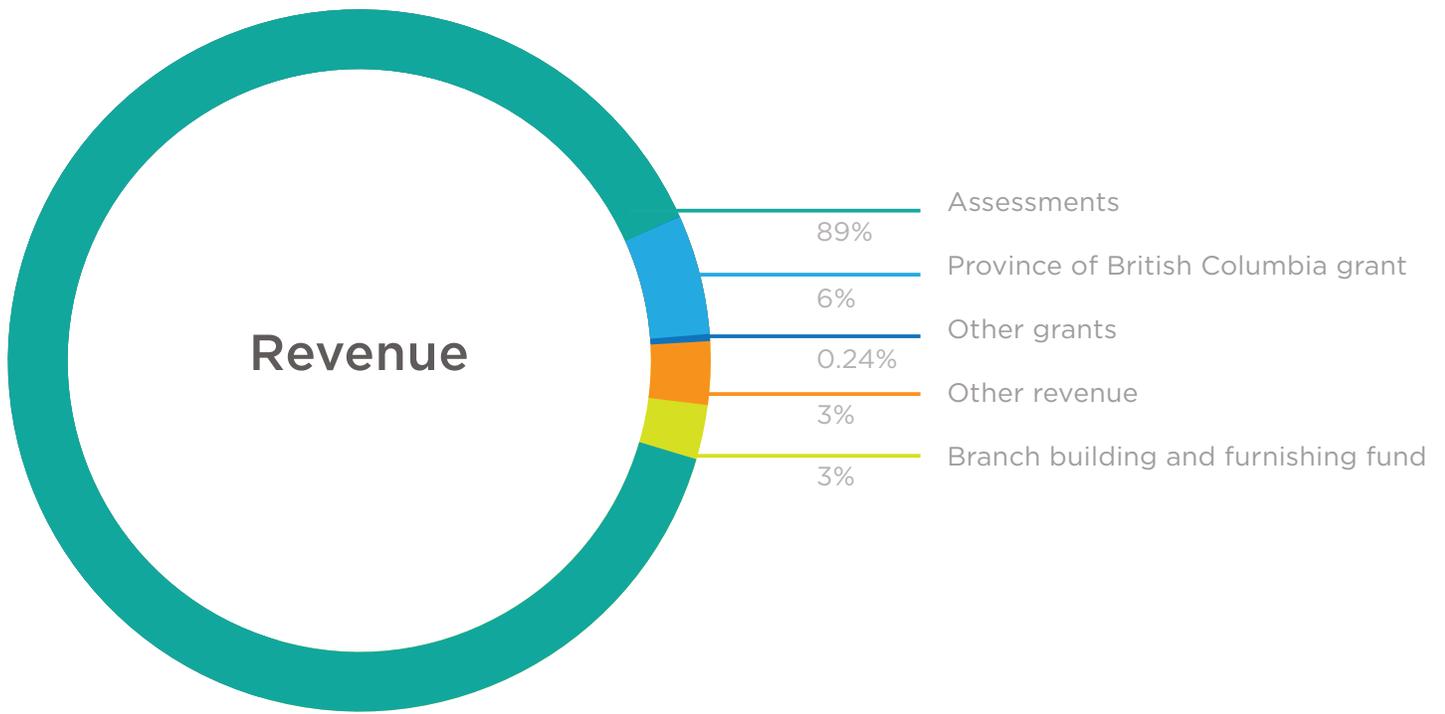


# Statement of Operations

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

<b>For the year ended December 31</b>	<b>2016</b>	<b>2016</b>	<b>2015</b>
	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
<b>Revenue</b>			
Assessments	\$ 16,203,810	\$ 16,203,810	\$ 15,816,441
Province of British Columbia grant	1,009,058	1,008,808	1,008,871
Other grants	44,137	83,500	49,890
Other revenue	541,610	416,877	490,239
Branch building and furnishing fund	485,850	-	442,029
	<b>18,284,465</b>	<b>17,712,995</b>	<b>17,807,470</b>
<b>Expenses (Note 6)</b>			
Direct local branch expenses	10,608,363	10,021,828	9,999,045
Delivery/transportation			
Operating expenses	77,393	103,700	85,976
Children's programs	38,576	30,866	40,355
Electronic materials	790,033	790,000	633,026
Headquarters supportive services			
Salaries and benefits	2,263,311	2,464,589	2,352,416
Operating	1,420,374	1,594,162	1,320,611
Amortization	2,755,937	-	3,133,314
Loss on disposal of tangible capital assets	25,703	-	3,829
	<b>17,979,690</b>	<b>15,005,145</b>	<b>17,568,572</b>
<b>Annual surplus (deficit)</b>	<b>304,775</b>	<b>2,707,850</b>	<b>238,898</b>
<b>Accumulated surplus, beginning of year</b>	<b>18,659,218</b>	<b>18,659,218</b>	<b>18,420,320</b>
<b>Accumulated surplus, end of year</b>	<b>\$ 18,963,993</b>	<b>\$ 21,367,068</b>	<b>\$ 18,659,218</b>

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



# Thank you!

The ORL is fortunate to have worked with many supporters during 2016 who have contributed volunteer time, expertise and energy, and financial resources. Their gifts elevate the library's ability to deliver outstanding programs, resources and spaces for all.

The ORL would especially like to thank all supporters who contributed to the furthering of knowledge and learning by donating to the ORL:

- |                          |                                          |
|--------------------------|------------------------------------------|
| David Askew              | CUPE Local 3523                          |
| Dr. Nichole Sorensen     | Knights of Columbus Father Delestre      |
| Pattison John            | Council No. 6233                         |
| Turner Stanley G         | Lake Country Winfield Lions Club         |
| Ferguson Don             | Lumby Lions Club                         |
| Unterberger Marjorie     | Shoppers Drug Mart                       |
| Wiener Sharon            | Army, Navy & Air Force Veterans Unit 376 |
| Williams Laurie          | Revelstoke Elks #453                     |
| Quaia Noemi              | Ratcliff & Company LLP                   |
| Finer Laurie             | Armstrong Elementary School              |
| Sansom John & Irene      | Highland Park Elementary School          |
| Williams Lily            | Kelowna Friends of the Library           |
| Anon Al                  | Summerland Friends of the Library        |
| Stayura Diane            | Sorrento Friends of the Library          |
| Cooper Roy               | Vernon Friends of the Library            |
| Buckley Imelda Clare     | Salmon Arm Friends of the Library        |
| Anderson Leonard & Carol | Osoyoos Friends of the Library           |
| Crissey Michael & Linda  | Enderby Friends of the Library           |
| Wiess Betty              | Friends of the Oliver Library            |
| CUPE Local 338           |                                          |

## Serving 29 communities:

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



1430 KLO Road  
Kelowna, BC V1W 3P6



250.762.2800  
orl.bc.ca



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