

AGENDA

**REGULAR BOARD MEETING  
LIBRARY HEADQUARTERS BOARDROOM  
1430 K.L.O. ROAD, KELOWNA, BC  
WEDNESDAY, NOVEMBER 16, 2016  
10:00 AM – 11:00 AM**

**STRATEGIC PLANNING SESSION  
11:00 AM – 2:30 PM**

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"The purposes of this (Library Act) are...to encourage the extension and use of public library service throughout British Columbia...to enable the delivery of public service in British Columbia...to support improvements in Public Library service."

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10:00 AM

**1. CALL THE REGULAR BOARD MEETING TO ORDER**

10:00 AM – 10:01 AM

**2. ADOPTION OF AGENDA**

10:01 AM – 10:02 AM

**3. APPROVE PREVIOUS MINUTES - Board Meeting held September 21, 2016**

*Motion:*

*To approve*

**4. COMMITTEE REPORTS**

10:02 AM – 10:05 AM

**4.1. PERSONNEL COMMITTEE – Tundra Baird**

Rise and Report

10:05 AM – 10:15 AM

**4.2. FINANCE COMMITTEE – Chair Lori Mindnich**

**4.2.1. Population Adjustment – Rise and Report**

**4.2.2. Annual Weighted Vote Sheet – Rise and Report**

**4.2.3. 2017 Budget**

At the September 21, 2016 Board meeting, the Finance Committee had presented the proposed draft 2017 budget with an overall 1.98% net increase (1.6% inflation of existing operations and .38% additional items).

**a) Finance Committee Recommended 2017 Budget**

*Motion:*

*THAT the Finance Committee recommends approval of the 2017 budget plan with an overall net increase of \$362,346 (1.98%) or total expenditures of \$18,691,342.*

*By weighted vote*

b) **Working Reserve Spending Plan**

*Motion:*

*THAT the Finance Committee recommends approval of the 2017 working reserve spending plan as presented on September 21, 2016.  
By weighted vote*

c) **2017 Levy Spreadsheet**

*Motion:*

*THAT the 2017 Levy Spreadsheet be approved.*

**4.2.4. Memo and Internal Financial Statements to September 30, 2016  
from D. Nettleton** PAGES 11 to 14

*Motion:*

*THAT the internal financial statements to September 30, 2016 be received for information.*

10:15 AM – 10:20 AM

**4.3. POLICY AND PLANNING** – Karla Kozakevich

- **Network Policy: Electronic Systems, Networks, E-mail, & Internet Use**

*Motion*

*THAT the Policy and Planning Committee recommends approval of the network policy as presented.*

10:20 AM – 10:40 AM

**5. STAFF REPORTS**

10:20 AM – 10:25 AM

**5.1. Chief Executive Officer** – Stephanie Hall

- Memo: FAMA Update

10:25 AM – 10:35 AM

**5.2. Public Services**

- Westside Needs Assessment: Verbal Update – Tara Thompson & Monica Gaucher
- Access Card Program – Monica Gaucher & Tara Thompson

10:35 AM – 10:40 AM

**5.3. Public Relations** - Marla O'Brien

- Brand Identity/Logo: Verbal Update – Andrew Casson

10:40 AM – 10:45 AM

**6. CHAIR REPORT** – Catherine Lord

- Nominations Committee

10:45 AM – 10:50 AM

**7. TRUSTEE REPORTS**

Board members will sometimes report on branch visits or library related events in their community

10:50 AM – 10:52 AM

**8. 2017 MEETING SCHEDULE**

*Motion:*

*THAT the 2017 meeting schedule be approved.*

**9. NEW BUSINESS**

**10. NEXT MEETING** – AGM: Wednesday, February 15, 2017

10:52 AM

**11. ADJOURN THE REGULAR MEETING**

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**11:00 AM – 2:30 PM**

**~ JOINT BOARD & STAFF STRATEGIC PLANNING SESSION ~**

James Pratt will facilitate a session  
with Board Members  
and Staff Strategic Planning Committee Members

**12:15 PM – 12:45 PM**

**~ LUNCH WILL BE SERVED ~**

Note: These Minutes Have Not  
Yet Been Approved by the Library Board

## DRAFT

**MINUTES OF THE REGULAR MEETING OF THE BOARD  
HELD AT LIBRARY HEADQUARTERS  
1430 K.L.O. ROAD, KELOWNA, BC  
ON WEDNESDAY, SEPTEMBER 21, 2016**

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**"The purposes of this (Library Act) are...to encourage the extension and use of public library service throughout British Columbia...to enable the delivery of public service in British Columbia...to support improvements in Public Library service."**

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### MEMBERS PRESENT:

Linda Werner, Armstrong  
Gyula Kiss, Coldstream  
Tundra Baird, Enderby  
Tracy Gray, Kelowna  
Sherry Philpott-Adhikary, Keremeos  
Owen Dickie, Lake Country  
Lori Mindnich, Lumby  
Mario Vucinovic, Peachland  
Rosemary Doughty, Princeton  
Linda Nixon, Revelstoke  
Tim Lavery, Salmon Arm

Janna Simons, Sicamous  
Andrew Casson, Spallumcheen  
Erin Carlson, Summerland  
Catherine Lord, Vernon  
Bryden Winsby, West Kelowna  
Larry Morgan, CSRD  
Mike Macnabb, NORD  
Karla Kozakevich, OSRD  
Wayne Carson, CORD  
Christopher Derickson, WFN

### MEMBERS ABSENT:

Maureen Doerr, Oliver  
Caleb Moss, Golden

Joseph Pierre, Penticton Indian Band  
Carol Youngberg, Osoyoos

### STAFF PRESENT:

Stephanie Hall, CEO/Secretary to the Board  
Don Nettleton, Chief Financial Officer  
Georgia McKay, Public Services Manager – Customer Experience  
Monica Gaucher, Public Services Manager – Programs & Partnerships  
Carla Phillips, Director of Human Resources  
Jeff Campbell, Information Technology Manager  
Marla O'Brien, Public Relations Manager  
Leah Samson, Administrative Services Manager/Recording Secretary

### AND:

Greg Hutton, PEA Representative

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## 1. CALL THE REGULAR BOARD MEETING TO ORDER

The meeting was called to order at 11:28 AM

## 2. ADOPTION OF AGENDA

Item 7: 'BC Library Trustees' Association Report' was moved up as Item 4a) following Item 4 'Public Relations Report'.

MOTION 1            21/09/2016

Moved by Mike Macnabb, seconded by Linda Werner,  
THAT the agenda be adopted as amended.  
CARRIED

## 3. ADOPTION OF MINUTES - Minutes of the Regular Board Meeting held May 18, 2016

MOTION 2            21/09/2016

Moved by Karla Kozakevich, seconded by Mike Macnabb,  
THAT the Minutes of the Regular Board Meeting held May 18, 2016 be adopted.  
CARRIED

## 4. PUBLIC RELATIONS REPORT – Marla O'Brien

### 4.1. Brand Identity Update

- Call for Board Volunteer to sit on the Committee

Public Relations/Fundraising Manager Marla O'Brien presented a report on the ORL's brand identity, including discussion on what story we want to tell and how we want the community to describe the ORL. The full presentation will be available on the Board's electronic access page.

Several Board members expressed that they would like to see a stronger emphasis placed on marketing electronic and digital resources. It was also expressed that 'Okanagan' Regional Library does not reflect the geography of the area we serve.

The discussion was deferred at 11:51 AM and the BCLTA Report was moved to the next order of business.

## 4a) BC LIBRARY TRUSTEES' ASSOCIATION REPORT – Erin Carlson

Board Liaison & BCLTA Director Erin Carlson and Catherine Lord reported on their attendance at a meeting held May 14 with the BCLTA's Director, President, and Executive Director, and regional library trustees from ORL, Vancouver Island and Fraser Valley. Discussion was around strengthening communications and understanding of how regional libraries differ from municipal libraries. They also reported on the BCLTA's attendance at UBCM. Further information is available on the Board's electronic access page.

MOTION 3            21/09/2016

Moved by Sherry Philpott-Adhikary, seconded by Mike Macnabb,  
THAT the report be received for information.  
CARRIED



development plan. She recommended a three-year pilot project, which would be funded from the one-time strategic planning reserve starting in 2017. The full presentation is available on the Board's electronic access page.

MOTION 5                      21/09/2016  
Moved by Linda Werner, seconded by Owen Dickie,  
THAT the fund development report be received for information.  
CARRIED

ITEMS 5.1.2 and 5.1.3 were moved to the next order of business.

#### **5.1.2. Working Reserve Spending Plans**

The Finance Committee conducted a review of long standing reserves and Lori Mindnich presented their recommendations for consolidating, renaming, eliminating and transferring of some funds.

MOTION 5                      21/09/2016  
Moved by Owen Dickie, seconded by Linda Werner.  
THAT the working reserve spending plans be approved as presented.  
CARRIED

#### **5.1.3. Internal Financial Statements to June 30, 2016 & memo from D. Nettleton to Finance Committee dated August 19, 2016.**

CFO Don Nettleton submitted a memo reporting that the ORL is generally following very close to budget and that there are no foreseeable concerns at this time.

MOTION 6                      21/09/2016  
Moved by Karla Kozakevich, seconded by Mike Macnabb,  
THAT the internal financial statements to June 30, 2016 be received for information.  
CARRIED

Mario Vucinovic left the meeting at 1:15 PM

## **6. STAFF REPORTS**

### **6.1. Chief Executive Officer – Stephanie Hall**

#### **6.1.1. Strategic Plan Update**

James Pratt will facilitate a strategic planning update session at the November 16, 2016 Board meeting, which will set the major direction for 2017/2018. There was general consensus from the Board to include the staff working group in this session.

## Board Operational Plan Update

Projects completed and/or underway include:

- local branch strategic planning
- launch of a Community Engagement Coordinator and subsequent Westside needs assessment
- launch of a new website [www.orl.bc.ca](http://www.orl.bc.ca)
- launch of BiblioCommons (the ORL's front end interactive catalog and web service)
- self-check expansion underway
- Leap testing in progress
- supervisory training
- communications plan
- expansion of online offerings with the launch of Lynda.com and PressReader.

Regional Directors Mike Macnabb and Larry Morgan thanked Stephanie Hall for her recent presentation on library services to their regional boards.

### 6.1.2. Kelowna Branch Master Plan, Presentation

Stephanie Hall provided an informational update on the Kelowna Branch revitalization project. The main goals of the project are to strengthen the library as a community hub, to support collaboration, entrepreneurship and creativity, and to create partnerships with the community. The full presentation will be available on the Board's electronic access page.

### 6.1.3. Permissive Tax Exemption, Update

Status of the ORL's applications for a permissive tax exemption:

Approved:

Armstrong, Oliver, Peachland

Denied:

Keremeos, West Kelowna

Pending

Enderby, Salmon Arm

Staff is waiting to receive a legal opinion on whether regional district boards can grant a permissive tax exemption to a regional library property.

## 6.2. Information Technology

### 6.2.1. Overview Presentation – Jeff Campbell

I.T. Manager Jeff Campbell provided an information report on the ORL's infrastructures, future direction and challenges. The full report will be available on the Board's electronic access page.

### **6.3. Public Services**

#### **6.3.1. Centre for Equitable Library Access (CELA) Presentation – Monica Gaucher**

Public Services Manager Monica Gaucher provided an information report on the CELA service which is offered by the ORL to those that are print disabled. Patrons have access to a choice of media and reading formats, including audio and Braille, and can have material downloaded to their home computer or device, or mailed to their home. The full report and a link with more information will be available on the Board's electronic access page.

ITEM 8: Chair and Trustee Reports was moved to the next order of business.

### **8. CHAIR AND TRUSTEE REPORTS**

NORD: Director Mike Macnabb advised that, following Stephanie Hall's presentation to the North Okanagan Regional District Board, the board wished to express their support of technology in the ORL by submitting a written request for a 3D printer in the Vernon branch.

WFN: Councillor Chris Derickson advised that, with their recent elections, he will be stepping down as the WFN Trustee for the ORL in order to pursue other directions. He gave recognition and thanks to the library board.

### **9. NEW BUSINESS**

None

### **10. ADJOURNMENT OF THE REGULAR MEETING**

MOTION 7            21/09/2016  
Moved by Rosemary Doughty, seconded by Christopher Derikson,  
THAT the meeting be adjourned.  
CARRIED.

The next meeting will be held on Wednesday, November 16, 2016.

The meeting adjourned at 2:10 PM.

INSERT:  
2017 LEVY SPREADSHEET  
(awaiting figures from the Province)

# Memo

To: ORL Board members  
From: Don Nettleton, CFO  
cc:  
Date: November 7, 2016  
Re: Internal Financial Statements to September 30, 2016

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## Summary:

Attached are the ORL internal format financial statements to the end of September, 2016. The overall results are generally in line with budget year to date and items which have significant variances at this point in time are expected or relate to timing issues that should come closer to budget by year end. We will continue monitoring results but I see no significant issues that the Board needs to be concerned with or take action on at this time. Comments on specific items to assist your review follow.

## Receipts:

Receipts are generally in line with budget with the exception of Vernon quarterly tax levy payments. Vernon's levy was late this quarter and not received until October. The other item which has not occurred to this point in time is federal grants in lieu. This is unpredictable as to when it gets forwarded to us, but we are still hopeful that we will receive some grants in lieu prior to year end. Fines and damaged book revenue continues to lag budget, but this is offset by additional internet printing revenues. Interest and exchange is behind budget but a portion of this is timing difference so it should be closer to budget by year end.

## Disbursements:

Overall, Total Disbursements are very close to budgeted disbursements year to date, with a small variance of only \$8,175. However, this overall variance hides larger variances that offset one another. Key areas to note include:

- Remuneration and Fringe Benefits – has a positive variance of almost \$255K. About half of this is due to the fact that the last pay date we recorded in September goes until September 23, so there is a full week of September to account for. The other portion

comes from a couple of positions that have been vacant or only partly filled for part of the year (Human Resources Manager and communications Manager (this has been partially offset by contract costs which appear under communications costs) and timing of when some vacations, etc get taken. We expect to remain a bit under budget though closer at year end.

- Rent and Property Expenses – are overall within about 1% of budget year to date. Some of the positive variance is timing of when utilities and such are received, and seasonal variations in heating and cooling and when bills are received.
- Books, periodicals, etc – we track this account as a budgeted expense on these internal statements, but these items get capitalized at year end on audited statements. This negative variance should decrease as we come closer to year end, as items are ordered and received at different rates throughout the year. Some of our book costs are higher due to the continuing weak Canadian dollar.

In the other expense categories, most variances are not significant in dollar terms and generally relate to timing. A couple of variances that deserve comment include:

- professional fees which have additional costs in legal work related to permissive tax exemption advice, and architectural and professional fees related to the Kelowna Library renovation project and a bit for Armstrong renovation project
- Strategic Planning, which includes some of the final costs and review work related to the strategic plan. This can be covered from the remaining strategic planning reserve if necessary.
- Transport repairs are a bit below budget but a good portion of this relates to the timing of insurance costs, several of which fell into October.
- Communications Department expenses as already noted above appear above budget, but this offsets some staffing savings that we obtained as we tried to temporarily cover these needs by contracting firms.
- Computer expenses are higher this year. We have seen increases from vendors in the costs of some of our software, and have had additional products and licensing to better serve our patrons and keep up with the changes in the world. A bit is timing differences too and we should close this gap a bit by year end

I trust that the above is helpful in your review of the statements.

# OKANAGAN REGIONAL LIBRARY

## RECEIPTS & DISBURSEMENTS

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	30/09/2016 ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR-	VARIANCE -From Annual-	% RECEIVED -Annual-
<b>**RECEIPTS**</b>						
<b>**TAX LEVY ON MUNICIPALITIES AND REG. DISTRICTS**</b>						
ARMSTRONG-CITY-ASSESSMENT	\$132,330	\$132,330	(\$0)	\$176,440	\$44,110	75.00
CENTRAL/OKAN. RD - ASSESSMENT	\$224,185	\$224,185	\$0	\$298,913	\$74,728	75.00
COLDSTREAM-CORP-ASSESSMENT	\$322,083	\$322,083	\$0	\$429,444	\$107,361	75.00
COL/SHUSWAP RD - ASSESSMENT	\$623,155	\$623,156	\$0	\$830,874	\$207,719	75.00
ENDERBY-CITY-ASSESSMENT	\$74,653	\$74,653	\$0	\$99,537	\$24,884	75.00
GOLDEN-CITY-ASSESSMENT	\$233,761	\$233,761	(\$0)	\$311,681	\$77,920	75.00
KELOWNA-CITY-ASSESSMENT	\$4,317,018	\$4,317,018	(\$0)	\$5,756,024	\$1,439,006	75.00
KEREMEOS-TOWN-ASSESSMENT	\$44,673	\$44,673	(\$0)	\$57,039	\$12,366	78.32
LAKE COUNTRY - ASSESSMENT	\$421,668	\$421,668	(\$0)	\$562,224	\$140,556	75.00
LUMBY-VILLAGE-ASSESSMENT	\$49,019	\$49,019	(\$0)	\$65,359	\$16,340	75.00
NORTH OKAN. RD - ASSESSMENT	\$536,033	\$536,033	(\$1)	\$714,710	\$178,677	75.00
OLIVER-TOWN-ASSESSMENT	\$137,079	\$137,079	(\$0)	\$182,772	\$45,693	75.00
OKAN/SIMILK. R.D. - ASSESSMENT	\$618,607	\$618,607	\$1	\$819,067	\$200,461	75.53
OSOYOOS-TOWN-ASSESSMENT	\$188,161	\$188,162	\$0	\$250,882	\$62,721	75.00
PENTICTON INDIAN BAND -ASSESSMENT	\$42,912	\$42,912	\$0	\$42,912	\$0	100.00
PEACHLAND-DISTRICT-ASSESSMENT	\$175,589	\$175,589	\$0	\$234,119	\$58,530	75.00
PRINCETON-TOWN-ASSESSMENT	\$84,281	\$84,281	\$0	\$112,375	\$28,094	75.00
REVELSTOKE-CITY-ASSESSMENT	\$227,763	\$227,764	\$0	\$303,685	\$75,922	75.00
SALMON ARM-DISTRICT-ASSESSMENT	\$519,159	\$519,159	\$0	\$692,212	\$173,053	75.00
SICAMOUS ASSESSMENT	\$96,024	\$96,024	(\$0)	\$128,032	\$32,008	75.00
SPALLUMCHEEN-TOWNSHIP-ASSESSMT	\$152,501	\$152,501	(\$0)	\$203,335	\$50,834	75.00
SUMMERLAND-DISTRICT-ASSESSMENT	\$348,008	\$348,008	(\$0)	\$464,010	\$116,002	75.00
VERNON-CITY-ASSESSMENT	\$839,943	\$1,275,775	\$435,832	\$1,701,305	\$861,362	49.37
WESTBANK FIRST NATIONS -ASSESSMENT	\$266,950	\$266,950	(\$0)	\$355,933	\$88,983	75.00
WEST KELOWNA-ASSESSMENT	\$1,058,194	\$1,058,195	\$0	\$1,410,926	\$352,732	75.00
	<b>(\$11,733,751)</b>	<b>(\$12,169,582)</b>	<b>(\$435,831)</b>	<b>(\$16,203,810)</b>	<b>(\$4,470,059)</b>	<b>72.41</b>
<b>**FROM GOVERNMENT &amp; OWN RESOURCES**</b>						
PROV OF B.C.- PER CAPITA GRANT	\$1,009,058	\$1,008,808	(\$250)	\$1,008,808	(\$250)	100.02
GRANTS - FEDERAL	\$2,544	\$5,750	\$55,206	\$77,000	\$74,456	3.30
GRANTS - OTHER	\$7,117	\$6,500	(\$617)	\$6,500	(\$617)	109.50
CIRC. REV. - FINES & DAMAGED BKS	\$170,967	\$184,544	\$13,577	\$246,059	\$75,092	69.48
MEETING ROOM RENTAL	\$5,707	\$10,500	\$4,793	\$14,000	\$8,293	40.76
INTERNET PRINTING REVENUE	\$24,422	\$8,816	(\$15,606)	\$11,755	(\$12,667)	207.76
KEYCARD REVENUE	\$124	\$0	(\$124)	\$0	(\$124)	0.00
INTEREST AND EXCHANGE GAIN REV	\$9,920	\$16,950	\$7,030	\$22,600	\$12,680	43.90
COPIER REVENUE	\$6,261	\$8,981	\$2,720	\$11,975	\$5,714	52.29
SUNDRY INCOME	\$5,935	\$0	(\$5,935)	\$0	(\$5,935)	0.00
MFA Actuarial earning debt reduction	\$0	\$0	\$0	\$110,488	\$110,488	0.00
INTER LIBRARY LOANS-NET	(\$30)	\$0	\$30	\$0	\$30	0.00
<b>Subtotal Gov't and Own Resources</b>	<b>(\$1,242,026)</b>	<b>(\$1,302,850)</b>	<b>(\$60,824)</b>	<b>(\$1,509,185)</b>	<b>(\$267,159)</b>	<b>82.30</b>
ORL owned buildings rent chargeback income	\$438,754	\$441,375	\$2,621	\$591,000	\$152,246	74.24
	<b>(\$13,414,530)</b>	<b>(\$13,913,807)</b>	<b>(\$499,276)</b>	<b>(\$18,303,995)</b>	<b>(\$4,889,465)</b>	<b>73.29</b>
<b>**TOTAL RECEIPTS OVER(UNDER)**</b>	<b>(\$13,414,530)</b>	<b>(\$13,913,807)</b>	<b>(\$499,276)</b>	<b>(\$18,303,995)</b>	<b>(\$4,889,465)</b>	<b>13 of 29</b>

# OKANAGAN REGIONAL LIBRARY

## RECEIPTS & DISBURSEMENTS

30/09/2016

	ACTUAL YR.TO D	BUDGET YR.TO D	VARIANCE YR.TO D	BUDGET -YEAR-	VARIANCE -From Annual-	% SPENT -Annual-
<b>**DISBURSEMENTS**</b>						
<b>REMUNERATION AND FRINGE BENEFITS</b>						
REMUNERATION	\$5,364,130	\$5,560,641	\$196,511	\$7,414,188	\$2,050,058	72.35
FRINGE BENEFITS	\$1,118,638	\$1,177,109	\$58,472	\$1,569,476	\$450,839	71.27
Subtotal	<b>\$6,482,768</b>	<b>\$6,737,750</b>	<b>\$254,983</b>	<b>\$8,983,664</b>	<b>\$2,500,897</b>	<b>72.16</b>
<b>RENT AND PROPERTY EXPENSES</b>						
RENT	\$1,867,656	\$1,882,143	\$14,487	\$2,509,524	\$641,868	74.42
LTD PRINCIPAL AND INTEREST	\$1,214,267	\$1,214,267	(\$0)	\$1,214,267	(\$0)	100.00
PROPERTY EXPENSES	\$804,406	\$834,522	\$30,116	\$1,112,697	\$308,291	72.29
Subtotal	<b>\$3,886,330</b>	<b>\$3,930,932</b>	<b>\$44,603</b>	<b>\$4,836,488</b>	<b>\$950,158</b>	<b>80.35</b>
<b>BOOKS,PERIODICALS,VIDEO,CASSETTES</b>	\$1,991,086	\$1,790,139	(\$200,947)	\$2,386,852	\$395,766	83.42
<b>OTHER EXPENSES</b>						
PROFESSIONAL FEES	\$64,904	\$40,295	(\$24,609)	\$54,570	(\$10,334)	118.94
PENTICTON LIB FEE	\$61,600	\$65,000	\$3,400	\$65,000	\$3,400	94.77
BOOK DEPOSIT GRANTS	\$0	\$0	\$0	\$3,000	\$3,000	0.00
MEMBERSHIPS	\$11,408	\$10,500	(\$908)	\$14,000	\$2,592	81.48
BOARD EXPENSES.	\$11,327	\$21,047	\$9,719	\$24,500	\$13,173	46.23
STAFF DEVELOPMENT, & MEETINGS	\$44,892	\$58,950	\$14,058	\$88,600	\$43,708	50.67
RECRUITMENT, TRAVEL & SUNDRY	\$11,615	\$10,762	(\$853)	\$14,350	\$2,735	80.94
STRATEGIC PLANNING	\$19,121	\$0	(\$19,121)	\$0	(\$19,121)	0.00
WORKERS BOARD	\$18,689	\$17,929	(\$761)	\$23,904	\$5,214	78.19
INSUR FIRE P/L NONAUTO SELFINS	\$48,613	\$51,000	\$2,387	\$51,000	\$2,387	95.32
POSTAGE & FREIGHT	\$39,124	\$46,050	\$6,926	\$61,400	\$22,276	63.72
TELEPHONE & TEL.MAINT	\$21,864	\$29,869	\$8,005	\$39,825	\$17,961	54.90
EQUIPMENT REPS. & RENEWALS	\$11,771	\$10,850	(\$921)	\$13,000	\$1,229	90.55
SUPPLIES-GENERAL	\$37,688	\$33,273	(\$4,415)	\$44,364	\$6,676	84.95
SUPPLIES-COPIERS	\$9,062	\$9,225	\$163	\$12,300	\$3,238	73.67
SUPPLIES - CAT/PROC	\$11,965	\$22,125	\$10,160	\$29,500	\$17,535	40.56
SUPPLIES-CIRC	\$21,557	\$23,501	\$1,944	\$31,335	\$9,778	68.80
BINDING & MENDING	\$17,641	\$30,000	\$12,359	\$40,000	\$22,359	44.10
COLLECTION AGENCIES	\$10,439	\$10,500	\$61	\$14,000	\$3,561	74.56
TRANSPORT-FUEL,REPS,INS ETC	\$67,275	\$87,787	\$20,512	\$117,050	\$49,775	57.48
TRANSPORT-MILGE,SUNDS,GST ETC	\$10,899	\$11,588	\$689	\$15,451	\$4,552	70.54
LOAN INTEREST & BANK CHARGES	\$4,222	\$4,875	\$653	\$6,500	\$2,278	64.96
VIRTUAL BRANCH DEPT EXP.	\$1,026	\$11,250	\$10,224	\$15,000	\$13,974	6.84
COMMUNICATIONS DEPT EXP.	\$45,738	\$32,895	(\$12,843)	\$43,860	(\$1,878)	104.28
SUNDRY EXP.	\$79	\$750	\$671	\$273,995	\$273,916	0.03
COMPUTER EXPENSES	\$499,771	\$358,208	(\$141,562)	\$489,611	(\$10,160)	102.08
CHILDRENS PROGRAMMES	\$15,536	\$17,910	\$2,375	\$24,016	\$8,480	64.69
SPECIAL PROGRAMMES	\$1,457	\$0	(\$1,457)	\$0	(\$1,457)	0.00
CAPITAL EXPENSES	\$3,671	\$0	(\$3,671)	\$0	(\$3,671)	0.00
RESERVES-ALLOCATION-EQUIPMENT	\$0	\$0	\$0	\$182,500	\$182,500	0.00
RESERVES APPROPN-AUTOMATION	\$0	\$0	\$0	\$100,000	\$100,000	0.00
RESERVES - STRATEGIC PLANNING	\$0	\$0	\$0	\$2,000	\$2,000	0.00
BUILDING RESERVE FUNDS	\$0	\$0	\$0	\$114,000	\$114,000	0.00
OTHER RESERVE FUNDS	\$0	\$0	\$0	\$88,361	\$88,361	0.00
<b>TOTAL DISBURSEMENTS (OVER)UNDER</b>	<b>\$13,483,137</b>	<b>\$13,474,962</b>	<b>(\$8,175)</b>	<b>\$18,303,996</b>	<b>\$4,820,859</b>	<b>78.66</b>
<b>NET DISBURSEMENTS OVER RECEIPTS</b>	<b>\$68,606</b>	<b>(\$438,844)</b>	<b>(\$507,451)</b>	<b>\$1</b>	<b>(\$68,605)</b>	<b>14 of 29</b>

## DRAFT

### **Electronic Systems, Network, E-Mail, and Internet Use Policy**

The Okanagan Regional Library (ORL) recognizes our electronic system, VOIP, internet and e-mail communications are invaluable, as they can provide an effective, efficient and environmentally friendly tool to serve our mandate.

#### ***Scope***

This Policy applies to the access and use of ORL's electronic devices and systems, including ORL's network, software, VOIP, internet, e-mail, voice-mail, and electronic devices including computers, smart phones, and storage devices (all of which will be referred to collectively as electronic devices and systems). This Policy applies whether or not access or use is made during business hours or personal time (e.g. weekends, before/after working hours, and scheduled breaks) and whether or not access or use is made in whole or in part through computers or other electronic devices owned or operated by ORL or others.

The purpose of this Policy is to ensure that ORL's electronic systems remain stable and secure and to ensure that ORL's Representatives are aware of their rights and obligations regarding access to and use of ORL's electronic devices and systems.

Access to, and use of, ORL's electronic devices and systems is a privilege, and accordingly, ORL has the right to, at any time and with or without cause or notice, revoke, limit, or alter the ability to access or use ORL's electronic devices and systems.

ORL may provide its staff, contractors, volunteers and Board members ("ORL Representatives") with access to and use of some or all of its electronic systems. In some cases, ORL Representatives may also be provided with electronic devices.

It is recognized that board members will typically use their own devices or devices provided by their local government jurisdiction. In such cases, the ORL policy is not intended to supersede the policies of the device provider.

#### ***Expectations***

ORL Representatives must act professionally, use good judgment and common sense in accessing and using electronic devices and systems. Further:

1. When accessing or using ORL's electronic devices and systems, ORL Representatives must at all times comply with all applicable ORL policies and procedures.
2. ORL's electronic devices and systems belong to ORL. Keep this in mind at all times when using ORL electronic devices and systems.
3. Use of ORL electronic devices and systems is primarily for ORL business.

4. ORL recognizes that Representatives may use electronic devices and systems for incidental personal purposes during break times and off-hours. In engaging in personal use, ORL Representatives must remember at all times that the devices and systems are in place for ORL purposes and is provided for public benefit. ORL Representatives should conduct themselves accordingly. Any personal activity should not interfere with ORL business.
5. ORL Representatives have a duty to act in ORL's best interests and not in a manner that:
  - conflicts with ORL's mission, objectives, and reputation,
  - exposes ORL to criminal or civil liability, or
  - compromises the integrity of the ORL
6. Electronic records may be accessible to the public and subject to the *Freedom of Information and Protection of Privacy Act*. Save for the statutory exceptions, ORL Representatives should not send or collect anything he/she would not say in public nor be prepared to be publicly accessible.
7. ORL Representatives are obliged to protect confidential and personal information from unauthorized disclosure. Forwarding confidential or personal information from ORL electronic devices and systems is prohibited.
8. ORL Representatives must not conduct any illegal activity on or through ORL electronic devices and systems. This includes but is not limited to theft, fraud and destruction of property, hacking, unauthorized access, and making or forwarding messages, files or other records that are defamatory, discriminatory, or harassing to others.
9. ORL Representatives must not compromise the security, integrity or functionality of ORL electronic devices and systems, or ORL data or personal information held by ORL. Gambling, pornography, private commerce, impersonation, unapproved peer-to-peer computing, hacking, use of unnecessary bandwidth, chain letters, SPAM and unauthorized mass mailings are examples of prohibited activity. ORL Representatives must be diligent to protect against viruses and malware.
10. ORL Representatives must not download or install any software on electronic devices and systems unless they have obtained the prior written approval of ORL.
11. All software is subject to licensing agreements. To prevent liability, ORL Representatives must not remove, copy or install software licensed to ORL for use on a personal or non-ORL computer. Conversely, ORL Representatives must not copy or install any software without authority.

12. ORL does not take responsibility for any personal documents, files, e-mails, or e-mail attachments on ORL's electronic devices and systems. ORL is not responsible for their safekeeping and reserves the right to remove them at any time and without prior notice to the ORL Representative.

13. ORL will require devices to have security to protect them against unauthorized use, viruses and malware. All users of ORL electronic devices and systems must adhere to any policies or procedures implemented by the IT Department.

14. Remote access must be approved and configured by the IT Department. All remote connections must be made behind a firewall-based router.

15. Remote access on personal computers or non-ORL owned computers must have a current anti-virus program with current updates and must be behind a hardware-based firewall router.

16. Electronic communications, including e-mail and text, are forms of business communication and ORL Representatives should treat them as such. ORL Representatives should be respectful, honest, and professional in all electronic communications. ORL Representatives are expected to exercise the same care in electronic communication as they would for any other formal communication.

17. All e-mail sent outside ORL by ORL Staff that relates to ORL business should include the following information in the following format:

Employee's Name  
**Okanagan Regional Library**  
[Position]  
[E-mail Address]  
Tel:

*This e-mail is confidential and may be privileged. Any use of this e-mail by an unintended recipient is prohibited. If you receive this e-mail in error please notify me immediately and delete it.*

## **Security**

18. Electronic communications are not necessarily a secure method of communication. If distributing confidential information, ORL Representatives should give consideration to security, including, in highly sensitive situations, sending it another way or making sure it is properly encrypted.

19. Protecting the confidentiality and security of ORL's data, including personal information, must be a top priority. This applies to both paper files and electronic documents. ORL

Representatives play a crucial role in the protection of ORL's information and must adhere to the following guidelines:

(a) ORL Representatives must take all necessary precautions to prevent unauthorized access to, and use of, ORL's information, electronic devices and systems.

Absent ORL's advance written consent, ORL Representatives must not disclose to others, including other ORL Representatives and third parties, the passwords, log-in information, or other security measures used to access, use, or protect ORL's electronic devices and systems.

ORL Representatives should refrain from using insecure public internet access (e.g. Internet cafes or coffee houses) for ORL business due to security concerns.

(b) ORL Representatives must use their own password, log-in information, or other approved security measures to access or use ORL's electronic devices and systems. Absent ORL's advance written consent, ORL Representatives must not seek, obtain, or use anyone else's account password or log-in information when accessing or using ORL's Computer and E-mail Systems. The exception to this is where IT staff have a business requirement to request and use user account information, including password;

(c) ORL Representatives must keep their passwords strictly confidential. ORL Representatives must never write down their passwords or leave them somewhere where someone else can see them. ORL Representatives must not save a document containing unencrypted passwords, as this file can be easily accessed by others.

(d) If an ORL Representative has reason to believe that security has been compromised, including if his/her password has been compromised or discovered by another person, the ORL Representative must immediately inform the IT department and change their password immediately. ORL Representatives should change their passwords every 90 days.

If an ORL Representative suspects any access or use of ORL's electronic devices and systems in breach of this Policy, the ORL Representative must immediately contact the IT Manager or Director of HR at ORL.

### **Consequences of Breaching this Policy**

20. ORL Representatives accept full responsibility for their own use of ORL's electronic devices and systems.

21. ORL Representatives in breach of any term of this Policy may be subject to a variety of actions depending upon the circumstances, including revocation of or limitations on access or use privileges of ORL electronic devices and systems. Employees may be subject to

disciplinary action up to and including termination of employment. ORL Representatives may also be held civilly or criminally liable depending upon the circumstances.

22. If you are uncertain whether you are compliant with this Policy, please immediately discuss your concerns with the IT Manager or Director of HR at ORL.

### **Monitoring of Access and Use**

23. IT systems continuously archive system activity, for example, but not limited to; ORL email, VOIP, digital files, web traffic, and ILS use. This data and data from ORL electronic devices can be monitored, used, or reported on when, in the ORL's view, there is good cause or a legal obligation to do so, including but not limited to: ensuring system integrity, evaluating equipment and software use, fulfilling ORL's duties and obligations, protecting ORL's proprietary and confidential information, determining compliance with this policy, and investigating a potential breach of ORL policies or the law. ORL will ensure that any monitoring, retention, use of, or reporting on this data is limited to what is reasonably required in the circumstances. ORL may also require access to, a record of use, and/or information on a device or system to comply with legal and regulatory requirements, including the *Freedom of Information and Protection of Privacy Act*.

ORL representatives should not expect that their use of ORL electronic devices and systems are private from ORL.

24. In addition to the above, communications by ORL Representatives, including in social media while off work, may relate to or impact ORL. In such case, ORL reserves the right to monitor, record and access such communications, including social media, which may impact the workplace.

ORL may amend this Policy in its sole discretion. If any amendments are made, we will notify you.

### **Acknowledgement & Agreement**

I acknowledge that I have read and understand this Electronic Systems, Network, E-mail, Internet Use Policy, that I will comply with the terms of this Policy, and that I will ensure that any employees or volunteers working under my direction comply with the terms of this Policy. I understand the potential consequences of violating the Policy as set out above.

All electronic devices issued to me by ORL belong to the ORL and I will return them to the ORL, without alteration, immediately upon request. In some circumstances, you may be able to arrange to purchase a device or software license from ORL.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

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# MEMO

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Okanagan Regional Library 1430 K.L.O. Road, Kelowna, BC V1W 3P6 (250) 860-4033 Fax: (250) 861-8696

<b>To:</b>	<b>ORL Library Board</b>
<b>From:</b>	<b>Stephanie Hall, CEO</b>
<b>Re:</b>	<b>High Level Summary of Progress on FAMA Targets</b>
<b>Date:</b>	<b>November 10, 2016</b>

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Catherine Lord, Board Chair, requested a very high level summary of where we are with our Financial Allocation Model Analysis project. This supplements the FAMA spreadsheet for 2016 previously circulated by Don Nettleton.

## **Recap:**

Grant Thornton review initiated by the board and report completed in 2013. The Board directed management to develop a plan to align funding and service cost levels in all communities. Three strategies were identified:

- Staffing level targets set in all branches, with shifts in staffing occurring primarily through attrition over a 4 to 5-year period, with annual check-ins to ensure the attrition strategy is working. (Current progress: \$339,060 in savings; 13 branches with staffing targets still to be achieved, 16 without).
- Centralized review – currently underway (Current progress: \$279,232 in savings; workflow improvements – 40% faster time to shelf from new item receipt to getting out on the van to branches). Next steps, review of global staff survey on support services and areas that need improvement, review of remaining departments.
- Review of facilities costs and self-generated revenue and (2017)
- Original target was to realize savings of \$875,000 and reallocate those funds to underserved communities. We are on track with just over \$600,000 of savings realized to date.
- Savings in 2016 were allocated to:
  - o One-time projects in underserved communities (mobile shelving in West Kelowna, Kelowna, and Mission; a study pod in South Shuswap)
  - o Increased Rutland facilities costs (post renovation)
  - o Staffing increases in underserved communities.

## **Upcoming Events:**

- Silver Creek Community Survey and evaluation of services
- Sicamous Hours Survey and community discussion
- Westside Service Expansion

# Access Card Evaluation

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Pilot Project

November 16, 2016

- Monica Gaucher
- Tara Thompson

# Overview

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- 1 Year Pilot in KELOWNA (KL, MI, RU) and VERNON
- Allows for basic service to those who might need it the most.
- Partner with local service organizations.
- Limit of 3 items, all formats
- No late fees, lost fees apply, damaged fees apply  
One piece of ID with name or letter from partner service provider
- 1 point of contact (email, cell number, message service)

# Who is using Access cards?

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- As of October 12, 2016:
  - 25 cards have been registered
  - 3 branches: (Kelowna, Rutland, and Vernon)
  - Wide range of ages:

<b>Under 20</b>	4%
<b>20-24</b>	16%
<b>25-34</b>	24%
<b>35-44</b>	28%
<b>45-54</b>	12%
<b>55-64</b>	16%

# Who is using Access cards?

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- Total circulation – 135 items
  - 10 cards had nothing out
  - 10 cards had less than 9 items out
  - 5 cards had more than 10 items out
- No charges are currently associated with these Access Card accounts

# Partnerships

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- We have partnerships signed with 7 different agencies
- More in progress
- Promotion and option to give residents a “Letter of Verification”
- One card was created from a “Letter of Verification”

# Stories



# Expansion of Pilot?

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Propose for 2017 expand for 1 full year to include:

- Salmon Arm Branch
- Westbank Branch



## BOARD MEETING SCHEDULE – 2017

In-Camera meetings begin at 9:30 AM (subject to change)  
Regular meetings begin at 10:00 AM (subject to change)

Library Headquarters, Boardroom  
1430 KLO Road, Kelowna, BC

<b>Wednesday February 15</b>	<b>Regular Meeting &amp; AGM</b>
<b>Wednesday May 17</b>	<b>Regular Meeting</b>
<b>Wednesday September 20</b>	<b>Regular Meeting</b>
<b>Wednesday November 15</b>	<b>Regular Meeting</b> (2018 Budget Vote)

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2017 Dates of Interest to Board Members:

BC Library Association Annual Conference  
Wednesday April 19 to Friday April 21, 2017  
Pinnacle Hotel Harbourfront, Vancouver, BC

SILGA AGM and Convention  
Tuesday April 25 to Friday April 28, 2017  
Sun Peaks Grand Hotel, Sun Peaks, BC

UBCM Convention  
Monday September 25 to Friday September 29, 2017  
Vancouver Convention Centre