

### Summerland

- **Grand opening is set for October 3, 2015. Ribbon cutting is at 9:30.** All board members are invited, so if you are going to be nearby, please consider attending.
- Community fundraising enabled reader terrace paving to go forward.
- Building reflects the new directions libraries are taking, with a major focus on community spaces and technology integrated throughout.
- This project reflects a massive amount of work on the part of three ORL staff: Don Nettleton, Finance Manager, Georgia McKay, Public Service Manager, and Sue Kline, Summerland Community Librarian. Their commitment and attention to detail has been stunning.

### Kelowna Downtown

- Urban Arts are the architects for this project
- Architects will essentially do two things: 1. create a master plan that can be used for renovation as dollars are found; 2. provide a plan for what can be done now, with available dollars.
- Preliminary meeting showing early plans was held with the OCI people, and they were very positive about what we are planning, particularly the ideas of a business centre and recording facility
- A charrette (community planning session) will be held in late October
- Preliminary plans will be on display in the Kalamalka room and Don or I can provide information about them.
- Construction at the site has had an impact on library patrons.

### HR

- Considerable turnover is happening, due to a combination of retirement and FAMA changes.
- Considerable time has been spent by the Public Service Managers, HR department and other staff in planning, conducting interviews, and orienting new staff.

### Communications

- The PR Department has been kept very busy with creating promotional materials and publicity for system-wide events beginning in September, including Personalized Tech Training, Science Literacy Week, resumption of Storytimes at branches, and a new member brochure.
- Additionally, there are several major projects underway requiring PR support – Summerland closure and grand opening, a cultural “Inspiration Pass” to launch in Kelowna, and Culture Days events.
- The department has publicly launched a Summerland fundraising program and are investigating options to fundraise and apply for grant for other projects this fall. They are creating a region-wide major publicity campaign for Oct/Nov geared at increasing new memberships.

## FAMA

- Numerous changes continue to take place
- In September, 8 staff hours will move from North Shuswap to South Shuswap. North Shuswap will have the same number of open hours. South Shuswap will be open for four additional hours per week.
- Salmon Arm branch has transitioned to a new service model, with front desk staff now trained to provide reference help. Early reports from staff are that it is going well and staff are enjoying their new roles.
- Salmon Arm voted not to pay extra for Sunday openings in 2015. They may be opening to re-visiting this at a later date.
- Vernon voted to pay for Sunday openings and they will continue as normal.
- A community consultation was held in Silver Creek. A small but passionate group attended and they would like to retain a branch if possible, even with reduced open hours. ORL winter survey received few responses in this area. People requested a new survey and this will be done with a bulk mailout to advertise. Questions will be about what parts of the service are most important. We likely need to move from our current location and need to look at whether full branch services or alternative services make most sense.
- Princeton council voted to provide additional funding in 2016 to enable us to keep the current number of open hours. Staff will be stretched farther in an already busy branch, and we will monitor to see how it's working out.
- Keremeos is the next branch where a retirement has triggered this process. Council has been visited, and the regional reps need to be contacted. A town hall will likely also be conducted in October.
- Kelowna Downtown branch reduced its front desk hours, and these will be redistributed to other Kelowna branches.
- Branches where FAMA changes are complete:
  - o Revelstoke
  - o Golden
  - o Enderby
  - o Princeton
  - o North Shuswap
  - o South Shuswap
  - o Armstrong
  - o Summerland
  - o Hedley
  - o Naramata
- Both Lake Country and Westbank branches received 9 additional staff hours per week
- Centralized review is still outstanding
- Financial breakdown of progress in 2015 will come to the October or November meeting.

## IT

- IT department have been working on innovative technology for the Summerland branch – finding ways to install tablets in patron areas and to use tablets for library catalogue terminals on shelfends

- We are planning to re-instate the Bibliocommons product, after a review of current features and patron feedback. Timeline on this is 3-6 months. We will likely hold back the launch of our revamped website to coincide with this, in order to minimize the number of times we make changes to what our patrons see. This will be funded from centralized savings found in 2015. Key features of the product include:
  - o Improved search capabilities (easier to find items, more forgiving of spelling errors, etc)
  - o Improved recommendation capabilities
- New website – project is about a year overdue due to unexpected staff workload during the Polaris migration, changes in design, and a few other factors. Preliminary screenshots are attached. The new website will enable more staff control of the content and layout, using a CMS. It will also integrate with our events software, Evanced.
- Our new, unrestricted wifi has proved incredibly popular, with the number of Wifi sessions increasing to 327,552 in 2014 from 79,983 (sessions are shorter, however, so this represents roughly a doubling of session hours).
- Unrestricted wifi caused issues in some southern branches, and the decision was made to turn the service off at 10 pm and on at 7 am. We will survey branch staff to see if there are wifi related issues.

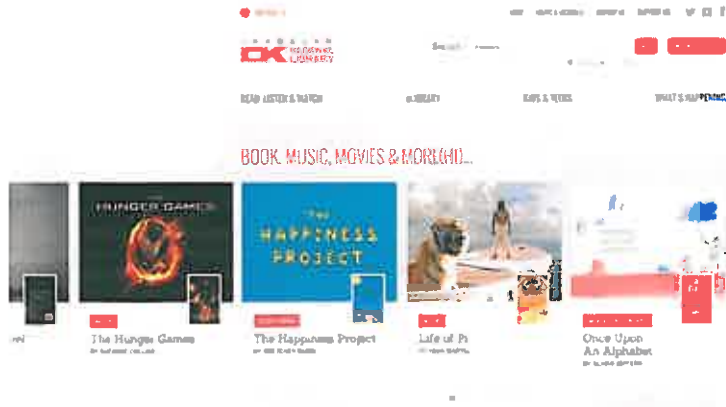
#### Programs, services, and branch activities

- Summer reading club's theme was 'Build It!'. There is an increasing trend towards including science and technology in SRC activities. Reporting on SRC will be available in October or November.
- Annual circulation statistics for 2014 are attached, as I don't think they have been shared so far this year. Apologies for the delay. Production of statistics was delayed this year due to the migration, but this is still long overdue. In all, it shows circulation down by 2%. Statistics are relatively comparable between Horizon and Polaris, but there may be some slight differences in how the systems count. Overall, the trend of decreasing physical circulations and increasing e-circulations is continuing. Reference transactions were up by about 11%, a return to 2010 levels. In person visits and online page views remained stable.
- A new product, PressReader, has been approved for purchase. This is an electronic newspaper subscription that provides a full page image of major dailies – the same layout as you would see in a print newspaper. The Globe and Mail, National Post, and papers from over 50 countries are available. This is a 'hotseat' product, with 10 simultaneous users permitted. We will trial it at that level, but anticipate demand may accelerate.
- Another new product that will launch later this year is a streaming video service for indie movies, called IndieFlix. Ultimately, the ORL would like to provide both music and video streaming services of a wide variety of items, but pricing models are in flux, so this is a baby step in the direction we'd like to go. Staff are trialing other products of this nature.
- A new service, the Inspiration Pass, is set to launch during Culture Days in Kelowna. This pass will provide free or discounted access to a number of local cultural services.
- Oliver Branch has received a LIRNBC grant. Community Librarian Vicky White and Public Service Manager Monica Gaucher are working with PeerNETBC and other

community agencies to look at how youth can best become involved in the decision making and consultation process for youth-oriented facilities.

- CELA and NNELS (services for people with print disabilities) – staff are looking at two things: 1. A set of special resources for educators who work with students with print disabilities, and 2. A pilot of device lending, which would allow patrons to borrow pre-loaded devices with audiobooks on them.
- Personalized digital training – the ORL is piloting digital training sessions around the region. The sessions involve three patrons receiving help with whatever technical issue they have. Early feedback is positive, but helping three people at once with wildly different needs is proving challenging. The program will be refined as we progress.
- Kelowna Branch held its first ever Maker Party, and over three hundred people showed up. Local radio station The Juice was on hand, and they were extremely positive about the experience. Exhibitors included the Ponderosa Spinners and Weavers Fibre Arts Guild, the Kelowna Calligraphers Guild, the Okanagan Men's Sheds Association, the Innovation Learning Centre, the Okanagan Makers Group, and the UBC Okanagan Faculty of Education. The party took place on the second floor of the Kelowna library where fiction stacks were removed to create a large open space for more community programs and collaboration.
- **A small launch ceremony for our Innovation Library partnership with UBC will be held at 10:30 on October 15.** A small office and meeting room for the branch have been constructed by UBC and a partnership agreement has been completed. This partnership has excellent possibilities for the community, and we look forward to reporting as it progresses.

	Year End 2014	Year End 2013	Change	% Change
Armstrong	102,630	102,651	-21	-0.02%
Cherryville	7,645	7,316	329	4.50%
Enderby	82,701	89,462	-6,761	-7.56%
Falkland	17,192	22,024	-4,832	-21.94%
Golden	66,607	71,525	-4,918	-6.88%
Headquarters	22,233	29,117	-6,884	-23.64%
Hedley	8,306	8,136	170	2.09%
Kaleden	18,927	21,108	-2,181	-10.33%
Kelowna	383,327	403,807	-20,480	-5.07%
Keremeos	52,298	58,059	-5,761	-9.92%
Lake Country	89,830	89,143	687	0.77%
Lumby	40,024	45,863	-5,839	-12.73%
Mission	283,137	274,713	8,424	3.07%
Naramata	16,569	18,352	-1,783	-9.72%
North Shuswap	16,834	16,922	-88	-0.52%
Ok Falls	34,158	30,816	3,342	10.85%
Oliver	118,006	131,703	-13,697	-10.40%
Osoyoos	60,900	63,163	-2,263	-3.58%
Oyama	7,423	6,341	1,082	17.06%
Peachland	44,461	47,483	-3,022	-6.36%
Princeton	34,443	31,290	3,153	10.08%
Revelstoke	77,540	79,243	-1,703	-2.15%
Rutland	249,464	239,964	9,500	3.96%
Salmon Arm	268,198	271,555	-3,357	-1.24%
Sicamous	43,678	42,104	1,574	3.74%
Silver Creek	12,298	13,623	-1,325	-9.73%
South Shuswap	47,885	51,601	-3,716	-7.20%
Summerland	131,025	133,029	-2,004	-1.51%
Vernon	534,708	579,114	-44,406	-7.67%
Westbank	218,032	223,736	-5,704	-2.55%
subtotal	<b>3,090,479</b>	<b>3,202,963</b>	<b>-112,484</b>	<b>-3.51%</b>
<b>Virtual Branch</b>				
Freegal	13,874	25,644	-11,770	-45.90%
eBooks / eAudioBooks	190,530	115,644	74,886	64.76%
Library to Go	30,459	46,656	-16,197	-34.72%
OneClick Digital	2,295	1,210	1,085	89.67%
TumbleBooks Collection	35,979	39,450	-3,471	-8.80%
Zinio for Libraries	30,561	36,777	-6,216	-16.90%
Subtotal	<b>303,698</b>	<b>265,381</b>	<b>38,317</b>	<b>14.44%</b>
<b>TOTAL</b>	<b>3,394,177</b>	<b>3,468,344</b>	<b>-74,167</b>	<b>-2.14%</b>



**Block 1:** This main area is horizontally scrolling, loading five tiles at a time. The tiles would get updated through templates in the CMS.

**Block 2:** This area can be displayed or hidden as needed.

**Announcement**

Okanagan Regional Library Poquee Justo Val Cange

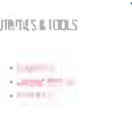
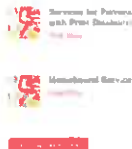
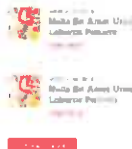
**Block 4:** The Featured Events lists and News Stories are dynamically updated through Evanced, or the News blog, respectively. The Featured Services area is manually updated, and can showcase the neat services that the library offers to customers. We can add more than two minor stories to the lists if desired.

**ONLINE RESOURCES**



**Block 3:** Use of colourful buttons to feature the online resources.

**HIGHLIGHTED EVENTS**

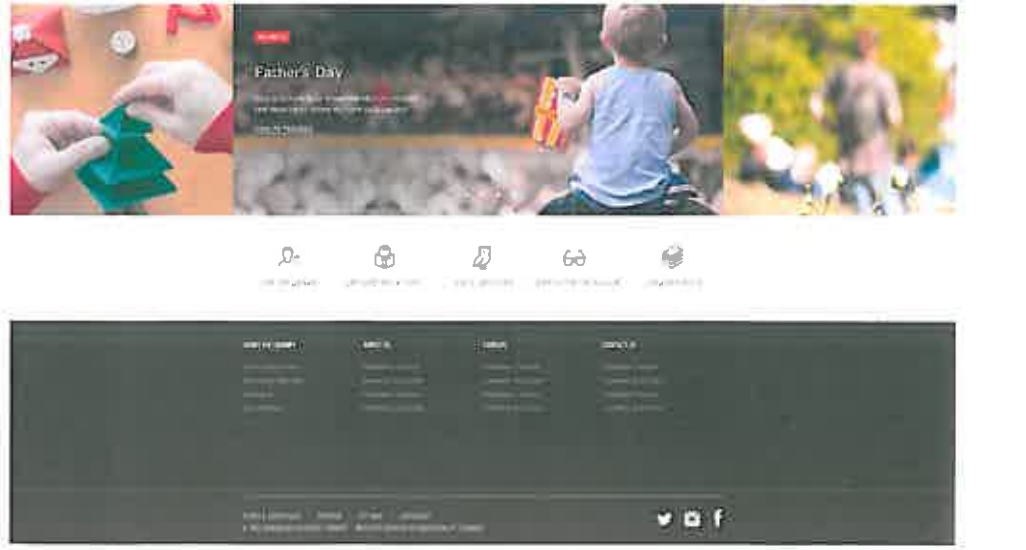
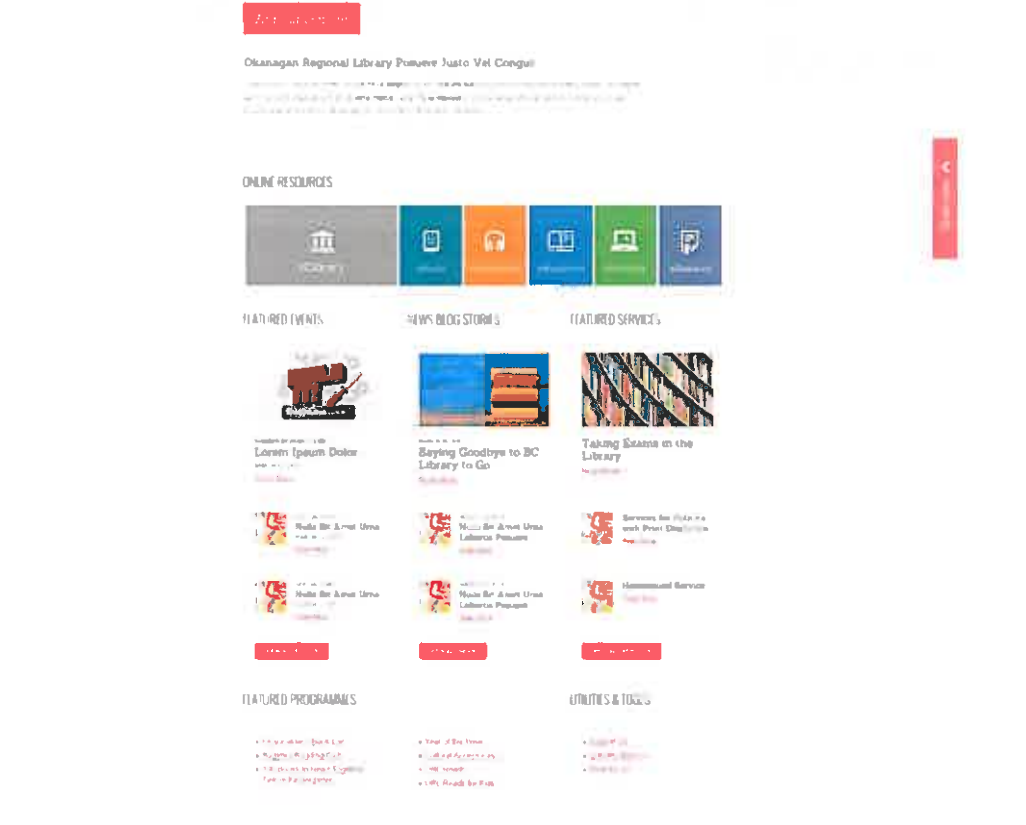
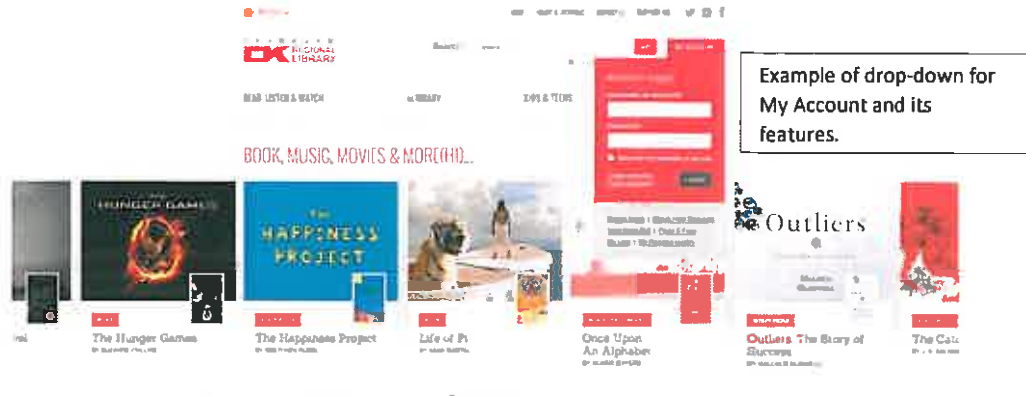


**Block 5:** Makes use of text links as the way to feature ongoing programs.

**Block 6:** This area was included both to frame the page, and to provide another way to feature services, ongoing programs, or videos, and more.



WEBSITE







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September, 2015

SU	MO	TU	WE	TH	FR	SA
		1	2	3	4	5
6	7	8	9	10	11	12
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## First surplus since recession fuels reboot of Tory campaign

With treasury \$1.9-billion in the black, Conservative release on economic message

**OTTAWA** — The Conservative government's first budget since the recession has been unveiled, and it is a message of economic recovery. The budget, unveiled on Monday, shows a first surplus since the recession, with the treasury in the black for the first time since 2008.

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**CANADA'S BEST 100 JOBS** — The list of the best 100 jobs in Canada for 2015 has been unveiled. The list includes a mix of jobs in the public and private sectors, with a focus on high-growth industries.

### INVESTIGATION

#### St. Michael's probes executive after role in fraud revealed

Hospital accuses a former executive of a role in a \$10-million fraud

**TORONTO** — St. Michael's Hospital is probing a former executive's role in a \$10-million fraud. The hospital's board of directors has launched an investigation into the alleged involvement of a former executive in a fraud that occurred between 2008 and 2012.

### REFUGEE CRISIS



#### EU to build more camps for migrants as quota plan falls

**BRUSSELS** — The European Union is planning to build more camps for migrants as a plan to share the burden of refugees across the continent has failed.

The plan, which was agreed to by EU leaders in June, required each member state to accept a certain number of refugees. However, several countries, including Hungary and Poland, refused to accept their share.

As a result, the EU is now faced with a large number of migrants in camps, particularly in Greece and Italy. The EU is now considering other options, such as building more camps.

#### Toronto mayor expected to reject Olympic bid over timing

**TORONTO** — Toronto Mayor Rob Ford is expected to reject the city's bid to host the 2026 Winter Olympics. The bid was announced last week, but Ford is expected to announce his decision in the coming days.

Ford's decision is expected to be based on the timing of the bid, which is seen as a distraction from the city's current economic challenges. Ford has been focused on addressing the city's budget deficit and improving public services.

The bid for the 2026 Winter Olympics was announced by the International Olympic Committee (IOC) last week. The bid was one of several that were submitted for the 2026 Winter Olympics, which are scheduled to be held in Milan and Cortina, Italy.

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Press Reader





### *Step 2: Log in or Create an Indieflix Account*

You will need to create an Account.

**You probably already have one! Do you have a Zinio for Libraries Account? You can sign in with that.**

If not, click on the **Create New Account** link on the pop-up window and enter your library barcode number to validate it.

Then enter your name, email address, create a password and click **Create Account** (Remember the email address and password used, they will be used to log in to the IndieFlix (or Zinio for Libraries collection) from now on.

You will receive a confirmation email indicating that your account has been created.

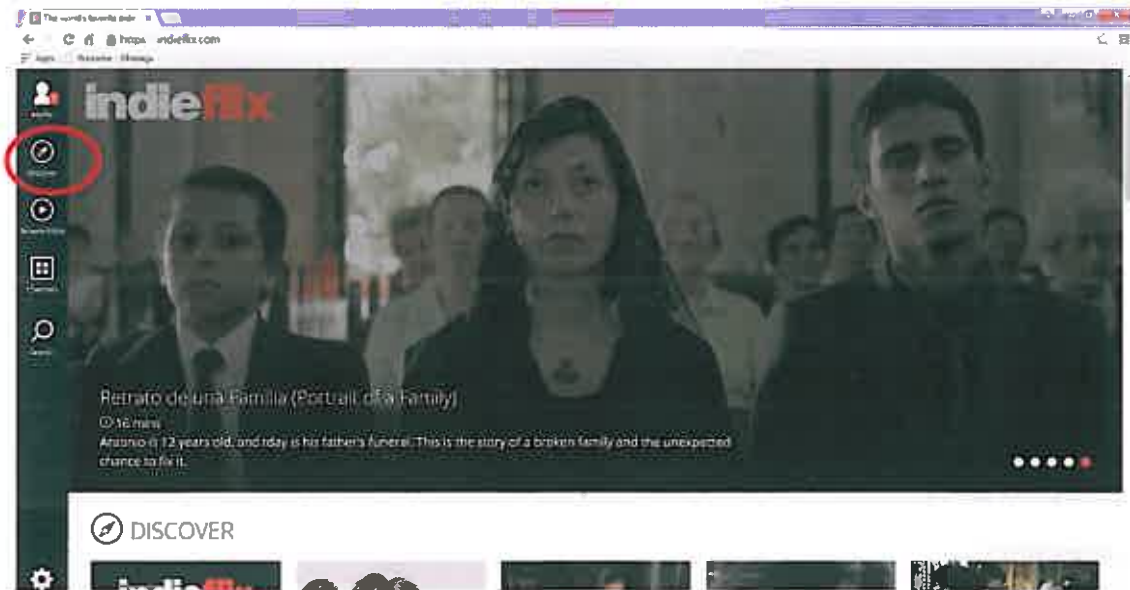
After you log in, you will be forwarded on to explore the collection.

**If you do not wish to use your own personal or staff email account for this service, please let me know and I will provide you with an account you can use.**

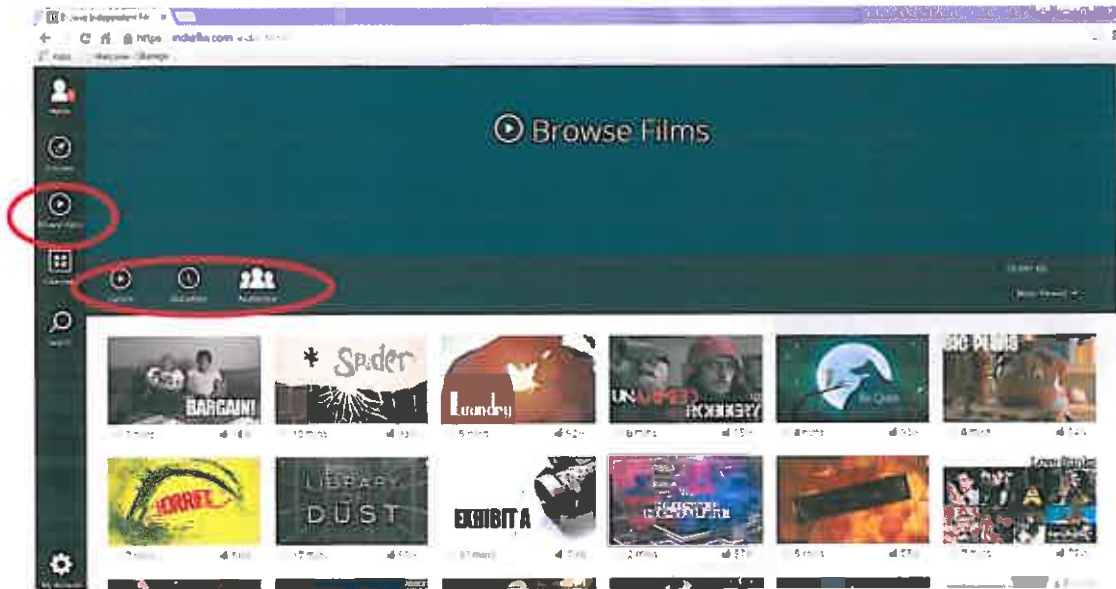
### *Step 3: Search or Browse for Movies*

Use can use the menu options found along the left side of the screen to help narrow down your selection.

This is the **Discover** page, which acts as the homepage for the collection



## You can Browse Films by



### Genre



### Duration



### And Audience.



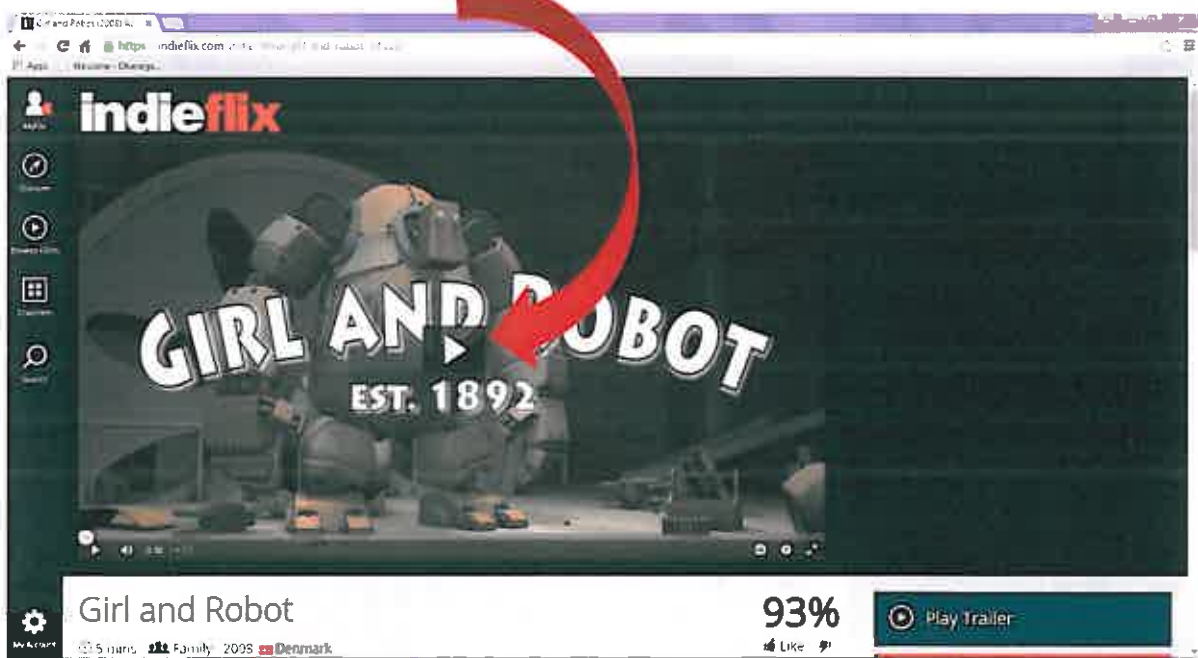
## You can find films by Channels



Or Search by Title, Actor, or Director

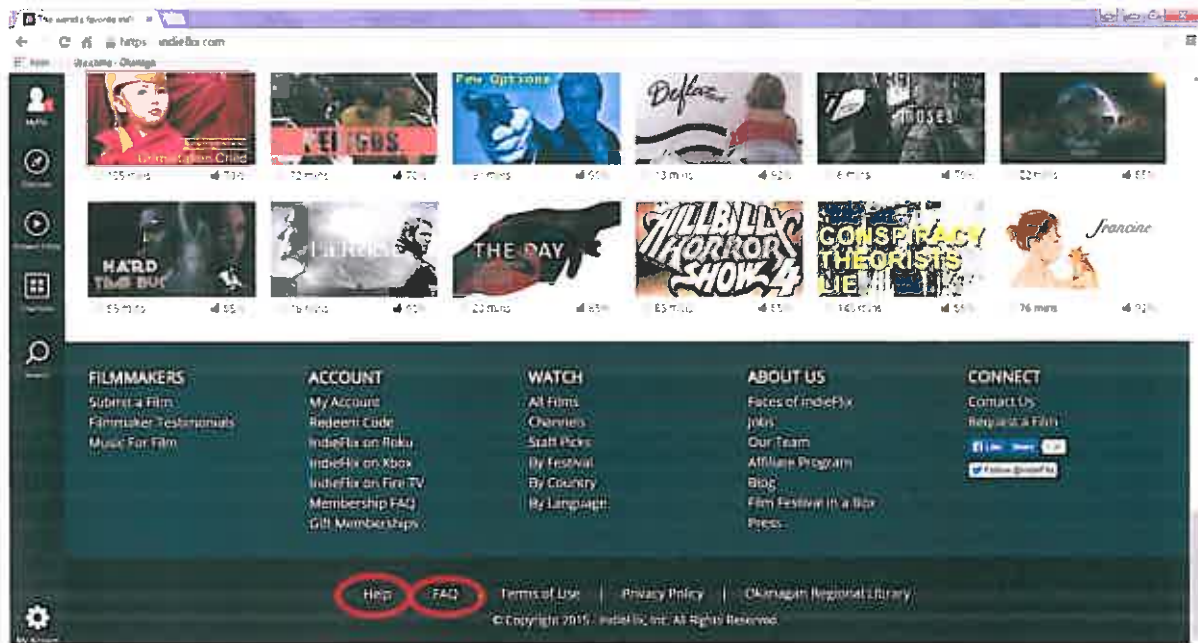


Step 4: Click on a movie tile, then Press Play to watch your movie!  
Seriously, that is it.



### Step 5: Where to find help

The **Help** link is located in the footer area of the screen. You can find out more about recommended computer requirements, browser settings, internet speeds. Like, Zinio for Libraries and OneClickdigital, customers can get help by contacting RBdigital Support at [rbdigitalsupport@recordedbooks.com](mailto:rbdigitalsupport@recordedbooks.com).



Under **FAQ**, also found in the footer area of the screen, you can find out how to set up IndieFlix for streaming devices such as the Roku and Xbox. Please be aware that most of the FAQs that IndieFlix provides pertain to paid membership for non-library users.

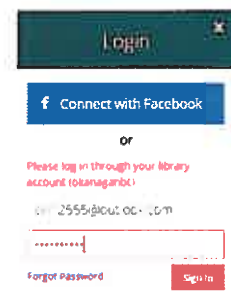
Some of the items listed under the **ACCOUNT** heading

- Redeem Code
- IndieFlix on Roku
- IndieFlix on Xbox
- IndieFlix on Fire TV
- Membership FAQ
- Gift Memberships

Are applicable for paying members only.

### Note on Logging In to IndieFlix

After logging out, you will see the general IndieFlix website. To log back in you will need to go through the ORL's IndieFlix link to log in again. Luckily, an error message is provided if a patrons attempts to log in via the IndieFlix site itself:



### Questions?

Email: [cmcgee@orl.bc.ca](mailto:cmcgee@orl.bc.ca)  
Phone: 250.860.4033x2485