

# 2019 ANNUAL REPORT



# VISION

THE ORL PROVIDES FOR LEARNING, INNOVATION, CREATIVITY AND A CONNECTED COMMUNITY.

## Welcome

It's not hard to look back and find a memory of the library experience that was meaningful to you. For some, it was a safe and warm place for others, a place to study, meet friends and explore the worlds in books, magazines and library materials. Okanagan Regional Library, like libraries across the world, is changing, evolving and adapting to serve patrons with new technologies, more versatile spaces, new experiences, and programs to inspire and educate.

There will always be a place for books in our libraries, but in 2019 ORL took significant steps to ensure that STEAM [Science, Technology, Engineering, Art, Math] learning, the Making movement, digital literacy and 21st-century technology has a place in our branches. With

the opening of a new Learning Lab that is heavily focused on technology and digital skills as well as the official openings of the Kelowna Maker Space, Golden Maker Lab we charted a new and exciting course for the ORL.

Through continued support from the local governments, charities, patron and business donations, we continue to look for new opportunities where we can enhance the lives of the community members.

We continue to work to make sure that ORL is a valuable part of the community and a useful resource to all people.



Karla Kozakevich  
Library Board Chair



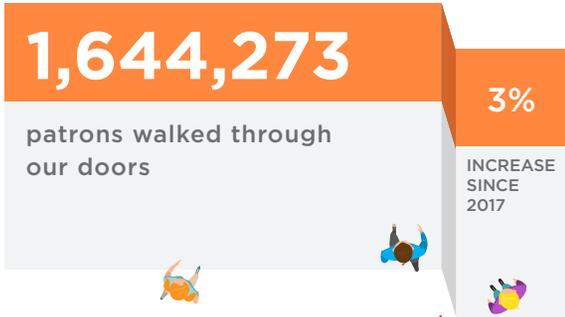
Don Nettleton  
Chief Executive Officer

# In 2019 ORL Saw a Significant Increase in Programming and In-Person Attendance.



patrons attended ORL programs and used Library meeting spaces

8% increase since 2017





## Summer Reading Club

continued to work to maintain literacy skills during the summer period. Total registration was 6,006 an increase of 5% over 2018. SRC programs offered increased 15% to a total of 285, and total attendance at those programs increased 4% from 2018 to 13,181 children.

## Steam Programming

continued to build as more staff became trained and more shared system-wide resources were purchased. Most branches were able to offer at least some technology-related programs.



**2,409,939**

patrons visited our website

7% INCREASE SINCE 2017



# American Sign Language Programs

were also offered at several branches in partnership with other organizations.

# Adult Programming

continued to evolve, including activities like book clubs, language learning groups, games groups, technology training sessions, and local interest speakers covering a wide range of topics. Kelowna branch also once again hosted citizenship ceremonies for new Canadians.



1164

hours spent learning new languages through Rosetta Stone

10% INCREASE SINCE 2017

3,864

adults attended programs

8% INCREASE SINCE 2017



*An elementary student, a refugee from Syria, was on a tour of our branch in complete awe smiling the whole time; he hadn't been allowed to access books where he was from. He proudly told me that he'd read 22 novels since September. He said they were only easier chapter books than his friends read, since he was just learning English; but he wanted to read as much as he could while he is in Canada, in case he doesn't get to stay. He was incredibly polite and thanked me for helping him get a library card, for giving the tour and for showing him how to use the e-resources. He was excited to show his siblings what they too could read.*

*-Vernon Library Staff*

649,679

ORL eBooks & eAudio checkouts



56%

INCREASE SINCE 2017



2,689,749

physical books, magazines and other materials borrowed

6% DECREASE SINCE 2017



434,274

PressReader articles read

-26%

DECREASE SINCE 2017

DECREASE DUE TO DISCONTINUATION OF POPULAR NEWSPAPERS



**WE  
CONTINUED  
TO WORK ON  
INNOVATION,  
INSPIRATION,  
& CREATIVITY**

## **Increased Focus on Digital Learning**

In 2019 we started to introduce digital learning centers in some of our branches. In February, on the lands of Westbank First Nation, we opened the Westside Learning lab. This branch includes an audio recording booth and technology, video recording equipment, technology to convert old formats to digital, a multipurpose teaching room, a laptop teaching lab, and other digital equipment. This was followed in July by a digital learning space in the Kelowna branch with some of the same sorts of equipment and staffing, and in October by a digital training space in Golden branch of the ORL. Much of the equipment was provided through generous donations from corporate and public sponsors, and other partners.

## **Train and Hire Technology Assistants**

We also continued to train and hire technology assistants in several locations whose training and primary work focused on assistance with digital teaching and learning. We are also working with regular library staff to train and develop familiarity with new technology and opportunities.

# Upgrade Our Network and Bandwidth

We continued to upgrade our network and bandwidth so that we are responsive and current. In several of our communities, we are the main public internet service and have been a catalyst to new connectivity for the community being brought in.

We added a significant number of additional public use computers to a total of 355 (26% above 2017). Along with our increased bandwidth and wifi, citizens and visitors in all of our communities have access to the full range of resources available on the web. And from the number of logins, hours of wifi use, and terabytes of wireless traffic, we can see it is increasingly well used.

This continues to help level the playing field for all members of the community



**1,327,579**

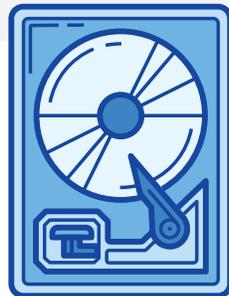
Number of times patrons logged on to use wifi

11%

INCREASE SINCE 2017

**59 TB**

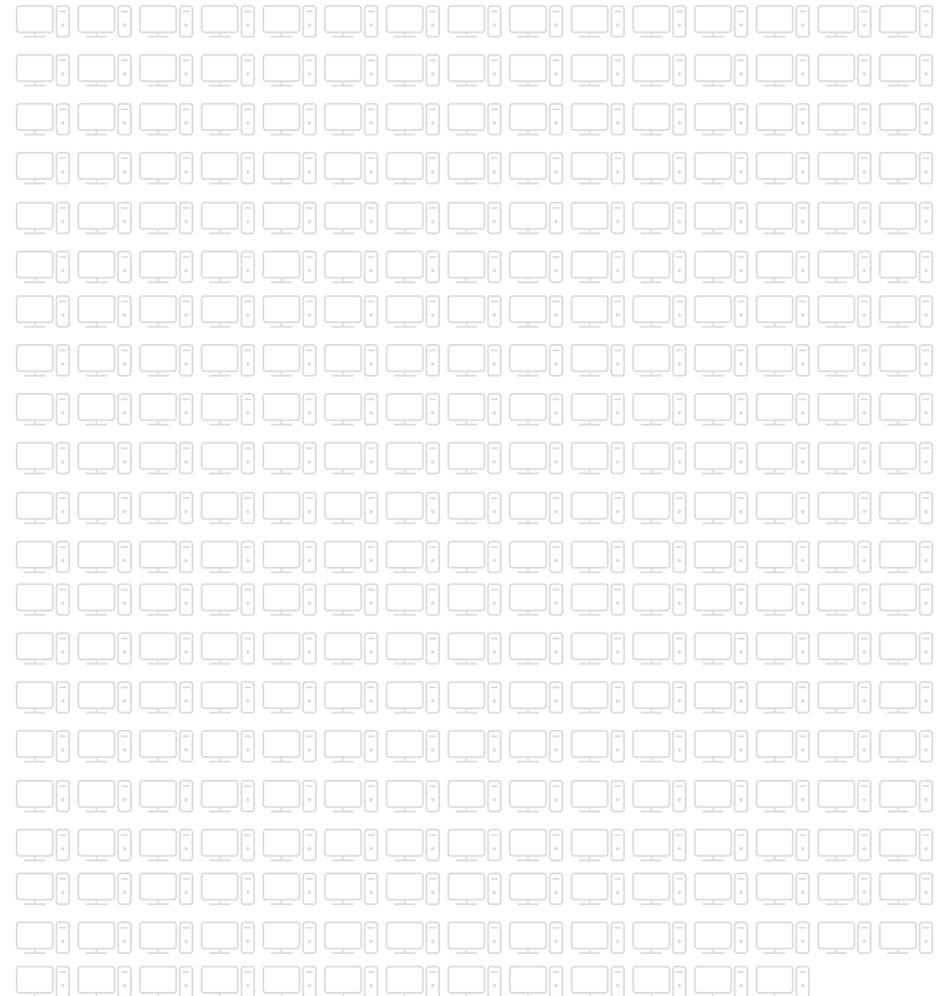
Terabytes of wireless data traffic



**355**

public use computers system wide

26% INCREASE SINCE 2017



Championed by one of our librarians with a special passion and background in this field, we developed an online list of “diversability” resources for children and teens with unique challenges. This also included a list of service providers. These ideas and lists have been picked up by communities right across Canada, as this is something that fills a needed vacuum for people dealing with these challenges.

We also were able to host a diversability staff training program, which had over 75 attendees. This allowed for library workers from our system to get some additional training and networking to help deliver better support to their communities.

We continue to run all of our library staff through training in safety and particularly in dealing with the homeless and disadvantaged segments of our society. This has helped to keep our branches safe while at the same time ensuring inclusiveness for people of all backgrounds and socioeconomic status.

We also hosted the first provincial CATS conference with Kootenay Library Federation with about 80 attendees from around the province and Alberta covering a variety of youth services programs.





THE LIBRARY  
STAFF ARE  
WORKING TO  
CONNECT TO  
THE NEEDS  
OF THEIR  
COMMUNITY

We held a special training session for the library board and senior staff on inclusion and diversity.

We continued to build sustainable partnerships with other organizations. This is a gradual process; we work with literacy groups to help support literacy training, Okanagan College for training spaces, and other groups. UBC-O has a dedicated space in our downtown Kelowna branch to provide services to students, while we have a pickup branch offering our resources within the UBCO library at the Kelowna campus. We also work with local schools and homeschoolers to partner in education.

As previously mentioned we were able to partner with Columbia Basin Trust to renovate the Golden Library and purchase equipment for the new technology lab in Golden. This has greatly increased the opportunities for connectivity and training in the Golden community. Although it opened in late fall, it is already seeing a number of training sessions and users. The Columbia Basin Trust will also be partnering with us in 2020 to complete renovations and purchase equipment for a similar learning lab in Revelstoke.

In 2019 the communities spoke out about the importance of ORL and the impact we have on the people of those regions. We look forward to 2020 and the opportunities that it will bring, and we will continue to innovate and evolve to meet the needs of the people we serve.

2,505

hours spent learning new  
skills through Lynda.com

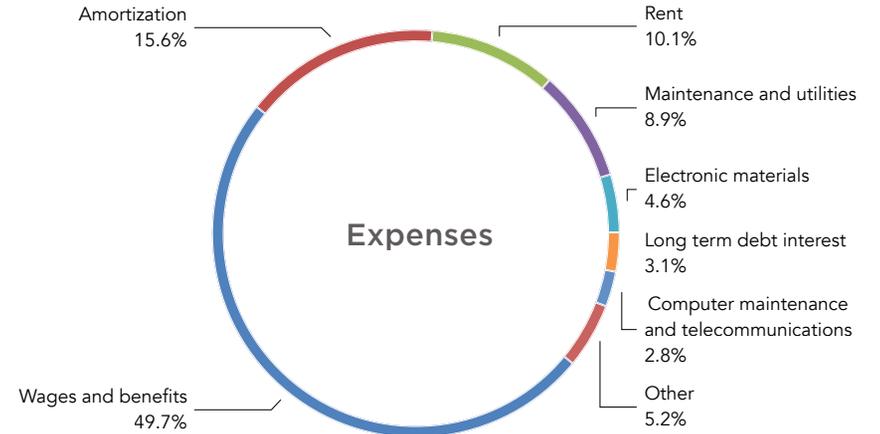
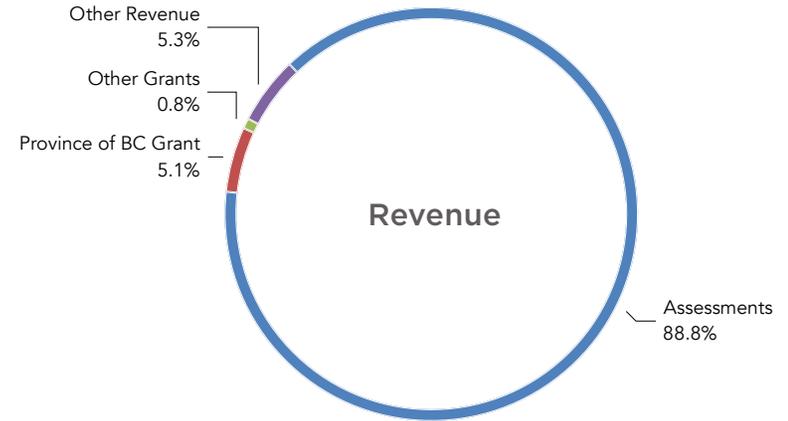
14% INCREASE SINCE 2017



Okanagan Regional Library District

For the year ended December 31	2019	2019	2018
	Actual	Budget	Actual
<b>Revenue</b>			
Assessments	\$ 17,401,763	\$ 17,398,108	\$ 16,965,470
Province of British Columbia grant	1,008,382	1,008,808	1,008,062
Other grant revenue	151,019	83,500	56,162
Other revenue	1,045,796	488,327	626,649
	<b>19,606,960</b>	<b>18,978,743</b>	<b>18,656,343</b>

Expenses	2019	2019	2018
	Actual	Budget	Actual
Advertising and marketing	\$ 61,668	\$ 55,778	\$ 40,458
Amortization	3,012,540	-	2,903,890
Association dues and memberships	16,824	19,380	14,822
Board and committee expenses	12,766	20,141	7,083
Book binding and mending	3,522	30,000	11,570
Computer maintenance and telecommunications	549,576	567,560	468,164
Electronic materials	885,934	938,061	787,801
Insurance	53,676	52,020	55,363
Interest, bank charges and foreign exchange	15,311	8,160	10,082
Long term debt interest	592,500	693,750	693,750
Maintenance and utilities	1,715,678	1,391,334	1,318,988
Penticton library contract	46,530	40,000	36,190
Postage and freight	53,320	59,200	49,700
Professional fees	72,238	77,489	91,437
Programs	120,989	93,755	65,766
Rent	1,952,188	2,114,329	1,989,029
Staff development	242,093	162,503	221,005
Sundry	3,474	71,317	-
Supplies	157,205	133,866	127,984
Telephone	25,463	32,050	20,946
Transportation	120,906	133,988	124,536
Wages and benefits	9,613,450	9,734,043	8,822,187
	<b>\$ 19,327,851</b>	<b>\$ 16,428,724</b>	<b>\$ 17,860,751</b>



## Need Help? Contact Us!

Visit us at your nearest ORL library,

[www.orl.bc.ca/hours-locations](http://www.orl.bc.ca/hours-locations) or email us at [info@orl.bc.ca](mailto:info@orl.bc.ca)

Call the toll-free eBook Help Line: 1-855-853-2665

## 31 ORL LIBRARY BRANCHES

Armstrong

Cherryville

Enderby

Falkland

Golden

Hedley

Kaleden

Kelowna

Keremeos

Lake Country

Lumby

Mission

Naramata

North Shuswap

Okanagan Falls

Oliver

Osoyoos

Oyama

Peachland

Princeton

Revelstoke

Rutland

Salmon Arm

Sicamous

Silver Creek

South Shuswap

Summerland

UBC-O

Vernon

Westbank

Westside Learning Lab

Administration

## CONTACT INFORMATION



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[www.orl.bc.ca](http://www.orl.bc.ca)



OKRegLib



#ORLreads