



**Pemberton and District Library Annual General Meeting for 2017
Tuesday January 30th, 2018
7pm**

Agenda

CALL TO ORDER

100 Welcome and comments

200 Approval of Minutes January 31st, 2017 AGM

300 Reports

301 Board of Trustees Annual Report

302 Director's Annual Report

303 Treasurer's Annual Report

400 Election of Board of Trustees

Appointees to the Board for 2018

Russell Mack SLRD Director Area C, Jan Kennett - Alternate
James Linklater, Councilor Pemberton, Karen Ross – Alternate

Trustees with one year remaining in term:

Judith Walton, Cindy Filipenko, Karen Tomlinson, Tracy Graham, Laura Arnold

Trustees with terms expiring:

Monique Midgley, Meg Gallup, Tracy Graham

Trustees Resigning:

None – all current trustees willing to stand

Current Trustee Availability

2 Two Year terms available

Call for nominations from the floor and introduction of nominees

Current interest in nominations (as confirmed at 01/16) from current board:

Monique Midgley, Meg Gallup, Tracy Graham

Current interest in nominations (as confirmed at 01/27) from the community

Carmen Praine, Peggy Riley

Election or acclamation

500 Adjournment

ELECTION OF THE BOARD OF TRUSTEES EXECUTIVE FOR 2018

Chairperson Emma Gillis

Call for nominations for the position of Chair

Call for nominations for the position of Vice-Chair

Call for nominations for the position of Treasurer

Adjournment

**Pemberton and District Library
Annual General Meeting for 2016
Tuesday January 31st, 2017 at 7pm
Minutes**

Members present:

Judith Walton (Chair), Meg Gallup, Cindy Filipenko, Karen Tomlinson, Monique Midgley, Adam Adams, Michelle Beks, Tracy Graham, Emma Gillis

Members not present:

James Linklater, Russell Mack, Helena Edmonds

Call to order:

Meeting called to order at 7:00pm by Chair Judith Walton

100 Welcome and Comments

Presented verbally by Chair, J. Walton

200 Approval of Minutes of 2015 AGM on January 26th, 2016

Motion to accept by C. Filipenko, second by A. Adams, carried

300 Reports

301 Board of Trustees annual report

Received as submitted and reviewed verbally by J. Walton

302 Director's annual report

Received as submitted and reviewed verbally by E. Gillis

302 Treasurer's annual report

Presented verbally by M. Midgley

400 Election of the Board of Trustees

Appointees to the board for 2017:

Russell Mack, SLRD Area C Representative, Jan Kennett – alternate
James Linklater, VOP Representative, Karen Ross - alternate

Trustees with one year remaining in term:

Monique Midgley, Adam Adams, Tracy Graham, Meg Gallup

Trustees with terms expiring:

Karen Tomlinson, Judith Walton, Cindy Filipenko, Michelle Beks

Trustees resigning:

Laura Arnold

Current Trustee Availability

1 Two Year term available

Call for nominations from the floor and introduction of nominees

Call for nominations from the floor:

J. Walton nominated Beverly Nolan-Newsome. All in favour.

No additional nominations from the floor, all nominees are appointed by acclamation.

Meeting adjourned at 7:25

**Election of Board of Trustees executive Meeting
Chaired by Library Director/Secretary E. Gillis**

E. Gillis called the meeting to order at 7:25pm

Chair

E. Gillis called for nominations for the position of Chair

M. Gallup nominated J. Walton, seconded by A. Adams. All in favour

Call made for further nominations for Chair

Hearing none, J. Walton is appointed Chair of the Board

Vice-Chair

E. Gillis called for nominations for the position of Vice-Chair

A. Adams nominated M. Gallup, seconded by C. Filipenko. All in favour.

Call made for further nominations for Vice-Chair

Hearing none, M. Gallup is appointed Vice-Chair of the Board

Treasurer

E. Gillis called for nominations for the position of Treasurer

A. Adams nominated M. Midgley, seconded by J. Walton. All in favour.

Call made for further nominations for Treasurer

Hearing none, M. Midgley is appointed Treasurer.

Meeting adjourned at 7:28pm

Pemberton and District Public Library Chairs Report for AGM January 30, 2018

As the Pemberton and District Library is one of few Library Associations in British Columbia the Library Board's primary focus is governance. It is imperative we ensure the fiscal oversight of the budget. To this end we updated our governance policies and made a monthly check list to be a standing item on our Board meeting agenda. In addition, we must ensure the Director who is our only employee is delivering programs and services that meet the needs of the community as outlined in our strategic plan that was updated in the fall of 2016.

We also developed a Trustee Orientation Package to assist new trustees joining the Board in understanding their role. There is training provided by the British Columbia Library Association, but this is may not be immediately available to a new Trustee. This year three Trustees resigned throughout the year and we thank Adam Adams, Michelle Beks and Bev Nolan for their service.

Three years ago, the budgeted line for Libraries in the provincial government's budget was moved to Education. At that time, we were concerned that our funding would be cut, unfortunately this is happening. I did write to the Standing Committee on Finance asking them to better support small libraries like ours that do not get the million-dollar donations that larger municipal libraries benefit from.

We raised concerns about slow internet service to the Mayor and Council and our MLA Jordon Sturdy. The lack of new service in the community has resulted in many people using the Library as their connectivity access. Part of the reason for a redesign in 2018 is to add additional computer access points.

In April the Board held an appreciation event for members of the Friends of the Library. We continue to have their support at book sales and in the past at the Wine and Cheese function and Ironman. Their funding together with the \$40,000 grant from Whistler Blackcomb will allow the first phase of the main Library area redesign to be completed.

The Board is planning an Oktoberfest for October 13, 2018 as a fundraiser towards phase two of the redesign and we hope you will all support us. There is a call for donations to the redesign on the Library Website. We ask that all Library patrons donate at least \$5 towards this redesign, anyone donating \$25 or more will receive a charitable receipt towards the \$100 deductible for income tax purposes.

Judith Walton
Chair Pemberton and District Library

Director's Annual Report 2017

2017 was another successful year for the Pemberton & District Public Library. **89,421 visits were made to the Library** (a 6.9% increase from 2016). This increase also happened despite an unplanned 4-day closure in November due to essential repairs to the heating/cooling system in the Community Centre. We tried to minimize the impact to the community by providing scheduled pick up times for holds during the closure but we certainly saw the impact of the closure on our visits and borrowing that month as November would typically be our busiest month of the year. October ended up as our busiest month on record with 8905 visits. In the winter months it is not uncommon for us to be seeing over 500 daily visits, particularly on Tuesdays and Thursdays.

80,739 items were borrowed from the Library in 2017 (a 1.6% increase from 2016) continuing to highlight the importance of our collection to our community. Digital borrowing is still continuing to grow with an 8.6% increase in the number of eBooks and audiobooks being borrowed, but at 5554 items, it still does not compare to the demand for the physical collection.

We launched our new strategic plan in 2017. The 2017-2019 strategic plan outlines 4 priority areas that will provide a framework to help the Library sustain, and grow its services until 2020.

The four priorities are:

1. Programming
2. Resources
3. Partnerships
4. Flexible Spaces

The strategic plan also led to a review in our vision, mission and values.

Vision: The Hub of Our Dynamic Community

Mission: To connect and inspire through ideas, programs, and technologies

Values: Accessible. Welcoming. Engaging

Programming

2016 was our first year offering the Community Volunteer Income Tax Program (CVITP). This program provides free tax return support for low income individuals and families. A total of 4 individuals used the service, co-ordinated by staff member Marilyn. We will run it again in 2018 with an earlier start date to see if that improves demand.

We launched a new after-school program for ages 7+ called 'Maker Monday'. This program will run during Fall and Spring, consisting of different 4-week long workshops focused on STEM. Workshops included photography and 'Creating with Lego'. We plan to expand this in 2018 to include some form of coding and/or robotics.

One of the highlights of our events calendar in 2017 was Katrina Kadoski's one-woman theatre performance 'Cougar Annie' in June. Seating was at capacity and highlighted how beneficial movable stacks would be in creating a more flexible space for programming. Our author event with Chris Czajkowski and her dog Harry was also well attended.

Our monthly movie nights and family movie matinees in the Fall and Winter months continue to be popular. Movie matinees regularly have upwards of 40 in attendance resulting in maximum capacity in the lounge area, further highlighting the benefits of introducing movable stacks.

Thanks to a new volunteer we were able to offer our first French speaking Storytime in October. This was well attended and we hope to make it more of a regular feature in our programming.

Resources

Thanks to the support of the Friends of the Library, we were able to add the online resource Lynda.com to our digital collection in 2017. Lynda.com is an online learning platform that provides access to thousands of courses in IT, Business, and Creative skills to help individuals achieve their personal and professional goals. We believe this is an invaluable resource for the community as training opportunities are often limited or cost-prohibitive due to travel. By the end of 2017, 80 people had started learning with Lynda. The Library staff have also been able to benefit from the resource for their own professional development with all staff given scheduled time to complete courses during their

work week. Staff assistance with technology still remains in high demand, Lynda.com has not only helped staff develop their skills but provide patrons with an alternative for developing their skills from home. We continue to also offer Book A Librarian sessions for 1:1 guidance with computer basics. Predominantly intended to assist with navigating the Library's digital resources, we will be enhancing this program further in 2018 to better meet the diverse needs of the community in terms of computer training, with a view to incorporating Lynda.com into that training by means of curated playlists according to the patron's interests and training needs.

Over 7,000 computer sessions were completed on our 6 public access stations in 2017. This number is in all likelihood considerably higher due to the manual method we have been using to record these sessions. The growing demand for the computers and access to the printer was leading to longer wait times for patrons and considerable staff management was required to ensure things ran smoothly. In mid-November we installed computer management software on our public computers which requires patrons to log in with their library card or a temporary password, giving them a timed session (which can be renewed if no-one else is waiting for a computer). This has significantly reduced the amount of time staff have had to spend recording and monitoring sessions and also gives us an accurate report on how many patrons have used the computers in a given time frame. On average, over 600 computer sessions are completed every month. This is in addition to the 500-600 patrons accessing our wifi on their own devices. The printer and photocopier continue to be heavily used and a significant source of income. In 2017 we also introduced special rates for bulk printing/copying to make the service more accessible for anyone wishing to print more than 50 pages.

We added three other new digital resources in 2017: *Artistworks* Online Music & Art Instruction, *Comicsplus* digital graphic novels and comics and *OnePlay* digital gaming service. We monitored it throughout the year and actively promoted the resources online, especially at the schools. However, the demand was not there and we did not renew the subscriptions for 2018.

We added two 'non-traditional' items to our collection in 2017. We added a portable DVD player than can be checked out for in-library use. We also added Board Games to our collection and they have been experiencing growing in-library use. In 2018 we are going to trial allowing them to be borrowed to take home and expanding the collection to include puzzles and adult games. Our Kindle Fire continues to be popular and has been constantly checked out throughout the year.

In 2017 the Pemberton Library team consisted of 1 full-time employee, 4 part-time employees and 1 casual employee working a combined 142 hours per week. The Library is currently open 48 hours per week over 7 days. In 2017 Marilyn celebrated 25 years working at the Pemberton Library, we said goodbye to Kalmia Hockin and welcomed Kelly Berringer to the team. Gen completed her BA in Librarianship and Corporate Information Management and also started working part-time at the Whistler Library.

Partnerships

In April we partnered with local driving instructors Todd McGivern and Carrie Turchinetz to offer a free workshop to help those preparing for their written driving test.

We explored the possibility of Service Canada outreach visits to our community and met with representatives from Service Canada on a number of occasions.

We partnered with Stewardship Pemberton to launch our new Seed Library in June. Although slightly late in terms of the gardening season, much interest has been generated around it and we look forward to seeing it "grow" in 2018.

We are pleased to also partner with SFU from December to offer free monthly writing consults to the community. In December we partnered with the Pemberton Multicultural Network and Dream Makers Community Literacy Coalition to offer a 'Decorate the Library Christmas Tree' event. Families were invited to come to the Library, make some decorations and decorate our tree. Over 25 children and caregivers attended.

We also partnered with the annual Winterfest event and offered a free family New Years Eve movie in the Library.

Flexible Spaces

In March we conducted a 'space survey' to get a better picture of how the library is being used throughout the day. It highlighted the growing demand placed on the seating areas and the variety of purposes people visit the Library including private study, work, tutoring/home schooling and leisure/reading. We also had an informal questionnaire

at the front desk to gather community feedback about what they would like to see in the Library space in the event of a redesign.

We had a number of pop-up libraries and outreach visits in 2017. In addition to the monthly pop-up libraries at the Pemberton Secondary School Library, Kalmia also presented at a staff meeting about a selection of our digital resources. Kalmia and I presented to Grade 6/7 students at Signal Hill Elementary about eBooks and digital magazines. We had two pop-up Libraries at the Pemberton Farmers Market. I presented to the Seniors about the various resources available to them through the library and Marilyn and I hosted a digital resources pop-up library at N'quatqua Children's Centre in December.

One of our future goals would be the addition of a fully automated self-check machine. With the considerable cost involved in both the purchase of the machine and preparing the collection we have to consider seriously if a library of our size would benefit from such an addition. We were able to set up a basic version of a self-check using our existing computer management software and a laptop at the end of the summer to test what impact such a resource could have. By the end of the year 12% of all check-outs were being completed by patrons using the self-check and we are continuing to see growing use. Some of the key benefits are the added level of privacy it provides patrons and also reduces wait times during busy periods or when staff are assisting patrons with computers or reference questions.

During the closure in November we also made a few changes to the public space including re-arranging the existing study carels, re-purposing a table from the 'staff area' to create an additional work/study space, and introducing a public holds shelf so that patrons can now retrieve their holds themselves.

I met with the consultant from Jonathan Morgan & Co. (the company that completed the redesign project in the Children's Library) to discuss our options for re-designing the main Library in order to fully maximise the use of the space and developed a two phase plan.

We applied for a Whistler Blackcomb Foundation grant in October to help us move ahead with Phase One of the project. We were awarded \$40,000 that combined with the \$30,000 raised by the Friends of the Library over the last 4 years will enable to us to proceed in 2018 with redesigning the front area of the Library.

Thanks also to the Friends of the Library we were able to add new Adirondack style seating to the front deck area to provide alternative seating options in the warmer weather. We are exploring our options for creating more shade in that space so that it can be utilized even during the peak summer months when it is typically too hot and sunny.

Summary

2017 has undoubtedly been another successful year for the Pemberton & District Public Library and it has been rewarding watching the service, our community, and the team continue to grow. As I approach the end of my fifth year as Director I reflect on how far we have come in the past few years and feel very blessed to work with such a dedicated and enthusiastic team of staff and Board of Trustees, and to serve a community that values our service as much as we do. As we embrace our new strategic plan, I am confident that we will continue to successfully adapt and change in order to strengthen our role as the hub of the community.

Emma Gillis
Library Director