



2014

ANNUAL REPORT



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NOTE FROM THE CHIEF LIBRARIAN AND CHAIR OF THE LIBRARY BOARD

JUNE 2015

On any given day before the library opens, the lobby of the Library/Museum Complex fills up with people waiting to get in. They come to use our computers, to read the paper, to enjoy songs and stories at Storytime, and some to find something new to read. They come to ask questions, to get help with something, and to learn. Some might be working on a business plan, a resume, or a course assignment. Others might be looking for ancestors who lived here in the early 1900s. New Canadians might be here for a tour of the library and new residents to Penticton might be here for a library card. You never know, and that's the beauty of a public library.

Even before the doors open the library is a hive of activity. Julia will be getting her programs ready for the day, if she's not out visiting a school. Micah will be out in the stacks selecting books to send to our homebound patrons. Laurie and Shelley might be running updates on our computers, while Karen is in the stacks shelf reading or checking hold lists for her shopping trip that week. At the Circulation desk staff will be checking holds, returning last night's book drop, and getting the day's newspapers out to the reading room. Lisa will be sorting through interlibrary loans that were returned and the ones requested by other libraries. Then 9:30 rolls around and we open for business!

2014 was a year of patron directed change and strategic planning here at the Library. We ended 2013 with a community survey. We asked what they wanted for library services and from those answers we developed a new range of programming and services. Family movies, Tween Lego Club, and Learning at Lunch are all new program initiatives developed in 2014. The newsletter and email notices, that's new too. Patrons asked for downloadable magazines and other online services – we got them – we introduced Zinio, One Click Digital, and AVOD last year to add to our online resources, and we still have Library2Go.

As part of this transitional year, we engaged in a comprehensive strategic planning process. Our goal was to continue to improve the importance of the library in the community. The result is a four year plan with six strategic priorities:

- Raise public awareness and tell our story
- Increase community engagement
- Put the patron experience first
- Foster lifelong learning
- Become Penticton's gathering space
- Promote responsible management

For the next four years these priorities will guide improvements in our core service areas: service, programming, technology, facility and collections. We will also be guided by the vision that the "Penticton Public Library continues to be a welcoming and thriving gathering place, engaging with our diverse community and encouraging all ages in their pursuit of learning and personal growth" and the mission to be "a thriving presence, responsive and connected to our diverse community through innovative services, outreach and partnerships."

We look forward to serving Penticton in the coming year.



Heather Buzzell,
Chief Librarian, Penticton Public Library



Linda King,
Chair, Penticton Public Library Board

**OPEN 325 DAYS
IN 2014**

**36.27% ACTIVE
CARD HOLDERS
PER CAPITA**

A YEAR IN THE LIBRARY:

A YEAR IN YOUTH SERVICES—JULIA COX AND MICHELLE CAMELFORD

This year, the Children's Library had a broader focus on children within their families and communities. We spent almost as much time with adults as we did with children, not just in their regular visits to the Library, but at Ready, Set, Learn sessions in schools, Interior Health's Babytalk, Boys and Girls Club's Positively Pregnant, visits with PALS (Parents as Literacy Supporters), and sessions with Early Childhood Education students. We continued taking service outside the Library with mini storytelling workshops for a number of classes in the gifted and talented program at Wiltse, regular book selection for Little Paws Children's Centre, visits to SOICS (South Okanagan Immigrant & Community Services) and collaboration with them on some school visits, along with a storytime tent at the Children's Festival. We connected with other programs in and out of the Library as therapy dogs in training visited our storytimes, groups of Cubs came to work on their reading badges and the Youth Services Librarian was a guest judge for a speaking competition with the Air Cadets. June was particularly lively as we supported tutors, parents and students during the teachers' strike, which also contributed to our busiest year ever with distance education students writing exams. The emphasis on the family as a whole also inspired us to try something new with Fabulous Family Movies. We enjoyed support from Penticton Landmark Cinemas who generously provided free popcorn and movie passes and families combined the movie with their library visit to spend some time with us.

2014 was our first full year of teen programs. We hosted 16 fun programs aimed towards youth aged 13-18 years old with a total of 115 participants. These programs included movie nights, YouTube Karaoke, Exam Crams, Sci-Fi Night, Live Clue and many others. All of these programs were created by a group of dedicated teens who make up our Youth Advisory Committee. On top of our event nights, the committee met monthly, with a two month hiatus over the summer, with an average of 8 in attendance. We would like to thank Murray's Pizza for donating pizza for these meetings. We would also like to thank David's Tea for donating iced tea to our Mad Hatter Iced Tea Party and to Landmark Cinemas who donated movie passes for us to give away during our summer programs.

In October 2014, we launched a monthly Tween Lego Club for ages 9 - 12 years old. With the help of a generous donation of \$500 from the Rotary Club of Penticton, we purchased a large amount of Lego pieces and base plates to get the program started. This is a place for tweens to be creative and think outside the box when given a new theme at the beginning of each session. We're looking forward to seeing what they build next!

A YEAR IN THE LIBRARY:

A YEAR IN TECHNICAL SERVICES—SHELLEY MURPHY

Cataloguing is starting to return to normal as the majority of the MARC records we receive for books published in 2014 are done in RDA, the new cataloguing code. In 2013, we made the decision to catalogue all new items according to RDA and upgrade all AACR2 (the previous cataloguing code) records that we received for new items. This is more time consuming for older items we get as donations or replacements for damaged or lost items, but we (the cataloguers) are all starting to think in “RDA” rather than translating from AACR2. We get the majority of our MARC records from one source which helps. However, records from Library and Archives Canada can be contributed from many libraries with different RDA policies. Also, changes to RDA are still being made!

We added a new server to run Ezproxy which allows users to authenticate their library barcodes against our patron database for access to our new Access Video on Demand databases. One of the developers of Ezproxy worked with a SirsiDynix Horizon database so the software has an option unavailable for other Integrated Library Systems. This allows our users to authenticate indirectly through our online catalogue, saving us the cost of an additional SIP (3M Standard Interchange Protocol) license. We also moved our current version of SIP from a standalone computer running Windows 2000 to our Windows 2008 Application Server. SIP provides authentication for our PC Reservation software which manages our public internet computers. The Windows XP computer running PC Reservation was replaced with a new Windows 7 computer. The next step is to replace our catalogue computers which are still running Windows XP!

A YEAR IN PUBLIC SERVICES—KAREN KELLERMAN

As a result of our Community Survey late in 2013, the Library looked at gaps in service and launched the Learning at Lunch program in February. Twice each month a presentation is made in the Auditorium covering a topic of interest. There have been programs by a lawyer, by travelers, by genealogists showing Ancestry.ca, on many health and living issues for seniors and on community resources and new pastimes. In addition to these, we hosted 10 authors for readings or launches of new books; held 9 well-attended Book Club sessions; highlighted our adult collection by promoting 3 adult reading contests: *When in Rome...*, *Found on the Bottom Shelf*, and *Blind Date with a Book*. We also added to our databases by joining Zinio and AVOD, allowing our users to access downloadable magazines and streaming videos. We finished up the year by co-hosting a Community Warm-Up with the Museum and The South Okanagan Genealogical Society all celebrating the holiday season with us. Over 200 people came and enjoyed treats and hot drinks, played games, made crafts, listened to a choir, scavenged in the Museum, and wrote letters to Santa. This is an event we'll celebrate each year!

10.5 ITEMS
CIRCULATED PER
CAPITA IN 2014

5.4 ITEMS IN THE
LIBRARY PER
CAPITA

9.9 VISITS PER
CAPITA

85.6 PEOPLE IN
THE LIBRARY PER
OPEN HOUR

A YEAR IN THE LIBRARY:

A YEAR BEHIND THE DESK—LAURIE BOUWMEESTER

As always, the main activity at the circulation desk was the checking in and checking out of library items. Other regular ongoing activities include patron registration, processing books with cold and hot laminate, dealing with late fines and fees for lost items, book repair and helping patrons with their accounts by phone. There's a lot more going on back there than meets the eye!

One great new service developed for circulation was email notifications which went live in January 2014. Patrons can choose to have overdue notices, hold notifications and a courtesy return date reminders emailed to them. Staff promoted this service in-house and it has been received very favourably by patrons.

A newsletter was developed and the first issue became available January 2014. The newsletter is available at the check-out desk and also available online. It highlights programs, services and special events as well as promoting special collections. The web page was maintained and updated regularly providing patrons with up-to-date information on all activities being offered from children's programs to author visits and teen events.

A YEAR DELIVERING BOOKS THE HOMEBOUND —MICAH HUDSON

Any Penticton resident unable to come to the library due to illness, disability or hospitalization, can request free book delivery service. Patrons set up a profile of their reading preferences and I spend many hours in the stacks carefully selecting materials for each patron. Back at my desk, materials are checked out and made ready for the delivery routes of the five faithful volunteers. Thursday afternoons are spent phoning patrons who gently need a reminder of the upcoming book deliveries. Fridays are delivery day!

Giving the gift of reading

Joan McDonald loved to read—even after she began to lose her vision. For many years, she was a dedicated user of the Penticton Library's Homebound Library service. She was able to listen to talking books in "daisy" format on a Victor Reader loaned by the Library. "Hard to imagine a day without a daisy" was one of her favorite sayings. Joan was grateful to have books remain a part of her life and she wanted to share that gift with others. Among her last wishes was the request to purchase a new Victor reader for the Library to loan to others who are visually impaired. Through the generosity of her extended family, the Library received not one, but two new readers. Joan was an amazing influence among the residents of the Concorde, encouraging them to read no matter what physical limitations they had; her passion for reading is now a big part of her legacy.

The Penticton Library would like to acknowledge the generosity of Joan and her family and to encourage others to use the Homebound Library Service.

BY THE NUMBERS:

	2014	2013
Resident Card holders	12,088	12,288
BC One Card holders	1,946	2,018
Non-resident Card holders	10	8
Total active card holders	14,044	14,314
Circulation—physical material	327,390	322,664
Circulation—electronic material	21,138	17,898
Circulation—in house	41,133	37,096
Total Circulation	389,661	377,658
Collection—physical material	112,945	115,264
Collection—audio/visual material	1,325	1,256
Collection—ebook/audiobooks	61,491	57,567
Total Collection	179,333	177,360
Programs—Children	180	171
Programs—Teen/Tween	27	7
Programs—Adult	61	23
Program Attendance—Children	4221	4441
Program Attendance—Tween/Teen	189	29
Program Attendance—Adult	883	959
Total Library Programs	268	201
Total Library Program Attendance	5,293	5,429
Interlibrary Loans Sent	1,284	1,045
Interlibrary Loans Received	997	827
Reference Questions Answered	19,584	18,826
Visits to the Library	226,477	216,629
Visits to the Library webpage & Catalogue	72,660	59,633
Public Computer Sessions	23,550	23,110
Time spent on public computers (hours)	5,648 hours	n.d.

**159 CHILDREN IN
SUMMER READING
CLUB**

THANK YOU TO OUR FUNDERS & DONORS

City of Penticton, Ministry of Education, Diamond Jubilee IODE, Community Foundation of the South Okanagan, Richard Strachan, Robert and Helen Sherbino, Ernie Ingles, Rotary Club of Penticton, Carolyn Dirks, Legal Society of BC, Okanagan Regional Library, and Joan McDonald and family. Thank you!

THANK YOU TO OUR PROGRAM SPONSORS:

Landmark Cinema, Murray's Pizza, Domino's Pizza, & David's Tea

PENTICTON PUBLIC LIBRARY

LIBRARY BOARD 2014

Linda King, Chair
Donna Butler, Vice Chair
David Folstad
Shane Fox
Patricia Hill
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Wendy Tarasoff

LIBRARY SENIOR STAFF

Heather Buzzell, Chief Librarian & Secretary to the Library Board
Shelley Murphy, Systems Librarian
Karen Kellerman, Public Services Librarian
Julia Cox, Youth Services Librarian

REVENUE

	<u>2014</u>	<u>2013</u>
Grant City of Penticton		
Operating	\$ 819,744	\$ 789,419
Building and Administration	188,800	188,800
Grant - Province of B.C. Operating	93,369	93,369
Grant - Outlook/ Legal Services Society	13,596	14,498
Grant - Tech/ Equity	18,887	18,887
Okanagan Regional Library Contract	66,990	59,840
Fines and Fees	22,628	23,279
Miscellaneous Revenue	14,639	16,327
Photocopy Revenue	5,069	3,427
Donations	1,804	1,063
Legacy/Estate Funds	1,964	4,049
Equipment Replacement Fund	1,650	7,882
	<u>1,249,139</u>	<u>1,220,840</u>

EXPENDITURE

Building and Administration	188,800	188,800
Equipment Allowance	1,938	1,650
Equipment Maintenance	28,905	26,656
Acquisitions		
- Books	142,018	125,524
- Periodicals	21,864	18,804
- Software	327	16
- Videos/ Audio/ Online Subscriptions	25,507	6,493
Office Supplies	34,055	32,983
Postage, Freight, Courier, Mileage	4,287	3,697
Salaries and Benefits	791,867	756,800
Staff/ Trustee Training and Development	8,617	4,811
Telephone/ Fax/ Internet	2,711	307
Program Support	3,430	884
	<u>1,254,325</u>	<u>1,167,426</u>

Transfer to/from reserves **-5,186** 53,414

Reserve AT THE END OF THE YEAR \$ 65,292 \$ 70,476