



BOWEN ISLAND PUBLIC LIBRARY ANNUAL REPORT 2012



BOWEN ISLAND PUBLIC LIBRARY
books & beyond...

MESSAGE FROM THE BOARD CHAIR

It is my pleasure to again write the annual message on behalf of the Board of Directors of the Bowen Island Public Library.

In January of 2012 the Board held a special strategic facility planning session that focused on the evolving role of the library, the changing demographics of the island and our future space needs. The Board was very pleased to welcome Mayor Adelaar and Councillor Duntz of the newly appointed municipal council to this planning session. It was agreed that the current library building is not large enough to support the changing role of the library and is at capacity now, and the Board voted to request that the library be included in the planning for the new community centre.

Based on that decision the Board contracted with Florrie Levine to conduct a space needs assessment to inform any planning for future space development. The findings of the assessment were presented to Council in May 2012 and the formal request made to be included in the planning for the community centre. The Chief Librarian was consequently appointed to the Bowen Community Centre Implementation Committee (BCCIC) on behalf of the Library. As of the end of Dec. 2012 the BCCIC was awaiting further direction from Council.

From May to July 2012 the Municipality conducted a “Householder Survey” intended to help inform the spending priorities of Council. The results were [published in September 2012](#), with the library ranking highest in satisfaction among park, cultural and recreations services. After trails, the library was the service most highly utilized by Bowen residents and was rated fourth highest in importance, surpassed only by beaches, parks and trails.

The Board is currently in the fourth year of its 5-year strategic plan. Most of what we set out to do has been accomplished. In 2012 the Library Board continued to advocate for increased staffing, and a request for an increase of 0.5 FTE staff (18 hours per week) was approved for the 2013 budget year. Renovations and remodelling projects have improved the library interior, however, inadequate space continues as the outstanding issue. It has been recommended that the Board undertake a 3-year strategic planning session in the spring of 2013 and one of the tasks will be to review the space needs and the current realities.

Each year brings some new faces to the Board. Tim Rhodes was appointed as our municipal council representative and has been a strong advocate for the library. We were sorry to say goodbye to trustees Chris Pollard and Simon Parker, but were glad to welcome Melanie McLeod to the Board in 2012.

Patrons who visit the library may have noticed new tables, new shelving, newly painted walls and outdoor benches. Where do these improvements come from? They come from the Friends of the Library who raise funds through the mini bookstore in the library and the annual BookFest book sale. Thank you “Friends”!

The library is a warm and welcoming place because of its dedicated volunteers and amazing staff. Thank you to Susan Geist, Christine Miller, Sandy Mulholland and Janet Esseiva. And finally on behalf of the Board I would like to acknowledge and thank the Chief Librarian, Tina Nielsen who is the public face of the library in the community and the behind the scenes work horse. She is an inspiration to us all.

ANDREA LITTLE, BOARD CHAIR

MESSAGE FROM THE CHIEF LIBRARIAN

I would like to begin by thanking our many volunteers whose generous donation of time and energy keeps the library deeply connected to the community; and to our wonderful staff, many thanks for your patience and unfailing commitment to excellent library service – even during these times of great change for libraries. I would also like to thank the library board members, who, as volunteers, give their time to set direction for the library and who support library staff in many ways beyond their statutory requirement. Thank you all.

Throughout 2012 the staff and volunteers of the Bowen Island Public Library have been implementing new programs and services that support our unique community needs and reflect the library's strategic plan. New public programs in 2012 included the opening of the Med Shed at the library (from its former place in a private home as the "Community Cupboard"); the lending of PowerCost Monitors provided by Bowen In Transition; 2 e-reader workshops presented by Chris Koth of North Van City Library; a 6 month Tech Tutor program offering free technology help and instruction; and the start of a partnership with the Arts Council offering literary events on Bowen. All of these new programs are funded through partnerships with other local organizations, grant funding or by our Friends of the Library.

The physical collections of the library have remained static in size for the past few years. Without additional space it is not possible for us to expand the size of our collections – except, of course, electronically. And thanks to collaborative purchasing across B.C. the Bowen Library has been able to expand our electronic collections by 31% in 2012, providing more than 81,000 electronic books, magazines and audiobooks to our patrons.

Our circulation of physical books and other items has been declining slightly for the past 3 years; however where we see growth is in the lending and using of electronic resources – ebooks, e-audiobooks, and e-magazines. Circulation of electronic collections has increased by more than 100% from 2011 to 2012. As with most libraries these days, we are carefully monitoring changes in the world of information and publishing, and are expanding the scope and definition of traditional library service, so that we can respond to the changing needs of our community. We see those changes in our own statistics. Bowen Library continues to grow - not in traditional book circulation, but in active registered patrons, programs, interlibrary loans, reference questions, and in both physical visits to the library and virtual visits to the library. Now more than ever, libraries are community hubs - conduits for information literacy, digital access and one of the few public spaces left that are free and open to all.

TINA NIELSEN, CHIEF LIBRARIAN

STATISTICS

		2012	2011	% change
CIRCULATION	Circulation physical materials	41,382	44,878	- 7.8
	Circulation electronic materials	1,619	757	+ 113.8
	TOTAL CIRCULATION	43,001	45,635	- 5.8
COLLECTIONS (VOLUMES)	InterLINK Returns	3,782	3,500	+ 8.1
	Hold Requests Requested	942	864	+ 9.0
	Physical collections	16,423	16,595	- 0.8
	Electronic collections	64,781	49,356	+ 31.3
	TOTAL COLLECTIONS	81,204	65,951	+ 23.1
	Physical Items Added	1,599	1,891	- 15.4
QUESTIONS ANSWERED	Physical Items Withdrawn	1769	2,710	- 34.7
	TOTAL QUESTIONS	3363	3,024	+ 11.2
INTERLIBRARY LOANS	Lent to other libraries	391	350	+ 11.7
	Borrowed from other libraries	326	230	+ 41.7
PROGRAMMES	Number of programmes	92	64	+ 43.7
	Total attendance at programmes	2102	1185	+ 77.4
PATRON REGISTRATION	TOTAL REGISTERED PATRONS	4,497	4,248	+ 5.9
	Total active patrons	2,305	2,078	+ 10.9
	New patrons added	308	355	- 13.2
LIBRARY VISITS	In person visits	34,216	30,160	+ 13.4
	Virtual visits through website	20,018	18,047	+ 10.9
	Public internet use	3,432	3,637	- 5.6
	Wifi connections	5,569	6,372	- 12.6
	In-library materials used (newspapers, magazines, books, etc.)	8,840	8,736	+ 1.2

FINANCES

REVENUE	\$	EXPENDITURES	\$
Bowen Island Municipality	164,245	Collections	29,805
Provincial grants	24,545	Transfer to reserves	0
Federal grants	3,855	Operating	25,875
Library revenues (fees & fines)	8,995	Building	11,254
Donations & miscellaneous	6,021	Salaries and benefits	138,979
Transfer from reserves	7,612	Capital & projects	9,360
TOTAL	215,273	TOTAL	215,273

BOARD AND STAFF MEMBERS

Board of Trustees 2012

Andrea Little	Chair		
Maureen Nicholson	Vice Chair	Melanie McLeod	Trustee
Ted Benson	Treasurer	Simon Parker	Trustee
Len Gilday	Trustee	Chris Pollard	Trustee
Sarah Graham	Trustee	Sheilagh Sparks	Trustee
Richard Labonte	Trustee	Tim Rhodes	Council Rep

Staff

Tina Nielsen (*Chief Librarian*), Susan Geist and Christine Miller (*Supervisors*), Sandy Mulholland, Janet Esseiva and Devon McLeod (*Library Assistants*)

VOLUNTEERS

Library volunteers

Anne Ayre	Dorothy Howes	Susan Sheehan
Pam Cleary	Jane Kellett	Pam Stimpson
Barbara Cornell	Marlene Mather	Aubin van Berckel
Betty Dhont	Linnea McCaskill	Lyn Van Lidth de Jeude
Allie Drake	David McCullum	Leslee Wake
Sally Fitz-Gibbon	Angus McTavish	Irene Wanless
Margaret Gray	Laura Rahn	
Sharon Haggerty	Donna Scorer	

Friends of the Library

Anna-Marie Atherton	Alvie Morrison	Elizabeth Storry
Lois Meyers-Carter	John Morrison	Sheila Webster
Pam Miller	Greta Smith	<i>(Plus dozens of BookFest helpers)</i>

THANKS

Thank you to Bowen Island Municipality for continued financial and staff support; thank you to the Libraries and Literacy Branch of the Ministry of Education for financial, program, and service support; and many thanks to our generous donors and supporters, who contribute to the success of the Bowen Island Public Library.

Funders

Bowen Island Municipality
Libraries and Literacy Branch, Ministry of Education
Industry Canada, Community Access Program
Friends of the Bowen Island Library
Bowen Island Literacy Task Group and Decoda Literacy Solutions

Gifts and Donations

Gillian and Jonathan Bennett
David & Emily McCullum (Digitally Hip Corp.)
Bowen Island Community Foundation
Courthouse Libraries
Royal Bank Financial Group
Bowen Island Community School

EVERY PICTURE TELLS A STORY

THE MED SHED

In the spring of 2012 the island's "Community Lending Cupboard" was looking for a new home. This service, lending medical and mobility equipment, had



Volunteer Sandy Logan cleans and inspects the Med Shed equipment.

been operated in a private home for more than 20 years and was in danger of disappearing upon the sale of that home. After determining the space required, the library agreed to take on the service by housing the equipment in a shed behind the library. With the volunteer labour and discounted materials of local roofer Gary Charette, the shed was made leak-proof, while carpenter Ian

Thompson volunteered his time to close in the interior walls. The equipment was moved in July, and several more volunteers (staff member Sue Geist and local physiotherapist Sandy Logan) examined and checked all the equipment before

washing and sanitizing everything that was deemed lendable. By mid-August the Community Cupboard was reborn as the Med Shed and in its first 6 months has helped 28 people by lending more than 50 pieces of medical equipment. Library lending has always included a range of materials (books, DVDs, videos, kits, magazines, power cost monitors, e-readers), and the loan of medical equipment is just one more way of sharing community resources.



After years of providing the Community Cupboard, the Lawson-Najare families bring the equipment down to the newly renovated Med Shed.



SUMMER READING CLUB



SRC Coordinator, Devon McLeod with Norden the Magician

It was "strange but true" that the library started this year's Summer Reading Club (SRC) with a special visit from Norden the Magician. SRC Coordinator Devon McLeod introduced Norden and the SRC 2012 theme of "Strange but True" to more than 150 students at Bowen Island Community School. Bowen Library has run an annual Summer Reading Club for 25 years with support from the Province of BC, the Government of Canada, the BC Library Association and the Royal Bank Financial Group. This year's SRC had 136 kids

registered; Devon presented 20 programs with a total attendance of 138; and by September we had awarded 30 medals to kids completing 50 days of reading.



Norden performs for BICS Kindergarten to Grade 4



SRC wrap up party - medal winners completed 50 days of reading.

TECH TUTORING

The Bowen Island Literacy Task Force has been operating since 2010 supporting literacy programs through many organizations on Bowen. In 2012 the Literacy Task Force included a digital literacy program in the library as part of their annual plan. Funds from the Literacy Task Force were leveraged with a donation of \$2500 from the Bowen Community Foundation (to purchase notebook computers), and participation in the Community Access Program Youth Initiative (CAPYI) that provided the wage for a tech tutor.



Board Chair Andrea Little and Chief Librarian Tina Nielsen receive Community Foundation donation presented by Joyce Ganong (right)

This popular program provided technology training and assistance to anyone in the community needing help with technology. James Barth was our

Tech Tutor for this literacy project and with his excellent skill and patient demeanour he served 110 community members with everything from learning to use a computer, to email set up, and cloud computing. This highly popular program ran for 5 months until funding ran out, and James moved on to a full time job. We plan to continue the program in 2013 once funding can be secured.



James Barth introduces the Tech Tutor program to SKY at Bowen Court



Guest presenter Chris Koth, provided two e-reader workshops in January 2012

More Stories....



Alvie Morrison, of the Friends of the Library, sorts book donations for the mini bookstore



Bowen Children's Centre preschool class at the library on one of their regular monthly visits.



The library is decorated with thematic bunting for the first annual Steamship Days July 2012



The first Literary Saloon presented by Bowen Island Arts Council and the Bowen Library. Held at the Gallery in Artisan Square – Fall 2012



Teens are adaptable and resourceful....but wouldn't it be great if we could offer them a space of their own - with chairs? A Teen lounge or study area is on our wish list for improved library spaces.



Kenneth Oppel, Canadian author of more than 25 books for young people, visited Bowen Island in October 2012. The library brought him to the BICS gym where he spoke to students in grades 6 – 9 from IPS, BICS and the Island Discovery Learning Community