



# BOWEN ISLAND PUBLIC LIBRARY

## ANNUAL REPORT 2011

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Celebrating 30 Years of Public Library Service – May 1, 2011

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## MESSAGE FROM THE BOARD CHAIR

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### ***What building has the most stories? The library, of course!***

Each year there are more stories. Some have happy endings, some sad and some are a continuing series.

This year was no exception for the Board of Trustees of the Bowen Island Public Library. There were many stories to mark 2011. A highlight for the Board was celebrating the 30<sup>th</sup> year of continuous public library service. The Board participated in the planning of the Pearl Anniversary Celebration, a day that recognized the work of hundreds of volunteers and staff over the past 30 years and the role the library has played in enriching the lives of children and adults on Bowen Island over these many years. A library is an integral part of the foundation of a strong, healthy and vibrant community, and as the community has changed so has the library. There was indeed much to celebrate. This was a story with a very happy ending.

The role of the Board is twofold. While we have a legislative responsibility to oversee the running of the library as a whole through the development and implementation of policy we have a significant responsibility to look into the future and plan accordingly.

Our strategic plan guides this planning and decision-making. In 2009 we developed a five-year strategic plan that laid out a number of goals and objectives.

- Enhancing the library as a community gathering place
- Developing the library as a centre for literacy
- Building a professional organization
- Increasing access

Over the past year we have continued to focus on these goals. We have been working on a revised Collections Policy and a new Board Manual, and we developed and approved a Volunteer Policy. As well, we revised a template for conducting staff performance reviews. While these are not exciting stories they are necessary in building our professional organization.

We supported the addition of new furniture, inside and out, in order to improve access and enhance the library as a community gathering place.

The Board has a responsibility to provide accessible and high quality library service while maintaining a healthy work environment for the staff. In order to ensure adequate staffing we made the difficult decision to reduce hours of library service. It is an ongoing challenge providing appropriate staffing in response to increased demands that are a result of changing demographics, economics and the rapidly evolving world of technology.

This is a story that does not have a happy ending but it is a continuing story as we work towards improving our staff ratios and returning to our previous hours of service.

There is also a new story unfolding - our library is at capacity. Library resources and programming are limited by our current space. As well, libraries are becoming increasingly complex as technology changes how libraries administer day-to-day functions and how patrons access information. These new demands put added responsibilities on our staff and added pressure on our limited space. We anticipate this story to have many chapters.

It has been a pleasure to work with my fellow board members over the past year. We were sad to say goodbye to board member Hilary Butler and to Municipal Council representative David Wrinch, however, we welcomed Tim Rhodes, in his stead.

A Library is not just a building and materials. It is the people, staff and volunteers who make the Bowen Island Library great. Thank you truly for your commitment, passion and hard work. Thank you to the Friends of the Library who not only raise money to support the Library but remind people of the importance of their community library.

And holding it all together is Tina Nielsen our Chief Librarian. Thank you for your commitment, creativity, and, most of all, the love for the work you do. You have made serving on the Board of Directors a joy.

The people tell a very happy story.

ANDREA LITTLE, BOARD CHAIR

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## MESSAGE FROM THE CHIEF LIBRARIAN

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2011 marked the 30<sup>th</sup> year of continuous public library service on Bowen Island. In celebration of our long history on the island, the library held a community celebration of our “Pearl Anniversary” complete with a library history display, face painting, balloon creations, jambalaya, cupcakes, the Black Sheep Morris Dancers and a brass band. The sunny weather was perfect on May 1<sup>st</sup> and more than 200 community members enjoyed the food, entertainment and socializing on the library lawn.

The library building itself was remodeled further in 2011 with new lounge furniture and display shelving generously donated by our Friends of the Library. Two new benches were added to the exterior to provide more seating in the gathering area in front of the library.

In these challenging economic times the library is pleased to be able to provide the community with a place to meet, learn, research and relax without charge and without restriction. It was therefore with much regret that we had to reduce our hours of operation in 2011 due to insufficient staffing. We are, however, committed to returning those hours as soon as possible, and have retained Sunday openings to meet the request of a majority of patrons. Our trial project of opening Thursdays from 7 am to 1 pm was popular with a number of early risers and commuters, but a survey of hours revealed a strong objection to the corresponding early closing at 1 pm and so we have regularized hours from 11 am to 5 pm most days.



Our reduction in hours is reflected in lower numbers of internet users and in person visits, however, our circulation has remained stable and virtual visits through the website have increased significantly. The library participated in the completion of the “Stories of Bowen” literacy project and has the book and DVD available to borrow or to purchase. We also purchased two Kobo e-readers for loan and instruction and hosted two very popular e-reader workshops with guest host Chris Koth.

Our programming for children continues to grow thanks to the commitment of volunteers like Aubin van Berckel and the innovations of our summer student Emma Fleetham who increased summer reading programs threefold. Many of these programs are sustained through donations from community member, the Friends of the Library and from provincial grants. Many thanks to our donors and granting agencies whose funding makes it possible to continue to offer excellent library programs both in the library and in the community.

The library continues to work with community partners to expand library service beyond the walls of the library and to support other organizations in their goals to improve lifelong learning, literacy, and community engagement. We are pleased to work with the schools and preschools on Bowen as well as the Arts Council, Literacy Committee, municipal Community Centre committee, and many other groups.

I have the great privilege of working with an enormously supportive and active board, and with highly skilled and dedicated staff and my thanks go to both these groups for making my job so much easier. I would also like to thank outgoing Councillor David Wrinch for his diligence in supporting the library at Council and for his hands-on contributions to numerous library events and projects. For all of us - board and staff - it would be impossible to reach our goals if it were not for the support of the library volunteers and the Friends of the Library. Our volunteers and Friends have been the core of Bowen Library for more than 30 years and I want to thank each and every one of them for their time, energy and unfailing support.

TINA NIELSEN, CHIEF LIBRARIAN

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## BOARD AND STAFF MEMBERS

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### Board of Trustees 2011

Andrea Little	Chair	Richard Labonte	Trustee
Maureen Nicholson	Vice Chair	Simon Parker	Trustee
Ted Benson	Treasurer	Chris Pollard	Trustee
Hilary Butler	Trustee	Sheilagh Sparks	Trustee
Sarah Graham	Trustee	David Wrinch	Council Rep

### Staff

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

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## VOLUNTEERS

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### Library volunteers

Anne Ayre	Dorothy Howes	Isabel Otter
Pam Cleary	Diana Kaile	Laura Rahn
Barbara Cornell	Jane Kellett	Carla Reed
Betty Dhont	Nan Massender	Donna Scorer
Allie Drake	Marlene Mather	Susan Sheehan
Janet Esseiva	Linnea McCaskill	Pam Stimpson
Sally Fitz-Gibbon	David McCullum	Aubin van Berckel
Dorothy Geisler	Melanie McLeod	Leslee Wake
Margaret Gray	Angus McTavish	Irene Wanless
Sharon Haggerty	Heather Miller	Sandy Winton

### Friends of the Library

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

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## FINANCES

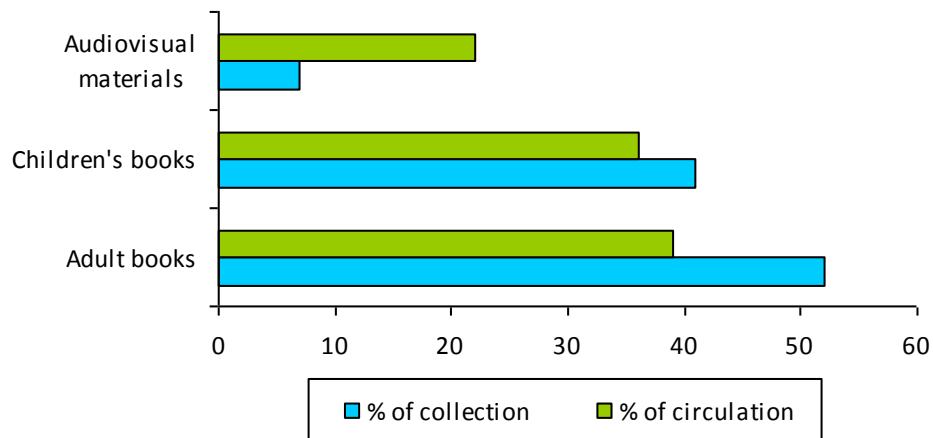
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REVENUE	\$	EXPENDITURES	\$
Bowen Island Municipality	163,591	Collections	33,419
Provincial grants	24,787	Transfer to reserves	9,839
Federal grants	4,395	Operating	19,497
Library revenues (fees & fines)	9,626	Building	12,538
Donations & miscellaneous	20,246	Salaries and benefits	130,592
Transfer from reserves	0	Capital & projects	16,760
TOTAL	222,645	TOTAL	222,645

## STATISTICS

		2011	2010	% change
CIRCULATION	TOTAL ANNUAL CIRC	45,635	45,262	+1
	InterLINK Returns	3,500	4,137	-15
	Hold Requests Filled	864	1,007	-14
COLLECTIONS	TOTAL COLLECTION (ITEMS)	16,565	17,188	-4
	Items Added	1,891	1,157	+63
	Items Withdrawn	2,710	2,660	+2
QUESTIONS ANSWERED	TOTAL QUESTIONS	3,024	3,341	-9
INTERLIBRARY LOANS	Lent to other libraries	350	477	-26
	Borrowed from other libraries	230	243	-5
PROGRAMMES	Number of programmes	64	66	-3
	Total attendance at programmes	1185	1,596	-25
PATRON REGISTRATION	TOTAL REGISTERED PATRONS	4,248	3,895	+9
	Total active patrons (last 2 years)	2,078	2,885	-28
	New patrons added	355	375	-5
LIBRARY VISITS	In person visits	30,160	34,550	-12
	Virtual visits through website	18,047	12,780	+41
	Public internet use	3,637	4,900	-25
	In library materials used (newspapers, magazines, books, etc.)	8,736	7,700	+13

### COLLECTIONS TO CIRCULATION PERCENTAGE COMPARISON



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## THANKS

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Over the past 30 years Bowen Island Public Library services have been improved and expanded through the generosity of hundreds of library supporters. Individuals, groups and agencies have given their dedication and dollars to ensure that the library effectively serves our community. Bowen Island Library Board gratefully acknowledges the following for their significant support in 2011:

### Funders

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

### Gifts and Donations

Gillian and Jonathan Bennett  
Ronald & Gloria Chalmers  
Gurston Dacks  
David & Emily McCullum  
Elisabeth Thompson  
Bowen Island Garden Club  
Courthouse Libraries  
Royal Bank Financial Group

