



BOWEN ISLAND PUBLIC LIBRARY ANNUAL REPORT 2015



"Connecting Islanders to each other and to the world"

MESSAGE FROM THE BOARD CHAIR

For the Board of Bowen Island Public Library (BIPL), 2015 was a year of continuing to work toward the goals set out in the Strategic Plan for 2014 - 2016. As the year progressed, Andrea Little provided leadership in her role as Board Chair and we used the Strategic Plan as a guide for making policy decisions that promote the Library's vision, mission and guiding principles. In a half-day workshop on May 30, 2015, we revisited the four goals, as outlined below, and updated our plans.

1. Enhancing the library as a community gathering place

Our main initiative toward achieving this goal is our collaboration with the Bowen Island Arts Council (BIAC) to construct an Annex/Gallery that will provide spaces for library programs, small and large group meetings, improved Med Shed storage, Arts Council offices and the BIAC art gallery. During 2015, we chose an architect for the project and continued fundraising. We ended 2015 with BIAC and BIPL boards fully committed to completing this exciting project.

2. Developing the Library as a centre for literacy

During 2015, the Board supported on-going funding for the Tech Tutor program. This popular program helps learners of all ages develop their computer literacy skills. As well, the Board continued to support programs for young library users and their parents.

3. Building a professional organization

The Board supported renovations to the back area of the existing library to improve working conditions for staff. As well, the Board welcomed improvements to the Library website, including enhanced availability of governance-related documents such as the Board Manual and minutes of Board meetings. In 2015 the Board adopted clear policies regarding:

- use of Library spaces (indoors and out) by external groups
- recruitment and selection of new Board trustees
- remote voting on urgent issues

4. Expanding the Library's role as a place for collaboration

Space limitations have made this goal particularly challenging to achieve in the existing Library. The Board sees the Annex/Gallery building project as a major step toward fulfilling our vision of "connecting Islanders to each other and to the world."

The Board appreciates the dedicated work of our Library staff and volunteers, and the generous support provided by the Friends of the Library. We treasure the wealth of experience, knowledge, vision and enthusiasm that Tina Nielsen brings to her work as our Chief Librarian.

CYNTHIA NICOLSON, BOARD CHAIR

Our Vision

Connecting islanders to each other and to the world.

Our Mission – How to get there

Bowen Island Public Library nurtures discovery and learning for all ages, through the sharing of ideas, knowledge, skills and resources.

Guiding Principles

A Place for Everyone

We provide a safe, welcoming, and accessible gathering space that responds to the community's needs.

Respect

We respect the privacy, confidentiality, and diversity of all people and welcome everyone in an atmosphere that is non-judgmental and courteous.

Reading, Literacy and Lifelong Learning

We support lifelong learning and the achievement of literacy in all its forms, and we encourage reading as a pleasurable and worthwhile experience.

Knowledge and Culture

We encourage and facilitate an active cultural and intellectual life in the community, where ideas are shared to create and sustain an informed and knowledgeable society.

Intellectual Freedom

We support the Canadian Library Association's position statement on intellectual freedom, and we support equitable access to expressions of knowledge and creativity.

Service

We provide free and equitable access to library materials, programs, and services with professionalism and excellent customer service.

Collaborations

We are a place for sharing and will work collaboratively with local residents and groups as well as the wider community.

Responsive and Accountable

We are responsive to community expectations and make decisions that are fiscally prudent and transparent.

Meeting the Future

We respond to new technologies, to the expanding knowledge base, and to changes within our community.

Preserving the Past

We preserve our library history and stories, and value those things the community cherishes about the library.

MESSAGE FROM THE CHIEF LIBRARIAN

Without a doubt the most exciting event in 2015 was the creation of a solid partnership with Bowen Island Arts Council (BIAC) for the Annex/Gallery Project. The expanded project now includes space for BIAC's gallery and office, and allows for a large gathering space when the library and gallery spaces are shared. We hired architect James Tuer to further develop a preliminary design and a south facing outdoor plaza. With the assistance of some key supporters we developed a fundraising cabinet of 20 Bowen Islanders, who committed to help fundraise for the project. Their work in the last quarter of the 2015 grew our \$50,000 building fund to more than \$300,000 by the end of the year.

The Annex/gallery project will provide much needed space for library programming and services. As we prepare for this increased space, library staff are piloting new programming ideas and discussing how we will best use the new space. The Conscious Aging program was an example of the kind of program we see taking place in the new Annex. This co-sponsored program with The Caring Circle, was a continuation of the Reflections on Aging offered in 2014. The participants enjoyed the program so much that they requested a continuation. While we had to limit participation due to space constraints, we can visualize this type of seminar/workshop program taking place in the Annex much more often.

Partnerships and collaboration are so valuable in our small community. We have many small non-profit groups striving to make our community a better place with minimal resources. Working together we can ensure we are all more effective and efficient, that we can cost share and that we are able to promote and support each other's work. Bowen Library is proud of our partnerships and involvement with the Literacy Task Group, Bowen Island Children's Centre, Bowen Island Community School, Caring Circle, Family Place, Bowen Island Community Foundation, and the Bowen Island Arts Council. Our doors are always open to working with community groups and individuals whose goals align with the library's vision and mission.

New in 2015 was our "Food for Fines" program in support of the Bowen Island Food Bank. From November 23 to December 31 the library offered forgiveness of fines in exchange for a donation to our local food bank. Patrons were very receptive and donated 4 large boxes of food as well as an additional \$340 in cash. This successful program will definitely be continued in 2016.

While statistics show a small decline in book borrowing overall, what is interesting is the continued growth of children's book borrowing. We are a community of "families" and the library has always had children's literacy and reading skills as a cornerstone of our service. In order to support our families and the increased use of children's materials, we plan to grow our children's programming and children's book collections over the next few years.

We are also seeing continued growth, year after year, of people physically coming to the library. This growth is shown in number of people physically entering the library (now averaging 114 people per day), number of questions answered, and number of library materials used in the library (not taken home). Their reasons for being in the library may be changing (less book borrowing) but customers are coming into the library in ever increasing numbers. Space and programs are the new "materials" for library sharing.

The day to day function of the library is slowly changing. From keepers of the books, to providers of learning, leisure and shared collections, the staff roles at the library are also changing. Bowen Library staff have always been keen supporters of the idea of public libraries, and now they are readily adapting to a renewed role in public library service. My sincere thanks goes to Susan Geist, Christine Miller, Janet Esseiva, Leo Pedersen, Devon McLeod, Marysia McGilvray and Sophie Taylor for their continued openness to change, and commitment to serving our library patrons above and beyond their job descriptions. They make my job a pleasure.

The operation of our library is also supported by a diverse group of library volunteers. Ranging from professionals who volunteer their services when they can, to regular weekly volunteers who have been with the library for decades. Without our volunteers we could not offer the hours open or the range of services that we do. This year we were fortunate to have a number of new additions to our volunteer contingent. Joyce Cameron joined our team of volunteer book processors, Effron Esseiva helps alleviate our tech tutor waiting list by offering even more tech tutoring sessions, and we gained two new front desk circulation volunteers - Janet Sims and Leanne Arnison. Many, many thanks to all of our volunteers. Whether on the board, Friends of the Library, working at the front desk, behind the scenes or delivering programs, your dedication and support are much appreciated.

TINA NIELSEN, CHIEF LIBRARIAN

STATISTICS

| | | 2015 | 2014 | % change |
|---------------------|----------------------------------|---------------|---------------|----------|
| CIRCULATION | Circulation physical materials | 37,155 | 39,494 | - 5.9 |
| | Circulation electronic materials | 3,119 | 3,308 | -5.7 |
| | TOTAL CIRCULATION | 40,274 | 43,742 | -7.9 |
| COLLECT | Physical collections | 14,793 | 16,290 | -9.2 |
| | Electronic collections* | 72,246 | 61,491 | +17.5 |
| | TOTAL COLLECTIONS | 87,400 | 77,781 | +12.4 |
| QUESTIONS ANSWERED | TOTAL QUESTIONS | 5,356 | 4,896 | +9.4 |
| PROGRAMMES | Number of programmes | 96 | 86 | +11.6 |
| | Total attendance at programmes | 1,494 | 1,238 | +20.7 |
| TECH TUTORING | Number of appointments | 646 | 466 | +38.6 |
| PATRON REGISTRATION | TOTAL REGISTERED PATRONS | 5,191 | 5,063 | +2.5 |
| | Total active patrons | 2,354 | 2,363 | -0.4 |
| | New patrons added | 315 | 357 | -11.8 |
| LIBRARY VISITS | In person visits | 34,112 | 34,045 | +0.2 |
| | Website visits | 35,845 | 28,262 | +26.8 |
| | Public internet use | 3,016 | 2,900 | +4.0 |
| | Materials used in library | 10,244 | 7,000 | +46.3 |

*Shared collection across BCLibraries

22 cents per day
(Per person cost of municipal funding for library service)

An average of 114 people visit Bowen Library every day

58% of Bowen residents are active library cardholders

FINANCES

| REVENUE | \$ | EXPENDITURES | \$ |
|---------------------------------|----------------|--------------------------|----------------|
| Bowen Island Municipality | 219,568 | Collections – physical | 20,922 |
| Provincial grants | 23,679 | Collections - electronic | 2,652 |
| Other grants | 125 | Transfer to reserves | 0 |
| Library revenues (fees & fines) | 5,360 | Operating | 25,432 |
| Donations & miscellaneous | 2,501 | Building | 14,605 |
| Transfer from reserves | 6,202 | Salaries and benefits | 182,328 |
| TOTAL | 257,435 | Capital & projects | 11,496 |
| | | TOTAL | 257,435 |

BOARD AND STAFF MEMBERS

Board of Trustees 2015

| | | | |
|------------------|-------------|------------------|---------|
| Andrea Little | Chair | Sarah Graham | Trustee |
| Cynthia Nicolson | Vice Chair | Melissa Harrison | Trustee |
| Ted Benson | Treasurer | Melanie McLeod | Trustee |
| Sue Ellen Fast | Council Rep | Susan Munro | Trustee |
| | | Michael Penny | Trustee |
| Len Gilday | Trustee | Sheilagh Sparks | Trustee |

Staff

Tina Nielsen (*Chief Librarian*), Susan Geist and Christine Miller (*Supervisors*), Janet Esseiva, Devon McLeod and Leo Pedersen (*Library Assistants*), Marysia McGilvray and Sophie Taylor (*on call Library Assistants*)

VOLUNTEERS

Library volunteers

| | | |
|---------------------|-------------------|------------------------|
| Frances Biddiscombe | Roberta Kennard | Susan Sheehan |
| Joyce Cameron | Richard Labonte | Janet Sims |
| Betty Dhont | Marlene Mather | Sophie Taylor |
| Allie Drake | Robin Matheson | Baiba Thompson |
| Effron Esseiva | Linnea McCaskill | Aubin van Berckel |
| Zoe Esseiva | David McCullum | Lyn Van Lidth de Jeude |
| Sally Fitz-Gibbon | Roger McGillivray | Leslee Wake |
| Sharon Haggerty | Marysia McGilvray | Irene Wanless |
| Maggie Hocking | Angus McTavish | Alyssa Zandvliet |
| Jane Kellett | 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 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 Branch, Ministry of Education
Friends of the Bowen Island Library
Industry Canada, Community Access Program
Bowen Island Literacy Task Group

Gifts and Donations

David & Emily McCullum (Digitally Hip Corp.)
Courthouse Libraries
Royal Bank Financial Group
Bowen Island Community School
Bowen In Transition
Wes Magee & Cecile Russell
John Lord