



Justa Jeskova Photography

2015 Annual Report



Justa Jeskova Photography

Note from the Library Director and Chair of the Board of Trustees



This was the year of mastery for the Whistler Public Library and a time for staff to hone their skills; continuing to fine-tune our service model and taking on the challenge to be reliable, responsible and build relationships with patrons. Even with that in mind, the library isn't one to rest on its laurels. We extended our library hours adding an hour of service each weekday morning starting at 10 a.m. and extended an hour on Friday to close at 6 p.m. We completed and celebrated the final component of the architect's plan for the building; a beautiful sun deck. As an extension of the library's exterior footprint the deck provides more room for programming and enjoyment as well as an additional access point from the Florence Petersen Park. The library also acquired three new online added-value resources that gave patrons the ability to access entertainment (Hoopla), news articles (Press Display) and video tutorials online (Lynda.com). In 2015 we also launched phase one of a three year project to rejuvenate and modernize our children's service area. Phase one included two new curved low shelving units that were used to carve out a special space for our juvenile book collection. The new shelves give a new level of approachability to browsing by young people and added a happy "pop" of color to the otherwise tame space. It is with great pride that we share the outcomes and accomplishments of 2015 and as always, we look forward to all of the exciting opportunities to come!

Sincerely,

Lindsay Debou,

Acting Library Director, Whistler Public Library

Mike McCarville,

Chair, Whistler Public Library – Board of Trustees

The Year in Review: Cultivate: Growing patrons by supporting our immigrant population



OPEN
TO THE PUBLIC
8%

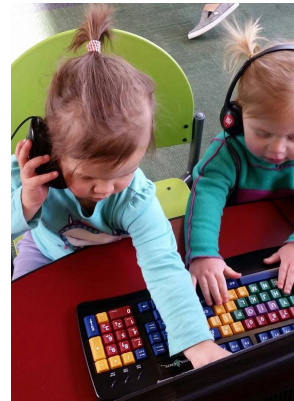


Welcoming and supporting immigrants is an important role for the Whistler Public Library. As with other communities across British Columbia, immigrants with diverse cultural backgrounds are arriving in greater numbers. To better understand who is coming to Whistler, where they are from, and what some of their needs are, staff attended “New To BC” training funded by Immigration, Refugees and Citizenship Canada. The New To BC website now links our collections and programs with Settlement Services in our community.

Late in 2015, as the Syrian Refugee Crisis escalated, the library organized a community meeting, partnering with other departments within the Resort Municipality of Whistler, the Whistler Multicultural Network, and refugee experts to inform people who were interested in helping with the response. The goal of the meeting was to find out about existing resources, programs and as well as future plans. The meeting attracted 75 participants and as a result the Syrian Refugee Initiative was formed.

“We are a group of like-minded Whistler locals who got together to host a Syrian refugee family. Our group formed as a result of the meeting hosted by the RMOW at the Whistler Public Library. Because of the library’s generous offering up of their space, and the ensuing meeting, Whistler will be host to a refugee family.”

- Sarah Morden.



TOTAL PROGRAM
ATTENDANCE
22,713

Collaboration: Partnering with our schools

Reading Link Challenge (RLC): In this program, students collaborate in teams to read six books and contribute to group activities around the novel. The RLC runs from November to March and in this timeframe library staff visit grade 4 and 5 classes to book-talk the books, run literature circles and competitions. The program culminates with an in-library competition where we welcome all the teams, teachers and parents to the library to determine the winning team for Whistler.

RLC is a school (School District #48) and public library partnership which promotes the love of reading and public library usage by participants. The schools provide space for RLC, assist with the promotion of the program to students and parents and incorporates the additional reading into their curriculum and activities.

As a result of this valuable collaboration, we have been able to cultivate new members and new readers. The Youth Services staff are frequently approached outside of library hours by young readers who they’ve met at the schools.



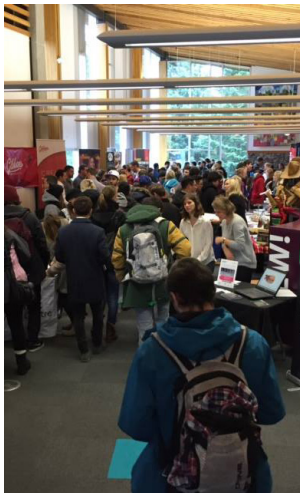
Facts and Figure Comparisons & Statement of Operations

29,210
REFERENCE
TRANSACTIONS

Create: Helping business build workforce capacity

It was a tough summer for local businesses in Whistler, as many had to reduce hours or even shut their doors entirely on certain days of the week due to a lack of skilled staff. To help alleviate what was starting to be described as a “labour crisis” the library partnered with the Work BC Employment Services Centre to host a Summer Job Fair. This would be a first for Work BC to locally undertake such an initiative and they identified the library as the ideal location due to the strong working relationship already in place between our organizations. The Summer Job Fair featured 8 employers and was attended by over 70 job seekers. It ran for 2 hours in community room and lobby.

The success of the Summer Job Fair attracted the attention of the Whistler Chamber of Commerce who were actively exploring how to solve the labour issues plaguing Whistler. A plan was formulated for Work BC and the Chamber to partner with the library on a Fall Job Fair, which is when employers hire their staff for the busy winter season. This was not a matter of dipping our toes in the water, as we did with the Summer Job Fair. Instead of using the community room and lobby, the entire library was used. An event this size would normally be hosted at the Conference Centre or one of the larger hotels. Half of the collection, which is on moveable shelving was relocated, pipe and drape was rented to make the space look like a traditional job fair, the community room was staged as a interview space and the laptops normally used for our tech series were set up as a pop up computer lab for job seekers to print extra copies of their resumes. The Fair was scheduled for four hours on a Sunday and 15 employers attended. Normally the library would see 500 people through the door on a Sunday but on that particular day there were over 1,200. Of those 1,200 visitors, 300 were job seekers.



NEW CARDHOLDERS
IN 2015
2,388

15,340
ACTIVE CARDHOLDERS

For the year ended December 31, 2015

Total Revenues and Grants	\$170,682*
Total Expenditures	\$1,142,922
Municipal funding	\$972,240

*Excludes donations/fundraising from third parties

Numbers to highlight:

Circulation

Reference Transactions	29,210
Increase in electronic collection sessions	81.5%
Increase in electronic collection subscriptions	42%
Total Library Programs	1,315
Total Program Attendance	22,713
In person visits	256,511
Virtual visits	116,025
Increase in hours open to the public	8%
New cardholders in 2015	2,388
Active cardholders	15,340
Computer sessions	36,766
Items borrowed each hour open	80.6

Whistler Public Library Leadership Team



Whistler Public Library Board of Trustees

Mike McCarville, Chair
Jennifer Wyne, Co-Vice Chair
Joe Baker, Co-Vice Chair
Sharon Schrul, Treasurer
Jen Ford, Municipal Representative
Victoria Crompton
Terry Deutscher
Samantha Emm
Louise Tomcheck
Rod Tindall
Paul Tutsch



Resort Municipality of Whistler Management

Norm McPhail, General Manager, Corporate and Community Services

Whistler Public Library Senior Staff

Lindsay Debou, Acting Director
Nadine White, Public Services Librarian
Libby Mckeever, Youth Services Librarian
Julie Burrows, Materials Management Supervisor
Suzanne Thomas, Technical Services Supervisor
Special Thanks Friends of the Whistler Public Library

329 Main Street, Whistler, BC, V0N 1B4

whistlerlibrary.ca

The Whistler Public Library is a Resort Municipality of Whistler facility