



2017 Annual Report

Whistler Public Library
whistlerlibrary.ca

 whistler public
LIBRARY


WHISTLER



Whistler Public Library 2017 Leadership Team

Whistler Public Library Board of Trustees

Gord Annand, Board Chair
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Resort Municipality of Whistler Management

Norm McPhail, General Manager, Corporate and
Community Services

Whistler Public Library Senior Staff

Elizabeth Tracy, Library Director
Nadine White, Public Services Librarian
Libby McKeever, Youth Services Librarian
Chelsea Jordan-Makely, Technology & Support Services Librarian

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

**2,500
NEW
MEMBERS**



As home to 12,000 residents, and a popular destination to more than three million visitors annually, Whistler is unique among other B.C. communities. Whistler Public Library serves both as an essential resource for locals and seasonal workers, and as a place to “Inspire Wonder” (our stated mission) for weekenders and seasonal tourists. Statistics reflect this position as both a traditional and an uncommon library, as the number of total active members (15,229) exceeds the local population!

Beyond its position as a resort library, Whistler Public Library is extraordinary in its dedication to customer service excellence. In 2017, Whistler Public Library was named the Winner of the Overall Service Award in Business by the Whistler Chamber of Commerce, and was nominated for the Service Excellence Award for a Large Business, alongside several four-star hotels. WPL maintains an excellent rating on the website Trip Advisor, with comments such as “Best public library in BC,” and, “The building and staff makes it very easy to want to come here over and over.” Our service philosophy empowers staff to say, “Yes,” and we strive to make the library easy to use by eliminating barriers to access wherever possible.

**5,000
NEW BOOKS
IN 2017**



Elizabeth Tracy,
Library Director,
Whistler Public Library



Gord Annand,
Chair, Whistler Public Library
– Board of Trustees

2017 Year in Review



Collaborate: Vision Survey and Strategic Planning

With more than 70 visitors per hour, each with different needs and preferences for quiet or play, connectivity or escape, the Whistler Public Library must be cross-functional and welcoming to all. Thus, before planning or committing to any space changes, it was essential that we engage with members of our community, our partners, and with our internal stakeholders. We designed a mixed-methods approach to our space needs analysis, including a vision survey and observation as to how visitors use the library. Our friends at the Whistler Centre for Sustainability collaborated with us to gather, analyze, and report the results. Subsequently, this information was used to inform three strategic planning sessions, facilitated by Connect Hospitality Strategies, and including our dedicated staff, senior leadership from the RMOW, and members of the Library Board. The results represent a consolidated win, as partnerships, inclusivity, and a space that is safe, inspiring, functional and adaptable to community needs feature prominently in the resulting one-page 2018-2021 strategic plan.

NEW WEBSITE
1,000 VISITS
PER DAY



18,000
VISITORS
EACH MONTH

“Not only do I feel safe bringing my daughter and her friends there, but I think it provides a safe space for people new to Whistler, people that might not have much of their own safe space and also space for anyone who needs it to read, study, tune out, relax, etc.”

- *Vision Survey Participant*”



Cultivate: Equal Access to Information

In 2017, we undertook three significant initiatives to enhance equitable access to information. These included participating in Interlibrary Connect (ILC), launching a new website, and eliminating fines for overdue items.

We enhanced our resource sharing, and improved system efficiencies, by participating in Interlibrary Connect with the Pemberton & District Public Library and the Squamish Public Library. This new service allowed us to borrow and loan materials directly through our shared Integrated Library System, Evergreen, and to ship them via a courier service. As a result, we're able to make these items available for our patrons more quickly than when we borrow materials via inter-library loan. Since launching ILC, we've borrowed more than 500 items, and loaned nearly 850, ensuring that our patrons are able to access materials beyond our collection in a timely manner, and helping our own collection to circulate more widely.

We launched our new website in August 2017. One of the main objectives of this project was to increase the visibility of our online resources and library programs. The second objective was to fully integrate our online catalogue into the website, so that users did not notice the transition between these two online platforms. Both objectives served to better connect our community with the knowledge, ideas and resources they need to be successful.

For the library's birthday on August 27, we celebrated by removing one of the most significant barriers to accessing information—overdue fines. Whether it is the financial strain or the perceived stigma, patrons have long cited that the reason they have not returned to the library is overdue fines.



“I LOVE this technology. And usually I don't like using computers for such things, but this site is really easy to use and it's so nice to be able to renew my books from home. It's making me read more because I take more books out at each visit to the library knowing that I can easily have them for six weeks (or more!) without having to schlepp myself back into town.”

- Marilyn Manso



Innovate: Improving our service standards

Last year, our Materials Management department (MM) sought to improve its service standards and capacity by redesigning our space and, more importantly, our workflows. To do so, Materials Management looked to Agile, a popular set of principles used in project management, most notably by software developers and engineers in Silicon Valley. Agile recognizes that it's not possible to continuously increase speed and efficiency; rather, innovation and new ways of doing things are required in order to create sustainable change. Agile prioritizes working relationships and the delivery of value "early and often" over documentation, and self-organizing teams over top-down management. A key tool in Agile project management, known as a scrum board, helps teams to make work visible and thereby improve communication and collaboration.

Though Agile first took hold in MM, it's being used in other departments, as well as at the management level, to make work visible, improve communication, and foster collaboration. Through Agile—namely, limiting work in progress—our staff are better positioned to think and act creatively to solve problems, and have a greater capacity to help each other when the need arises.

"Agile makes it safe to experiment (progress vs. perfection), it also gives us a framework to limit what we take on. Agile also supports a culture of simplicity and efficiency so that we can be better accountable for our resources."

– WPL staff



16,000
DOWNLOADS
OF EBOOKS &
AUDIOBOOKS



Statement of Operations & WPL by the Numbers

2016 Statement of Operations

| | |
|---------------------------|-------------|
| Total Revenues and Grants | \$105,415* |
| Total Expenditures | \$1,300,256 |
| Municipal funding | \$1,142,907 |

*Excludes donations/fundraising from third parties

WPL by the Numbers

- Roughly **11,000 residents** of Whistler carry our signature “**Inspire Wonder!**” **library cards**, including approximately **2,500 new members**.
- Our total membership exceeds **15,000 active cardholders**. These include approximately **3,700 visitors** who’ve registered with us through the BC OneCard program, and **150 non-resident memberships**.
- More than **1,100 kids** have their own WPL cards!
- On average, about **18,000 visitors** come to the library in person **each month**
- Our new **website** attracted about **1,000 visits** per day!
- We loaned more than **16,000 eBooks and downloadable audiobooks** in 2017. This represents a **100% increase** since 2014!
- Whistler residents are also catching on to our other electronic resources, like **Lynda.com** and **Mango Languages**. In total, we recorded more than **24,000 online sessions** — 43% more than the previous year!
- We **loaned 135,000+ books in 2017**, roughly **7,000** more than the previous year!
- We added over **5,000 new books** to our collection in 2017, almost **20% more than in previous years**.



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The Whistler Public Library is a Resort Municipality of Whistler Facility.

