

# WHISTLER PUBLIC LIBRARY

## 2018 ANNUAL REPORT

Whistler Public Library celebrates the unique opportunities and challenges presented by supporting a vibrant and resilient resort community. With the increasing cost of living and community growth, the library is an essential piece of social infrastructure that makes life more affordable through shared resources and inclusivity. The library contributes to a more sustainable economy by connecting people with employment, promoting cultural awareness, and supporting informal learning and personal growth.

This report presents highlights of Whistler Public Library's 2018 initiatives and their value to our community and stakeholders. These include raising expectations for the library experience; creating a space that is inspiring, functional, and adaptable to community needs; making inclusiveness visible; and building a framework for strong partnerships. We're particularly proud of three initiatives: our **Deweyless Project** has introduced an easy-to-browse, word-based classification scheme to our non-fiction section; Phase 1 of our **Space Needs Changes**, which included additional comfortable seating in our Fireplace Lounge and a new home for our Teen Collection; and our **Squamish Lil'wat Cultural Centre Partnership**, through which we have expanded our offering of Adult Programs outside of our building and strengthened our relationship with this local organization.

We acknowledge that none of these accomplishments would be possible without our exceptional staff, board, friends, volunteers, and strong municipal support.



Elizabeth Tracy  
LIBRARY DIRECTOR



Bevin Heath Ansley  
LIBRARY CHAIR

# 195,304

People visited the library in 2018

(average of 75 people per hour)



“

*“The Whistler library is the best part of Whistler and I look forward to our trip back here just for this. The librarians are so knowledgeable, friendly and helpful in guiding me to some good book selections.”*

- PEGGY DEAN

# ↑ 13%

Usage of online resources

(E.g. Lynda.com, Hoopla, Mango, PressReader)



# ↑ 16%

Children's library card registration

(1,382 children registered in 2018)

↑ **17%**

Circulation of eBooks and downloadable audiobooks



Reference transactions

↑ **12%**

staff answered more than 29,000 reference questions in 2018



Our wifi was used **72,000+ TIMES**

28% higher than 2017 usage

## 2018 STATEMENT OF OPERATIONS

Total Revenues and Grants	\$180,192*
Total Expenditures	\$1,342,609
Municipal funding	\$1,218,326

\*Excludes donations/fundraising from third parties

↑ **53%**

Number of adult outreach activities  
*(fulfilling strategic goal to expand adult program offerings outside the Library)*

The number of eBooks & audiobooks circulating

↑ **7%**

88,400 items available

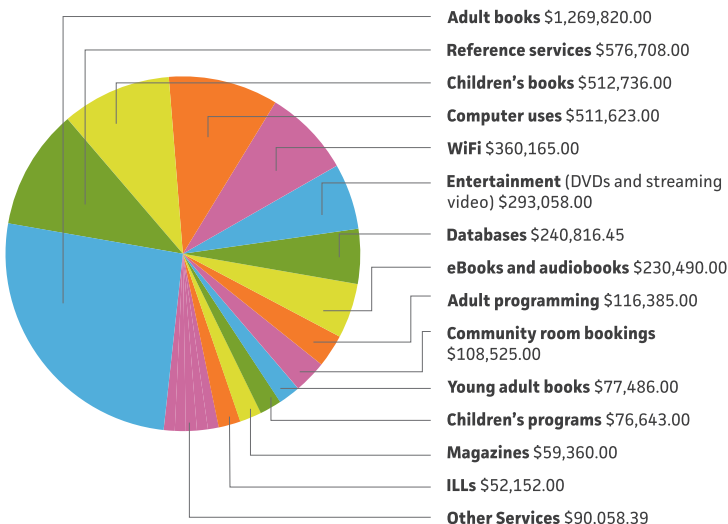


“I have been [at the library] almost every day for the last month studying away in front of the beautiful views at the desks. Everyday your smiles and helpful direction and of course great book suggestions have brightened my days. Thank you for the wonderful atmosphere that you have created here. It has made my studying so much more enjoyable.”

- ANNA

## RETURN ON INVESTMENT (ROI)

TOTAL ANNUAL VALUE OF SERVICES & RESOURCES\*



Return on Investment: for every dollar invested in the Library, we return an estimated **\$3.80 to our community** (or, said another way, there was a net return of **over \$6 million on a budget of \$1.5 million**).  
\*According to the ALA Library Value Calculator.

↑ **56%**  
Virtual Visits

*(to our website and online catalogue)*

