

# WHISTLER PUBLIC LIBRARY

## 2019 ANNUAL REPORT

Looking back on 2019, we celebrate initiatives that increased program accessibility, developed the team, fostered collaboration and improved our ability to share library impact.

We'd like to highlight three goals achieved this year: we implemented Phase Two of the Library Space Needs changes, which resulted in more collaborative work space and increased dedicated quiet study spaces; we introduced Barbed Choir and the Whistler Children's Chorus to our program line-up, diversifying our offerings and providing access to musical literacy for adults and children; and, our team completed the Librarian's Guide to Homelessness Training, which provided tools for building better relationships and more effectively resolving conflict with anyone who uses our library.

We continued to improve upon our strategic goal to "make inclusiveness visible" with upgrades to our building's accessibility features, updated welcome signage and restroom signage honouring all individuals and groups, in-depth reconciliation education for the public and staff through the Indigenous Canada Massive Open Online Course, and Cultural Diversity & Inclusion Training for staff and the public.

We are grateful for the support we receive from the Library Board and the Municipality to continue to elevate the employee experience and create a motivating ecosystem where a happy and engaged group of people promote a happy and engaged service experience.



Elizabeth Tracy  
LIBRARY DIRECTOR



Christine Young  
LIBRARY CHAIR

↑ 15%  
Increase in  
Library Visits



“

*The Indigenous Canada MOOC offered by Whistler Public Library is enlightening, informative, and presented in an accessible format. We had the privilege of experiencing the course at the SLCC and benefiting from the participation of the young indigenous ambassadors and masterful facilitation by library staff.*

-DONNA



↑ 21%  
Usage of online  
resources

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



Electronic materials  
account for  
**30%**  
of all materials  
circulated

# 2019 STATEMENT OF OPERATIONS

Total Revenues and Grants	*\$238,005
Total Expenditures	\$1,581,414
Municipal funding	\$1,306,279

\*Excludes donations and fundraising from third parties

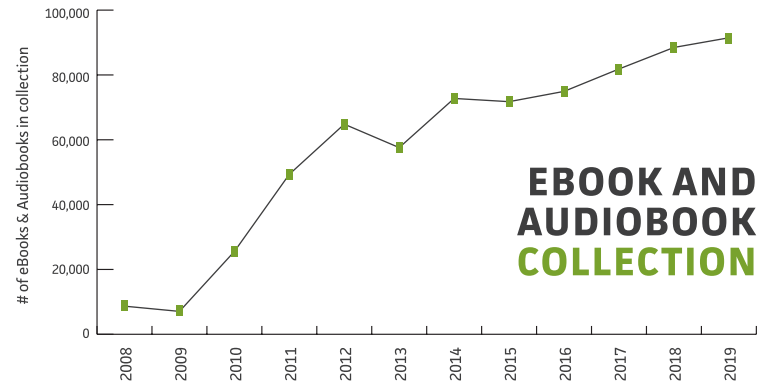


**22%**  
more books  
lent through  
Interlibrary Loan



**Circulation**  
**↑ 29%**

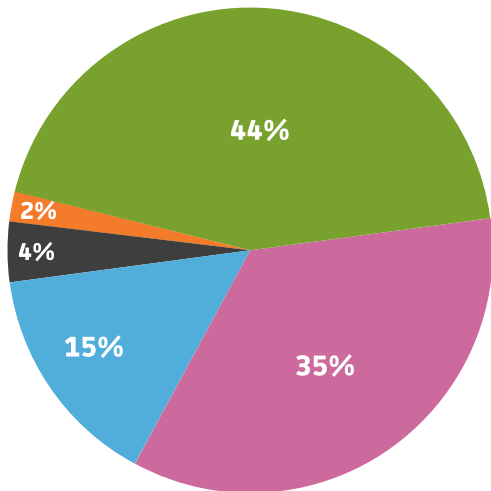
*This translates to an average of 17.4 items per cardholder*



**↑ 5%**  
**Number of Programs Offered**

**↑ 7%**  
**Program Attendance**

## LIBRARY CAPITAL IMPROVEMENTS



- Space Needs Changes \$107,248
- Physical Materials (Books & DVDs) \$83,116
- Electronic Resources \$36,172
- Other \$8,595
- Computers & technology \$3,711



**“**  
*Our child struggled in kindergarten with letter recognition and a desire to read and write. Going into the summer I was nervous about how I might continue to support his literacy, but he was so inspired by Summer Reading Club. He was eager to attend each session, finished with a massive smile on his face and willingness to share what he learned. He entered Grade One with a great deal of enthusiasm. Thank you for this wonderful program!*  
**”**  
- JACKIE

**↑ 15%**  
**Young Adult Program Attendance**

