

WHISTLER PUBLIC LIBRARY

2021 ANNUAL REPORT

Our community was faced with many challenges in 2021, including staffing shortages, a P1 Variant COVID outbreak, the shut-down of Whistler Blackcomb, record temperatures, and a local government cyber breach. In alignment with the library's commitment to continuous improvement, we looked for opportunities to transform these hardships into growth in 2021.

Despite the ever-changing restrictions throughout 2021, our doors remained open. This meant capping the number of people in the building, limiting visits to 30 minutes or less, and limiting seating options as needed. Once restrictions relaxed, we returned to being open seven days a week, and added one hour per day Monday through Saturday, providing the community with as much access as possible given the constraints of our budget.

In April, the Municipality was the victim of a cyber breach, rendering most of our digital services and technology unavailable. The breach resulted in rebuilding our technology infrastructure and stricter security measures. Despite these challenges, we were still able to launch our Laptop Lending program in October, allowing patrons to borrow a laptop for use anywhere in the library. In the first two months, our laptops were borrowed 250 times.

Thanks to funding from the Union of BC Municipalities' Strengthening Communities' Services Program, organizations that provided outreach in our building prior to the pandemic were able to return and expand their drop-in hours. This allowed community members to seek free assistance around housing, food security, job hunting, immigration, relationships, and more, all in one place.

From December 26 to January 1, the library partnered with Whistler Community Services Society (WCSS) and the Emergency Services Department of the Municipality to activate Whistler's first ever Emergency Weather Response Shelter, in response to Environment Canada's Extreme Arctic Outflow warning. Funding was provided by the British Columbia Municipal Safety Association.

Maintaining service levels while responding to changing Public Health Orders, WorkSafe BC requirements, and a cyber breach required ingenuity and perseverance from our team. We celebrate their ability to adapt and inspire wonder. And, now more than ever, we are grateful for the continued support from the Library Board and the Municipality.

THE WHISTLER PUBLIC LIBRARY MANAGEMENT TEAM

↑ 337%
increase
in unusual items
borrowed



Open hours
increased
55%
from 2020



↑ 32%
increase
in new items

↑ 49%
increase
in print materials
borrowed



↑ 109%
increase
in magazines
borrowed

2021 STATEMENT OF OPERATIONS

Total Revenues and Grants	*\$163,278
Total Expenditures	\$1,517,022
Municipal funding	\$1,421,159

*Excludes donations and fundraising from third parties



3260
views of Virtual Programs for Families



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“I’m so glad the library is open on Sundays again - it’s my favorite day to visit. Perfect for a low-key afternoon where both the kids and I can relax, read, and see friends.”

- DIANA

“Having multiple Service Providers at the centrally-located library on the same days has been so beneficial to the community and to those of us offering the services! We can ensure that clients are connected with other providers, keep each other informed, and support one another after tough conversations. We love this opportunity for collaborative work that the library creates!”

- IZUMI INOUE, WCSS OUTREACH WORKER

1095
views of Virtual Programs for Adults



“Barbed Choir is so uplifting! It’s been wonderful to gather together again at the library to create musical magic.”

- CATHY



2021 Community Partners

