



# 2012 Annual Report



“

We love to sit by the  
fireplace in  
the evening.  
We enjoy it because  
we don't have a  
fireplace at home.

”

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## NOTE FROM THE WHISTLER PUBLIC LIBRARY DIRECTOR

### **New beginnings in 2012**

2012 was a challenging and exciting year for the Whistler Public Library.

During the year, we set goals that were both ambitious and transformative. We made a commitment to promoting a barrier-free approach to service, improving our internal accountability and efficiency internally, and stretching our presence beyond the library's walls.

I began my position as Library Director halfway through the year, but am so proud to have participated in the library's success. I am pleased to call the library and Whistler home.

I would like to express my deep appreciation to the Whistler Public Library board of trustees and the Resort Municipality of Whistler for choosing to bring me on board. I am thankful to public service and youth service librarians Nadine White and Libby McKeever for laying a strong foundation for change, fostering a collaborative environment, and supporting me through my learning curve. I am thankful to the entire library team, as well, for their openness, enthusiasm, and commitment to quality.

2012 was an important year for the library, setting the stage for an exciting and dynamic future.



**Elizabeth Tracy**  
Director, Whistler Public Library



“

Great staff and nice  
relaxing  
atmosphere.  
Another great thing  
that Whistlerites  
should be  
proud of.

”

“

I have travelled the world for 80 years.

Never seen a lovelier library!!

”

## NOTE FROM THE LIBRARY BOARD OF TRUSTEES CHAIR

### 2012: A Year of change

2012 was a year of change at the Whistler Public Library.

In June, we welcomed our new Library Director, Elizabeth Tracy. Thank you to librarians Nadine White and Libby McKeever, who filled in so admirably in the absence of a director and to all of the staff for their patience and understanding during that period.

The library initiated an organizational review in 2012 with a goal of improving infrastructure within the library and moving towards a more patron-centered facility. The implementation of the recommendations and changes suggested during the review has begun.

Technology is transforming so many areas of our life—libraries are no different. The staff have embraced these changes and are offering innovative programs to connect our patrons to information, ideas, and experiences.

Thank you to Whistler's mayor and council and the Resort Municipality of Whistler for their continued support. This support makes it possible for the library to continue to be the community destination for knowledge, inspiration, innovation, and renewal.



**Gord Annand**

Chair, Whistler Public Library Board of Trustees



## YOUTH SERVICES REACHES OUT

A benefit resulting from the library's organizational review and the change in allocation of hours in specific departments has been flexibility. In youth services we now have the opportunity to allocate more staff hours to our outreach programming. As a result we've broadened our reach and enabled youth services staff to bring programming for children and teens to the community in surprising, new ways. By adding programs that take place outside of the library walls for example at the local public schools, we are able to serve youth, who may not otherwise visit the library. Conversely, for regular patrons we are now bringing something fun and familiar to them in a new location.

## NEW MATERIALS MANAGEMENT DEPARTMENT CREATED

2012 saw the creation of a dedicated materials management department at the library. By placing check-in, holds, shelving, magazines, interlibrary loans, and invoicing in the same small department, we streamlined our organizational structure to improve service to patrons.

The Whistler Public Library's small dedicated team makes sure all materials are ready for patrons promptly and in good condition. As part of the restructure, efficiency and service has been improved.

## GENEROSITY, TRUST, AND EXCITEMENT TO MAKE SOMEONE'S DAY – A NEW SERVICE MANTRA

How can we say yes more often? Inspired by this question we set out to remove as many barriers to service as possible in 2012.

We created one point of service by introducing the role of service specialist, which eliminated the traditional divide between circulation and reference staff. We relaxed our registration requirements and removed check out item limits. We eliminated fees for card replacements, guest internet use, and holds not picked up. We increased the visibility of our self-check machines. In addition, we implemented roving reference staff to find patrons, where they required assistance, and accompany them where they needed to go pointing with our feet and not our fingers.

Generosity, trust, excitement to make someone's day became the mantra of the service specialist in 2012. Removing barriers and creating a patron-centered service model made saying "yes" simple. The result was a relaxed and inclusive environment that enchanted both patrons and staff alike.

## TECHNICAL SERVICES STAFF SAVE TIME

It's been exciting being a part of the library's transformation with the new organizational structure and direction. Dedicated blocks of time have allowed technical services staff to catalogue more items in a timely way, to create new collections, and to clean up the library's catalogue. Patron requested materials and new titles are arriving on the shelves more quickly, improving service to our patrons.



2012 Circulation of all items

## 2012 IN NUMBERS

### SERVICE AND REGISTRATIONS

Population served	10,760
Active Resident	11,323
Active Non-Resident	490
Active BC OneCard Users	3,569
Total Card Holders	15,382

### CIRCULATION

Physical Materials	181,904
eBooks	2,465
eCirc (Non-eBook)	323
Total eCirc	2,788
Total Materials	184,692
Per Capita	17.16
Per Item Held	1.51
Book Circulation	94,016
Children's Materials	53,158

### PROGRAMS

Adult	470
Adult Attendance	3,780
Children's	331
Children's Attendance	10,576
Young Adult	8
Y/A Attendance	189
Total	809
Total Attendance	14,545
Total Outreach	196

## 2011 IN NUMBERS

### REGISTRATIONS

Population served	10,839
Active Resident	12,129
Active Non-Resident	462
Active BC OneCard Users	3,583
Total Card Holders	16,174

### CIRCULATION

Print	193,216
eMaterials	1,342
Total	194,558
Per Capita	17.95
Per Item Held	1.87
Children's	49,567

### PROGRAMS

Adult	416
Adult Attendance	2,786
Children's	356
Children's Attendance	9,242
Young Adult	22
Y/A Attendance	262
Total	794
Total Attendance	12,290
Total Outreach	196



265,417

Visitors In person and Virtual

## 2012 CONTINUED...

**LIBRARY USE**

Library Visits	196,136
Virtual Visits	69,281
In Library Material Use	33,293
Reference Transactions	9,350
Hours Open to Public	2,200
Hours per week	44.00
Public Computer Sessions	38,025

**ILL**

ILLs Sent	1,965
ILLs Borrowed	327

**IT AND COMPUTERS**

Internet-capable Computers	17
Total Public Use Computers	25
Database & Electronic Collection Subscriptions	18
Database & Electronic Sessions	832

**COLLECTIONS**

Print Materials	48,319
Audio Materials	3,324
Videos/DVDs	5,477
Computer and Video Games	226
Magazine Subscriptions	98
Total Physical Holdings	57,444
Electronic Holdings	64,781

## 2011 CONTINUED...

**LIBRARY USE**

Library Visits	212,346
Virtual Visits	95,156
In Library Material Use	36,155
Reference Transactions	14,750
Hours Open to Public	2,208
Hours per week	42.4
Public Computer Sessions	70,250

**ILL**

ILLs Sent	2,057
ILLs Borrowed	371

**IT AND COMPUTERS**

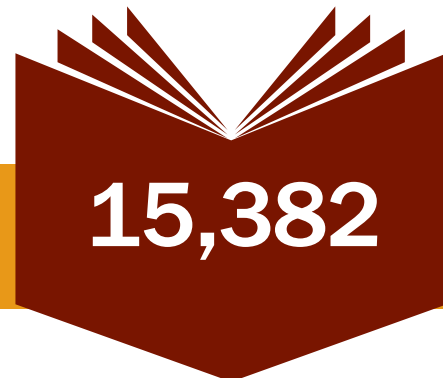
Internet-capable Computers	17
Total Public Use Computers	25
Database Subscriptions	14
Database Sessions	383

**COLLECTIONS**

Print Materials	46,202
Audio Materials	3,019
Videos/DVDs	5,135
CD-ROMs	364
Magazine Subscriptions	126
Total Physical Holdings	54,846
Electronic Holdings	49,356

Total Number of Card Holders

15,382



“

Loved this beautiful  
welcoming  
library.

One of our favourite  
places in Whistler!

Friendly  
Staff.”



#### MEMBERS OF THE BOARD OF TRUSTEES

**Gord Annand**, Chair

**Jennifer Wyne**, Vice Chair

**Mike McCarville**, Treasurer

**Duane Jackson**, Municipal Representative

**Nancy Campbell**

**Margie Clare**

**Terry Deutscher**

**Audrey Lundie**

**Ralph Forsyth**

**Rod Tindall**

**Paul Tutsch**

#### SENIOR STAFF

**Elizabeth Tracy**, Director

**Nadine White**, Public Services Librarian

**Libby Mckeever**, Youth Services Librarian

**Tina Symko**, Circulation Supervisor

**Moira Vu**, Materials Management Supervisor

**Suzanne Thomas**, Technical Services Coordinator

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[www.whistlerlibrary.ca](http://www.whistlerlibrary.ca)