



2013 Annual Report

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Whistler's community hub

On any given day prior to opening, the vestibule of the Whistler Public Library overflows with moms and toddlers, babies in strollers, and young distance learners armed with backpacks and smartphones. When the doors open at 11:00 a.m., a parade streams in headed for storytime in the Burrow or the quiet of a study carrel while there is still a place to be found.

Prior to the parade, on any given day the library has already been a hub of activity. The Whistler Welcome Centre has been open in the Community Room serving coffee to new immigrants, who share their stories of arrival to Canada, while their children make crafts at the table. Senior volunteers have been lovingly processing new books and talking about the news around town. A student from Australia is taking an exam in the library director's office. Youth Services employee, Laura, is headed to the Whistler Children's Centre armed with her guitar and picture books. Darel from Materials Management is on her way to collect the papers from Whistler's local bookstore; and so begins a day at Whistler's community hub.

The Whistler Public Library is a community hub and a highly valued institution for residents and visitors to Whistler—the space is a hive of activity, a place to read, to meet, or to use computers. It is a place to take part in a Zumba class, to listen to a university professor speak or for children to hear stories and sing songs. It is a place to interact and to share: A place of communal generosity where individuals become intertwined as part of the social fabric of Whistler.

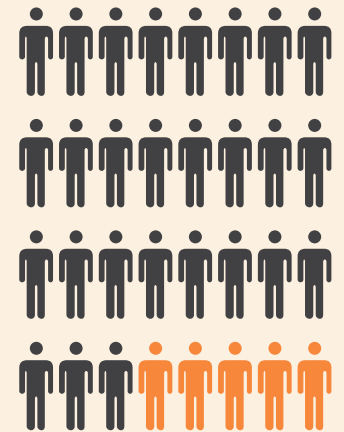
In 2013 library staff, the Board of Trustees, and municipal staff embarked—with the community—on a comprehensive strategic planning process to continue to enhance the value of the library to the community to 2017. The result is a three-year plan with the following four strategic priorities:

- Innovate: Expand service capacity through the use of technology
- Create: Design library spaces that promote comfort and collection
- Cultivate: Grow the number of people who use and value the library
- Collaborate: Engage community partners to expand programs



194,642

Physical Materials



35,559

More Library Visits in 2013 than 2012

From 2014 to 2017, these priorities will be used to improve our five core service areas: service, programming, technology, facility, and collections. In addition, the library has a new vision: to “Inspire Wonder” and a mission to offer “a free place that enriches this community with relationships, resources, and engagement while providing library service that is unique to Whistler.”

While the strategic plan was our most significant project of 2013, reopening the library on Sundays beginning April 14, 2013 was also monumental. We are grateful for the support of Mayor and Council, as well as the community voices that contributed to giving Whistler the gift of Sunday library services. With this, we hope you enjoy some of our other highlights from 2013.



Elizabeth Tracy

Director, Whistler Public Library



Gord Annand

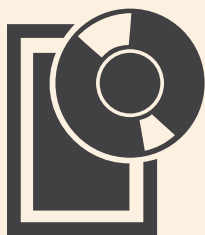
Chair, Whistler Public Library Board of Trustees





100,472

Virtual Visits



5,530

Video's/DVD's



17

*Internet Capable
Computers*

THE YEAR IN REVIEW:

Public Services, Technical Services, Youth Services and Material's Management

Expanded Digital Experience

Nadine White, Public Services librarian

The OverDrive Digital Bookmobile rolled into town on May 14, 2013—a 74-foot exhibit on wheels featuring instructional videos, interactive computer stations and a fully loaded gadget gallery. Readers of all ages experienced new ways to enjoy ebooks and downloadable audiobooks. It was also the perfect time to launch a Whistler Advantage collection reducing wait times for local residents with the purchase of Whistler-only copies of popular titles within the shared BC collection.

Searchable in all formats

Suzanne Thomas, Technical Services supervisor

In 2013 many national libraries adopted a new standard for cataloguing materials called Resource Description and Access (RDA). RDA provides instructions and guidelines to formulate data for consistent description and discovery of all types of library materials. The Technical Services Department attended workshops to learn how to implement RDA standards, to ensure that the Whistler Public Library's cataloguing practices remain relevant and current. While it's hard to notice these changes in our catalogue, our patrons have noticed the many different offerings the library has today from ebooks and magazines to online language courses, computer games, and more. RDA is necessary to accommodate these new formats and those yet to come.

All patrons big and small

Libby McKeeever, Youth Services librarian

One of the most wonderful things about Youth Services is that our patrons often bring their parents. These parents—whether they are from Whistler, the Lower Mainland, Ontario, the United States, Europe or Australia—tell us one thing: that they are so pleased they've found us. The library is a wonderful addition to their holidays.

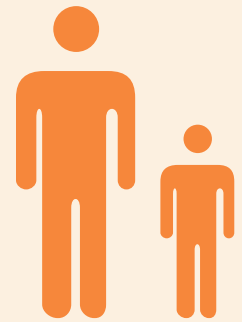
Many parents are just coming back to libraries seeking activities for their young children and teenagers, and they are pleasantly surprised at how libraries have changed. Whether it is a nature club, teen writing group, kid's yoga class, calligraphy lesson, or storytelling at the book bike, there is something for everyone. We receive positive feedback regularly about the quality of our collections, the variety of our programming both in the library and through outreach, and the passion of our staff.

All about new ideas

Lindsay Debou, Material's Management supervisor

The culture change of saying "yes" and creating this department in 2012, led to many improvements in 2013. Staff implemented new ideas to improve ergonomics and interlibrary loans, and to streamline general procedures. We increased staffing to accommodate Sunday openings, and we could easily see that patrons need our services seven days per week.

One of our department's highlights was the October Amnesty Program, during which we contacted patrons with high fines and welcomed them back to the library with a clean state. This was well-received by patrons.



271

Children's Programs



15,286

Card Holders

48.20

Hours per week



90

*Magazine
Subscriptions*



48,688

Print Materials

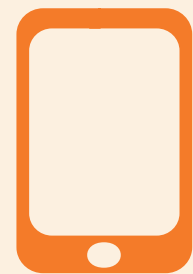
2012 AND 2013 *In Numbers*

SERVICE AND REGISTRATIONS	2013	2012
Population served	10,760	10,760
Active Resident	11,173	11,323
Active Non-Resident	509	490
Active BC OneCard Users	3,351	3,569
Total Card Holders	15,286	15,382
CIRCULATION	2013	2012
Physical Materials	194,642	181,904
eBooks	5,160	2,465
eCirc (Non-eBook)	9,954	323
Total eCirc	15,114	2,788
Total Materials	209,756	184,692
Per Capita*	19.49	17.16
Per Item Held	1.81	1.51
Book Circulation	108,705	94,016
Children's Materials	62,460	53,158
PROGRAMS	2013	2012
Adult	450	470
Adult Attendance	4,536	3,780
Children's	271	331
Children's Attendance	17,043	10,576
Young Adult	18	8
Y/A Attendance	351	189
Total	1,002	809
Total Attendance	21,930	14,545
Total Outreach	263	196



54,250

*In Library
Material Use*



57,567

Electronic Holdings

LIBRARY USE	2013	2012
Library Visits	231,695	196,136
Virtual Visits	100,472	69,281
In Library Material Use	54,250	33,293
Reference Transactions	25,050	9,350
Hours Open to Public	2,410	2,200
Hours per week	48.20	44.00
Public Computer Sessions	28,159	38,025
ILL	2013	2012
Interlibrary Loans Sent	1,931	1,965
Interlibrary Loans Borrowed	486	327
IT AND COMPUTERS	2013	2012
Internet-capable Computers	17	17
Total Public Use Computers	25	25
Database & Electronic Collection Subscriptions	18	18
Database & Electronic Sessions	3,821	832
COLLECTIONS	2013	2012
Print Materials	48,688	48,319
Audio Materials	3,491	3,324
Videos/DVDs	5,530	5,477
Computer and Video Games	216	226
Magazine Subscriptions	90	98
Total Physical Holdings	58,015	57,444
Electronic Holdings	57,567	64,781

*Based on Whistler's resident population. If we include our commuter, second homeowner and visitor population our average daily population is 27,000 which would make this 7.76 per capita.



WHISTLER PUBLIC LIBRARY

Leadership Team

Whistler Public Library Board of Trustees

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Terry Deutscher

Audrey Lundie

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Paul Tutsch

Jennifer Wyne

Resort Municipality of Whistler management

Norm McPhail, General Manager, Corporate and Community Services

Whistler Public Library senior staff

Elizabeth Tracy, Director

Nadine White, Public Services librarian

Libby Mckeever, Youth Services librarian

Lindsay Debou, Materials Management supervisor

Moira Vu, Materials Management supervisor

Suzanne Thomas, Technical Services supervisor

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www.whistlerlibrary.ca

The Whistler Public Library is a Resort Municipality of Whistler facility