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from the Board Table

A Great Year!

On January 18th, 2014, Vancouver Island Regional Library staff and Board of Trustees convened for the 2014 Annual General Meeting. The 2013 Year in Review and key performance indicators of the Regional Library's system were presented, with multiple highlights, as well as a 2013 Finance report. The Board also welcomed four new trustees, and elected new and standing members to the 2014 Executive Committee, Chair and Vice-Chair. In summary: VIRL experienced a terrific year of facility advancements, community engagement, and communications highlights!

2013 In Review

Strategic Plan Deliverables

The 2011-2015 Strategic Plan is the compass document guiding the Board's decisions and organizational initiatives towards accomplishing a set of strategic objectives. We review 2013 in terms of the achievement of these objectives to ensure VIRL's strategic plan remains on course:

1. Collection
2. Communications
3. Facilities & Operations
4. Information Technology
5. Delivery of Quality Service



Cowichan Lake Branch - Official Opening



Collections

Vancouver Island Regional Library will continue to develop its collection, enhance access to its collection, and build a maximum degree of diversity in the collection to provide the greatest choices possible for customers in both small and large branches.

OBJECTIVES:

- 1 DEVELOP COLLECTION
- 2 ENHANCE ACCESS
- 3 BUILD DIVERSITY
- 4 PROVIDE CHOICES
- 5 CATER TO ALL SIZE BRANCHES

RESULTS

1 INCREASED
SIZE OF
eLIBRARY
149,201

3 INVESTING IN CULTURE

 36 NEW
LANGUAGES

2 THINKRURAL

1-800
NUMBER

ASK A LIBRARIAN
EMAIL

BIBLIOCOMMONS
CATALOGUE

SUGGEST AN ITEM
ONLINE



4 MORE
SELECTION



MORE
CHOICES



Communications

Vancouver Island Regional Library will foster strong external and internal communications and promote a broad awareness of the library and its diverse range of resources, services and programs to ensure their optimal use.

OBJECTIVES:

- 1 STRONG INTERNAL AND EXTERNAL COMMUNICATIONS
- 2 PROMOTE AWARENESS OF LIBRARY
- 3 COMMUNICATE SERVICES, RESOURCES AND PROGRAMS

RESULTS

1 STRONGER INTERNAL COMMUNICATION

FROM THE BOARD TABLE



OFF THE SHELF



BRANCH FACTS



2 PROMOTE AWARENESS OF LIBRARY

1,251 page likes which is up **40%**



251 tweets this year



STRONGER EXTERNAL COMMUNICATION PRESS RELEASES



MEMBERSHIP CARDS



CARD PROMOTION



3 COMMUNICATE RESOURCES SERVICES & PROGRAMS

23% INCREASE IN AWARENESS SINCE 2012

PROGRAM GUIDES Winter 2013



Facilities & Operations

Vancouver Island Regional Library branches will be welcoming places and community hubs for the informational, inspirational, cultural, and recreational needs and interests of our diverse customers and communities.

OBJECTIVES:

- 1 BUILD WELCOMING PLACES
- 2 CREATE COMMUNITY HUBS
- 3 FACILITATE INFORMATIONAL, INSPIRATIONAL, CULTURAL AND RECREATIONAL NEEDS OF CUSTOMERS

RESULTS

1 NEW LIBRARIES

- 1 PORT RENFREW
- 2 CUMBERLAND
- 3 COWICHAN LAKE
- 4 CORTES ISLAND



2 COMMUNITY PURPOSE-BUILT



3 FACILITY IMPROVEMENTS

- MORE LIGHT
- MORE SPACE
- NATURAL WOOD
- ARCHITECTURAL DESIGN
- COMFORTABLE LOUNGE SPACES
- INCREASED ACCESS TO RESOURCES



Information Technology

Vancouver Island Regional Library will optimize the use and benefits of technology to enhance the library experience for customers, and develop library branches as learning facilities for information technology.

OBJECTIVES:

- 1 OPTIMIZE USE & BENEFITS OF TECHNOLOGY
- 2 ENHANCE LIBRARY EXPERIENCE
- 3 DEVELOP BRANCHES AS LEARNING FACILITIES FOR INFORMATION TECHNOLOGY

RESULTS

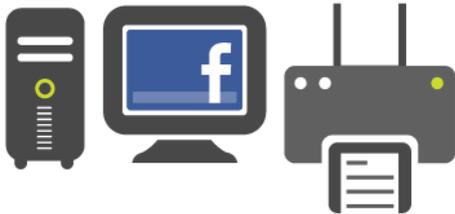
1 SHAW
WIFI
ACCESS



NOW AVAILABLE IN SELECT BRANCHES

2 NUMBER OF
COMPUTERS

500



iPADS
NOW
AVAILABLE
TO FACILITATE
STAFF

QUALITY SERVICE

Vancouver Island Regional Library will optimize the use and benefits of technology to enhance the library experience for customers, and develop library branches as learning facilities for information technology.

OBJECTIVES:

- 1 SUPPORTIVE WORK ENVIRONMENT
- 2 EMBRACE CULTURE OF CONTINUOUS IMPROVEMENT
- 3 DEVELOP BRANCHES AS LEARNING FACILITIES FOR INFORMATION TECHNOLOGY

RESULTS

1 **NEW PARTNERSHIPS**
BRINGING INNOVATION & COLLABORATION FORWARD

2 **FOCUS ON TARGET MARKETS**



3 **FIVE-YEAR STRATEGIC DEVELOPMENT**



Finance

Finance Report

Balance sheet: Indicates a fair balance of cash and investments as reserve and borrowed funds remain on-hand with significant projects pending completion. This will shift the Finances from a net financial asset position to a net financial liability position as expected, with the borrowing of funds. Offsetting the expected net financial liability position are the significant assets which, in the long term, will reduce expenses - significantly improving the Library's position.

Summary: The current position is acceptable and we will likely end the year in a slightly better position than anticipated.

Revenue and Expenditures: Significant items affecting the current position of \$5,146,432 include: annual grants, net project/reserve spending for upcoming projects and borrowed funds not currently expended. Key expenditures include wages and salaries, equipment and postage/mail, building and equipment maintenance and library materials - all of which are on track.

Summary: Taking all items into account, VIRL's operations are in a good position and will likely complete the year in a more positive position than originally budgeted.

Reserves Report

Approved to be reported to the Board at each meeting:

The Board is provided with updated Reserves information each meeting. The report shows all activity in the reserves for the year to the date of preparation. The economic impact of this is in the ability of VIRL to meet its long term planning initiatives.

Summary: The report is received, as the Reserves Report relates to the strategic priority on communication with stakeholders and to other priorities where financing to accomplish plans will affect our ability to deliver quality services, facilities and operations.

Facilities Update

Cortes Island: Branch is now open. Due to its location and winter weather conditions, the official opening has been deferred until Spring 2014.

Cowichan Lake: Official opening occurred on November 2nd, 2013.

Cumberland: Official opening occurred on October 26, 2013.

Nanaimo North: Substantial construction has been completed, however a portion has been delayed until the end of February, 2014. Outfitting and occupation is expected for early April, pending siding medium issues.

Summary: Despite minor delays which are standard to large-scale construction projects, completion of the Nanaimo North branch facility is highly anticipated and on-target.



Rendering: Completed Nanaimo North Branch

“VIRL’s
operations
are in a good
position.”



Board Updates

VIRL is pleased to welcome new Trustees to the Board!



Manno Theos

Appointed to the Board of Trustees and representing Courtenay.



Scott Tanner

Appointed to the Board of Trustees and representing Qualicum Beach.



Mary Marcotte

Appointed to the Board of Trustees and representing the Cowichan Valley Regional District.



Howard Houle

Appointed to the Board of Trustees and representing the Regional District of Nanaimo.

Executive Committee Elections Results

Chair: Bruce Jolliffe

Members-at-Large: Steve Arnett, Joe Bratkowski, Penny Cote, Tom Duncan, Melissa Hailey,

Vice-Chair: Brenda Leigh

Ron Kerr, Sue Powell, Dave Rushton, Gaby Wickstrom

Libraries in the Digital Age

To shed light on libraries in the digital age, Vancouver Island Regional Library hosted presentations on the subject of eBooks, information technology and the new role and opportunities Libraries possess today.

The Future of Libraries

Public Libraries are thriving in the digital age: As the popularity of eBooks continues to soar and the world's information is increasingly shared digitally, it may be surprising to know that people are using their public libraries more than ever.

While some people still want a traditional public library experience – a place to read the paper, browse the shelves, and check out books – today public libraries offer their communities so much more. Public Libraries serve as the gateway to the digital world. Library users are able to use computers and wifi in our branches free of charge, have access to a myriad of specialized online databases to satisfy their information and research needs, and download books, audiobooks and music directly onto their own personal devices.

Through lifelong learning, libraries can and do change people's lives. With the changing technological landscape it is our values (literacy, intellectual freedom, privacy, equity and universal access) that make us more relevant than ever. No other institution in the world has this mandate.

eBOOKS

- Approximately 600 eBooks are downloaded by VIRL customers every day
- VIRL customers have access to over 48,000 eBooks and audiobooks
- VIRL offers "eBook help" programs across Vancouver Island
- Approximately 60% of eBook readers are under 45
- Of those who read eBooks in the past 12 months – approximately 88% also read printed books

Information Technology

How it's currently being used: Vancouver Island Regional Library has a fairly complex information technology infrastructure support directed by 4 full time equivalent (FTE) IT professionals. The department supports over 500 computer workstations, 400 connected devices, 100 printers, 200 pieces of networking hardware and infrastructure distributed across 40 physical locations. Each location is connected via a Virtual Private Network (VPN) through Internet connections provided by 10 different vendors to the administrative building on Hammond Bay Road.

No. of branches:

38

No. of computers:

500

No. of devices:

400

