

Vancouver Island Regional Library

ANNUAL  
REPORT

2011

beginning to  
realize our strategic plan

Bella Coola Bowser Campbell River Chemainus Comox Cortes Island Courtenay Cowichan Cowichan Lake Cumberland  
Gabriola Island Gold River Hornby Island Ladysmith Masset Nanaimo Harbourfront Nanaimo Wellington Parksville  
Port Alberni Port Alice Port Clements Port Hardy Port McNeill Port Renfrew Quadra Island Qualicum Beach Queen Charlotte  
Sandspit Sayward Sidney/North Saanich Sointula Sooke South Cowichan Tahsis Tofino Ucluelet Union Bay Woss

**Strong Libraries ■ Strong Communities**

## From the Board Chair



Ronna-Rae Leonard

Libraries are vital assets to their communities. Research shows that strong public libraries are the cornerstone of any strong and healthy community. Public libraries provide educational and

learning opportunities for a lifetime – from early literacy programs, summer reading clubs and homework help for school-aged children, to adult literacy. Public libraries are perhaps the one remaining place where knowledge and opportunity can be freely accessed by anyone.

Over the past year, Vancouver Island Regional Library has seen an increase in the use of our library services, especially in our rural communities. People are turning to us for help, not just to borrow books, but to use the Internet to search for employment, to apply for jobs or government services, and a host of other tasks to better their lives. Visit your local public library and find out how we can help.

## From the Executive Director

2011 has been both a challenging and an exciting year. Everyone at Vancouver Island Regional Library is working hard to ensure we continue to enrich lives and communities through universal access to knowledge, lifelong learning, and literacy. We want Vancouver Island Regional Library to be “the one place to look”.



Rosemary Bonanno

It is an exciting time to be a public library. It is a time of change and a time of opportunity. Vancouver Island Regional Library is embracing that change and opportunity. Thank you to our Board of Trustees for their continued leadership and wise counsel as we walk this path.

# Our Highlights

## Celebrating 75 years of service

From our humble beginnings with 12,600 books, six branches and seven van routes in the central Island region to a system with more than 1.1 million items and 38 branches, Vancouver Island Regional Library has come a long way. We celebrated our 75th anniversary in 2011. Our history is inextricably linked to a grant from the Andrew Carnegie Corporation of New York to start a small system that has grown into the fourth-largest library system in B.C. – the 13th largest in Canada – serving Vancouver Island from north of Victoria to Haida Gwaii and Bella Coola on the central mainland coast. Customers and staff participated in many celebrations throughout our service area.

## Teen video contest

We conducted a video contest for teens aged 13 to 18 as part of our 75th anniversary celebrations. Teens created a one-to-three minute video on YouTube about why they love their library. The contest was a way for young people to communicate why they think libraries are needed now more than ever. The contest entries included live-action, animation and machinima. The professional quality of the videos, and the innovative and thought-provoking submissions impressed the judges. Our Board of Trustees presented Jamie Ruddick and Josh Richardson from Nanaimo, and David Krisner from Comox, with the first prize certificate of recognition and \$500 each.

## New branches planned

Our Consolidated Facilities Master Plan has guided all of our facility decisions over the past year. Significant planning took place in 2011 for our new Cowichan Lake and Nanaimo North branches, with construction anticipated to start in 2012. The Cowichan Lake Library will be larger than the former library with more free public computers with Internet access; special computer stations for children with educational, fun-filled software that promotes literacy; increased public space

with comfortable lounge seating for reading, quiet study areas, meeting room spaces, and areas for children's programs. The 17,600 square foot Nanaimo North library will include: distinct “zones” – teen, community, express, research and children's; community meeting rooms; a comprehensive collection; and an outdoor courtyard.

Much work also took place on the development of new library branches in Bella Coola, Gabriola Island and Quadra Island, all of which will open in 2012.

## New kindergarten kits

A new resource for parents, caregivers and teachers was launched in 2011 with our Kindergarten Kits. Each kit includes books, felt stories, puppets, puzzles, CDs, DVDs, and an information sheet. Kit themes are based on the Public Library Association's list of “100 Picture Books to Read in Kindergarten.” Our Kindergarten Kits were introduced to support parents, caregivers, teachers and students as they transition into full day kindergarten, introduced across British Columbia in 2011.

## Redesigned website

Our new website uses colourful feature blocks to ease navigation to our frequently used web pages. The “Using the Library” section provides our customers with just about everything they need to know about the library – from tips on the catalogue and how to get a library card, to opening hours, downloadable books, book club sets, special collections, and more. “Ask a Librarian” allows customers to contact a librarian by email or by calling our toll-free phone number 1-877-415-VIRL (8475) for information on books, movies, homework help, e-resources, animated books for kids, and much more. Visit [virl.bc.ca](http://virl.bc.ca).





## Our Mission

To enhance lives and communities through universal access to knowledge, lifelong learning, and literacy.

### Social media

In 2011 we launched an improved online library catalogue. The new catalogue is easy to browse, has improved search capabilities, displays cover art and staff pick pages, keeps track of items already borrowed, and incorporates social network features. It allows users to build lists of items to be borrowed and add reviews, similar to features found on Amazon.com and Chapters.ca

### Kobo readers a big hit

Since their introduction in 2011, our Kobo eReaders have been flying off the shelves. Our 90 Kobos allow our customers to experience a new technology that is growing in popularity. 'Kobo' is an anagram of the word 'book'. The eReaders come preloaded with 100 books, and customers can download ebooks from our website which offers over 5,000 downloadable titles through our popular Library To Go service. Our "how-to" workshops provided by staff are also extremely popular.

### Summer Reading Club

2011 saw our branches delivering a very successful Summer Reading Club (SRC). SRC is a province-wide initiative sponsored by the British Columbia



Library Association (BCLA) and local public libraries with the assistance of the Ministry of Education. The theme for 2011 was "savour each word". Kids and families found stories and information at their local public library to tickle their taste buds and bring delight to their dreams as they savoured each word all summer long.

### Lifelong learning for VIRL staff

Our staff have many opportunities throughout the year to participate in workshops, conferences and online training. Ongoing professional development is very important for library staff. Examples of some of the training enjoyed by our staff in 2011 include Microsoft Office 2010, Leading a High Performance Team, First Aid, and Effective Meetings. Circulation staff at our Bella Coola branch participated in online training and self-study through a partnership with North Island College while our new branch was being developed. Lynda.com is a very popular online training program which provides 1,000 courses comprised of 40,000 online tutorials. This training tool was made available to all VIRL staff in 2011. Staff participated in over 1,000 modules during the year.



## Our Facts & Stats

Population served	417, 524
Library cardholders	162,193
New cardholders registered	26,340
Items borrowed	5,407,295
Items in collection (books, magazines, CDs, DVDs)	993,657
New items added to collection	162,219
Items checked out using Express Check-Out	1,789,207
Ebooks and audiobooks downloaded	85,728
Connections to high-speed wireless service	91, 369
Programs offered	2,371
Program attendance	48,363
Summer Reading program participants	4,932
Public computers/Internet stations	213
Kids computer stations	32

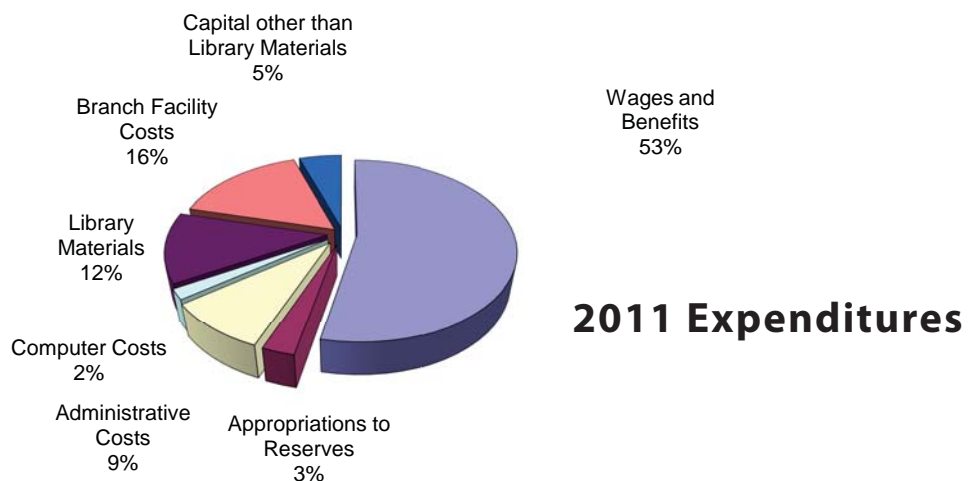
# Our Revenues & Expenditures

## \*Consolidated Statement of Operations

For the year ended December 31, 2011

	<b>Budget</b> (Unaudited) See Note 10	<b>2011</b>	<b>2010</b>
<b>Revenues</b>			
Municipal levies	\$ 10,575,744	\$ 10,575,773	\$ 9,963,196
Rural levies	4,945,796	4,945,796	4,710,837
Government grants	1,179,056	1,281,253	1,335,042
Fines and other income	475,581	756,308	728,275
Interest earned	60,100	68,164	27,341
<b>Total Revenues</b>	<b>17,236,277</b>	<b>17,627,294</b>	<b>16,764,691</b>
<b>Expenditures</b>			
Wages and benefits - Schedule I	9,805,013	9,434,057	9,303,503
Branch costs	2,894,711	2,799,677	2,747,204
Miscellaneous Library materials	11,008	7,653	10,449
Administration costs - Schedule II	1,884,442	1,870,733	1,884,958
Retirement benefit accrual	50,000	(15,277)	22,962
Amortization Expense	2,354,744	2,354,744	2,305,639
<b>Total Expenditures</b>	<b>16,999,918</b>	<b>16,451,587</b>	<b>16,274,715</b>
<b>Operating Surplus</b>	<b>236,359</b>	<b>1,175,707</b>	<b>489,976</b>
<b>Accumulated Surplus beginning of year</b>	<b>\$ 10,507,443</b>	<b>\$ 10,507,443</b>	<b>\$ 10,017,467</b>
<b>Accumulated Surplus end of year</b>	<b>\$ 10,743,802</b>	<b>\$ 11,683,150</b>	<b>\$ 10,507,443</b>

\*The Consolidated Statement of Operations is only reflective of the operating Revenues and Expenditures. For a complete financial perspective please refer to our Audited Financial Statements which are available at <http://virl.bc.ca/sites/default/files/documents/Reports/Financial%20Statements/2011%20Audited%20Financial%20Statements.pdf>



# Our Donors, Friends & Funders

Thank you very much to our donors, friends and funders. Your support, gifts and grants help to build strong libraries and strong communities. Thank you for the part you play in our continued development and success.

## Donors

In 2011, donors and benefactors contributed \$32,592 to our Library branches that helped improve and increase our services and collections.

Evelyn Almassy ■ Mildred Anderson ■ Marlene Armstrong ■ Loretta Bailey ■ Linda Banks ■ Juanita Benedictson ■ Bernice Betts ■ Adriana Blijleven ■ Constance Blunden ■ Martha Boden ■ Rosemary Bonanno ■ Eleanor Bowman ■ Peggy Brackett ■ Cheryl Brennan ■ John Bridal ■ James Burgess ■ John Burke-Gaffney ■ Betty Cavin ■ Chemainus Crofton Fraternal Order Of Eagles Ladies Auxiliary 4400 ■ Robert R. Clayton ■ Comox Valley Book Friends ■ Paul Cooper ■ Alison Cubbon ■ Rosie Dauk ■ Claire Delves ■ Alja Den Boer ■ Joan Eccles ■ Miriam Ellingson ■ Crystal Elton ■ Erika Enns ■ Kim Falconer ■ Leslie Ferrier ■ James and Lorraine Fontaine ■ Marie Anna Bell Fox ■ Friends Of The Library - Gabriola ■ Friends Of The Library - Gold River ■ Friends Of The Library - Nanaimo Branch ■ Friends Of The Library - Sidney Branch ■ Friends Of The Library - Wellington Branch ■ Jeanne Gillies ■ Gold River Literacy Society ■ Stanley Goodrich ■ Alison Graves ■ Joan Green ■ Paul and Sheila Greenwood ■ Gwaii Trust ■ David Ham ■ John Ham ■ Shelley Heming ■ Andrew Hilton ■ Hippy Canada (SDPP) ■ Pippa Ingram ■ Andry Isaksen ■ Audrey Johnson ■ Janna Jorgensen ■ John Joy ■ Rohinton Kerravala ■ Jason Kuffler ■ Karl Kurz ■ Ladysmith Fraternal Order of Eagles, Aerie 2101 ■ Reinhold Lang ■ Sylvie Lanmark Kaye ■ Laura Gordon Chapter IODE ■ Lucas Law ■ Literacy Haida Gwaii Society ■ Joel N. Livingston ■ Priscilla Lockwood ■ Catherine Lowe ■ Mary MacLaurin ■ Doretta McGregor ■ Helen Nation ■ Arlene Nelson ■ Northern Savings Credit Union ■ Rolf Olsson ■ Cecily Overall ■ Rebecca Jane Packer ■ Judith Palm ■ Barb Parker ■ Parksville & District Rock & Gem Club ■ Parksville Quilt House Quilters Guild ■ Robert Peacock ■ Peninsula Lifetime Eyecare Centre ■ Carol Anne Philion ■ Richard and Marilyn Powell ■ QC Teen Friends ■ Gail Revesz ■ Campbell Roderick ■ Safeway Employees Ladysmith ■ Gary Searing ■ Sharon & Diet Seibt ■ Miriam Shell ■ Pat Sibley ■ Rose Skobin ■ Reid Smith Solberg ■ Hollis Stephen ■ Lon Taylor ■ Kathleen Thompson ■ Dave and Jean Tidd ■ Pippa Warhurst ■ Mark Warrior ■ Catherine Welte ■ Rose White ■ Constance Wood ■ Susan Yates ■ Paul Zimmerman

Every effort has been made to provide an accurate listing of our donors. We apologize for any errors or omissions that may have occurred.

## Friends of the Library chapters

- Gabriola Island
- Gold River
- Nanaimo Harbourfront
- Nanaimo Wellington
- Sidney/North Saanich

To find out how to leave your legacy in support of literacy, lifelong learning and inspiration, please visit our website [www.virl.bc.ca](http://www.virl.bc.ca) (click: 'Support Your Library')



## Grants

### Government

Per Capita	\$ 1,188,026
BC OneCard	24,000
Resource Sharing	6,863
CAP Grants	95,693
Literacy	46,324
Canada Council – BookFest	6,040

### Partners

Law Matters Project	\$ 7,687
CanWest Global Foundation – Literacy	12,866
Francophone Affairs	10,000



# Our Service Area



## Board - Executive

Ronna-Rae Leonard - Chair  
Dave Haywood - Vice Chair  
Barry Avis  
Penny Cote  
Mel Dorey  
Shelley Downey  
Ron Dumont  
Bill Holdom  
George Holme  
Bruce Jolliffe  
Brenda Leigh

## Board - Municipal Members

Campbell River - Ryan Mennie  
Comox - Marcia Turner  
Courtenay - Ronna-Rae Leonard  
Cumberland - Kate Greening  
Duncan - Ray Cadorette  
Gold River - Kristy Begon  
Ladysmith - Bruce Whittington  
Lake Cowichan - Tim McGonigle  
Lantzville - Joe Bratkowski  
Masset - Andrew Merilees  
Nanaimo - Bill Holdom  
North Cowichan - Dave Haywood  
North Saanich - Craig Mearns  
Parksville - Sue Powell  
Port Alberni - John Douglas  
Port Alice - Gail Neely  
Port Clements - Wally Cheer  
Port Hardy - Scott White  
Port McNeill - Shelley Downey  
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Queen Charlotte - Gladys Noddin  
Sayward - Debbie Coates  
Sidney - Jeanette Hughes  
Sooke - Ron Dumont  
Tahsis - Martin Davis  
Tofino - Rose Zilliken  
Ucluelet - Randy Oliwa  
Zeballos - Debra Morin Brown

## About Vancouver Island Regional Library

Vancouver Island Regional Library (VIRL) opened its doors in 1936 as the Vancouver Island Union Library. We were the second regional library in North America. With 38 branch libraries across the island, we serve 417,524 residents and employ over 300 employees. Our holdings number over 993,000 and include books, magazines, CD's and DVD's. Our administrative offices are located in Nanaimo.

This Annual Report is online at <http://virl.bc.ca/about-us/reports-and-plans>

## Board - Regional District Members

Alberni-Clayoquot - Penny Cote  
Capital - Mike Hicks  
Central Coast - Brian Lande  
Comox Valley - Bruce Jolliffe  
Cowichan Valley - Mel Dorey  
Mount Waddington - Dave Rushton  
Nanaimo - George Holme  
Powell River - Merrick Anderson  
Skeena-Queen Charlotte - Evan Putterill  
Strathcona - Brenda Leigh

## Senior Management Team

Rosemary Bonanno - Executive Director  
Fiona Anderson - Director of Library Services  
Harold Kamikawaji - Director of Human Resources  
Adrian Maas - Director of Finance

### VANCOUVER ISLAND REGIONAL LIBRARY CENTRAL SERVICES

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