# BOWEN ISLAND PUBLIC LIBRARY
# ANNUAL REPORT 2009

## HIGHLIGHTS OF 2009

- Municipal library status completed
- Strategic Plan 2009-2014 adopted
- Sunday hours implemented
- Weekend staff hours increased

## MESSAGE FROM THE BOARD CHAIR

This has been a year of change and celebration for the Bowen Island Public Library, but also a year of economic stresses. Through all the changes and challenges the Board has remained committed to providing a welcoming public space on Bowen Island and to continuing to ensure access to information and resources that meet the needs of all residents.

The most significant accomplishment in 2009 has been our change from a library association to a municipal library. This move reflects the maturation of the Municipality as it continues to support and develop the core services that are critical to the well being of a community.

Emerging from our strategic planning session in 2009, the Board established four key goals for the next 5 years: enhancing the library as a community gathering place, developing the library as a centre for literacy, building a professional organization, and increasing access, advocacy and the library's profile. Our key accomplishments this year include: becoming a municipal library, establishing three standing committees and expanding the hours of service to include Sundays.

The Board is focusing its work now on policy development, financial planning, communications strategies, improving our physical space and developing our relationship with the municipality.

It has been an honour to serve on the Board this past year, and I thank all the Board members who have contributed their time and creative energy. We thank Katherine Lawrence, who left the Board this year after a long tenure and we welcome new trustee Sarah Graham and David Wrinch, our newly appointed Council representative.

The Board is indebted to the competent leadership and support of the Chief Librarian, Tina Nielsen and to all the library staff who make our library a special place for everyone. The Board thanks the Friends of the Library for the hours of work that they do to support the library. And finally, our Library could not function without our many dedicated volunteers - thank you, thank you, thank you!

ANDREA LITTLE, BOARD CHAIR

## MESSAGE FROM THE CHIEF LIBRARIAN

A momentous change occurred late in 2009 as we became a municipal library. Although little outward change will be seen by our customers, this move provides the community with a deeper commitment from our local government to library service on Bowen Island. I am happy to be working with the excellent municipal staff and council to integrate the Library's objectives, plans and procedures into the functions and planning of the municipality.

With a strong but manageable set of strategic priorities from our Board, library staff are working towards improving the library access, aesthetic and service within our limited space. In this time of economic recession, we have still managed to increase our hours and are planning to implement new computer systems to advance our technological capacity and also reduce our costs.

I have been looking at new ideas and changes in the larger public library world and thinking of ways to refresh, rethink and reconfigure library space and service. Library staff and Board hope to make the library more "user-friendly" (physically and technologically), to incorporate available technological tools for communication and feedback, and to open up the library for new programming and service models. Libraries can no longer view themselves as the "gatekeepers" of information – the internet has long ago broken down that gate – and here at the Bowen Library we hope to partner with our community to open the door to new services and new service delivery methods to best meet the needs of our customers.

My heartfelt thanks to staff members Sue Geist, Christine Miller, Janet Howey, and Sandy Mulholland, whose remarkable commitment to the library make my job a pleasure. I also have the good fortune to work with a most supportive and inspired Board, and I offer many thanks for the privilege of working with them. Our Friends of the Library and our library volunteers deserve more thanks than I can ever give – they have been the heart of the Bowen Library since its inception in the early 60's and will continue at its core in our newly minted municipal library.

TINA NIELSEN, CHIEF LIBRARIAN

## BOARD AND STAFF MEMBERS

**Board of Trustees 2009**

| | | | |
|---|---|---|---|
| Andrea Little | Chair | Val Geddes | Trustee |
| Maureen Nicholson | Vice Chair | Richard Labonte | Trustee |
| Ted Benson | Treasurer | Katherine Lawrence | Trustee |
| Alison Beale | Trustee | Sheilagh Sparks | Trustee |
| Hilary Butler | Trustee | | |

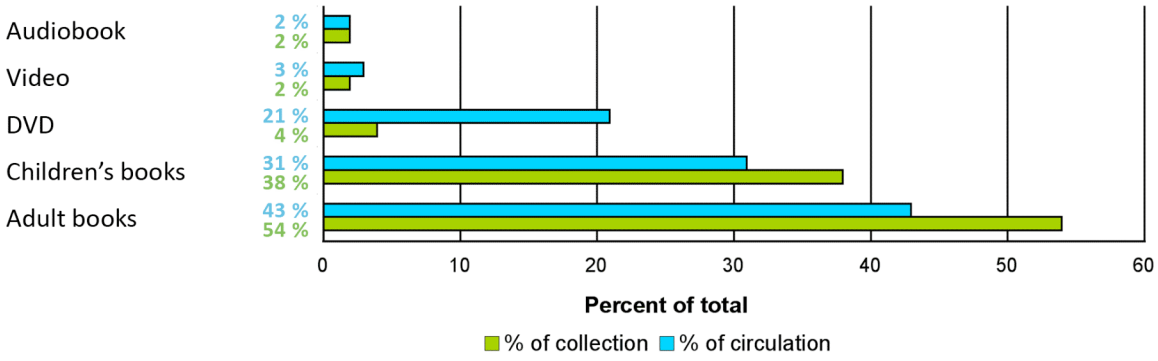
**Staff**

Tina Nielsen (*Chief Librarian),* Susan Geist, Christine Miller, Janet Howey (*Supervisors)* and Sandy Mulholland *(LAII)*

## STATISTICS

| | | 2009 | 2008 | % change |
|---|---|---|---|---|
| CIRCULATION | TOTAL ANNUAL CIRC | 46,814 | 47,019 | - 0.4% |
| | InterLINK Returns | 4,162 | 4,727 | - 12 % |
| | Hold Requests Filled | 992 | 856 | + 16 % |
| COLLECTIONS | TOTAL COLLECTION (ITEMS) | 18,691 | 18,596 | + 0.5 % |
| | Items Added | 1,562 | 2,122 | - 26 % |
| | Items Withdrawn | 1,565 | 1,253 | + 25 % |
| QUESTIONS ANSWERED | TOTAL QUESTIONS | 3,176 | 2,982 | + 6 % |
| INTERLIBRARY LOANS | Lent to other libraries | 383 | 339 | + 13 % |
| | Borrowed from other libraries | 261 | 240 | + 9 % |
| PROGRAMMES | Number of programmes | 60 | 58 | + 3 % |
| | Total attendance at programmes | 1,029 | 1,231 | - 16 % |
| PATRON REGISTRATION | TOTAL PATRONS | 3,864 | 3,806 | + 1 % |
| | New patrons added | 376 | 319 | + 18 % |
| LIBRARY VISITS | In person visits | 37,284 | 30,160 | + 24 % |
| | Virtual visits through website | *Unavailable* | 1,977 | |
| | Public internet use | 5,772 | 3,687 | + 56 % |
| | In library materials used (newspapers, magazines, books, etc.) | 6,396 | 3,588 | + 78 % |

COLLECTIONS TO CIRCULATION COMPARISON




## FINANCES

| REVENUE | $ |
|---|---|
| Bowen Island Municipality | 157,080 |
| Provincial grants (2009 & 2010 grants) | 31,923 |
| Federal grants | 2,409 |
| Library revenues (fees, fines, etc.) | 8,909 |
| Donations & miscellaneous | 13,681 |
| TOTAL | **214,002** |

| EXPENDITURES | $ |
|---|---|
| Collections | 33,800 |
| Transfer to reserves | 17,254 |
| Purchases from grants | 9,824 |
| Operating | 21,430 |
| Building | 25,582 |
| Salaries and benefits | 106,112 |
| TOTAL | 214,002 |

## THANKS

Thank you to Bowen Island Municipality for continued support of the Bowen Island Public Library; to the Public Library Services Branch of the Ministry of Education for financial, program, and service support; and to our generous donors and supporters, who contribute to the success of the Bowen Island Public Library.

**Funders**

Bowen Island Municipality
Public Library Services Branch, Ministry of Education
Industry Canada, Community Access Program

**Gifts and Donations**

Alex Varty
Aubin van Berckel
Bowen Island Garden Club
Courthouse Libraries
Digitally Hip Corporation
Friends of the Bowen Island Public Library
Royal Bank Financial Group

**Volunteers**

*Pictured above: A few of the library volunteers*

Anne Ayre
Marilyn Bell
Jeannie Brown
Iris Carr
Pam Cleary
Barbara Cornell
Betty Dhont
Allie Drake
Janet Esseiva
Sally Fitz-Gibbon
Joanne Forbes
Dorothy Geisler
Sharon Haggerty
Dorothy Howes
Diana Kaile
Jane Kellett
Laurie Kienlen
Diana Klinck
Nan Massender
Marlene Mather
Suzie McArthur
Linnea McCaskill
Angela McCulloch
David McCullum
Melanie McLeod
Sandy Mulholland
Isabel Otter
Laura Rahn
Pam Stimpson
Aubin van Berckel
Leslee Wake
Irene Wanless
Sandy Winton

**Friends of the Library**

Annemarie Atherton
Susan Bell
Eric Lawson
Lois Meyers-Carter
Alvie Morrison
John Morrison
Sheila Webster
*(Plus dozens of Booksale volunteers)*

BOWEN ISLAND PUBLIC LIBRARY ASSOCIATION
*books & beyond…*