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|---------------------|---|
| Chair: | Estelle Taylor (January – June 2017) |
| | Sonja Lebars (July – December 2017) |
| Treasurer: | Grant McRadu |
| Council Rep: | Karen Elliott |
| Trustees: | David Gayton |
| | Eileen Walsh |
| | Samanth Sinanan |
| | Louisa Harrison |
| | Cass Strong |
| | Katelyn Rattray (joined September 2017) |

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ANNUAL REPORT | 2017



Squamish Public Library Board



Squamish Public Library Staff

MESSAGE FROM THE CHAIR AND DIRECTOR OF LIBRARY SERVICES

2017 was another good year for our library. With the addition of services such as after-school programs and lynda.com, increased efficiencies to our interlibrary loan service, and new furnishings for our book displays and meeting room, we improved access and ease of use for our patrons. We also engaged our community to find out if our library services are meeting their needs and what more we might offer in the future. The responses were supportive, enthusiastic and innovative and will drive the strategic planning we are undertaking in the year to come. We look forward to 2018 activities, including expansion of our open hours, additional work/study seating and a new vision for our library via our new strategic plan. We feel very fortunate to live in a community that understands the importance of a strong library to the well-being of the community.

David Gayton
Squamish Public Library Board Chair

Hilary Bloom
Director of Library Services

OUR LIBRARY MADE SIGNIFICANT PROGRESS IN THE FOUR PRIORITY AREAS OF OUR STRATEGIC PLAN

Inspiring new and current patrons:

- Several new programs in 2017: artist workshops, afterschool programs, French storytimes, seed library, board games club, writers group
- Pop-up libraries at the Squamish Farmers Market, Brennan Park, Sea to Sky Gondola

Reaching everyone:

- Launch of eNewsletter
- Piloted InterLibrary Connect to increase efficiency of interlibrary loan service to Sea to Sky library patrons
- Offered LGBTQ+ competency training to staff and the community
- Changed public bathroom signage to be more inclusive



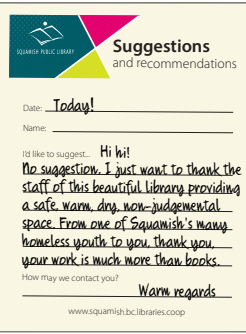
After school robotics club



Library wishing tree

Creating a culture of assessment:

- Conducted a successful community input survey, with over 570 responses
- Installed new shelving to highlight new materials
- Added new meeting room furnishings for improved user experience
- Upgraded self-check machine software and improved self-serve hold system



Feedback from a library patron

Providing access to reliable information in a neutral and confidential setting:

- Added lynda.com to suite of databases
- Book-a-librarian service for one-on-one research and tech help



Summer reading club fun

2017 ACTIVITY HIGHLIGHTS

By the Numbers
compared to 2016

| | | |
|---------|------|---|
| 151,577 | +2% | People visited the library. |
| 257,012 | +14% | Total items borrowed. |
| 16,460 | -2% | People attended library programs. |
| 1,717 | -5% | New members registered for library cards. |
| 55 | +3% | Average number of visitors per open hour. |
| 19,257 | +10% | Public made use of internet computers. |
| 37,530 | +21% | Visitor access of free WiFi. |



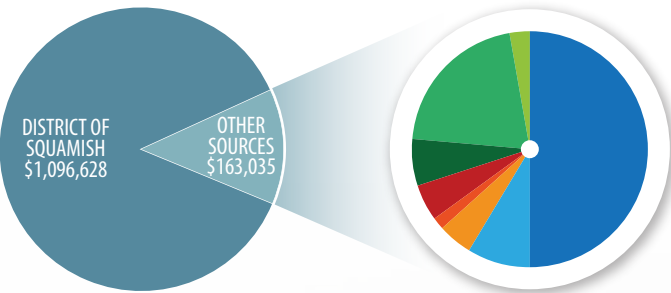
Board Game Club

TYPICAL DAY SNAPSHOT

| | | | | | | | | |
|------------------------------------|--------------------------|---------------------------------|------------------------------------|-----------------------|-----------------------------------|---|---|---|
| 434 people visit the library | 736 items borrowed | 47 people attend programs | 5 new membership sign-ups | 107 Wi-Fi sessions | 55 public computer sessions | 7 items arrive for our patrons from other libraries via interlibrary loan | 14 new items added to collection | 24 reference questions (research help, book recommendations) answered |
|------------------------------------|--------------------------|---------------------------------|------------------------------------|-----------------------|-----------------------------------|---|---|---|

TOTAL REVENUES \$1,259,663

The District of Squamish funded \$1,096,628 of the library's total revenue in 2017. The balance came from the following sources:



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|---|--------|
| Provincial Funding | 81,737 |
| Squamish-Lillooet Regional District Funding | 14,221 |
| Federal Funding | 7,693 |
| Other Grant Funding | 2,430 |
| Fundraising | 8,375 |
| Donations | 10,588 |
| Other Revenue | 33,695 |
| Interest | 4,396 |

TOTAL EXPENSES \$1,279,060



| | |
|--|---------|
| Salaries and benefits | 810,799 |
| Materials and services | 230,023 |
| Amortization | 114,924 |
| Building expenses | 104,961 |
| Fundraising | 10,240 |
| Loss on disposition of tangible capital assets | 8,113 |
| Deficit | 19,397 |

You are invited to our
OPEN HOUSE

Wishing Tree Technology Graffiti Wall Mini Golf

ANNUAL OPEN HOUSE AND TOWN HALL EVENT
2017 Open House Invitation