

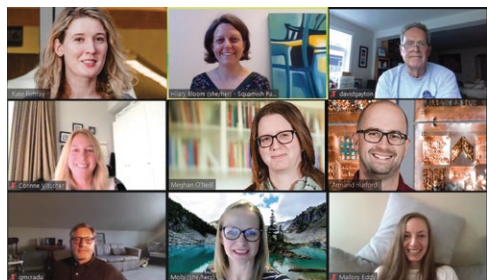


Connecting you to a world of learning, discovery and creativity.

ANNUAL REPORT | 2020

Squamish Public Library 2020 Annual Report

MESSAGE FROM THE CHAIR AND DIRECTOR OF LIBRARY SERVICES



Squamish Public Library Board

2020 was certainly a year for the history books, with the arrival of COVID-19 and the resulting global pandemic that continues to impact us all to this day. While 2020 was not a typical year, we are proud to have achieved many of the priorities of our strategic plan by using innovation and creativity to work within COVID-19 constraints, making progress towards the strategic goals of our library.

We look forward to new opportunities in the year ahead, including some capital improvements to our interior space, launching a new visiting library service for homebound and socially isolated patrons (leveraging the power of volunteers), and unveiling new window art based on a Squamish legend and designed by a young Squamish Nation artist.

This year's report would not be complete without acknowledging our appreciation for the support of the Association of BC Library Directors network, InterLINK and its Administrators Advisory Group, the BC Library Trustees Association, our neighbouring Sea to Sky libraries, our municipality and regional district, and our community. Our library staff members and the trustees on our library board each deserve a medal for stepping up, jumping in, Zooming, improvising, closing the library, re-opening the library, safety planning, sanitizing, quarantining and keeping everyone safe, all from at least six feet apart.

David Gayton, Squamish Public Library Board Chair
Hilary Bloom, Director of Library Services



Library Staff during a Virtual Staff Meeting

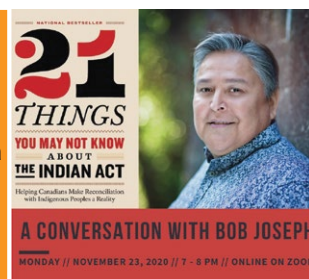
OUR LIBRARY MADE SIGNIFICANT PROGRESS IN THE FOUR PRIORITY AREAS OF OUR STRATEGIC PLAN



Summer Reading Club

Inspire inquiry, learning & literacy:

- Launched virtual programs for children and adults, collaborating and cross-promoting with Sea to Sky libraries
- Hosted virtual Bob Joseph event with **500 registrants** from across Canada
- Introduced video streaming platform Kanopy, and hands-on maker platform Creativebug
- Launched **56 virtual programs** with **4,972 program views**



A Conversation with Bob Joseph



Pop-Up Library at the 55 Activity Centre Drag Queen Story Hour

Engage & welcome everyone:

- Expanded our digital collection, resulting in a **51%** increase in use of digital resources in first six months of COVID-19
- Introduced mobile printing and payment services for the public
- Presented our future needs study to Council and mapped out plan for future growth

Deliver outstanding service:

- Launched library take-out and readers advisory service, resulting in **70%** increase in hold placement; patron empowerment
- Removed late fines policy
- Undertook complete rebranding and created new website



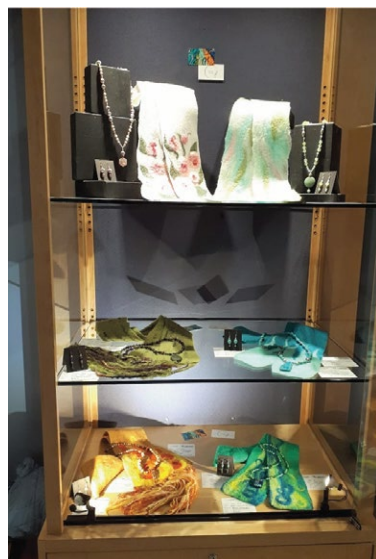
Highlighting our collection

Build a strong team & a healthy workplace:

- High level of staff participation in professional development opportunities, including customer service, coaching and homelessness training
- Added Niche Academy to create staff and public training modules
- Establishment of board committees and board meeting management software



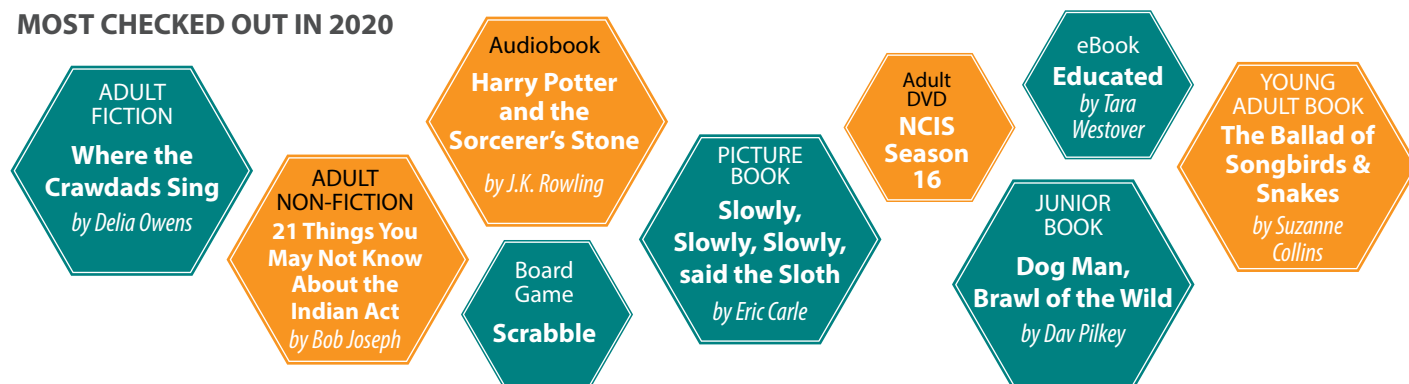
Keeping everyone safe with masks, social distancing and plaid



2019 vs 2020 ACTIVITY

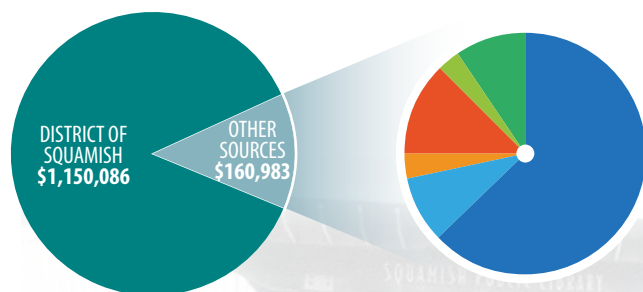
	2019	2020	
TOTAL CIRCULATION OF PRINT & OTHER PHYSICAL ITEMS	167,903	78,988	- 113 %
CIRCULATION OF EBOOKS & AUDIO-BOOKS (OVERDRIVE)	28,424	40,909	+ 44 %
NUMBER OF VIRTUAL VISITS (WEBSITE & CATALOGUE)	46,590	55,993	+ 17 %
NUMBER OF IN-PERSON VISITS	155,414	36,673	- 324 %
NUMBER OF HOLDS PLACED	15,246	25,937	+ 70 %

MOST CHECKED OUT IN 2020



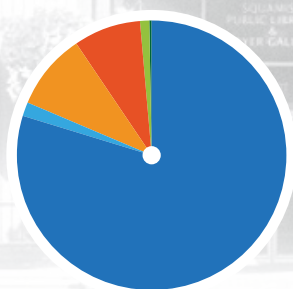
FINANCES: TOTAL REVENUES \$ 1,311,069

The District of Squamish funded \$1,150,086 of the library's total revenue in 2020. The balance came from the following sources:

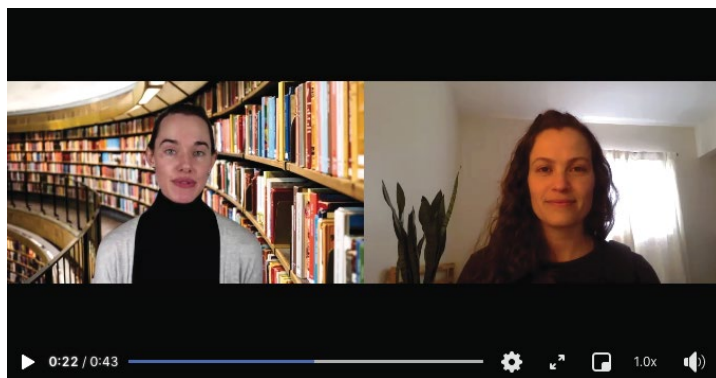


	\$
Provincial Funding	101,371
Squamish-Lillooet Regional District Funding	14,221
Federal Funding	5,235
Other Grant Funding	20,233
Donations and Fundraising	4,752
Other Revenue	15,171

TOTAL EXPENSES \$ 1,252,121



	\$
Salaries and benefits	863,456
Materials and services	18,549
Amortization	98,994
Building expenses	88,994
Fundraising	10,018
Loss on disposition of tangible capital assets	2,110
Annual Surplus	\$ 58,948



Virtual Book a Librarian Sessions



Virtual Story Times



Virtual Summer Reading Club



Staff packing Library Take-Out Bags for Patrons during COVID-19



Blind Date with a Book



Pip the Cat Shows how to place a Hold

THANK YOU FOR YOUR SUPPORT IN 2020

District of Squamish
Ministry of Education
Squamish-Lillooet Regional District
Government of Canada
Squamish Nation
Squamish Arts Council
The Union of BC Municipalities
Squamish Savings
The Squamish Chief
Mountain FM
Vision Wealth Management
Courthouse Libraries BC, LawMatters
Capilano University
Desk, Foyer, Fireplace Display & Teen Volunteers
Friends of the Library
Foyer Gallery Friends
Squamish Public Library Board

And to the entire community for your generosity and support!

2020 LIBRARY BOARD TRUSTEES

Chair: David Gayton
Vice-Chair: Corinne Visscher
Treasurer: Grant McRadu
Council Rep: Armand Hurford
Trustees: Katelyn Rattray
Molly Loudon
Patricia Payne
Meghan O'Neill
Mallory Eddy



CONNECT WITH US

37907 Second Avenue
PO Box 1039, Squamish, B.C. V8B 0A7
squamishlibrary.ca
library@squamish.ca | 604.892.3110

