

So They Say...

The ladies at the checkout counter are just awesome!!! They recognize you and call you by your name. Thanks ladies - just excellent!

--Brian Kelly

You gave my two daughters a love of books, reading, and writing!

-- Jennifer Sumner

The library has great books for me to gather info I need for research or personal use. I also use the computers every day to keep in touch on Facebook.

-- Deanna Peterson



The Value Of A Library

I love the library because I can read travel books for hours, even if I can't travel! I like the friendly people who are behind the counter. I love bringing my granddaughter here.

-- Dollie Morgan

I was an IEP student (Individual Education Plan). Reading helped me get off the plan and I am now an honour roll student.

--Laura Johnson

The library provides a resource for everyone. There is no discrimination in status or income. It promotes the reuse of items, dropping the rate of consumption and spending. Finally, the people here are friendly and helpful!

-- Nicole Schiller



2010 Annual Report



The library is
a nice
place to go

it has all
the books
that they
don't have in
school and
because I
got the best
book in the
whole world here

A YEAR IN REVIEW

People. Places. Partners. That's what the Prince George Public Library is, what it has been for the last 100 years, and what it will be for the next century. Beyond the books, the computer classes for adults, the summer storytimes in the park, the readings to seniors in care homes, and the teaching of sign language to babies, your library's primary role is serving you.

There's no way we'd still be in business after all of these years if we weren't devoted to people, our place in the community and working with partners to constantly improve service. If we've learned one thing as we proudly look back on a century in Prince George, it is expectations. When you love something, you expect great things from it and local residents love their library.

It's been an amazing year for the library with many changes we've introduced to offer better and broader service and a more inviting place to visit for all of our customers.



SUMMER SNOWSTORM

The library brought in fresh snow from the Coliseum for our Summer Snowstorm event, joining other community partners in the Civic Centre Plaza to show our community spirit during the July visit by the Canada Winter Games judges.

REPAINTING BOTH BRANCHES

Nothing like a fresh coat of colour to add some brightness to the darkest months of the year. We slapped on our signature blue and green across Bob Harkins in November and Nechako in December. The compliments came in steady after that.



NEW PIRATE SHIP IN CHILDREN'S AREA

Ahoy, scallywags! Y-Knot Woodcraft, working with wood donated by Timberspan Wood Products, built the library a gorgeous one-of-a-kind pirate ship for young kids to set sail on an ocean of imagination.

MOVIE MAGIC

We now regularly screen movies using our updated sound and projection system in the Keith Gordon Room. Golden-age classics, family fun, teen action, book adaptations and insightful documentaries always draw in a crowd.



NEW ADVERTISING CAMPAIGN

If you've watched TV this year, you've seen Samurai Shisho, the yoga master and the Born To Read tattoo commercials. We'll be back with new spots this fall and regular print ads to tell everyone about the cool things we do!

MESSAGE from the BOARD CHAIR

The library board of trustees is a volunteer group that gives direction to a single employee – the chief librarian – to carry out a single task – manage the library and its staff so it can deliver essential library services to Prince George residents in the most cost-efficient way possible. The board is especially proud of our chief librarian for winning the Ken Haycock Award from the Canadian Library Association for outstanding promotion of the value of libraries this year but we aren't letting him rest on his laurels!

As residents, taxpayers and passionate library supporters, library trustees tirelessly promote the incredible benefits the library provides to community life while recognizing that we must balance our financial needs among many others.



As a result, we refuse to sit idly and hold out our hands for increased government support. Instead, we have devoted additional time and energy to fundraising efforts to help pay for necessary improvements to the library. No one on the board of trustees or the library staff takes for granted the ongoing financial and political support provided by various levels of government. The board consistently sets fiscally responsible and conservative budget targets, challenging the chief librarian and his staff to meet tangible goals in increasingly efficient ways. For example, the cost to produce this annual report is half of what it was just a few years ago because we are printing fewer paper copies and making the report available digitally for everyone, at all times, on our website.

Every taxpayer is a library shareholder and the annual dividend we give is a library card. If you don't already have a library card and use it regularly, you are denying yourself that dividend and the value it will bring to the lives of you and your family. But don't take my word for it. The words of your fellow residents on these pages are loud and clear.

Signed,


Philip Mantler
Board Chair



IN A READER'S WORDS

I love my library because the building and staff are warm and inviting. I always feel welcomed and receive help with any problem.

It's a great place to hang out and escape from all my cares and stress. This library is a beautiful place.

-- Ann Halikowski
Prince George



I love the Public
library because reading
~~outside~~ is what I
do when I'm bored
and it ~~increases~~
increases my Vocabulary
for school - The
Library is a playground
of Learning



MESSAGE from the CHIEF LIBRARIAN

I'm known as the juggling librarian. I love the smiles I get from children as I make the balls fly through the air and keep from falling (most of the time!). For kids, it's magic but juggling is hard work that takes practice, focus and hard work, just like being a chief librarian.

Fortunately, I have three extra hands when it comes to the juggling I do in my job. On one hand, I am blessed with an incredible staff, loaded with talent and passion. These professionals, to a man and woman, are self-driven to constantly exceed themselves.

For example, our program coordinator brought me a proposal earlier this year for the library to opt out of the provincial summer reading program for a "made in P.G." plan that saves money and better engages young readers. Another example was our recent Beyond Hope library conference. Hosting more than 80 library professionals from across the province contributed more than half a million dollars to the local economy.

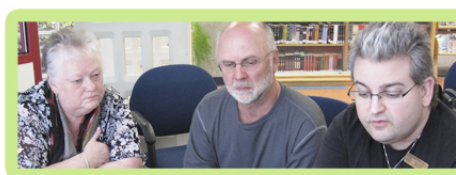
On the other hand, I have a supportive, energetic board of trustees that care deeply about the role of libraries in society. They are led by Philip Mantler, who received the B.C. Library Trustees Association's "Super Trustee" Award this year. Under Philip's guidance, the board has developed an ambitious strategic plan that sets the difficult target of a five per cent annual increase in library use for each of the next five years.

I know the board is not trying to make me lose what's left of the hair on my head! Rather, I see that target as a vote of confidence, not just in me and my staff, but in the whole community. They see the needs of local residents in the challenging transition to the information age and they see the library as an excellent means of meeting those needs and aiding in that transition.

And that last hand? That would be you, of course. Thank you for your support in all of its forms – your tax dollars, your donations (tax deductible, I should add!), your volunteer time, your time using our resources and taking part in our programs, your thoughtful suggestions for improvement, and your kind words of encouragement.

Truly,

Allan Wilson, Chief Librarian



WE ARE PEOPLE

Residents expect not just physical access but also virtual access to their library. This year, the library unveiled its new application for smartphones. Now residents can search for books, place a hold on materials, check on their account and find out the date and time of their favourite program, through their phone from anywhere.



The library sees the potential of technology to reach far beyond city limits. Residents in the regional district and across the North tuned in to the online broadcast of the all-candidates forum the library hosted during the recent federal election. That's the latest in a series of new literacy efforts we are making to serve our customers where they are, not just where we are.

Using a phone, a tablet, a laptop or a home computer, library card holders can download electronic books and audiobooks to their favourite devices at any time of the day or night, making our website a 24-hour library branch.

To improve online service even more, we will unveil our redesigned website later this year, with many new and creative ways to empower residents to access information and library materials.



- 1: A local couple learns to download library ebooks
- 2: Staff read to seniors at Simon Fraser Lodge
- 3: Kids enjoy storytime in our beautiful local parks

These improvements are an excellent investment by the library. Spending on technology gives residents direct access to library services while helping staff provide faster and more focused assistance to others.



WE ARE PLACE

Along with virtual access to the library, residents still expect the library's physical presence to suit their changing needs. The library has devoted resources to beautifying the inside and outside of the downtown branch to make the space more inviting. As our population continues to age, improving physical access in the library will be a major priority and work is already underway to meet those challenges. Demand for better access is followed by requests for information.

Civic literacy is the key ingredient of a knowledge-based economy, a healthy society and a vibrant culture. The library offers the perfect space to promote and increase civic literacy, which takes a variety of forms, such as hosting retirement savings workshops to improve financial literacy. The critical outcome from civic literacy is allowing us, as individuals and as a community, to read, learn and discover together.

During the last year, the library has invested heavily in civic literacy, through computer classes for beginners and training advice for new owners of electronic book devices (e-readers). Along with the painting at both branches, new shelves were brought into the children's area and improved signage was added to help residents help themselves while at the library.

WE ARE PARTNERS

Forming partnerships to reach common goals is smart and makes good business. The library has been able to improve itself and the city as a whole by working hard with agencies, businesses and individuals.

In the public sector, the library has worked closely with the Heritage Commission, the City of Prince George and Exploration Place on the production of signs to acknowledge Prince George’s rich and fascinating history. The library has added to its collection on addictions, thanks to its work with Northern Health, and helped deliver further materials on addictions to other libraries across the region. Efforts to develop the Knowledge Garden continue due to collaboration between city parks staff, the library, the Civic Centre, Two Rivers Art Gallery, Enhance PG and others. The library hosted two well-attended seminars by an acclaimed urban gardening expert as part of a collaboration with Enhance PG.



collaboration
donations
partnerships
supporting

MAKING ENDS MEET

I love the library because it allows me to use services that I couldn’t otherwise use if I were financially ill-equipped. I appreciate everything offered.



Today there is little in life that is free! The library is a magical place that can take you anywhere... with friendly staff who are always willing to help.



We love the library because as my ten year old son says, “They just let you take home the books for free!”



WE ARE PARTNERS

The private sector also sees the value of working with the library. Y-Knot Woodcraft built a custom-designed pirate ship for the children’s section, with material donated by Timberspan Wood Products. Spruce Credit Union and the library have joined together to share sign space at the Hart Shopping Centre. Pine Centre Mall has kindly donated towards the Down With Webster concert in July, a major Prince George Public Library board fundraiser for 2011. This August, CKPG will allow the teen winner of our summer video contest to shadow the production of a new 30-second library commercial.

Finally, many residents show their appreciation for the library as a community social agency and registered non-profit charity with their frequent and generous donations. One citizen alone is responsible for the addition of hundreds of new books and new furniture at the Nechako branch. Two young brothers asked their mother to not throw them a birthday party last summer and donate the money to the library instead.

It’s this kind of support that inspires us to work even harder to spend their donations and the contributions of various levels of government wisely in our efforts to change individual lives and improve the whole community.

2010 NUMBERS & CHARTS

Everywhere else at the library, new and exciting is a good thing. When it comes to finances, however, no surprises is best and that sums up 2010. We met our operational budget with no hiccups on the expense side of the ledger. We are careful with our money, we devote the majority of our spending to our great staff delivering top-quality service to our customers and we always seize cost efficiencies when they present themselves.

INCOME STATEMENT

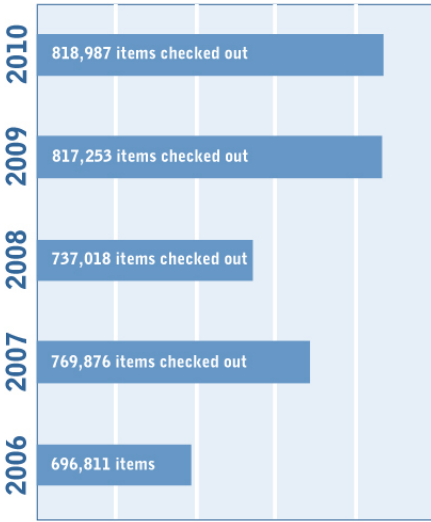
REVENUE	
Municipal Funding	3,545,250
Provincial Funding	216,897
Late Fees & Sales	150,350
Amort. Of Deferred	
Contributions	35,849

TOTAL REVENUE 3,948,346

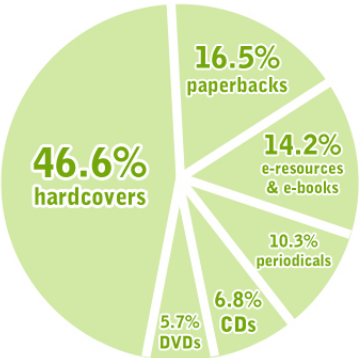
EXPENSES	
Service Delivery	2, 564,491
Building Rent	483,182
Library Materials	465,085
Administrative & General	211,644
Repairs & Maintenance	98,424
Furniture & Equipment	41,709
Fundraising / Grants	35,849
Acquisition / Circulation / Supplies ..	30,365
Computers	21,748

TOTAL EXPENSES 3,952,497

CIRCULATION GROWTH



MATERIALS BREAKDOWN



PROGRAMS BREAKDOWN

