

# 1102



2011  
Annual  
Report



## A YEAR IN REVIEW

People. Partners. Places. 2011 was a year of productive change for the Prince George Public Library. We've seen new people coming into the building to access our resources like free Wi-Fi, E-book classes, and children's programming. We've garnered some amazing, supportive partners like TELUS who have helped us create new places like our brand new computer and teaching area, Skylab.

One thing never changes here though, and that's our commitment to public service and giving our customers the best information, when they need it, in the format they want to receive it. From using sign language in our children's programming to having instant access to government information –to a friendly smile at the info desk, our staff work hard to make the Prince George Public Library the best stop for locals and visitors to get their knowledge needs met.

New practices in 2011 facilitated an award-winning year for the Public Library, and set a precedent for development and progress that will continue to add value to our community for many years to come. And it's still a great place to pick up a book – and read.



### ELECTION CENTRAL

The library partnered with the College of New Caledonia and the Prince George Chamber of Commerce to bring the municipal election debates to the people via podcast last fall. The live broadcast allowed anyone, anywhere access to our election process via the internet. Thanks to funding from City Council we've been able to post these results effectively.

### RESULTS

Like opening the blinds on a sunny day, a shift in shelving let the light pour into our Nechako branch. Cozy seating and a bright, new look have made our Hart Highway location the finest gathering place north of the downtown core!

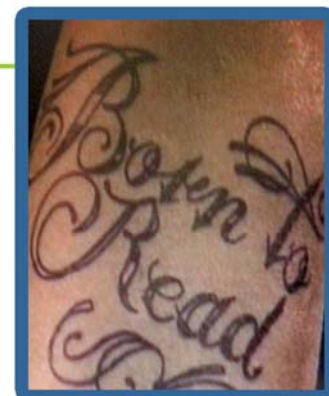


### A TALE TO TELL

We continue to gain new fans with our ever-popular Storytime in the Park series throughout the summer season. Young hearts gather weekly for story times in green spaces around the city, and next year we hope to build the Knowledge Garden as a new, on-site story spot.

### AWARDS

The library was recognized on the provincial and national levels in 2011. Our CKPG commercials won the Merit Award in Marketing and Advocacy from the British Columbia Library Association. Chief Librarian Allan Wilson was personally recognized by the Canadian Library Association with Ken Haycock Award for Promoting Librarianship. 2011 Board Chair Philip Mantler was the recipient of the Super Trustee Award from the British Columbia Library Trustee Association.







## WE ARE PEOPLE

Following national trends of growth in senior populations, the library continues to see demand in programming for older customers increase. In our computer and e-book classes, numbers are growing. At the library, we have a good idea of what people want to know about—they ask us! Our increasing reference statistics reflect a need for assistance in accurately finding exactly what people want to know. Our packed programs are evidence of people's desire to learn how to do it themselves.

The Library is also the go-to place for employment and financial literacy. Our staff members help people everyday in researching opportunities. Our online databases and business resources help local entrepreneurs get their businesses going and these services have been recognized by organizations like Community Futures and the Prince George Nechako Aboriginal Employment and Training Association as valuable components to their own training. We're also resume central as people create and print their work histories here at the library, equipping themselves with the tools they need to find a new job. Those who struggle with the new economy need their library.



2011 saw the inauguration of PGPL's newest annual tradition for teens, the "Nerf Turf War" was our first lock-in event as Youth Advisory Board Members celebrated their year end with an after hours party in the library. An evening of capture the flag and dart tag made for a fun end to a year of hard work from our young community advocates.

The Summer Reading Program went global, revolving around our "Words for Wells" project. For each book that was read, \$1 was donated towards building a well in Uganda. Our motto was that kids in Uganda are drinking clean water because kids in Prince George read – and our little customers raised \$2500 in doing so! One seven-year-old reader alone read 100 books and collected additional funds to donate a total of \$250 to the program!



## WE ARE PLACE

We have supporters in the community that show their appreciation for our efforts, and our continued endeavours at making access to information easier, current and forward-thinking. TELUS has been a great friend and partner, donating to our Skylab project. The Friends of the Library and remained steadfast in their diligent efforts in advocating and sustaining projects like our newspaper digitization, the development of the Knowledge Garden, conducting book sales and providing support.

The library partnered with a variety of organizations throughout 2011 for some truly innovative events and programs. We've hosted the Teen Writers Circle with speakers from UNBC and brought stories to little people as part of the Aboriginal Headstart program. Reading without Rules is our initiative to bring books to people who face challenges in access to the library, including immobility and incarceration, and allow them the prospect of reading without needing to return materials. Freedom to read is important to us and has proven to be on the forefront for community leaders as well. The value our library adds to the community does not go unrecognized by donors, and we continue to connect with public and private goodwill.



## WE ARE PARTNERS

In 2011 the library left behind the notion of breaking new ground – instead, we’ve taken to the heavens with the first stages in building our new, loft-like computer lab, SkyLab. The SkyLab facility will offer customers new, expanded space to access the internet, take computer classes and view city highlights.

The Nechako branch of the library has undergone a facelift –and this rejuvenation has had an immediate effect on regional traffic into the branch. New shelving and collections arrangement have made it easier for people to find what they are looking for, and the kind, private donation of a fireplace and cozy chairs have made it more welcoming for them to stay awhile.

As a space for civic engagement, the library goes beyond the book club to provide social space for ideas, collaborations and conversations. Visitors come here to communicate with each other in person or via the internet. They come here to listen to great speakers and authors. They come here to learn something new and we strive to provide them with many different ways to do so. We are People. We are Partners. We are Place.

collaboration  
donations  
partnerships  
supporting

## 2011 NUMBERS & CHARTS

In addition to building our infrastructure, we’ve been working on building our numbers. Our operational budget has been met, and our spending has resulted in some exciting growth in our programming and reference numbers. These charts show people using the library, engaging with programs and checking in with staff.

### MAKING ENDS MEET



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!”



### INCOME STATEMENT

#### REVENUE

Municipal Funding .....	3,621,890
Provincial Funding .....	210,989
Late Fees & Sales .....	170,096
Amort. Of Deferred Contributions .....	33,679
Amounts Transferred From Deferred Amort. Contributions .....	160,081

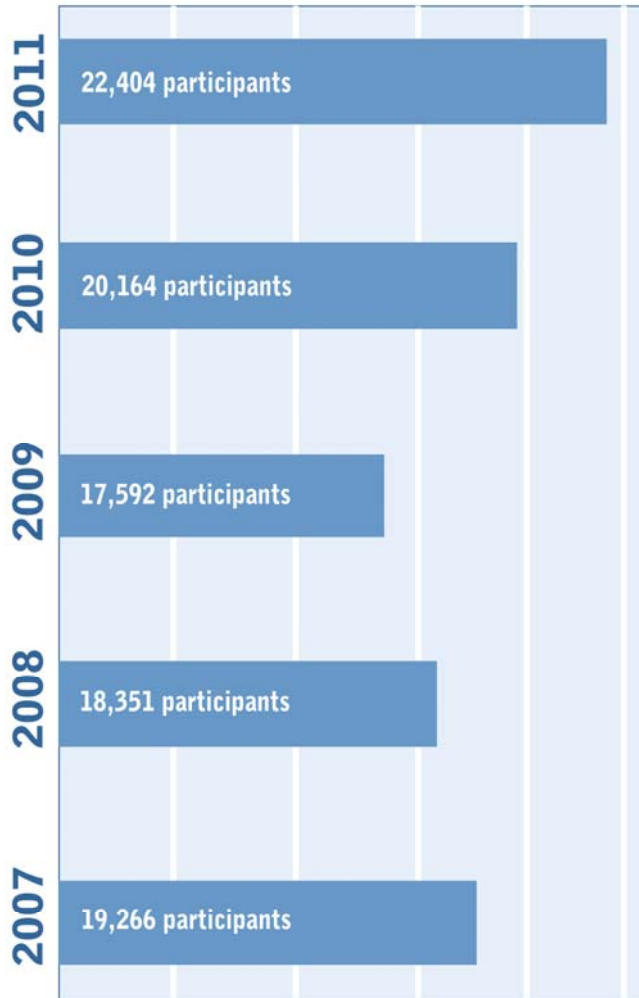
**TOTAL REVENUE** **4,196,735**

#### EXPENSES

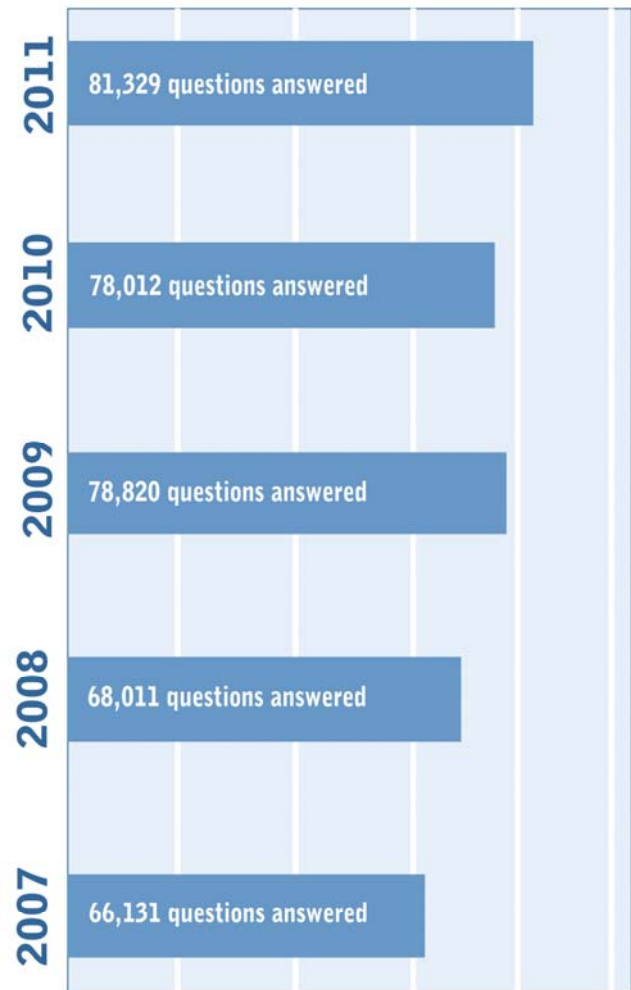
Service Delivery .....	2,693,589
Building Rent .....	483,840
Library Materials .....	410,758
Administrative & General .....	200,208
Repairs & Maintenance .....	94,765
Furniture & Equipment .....	88,198
Fundraising / Grants .....	160,081
Acquisition / Circulation / Supplies ..	25,791
Computers .....	28,433
Building Improvements.....	14,258

**TOTAL EXPENSES** **4,199,921**

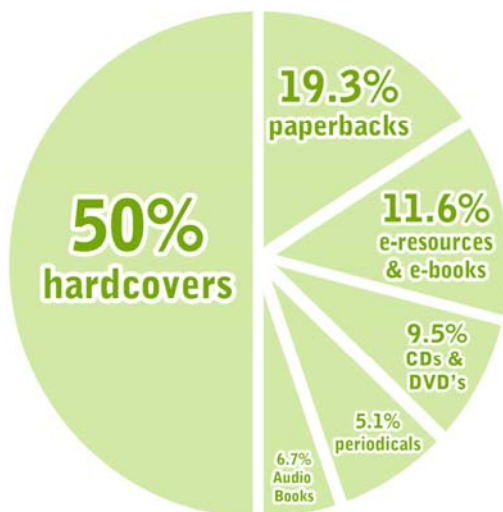
## PROGRAM PARTICIPANTS



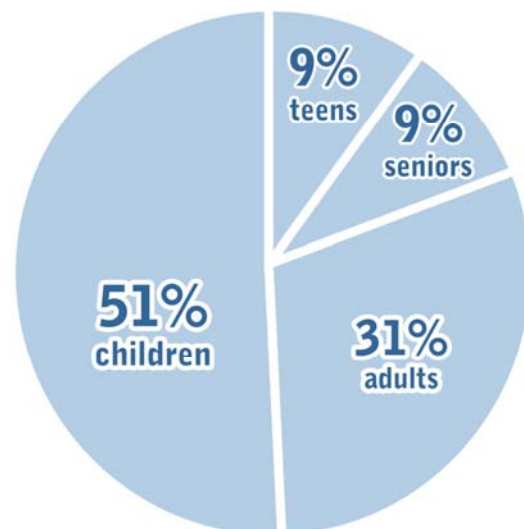
## REFERENCE QUESTIONS



## MATERIALS EXPENSES



## PROGRAMS BREAKDOWN







Thank you Library Ladies  
for the great Spring  
break activities. Hope  
you do it again.  
sincerely Justin mady



## MESSAGE from the CHIEF LIBRARIAN

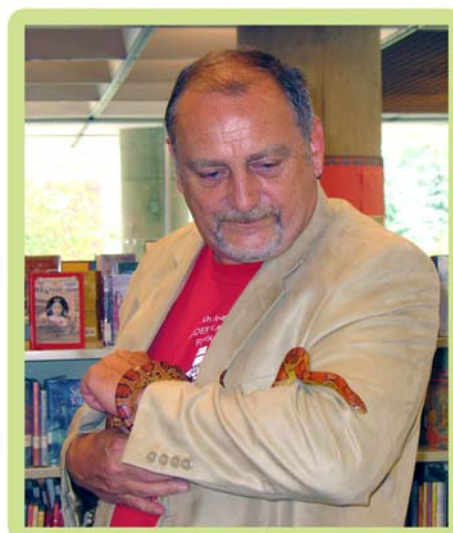
This past year has been very challenging as the library seeks to improve the facilities at our Nechako and Bob Harkins branches while remaining within our current cost structure. We are particularly grateful to the City of Prince for their support of the library, and city staff for the help they've lent us in planning our new SkyLab facility and its permitting process. With funds raised by the public, and some monies from corporate and grant donors, SkyLab will not cost the local taxpayer, and will give a new experience to our Prince George citizens.

Renovation and repairing many of the building issues would be cost prohibitive and a burden on the taxpayer. One major issue was addressing our internet structure and delivery of electronic materials, workflows, and the general condition of aging furniture, shelving and aesthetics of the building.

Libraries are changing and as more and more people read online and use our electronic resources, there is a need for new forms of literacy and instruction to the general public. The library is not only a place to borrow books but is increasingly a social space where people meet in person, discuss ideas, seek answers to questions, and engage in social concerns and surveys. Visitors from the region and far afield make the library their first stop in learning about the area – we are an index to the community – and we have many wonderful partners in the region and city to share with them.

I'd like to thank my staff for their continuing work as we move forward, and to thank the Board for extending the support necessary to make these changes happen. The Board hosted four major events this year that attracted great attention from the community, and helped me garner corporate support as well as renewed interest from citizens in and around Prince George.

I'd like to thank the Friends of the Library society and our many volunteers and supporters in the community that help with their tax dollars, their tax-deductible donations, and their helpful suggestions. They are great Partners, they are fantastic People, that meet in this wonderful Place to share the resources of the Prince George Public Library.



Truly,

Allan Wilson, Chief Librarian

## MESSAGE from the BOARD CHAIR

Message from the Board Chair 2011 was a difficult yet exciting year for the Board as we worked through and activated our 3P Strategic Plan (People Partners Place). The people are our citizens, users, supporters and donors. Our partners are the many fine institutions and organizations who work together with us to supply programs and provide services. And the place is our Bob Harkins downtown branch, our Hart facility, our Reading without Rules sites, and the weekly outreach to seniors care facilities and other venues in the city.

We planned improvements to these places and, with our City's help; we repainted and repaired our infrastructure. Throughout 2011, we worked on planning two exciting initiatives, SkyLab and the Knowledge Garden, both of which will be supported by funds from the Board.

We held four events during the year, all with the multiple purposes of fundraising, of attracting interest in the Library from members of the public who are traditionally less aware of our activities, and of providing stimulating discussion through an internationally renowned speaker.

On behalf of our dedicated board members, we hope you too will visit the library as we look forward to serving the needs of Prince George.

Signed,



Anne George  
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 use the computers at least 2-3 times a week for research, I don't have internet at home.

-- **Brent Turl**  
**Prince George**





## MESSAGE from the Friends Of The Library

Friends of the Library has contributed substantially over the years towards the Prince George Public Library, and in 2011 we donated to the library's digitalization of the Prince George Citizen and other newspapers. Also the Prince George Public Library is planning on developing a "Reading Garden" on the grounds around the library and we have committed support for this project, probably by purchasing amenities like a bench or items for the story garden.

The Friends sponsored the keynote speaker Dr Ann Curry for Beyond Hope Library Conference held in Prince George in June 2011 which attracted library workers from across northern BC for the theme Library Gaga. Aside from our sponsorship of the book sale and fundraising, we are grateful for a grant from the Prince George Community Foundation, which the Friends will match, to provide Books on CD and large print books for five Prince George seniors' facilities.

Friends of the Library is proud of its work and its volunteerism to help extend the reach of the Prince George Public Library and to support readers no matter their age or means.

Signed,



Margaret Johnson  
Friends of The Library Chair



"The Home Service Program is bringing me a life line  
and you [the volunteers] are a ray of sunshine"  
- Lori, Home Service Program User