



The Prince George
Public Library
www.pgpl.ca



“Wow... our library is an ever-evolving, living, breathing creature!
Love the new improvements... Seriously impressive.”

-Arlene J.

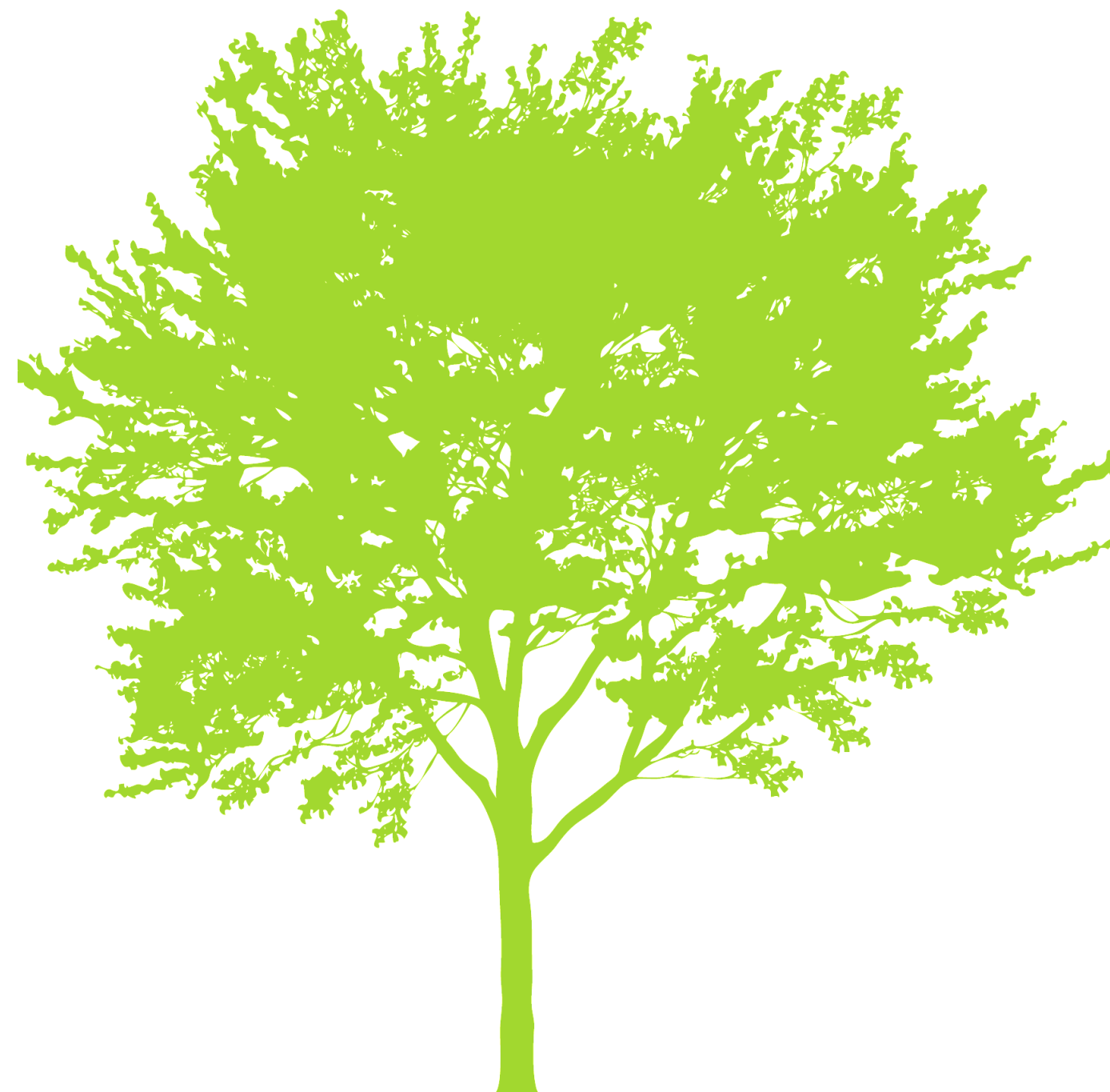
ANNUAL REPORT 2013

Our Mission

To be the Information Gateway to the North, and to support municipal and community initiatives in terms of economic, social and cultural development.

Our Values

- Free and open access to the world of information.
- Equitable and fair treatment for each citizen in accordance with the Canadian Charter of Rights and Freedoms.
- Respect for the views of others, and accommodation of the diverse information needs of the whole community.



LETTER FROM THE BOARD CHAIR

2013 was a year of significant change and renewal at the Prince George Public Library. Many long-term staff members retired, and Chief Librarian Allan Wilson accepted the position of University Librarian at UNBC after 9 years as Chief Librarian at PGPL. The Board is grateful to Mr. Wilson for an excellent working relationship and his innovative leadership of the public library. We wish him well in his new position and look forward to future good relations with the UNBC library. Public Service Manager, Janet Marren, was appointed Acting Chief Librarian as the Board began its search for the new permanent Chief.

Phase 1 of the Knowledge Garden and a renovated Keith Gordon room were completed in 2013 with funds raised entirely through private donations. Donors, library trustees, Friends of the Library, community organizations and corporations all rallied to support these projects. We encourage you to review some of these contributions in the latter pages of this report and on the donor wall to be installed in the Garden.

The Board was very pleased that City Council allocated over \$2.5 million dollars in capital funding for the library in 2013. Improvements will include new public washrooms and an enhanced front entrance. These major renovations will address safety and accessibility concerns while bringing a modern look that will fit well with other civic district developments.

Members of our Board of Trustees not only contributed financial support but also gave generously of their time. We gratefully acknowledge the continuing support of the City of Prince George, the Regional District of Fraser Fort George and the Province of BC. Without this core support, we would not be able to provide the extraordinary services, programs, tools and technologies that we offer our community every day.



Handwritten signature of Anne George in blue ink.

ANNE GEORGE
BOARD CHAIR

LIBRARY BOARD MEMBERS



ANNE GEORGE
BOARD CHAIR



MIKE COLLINS
VICE CHAIR



DAVE WILBUR



DONOVAN UNRUH



LYNN BAILEY



WENDY DE MARSH



LESLIE GILCHRIST



DAWN STEVENS

2013 HIGHLIGHTS

In 2013, The Prince George Public Library celebrated the initiation of many welcome renovations to the main branch. During the 2013 budget process, City Council voted to allocate funds to provide new, accessible public washrooms and to improve the main entrance to the building. Library staff looks forward to working with the City on these welcome improvements.

- Renovations inside and outside the Bob Harkins branch have increased usable space. A new elevator has made library access safer and faster for patrons. The refreshed Keith Gordon room and the addition of the Friends of the Library Aquascape in the

Children's section have beautified our downtown branch, as has Phase 1 in construction of the Knowledge Garden. These additions are helping us meet the demand for more active programming and community space.

- In 2013 PGPL hosted professionals from across the province at our biennial Beyond Hope northern libraries conference. This is the only conference of its kind catering to library specialists in Northern regions, bringing workshops and professional development opportunities from library experts to our city.

- The Library launched a six week amnesty program between mid-April and late May 2013. This was an opportunity to welcome back customers who had long overdue items or outstanding bills. In addition, the Board approved changes to library card services that have reduced barriers to receiving, renewing and replacing library cards – providing improved access for everyone.

- A cost benefit analysis of the Nechako Branch prepared as part of the City's Core Review process gave us the opportunity to highlight the many services and high community use of this branch.

Community demand and interest in library programs and events continued to increase in 2013. An energetic and creative library staff and many community partnerships resulted in a significant 21% increase in library program participation.

- Library staff partnered with the Prince George Citizen to organize the Raise a Reader fundraising day which raised \$40,000 to support local literacy programs and initiatives.

- The library worked with members of the City's Heritage Commission to develop a well-attended speaker series featuring different local history topics.

2013 HIGHLIGHTS

● Our second annual Touch a Truck day, Pottermania and Munsch Mania events brought literally hundreds of people to our facility (600+, 300+ and almost 500, respectively). Touch a Truck day is a collaboration with partners in industry and the City of PG to bring big trucks, rigs, and safety and specialty vehicles to the Civic Centre plaza to be admired and kid-handled along with story times and special activities.

● The annual Summer Reading Program returned as a popular way to ensure children retain their reading skills through the summer while having fun at the library. The Friends of the Prince George Public Library sponsored a global awareness project in

connection with the program.

● A unique and innovative Library Gay-Straight Alliance for teens was created in February of 2013. This popular program provides a safe social space for LGBTQ teens in Prince George and was made possible by a Social Development Grant from the City of Prince George.

● The Library partnered with Welcome Prince George to host Prince George's first-ever Human Library in November. Community members were invited to "check out" a living book to learn about their personal experiences.

● The Northern Medical Program at the University of Northern British Columbia ini-

tiated a partnership with the Library which provided an opportunity for two first year medical students to gain community experience and to lend their expertise to health literacy through the NMP's Community Service Learning Opportunity program.

● A major donation of Chinese language books for our multi-lingual collection was granted from the Chinese Consulate. A delegation of consulate representatives and honourable guests were able to attend the launch of this significant gift and were pleased to receive a tour of our facility.

● The Library partnered with the City to help host the first e-town hall budget consul-

tation in October. The library's public computers were made available for public input as the webcast was live streamed.

● Library Outreach expanded in 2013, with the delivery of information and materials to attendees at the City of PG Health Expo, 2 Canfor Health and Wellness Days, as well as Willow River Fun Daze among many regular Outreach services. Our Outreach Librarian also gave a special presentation on the library's employment resources to staff at Service Canada.

5% More patrons currently hold active library cards than in 2012

In 2013 the library was fortunate to receive awards and accolades for a variety of projects and services.

● Teen Librarian, Amy Dawley, received the British Columbia Library Association's Young Adult and Children's Service Section Award for excellence in the area of children's and teen librarianship in British Columbia.

● PGPL shared two national commercial awards with CKPG TV for their co-production. Those awards included winning the Retail Commercial Award and the Consumer's Choice Award, both at a national level of recognition from the television Bureau of Canada.

● The library was recognized with two awards during an evening presentation of the Northern British Columbia "A Healthier You" awards. The Youth Initiative of the Year award was received for the Library's Gay-Straight Alliance program, and the Educator of the Year award recognized the Library's contributions to health literacy in Prince George through the provision of authoritative health resources and trained information staff.

See Our Numbers

more than
1400
hours of volunteer time was
logged in 2013 by library volunteers

more than
1500
fans stay informed about us
through our Facebook Page

more than
3,500

Residents registered for a
NEW library card in 2013
**does not include renewals*

Like an iceberg, 91% of library patron use occurs offsite – unseen and unmeasured.

Going beyond traditional circulation and reference statistics, the Prince George Public Library partnered with Kwantlen Polytechnic University faculty to estimate how many hours patrons used the library’s materials and facilities.

Based on time diaries completed by patrons in August 2013, the study estimated how many hours were spent reading, watching or listening to borrowed library materials

throughout the month.

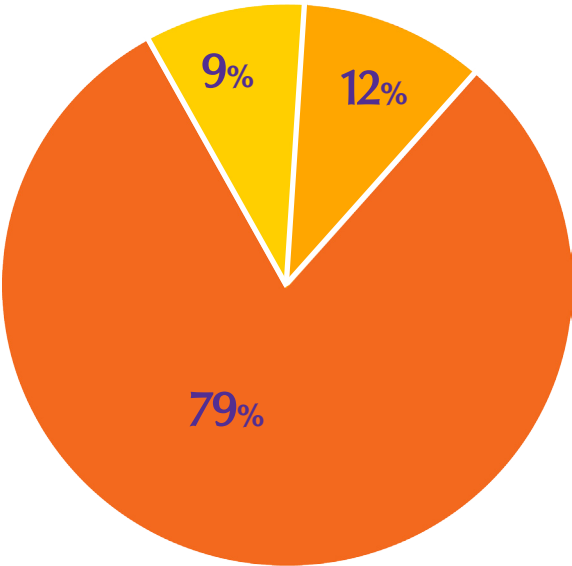
The study found that patrons and their friends and family members enjoyed the use of library services and materials for 180,400 hours in a one-month period. Using accepted methodology to place dollar values on reading and watching movies, this translates to an estimated \$835,800 of direct benefit to library users per month (for these two activities).

more than
180,400 hours of library service use was recorded during the month of August 2013

READING DIARIES

ESTIMATED USE OF LIBRARY SERVICES
BOB HARKINS BRANCH - AUGUST 2013

TYPE OF USE	USE (IN HOURS)
In-Branch Use	16, 500
Borrower use of borrowed items	143, 100
Non-Borrower use of borrowed items	20, 800
TOTAL	180, 400



- Non-Borrower Use
- In Branch Use
- Borrower use of circulated materials

LIBRARY FINANCES

Statement of Operations (Cash Based)

Revenue & Deferred Contributions

Municipal Funding	\$ 3,671,890
Provincial Funding	221,118
Late Fees & others	114,063
Deferred contributions used in 2013	94,277
Amounts transferred from Deferred Contributions to purchase assets	<u>168,478</u>
Total	<u>\$ 4,269,826</u>

Expenses

Acquisitions & Circulation	\$11,892
Fundraising expenses	94,277
General & Admin	204,039
Rent	483,896
Materials (<i>Paperbacks, audio-visual, subscriptions</i>)	232,729
Wages, benefits, other employee costs	2,645,209
Repairs & Maintenance	156,330
Supplies	<u>6,141</u>
Total	<u>\$ 3,834,513</u>

Investment in Assets

Knowledge Garden	\$131,426
Keith Gordon Room Improvements	36,494
Furniture	13,716
Equipment	6,070
Computer Infrastructure	16,900
Materials	<u>230,342</u>

(hard cover books, eBooks)

Total	<u>\$ 434,948</u>
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2013 Results

Balance, 2013	\$ 365
Prior year balance	<u>\$ 19,707</u>
Total Balance, 2013	<u>\$20,072</u>

LIBRARY STATISTICS

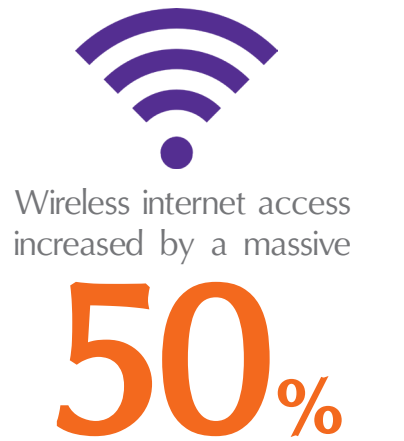
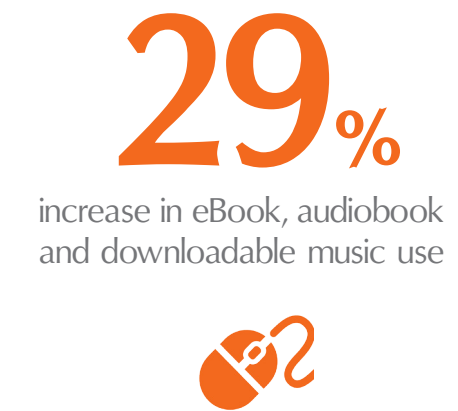
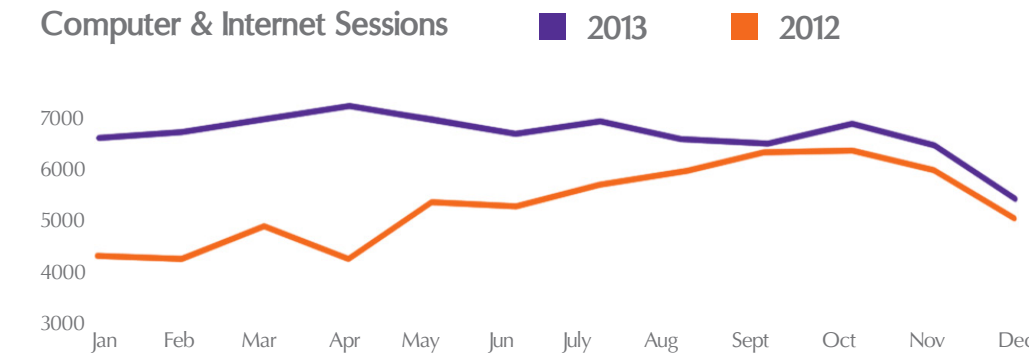
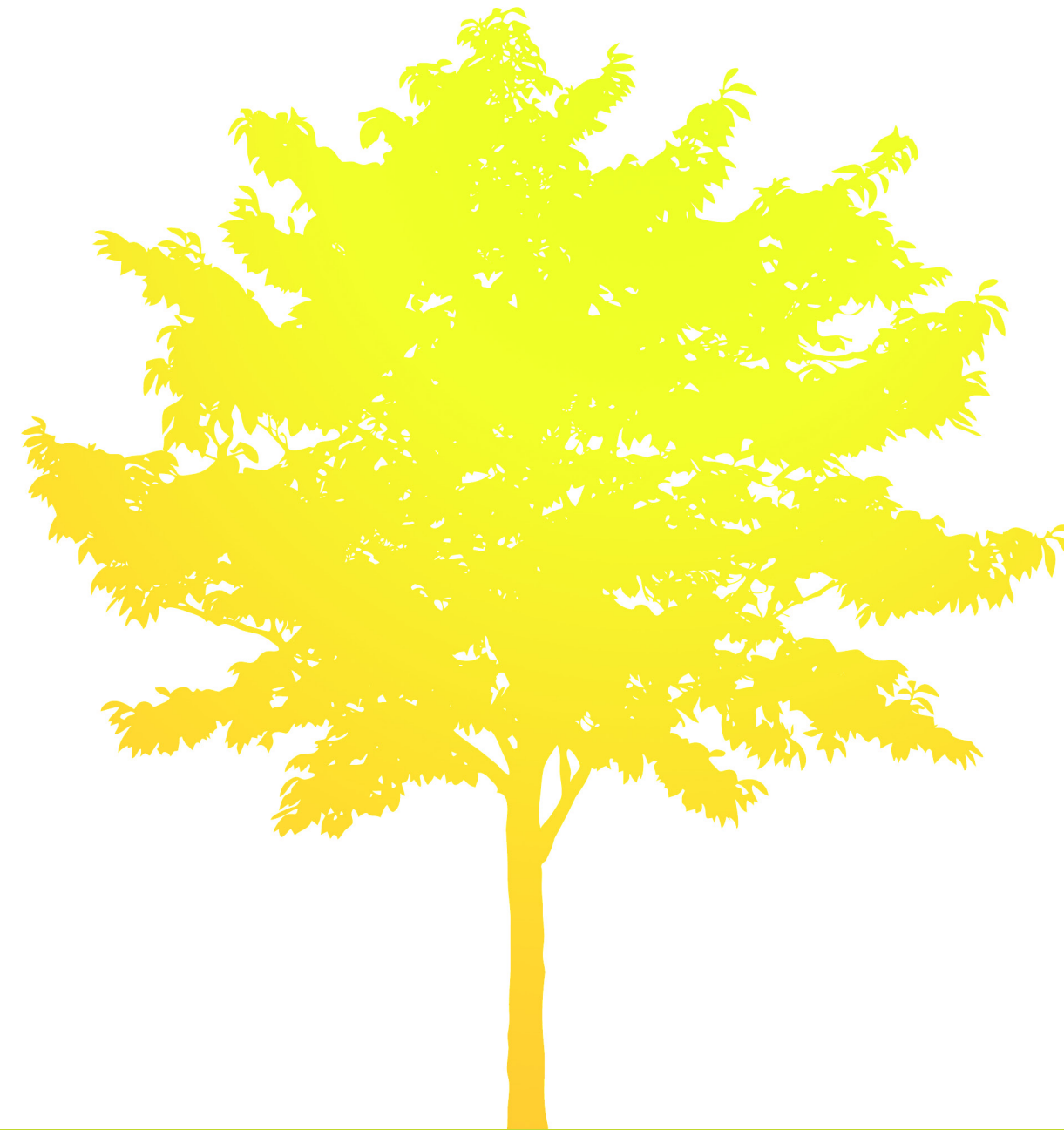
Traditional library use is changing as we see greater borrowing of digital collections and the use of the library as a social space. In 2013, the lending of physical materials decreased by 3%, while eBook, eAudiobook, digital music and digital magazine borrowing increased by 29%.

Although the borrowing of physical materials from our bricks-and-mortar buildings remains a core library service, our website provides continuous access to an ever-growing collection of virtual resources. The convenience of downloading eBooks and other digital materials makes remote borrowing popular. In fact, while Regional District users comprise 9% of library cardhold-

ers, these customers make up 16% of eResource use. We help keep people reading from afar.

The ongoing popularity of our eBook and Dr. Tech (computer, technological and online help) classes indicates strong public demand for up-to-date knowledge and learning.

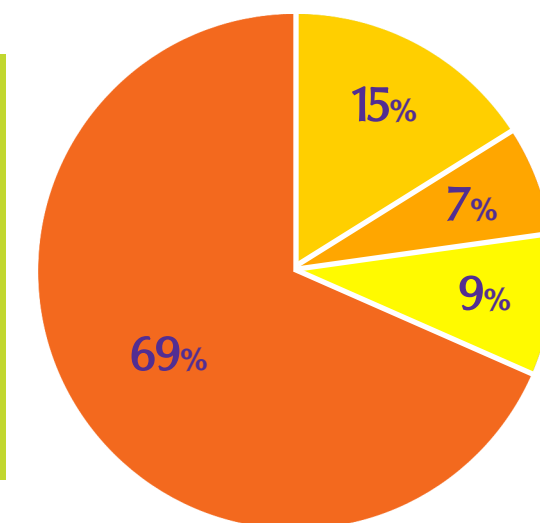
Public social spaces continue to be at a premium, and our community comes together at both branches of PGPL. Increases in attendance at library programming confirm this trend as do the number of visits to library branches. In 2013, 9,500 more customers came to the library than in 2012. We are proud to be Prince George's information hub.



Library program attendance increased by



23,742 people attended 1,170 programs offered in 2013



Distribution of Program Participants

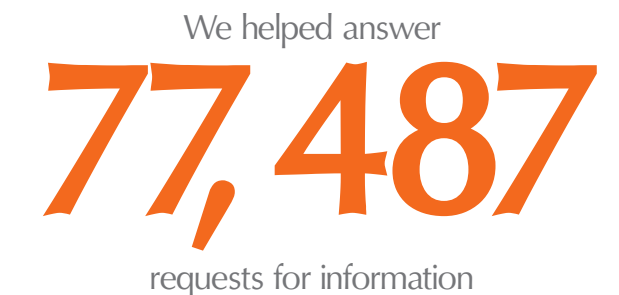
- Children
- Adult
- Teen
- Senior



Items circulated in 2013 totaled over 813,530
*includes items used in the library



If everyone with a library card took out 4 items, our shelves would be empty!





KNOWLEDGE GARDEN

The first phase in the construction of the Knowledge Garden began in 2013.

With City permission, the library began developing an unused grassy plot (between the library and the Civic Centre) into a gated, landscaped public garden. This has resulted in the City's newest developed green space, complete with amphitheatre and accessible pathways for strollers, readers and dreamers.

The entire project has been, and continues to be, funded through donations from private citizens, organizations and corporations.

After breaking ground in July, work began on the ground for-

mation, fencing and amphitheatre construction. The Garden opened to visitors and was the host site for Santa and Mrs. Claus during the annual Civic Light-Up event. The Library gratefully accepted a grant from Enhance PG to assist with the lighting.

The developing Garden was featured in the Artists in the Garden tour organized by the PG and District Community Arts Council. This was an opportunity to show off Garden plans and to host festivities on the library's decks, overlooking the Knowledge Garden.

Plans for Phase 2 in 2014 include the installation of plantings, benches, picnic table, decorative fixtures and fencing.



Construction, Summer 2013



Phase 1 Construction complete, Fall 2013



Civic Centre Light Up, December 2013

KNOWLEGE GARDEN DONORS, TO DATE

* DONATIONS \$100 AND MORE REFLECTED

Wizard of Oz \$100,000+

Prince George Library
Board of Directors

Alice's Adventures in Wonderland \$10,000 - 24,999.99

Friends of the Prince
George Public Library

Where the Wild Things Are \$5,000 - 9999.99

1 Anonymous Donor

BC Hydro Community
Outreach Program

Cat in the Hat \$1,000 - 4999.99

2 Anonymous Donors

City of Prince George -
Communities in Bloom

Enbridge Northern
Gateway Pipelines LP

Leigh Erwin Memorial

Jay Lazzarin

Dr. Anne Muirhead

Northern Interior Children
First Initiative

Operation Red Nose

Rolling Mix Concrete (BC)
Ltd.

Scouten & Associates
Engineering Ltd.

Charlotte's Web \$500 - 999.99

1 Anonymous Donor

Al Idiens

Janet Marren

Redcliff Realty
Management Inc.

Allan Wilson

Stephen Wing

Paper Bag Princess \$250 - 499.99

8 Anonymous Donors

Dr. M. Buchanan

Mary Kordyban & Family

Betty Anne Shiels

Yvonne & Art Stauble

Anne Hogan & Bob
Steventon

Jody Tindill

Charlie and the Chocolate Factory \$100 - 249.99

24 Anonymous Donors

BC Hydro Power Pioneers

Books & Company

Shirley Bond

Cana Steel Rebar Services

Equity Plumbing &
Heating

P. Jim Imrich

Ken Repstock Law
Corporation

Murry Krause

Owen, Russell & Colin Lo

In honour of Memere
Marchand

Debora Munoz

Nechako Optometry

Karen Peterson

R.E.A.P.S

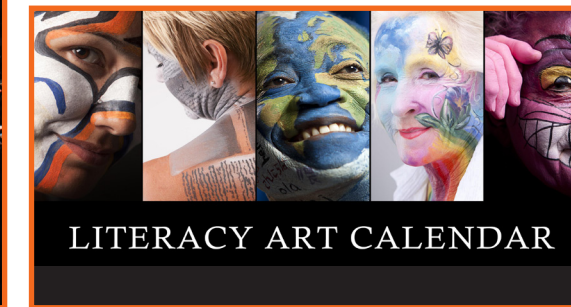
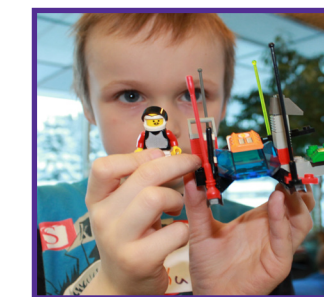
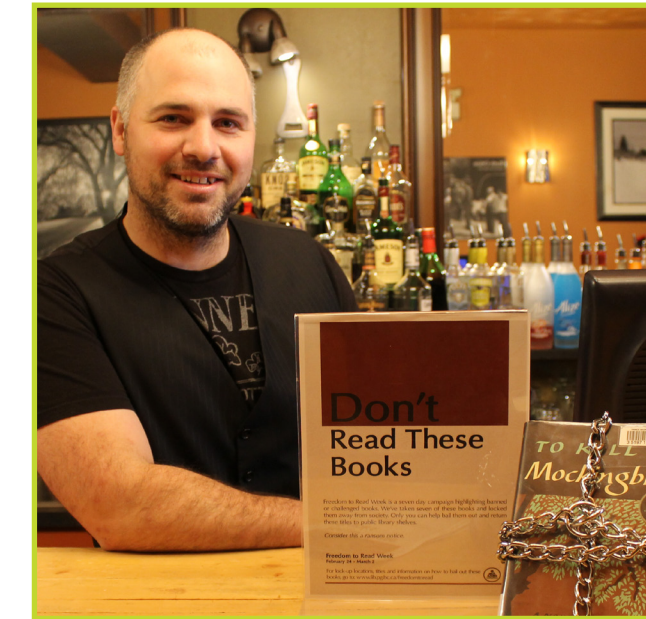
Roots Family

Paul Sanborn

Shelley Stafford

Maria Tejero

Karin Yarmish



To sponsor or donate to the Knowledge Garden, please contact Jody Tindill at 250-563-9251 ext. 122 or see our website www.pgpl.ca/knowledgegarden

PRINCE GEORGE PUBLIC LIBRARY

Bob Harkins Branch, downtown

888 Canada Games Way
Prince George, BC V2L 5T6
250-563-9251

Nechako Branch, in the Hart

6547 Hart Highway
Prince George, BC V2K 3A4
250-563-9251



**BRITISH
COLUMBIA**

The Best Place on Earth



**REGIONAL DISTRICT
of Fraser-Fort George**



**CITY OF
PRINCE GEORGE**

WWW.PGPL.CA

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