



Prince
George

PUBLIC LIBRARY

2016

Annual

Report



The Prince George
Public Library
www.pgpl.ca

LIBRARY BOARD 2016

Incoming
September
2016



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LETTER FROM

Carolynne Burkholder-James

AND JANET MARREN

For the Prince George Public Library, 2016 was marked by exciting growth in program participation and circulation. We were thrilled to launch the library's 2016-2020 strategic plan and to look for ways to extend our programs and services in response to new technologies, community feedback, and opportunities.

Our spaces improved with the construction of bookable study rooms, the addition of a teen gaming area, the launch of a mobile compatible website, and the addition of new online services. Library staff worked with City staff throughout the year to establish the cost estimate and core needs of the Bob Harkins Branch entrance project. The Board was pleased to present this work to Mayor and Council in October.

The Library engaged the community with exciting new partnerships and provided the means for local experts to share their knowledge. New ways for the community to learn and explore were made possible with a collection of Tech Kits, passes to cultural attractions, coding programs, and much more.

The Board hosted its third annual Harvest Feast in September and raised funds for the design of sculptures for the Knowledge Garden. In 2017, an artist will be identified who will complete the project.

Thank you to our staff, volunteers, donors, funders and dedicated community supporters for helping to create a Library that connects people with ideas, and inspires us all to Read, Learn and Discover.



Carolynne
Burkholder-James
(Board Chair)



Janet Marren
(Chief Librarian)

Our Web Developer spent nearly two years on the redesign of a modern, intuitive website which launched in 2016. In addition to reducing clutter and introducing more user friendly search functions and account options, the website now features a mobile responsive design. 408,773 people visited www.pgpl.ca in 2016.

16% increase in
website visits in 2016
versus 2015



The Prince George
Public Library



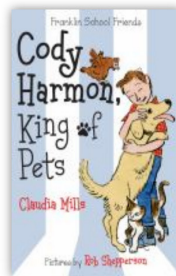
DOWNLOAD
EBOOKS
AND
MORE



ONLINE
LIBRARY
CARD
APPLICATION



Junior Paperbacks



Back



Forward



Home



Bookmarks




2
Tabs



"We love this pass.
As a family we
were able to go
places that were
otherwise hard
to financially.
We have a large
family."

-Library Patron



We value feedback from library patrons.
This year we introduced an online
customer comment form to help us
more easily gather, track and respond
to customer comments. Every single
comment is read by members of our
Leadership Team. The Leadership
Team responded to 187 comments since
the form was implemented in August.

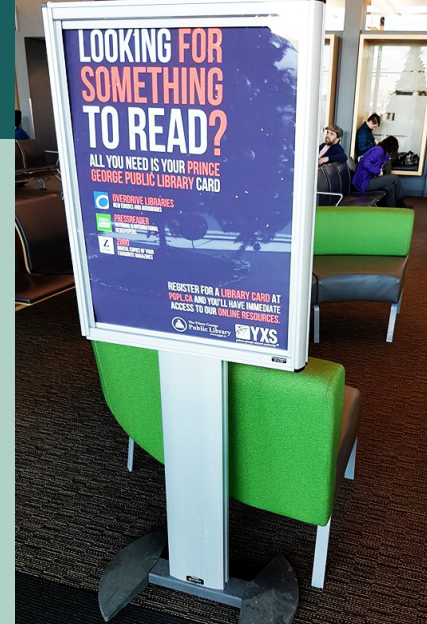
A partnership between the library and
the Regional District of Fraser-Fort
George helped to increase accessibility
to ten Golden Raven sites, including
museums and other cultural attractions
in north central B.C. Launched in May,
the Golden Raven Discovery Pass was
borrowed by 100 families in 2016.

Collections

Over the course of six months, a four-person team alphabetized and reorganized the collection of 4200 music CDs. The project was initiated in response to ongoing patron frustration.

The introduction of an online card application was a great reason to promote the library's extensive digital collections! The Prince George Airport Authority and the library partnered to enhance the experience of travellers departing from the Prince George Airport (YXS). Signs displayed in the airport's Departures Lounge encouraged travellers to take advantage of online library card registration, and free use of OverDrive, Zinio, and PressReader.

**CIRCULATION OF
MATERIALS IN 2016
INCREASED BY 7%
TO A TOTAL OF
870,362**



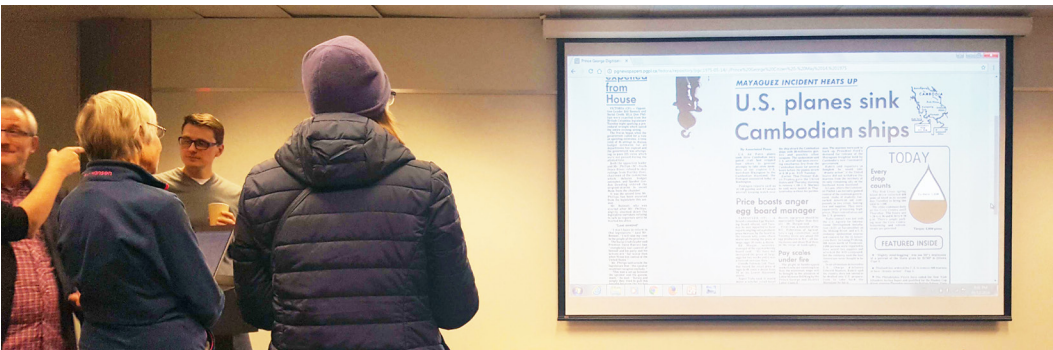
**3505
PEOPLE
REGISTERED
FOR A NEW
LIBRARY
CARD IN
2016!**

"I listen to your audio-books while I milk my cows. I don't have the internet where I live and I love listening to the stories while I do farm chores. My goats also like the stories. Thank you to the public library for your excellent collection."

– Library Patron



In December, the library marked a major milestone in the decade-long Prince George Newspapers Digitization Project. The library and its partners celebrated the digitization of 100 years of the Prince George Citizen. The digitized and searchable newspaper database now holds more than 500,000 images, including issues of the Prince George Citizen dating back to May 17, 1916 and earlier newspapers to 1910.



**THE PRINCE GEORGE
NEWSPAPERS
DATABASE HOLDS
MORE THAN
500,000
IMAGES**

PROGRAMS

27,900 people attended library programs in 2016. That's an increase of 26% over 2015.

The biggest increase, at 71%, was among teen programs, thanks in part to two fantastic events: Mini FanCon and Job Chats for Teens.

100 teens attended Job Chats

"Every week, when we visit the library, we see a busy, lively and welcoming place for learning and relaxing. In a world that seems to emphasize productivity at all costs and technology above all else, it is heartwarming to visit a place that still recognizes the value of connecting people."

-Library Patron



“My daughter has been in Math tutoring weekly since January. In that time, her math grade has increased dramatically. On her recent math test, she got 32/34 and her teacher said she was the only one to get 100% on a recent multiplication pop quiz. We love our tutoring!”

-Library Patron

Youth had the opportunity to ask career-related questions of nearly 30 professionals at Job Chats for Teens in November. Professionals, including a nurse, artist, graphic designer, forester, radiation therapist, teacher, veterinarian and City councillor, spoke about their career paths and valuable job skills.

Community members explored downtown Prince George during the Pokemon Go Walking Tour in the summer. Participants learned about historical landmarks while visiting in-game locations such as Two Rivers Gallery and The Black Donkey. The walking tour turned heads and Outreach Librarian Darcie Smith was invited by the American Librarian Association to host a webinar on the program and its success.





OUTREACH

When library staff first started discussing whether to exhibit at Northern FanCon in 2016, many asked how a fan convention was relevant to the library. Fast-forward to the second weekend in May when library staff talked to over 800 people about the library's robust collection of graphic novels, manga, DVDs and video games, and various programs such as Mini FanCon and Library QSA!

The library's strategic plan emphasizes the importance of fostering relationships with local organizations. A new partnership with Theatre NorthWest, called Books Backstage, was unveiled for the theatre's 2016/2017 season. Under the partnership, PGPL's librarians create reading lists that explore themes addressed in each play to engage both theatregoers and library patrons.



SPACES

In response to feedback from the public, private study spaces were constructed on the second floor of the Bob Harkins Branch. Inefficient space was reconfigured to create two rooms, featuring 8 foot tall glass walls; the walls offer privacy while providing clear sightlines. The new space gained immediate popularity, with over 100 bookings in the first month!

Library spaces became makerspaces in 2016 with a focus on shared resources and tools, creative technology, and collaboration; new additions included the Gaming Alley, teen area iMac computer with creative software, green screen and technology kits including Snap Circuits.

A renovation to the Adult Services workroom created additional space for volunteers with the 'Home Service' program. The new space includes a sorting table, and storage for materials and equipment.



Did you know? Home Service ensures that those who face barriers accessing our branches receive regular deliveries of books and other materials. Over 70 clients received regular deliveries in 2016! Volunteers use their own vehicles and gas to make this program possible.

STAFF

Teen Librarian Heather Gloster received the Young Adult and Children's Service Award at the B.C. Library Conference in May. One of the factors that led to the honour was her work on the Prince George Youth Custody Centre Creative Writing Program, which she established in 2015.

Children's Librarian Kaitlyn Vecchio received a nod from the Chamber of Commerce as one of Prince George's 'Top 40 under 40' for 2016/17.

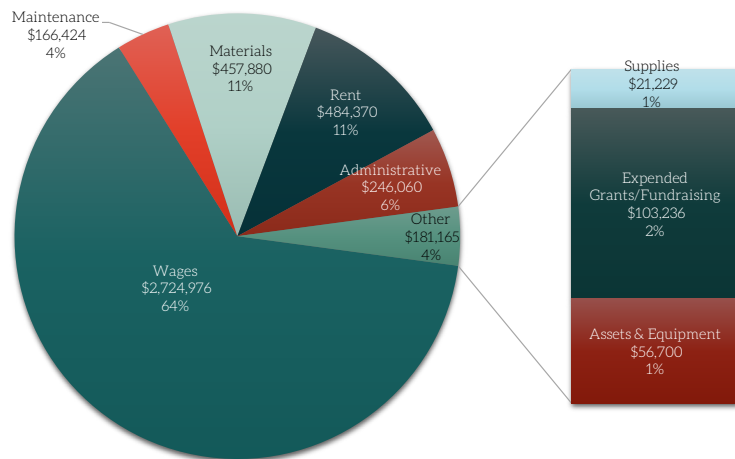
Circulation Supervisor Candace Johnston retired in June after 38 years with the Prince George Public Library!

Nechako Branch Coordinator Gillian Wigmore and Circulation Services Coordinator Sheila Littler each earned their Public Library Certificates in Building Leadership Capacity through Management Skills from Royal Roads University. The program was funded in part by the North Central Library Federation and the Libraries Branch, Ministry of Education.

Support and Circulation Services Manager, Paul Burry, was accepted into the Library Leadership Excellence and Development program (LLEAD). In fall 2016, he also took on the role of Acting Public Service Manager, as the search began for a replacement for the previous manager.

Financials

EXPENSES & ASSET PURCHASES



REVENUE

Municipal Funding	3,838,961
Provincial Funding	217,204
Patron Charges	90,333
Other Income	22,707
Fundraising/Grant Funds Used	103,236
Assets Funded by Grants/Fundraising	5,307
Total	\$4,277,748



On behalf of patrons, volunteers and staff, the Board of Trustees would like to thank the following individuals and organizations:

Emery Cawsey, Cedars Christian School, Hannah Daniel, Paula Davies, Wanda Dean, Jacqueline Dewhurst, Karen Dougan, Michelle Dunphy, Coral-Lee Edmonds, Doreen Gray, Doug & Betty Hallman, John Hankins, Thomas Hathaway, John Hubler, Jim Imrich, Clark & Joan Jamieson, Maike Jensen, Susan & Walter Johnson, Margaret Jones, Robert Klick, Nick Lawton, In Memory of Ray Lawton, Bente Lindstrom, Marie Lorenz, James and Ellen Loughery, Denise Low, Judy Mackinnon, Olga & Arlene Mazur, Dr. Carolyn McGhee, Joy McKellar, Denise Melboourne, Zoe Meletis, Annie Miller, Doreen A. Milette, Phil Nellis, Peder Nettet, Doreen Neudorf, PG Motors, Jack Paul, Lynne Peppler, Karen Peterson, Margaret Plewes, Nuala Power, Ken Repstock, Roots Family, Blaine Rowe, Jim & Noreen Rustad, Paul Sanborn, Betty Smith, James Spankie, Jean & Phil Staniland, Patrick Stapleton, Robert S Steventon, Iris Stinson, Albert Taylor, Shauneen Wayland, Bernice Wilmot and **many anonymous donors.**

GRANTS

BC Courthouse Library Society, Canadian Library Association, Enhance PG, Industry Canada, Integris Credit Union, MyPG Social Development Grant, Northern Health Imagine Grant, Northern Interior Children First Initiative, North Central Library Federation, Raise-A-Reader, United Way

PRINCE GEORGE NEWSPAPERS DIGITIZATION PROJECT

College of New Caledonia, Friends of the Prince George Public Library, Irving K. Barber Learning Centre at UBC Library, Prince George Citizen, University of Northern BC, Prince George Community Foundation,

HARVEST FEAST SPONSORS

NorCan Consulting Ltd., Jody Tindill Real Estate Professional, Jon M. Duncan Law Corporation, Elizabeth and Donald MacRitchie, Huber Equipment, College Heights Veterinary Clinic and the Northern Regional Construction Association.

WE GRATEFULLY ACKNOWLEDGE THE CONTINUING CONTRIBUTIONS BY THE CITY OF PRINCE
GEORGE, THE REGIONAL DISTRICT OF FRASER FORT GEORGE AND THE PROVINCE OF BC.



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

WWW.PGPL.CA