

<div> <div>Member Assessment Levy Spreadsheet</div> <div>OKANAGAN REGIONAL LIBRARY</div> <div>Year 2020 Draft Library Levy</div> </div>														
	Provincially supplied formula input factors which determine percentage of ORL budget paid				"C"									
	"A"		"B"		(50% A/total A + 50% B/total B)			2020-2019	"D"					"E" = (D/A)
	POPULATION		CONVERTED VALUE OF LAND AND IMPROVEMENTS		APPORTIONMENT PER \$100 OF SHARED COSTS			Change per \$100 of shared costs	Current Year Levy	Prior Year Levy	Total Difference in levy	Change due apportionment formula	change due to budget increase	PER CAPITA LEVY
Municipalities	2020	2019	2020	2019	2020	2019			2020	2019				2020
Armstrong	5,447	4,876	\$99,714,103	\$90,438,698	1.090	1.040	0.050		\$199,174	\$180,947	\$18,228	\$8,699	\$9,528	\$36.57 \$37.11
Coldstream	11,395	11,083	\$285,571,219	\$266,697,991	2.596	2.639	-0.043		\$474,344	\$459,076	\$15,268	(\$7,425)	\$22,693	\$41.63 \$41.42
Enderby	3,122	2,794	\$50,588,220	\$47,051,387	0.598	0.575	0.023		\$109,240	\$99,955	\$9,286	\$4,060	\$5,226	\$34.99 \$35.77
Golden + E.Area A	7,327	6,823	\$208,215,459	\$188,714,428	1.770	1.735	0.035		\$323,431	\$301,794	\$21,637	\$6,164	\$15,473	\$44.14 \$44.23
Kelowna	138,052	129,329	\$4,883,345,151	\$4,432,415,812	37.289	36.723	0.566		\$6,813,465	\$6,389,123	\$424,342	\$98,387	\$325,955	\$49.35 \$49.40
Keremeos	1,590	1,345	\$26,664,370	\$24,075,975	0.308	0.283	0.025		\$56,310	\$49,232	\$7,078	\$4,384	\$2,694	\$35.41 \$36.60
Lake Country	14,027	13,294	\$463,307,005	\$425,710,800	3.654	3.640	0.013		\$667,661	\$633,373	\$34,288	\$2,348	\$31,941	\$47.60 \$47.64
Lumby	1,929	1,624	\$36,926,793	\$33,131,547	0.393	0.360	0.033		\$71,745	\$62,619	\$9,126	\$5,694	\$3,432	\$37.19 \$38.56
Oliver	5,355	4,681	\$116,555,139	\$104,582,582	1.148	1.078	0.069		\$209,691	\$187,594	\$22,097	\$12,066	\$10,032	\$39.16 \$40.08
Osoyoos	5,073	4,866	\$198,669,095	\$184,441,043	1.449	1.461	-0.012		\$264,777	\$254,205	\$10,572	(\$2,095)	\$12,667	\$52.19 \$52.24
Peachland	5,671	5,079	\$182,695,393	\$170,323,301	1.458	1.425	0.033		\$266,471	\$247,985	\$18,487	\$5,739	\$12,748	\$46.99 \$48.83
Princeton	2,921	2,745	\$66,037,514	\$64,249,485	0.636	0.645	-0.009		\$116,224	\$112,291	\$3,933	(\$1,627)	\$5,560	\$39.79 \$40.91
Revelstoke	8,129	7,336	\$230,751,581	\$203,649,885	1.963	1.868	0.094		\$358,643	\$325,069	\$33,574	\$16,417	\$17,157	\$44.12 \$44.31
Salmon Arm	19,299	19,661	\$432,438,641	\$400,750,115	4.187	4.356	-0.169		\$764,990	\$757,820	\$7,170	(\$29,427)	\$36,597	\$39.64 \$38.54
Sicamous	2,571	2,456	\$94,141,223	\$87,538,739	0.708	0.713	-0.005		\$129,285	\$123,963	\$5,323	(\$862)	\$6,185	\$50.29 \$50.47
Spallumcheen	5,422	5,120	\$124,544,250	\$110,918,497	1.189	1.164	0.025		\$217,209	\$202,473	\$14,735	\$4,344	\$10,391	\$40.06 \$39.55
Summerland	12,213	11,651	\$328,086,133	\$302,163,165	2.873	2.872	0.001		\$524,891	\$499,643	\$25,248	\$137	\$25,111	\$42.98 \$42.88
Vernon	42,574	42,199	\$1,148,962,649	\$1,066,783,777	10.035	10.277	-0.242		\$1,833,695	\$1,788,070	\$45,625	(\$42,099)	\$87,724	\$43.07 \$42.37
West Kelowna	34,883	33,590	\$1,071,762,306	\$984,445,774	8.757	8.789	-0.032		\$1,600,118	\$1,529,052	\$71,066	(\$5,483)	\$76,549	\$45.87 \$45.52
Municipal Totals	327,000	310,552	\$10,048,976,244	\$9,188,083,001	82.099	81.643	0.456		\$15,001,365	\$14,204,283	\$797,082	\$79,418	\$717,663	\$45.88 \$45.74
Regional Districts														
CORD I,J	5,829	5,817	\$246,767,470	\$230,359,384	1.741	1.796	-0.055		\$318,091	\$312,460	\$5,631	(\$9,586)	\$15,217	\$54.57 \$53.71
CSRD B,C,D,E,F	17,587	16,242	\$612,377,611	\$568,501,035	4.710	4.679	0.031		\$860,703	\$811,651	\$49,052	\$5,459	\$41,176	\$48.94 \$49.97
NORD B,C,D,E,F	19,849	18,760	\$426,851,591	\$388,732,907	4.232	4.201	0.032		\$773,371	\$728,054	\$45,317	\$5,528	\$36,998	\$38.96 \$38.81
OSRD A,B,C,D,E,F,G, I	19,633	21,373	\$591,312,461	\$504,786,834	4.880	5.064	-0.184		\$891,667	\$877,858	\$13,810	(\$32,027)	\$42,657	\$45.42 \$41.07
Regional District Totals	62,898	62,192	\$1,877,309,133	\$1,692,380,160	15.564	15.740	-0.176		\$2,843,832	\$2,730,023	\$113,809	(\$30,626)	\$136,049	\$45.21 \$43.90
Westbank First Nation	9,953	9,479	\$266,478,071	\$247,533,085	2.337	2.352	-0.015		\$427,089	\$409,247	\$17,842	(\$2,590)	\$20,432	\$42.91 \$43.17
2019 (One-Time) Adjustment	N/A	N/A	N/A	N/A	0.000	0.266	-0.266		\$-	\$54,589	(\$54,589)	(\$46,202)	\$0	N/A N/A
Regional Library Total	399,851	382,223	\$12,192,763,448	\$11,127,996,246	100.000	100.0000	0.000		\$18,272,286	\$17,398,142	\$874,144	\$0.00	\$874,144	\$45.70 \$45.52



OKANAGAN REGIONAL LIBRARY

2020 BUDGET PRESENTATION



OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

- **Why are we doing this again?**
- **Answer: Preparing and approving a budget is the Board's obligation according to the *Library Act*.**
 - **To accomplish this the Board has structured itself to have a Finance Committee to direct and work with senior staff.**
 - **The Finance Committee met on June 4th and again on June 28th with staff to create a budget that they are satisfied with, which they could then recommend for approval to the Board.**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

- **The budget, as recommended by the Finance Committee, is provided as Appendix 1 along with the August 2, 2019 dated report from the CFO.**
 - **The budget is separated into Income (Receipts) and Expenditures (Disbursements) with the difference between these two categories being the funding requirement.**
 - **Within the Income and Expenditures are the various categories, such as the annual Provincial grant (Income) or the Rents and property expenses (Expenditures).**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

- **Changes within Expenditures are the primary reason for increases to the funding requirement.**
 - **These changes were divided into two types:**
 - 1) Required changes: inflation, contractual obligations, other – i.e. CAD/USD exchange**
 - **\$383,557 (2.2%)**
 - **35% remuneration and benefits; 13% facilities; 17% books and electronic material; 35% other expenses & reserve transfers.**
 - 2) Proposed additions: \$495,188 (2.8%)**
- **The remainder of this presentation will focus on the proposed additions, of which there are four...**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

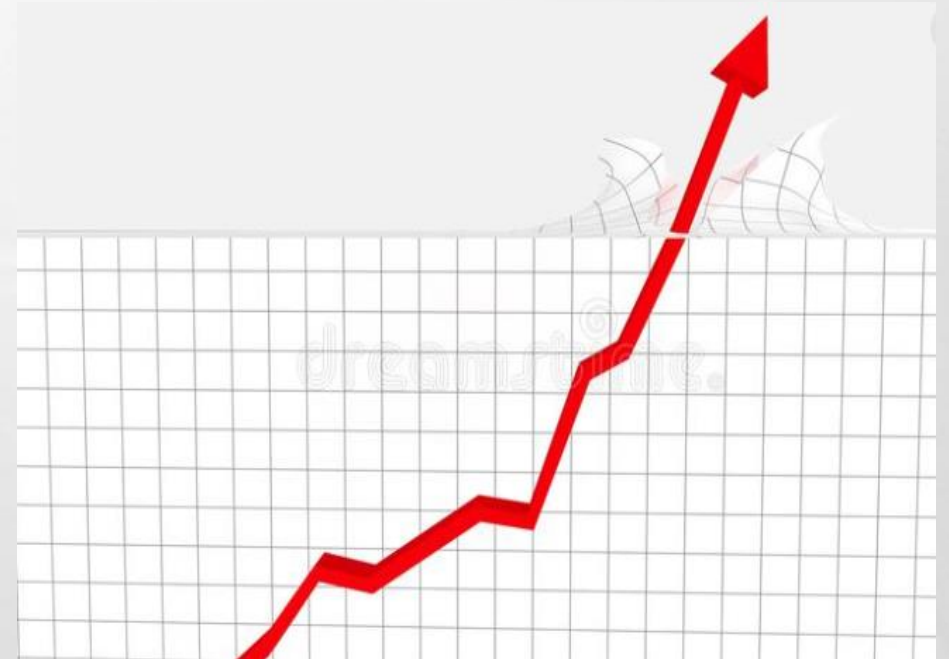
- **Proposed additions to the 2020 budget (rounded \$495,000, 2.8%):**
 - 1) Additional funding for IT device replacements: \$60,000 (\$30,000 funded by reserve);**
 - 2) Two new staff positions to address high priority service deficits: \$150,000;**
 - 3) Increased technology resources (STEAM kits and tech programming supplies): \$15,000; and**
 - 4) A “placeholder budget” to action the strategic plan updates: \$300,000**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

1) Additional funding for IT device replacements: \$60,000

- **Number of devices has dramatically increased over the last 5 – 10 years (used by staff and patrons) however the replacement budget has remained fairly static.**
- **As a result replacement cycle is expected to be almost 9 years in 2020 if there's no additional funding.**
- **For context ORL policy indicates the useful life of these devices to be 4 years (amortized at 25% per yr.)**



OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

1) Additional funding for IT device replacements: \$60,000 (continued...)

- The additional funding will reduce the replacement cycle to 4.5 years.
 - This assumes no growth in the number of devices (about 700 in the system) and that the average cost will remain close to \$770.00 CAD.

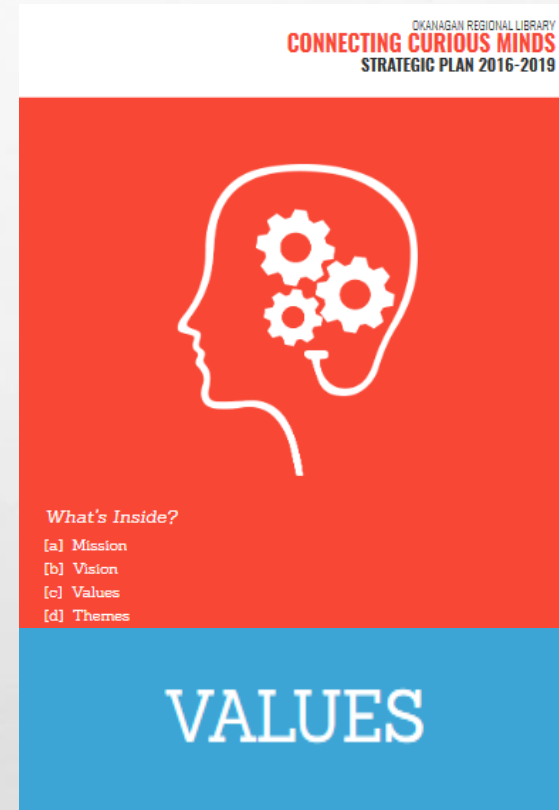
Table 1: Age of IT Devices, Expected as of 2020 if no additional funding			
Year	Age	Number of Devices	Percentage
2011 +	9 or more Years	17	3%
2012	8 Years	8	1%
2013	7 Years	9	1%
2014	6 Years	69	10%
2015	5 Years	124	18%
2016	4 Years	134	19%
2017	3 Years	134	19%
2018	2 Years	127	18%
2019	1 Year	75	11%
		697	100%

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

2) Two new staff positions to address high priority service deficits: \$150,000

- **Accessibility Assistant; and**
- **Curriculum and Assessment Coordinator**



Equity:

To the best of our ability, we provide equity of access to the tools of discovery, learning, creation, and connection.

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

See separate presentations/attachments

3. Curriculum and Assessment Coordinator - presented by Christine McPhee

4. Accessibility Assistant - presented by Monica Gaucher

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

2) Two new staff positions to address high priority service deficits: \$150,000

Table 2: ORL / Provincial Average for Libraries Per Capita Expenditure on Salaries and Wages

	Provincial Average	Okanagan Regional Library
2017		
Total expenditures on salaries and benefits per capita	\$ 35.41	\$ 23.75
2020		
Total expenditures on salaries and benefits per capita	\$ Not yet known	\$ 25.34 **
* Assumes the same population growth in 2020 as was experienced in 2019 of 2.72%		
** The Okanagan Regional Library per capita figure for 2020 includes the two newly proposed positions.		

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

Brain Break! *

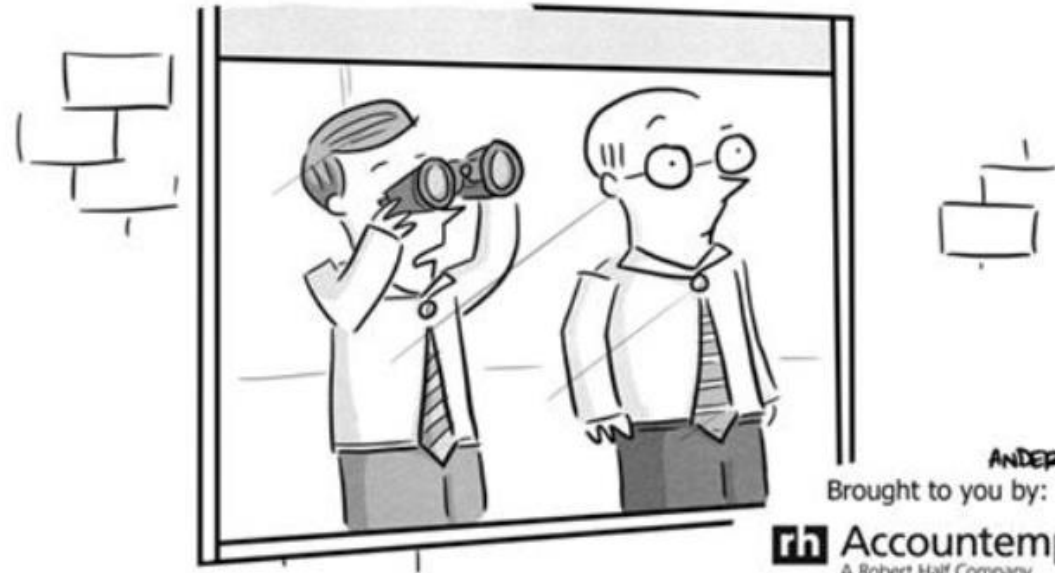
*** Could also be used as a 5 minute bathroom or refreshment break if anyone needs it.**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)



"You rob from the rich and give to the poor,
but you don't get any receipts?"



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"I know this accounting in the cloud is supposed to make
things easier, but how do we know which one is ours?"

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)



"It appears to be some sort of tax cut promise."



"If you liked your audit tell a friend."

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

3) Increased technology resources (STEAM kits and tech programming supplies): \$15,000;

- An additional \$10,000 per annum for the purchase of new and replacement STEAM kits (Science, Technology, Engineering and Math) for the branches. The current number of kits are insufficient given the demand, as well as the items do get worn out and/or broken from all the use they get.**
- An additional \$5,000 per annum for tech programming supplies for Vernon, Rutland and surrounding branches. As tech is being added to the area, maker spaces, technical assistant roles, etc. it will be necessary to support the programming with adequate supplies to keep the success. This additional funding will help ensure that happens.**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

- 4) A “placeholder budget” (of 1.5% of budget) to action the strategic plan updates: \$300,000



OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

4) A “placeholder budget” (of 1.5% of budget) to action the strategic plan updates: \$300,000 (continued..)

- Library budget for 2020 is completed well before the start of the year**
- The ORL Strategic Plan is expected to be updated in late-2019 or 2020**
 - Intention is to have funding available once the Plan has been update by the Board**
 - Funds not spent can be transferred into the Strategic Initiatives Reserve for use in a future year**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

Summary

Budget Impacts:

- **2.2% - required changes (inflation, contractual obligations, other – i.e. CAD/USD exchange)**
- **2.8% - proposed additions (discussed in some detail above and in the CFO's report dated August 2, 2019)**

Effect on Local Taxpayers:

- **If new growth (non-market change) pays for an estimated 1.25% the existing Levy payers (all else being equal) will be asked for a 3.95% increase to their Levy payment.**
- **This translates into an increase of about \$2.76 for the average valued home in the Library system.**

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)



Okanagan Regional Library

Appendix 1

Draft 2020 Budget

As Recommended by the Finance Committee

January 1, 2020 to December 31, 2020

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION (TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

Okanagan Regional Library 2020 Draft Budget as Recommended by the Finance Committee

INCOME (RECEIPTS)

OTHER INCOME

PROVINCIAL GRANT	-\$	1,008,000
GRANTS - FEDERAL	-\$	49,000
GRANTS - OTHER	-\$	6,500
FINES, DAMAGE & REPLACEMENT	-\$	225,000
OTHER	-\$	97,600
DONATIONS REVENUE	\$	-
MFA ACTUARIAL, DEBT REDUCTION	-\$	135,488
	-\$	<u>1,521,588</u>

INTERNAL RENTS

-\$ 634,682

SUBTOTAL BEFORE TRANSFERS FROM RESERVES

-\$ 2,156,270

TRANSFERS FROM RESERVES (APPENDIX 3)

-\$ 1,018,000

TOTAL RECEIPTS AND RESERVE TRANSFERS

-\$ 3,174,270

EXPENDITURES (DISBURSEMENTS)

REMUNERATION AND FRINGE BENEFITS

REMUNERATION	\$	8,222,997
FRINGE BENEFITS	\$	1,760,572
WCB	\$	30,112
	\$	<u>10,013,681</u>

RENT AND PROPERTY EXPENSES

RENT	\$	2,771,003
LTD PRINCIPAL AND INTEREST	\$	1,113,017
PROPERTY EXPENSES	\$	1,452,514
	\$	<u>5,336,534</u>

LIBRARY ELECTRONIC MATERIALS

\$ 829,500

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION (TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

EXPENDITURES (DISBURSEMENTS) continued

OTHER EXPENSES

BOARD EXPENSES	\$	20,141
BOOK DEPOSIT GRANTS	\$	3,200
COLLECTION AGENCIES	\$	14,566
EQUIPMENT REPAIRS	\$	13,260
INSURANCE	\$	55,363
INTEREST & BANK CHARGES	\$	11,500
MARKETING & COMMUNICATIONS	\$	47,475
MEMBERSHIPS	\$	19,380
PENTICTON LIBRARY FEE	\$	46,000
POSTAGE & FREIGHT	\$	62,260
PROFESSIONAL FEES	\$	97,489
PROGRAMS - CHILDRENS	\$	20,114
PROGRAMS - OTHER	\$	95,517
RECRUITMENT, TRAVEL & SUNDRY	\$	15,374
STAFF DEVELOPMENT, & MEETINGS	\$	150,380
SUNDRY (FAMA REALLOCATIONS)	\$	162,181
SUPPLIES	\$	155,629
STRATEGIC INITIATIVES	\$	300,000
TECHNOLOGY EXPENSES	\$	498,000
TELEPHONE, INTERNET AND DATA LINES	\$	25,000
TRANSPORTATION	\$	136,668
VIRTUAL BRANCH	\$	15,000
	\$	<u>1,964,496</u>

DISBURSEMENTS BEFORE CAPITAL EXPENDITURES AND TRANSFERS TO RESERVES

\$ 18,144,211

CAPITAL EXPENDITURES

BOOKS	\$	1,770,500
IT EQUIPMENT	\$	323,000
ALL OTHER CAPITAL	\$	315,000
	\$	<u>2,408,500</u>

SUBTOTAL

\$ 20,552,711

TRANSFERS TO RESERVE (APPENDIX 3)

\$ 953,000

TOTAL DISBURSEMENTS & RESERVE TRANSFERS

\$ 21,505,711

FUNDING REQUIREMENT

\$ 18,331,441

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

Okanagan Regional Library
Reserve Schedule

	ACTUAL 31-Dec-18	EXPECTED 31-Dec-19	PLANNED 2020 USED CONTRIBUTIONS	EXPECTED 2020	CHANGE FROM 2019
IT Replacement Reserve	\$ 223,252	\$ 175,102	(\$323,000) \$ 293,000	\$ 145,102	-\$ 30,000
ILS Computer Systems	\$ 170,221	\$ 170,221		\$ 170,221	\$ -
Donations	\$ 273,454	\$ 273,454		\$ 273,454	\$ -
Branch Furnishings	\$ 546,626	\$ 441,626	(\$250,000) \$ 145,000	\$ 336,626	-\$ 105,000
Vehicle Replacement	\$ 75,510	\$ 53,010	(\$35,000) \$ 12,500	\$ 30,510	-\$ 22,500
Non Owned Building Maintenance	\$ 472,232	\$ 447,232	(\$50,000) \$ 25,000	\$ 422,232	-\$ 25,000
ORL Owned Bld Maintenance	\$ 359,197	\$ 389,197	(\$30,000) \$ 60,000	\$ 419,197	\$ 30,000
Rent Stabilization	\$ 82,729	\$ 82,729		\$ 82,729	\$ -
Staff Development	\$ 126,320	\$ 36,320		\$ 36,320	\$ -
Staff Appreciation	\$ 9,882	\$ 11,382	\$ 1,500	\$ 12,882	\$ 1,500
Strategic Initiatives	\$ 199,934	\$ 176,934	(\$330,000) \$ 302,000	\$ 148,934	-\$ 28,000
Capital Building Projects	\$ 903,464	\$ 1,017,464	\$ 114,000	\$ 1,131,464	\$ 114,000
TOTAL	\$ 3,442,821	\$ 3,274,671	(\$1,018,000) \$ 953,000	\$ 3,209,671	-\$ 65,000
Change		- 168,150		-	65,000

OKANAGAN REGIONAL LIBRARY 2020 BUDGET PRESENTATION

(TO THE BOARD OF DIRECTORS – SEPTEMBER 18, 2019)

End of Presentation

Opportunity for questions, comments and discussion

**Recommendation: THAT the Board approve the Okanagan Regional Library
Draft 2020 budget as recommended by the Finance Committee**

Curriculum and Assessment Coordinator

- In 2018 ORL Branches ran **8832** programs with a system-wide attendance of over **150,000**
- A little over $\frac{1}{4}$ of these are adult programs - this is a relatively new area for ORL, which used to provide children's programming exclusively
- We have added Technology based programming for all ages in the last 5 years, which delivers great community value, but is staff intensive





Growth in programming continues year over year

- System wide growth in programming has been substantial in last 5 years:
 - Number of Adult programs up 430%
 - Adult Attendance up 275%
 - Number of Childrens programs up 125%
 - Childrens Attendance up 115%
 - Total Number of Programs up 195%
 - Total Attendance up 135%
- The number of programs is increasing faster than total attendance, because many adult and tech programs serve smaller groups at a time

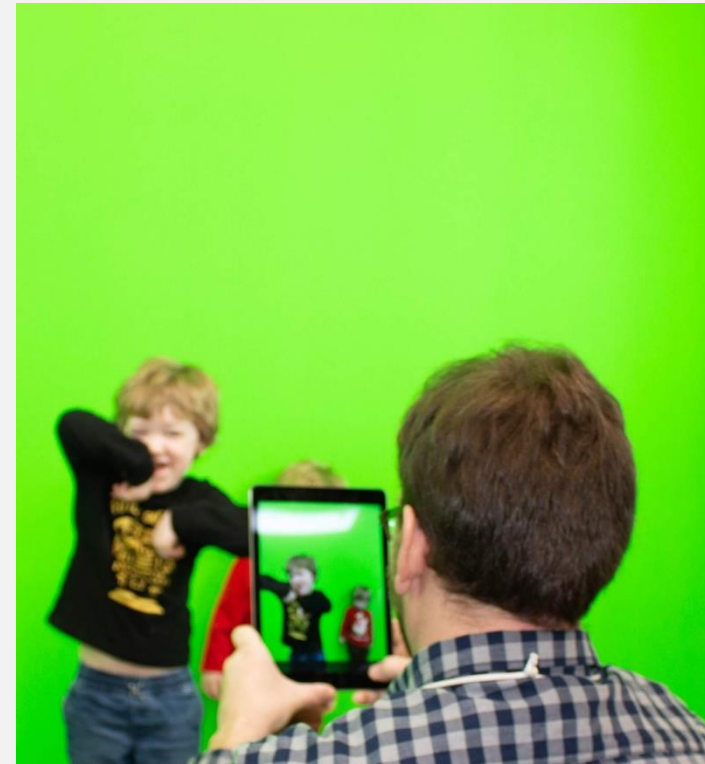
Curriculum Development - how will this help?

- Program planning takes significant staff time
- Currently that planning is almost exclusively handled at the individual branch level, meaning this planning work is repeated at each branch throughout the system
- Growth in the amount and variety in programs has been faster in the larger branches with more staff, limited by staff time and expertise in the smaller communities
- A Curriculum Developer could:
 - Identify needs that are duplicated in the system
 - Plan once and allow the branches to deliver the same program multiple times
 - Identify training gaps in program delivery and create program outlines and coordinate training for staff to deliver this across the system



Assessment - how will this help?

- We know the numbers, but they only tell part of the story.
- What is the impact of the programs we offer? How do they improve individual lives and our communities?
- Growth in programming has been rapid and steady, but as we reach the limit on how much we can offer, how do we prioritize and make decisions about what to focus on?
- An assessment coordinator with expertise in qualitative assessment will allow us to get beyond the numbers to measure:
 - Engagement - how much did people enjoy and respond to the program
 - Learning outcomes - what do people know now, that they didn't before?
 - Impacts on peoples lives - how has attending this program improved their quality of life?
- We need to move from our current analysis of programs as a transaction, to being able to evaluate the transformational impact of our work in our communities



Why a Curriculum and Assessment Coordinator?

- Assessment is an important part of curriculum development - allowing us to measure success and adjust programs based on that data
- Curriculum developed with assessment in mind - thinking during the design phase about how we will measure success and impacts - makes for stronger programs, and clearer learning goals are better for both instructors and students
- Professionals with training and experience in delivering educational programs in libraries or other settings will have understanding and some skill in assessment - so the position makes sense from a recruiting standpoint
- This position would support our front-line staff by reducing duplication of effort, allowing newer kinds of programs to be offered throughout the system, support staff everywhere to deliver technology programming, and raise the bar for program design and delivery in the ORL, improving our patrons experiences in the library.




THE ASK: ACCESSIBILITY ASSISTANT

- 60K for a full-time position.
- Assistant works under direction of Community Engagement Librarian to assist in coordination, selection and delivery of library materials for print disabled and homebound customers throughout the ORL.



THE GOAL:

- 
- Improve upon, centralize, standardize, and build out a more robust service to our print disabled population.
 - Increase the number of print disabled customers we provide service to from existing 0.025% (102 customers) to a minimal target of 0.1% (370 customers).

WHAT WOULD ASSISTANT DO?

- Assist with standardizing procedures
- Assist with staff education regarding resources
- Assist with creation of templates such as for recording keeping
- Assist with promotion of service to public
- Take on new clients (target of 260 people) that branch staff cannot accommodate.

WHAT IS PRINT DISABILITY?

- Learning disability: An impairment relating to comprehension (e.g. dyslexia)
- Physical disability: The inability to hold or manipulate a book (loss of limbs, arthritis)
- Visual disability: Severe or total impairment of sight, inability to focus or move eyes

WHO ARE THESE CUSTOMERS?

- 10% of our population (roughly 37,000 in our service area)
- Mostly seniors
- Some have limited or no transportation to library
- Some are completely home bound due to disability
- Many cannot navigate our online system of ordering material
- Some have no family that can assist


WHAT DO WE CURRENTLY DO:

We provide a selection service which involves:

- Regular phone conversation with customer
- Completing and maintaining a user profile (what they like/don't like, what they are interested in)
- Researching/finding material to match
- Placing holds or downloading to devices
- Gathering all material in a bundle, phoning customer to pick up (or in the case of shut-in, a mail out service).
- Repeat every 3,4,5 or 6 weeks (depending on customers need)
- Keep track of all reading material to avoid duplication



WHY THE NEED IF WE ALREADY DO?

- 
- Staff cannot take on many more customers
 - Only 13 of our 30 branches are providing service
 - Demand for this services continues
 - We are significantly behind other libraries across the province in print disability service targets
 - There are international, national, and provincial acts and documents that dictate accessibility requirements

LEGAL LANDSCAPE:

- **C-81 Accessible Canada Act** ensures a barrier-free (think beyond physical barriers) Canada requiring organizations under federal jurisdiction to be accessibility compliant. This may translate down to provincial acts?
- **Charter of Rights and the Canadian Human Rights Act** guarantee equality and equal protections for disabilities.
- **BC Human Rights Code** includes disability as one of its protected states and is directly applicable to the ORL.
- **Report by BC GOV called Accessibility 2024** emphasizes the importance of public libraries creating inclusive and accessible library service for people with disabilities. Does this signal a future area of priority for gov't?

COMPARISONS:

- ORL: print disability service to 0.025% of population
- Fraser Valley Regional: 0.057%
- Surrey Public: 0.1%
- Thompson-Nicola: 0.1%
- Vancouver Island Regional: 0.39%

Why are others servicing greater population? Each system has dedicated full time and part time staff to this specialized service.