LIBRARY **SERVICES**

Operating Budget:	$1,043,200
Capital Budget:	$0
Staffing Complement:	7.5 FTE (Full-Time Equivalent)
Supports Strategic Focus Areas:	Community Livability

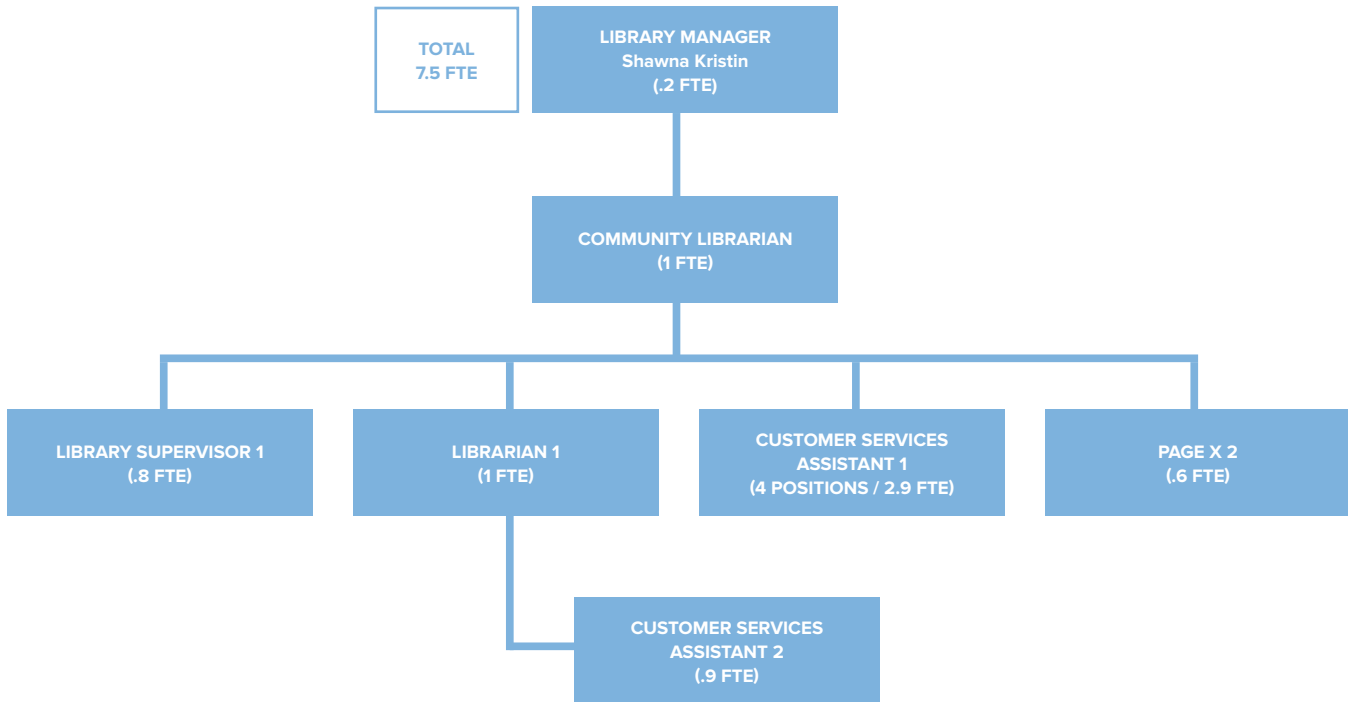## DEPARTMENT'S SHARE OF CITY BUDGET
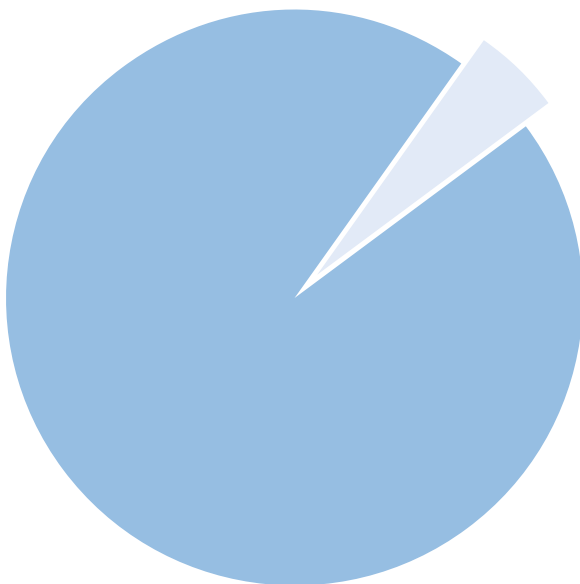
■ LIBRARY **5%**

■ REMAINING CITY BUDGET **95%**

OVERVIEW

The Pitt Meadows Public Library, a member of the Fraser Valley Regional Library (FVRL), enriches the lives of Pitt Meadows residents and enhances the well-being and cohesiveness of the community as a whole, contributing directly to the city's livability. It engages the public through its quality services and programs, extensive and varied collections, community partnerships, and inviting physical space. The library provides free access to information, promotes literacy of all kinds, and serves as a community hub for information and referral. It offers a forum for the open exchange of opinions and ideas, acts as a centre of recreation, collaboration and learning, and provides opportunities for residents to gather, connect, and share experiences.

LIBRARY **SERVICES**

STAFFING COMPLEMENT

TOTAL 7.5 FTE	**LIBRARY MANAGER** Shawna Kristin (.2 FTE)

COMMUNITY LIBRARIAN (1 FTE)

| **LIBRARY SUPERVISOR 1 (.8 FTE)** | **LIBRARIAN 1 (1 FTE)** | **CUSTOMER SERVICES ASSISTANT 1 (4 POSITIONS / 2.9 FTE)** | **PAGE X 2 (.6 FTE)** |

CUSTOMER SERVICES ASSISTANT 2 (.9 FTE)

LIBRARY SERVICES

AT A GLANCE

- Open 7 days a week all year (excluding holiday weekends and staff development day)
- 12,272 square feet
- Computer lab, meeting room and study spaces
- 10 Internet stations, 2 hybrid word processor/Internet stations, and 6 library catalogue/Internet stations
- Printer, colour copier and scanner
- Wi-Fi
- Self-serve book return and check out
- 9 regular employees and 2 student pages (7.8 FTE including 7.5 FTE staff filling existing positions and 0.3 FTE replacement staff filling vacancies due to vacation, illness and other paid leaves)
- Access to FVRL's floating collection of approximately 1 million items, including books, large print items, magazines, newspapers, world language materials, DVDs, CDs, audiobooks, musical instruments, telescopes, and robots
- Collection size at Pitt Meadows Public Library averages 30,000 items
- Free access to FVRL's digital content, including eBooks, eAudiobooks, eMagazines, Consumer Reports, Lynda.com, language learning tools, music, movies, classic TV, and databases for all ages
- 49% of Pitt Meadows residents are library customers (based on 2016 population)
- Number of holds requested (2017): 5,484
- Number of items circulated (2017): 112,065
- Percentage of items circulated through automated check system (2017): 55.4% check-out/ 85.3% check-in

- 298 programs offered with 9,819 people in attendance (2017)
- 178 children's programs offered with 5,376 people in attendance (2017)
- 120 adult and teen programs offered with 4,443 people in attendance (2017)

LIBRARY SERVICES

2018 ACHIEVEMENTS

- **Year-Round Sunday Openings.** The library added summer Sundays to its schedule and opened seven days a week, all year round, for the first time in its history (holiday weekends and staff development day excluded).

- **Technology Training.** Programming staff received training in FVRL "Playground" technologies, like Sphero SPRK+, green screens and virtual reality. Staff members in all positions attended IT Department training in repairing and troubleshooting computers and other library equipment.

- **Safety and Resiliency Training.** All FVRL staff received training in best safety practices and in coping with the security-related stresses that can arise while working in a public library environment.

- **Telescope Lending.** FVRL introduced portable telescopes to its lending collection in 2018. Alongside other physical collection items like Sphero SPRK+ and ukuleles, telescopes are in continuous demand from customers.

- **New Partnerships.** The library formed closer ties this year with Pitt Meadows Parks and Recreation and with organizations like ISS of BC, New to BC (Library Champions) and Work BC. Working with partners can bring benefits to the community that may not otherwise be within reach.

- **Youth Digital Strategy.** In response to available research on the benefits and appropriate provision of digital experiences for children, FVRL developed a digital strategy in 2018 that addresses needs and best practices for each stage of childhood. The strategy will inform library programming and selection of digital equipment for children.

- **Physical Improvements.** The library increased the seating capacity of its study/magazine lounge area and made improvements to the children's section with more versatile furniture and interactive equipment.

- **Friends of The Library.** Pitt Meadows Friends of the Library continued its work in support of library initiatives in 2018 and made several purchases that help in the areas of emergency preparedness, library promotion, and children's literacy and engagement.

- **Technology Upgrades and Changes.** FVRL's IT Department replaced all staff computers in 2018 and introduced a "pay to print" system for customer printing. The system reduces wastage and helps customers to avoid costly printing errors.

KEY CHALLENGES FOR 2019

- **Technology.** Technology presents an ongoing challenge for all libraries, both in terms of maintaining an up-to-date pool of equipment and software, and in providing library staff with the skills to support customers in using their own electronic devices. A growing collection of online resources, and FVRL's dedication to supporting digital literacy and STEAM (learning in Science, Technology, Engineering, the Arts, and Mathematics) add substantial value for customers, but also increase the challenges that come with new technologies.

- **Collections.** While public appetite for varied formats, larger and increasingly diverse collections and new online resources grows, libraries continue to grapple with library-specific eBook publisher pricing models and diminished buying power resulting from unfavourable exchange rates.

- **Programming and Outreach.** Successful efforts to attract and engage new and existing customers bring a growing demand for programming and outreach. A key challenge for 2019 will be to find ways to meet this demand by adapting staff schedules and taking advantage of increasing community partnership opportunities.

LIBRARY **SERVICES**

KEY INITIATIVES 2019

DIVISION	INITIATIVE	TARGET
LIBRARY	**CUSTOMER EXPERIENCE AND ENGAGEMENT.** Provide collections, services, and facilities to enhance the customer experience and increase customer engagement.	ONGOING
	DIGITAL LITERACY AND STEAM. Develop programming and services that support digital literacy and STEAM learning.	ONGOING
	YOUTH DIGITAL STRATEGY IN ACTION. Develop new technologies and software that will align with FVRL's new digital strategy for children.	Q1-3
	STAFFING COMPOSITION. Reconfigure the local staffing complement to increase programming and outreach capacity.	Q2-3
	DIGITAL LIBRARY CARD. Develop FVRL digital library card (originally planned for 2018).	Q3
	UPGRADE TO FIBRE. Increase library bandwidth and customer WiFi capacity with change to fibre optic data.	Q1
	SELF CHECK-OUT REPLACEMENT. Upgrade self check-out equipment as part of system-wide initiative and encourage higher level of customer use.	Q1-2
	METRICS. Introduce strategy for measuring outputs and impacts of library services to better inform decision-making and resource allocation.	Q1-3
	NON-TRADITIONAL COLLECTIONS. Add to FVRL's physical lending collection e.g. Spheros (app-enabled robotic spheres), ukuleles, and telescopes.	ONGOING
	TECHNOLOGY UPGRADES AND CHANGES. Replace public computers and upgrade public software.	Q2-3

PROPOSED OPERATING BUDGET

	2018 APPROVED BUDGET	2019 PROPOSED BUDGET	PROPOSED CHANGES FOR 2019		2020 PROPOSED BUDGET	2021 PROPOSED BUDGET	2022 PROPOSED BUDGET	2023 PROPOSED BUDGET
EXPENSES								
FVRL LIBRARY SERVICES	$1,010,600	$1,043,200	$32,600	3.2%	$1,074,500	$1,106,800	$1,140,000	$1,174,200
	1,010,600	1,043,200	32,600	3.2%	1,074,500	1,106,800	1,140,000	1,174,200
NET OPERATING EXPENSES	$1,010,600	$1,043,200	$32,600	3.2%	$1,074,500	$1,106,800	$1,140,000	$1,174,200

KEY BUDGET CHANGES FOR 2019:	
MEMBER ASSESSMENT FOR SALARIES, BENEFITS, MATERIALS	32,600
CHANGE IN NET OPERATING EXPENSES	**$32,600**