



**Pemberton and District Library  
Annual General Meeting  
for the year ending December 2021  
Tuesday January 25<sup>th</sup> at 7:00pm  
Via Zoom**

**AGENDA**

**CALL TO ORDER**

**100 Welcome and comments**

**200 Approval of Agenda**

**300 Approval of Minutes January 28<sup>th</sup> 2021 for 2020 AGM**

**400 Reports**

401 Board of Trustees Annual Report – Carmen Praine

402 Director's Annual Report – Emma Gillis

403 Treasurer's Annual Financial Statement Report – Monique Midgley/Emma Gillis

**500 Election of Board of Trustees**

**Appointees to the Board for 2021**

Russell Mack: SLRD Director Area C, Jan Kennett - Alternate

Ryan Zant: Councilor, Village of Pemberton, Leah Noble – Alternate

**Trustees with one year remaining in term:**

Carmen Praine, Ursula Carus, Tina Buchan, Patricia Zant, Cindy Filipenko

**Trustees with terms expiring:**

Monique Midgley, Tracy Graham, Natalie Szewczyk, John Parnell

**Trustees Resigning:**

Monique Midgley (max terms reached), Tracy Graham (max terms reached)

**Current Trustee Availability**

Four two-year terms

**Call for nominations from the floor and introduction of nominees**

**Current interest in nominations (as confirmed at 01/18) from current board:**

Natalie Szewczyk, John Parnell

**Current interest in nominations (as confirmed at 01/19) from the community:**

Katie Painchaud

**Election or acclamation**

**600 Adjournment**

**ELECTION OF THE BOARD OF TRUSTEES EXECUTIVE FOR 2022**

**Chairperson Emma Gillis**

**Call for nominations for the position of Chair**

**Call for nominations for the position of Vice-Chair**

**Call for nominations for the position of Treasurer**

**Adjournment**

**Pemberton and District Public Library**  
**Annual General Meeting for 2020**  
**Thursday January 28<sup>th</sup> 2021 at 7pm**  
**Via Zoom**

**Minutes**

**Members present:**

Carmen Praine (Chair), Tina Buchan (Vice Chair), Monique Midgley, Tracy Graham, Maude Ash, Ursula Carus, Patricia Zant, Natalie Szewczyk, John Parnell, Ryan Zant (VoP), Emma Gillis (Library Director).

**Regrets:**

Russell Mack (SLRD)

Eight members of the public in attendance

**Call to order:**

Meeting called to order at 7:05pm by Chair C. Praine

**100 Welcome and Territorial Acknowledgement**

Presented verbally by Chair, C. Praine

**200 Approval of Agenda**

*Motion to accept by U. Carus, seconded by N. Szewczyk. Carried*

**300 Approval of Minutes of 2019 AGM on January 28<sup>th</sup> 2020.**

*Motion to accept by T. Buchan, seconded by P. Zant. Carried*

**400 Reports**

**401 Board of Trustees annual report**

Received as submitted and reviewed verbally by C. Praine

**402 Director's annual report**

Received as submitted and reviewed verbally by E. Gillis

**403 Treasurer's annual financial statement report**

Presented verbally by M. Midgley with statements circulated for attendees to review.

Summary provided of income statement and balance sheet, including a summary audit findings and subsequent changes to presentation of capital assets and capital grants.

Questions received from the public regarding the audit process and cost.

Several community members expressed their thanks for the work the Library has performed during the pandemic.

*Motion to accept the reports as presented by T. Buchan, seconded by T. Graham. Carried.*

**500 Election of the Board of Trustees**

**Appointees to the board for 2020:**

Russell Mack, SLRD Area C Representative, Jan Kennett – alternate

Ryan Zant, VOP Representative, Leah Noble – alternate

**Trustees with one year remaining in term:**

Monique Midgley, Tracy Graham, Natalie Szewczyk, John Parnell

**Trustees with terms expiring:**

Carmen Praine, Ursula Carus, Tina Buchan, Patricia Zant

**Trustees resigning:**

Maude Ash

**Current Trustee Availability**

Five two-year terms

**Call for nominations from the floor and introduction of nominees**

Existing nominations from the current board – Carmen Praine, Ursula Carus, Tina Buchan, and Patricia Zant

Existing nominations from the community – Cindy Filipenko

E. Gillis called for additional nominations from the floor:

Hearing none, all nominees appointed by acclamation.

**600 Adjournment**

Meeting adjourned at 7:59pm.

**Election of Board of Trustees executive Meeting  
Chaired by Library Director/Secretary E. Gillis**

**E. Gillis called the meeting to order at 8:01pm**

**Chair**

E. Gillis called for nominations for the position of Chair  
T. Buchan nominated C. Praine.  
C. Praine accepted the nomination.  
Call made for further nominations for Chair  
Hearing none, C. Praine is appointed Chair of the Board

**Vice-Chair**

E. Gillis called for nominations for the position of Vice-Chair  
C. Praine nominated T. Buchan.  
T. Buchan accepted the nomination.  
Call made for further nominations for Vice-Chair  
Hearing none, T. Buchan is appointed Vice-Chair of the Board

**Treasurer**

E. Gillis called for nominations for the position of Treasurer  
T. Graham nominated M. Midgley.  
M. Midgley accepted the nomination.  
Call made for further nominations for Treasurer  
Hearing none, M. Midgley is appointed Treasurer.

**Ongoing Business**

**Motion:** *to approve the previously circulated lease agreement with Village of Pemberton.* Motioned by T. Buchan, seconded by T. Graham. Carried

**Next Board Meeting**

In lieu of the next regular board meeting there will be a BCLTA facilitated governance workshop on Thursday February 4<sup>th</sup> at 7pm. Further information and Zoom meeting details to be circulated.

The first regular board meeting of 2021 will be Thursday March 4<sup>th</sup> at 7pm

Meeting adjourned at 8:06pm

## 2021 AGM Chair Report

*The Pemberton & District Public Library acknowledges that we live and conduct our work on the Unceded Territory of the Líl'wat Nation. We are proud to serve the Líl'wat Nation, other St'át'íyemc communities, and all peoples.*

This year was another tough one with the pandemic still affecting operations. After the AGM in January the board participated in a training session with the British Columbia Libraries Trustee Association. This session helped us focus our efforts for the upcoming year and provided great tips about continuing board growth and governance efforts during a pandemic.

The board continued to meet monthly via Zoom to continue our governance duties. We entered a new lease with the Village of Pemberton in the New Year. 2021 also brought the closure of the Scotiabank Pemberton branch. This was big change for our community and the library as the team at Scotiabank were always helpful when we needed some advice or assistance with a fundraising event. In saying this we made the decision to switch some of our banking to Blueshore Financial as we could see the benefit of having a branch in town. We thank Scotiabank for everything they have done for us over the years but are looking forward to creating new partnerships with Blueshore Financial.

In May we had the pleasure of hosting Mámaya7 Lois Joseph, Líl'wat7úl Culture Centre Manager to guide the board through creating a meaningful impactful land acknowledgement. Since our meeting with Lois we have been using the land acknowledgement at the start of each meeting.

In the fourth quarter of the year, we started the process of revamping the director's evaluation and we hope to continue this process moving forward into 2022. We feel that the evaluation process should be an enjoyable and valuable experience for both Emma and the board.

In 2021 we received news that we were awarded a \$100,000 Enabling Accessibility Fund grant from Employment & Social Development Canada to make the library and community Centre more accessible for our patrons and the community. This will be used toward new accessible doors to enter the library and an outdoor ramp at the South entrance of the building. Hopefully we will see the project start in the next few months.

With the COVID case load trending in the right direction, we felt safe meeting in person for the December meeting and this was a great way to end a crazy year. This was the first time since February of 2020 that the board was able to meet in person.

While we are back to meeting virtually, I am hopeful that the board will be able to meet together in person again in 2022 and look forward to what we can do.

## Library Director's Annual Report for 2021

2021 saw us enter the second year of strategic plan for the period 2020-2023 with the following four strategic areas:

1. Inspire Minds Through Learning and Literacy
2. Create Welcoming Spaces
3. Live Our Values
4. Build Connections

2021 started very much how 2020 ended as we continued to navigate the challenges presented by the Covid-19 pandemic. However, despite the many challenges faced throughout the year we still made great progress on achieving many of our strategic goals, as highlighted in this report.

### Inspire Minds Through Learning and Literacy

In 2021 we were able to embrace a hybrid model of in-person and online programming as Public Health Orders permitted. We benefitted from some incredible partnership opportunities that enabled us to expand our program offerings in 2021.

Highlights of some of our programming included:

- Partnership with Whistler Pemberton Literacy Table to present Gifts of the Land Talk with Heather Joseph and a Wills and Estate Planning Workshop
- Partnership with Stewardship Pemberton to offer local nature talks with Veronica Woodruff on topics such as flooding, landslide risk management and foraging.
- Continued partnership with Whistler and Squamish libraries to continue the Quest lecture series and other guest speaker events.
- Partnership with Wild Safe BC for an electric fencing workshop and a bear spray workshop
- Mindfulness Month with local guest speakers
- Knitting workshop with Molli Reynolds

We were delighted to resume our Summer Reading Club program with our popular activity passport, with adaptations to support both families that were comfortable visiting the Library and those that weren't. 109 children registered for the program and we were very flattered to have the Whistler Library request permission to use our design to offer a similar program in their community. It is perhaps not widely known that the passports and content are created exclusively in-house with the BC-wide theme used as a foundation, so kudos to Gen Zichy and the team for their hard work in both the design and content creation that enabled us to resume this fun and engaging summer program.

Other new additions to our activities in 2021 included a Spring Haiku Contest, Podcast Club, Community Book Club and a 21 Books in 2021 Challenge.

We were excited to resume in-person storytimes by hosting them outdoors in the Summer. We adapted them to the changing weather and then were able to move them back indoors by registration in October. We also resumed some after-school programming with an outdoor Yoga/Story Walk club and Mr Los's Chess Club.

In total we offered:

- 112 free programs for children (697 attendees)
- 63 free programs for adults (517 attendees)
- 4 children's outreach programs (118 attendees)

We further expanded our non-traditional lending items in 2021

Pemberton Multicultural Network donated some kitchen equipment and we hope to continue to expand on this in the coming years

Thanks to funding from Scotiabank we were able to purchase Chromebooks with priority access for online banking. They are currently available to borrow on request at the Library and the long term plan is to use these for outreach visits and to make a number of them borrowable for use outside of the Library.

We also added 3 portable DVD players and 2 Kobo eReaders to the collection.

After a subdued 2020 with the focus on eBooks and remote borrowing 2021 saw our patrons return to borrowing physical library materials – 2020 saw a drop in borrowing of physical materials as access to browsing the library and fears around transmission from surfaces saw many transition to eBooks. However, 2021 saw a 23.6% increase in books being borrowed. eBooks continue to grow in popularity but with total circulation ¼ of that of print materials it remains a long way from surpassing print as a preferred format.

## Create Welcoming Spaces

Visits to the Library did not recover in the same way as borrowing of library materials did. The pandemic has certainly altered how patrons are using the space and how frequently they visit. Outside of the challenges presented with building access and public health restrictions we continued to seek ways to make the Library more accessible for our community.

- We now offer wireless printing as a core service where patrons can send their print jobs from home or from their own device, eliminating the need to logon to one of our computers to print
- We further increased our opening hours. We are now open 45 of 53 pre-pandemic operating hours (85%) and 6 out of 7 days. Staff capacity was also greatly increased when we were able to remove the Welcome Desk from the Lobby in July.
  - Will return to 7 days per week operating as soon as possible
- We have made it easier to register for all of our events by adding QR codes to all promotional materials.
- The new Self Check installed at the end of 2020 has been working well and 25% of all checkouts are performed on it.
- New patrons can now sign up for a library card online
- We were one of the Libraries selected to be part of the Accessible Reading BC initiative – accessible ebooks by BC publishers
- We added two new eReaders to the collection and this is a great opportunity for patrons to try eBooks before committing to purchasing a device
- We also embraced the 1980s and reinstalled a fax line to meet the clear demand we have noted over the past year for fax services.
- Last but not least - We received \$100,000 grant through the Enabling Accessibility Fund and are excited to be working with the Community Centre on accessibility upgrades to the building

Public Health Restrictions and staffing levels prevented us from embarking on many of our outreach initiatives including resuming our pop-up visits at Ts'zil Learning Centre and visits to the Lower lakes communities and we look forward to making these initiatives happen once it is safe to do so.

It is vitally important that the Library is recognised as a shared space for all and we took a number of steps to further promote that in 2021

- We recognised the first National Day for Truth and Reconciliation Day with a book giveaway. Using grant funds we were able to distribute 75 free copies of books for individuals and families to take to deepen their understanding of current and past histories of indigenous people's experiences.
- We joined the RCMP Safe Place Program
- We partnered with organisations such as the Pemberton Multicultural Network, New to BC, Work BC and Howe Sound Women's Centre to further promote the Library as a safe welcoming place.

## Live Our Values

After significant staff turnover in 2020, we were able to focus on strengthening the team in 2021 to better serve our patrons

- All staff completed the AMSSA Equity and Diversity Training
- All staff completed the Indigenous Awareness eTraining – eTraining developed by Bob Joseph and his team at Corporate Indigenous Training
- All staff enrolled in the Homeless Library Training (series of webinars designed to teach empathy driven approach to solving problems and preventing conflict)
- We have incorporated online platform Niche Academy into our core staff training program and have started to create online learning content for the team to strengthen their skills and knowledge.

- We introduced paid sick pay for all staff in October 2021.

The past year would not have been possible without the great team at the Library. We welcomed two new members to the team in 2021 (Melissa and Jess) and are now fully staffed and looking forward to further increasing services in 2022

## **Build Connections**

It has been another challenging year where we have not seen the Library utilised to the extent we are accustomed to, as we have navigated public health restrictions and decreased visits. Re-connecting with patrons who have not accessed library services during the pandemic while connecting with new patrons that are not familiar with our pre-pandemic offerings has been a focus in 2021.

Examples of some of the measures we took include:

- We launched a monthly newsletter which has grown in subscribers by 50% over the year
- We promoted LinkedIn learning to local business owners via the Chamber newsletter
- We hosted a pop-up winter storytime at North Arm Farm
- Outreach visits to the school for Reading Link Challenge and Summer Reading Club
- We have increased our social media activity with strong branding

## **Summary**

As we enter the final year of our strategic plan our strategic goals remain as relevant today as they did pre-pandemic but we will continue to adapt the strategies to achieve these goals according to how to best support our community.

Key areas we will be focusing on in the coming year include:

- Expanding our outreach initiatives will feature highly in our 2022 priorities as we improve access to services and resources away from the physical library building. Isolation and disconnection have been talked about much over the past 18 months or so and the Library has a crucial role in supporting those in our community most in need
- Recognising the challenges with building access, it remains a goal to return to 7-day operations so that we can provide access to services regardless of work schedules
- We will continue to invest in building a strong collection that reflects the interests of our community and in the variety of formats that they prefer

In summary, 2021 was undoubtedly another challenging year for everyone as we all did the best we could to navigate the many stresses and uncertainties the year presented.

Keeping the Library open consistently and safely so we could continue to be that essential hub for our community has been a driving force and I am so grateful to the staff, Board and community for their continued support this past year and look forward to embracing new opportunities for growth in 2022.

Emma Gillis  
Library Director

# Pemberton & District Public Library Strategic Plan 2020 - 2023

## Inspire Minds Through Learning & Literacy

### Goals

- Engage community expertise to expand and diversify programming.
- Embrace creative approaches to learning opportunities that will broaden horizons and inspire curiosity.
- Create a technology plan to improve the technology infrastructure and digital learning opportunities.

### Strategies

- Ongoing staff professional development to remain current with technology.
- Establish regular speaker series on different topics of interest to the community.
- Continue to expand on non-traditional resource lending opportunities.

## Create Welcoming Spaces

### Goals

- Reduce barriers to accessing Library services.
- Promote the Library as a shared space for all.
- Determine future opportunities to continue to provide space that is functional and adaptable to community needs.

### Strategies

- Increase collaboration to offer programming and resources that celebrate our diversity.
- Expand on existing outreach initiatives to 'meet people where they are'.
- Fully assess the potential and the need to expand existing space.
- Make the Library easier to use.

## Live Our Values

### Goals

- Foster our culture of service excellence.
- Cultivate a resilient and healthy workplace.

### Strategies

- Assess and evaluate services and programs for continuous improvement.
- Build a strong customer-focused team that embraces our core values and team agreements.
- Assess and enhance staff capacity through appropriate staffing levels and ongoing professional development opportunities.
- Foster an environment supportive of physical and mental wellbeing.

## Build Connections

### Goals

- Strengthen the role of the Library in the community.
- Increase advocacy and awareness of the Library.

### Strategies

- Create a marketing strategy to proactively extend our reach and raise awareness of Library services.
- Increased promotion of services through alternative channels (local media etc).

## Our Vision

The hub of our dynamic communities.

## Our Mission

A place to connect and inspire through ideas, programs, resources and technology.

## Our Values

Accessible, curious, engaging, innovative, responsive, welcoming.

