1. Call to Order

2. Territorial Acknowledgement

   The GVPL Board recognizes and acknowledges the traditional territory of the Esquimalt and Songhees Nations on which the Central Branch is located, and Board Meetings are hosted.

3. Introductions

4. Consent Agenda
   4.1. Approval of Agenda
   4.2. Approval of Minutes – September 28, 2021 Attachment 4.2
   4.3. Chair Report Attachment 4.3
   4.4. CEO Report Attachment 4.4
   4.5. Board Liaison Updates Attachment 4.5
       4.5.1. Friends of the Library
       4.5.2. BC Library Trustees Association
       4.5.3. IslandLink Library Federation
   4.6. Correspondence
       4.6.1. Patron letter dated August 19, 2021 Attachment 4.6.1
       4.6.2. Patron letter dated September 29, 2021 Attachment 4.6.2

5. Chair’s Remarks

6. Business Arising from Previous Meeting

7. Committee Reports
   7.1. Finance Committee- Oral Report
       7.1.1. Budget Fiscal 2022 and Five-Year Financial Plan Attachment 7.1.1 Motion to Approve
   7.2. Policy and Planning Committee- Oral Report
       7.2.1. 2021 Perception Survey discussion For Information

8. New Business
   8.1. 2020 Annual Report Attachment 8.1 For information
   8.2. 2021-2023 Strategic Bridge Plan Launch For Information

9. Next Meeting Date
   November 23, 2021 12:00pm – 1:00pm

10. Adjournment
An electronic meeting of the Greater Victoria Public Library Board was held on the above date. The following individuals were in attendance:

**Board Members:**
- Trustee M. Alto
- Trustee A. Appleton
- Trustee E. Beaton
- Trustee D. Begoray
- Trustee M. Boyd
- Trustee J. Davis
- Trustee E. Glover
- Trustee K. Harper
- Trustee A. Holthuis
- Trustee G. Lemon
- Trustee A. MacKinnon
- Trustee K. Roessingh
- Trustee K. Santini
- Trustee D. Seaton
- Trustee B. Thompson
- Trustee J. Vermeulen

**Staff**
- M. Sawa, CEO/Board Secretary
- P. McKinnon, Director, Finance & Facilities
- J. Weissl, Director, People & Culture
- J. Windecker, Director, Library Services, Innovation & Delivery
- Daphne Wood, Director, Planning and IT
- F. Ferreira, President CUPE 410
- E. Russell, Recording Secretary

**Regrets:**
- Trustee M. Sahlstrom
- Trustee D. Kobayashi

1. **CALL TO ORDER**
   
   Trustee MacKinnon called the meeting to order at 12:02 pm

2. **TERRITORIAL ACKNOWLEDGEMENT**

   Trustee MacKinnon provided the Indigenous acknowledgement.

   Trustee Alto provided a reflection on the importance of the first National Day for Truth and Reconciliation.

3. **INTRODUCTIONS**

   The chair welcomed Trustee Ramesh Ranjan, new citizen representative for the City of Victoria and the board and staff did a round table of introductions.
4. APPROVAL OF CONSENT AGENDA

Trustee MacKinnon noted that the format of the agenda has been changed highlighting that several reports have been added to the consent agenda to allow for more robust discussion of agenda items.

Moved by Trustee Alto, Seconded by Trustee Appleton

THAT the Consent Agenda be approved.  

MOTION CARRIED

5. Chair’s Remarks

Trustee MacKinnon delivered the Chair’s remarks, noting that Trustee Holthuis’s term as citizen representative for the District of Saanich will finish at the end this year. He thanked Trustee Holthuis for her dedicated service and her work as Vice-Chair. Trustees who may be interested in taking on the role of Vice-Chair are encouraged to speak with the Chair or Vice-Chair about its responsibilities.

6. BUSINESS ARISING FROM PREVIOUS MEETING

None

7. COMMITTEE REPORTS

7.1 Policy and Planning Committee Meeting -Oral Report

Trustee Appleton provided the Policy and Planning Committee Report highlighting that the committee met twice over the summer, reviewing progress of the Service Restoration Plan, planning for the 2021-2023 Strategic Bridging Plan, and the introduction of the GVPL Regional Service Delivery Plan (2020).

7.1.2 Finance Committee - Oral Report

Trustee Harper provided the Finance Committee Report highlighting that the committee met twice over the summer to discuss the proposed Budget for Fiscal 2022 and the five year budget plan, and reviewed updates to finance policies that will go forward to the Planning and Policy Committee in November.

8. NEW BUSINESS

None

9. IN CAMERA MEETING

Moved by Trustee Appleton, Seconded by Trustee Santini

THAT the Board move In-Camera

MOTION CARRIED

10. NEXT MEETING DATE

October 26, 2021:  12:00 – 1:00 p.m.
11. ADJOURNMENT

Moved by Trustee Roessingh, Seconded by Trustee Alto

THAT the September 28, 2021 Regular Board Meeting adjourn

MOTION CARRIED

________________________  ________________________
Committee Chair            Committee Secretary
October is Canadian Library Month. Thanks to all Board members for your contributions to our library system.

Josie Osborne, Minister of Municipal Affairs, acknowledged the month and highlighted the role libraries play as community spaces where people of all ages and backgrounds can gather, explore interests, and develop lifelong skills. Her statement is [here](https://example.com).

Minister Osborne noted that the pandemic has shone a spotlight on the vital role of libraries in helping to keep people connected and in contributing to stronger, more resilient, and inclusive communities.

Further to this statement, I was delighted to see this [tweet](https://twitter.com) from the Minister regarding the role libraries play in support of reconciliation with a special reference to GVPL.

On October 21st, many of you attended a special presentation on the results of the 2021 GVPL Perception Survey with Geoff Bird of Justason Market Intelligence Inc. It was a very interesting session and highlights of the discussion will be presented at the October 26th Board meeting.

On a related note, GVPL’s [2020 Annual Report](https://example.com) is included in this month’s Board Meeting package – it is an excellent summary of a year like no other!

October has been another busy month for staff with ongoing service restoration activities and preparation for the move of the Esquimalt Branch to its new location. My thanks all staff for their dedication and commitment to meeting the needs of our communities.

Finally, a reminder that the Annual General Meeting of the B.C. Library Trustees Association takes place the evening of October 26. As noted by Trustee Glover, all member trustees are invited to attend and I encourage everyone to review this month’s BCLTA update in the agenda package for more information.

Andy
October has been a busy month with numerous service restoration and programming initiatives underway.

**Emerging Local Authors Collection (ELAC)**

Last week we announced the call for applications for our Emerging Local Authors Collection (ELAC). Each year we celebrate local authors through this collection, which features self-published, independent, and small press books written by local writers and artists. Print books from the collection are displayed at the Central Branch and can be put on hold for pick up at any GVPL branch location. Ebooks are available online through BiblioBoard, with unlimited borrowing. Now in its seventh year, applications for the 2022 collection will be accepted until January 17, 2022.

**Sunday Openings**

Sunday hours returned on October 17 with our Central Branch open from 1pm to 5pm on Sundays.

**Esquimalt Branch Move**

Work continues in preparation for the much-anticipated relocation of our Esquimalt Branch to its new facility in the Esquimalt Town Square.

**Vital Signs 2021**

Earlier this month the Victoria Foundation released its Vital Signs report, the annual community check-up that measures the vitality of our region. GVPL is featured in the Library Use profile on page 11. As always, the full report offers much information of interest.

**Welcoming Cities Taskforce**

Last week, the City of Victoria endorsed a welcoming city strategy and action plan intended to bridge gaps to help and to help newcomers to the city feel welcome. I have had the privilege of representing GVPL on the City’s Welcoming Cities Taskforce and look forward to continuing our support of this initiative as a member of the new Welcoming City Implementation Task Force.

[Victoria looks to become more welcoming to newcomers | Times Colonist](https://www.timescolonist.com/victoria-looks-to-become-more-welcoming-to-newcomers)

**Association of B.C. Public Library Directors**

The Fall professional development series for B.C. Library CEOs took place this past weekend. The final session for the series was a panel discussion on “Building Relationships with Municipal Partners”. I was pleased to participate as a panelist with fellow CEOs from the Fraser Valley Regional Library System and the Prince George Public Library.
Association of Book Publishers of British Columbia (ABPBC) – spotlight on GVPL

To mark the start of the 2021 Frankfurt Book Fair, at which Canada is the Guest of Honour, the Association of Book Publishers of British Columbia (ABPBC) is launching a short feature video that showcases the BC book publishing community to the world. Featuring local publishers, authors, bookstores, libraries, and festivals, the video highlights the vibrant communities that make up our province’s literary landscape. GVPL’s sxʷeŋxʷəŋ təŋəxʷ James Bay Branch is featured in this beautifully-produced video – timestamp 1:04 [https://youtu.be/ZCeZ1ujbNXI](https://youtu.be/ZCeZ1ujbNXI).

Library Services Portfolio: Knowledge, Research and Civic Participation

I am pleased to conclude this report with another presentation from GVPL’s Library Services Portfolio Librarians. The intent of these presentation is to share with you information on our community-inspired library services. This month, we are focusing on GVPL’s Knowledge, Research & Civic Participation Portfolio. This portfolio plays a vital role in providing opportunities for the acquisition of knowledge in areas of government, legal, career and financial information. The scope of the portfolio includes coordination of programming and community engagement around employment, financial literacy and investing, retirement, elections and government initiatives. It also provides support to frontline staff in the delivery of information services. Public Services Librarian Caitlin Ottenbreit prepared a video overview of the work of the GVPL’s Knowledge, Research & Civic Participation Portfolio: [LINK](https://youtu.be/ZCeZ1ujbNXI).
4.5 Board Liaison Updates
October 26, 2021

4.5.1 Friends of the Library- Kathy Santini
No updates to report as current health orders and precautions have severely limited options and activities.

4.5.2 BC Library Trustees Association-Elysia Glover

BCLTA Bulletin
The October BCLTA Bulletin is available online. It includes articles and resources like this from the Ontario Library Association on the hidden costs of fines.

A reminder that you can read past issues and subscribe directly. Workshops, meet-ups and more are open to all library trustees in BC (not just representatives). To review upcoming offerings, please refer to the bulletin and the Events and Learning and Development sections of the BCLTA website: www.bclta.ca

Reminder: AGM

The 2021 AGM will take place on October 26th, starting at 7PM (Pacific Time) via Zoom.
- 7pm Pacific Time
- Watch the 2021 AGM page and the Bulletin for agenda, resolutions, and nomination updates
- Member boards, represented by their trustee delegate(s), are able to vote
- BCLTA welcomes all BC public library trustees and library directors to attend the AGM

All members are invited to participate in the AGM and library directors are welcome to attend as guests. Each attendee is required to register.

To register email Babs Kelly (babs.kelly@bclta.ca) with:
- your name
- the name of your BC public library board
- your role (trustee, board chair or library director)

BCLTA is very pleased to announce that Dr. Alvin M. Schrader will be the guest speaker at the 2021 BCLTA AGM.

Dr. Alvin M. Schrader will speak on intellectual freedom and public libraries and there will be time for questions before the business portion of the AGM begins at about 7:30PM.

Alvin is a well known and respected library leader and is professor emeritus with the School of Library and Information Studies at the University of Alberta and an adjunct professor with the Institute for Sexual Minority Studies and Services in the University’s Faculty of Education.

Please read more about Dr. Alvin M. Schrader here.
4.5.3 IslandLink Library Federation - Joy Davis

IslandLink’s next Board meeting has been switched to a Zoom format and will take place on Friday, October 29.
I was very unpleasantly surprised this weekend to receive an email from Saanich Centennial Library, and a notice in bright red on my online account, telling me that I had damaged a book so badly that it had to be discarded, and fining me $19.95.

The book was Every City is Every Other City, a new book just recently published, by John McFetridge, which I had returned around noon Saturday in what appeared to be pristine condition.

I went to my branch this morning to find out what the alleged damage was, and why the library felt compelled to take such drastic action against both the book and me.

One young staffer found the item on my account, and noted that there are supposed to be details of the damage listed; there was nothing. He went in the back and found the book, which still appeared to be in pristine condition, at which point another librarian presumably more senior took over the situation.

She pointed to the bottom of the book, where a tiny red mark could be seen when it was completely shut. This was the damage, which was sufficient to have the book discarded. She said it would be embarrassing to lend it to anyone in this condition, which I found ludicrous.

Whatever had made the tiny red mark, it wasn’t a liquid; it hadn’t been absorbed into the few pages involved, and could not be seen when the book was open. I again said that I found it ludicrous --- OK, I said it was nuts --- to destroy the book, and she again said that it would be embarrassing to lend it out in that condition.

She then volunteered that because the library could not prove I had caused this (alleged) damage, and could not prove it had not been caused by a previous borrower, that the library would waive my fine and remove the charge from my account.

So I don’t owe you any money, which is not the point at all. You’ve thrown out a perfectly good book. It appears to be the only copy you purchased by an outstanding and woefully-underknown Canadian author, for absolutely no reason.

I would point out that the library books I have at home all bear across the top of the pages a very large, very red, and very noticeable stamp showing the date that the copy entered the collection. Is the sight of that not so embarrassing that the book must be immediately condemned to the recycling bin?

We have taken out older books which show the normal wear and tear of having been read by 80 people who treated the book kindly. I have borrowed books in which people have written in pen, they’ve obviously dripped coffee, and some absolute monsters have turned down the corner of the page to mark their place. None of that is a reason to throw out those books.
I’m well aware just how tight budgets are for library acquisitions. This policy, I would point out again, is just plain nuts, and is an appalling waste of scarce resources.

Nick Martin
210-1085 Tillicum Road
Esquimalt V9A 7M3

Sent from Mail for Windows 10
September 29, 2021

To The Greater Victoria Library Board

Dear Friends,

On Wednesday September 22, I visited The Nellie McLung Library.

Unfortunately, I had the bad experience of fainting in the Library.

The Staff were wonderful in helping me and making certain I was well enough before I left the Library.

However, I do want to sing the praises of two staff members – Kate and Wendy.

I will never forget their help, kindness and grace.

Sincerely,

A lifetime reader and devoted supporter of Libraries.

Wilda Cottam

Wilda Cottam
2022 DRAFT Budget and
2022-2026 Five Year Financial Plan

Review / Approval Dates:

Review - Finance Committee: August 24, 2021

Review – Finance Committee: September 21, 2021
BUDGET AT A GLANCE

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Budget</td>
<td>$20,678,714</td>
<td>$19,540,880</td>
</tr>
<tr>
<td>Operating Budget Increase (Decrease)</td>
<td>4.72%</td>
<td>(0.78%)</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>$2,015,060</td>
<td>$2,070,067</td>
</tr>
<tr>
<td>Capital Budget Increase (Decrease)</td>
<td>(2.66%)</td>
<td>(3.72%)</td>
</tr>
<tr>
<td>Total Budget - Funded</td>
<td>$20,593,774</td>
<td>$19,810,947</td>
</tr>
<tr>
<td>Total Budget Increase (Decrease)</td>
<td>3.95%</td>
<td>(1.09%)</td>
</tr>
<tr>
<td>Municipal Contribution - Total</td>
<td>$18,440,300</td>
<td>$18,078,726</td>
</tr>
<tr>
<td>Municipal Contribution - Increase</td>
<td>$361,574</td>
<td>$0.00</td>
</tr>
<tr>
<td>Municipal Contribution - Increase (%)</td>
<td>2.0%</td>
<td>0%</td>
</tr>
<tr>
<td>Cost per Capita</td>
<td>$51.43</td>
<td>$51.32</td>
</tr>
<tr>
<td>Cost per Capita Increase</td>
<td>$1.01</td>
<td>$0.00</td>
</tr>
<tr>
<td>Population (Member Municipalities)</td>
<td>358,579</td>
<td>352,287</td>
</tr>
</tbody>
</table>

Note 1 – Operating budget consists of operating expenses only

Note 2 – Net of Amortization

Note 3 – Total budget funded is equal to Expenses (Operating budget) less amortization (non-funded expense) + capital budget

Note 4 – Municipal Contribution Total divided by Population

Note 5 – Municipal Contribution Increase divided by Population

Note 6 – As per BC Stats, 2020 Sub-Provincial Population Estimates

**Note to Budget – Municipal Contribution**

As with previous annual budgets the municipal contribution increase is being offset by the approved use of accumulated reserves and contingency. The use of contingency to offset municipal contributions was approved as part of the five-year plan included in the Fiscal 2021 Budget and Five Year Plan. The use of contingency specifically is set to be eliminated in year four of the five-year plan, when the impacts of the COVID-19 pandemic are expected to be minimized.
## 2021 Budget and Five-Year Financial Plan

<table>
<thead>
<tr>
<th>Revenues</th>
<th>2021</th>
<th>2022</th>
<th>Change</th>
<th>Change%</th>
<th>Notes</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
<th>2026</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal Contributions - Operating</td>
<td>$18,078,726</td>
<td>18,440,300</td>
<td>$361,574</td>
<td>2.0%</td>
<td>1</td>
<td>18,993,509</td>
<td>19,563,314</td>
<td>20,150,214</td>
<td>20,754,720</td>
</tr>
<tr>
<td>Municipal Contributions - Start-up</td>
<td>355,280</td>
<td>61,720</td>
<td>$(293,560)</td>
<td>-82.6%</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Provincial Grants</td>
<td>642,339</td>
<td>642,339</td>
<td>-</td>
<td>0.0%</td>
<td>3</td>
<td>642,339</td>
<td>642,339</td>
<td>642,339</td>
<td>642,339</td>
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<tr>
<td>Federal Grants</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
<td>4</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Fines, Fees and Printing</td>
<td>333,400</td>
<td>303,400</td>
<td>$(30,000)</td>
<td>-9.0%</td>
<td>5</td>
<td>303,400</td>
<td>303,400</td>
<td>303,400</td>
<td>303,400</td>
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<tr>
<td>Contracts for Service</td>
<td>28,450</td>
<td>28,450</td>
<td>-</td>
<td>0.0%</td>
<td>6</td>
<td>28,450</td>
<td>28,450</td>
<td>28,450</td>
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<tr>
<td>Investment Income</td>
<td>74,000</td>
<td>85,000</td>
<td>$11,000</td>
<td>14.9%</td>
<td>7</td>
<td>85,000</td>
<td>85,000</td>
<td>85,000</td>
<td>85,000</td>
</tr>
<tr>
<td>Donations and Other Grants</td>
<td>77,500</td>
<td>85,000</td>
<td>$7,500</td>
<td>9.7%</td>
<td>8</td>
<td>85,000</td>
<td>85,000</td>
<td>85,000</td>
<td>85,000</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>19,589,695</td>
<td>19,646,209</td>
<td>$56,514</td>
<td>0.3%</td>
<td></td>
<td>20,137,698</td>
<td>20,707,503</td>
<td>21,294,403</td>
<td>21,898,909</td>
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</table>

<table>
<thead>
<tr>
<th>Expenses (Operating Budget)</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Salaries and Benefits</td>
<td>14,520,580</td>
<td>15,387,782</td>
<td>867,202</td>
<td>6.0%</td>
<td>9</td>
<td>15,703,320</td>
<td>16,026,424</td>
<td>16,339,717</td>
<td>16,672,510</td>
</tr>
<tr>
<td>Library Materials</td>
<td>870,000</td>
<td>1,102,369</td>
<td>232,369</td>
<td>26.7%</td>
<td>10</td>
<td>1,096,369</td>
<td>1,094,369</td>
<td>1,094,369</td>
<td>1,094,369</td>
</tr>
<tr>
<td>Amortization</td>
<td>1,800,000</td>
<td>2,100,000</td>
<td>300,000</td>
<td>16.7%</td>
<td>11</td>
<td>2,100,000</td>
<td>2,100,000</td>
<td>2,100,000</td>
<td>2,100,000</td>
</tr>
<tr>
<td>Supplies and Services</td>
<td>1,172,076</td>
<td>820,548</td>
<td>$(351,528)</td>
<td>-30.0%</td>
<td>12</td>
<td>816,100</td>
<td>819,701</td>
<td>823,432</td>
<td>828,359</td>
</tr>
<tr>
<td>Building Occupancy</td>
<td>842,841</td>
<td>911,393</td>
<td>68,552</td>
<td>8.1%</td>
<td>13</td>
<td>928,030</td>
<td>946,136</td>
<td>963,212</td>
<td>978,726</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>335,383</td>
<td>356,622</td>
<td>21,239</td>
<td>6.3%</td>
<td>14</td>
<td>345,071</td>
<td>348,110</td>
<td>350,281</td>
<td>351,749</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>19,540,880</td>
<td>20,678,714</td>
<td>1,137,834</td>
<td>5.8%</td>
<td></td>
<td>20,988,890</td>
<td>21,334,740</td>
<td>21,671,011</td>
<td>22,025,712</td>
</tr>
</tbody>
</table>

| Annual Surplus/(Deficit)                | 48,815        | $(1,032,505)  | $(1,081,320) | -2215.1% | 15    | $(851,192)    | $(627,237)    | $(376,608)    | $(126,803)    |
| Add back: Unfunded Amortization         | 1,800,000     | 2,100,000     | 300,000 | 16.7%   | 11    | 2,100,000     | 2,100,000     | 2,100,000     | 2,100,000     |
| **Total Budget - Funded**               | 1,848,815     | 1,067,495     | $(781,320) | -42.3%  |       | 1,248,808     | 1,472,763     | 1,723,392     | 1,973,197     |

<p>| Municipal Contributions-Operating Increase | 0.00% | 2.00% | 3.00% | 3.00% | 3.00% | 3.00% |</p>
<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>Change</th>
<th>Notes</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
<th>2026</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balance forward from Page 1</strong></td>
<td></td>
<td></td>
<td>1,813,567</td>
<td>1,067,495</td>
<td>(781,320)</td>
<td>1,248,808</td>
<td>1,472,763</td>
<td>1,723,392</td>
</tr>
<tr>
<td><strong>Capital Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Materials - Operating</td>
<td>1,459,887</td>
<td>1,687,060</td>
<td>227,173</td>
<td>10</td>
<td>1,687,060</td>
<td>1,687,060</td>
<td>1,687,060</td>
<td>1,687,060</td>
</tr>
<tr>
<td>Hardware - Operating</td>
<td>100,000</td>
<td>100,000</td>
<td>-</td>
<td>15</td>
<td>101,500</td>
<td>103,023</td>
<td>104,568</td>
<td>106,136</td>
</tr>
<tr>
<td>Furniture and Equipment - Operating</td>
<td>60,000</td>
<td>60,000</td>
<td>-</td>
<td>15</td>
<td>60,000</td>
<td>60,000</td>
<td>60,000</td>
<td>60,000</td>
</tr>
<tr>
<td>Building Improvement - Operating</td>
<td>120,000</td>
<td>120,000</td>
<td>-</td>
<td>15</td>
<td>120,000</td>
<td>120,000</td>
<td>120,000</td>
<td>120,000</td>
</tr>
<tr>
<td>Vehicles - Operating</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Branch Start-ups:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Library Materials - Esquimalt Branch</td>
<td>8,000</td>
<td>8,000</td>
<td>-</td>
<td>2</td>
<td>2,000</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Hardware - Esquimalt Branch Relocation</td>
<td>66,000</td>
<td>10,000</td>
<td>(56,000)</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Furniture and Equipment - Esquimalt Branch Relocation</td>
<td>256,180</td>
<td>30,000</td>
<td>(226,180)</td>
<td>2</td>
<td>-</td>
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</tr>
<tr>
<td><strong>Transfers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfer to Replacement Reserve</td>
<td>120,000</td>
<td>-</td>
<td>(120,000)</td>
<td>16</td>
<td>-</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>Transfer from Replacement Reserve</td>
<td>(120,000)</td>
<td>-</td>
<td>120,000</td>
<td>16</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Transfer from Personnel Contingency Reserve</td>
<td>-</td>
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<td>-</td>
<td>16</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Transfer from Library Materials Reserve</td>
<td>-</td>
<td>(431,723)</td>
<td>(431,723)</td>
<td>16</td>
<td>(380,775)</td>
<td>(194,714)</td>
<td>(185,649)</td>
<td>-</td>
</tr>
<tr>
<td>Transfer to Contingency Reserve</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>16</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Transfer from Contingency Reserve</td>
<td>(221,252)</td>
<td>(515,842)</td>
<td>(294,590)</td>
<td>16</td>
<td>(340,977)</td>
<td>(302,606)</td>
<td>(62,587)</td>
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</tr>
<tr>
<td>Transfer to/(from) Reserves</td>
<td>(221,252)</td>
<td>(947,565)</td>
<td>(726,313)</td>
<td></td>
<td>(721,752)</td>
<td>(497,320)</td>
<td>(248,236)</td>
<td>-</td>
</tr>
</tbody>
</table>

**Page 3**
## 2022 Municipal Contributions

<table>
<thead>
<tr>
<th></th>
<th>Share 2021</th>
<th>Total Requisition 2021</th>
<th>Share 2022</th>
<th>Operating Budget</th>
<th>Rent Adjustment</th>
<th>Total Requisition 2022</th>
<th>Increase</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Saanich</td>
<td>5.16%</td>
<td>$941,995</td>
<td>5.17%</td>
<td>$953,364</td>
<td>$9,151</td>
<td>$962,515</td>
<td>$20,519</td>
<td>2.20%</td>
</tr>
<tr>
<td>Colwood</td>
<td>4.83%</td>
<td>879,672</td>
<td>4.85%</td>
<td>$894,355</td>
<td>6,497</td>
<td>900,852</td>
<td>21,179</td>
<td>2.40%</td>
</tr>
<tr>
<td>Esquimalt</td>
<td>5.28%</td>
<td>950,311</td>
<td>5.37%</td>
<td>$990,244</td>
<td>-4,310</td>
<td>985,934</td>
<td>35,623</td>
<td>3.70%</td>
</tr>
<tr>
<td>Highlands</td>
<td>0.68%</td>
<td>123,847</td>
<td>0.69%</td>
<td>$127,238</td>
<td>926</td>
<td>128,164</td>
<td>4,317</td>
<td>3.50%</td>
</tr>
<tr>
<td>Langford</td>
<td>11.23%</td>
<td>2,045,413</td>
<td>11.55%</td>
<td>$2,129,855</td>
<td>15,611</td>
<td>2,145,466</td>
<td>100,053</td>
<td>4.90%</td>
</tr>
<tr>
<td>Metchosin</td>
<td>1.42%</td>
<td>258,601</td>
<td>1.43%</td>
<td>$263,696</td>
<td>1,897</td>
<td>265,593</td>
<td>6,992</td>
<td>2.70%</td>
</tr>
<tr>
<td>Oak Bay</td>
<td>6.24%</td>
<td>1,123,074</td>
<td>6.30%</td>
<td>$1,161,739</td>
<td>-5,114</td>
<td>1,156,625</td>
<td>33,551</td>
<td>3.00%</td>
</tr>
<tr>
<td>Saanich</td>
<td>32.63%</td>
<td>5,876,004</td>
<td>32.77%</td>
<td>$6,042,885</td>
<td>-23,428</td>
<td>6,019,457</td>
<td>143,453</td>
<td>2.40%</td>
</tr>
<tr>
<td>Victoria</td>
<td>29.49%</td>
<td>5,329,027</td>
<td>28.85%</td>
<td>$5,320,027</td>
<td>-2,408</td>
<td>5,317,619</td>
<td>-11,409</td>
<td>-0.20%</td>
</tr>
<tr>
<td>View Royal</td>
<td>3.04%</td>
<td>550,781</td>
<td>3.02%</td>
<td>$556,897</td>
<td>1,179</td>
<td>558,076</td>
<td>7,295</td>
<td>1.30%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
<td><strong>$18,078,726</strong></td>
<td>100%</td>
<td><strong>$18,440,300</strong></td>
<td>$0</td>
<td><strong>$18,440,300</strong></td>
<td><strong>$361,574</strong></td>
<td>2.00%</td>
</tr>
</tbody>
</table>

1 The Rent Adjustment is calculated in accordance with Section 8.12 (a), (b) and (c) of the Library Operating Agreement and relates to portions of buildings used to benefit all member municipalities: the Collection and Technical Services section of the Juan de Fuca Branch building and the Administrative portion of the Central Branch building. Municipalities which did not contribute to the initial acquisition of such building or who did not subsequently purchase a portion of such building pays reasonable rent to those Municipalities that did.

2 Building Maintenance Costs for jointly owned buildings are additional municipal budget amounts that are over-and-above the requisition for the library operating budget. The two branches that are jointly owned are the Central Branch and the Juan de Fuca Branch. In 2018 the City of Victoria took over administration of building maintenance costs for the Central Branch, GVPL will no longer be invoicing for these costs separately, as such those costs are not included in the budget. In 2021 West Shore Parks and Recreation took over administration for the JFMAM and maintenance costs for the Juan de Fuca branch, as such these costs are no longer included in the budget.
# 2022 MUNICIPAL PER CAPITA CONTRIBUTIONS

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Total Requisition 2022</th>
<th>Population 1</th>
<th>Cost Per Capita 2022</th>
<th>Increase per capita</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Saanich</td>
<td>$953,364</td>
<td>18,353</td>
<td>51.95</td>
<td>$1.12</td>
<td>$20,519</td>
</tr>
<tr>
<td>Colwood</td>
<td>$894,355</td>
<td>19,373</td>
<td>46.17</td>
<td>$1.09</td>
<td>$21,179</td>
</tr>
<tr>
<td>Esquimalt</td>
<td>$990,244</td>
<td>19,015</td>
<td>52.08</td>
<td>$1.87</td>
<td>$35,623</td>
</tr>
<tr>
<td>Highlands</td>
<td>$127,238</td>
<td>2,451</td>
<td>51.91</td>
<td>$1.76</td>
<td>$4,317</td>
</tr>
<tr>
<td>Langford</td>
<td>$2,129,855</td>
<td>44,069</td>
<td>48.33</td>
<td>$2.27</td>
<td>$100,053</td>
</tr>
<tr>
<td>Metchosin</td>
<td>$263,696</td>
<td>5,049</td>
<td>52.23</td>
<td>$1.38</td>
<td>$6,992</td>
</tr>
<tr>
<td>Oak Bay</td>
<td>$1,161,739</td>
<td>18,918</td>
<td>61.41</td>
<td>$1.77</td>
<td>$33,551</td>
</tr>
<tr>
<td>Saanich</td>
<td>$6,042,885</td>
<td>125,107</td>
<td>48.30</td>
<td>$1.15</td>
<td>$143,453</td>
</tr>
<tr>
<td>Victoria</td>
<td>$5,320,027</td>
<td>94,415</td>
<td>56.35</td>
<td>-$0.12</td>
<td>-$11,409</td>
</tr>
<tr>
<td>View Royal</td>
<td>$556,897</td>
<td>11,829</td>
<td>47.08</td>
<td>$0.62</td>
<td>$7,295</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$18,440,300</strong></td>
<td><strong>358,579</strong></td>
<td><strong>$51.43</strong></td>
<td><strong>$1.01</strong></td>
<td><strong>$361,574</strong></td>
</tr>
</tbody>
</table>

1 Source of population figures - BC Stats website: https://www2.gov.bc.ca/gov/content/data/statistics/people-population-community/population/population-estimates, 2020, accessed July 12 2021

General note: Percentage share of costs by municipality are determined based on 50% property assessment value and 50% population estimate. More detailed information on assessment values and population are available on request.
Notes to the 2022 Budget and Five-Year Financial Plan

Approximately 90% of the GVPL operating budget is funded by our ten municipal partners. Consequently, a key objective is to maintain municipal contribution increases within an acceptable range, typically based on rates of inflation and wage increases as negotiated through Greater Victoria Labour Relations Association. “Acceptable” increases are ultimately determined by Councils upon consideration of our budget requisition.

Because needs and opportunities change over time as we strive to best serve our communities, GVPL’s budget process allows reasonable flexibility for business areas to adapt and optimize their activities as events unfold, while still requiring system-wide financial planning and accountability.

For 2022, operational efficiencies through cost avoidance strategies will continue to be explored as the organization normalizes the ongoing impacts from the COVID-19 Pandemic. The use of reserves has been approved to augment some un-avoidable budget increases.

GVPL is committed to operating efficiently and effectively to deliver library service to 10 municipalities. The library system leverages more than 100 active community partnerships to expand programs and lifelong learning opportunities for Greater Victoria residents.

Components of the 2022 budget include the following:

1. Municipal Contributions – Operating Increase $361,574

The Greater Victoria Public Library budget is allocated as illustrated below. The majority (75%) is attributed to salaries and benefits which are jointly negotiated through the GVLRA. Salaries and benefits are the key cost driver for GVPL.
2. **Municipal Contributions – Start-up**  
   Decrease $293,560

In 2022 there is a decrease to the start up contributions as the majority of the start up funds were expensed in 2021. The remaining funds allocated in 2022 are for minor start up costs which are expected to stretch into 2022 as the new branch is opened in late fall of 2021. As with prior years these are funded by the individual municipalities providing the facilities.

For 2022 the following has been identified for branch start-up funds:

- Esquimalt Branch relocation - $61,720

The majority of these contributions are for capital expenditures, with a small percentage of start-up funding going towards non-capital costs, such as moving and some supplies below the asset threshold.

3. **Provincial Grants**  
   No Change

Provincial funding for public libraries in British Columbia has remained frozen since 2009. We are not projecting any change to the previous year’s amount granted to GVPL of $642,339.

4. **Federal Grants**  
   No Change

Federal grants are cyclical in nature and are dependent on specific programs planned during the operating budget year.

5. **Fines, Fees and Printing**  
   Decrease $30,000

Due the uncertainty over the long term effects of the COVID-19 Pandemic, the revenue income derived from Fines and Fees was reduced. Fines and Fees are currently under review as part of a larger organizational initiative.

6. **Contracts for Service**  
   No Change

This is an annual payment of $28,450 from the Capital Regional District for service delivery relating to the Juan de Fuca Electoral District. (Willis Point, Durrance, Malahat)

7. **Investment Income**  
   Increase $11,000

Investment revenue is conservatively estimated to reflect projected continuation of modest earnings in the Municipal Finance Authority bond fund and slight increases in returns for secured GIC’s.

8. **Donations and Other Grants**  
   Increase $7,500

Donations and grants are cyclical in nature and are dependent on specific programs planned during the operating budget year. New funding opportunities will continue to be explored in 2022, in tandem with new donor engagement strategies.
9. **Salaries and Benefits**  
    Increase $867,202

- Labour is budgeted at full schedule hours (which may differ from operating hours) meaning the budget is fully loaded to support full service, there is no anticipated changes as a result of adjustment to open hours or Sunday Services when restored.
- Contractually negotiated increases account for $291,000
  - Net labour increase is ~ $575,000, which consists of labour and direct benefits costs as follows:
    - Labour $446,000
    - Benefits $129,000

This budget includes employee benefit costs and payroll withholding costs such as EI and CPP. A detailed benefit review occurs prior to the annual budget cycle and budget development. As a result of this years analysis we have determined that the rate of benefits and withholding costs will reduce slightly to 23% from the prior year figure of 23.70% of total salaries and wages.

10. **Library Materials (Expensed and Capital)**  
    Increase $459,542

The library materials budget is split between Expenses for periodicals and eResources and Capital Expenses for books, audio visual and electronic materials which are capitalized as assets and amortized over 7 years.

Demand for digital resources has grown substantially as a result of the service changes related to the COVID-19 Pandemic, as a result additional funds are being allocated to meet the ongoing and expected continued demand.

In addition new funds are being added to the physical collection budget to meet demand and offset higher costs for print materials. These new funds will allow for new materials and collections over and above the existing budget which has been held stable for some time.

For Fiscal 2022 funds are available within the Library Materials Reserve and donated funds to offset this increase. Collections budgets will be reviewed during the upcoming fiscal year to determine a long range plan for collections expenditures when collections demands are expected to normalize post pandemic.

11. **Amortization**  
    Increase $300,000

This is the estimated amortization expense for tangible capital assets, in accordance with the Board’s Tangible Capital Asset policy. Since this is an unfunded expense, it is added back to the budgeted annual surplus, and does vary year over year pending capital asset purchases and disposals.

12. **Supplies and Services**  
    Decrease $351,528

Supplies and services include such items as telephone, networks, printer paper and other supplies and shuttle fuel. These items have all increased slightly, but through effective negotiation of service contracts, in particular network access contracts for in branch internet services, a substantial reduction for the costs associated with the provision of high speed internet was found.

13. **Building Occupancy**  
    Increase $68,552

Building occupancy includes maintenance contracts, security, garbage and utilities. Security costs have increased due to higher contract costs (including minimum wage increases, contract renewal and additional service requirements). Contracted cleaning costs are also included in this budget line. The cleaning contract renewal has been deferred as a cost saving measure, thus allowing for minimal increases in this area.
14. **Other Expenses**  
   *Increase $21,239*

Other expenses include such items as insurance and employee recruitment costs, marketing costs, and business travel expenses.

15. **Other Capital Expenditures (Hardware, Furniture and Equipment, Building Improvement)**  
   *No Change*

16. **Transfer to/(from) Reserves**  
   *Change in Net Transfer From Reserves $726,313*

Change to Reserve transfers are as follows:

- Transfer from Library Materials Reserve - $431,723
- Transfer from Contingency Reserve – $294,590
2020 ANNUAL REPORT

GREATER VICTORIA PUBLIC LIBRARY
Message from the Board Chair and CEO

Each year, we take time to reflect on the previous 12 months as part of putting together an annual report to show you what we have accomplished. It is an opportunity for us to draw attention to some of the amazing things we have achieved and to highlight notable aspects of our work.

While we started 2020 with ‘business as usual’, our GVPL world shifted in mid-March when we made the difficult decision to close our doors as part of a province-wide effort to help halt the spread of COVID–19. The pandemic, and the pivot we have taken to ensure we are able to provide a safe space for staff and patrons, make it challenging to write our story for 2020. The aspects of our operations that we normally highlight in annual reports were vastly different during 2020.

Our response to the pandemic has forever changed the way we operate. We embraced what has been termed ‘the digital shift’. Funds were relocated and priorities adjusted to ensure patron access to library resources continued with the least possible disruption. Our digital collections were expanded, providing enhanced options and access to more books, movies, and music.

We found new ways to bring the library into your homes. Our programs, which regularly saw packed rooms filled with smiling faces were suddenly virtual. Our librarians became video production experts: creating and delivering amazing content online. Hundreds of you watched – learning, sharing, and commenting.

We adapted, reorganized, redesigned, and reimagined how our services were delivered.

While it was a challenging year, it was also a year marked by successes. It may seem unusual to talk about ‘highlights’ during a global pandemic, but there were notable high points during 2020. We adapted, reorganized, redesigned, and reimagined how our services were delivered. We focused on nurturing established partnerships and forging new ones. Our key priorities to lead, inspire, create, and engage became a roadmap that guided us during these unprecedented times.
And while restrictions are now beginning to lift and we are finding our footing in this ‘new normal’, we recognize the importance of adapting our services to meet our patrons where they are. 2021 is a transition year. As we work to finalize the strategic plan that will help us bridge a pandemic and a post-pandemic world, we remain guided by our mission of building community and supporting literacy and lifelong learning by providing free access to information, space, tools, and expertise. The events of the past year have highlighted our strengths and our weaknesses, and we are taking what we have learned to ‘build back stronger’.

2020 Greater Victoria Public Library, Appointees by Municipality

Central Saanich
Councillor Bob Thompson

Colwood
Councillor Doug Kobayashi

Esquimalt
Councillor Jane Vermeulen

Highlands
Councillor Karel Roessingh

Langford
Dianna Seaton
Councillor Matt Sahlstrom

Metchosin
Councillor Andy MacKinnon

Oak Bay
Councillor Andrew Appleton

Saanich
Matt Boyd
Joy Davis
Annemieke Holthuis
Susan Laidlaw
Councillor Karen Harper

Victoria
Deborah Begoray
Tzu-I Chung
Elysia Glover
Kathy Santini
Councillor Jeremy Loveday

View Royal
Councillor Gery Lemon

Maureen Sawa
Chief Executive Officer

Dr. Deborah Begoray
Board Chair, 2020
On March 16, 2020, we joined public libraries across the province in shuttering our physical doors in response to the COVID-19 pandemic. Our staff moved into a remote work environment and transitioned from providing services and programs onsite in branches to establishing virtual channels to connect with our community. From communicating with existing patrons about what to do with checked-out materials to helping new library users access digital resources, 2020 was a year that challenged us to lead in a new way.

While it was a difficult year, it was also a year filled with bright spots and accolades that reinforced the significance of our role as leaders within the community. In June, CEO Maureen Sawa received the 2020 Award of Excellence from the Association of BC Public Library Directors in recognition of her outstanding leadership in library advocacy and innovation and her contributions to the library community. And in July, Librarian Rachel Rogers won the BC Cataloguing and Technical Services J. McRee Elrod Leadership Award for her contributions to decolonizing subject headings used for Indigenous Peoples. This work continues to support other libraries through their own process of decolonizing subject headings and is recognized nationally as a model for demonstrating leadership and cultural sensitivity and contributing to the reconciliation process. Rachel is the first winner from the public library sector since this award’s inception in 2014.

And, our Communications, Marketing, and Development team received second place in the prestigious International Federation of Library Associations (IFLA) PressReader International Library Marketing Award 2020 for our Change Your Mind campaign, which used an integrated brand strategy to transform the way people think about libraries in Greater Victoria and beyond.
Leadership in Action: Raising Awareness and Advancing Change

Prior to closing our doors in March, 2020, GVPL delivered 588 programs to 13,695 people, including a joint screening of the film ‘Picking up the Pieces: The Making of the Witness Blanket’ followed by a facilitated discussion. The screening was organized in partnership with the Bruce Parisian Library at the Victoria Native Friendship Centre. The film follows the journey of making the Witness Blanket, a national monument that commemorates the experiences of residential school survivors across Canada. The film, and the book of the same name, was inspired by artist Carey Newman’s desire to better understand his father’s experience as a residential school survivor.
Public libraries have traditionally been community anchors, destinations where people of any age can gather to learn and grow. GVPL, like libraries across the country, faced a paradigm shift in 2020 as we adapted to meet our community’s needs in a new way, delivering services from a distance for most of 2020.

With 588 programs delivered to 13,695 people in the first two months of 2020, we inspired learning and knowledge exchange for residents of Greater Victoria.

When our doors closed in March, librarians immediately reached out to local school parent groups, participating in virtual meetings. We assisted teachers who searched for free online resources to supplement their virtual classes and we aimed to inspire parents as they navigated their new role as homeroom teacher. Throughout the year we continued to be a resource for parents and families. We remodeled our community engagement approach by providing seasonal Grab and Go tables at branches, setting up StoryWalks® in parks, and providing the BC Summer Reading Club through a hybrid model. More than 3,300 children participated in the program.

We supported, and inspired, those who found themselves looking for employment, providing access to training platforms like LinkedIn Learning (formerly Lynda.com). We encouraged creativity and self-expression through programs like our Teen Writing Contest and Emerging Local Authors Collection, with the 2020 collection including 121 authors and 142 unique titles. And we inspired many looking to find out more about their family tree to do their own research, providing, for the first time, remote access to AncestryLibrary and giving library users the ability to search a wealth of records, including: census records, birth, marriage and death notices, military records, city directories, and so much more.

Funding for Niche Academy was provided by Friends of the Library. Friends president Irwin Henderson, shown here with Laura McCallum, at a book sale at the Nellie McClung branch last year. (Black Press Media file photo)
We assisted teachers who searched for free online resources and we aimed to inspire parents as they navigated their new role as homeroom teacher.

Spotlight

Inspiration in Action: Providing Access to both Resources and the Tools

Whether you want to read an ebook, watch your favourite TV series, research your family tree, or learn a new language, your library card can grant access to a vast online world of entertainment and learning. But accessing those resources is often not straightforward. In 2020 GVPL invested in a new service called Niche Academy which provides assistance for people looking for help as they explore digital resources such as books, magazines, and movies. Thanks to funding from the Friends of the Library, the service is now available to all GVPL cardholders, delivering ready-to-use tutorials and custom-made staff tutorial videos. During 2020, over 15,800 views of Niche Academy tutorials were logged amongst GVPL users.
Inspiring creativity and experimentation and creating meaningful experiences without providing a physical space in which those experiences could take place was a challenge we embraced during 2020. The establishment of our virtual branch and the online library card registration implemented in 2017 gave us a head start in providing immediate access to resources, but we spent much of 2020 working hard behind the scenes to create a better user experience for our patrons.

To better serve members of the community, library policies were amended to allow for extended borrowing periods, deferred account expirations, and suspended fines. There was a 92% increase in the use of digital resources between April and June 2020 and funds from physical collections were relocated to digital resources to keep pace with the surge in demand. We added new digital collections, including Kanopy, Naxos Jazz, Naxos World, Hoopla Comics, and French e-audiobooks.

We created a new collection for the vending machine at the Langford Heritage Branch to allow safe, contactless access to library materials and we remodeled our community engagement approach by providing seasonal Grab and Go tables at branches, setting up StoryWalks® in parks, and moving school visits and community partner meetings online. The BC Summer Reading Club was redesigned into a hybrid model using the online BC SRC website and Grab and Go tables to register over 3,300 children in the self-directed reading program.

We also created themed scavenger hunts to encourage family literacy and literacy development and meet patron demand for more COVID-friendly, DIY, library-based activities. This fun mini take-home activity was introduced during Library Month in October and will remain part of our long-term programming due to positive feedback from patrons. The activity was designed to be flexible in terms of the targeted age group with most including booklists, early literacy tips, and a rhyme or song.
Creativity in Action: Promoting a Culture of Creativity

As part of our aim to spark curiosity, imagination, and fun, and promote the breadth and depth of resources available through gvpl.ca, in late 2020 we launched our Ideas to Go series. Ideas to Go features short videos created by librarians that combine their passions, interests, and GVPL digital resources. The aim of the series is to spark enthusiasm for learning a new skill or discovering a hobby. The series also helped re-introduce our librarians to patrons during a time when in-branch, librarians-led activities were not possible.
During 2020 we continued to make community engagement and outreach a priority, participating in over one hundred partnerships that ranged from literacy groups to theatre companies. We collaborated with our community, playing the role of partners in sustainability and serving as catalysts in addressing important social problems.

GVPL staff were represented on the City of Victoria’s Welcoming Cities Taskforce, the BC Library Branch’s Data Collection Working Group, the CULC Think Tank on Recovery and Reimagined Library Service Post COVID–19, and the virtual Pacific Northwest Conference. Librarians from GVPL were invited to be jurors for the 17th annual Victoria Book Prize Gala and to contribute a chapter for the American Library Association’s upcoming book on libraries and sustainability, highlighting the Seed Library and Repair Café.

As a member of the South Island Prosperity Partnership, GVPL was also represented on the Economic Recovery taskforce promoting the library’s leadership in remote learning through online platforms such as LinkedIn Learning (formerly Lynda.com) and Niche Academy. Staff also participated in the Partnership’s Rising Economy Week and mentored girls and young women as part of Soroptimist International.

When branches closed, staff stepped up to meet the community wherever they were. We brought the library into the homes of our community with virtual programs and increased access to e-resources. The Comments and Questions form on our website became an important channel for engaging with our community as we helped patrons access their accounts online and borrow digital materials. We recorded a 128% increase in the use of our online contact form and a 223% increase in questions on digital resources. In June alone, staff answered 751 questions through this service point, which represented a 265% increase over the previous year.

Our customer service telephone line was also an important engagement platform, particularly for new users of our virtual branch. In addition to transactional support such as assisting with library account questions, GVPL staff helped many patrons learn how to access digital resources by walking them through the process, step-by-step over the telephone.

Victoria Seed Library seed swaps were moved outside to adhere to provincial health orders.
When branches closed, staff stepped up to meet the community wherever they were, helping them learn and adapt to new ways of accessing collections, programs, and resources.

Spotlight

Engagement in Action:

The Victoria Seed Library is a partnership between GVPL and LifeCycles that dates back to 2014. Library patrons receive seeds of locally cultivated vegetables, such as beans, peas, lettuce, and tomatoes, as well as herbs and flowers, and instructions on how to grow them. The seed library contains over 200 varieties of regional plants, most of which are relatively easy for beginner seed savers to have long-term success with. The collection is donated by regional growers with the program working on the honour system; novice or seasoned gardeners who ‘borrow’ seeds are expected to return with seeds propagated from the mature plants in the fall.
Thank You!

This past year gave us much to be thankful for and we are grateful for the continued support and the generous donations from our community. Every gift to the library matters. Thank you!

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