

November 27, 2017

Director Renee Talbot, Area Director  
Columbia-Shuswap Regional District  
555 Harbourfront Drive NE  
PO Box 978  
Salmon Arm, BC V1E 4P1

Dear Directory Talbot:

**Re: Changes in Library Service Level at Silver Creek Branch**

This letter is to update you on the service levels in Silver Creek. You have been present at least one of the two community consultations where the issue has been discussed, but I also want to provide an official overview of our plan and the regional process behind it.

In 2013, the ORL Board contracted with an independent auditing firm to evaluate whether each member was getting out the same value in services as the revenue contributed on behalf of the jurisdiction by both the local and provincial governments. Predictably, there were communities who had either positive or negative variances. In the case of Silver Creek, we anticipate a \$17,000 negative variance, that is, if we continued at current service levels, we would be short that amount.

In 2014, a staffing level plan was created to establish staffing level targets for each branch, primarily based on staffing per 1,000 population, as that is an objective measure that enables comparisons across differing branches. At that time, the staffing level projected for Silver Creek was 10 hours per week, which allows for eight open hours. The targets come into play when there is attrition, and in this case, our permanent staff member left for another position and we have been filling in with temporary positions for over a year while we consulted with the community, and waited for the current census numbers to show whether any significant change had happened.

We are now at a point where we are ready to implement the new staffing levels, which actually were triggered over a year ago. To summarize, the changes will be:

- Move from 19 staffing hours to 10 staffing hours;
- Move from 15 open hours to 8 open hours, or from three to two open days.

Whenever these staffing level targets are triggered in a community, we do offer local government the opportunity to let us know if they will supplement the funding to retain a higher level of service. This is not always possible, particularly in a community with a small tax base, and in the regional district context, I am aware that adding new ongoing funding can require a servicing bylaw. Nonetheless, here are some possible options I see, and should you be interested, I would be more than happy to call or visit to discuss with you and your CAO, or could attend a CSRD meeting, as your preference dictates. We would need to hear something on this prior to year-end, as we are preparing to move to the new schedule in the new year.

*Correspondence:*  
*Dec 1, 2017*  
*Late Agenda*  
*7960-03*

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*Dir. Talbot*

**Option A:**

- Allow the service changes as described to take place. This would give Silver Creek the same service levels as our branches in Cherryville and Oyama, the closest branches in population.
- Cost: No additional cost, this option is already fully funded.

**Option B:**

- Keep current staffing and open hours.
- Cost: \$13,300 in 2018, with minor annual inflationary increases.

**Option C:**

- Reduction to 12 open hours and 15 staffing hours. This does retain three open days but the hours of opening will be slightly shorter.
- Cost: \$7,400 in 2018.

The Library in Silver Creek has been characterized as a community hub and gathering place, and appears to be well loved. Unfortunately, the current funding levels are not enough to sustain current staffing levels. Meanwhile, provincial funding to libraries has been frozen for over a decade.

I will be attending a community meeting to discuss this on December 5, 2017, and I understand you are intending to be there as well. The community is passionate about libraries and learning, and I anticipate a lively meeting.

I do want to thank you for your support and participation in the library service. This is a service that makes a difference to everyday families and people from every walk of life.

Sincerely,



**Stephanie Hall**  
**Chief Executive Officer**  
**Okanagan Regional Library**

cc: Charles Hamilton, CAO  
Larry Morgan, Area Director