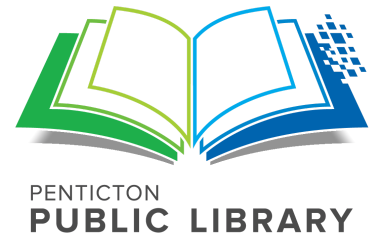


MEMORANDUM TO PENTICTON CITY COUNCIL



To: Penticton City Council

From: Penticton Public Library Board

Date: March 31, 2026

Subject: Board recommendation re: City Services Review of the library operating model

Dear Penticton City Council,

On behalf of the Penticton Public Library Board (Board), I am writing to respond to the recent presentation from the city staff on February 25, 2026 about which library operating model—the current independent municipal model or a regional library model—would provide the greatest value to the citizens of Penticton. In our view, moving ahead with public engagement, and potentially a referendum, without unbiased and fulsome information risks undermining both the quality of the outcome and public trust in the process.

To support an informed and credible decision-making process, the Board recommends that Penticton City Council (Council), engage an external third party to conduct a comparative review of library operating models.

An independent review would offer objective insight that neither PPL, the Okanagan Regional Library (ORL), nor City of Penticton staff can provide on their own. It would allow for benchmarking against the library sector's best practices, a clear assessment of the strengths and weaknesses of each option for the community, and evidence-based recommendations to guide future public engagement. Such an approach would enhance credibility with stakeholders—including library staff and residents— and support Council in making a sound decision. Ultimately, an external review would help ensure that decisions about the future of library service in Penticton are well-informed, transparent, and aligned with community needs.

We would welcome the opportunity to discuss this recommendation further.

Thank you for your ongoing service to the citizens of Penticton and for your careful attention to this important matter.

Sincerely, Alexandre Gour, Chair of the library board,

Cc: The Penticton Public Library Board

Cc: Heather Buzzell, MLIS, Chief Librarian

Cc: Councillor Ryan Graham