



July 2016

Ms. Mary Lynn Baum
Board Chair
Vancouver Public Library
350 West Georgia St.
VANCOUVER BC V6B 6B1

Dear Ms. Baum:

I am pleased to provide you with a copy of our 2015/2016 Annual Report.

At the Office of the Ombudsperson from April 1, 2015 through March 31, 2016, over 7,800 public inquiries and complaints were responded to and over 2,100 early resolutions and investigative files were completed. In addition our systemic report *Bylaw Enforcement: Best Practices for Local Governments* represented another important step in our preventative ombudship approach – helping public authorities improve their administration before problems arise.

I trust you find this report on our activities informative and interesting.

All our reports are available at www.bcombudsperson.ca. Subscribe to e-News under the Contact section of our website for e-mail notification of reports, newsletters and updates on the status of recommendations.

Yours sincerely,

Jay Chalke
Ombudsperson
Province of British Columbia