

## EXECUTIVE DIRECTOR'S REPORT 2019

This year has brought many changes to PAL which our President TJ has outlined in his report; thankfully he left me a few tidbits to share with you.

One of the most significant relates to TJ's announcement about the computer and network upgrades. PAL has recently begun using Obi, the industry standard DAISY audiobook recording and production software. This replaces our former software, Plectalk, which we recently discovered is no longer supported. This process has been a challenge for staff and volunteers alike but one that we have faced and met with great success.

Speaking of volunteering, we'd like to welcome Lucie, the newest member of our reader team. Lucie joined us 4 months ago which gave her just enough time to get comfortable with the old recording software before switching gears and excelling with Obi. We'd also like to give a shout out to our Vice-President, Marguerite, a PAL reader and board member who will be honoured later in the meeting for 20 years of service. Thank you for your dedication, loyalty and grace.

During this time of technological transition our recording output has ebbed somewhat. Please bear with us as we become accustomed to this new norm, which we hope will happen sooner rather than later, as we welcomed 12 new or returning clients this past year.

The most recent modification to affect PAL is of an architectural and cosmetic nature. The landlord at 27 Carlton is in the midst of a major renovation of the hallway and other offices on the 5<sup>th</sup> floor where PAL is located. It promises to be quite attractive when completed which will hopefully be within the next week or so. Be sure to stop by sometime and check it out.

Last but certainly not least, this year we say goodbye to Barb Scott who has audited our financials since before I started with PAL over 20 years ago. She made the process painless and even, dare I say, enjoyable. We wish her the best in her retirement.

Many thanks to all for another great year, and we look forward to what the next will bring.