

## **RICHMOND PUBLIC LIBRARY ANNUAL REPORT TO THE COMMUNITY 2003**



### **Highlights from the Library Board Chair Tung Chan**

Richmond Public Library (RPL) made a real difference in the lives of children, teens, adults, and seniors from all cultural backgrounds last year. 2003 was a year filled with new and creative programs, improved collections, and enhanced technology for all branches. The library continued to offer quality-of-life services such as literacy support for children and adults, ESL support for new Canadians, early childhood development, job seeking and job training support, health and fitness information, homework help, business information, recreational reading, and support for lifelong learning.

In recognition of its innovation, Richmond Public Library's Web site was named WebJunction's "Library of the Month" in December; the library received Industry Canada's LibraryNet "Best Practices" Award for innovative Internet use; the Gale Group Award for Excellence in Reference and Adult Library Services; and the Canadian Library Association/Information Today Award for Innovative Technology. As well, the Friends of Richmond Public Library won the "Volunteers are Stars" award for their invaluable service and contribution to the community through their support of literacy.

The Library Board very much appreciates the outstanding support of City Council in helping to make RPL an extremely popular and well-used community facility. In preparing to open the new Cambie Branch, the library embarked on a fundraising campaign to supplement City support, and this campaign caught the hearts and imaginations of many individuals and corporate donors. In particular, the East Richmond Community Association contributed a generous gift of \$50,000. In total, the library raised \$191,687 for this new branch. To make it easy for individuals to donate, the library developed an online donation form on the library's Web site.

One of the most dedicated groups of supporters continue to be the Friends of the Richmond Public Library, who donated \$23,500 to the Library in 2003. The Library's annual report to the community is as much about looking forward as it is about looking back, and the Board, management and staff look forward to a successful year ahead. In 2004, renovations at the Brighthouse Branch will take place that will result in increased seating space for library users and improved access to collections for our customers.

### **Milestones**

- Use of the Web site by the community increased 54%
- Over 2,000 people attended Chinese New Year Celebrations
- Nearly 4,000 children joined Summer Reading Club to strengthen reading skills
- Customers attended over 2,040 educational programs
- Over 1.6 million visits were made to Richmond libraries
- Over 3.34 million items were borrowed from Richmond libraries

### **Did you know?**

Richmond Public Library is one of the most heavily used community facilities. Compared with the 33 largest urban libraries in Canada, Richmond Public Library ranked:

- First for number of items borrowed per capita
- First for number of library cardholders per capita

### **2003 The Year at a Glance**

- Customers who regularly use their library cards ..... 142,660
- Number of items borrowed ..... 3,347,291
- Number of questions answered (in person & online) .... 185,925
- Number of library programs ..... 2,040
- Number of people who attended library programs ..... 65,106



## Branching Out

Library staff initiated many new and innovative programs to strengthen literacy skills, provide practical information, address multicultural interests, and celebrate lifelong learning. These included:

- Reading Buddies program where teens work with younger children to help them improve their reading skills, expanded to Ironwood Branch.
- Initiated Le Club Francais, a program that matches teens and elementary school French immersion students to provide one-on-one French language practice.
- Introduced Chinese storytimes for children.
- Practical programs on parenting teens; resume writing and interview skills; anxiety disorders; buying a used car; buying a computer; stress and the mind-body connection; public speaking; finding small business information on the Web; and more.
- Expanded Cyberteens, Cyberseniors computer mentoring program where teens help seniors with their computing skills.
- Initiated teen writing workshops and teen online book reviews.
- Multicultural programs like New Immigrant Orientation Programs and public education seminars on how to rent a home; social housing; Federal benefits for seniors; using TransLink; starting a small business; labour market and job search; seminars on health, including a series of diabetic education classes.
- Eid Al-Fitr program celebrating the breaking of the fast, which marked the end of the Islamic month of Ramadan.

*"Your program on Parenting Teens was fantastic! I learned lots. I really appreciate the library hosting this."*  
(Library customer)

## Beyond Books : Web-based Services

Cyber services were increased and fine-tuned to be more customer-responsive. The Web site was revamped and provided more interactive online resources, as well as offering more convenient ways for customers to manage their holds. Serving customers in person as well as via the Internet, the library provided virtual branch service in lots of areas. The library's Web site is well known by the local community and beyond, for providing practical, life-skills information.

- Improved Web site features include: email notification of holds and overdues; hold postponement of requested material; expanded BC Practice Driving Test; access to new online databases, including Ebsco Auto Repair Reference Center and JobFreeway.
- Offered convenient, high-speed Internet access to people bringing their own laptops to the library.
- Internet stations at the Steveston Branch were upgraded to provide the same high demand software available at all Richmond library branches.

*"Your library's web site is great – I love it! It's really easy to navigate and I found it extremely "user friendly"."*  
(Library customer)



## How the Library Made a Difference

The library offered programs aimed at fostering literacy, helping newcomers adjust to life in Canada, assisting seniors to learn computer skills, helping job seekers find work, and more.

- 10,318 people attended 235 multilingual programs
- 40 Researching the Job Market classes were attended by 353 people
- 185 teens volunteered 3,174 hours to help 346 children with their reading and homework
- 25 Cyberteens volunteered 421 hours to help over 500 seniors learn how to use computers

*"Thanks for recommending all those fantastic mysteries and for sharing your sunshine attitude."*  
(Library customer)

## Something For Everyone

The library has over 400,000 items in the collection with over 56,000 new items added in 2003.

- Books
- Videos & DVDs
- CD music, software & CD-ROMs
- Electronic databases
- Newspapers & magazines
- Books in 8 languages
- New Hindi DVD movies & CD music collections added to the Ironwood branch
- New collection of books, videos and DVDs called "Discover Islam"
- Judaica collection of over 400 books donated by Ben and Esther Dayson, as part of an expanded multicultural collection
- Expanded collection of graphic novels for teens
- Rapid Reads program introduced, improving access to popular, high demand titles

*"Thanks for all your efforts on the part of the book clubs. We certainly appreciate the book club service."*  
(Library customer)





## Partnerships & Sponsorships

Establishing new community partnerships and expanding existing ones, the library promoted its services and the importance of literacy at schools, local festivals, parent groups, business gatherings, professional conferences and other venues. As a result of new partnerships, RPL was able to offer a much broader range of programs and services.

### Significant partners and sponsors included:

Writers in Libraries; Canada Council; Baha'i Community of Richmond; Minoru Place Seniors Centre; Richmond Arts Centre; Cambie, Thompson and Steveston Community Centres; Richmond School Board; Public Library InterLINK; Financial Literacy Council; Royal Bank; Bell Canada; Canada Post; Richmond Art Gallery; Academy for Learning Islam; Richmond Children First; Family Place; Courtyard Gardens; U.B.C. School of Library, Archival and Information Studies; Richmond Auto Mall; Word on the Street; Richmond Health Services; The Richmond Review; The Richmond News; Ming Pao; Sing Tao; World Journal; Volunteer Richmond; Canadian Hemochromatosis Society; Canadian Diabetes Association; People's Law School; Richmond Children's Festival; Multifest; Disability Resource Centre; Vancouver Coastal Health Authority; Richmond Chamber of Commerce; Asian Heritage Month Society; BC Safety Council; ACI Corp; Consulate General of the People's Republic of China in Vancouver; Richmond Caregiver's Support Association; Human Resources Development Canada; ICBC; Mr. and Mrs. Ben Dayson; Teen Council and Friends of the Library who partnered with RPL in the Chinese New Year celebrations; SUCCESS, who helped organize the New Immigrant Orientation Programs, income tax seminars and public education workshops; TD Canada Trust; TD Waterhouse.

### 2003 Richmond Public Library Board



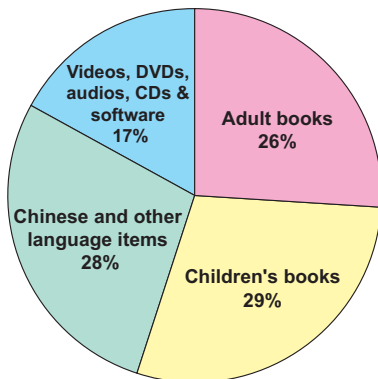
From Left – Right: Lyn Greenhill, Councillor Bill McNulty, Lesley Wood Bernbaum (Chair), Keiron McConnell, Henry Beh, Gregory Smith, Leslie Wilson, Tung Chan (Vice-Chair), Rama Singhal

## What Was Borrowed

3,347,291 items were borrowed in 2003. Significant Increases:

Material Type	Increases over 2002
Chinese DVDs	31%
Young Adult fiction	29%
Non-fiction videos	15%

### Percentage of Total Circulation 2003



## Senior Staff

Greg Buss, Chief Librarian and Secretary to the Board  
 Cate McNeely, Deputy Chief Librarian  
 Dace Beggs, Head of Adult Services  
 Linda Bogdonov, Coordinator of Computer Services  
 Shelley Civkin, Communications Officer  
 Mark Ellis, Manager of Reference and Information Services  
 Rina Hadziev, Manager of Branch Services  
 Wendy Jang, Coordinator of Multilingual Services  
 Andrew Jankowski, Coordinator of Technical Services  
 Beryl Jeffrey, Manager of Public Services  
 Shirley Lew, Web Coordinator  
 Helen Moore, Head of Youth Services  
 Charlotte Welter, Materials Flow Coordinator



## Richmond Public Library Statement of Financial Activities for 2003

### Revenue:

City of Richmond contribution	\$ 5,609,000
Grants*	431,159
Late charges and other revenue	495,659
Donations	188,218
	6,724,036

### Expenditures:

Automation	115,595
Books and periodicals	1,219,385
Building, leases and maintenance	213,676
Utilities	198,398
Minor capital purchases	16,947
Resource sharing services	50,896
Salaries and employee benefits	3,993,275
Supplies and equipment services	423,467
General and administration	229,554
	6,461,193

Excess of revenue over expenditures	262,843
Allocation to appropriated surplus	(250,414)
	12,429

Surplus, beginning of year	
As previously reported	34,974
Adjustment to accounts receivable	179,903
As restated	214,877
Surplus, end of year	\$ 227,306

\* The Richmond Public Library Board acknowledges the Public Library Services Branch, Ministry of Community, Aboriginal and Women's Services; Urban Community Access Grant, Industry Canada; and Human Resources Development Canada Labour Market Grant for their generous support.

### Donor Recognition

The library acknowledges the important donors whose contributions enable the library to continue providing essential resources and services for our community.

Up to \$99 Amalia Bustamante; Anita Chan; Kathy Chevreau; H.J. Cambie Secondary School, Community Committee; Rhonda Hamilton; Katharine Herring; Laura Hoff; Arlene James; Janet Kay; April Kendall; Kitsilano-Fairview Mental Health Team; Hilda & Roy Lang; Lorna Lee; Diana Lindenthaler; Edward Linnewedel; John McDonald; Penny McMordie; Perry Mazzone; Pat Miller; William Miu; Joyce Palmer; John Parker; Mary Phillips; Marcia Rheault; Marlene Romero; Linda Sakai; Ada Siu; Brenda Toyoda; Kam-Ho Yeung; Wendy Yurkovich.

\$100 - \$499 Jane Anderson; Henry Beh; Lydia Chu; Shelley Civkin; Stanley Garfinkel; Lyn Greenhill; Connie Lau; Bridget Monahan; In memory of Kent Moore and Prem Mayer; Marie Nudo; Doreen O'Hara; Manoj & Rama Singhal; Gregory Smith; Taipei Economic & Cultural office; Leslie Wilson.

\$500 - \$999 Army, Navy & Air Force Veterans in Canada Unit 284; In memory of Alma Buss; Cambie Youth Taking Charge, Cambie Community Centre; CUPE 3966; Kiwanis Club of Richmond; Richmond Chinese School Foundation; Richmond Sunrise Rotary Club; Rotary Club of Richmond; Robin Smith; University Women's Club of Richmond; Lesley Wood Bernbaum.

\$1,000 - \$2,999 Canada Post Heritage Club; The Vancouver Foundation Tung and Shirley Chan "Ji Shen" Fund, John and Ruth Collison; Sino United Publishing (Canada) Ltd.; Frank Stephan; Yosef Wosk.

Over \$20,000 Mr. and Mrs. Ben Dayson; East Richmond Community Association; Friends of Richmond Public Library.