

## **RICHMOND PUBLIC LIBRARY**

# **ANNUAL REPORT TO THE COMMUNITY 2002**

### **Highlights from the Library Board Chair Lesley Wood Bernbaum**

Richmond Public Library (RPL) offered new cyber services, improved collections and innovative programs targeted at teens, seniors, and the Chinese, Punjabi and Hindu communities. RPL is a leader in library programs and services, with a wonderful and diverse selection for all of the community. We are proud of the national and international recognition awarded for programs at our library.

Library use and demand are at an all-time high and RPL is able to provide excellent service by working with partners in the community. Staff met a broad range of public expectations by providing programs and collections in several languages and formats. A special thanks goes to our incredible staff for their innovation and commitment to our library, customers and the community as a whole.

The Library Board very much appreciates the support of City Council, the Friends of Richmond Public Library, our donors, and the residents of Richmond. The Friends of RPL stand out as a committed and dedicated group of volunteers and in 2002, this group donated \$25,000 in support of the library. Our esteemed donor Mr. Kwok-Chu Lee donated \$20,000 and thousands of Chinese language books. We look forward to enhancing library facilities and programs, and growing along with the City of Richmond. The Library Board encourages and welcomes input and feedback on what our library should be to the community.



### **Milestones**

- Web site uses increased 40% over 2001.
- Over 1,500 people attended Chinese New Year Celebrations.
- 4,905 children joined the Summer Reading Club to strengthen reading skills.
- 2,205 educational programs carried out.
- Nearly 1.7 million visits to Richmond's libraries in 2002.

### **Did you know?**

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.
- Second for the number of library visits per capita.

### **2002 The Year at a Glance**

- Customers who regularly used their library cards.....137,267  
(84% of the population)
- Number of books, videos & CDs borrowed.....3,327,695
- Number of reference questions answered.....191,698
- Number of people who attended library programs.....67,456
- Number of Chinese language items in collection.....70,825

## Branching Out

Anticipating and responding to the needs of our customers, library staff initiated a number of innovative and unique programs including:

- Steveston Academy pilot partnership which provided students with access to library materials and library instruction.
- Youth Services staff visited 3,602 children in 58 different schools and community groups to promote books and reading.
- Morning, afternoon and evening storytimes offered.
- Cyberteens, Cyberseniors program introduced 128 seniors to computers, with teens as their 'buddies'.
- New seniors programs such as income tax for seniors, active living with arthritis, women approaching retirement, financial basics for seniors and more.
- 'Introduction to the Internet' classes in Cantonese and Mandarin.

"I don't have any suggestions for improving your service. It can't be better!"

(Library customer)

## Beyond Books : Cyber Services

Library staff serve as teachers and navigators in our wired world and help customers find, interpret and use electronic information to their advantage. Our target audience includes those who use the library in person as well as via the Internet. The library's redesigned Web site is an ever-evolving, responsive, full-service, virtual library branch, offering many of the same services that the traditional branches offer, and more.

- Introduced free Internet access for laptop users.
- Improved Web site features include: holds, renewals and loans through the Web site; My Picks; online purchase suggestion form; online application forms for Teen Tutors and Reading Buddies.
- My Picks Web-based new books notification service had 892 people registered in 2002.

"Today I took my Citizenship test and I am almost sure I will get 100%, thanks to your online Citizenship Practice Test."

(Library customer and new immigrant)

"Excellent response and service with AskUs - I was impressed. You surpassed all my expectations."

(Library AskUs customer)



## Activities for All Ages

From babies to seniors, innovative programs and services abound.

- 7,653 people attended 160 Chinese language programs.
- 455 seniors attended specialized programs.
- Reading Buddies program expanded to East Richmond, and helped over 130 children with their reading each week.
- After School Tutoring program helped more than 120 children with their homework.

"I don't think you could improve. I think your library is the standard by which all other Canadian libraries judge themselves."

(Library customer)

## Something For Everyone

The library has 446,557 items in the collection:

- Books.
- Videos & DVDs.
- CD music, software & CD-ROMs.
- Electronic databases.
- Educational Toy Lending Library.
- Newspapers & magazines.
- Books in 8 languages.
- New Hindi DVD movies CD music collections added to the Ironwood branch.

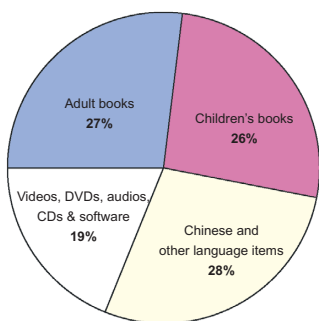


## Partnerships

The many business and community partnerships that the library developed in 2002 enabled the library to offer special programs, services and collections that would not otherwise have been possible.

Significant donors and sponsors included: ACI Advanced Cards International Corporation who provided speakers for the Employment Trends Seminar; Arthritis Society of Canada; Asian Heritage Month Society that helped present the Asian Heritage Month celebrations; BC Safety Council; Consulate General of the People's Republic of China in Vancouver; Family Place; Financial Literacy Council; Human Resources Development Canada; ICBC; the Library's most esteemed individual donor Mr. Kwok-Chu Lee (also known as Master Lam Chun); McDonald's Restaurants; Minoru Place Seniors Centre; Richmond Art Gallery; Richmond Caregiver's Support Association; Richmond Chamber of Commerce; Teen Council and Friends of the Library who partnered with RPL in the Chinese New Year celebrations; Royal Bank; Simon Fraser University; Sino United Publishing (Canada) Ltd., which held the first Chinese Book Exhibit in Richmond; SUCCESS, who helped organize the New Immigrant Orientation Programs, income tax seminars and public education workshops; TD Canada Trust; TD Waterhouse; Vancouver Coastal Health Authority; Vancouver Maritime Museum; and Yves Veggie Cuisine.

"Thanks for all your help. I love always knowing where to go when I reach a dead end in researching something."  
(Library customer)



Percentage of Total Circulation 2002

Total Circulation in 2002: 3,327,695 items

## Senior Staff

Greg Buss, Chief Librarian and Secretary to the Board

Cate McNeely, Deputy Chief Librarian

Linda Bogdonov, Coordinator of Computer Services

Shelley Civkin, Head of Readers' Advisory

Mark Ellis, Coordinator of Reference and Information Services

Rina Hadziev, Manager of Branch Services

Wendy Jang, Head 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

2002 Richmond Public Library Board



(From Left to Right) Henry Beh; Gregory Smith; Leslie Wilson; Lesley Wood Bernbaum (Chair); Councillor Lyn Greenhill; Keiron McConnell; Rama Singhal; Tung Chan (Vice-Chair); Geoffrey Bargh



## Richmond Public Library Statement of Financial Activities

### Revenue:

City of Richmond contribution	\$	5,171,000
Grants*		375,073
Late charges and other revenue		524,469
Donations		56,012
		6,126,554

### Expenditures:

Automation	100,640
Books and periodicals	1,064,224
Building, leases and maintenance	155,677
Utilities	144,454
Minor capital purchases	39,119
Resource sharing services	76,085
Salaries and employee benefits	3,970,688
Supplies and equipment services	315,098
General and administration	208,926
	6,074,911

Excess of revenue over expenditures	51,643
Allocation to appropriated surplus	(34,332)
	17,311

Surplus, beginning of year	17,663
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Surplus, end of year	\$	34,974
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\* 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 especially acknowledges those donors whose contributions of \$100 and over enable the library to continue providing key resources and services.

\$100 - \$499	Judith Bowen; Greg Buss; Tung and Shirley Chan "Ji Shen" Fund; Estate of Helen Freeman; Friends of the Richmond Archives Society; Connie Lau; Johnson Law; Cate McNeely; Doreen O'Hara; Richmond Auto Mall; Richmond News; Richmond Review; Rama Singhal; Gregory Smith; Leslie Wilson; Lesley Wood Bernbaum
\$500 - \$999	John Collison & Associates Ltd.; McDonald's Restaurants of Canada Ltd.; Serebra Learning Corp.; TD Canada Trust
\$1,000 - \$2,999	Canada Post Heritage Club
Over \$20,000	Friends of Richmond Public Library; Kwok-Chu Lee