

MESSAGE FROM THE BOARD CHAIR - PETER KAFKA

With our community's library needs changing dramatically, we realized the importance of embarking on a strategic plan that includes a major public consultation process, so that YOU can help plan and shape your future library. Our website called Your Library Your Future is the main component of our public consultation (www.yourfuturelibrary.ca), and it's where the community can contribute ideas and share opinions about what services are important to you and your family.

Reaching out to the community we gathered information in a number of ways:

- **13,932 people responded to our surveys with very valuable feedback.**
- **Your Library Your Future website registered 1,315 participants who shared a total of 2,347 ideas. 6,911 people commented on those ideas.**
- **Staff talked to over 6,000 individuals including people in the library and at community centres, City Hall, Richmond Oval, and Richmond Centre mall, to get ideas for a future library.**

The important information we've gathered so far tells us that library users value comfortable study space with lots of seating and quiet surroundings; they're concerned about physical versus digital mediums; and they envision the library as a multifunctional facility. Once our review is completed we'll get back to the community with results and solicit further feedback. This process will allow us to highlight key ideas and ensure the library is aligned with City goals and services. Log on to www.yourfuturelibrary.ca to share your vision for a future library.

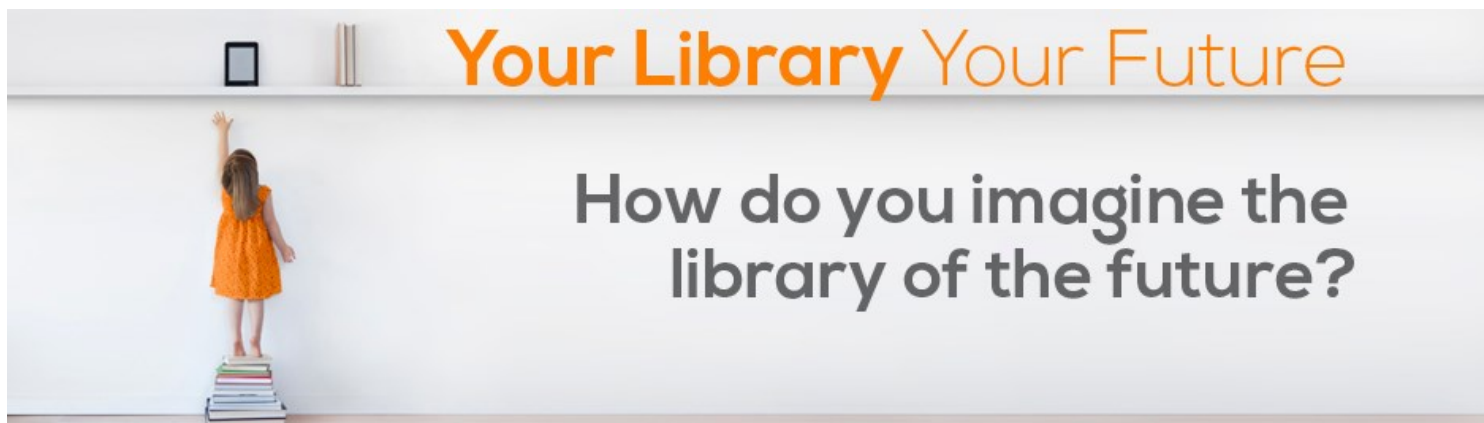


Front L to R: Susan Koch, Dulce Cuenca, Pat Watson, Councillor Linda Barnes, Sanjiv Khangura, Simon Tang (Vice Chair)
Back L to R: Mark Bostwick, Diane Cousar, Peter Kafka (Chair)

A unique feature of the public consultation was a children's library design workshop, funded by the Friends of the Library, and you can see the results on the back of this report. Our generous Friends also donated funds that allowed us to launch an innovative summer camp for kids with 280 programs attended by 1,592 youngsters. Thank you Friends!

This year also saw significant growth in our digital services as we added eBooks, eMagazines, eAudiobooks, eNewspapers, eMusic and Online Language Learning. Our print collection is still a high priority and earlier this year we launched a substantial family literacy collection of classic picture and chapter books for young children. Our newly donated Dr. Lee Chinese language book collection now has 23,471 items available for borrowing at all branches. The circulation and popularity of these items is strong and continues to grow.

The coming year promises many changes as we transform our services to meet the needs of Richmond residents now and in the future. We thank you for your participation in our community consultation.



VITAL SIGNS

1,778,356

Library Visits

2,597

Programs

88,074

Program Participants

4,137,379

Items Borrowed

182,000

Questions Answered

2012 FINANCIAL HIGHLIGHTS

Operating Revenue

Municipal contribution	\$ 6,636,577
Fines and miscellaneous	426,421
Grants*	449,776
Donations	35,865
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	7,548,639

Operating Expenses

Salaries and employee benefits	\$ 6,411,959
Supplies and equipment services	206,445
General and administration	198,397
Building, leases and maintenance	224,778
Utilities	170,859
Periodicals	139,872
Automation	60,991
Resource sharing services	77,276
Contribution to City of Richmond	13,564
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	7,504,141
Annual surplus (deficit)	(44,498)

Capital Revenue

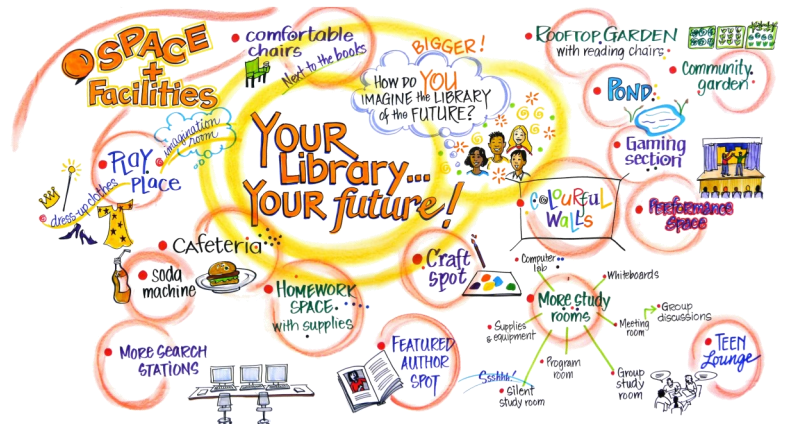
Municipal contribution	\$ 1,408,223
Gains on disposal of tangible capital assets	18,335
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	1,426,558

Capital Expenses

Amortization	\$ 1,758,558
Annual surplus (deficit)	(332,000)

*The Richmond Public Library Board acknowledges generous financial support from the Libraries and Literacy Branch, Ministry of Education.

YOUTH'S VISION FOR THEIR FUTURE LIBRARY



CASH AND IN-KIND DONATIONS RECEIVED JANUARY - DECEMBER 2012

Thank you to our many generous donors who help us improve and expand access to essential programs, collections and services. To donate, visit www.yourlibrary.ca/donations or any Richmond Public Library branch.

Donations \$20,000 & up: Friends of the Richmond Public Library **Donations \$10,000 & up:** National Bank Financial Ltd.
Donations \$1,000-\$9,999: The Ben & Esther Dayson Charitable Foundation; Alan Burns; S. Gandham; Pat Watson
Donations \$100-\$999: Allsorts Book Club; Anonymous (2); Linda Barnes; BLUES Mothers Book Club; Greg Buss; Cadillac Fairview Corporation Ltd.; Finn Road Book Club; Robbin Greig; Sophie Jinfeng Guo; Rosalie Hon; Ironwood Afternoon Book Club; Ironwood Evening Book Club; Peter Kafka; Sanjiv Khangura; Susan Koch; Connie Lau; Cyndi & Max Mintzberg; Simon Tang; TELUS; Susan Walters; Ya Ya Sisters Book Club **Donations up to \$99:** Rasika Aklujkar; Anonymous (2); Bernard Che; Sharon Cooper and Kenneth Sanders; Sharon Doucelin; Shani Maslovski; The Sisterhood of Temple Sholom, WRJ; Diane Sullivan.