

A photograph of a woman with long dark hair, wearing a denim jacket, leaning over a wooden table. She is holding an open children's book and looking at it with a smile. A young boy with short dark hair, wearing a dark long-sleeved shirt, is sitting at the table, looking intently at the book. The background shows a library setting with bookshelves and a wooden stool.

2015

REPORT TO THE COMMUNITY



Richmond
Public Library

A Message from Simon Tang, Board Chair



It's been a busy year at the library since we last reported to the community. There's so much going on that it's hard to know where to start! Here's a taste of some of the library's milestones from the past 12 months. These and more will be covered in greater detail within the pages of this report.

The growth of our traditional and digital collections remains a top priority and we're proud to invest in and strengthen our collections. Did you know we added **over 1,700 new unique eBook titles** late last year? If you've been to Steveston recently, hopefully you

noticed an increased selection of books for children and families as well as more popular fiction and non-fiction for adults.

Last summer, your library launched a three year Digital Literacy Programming plan. Many of the new offerings have proven to be real crowd-pleasers, some selling out within minutes of opening for registration. We've added **over 10 new core digital programs** to our regular event calendar, and in total **over 30 new digital programs** have been introduced! For those who have tried one or more of the new digital programs, what's been your favourite so far?

Over the years the library has worked with many local Richmond residents as volunteers and community partners. Local organizations, experts and businesses come to the library regularly to present at special events, discussion groups, workshop series and other programs for the community. This past year, we've worked with more volunteers and community partners than ever, topping **271 volunteers** and **over 160 community partners** in 2015! If you've

ever thought about volunteering or partnering with the library, this might be your chance to get involved.

From a strategic standpoint, Richmond Public Library Board's 2016 plans for continuing to deliver an exceptional library experience to members of all ages are well underway. I believe that the library is on track towards the successful implementation of its five year Strategic and Long Range Plan.

This year's area of focus builds on our past year's successes by continuing to create new and exciting learning opportunities for community members of all ages. By offering innovative programming combined with a relentless focus on expanding our traditional and digital collections, we want you to know that there is something for everyone at your library.

A handwritten signature in black ink, appearing to read 'Simon Tang', written in a cursive style.

Simon Tang, Board Chair

Introducing the 2016 Library Board



Left to right: Susan Koch, Board Vice-Chair; Jordan Oye; Traci Corr; Cllr. Chak Au; Cllr. Alexa Loo; Diane Cousar; Arseniy Shchedrinskiy; Chaslynn Gillanders; Simon Tang, Board Chair; Robin Leung.

In 2016 the Board bid farewell to three members and welcomed three new members.

We'd like to thank Peter Kafka, Mark Bostwick and Kash Chahal for their service.

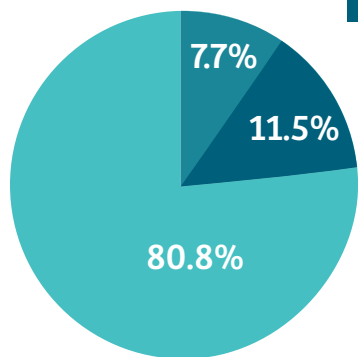
New to the Board are Jordan Oye, Arseniy Shchedrinskiy and Chaslynn Gillanders, recently appointed by Richmond City Council for a two year term.

The Library Board is a group of community volunteers that strives to ensure that the expectations and needs of all library members are not only met, but exceeded. As a governance board, they oversee the provision and implementation of library services and resources to Richmond residents. Their commitment to ensuring free access to a wide variety of lifelong learning inspires each Board member as they carry out the responsibilities of their role.

2015 Facts & Figures

3,497,487
ITEMS BORROWED

- PHYSICAL ITEMS
- DIGITAL ITEMS
- DVDS



110,282
CARD HOLDERS



1,636,590
LIBRARY MEMBER VISITS



2,813,519
WEBSITE VISITS



417,899
WIFI SESSIONS



224,643
COMPUTER SESSIONS BOOKED



161,203
QUESTIONS ANSWERED
3,942 DIGITAL, 157,261 IN PERSON

74,962

PROGRAM
PARTICIPANTS

2,879

PROGRAM,
WORKSHOPS & EVENTS

271 VOLUNTEERS

492 PROGRAMS THAT
USE VOLUNTEERS

2,766 VOLUNTEER HOURS
CONTRIBUTED

2015-2016 Accomplishments

The Richmond Public Library is committed to ensuring that the community has access to collections, programs and services that support the [Richmond City Council's term goals](#) as well as the [Core Competencies of the new BC School curriculum](#).

Our [2014 - 2018 Strategic and Long Range Plan](#) contains eight strategic roles that the library plays in the community. While all eight roles are important for the library, our contributions in the past year were primarily aligned to **five roles**:

1 THE DIGITAL LIBRARY

Digital Literacy Programming expansion

- The three year Digital Literacy Programming plan officially kicked off in August 2015. By the end of 2015, **over 2,300 participants** had tried one of our new digital programs. The number of new digital programs offered has now grown to **30** and shows no signs of stopping!
- In May 2016, the library was pleased to host delegates from the annual BCLA conference in a tour of the library's digital and creative space, called the Launchpad. Two tours were offered and the library's Launchpad, along with its Digital Learning Collection, were showcased. Visitors had the opportunity

to test out the digital building and robotics tools, and as well as hear a presentation on how RPL created and implemented its three year digital programming plan.

- Hot off the press! Richmond Public Library has been invited to attend the [2016 MakerFaire](#) in June.

[Dash & Dot](#), our friends from the Digital Learning Collection, were equally excited and wanted to let our Facebook followers know.

Growth of our social media presence

- Library members who follow RPL on one of our three primary social media channels are treated to sneak peeks about upcoming events, exclusive



photos, contests, and announcements. It pays to be an RPL follower!

- RPL has a loyal Facebook fan base of almost **1,900 followers**, while our Twitter following also remains stable at just **over 1,000**.
- In December, 2015, RPL launched a [WeChat page](#) to better communicate and interact with the Chinese members of our community. This page has grown exponentially and currently sits at almost **900 followers!**



2 THE REFOCUSED TRADITIONAL LIBRARY

Collection increases

- We completed a collection refresh valued at **\$200,000** that focused on the Ironwood and Steveston branches as well as enhancements to our eBook collection.

Recognizing our Friends of the Library

- The Friends of the Library book sales generate significant revenues for the Friends which is in turn used for improvements and the purchase of new collection materials.

Did you know? The April 2016 Whale of a Book sale offered over **25,000 books** and yielded **over \$12,000 in sales!** It was the Friends of the Library's biggest book sale in years. That money gets directly invested back into the library's collections. Thank you to the Friends of the Library for your ongoing valuable contributions!

3 THE LIVING ROOM LIBRARY

Improving our physical library spaces

- Ironwood and Steveston branches received physical branch updates including facility improvements at Ironwood and technology upgrades at Cambie.

RPL boasts fresh new colours for 2016

- RPL's member base is so diverse that we wanted to simplify how we use visual assets and imagery to crosses language and demographic barriers. To accomplish that, we are refreshing the public face of the library with fresh new colours on our program flyers, signage, website and in-branch promotional materials.

- These changes are member-focused with the goal of making it easier for library members to interact with, find information about and participate in library programs and events.

I am writing from New Brunswick and stumbled by accident across the Citizenship practice test that the library created . . . What a great resource to have available to all immigrants wanting to become a Canadian Citizen. Thank you very much again.

Simone, proud new Canadian citizen from New Brunswick

4 THE LEARNING HUB LIBRARY Community Partnerships

- This past year many exciting new community partnerships were formed, in particular with the launch of the new digital literacy programs.
- Community partners play a key role in helping to inspire the public through engaging presentations, events and displays at the Richmond Public Library. In 2015, organizations and individuals stepped up once again to share their knowledge, skills and expertise with library members. Thank you to all our community partners!

Are you interested in helping library members learn new skills and meet others with similar interests?

Contact us at 604-231-6422 today to find out more about becoming a community partner, a presenter or to sponsor a program!



I have just discovered your eMagazines through the Zinio for libraries app and it is fantastic. I was already quite happy with your eBooks and digital media collections . . . as well as the free lynda.com account that I've already used, in addition to the regular paper book collection that my children make great use of.

Cary, online library user



5 THE ACTIVITY LIBRARY

Outreach expansion and introducing the PopUp library

- The library is committed to creating strong neighbourhoods with the expansion of our Outreach programs and the introduction of the “PopUp” library.
- Our Outreach programs took many forms. Last summer we partnered with the Thompson Community Centre by providing coupons and informational materials about library services in welcome bags for families attending summer camps.
- We’ve forged a rewarding partnership with the Richmond Nature Park and were pleased to be part of two community events in the Fall of 2015, Wild Things and Winter Solstice.
- The library has also begun “popping up” at civic locations, local businesses, retail locations, schools and adult care facilities.

Interested in having RPL “PopUp” at an upcoming event?

Contact us at 604-231-6422 for more information.



Expansion of the library volunteer program

- During 2015, **36 Library Champions** participated in various projects at Richmond Public Library, and together these Champions connected with approximately **1,550 immigrant community members**.
- In September 2015, the library worked with a group of Richmond teens from the charitable organization Charity Brighthouse, to host a large scale four hour Youth Volunteer and Leadership Faire at the library's Brighthouse branch. This was truly a join effort as the library

supported the teens as they recruited **over 30 exhibitors** from organizations across the Lower Mainland, and attracted **over 400 attendees** to the event. The goal of the fair was to educate Richmond youth on volunteer opportunities and how to become a successful volunteer.

- In April 2016, library celebrated the contributions of its volunteers in person at a meaningful Volunteer Recognition ceremony. **Over 90 people** attended the event including special guest volunteer Bandit the dog, from the library's Read to a Dog program.

RPL is a strong contributor to all things arts, culture, heritage and literacy

• The library is proud to be a strong member of the community, and contributes significant engagement, time and resources to help ensure the success of city-wide events that promote arts, culture and heritage, with an emphasis on literacy. There are too many to list them all here, but some notable events from the past year include:

Pecha Kucha

Culture Days

Menorah Lighting and Children's Party

Children's Arts Festival

Heritage Fair

A Literary Affair – Annual High Tea Garden Party for Seniors

International Day against Homophobia & Transphobia

Black History Month

Asian Heritage Month

Did you know? Richmond Public Library will be part of the Richmond World Festival in 2016. Come and see us there on Labour Day weekend!

Thank you for putting together the series. I really enjoyed all the presentations and the film... Each has given me a taste of what I can experience when taking a trip. The "tech tips" presentation was very informative and I have already used a couple of her tips and shared with family and friends.

Freda, All Aboard 55+ Travel series participant

Listening to Our Members while Demonstrating Strong Financial Stewardship

- In January 2016, changes to the library's borrowing policies and late charges were introduced. By reducing borrowing limits, adjusting loan & renewal periods and standardizing late charges, members are able to access in-demand materials more quickly as they are returned to the library sooner for others to borrow.

- Changes to hours of operation at the Cambie, Ironwood and Steveston branches were implemented in February. To focus our budget on growing the library's collections, the Library Board and staff worked together

to find opportunities for cost savings in other areas. The necessary savings was realized by shortening hours of operation on Mondays and Fridays.

- In April 2016, the library held a **three week** online survey to better understand the impact of these changes on active library members. In total, **3,043 survey responses** were submitted.

- **We would like to sincerely thank everyone who completed the survey.**

Change is never easy and library members were eager to share their feedback.

- The library responded to public feedback by increasing the renewal period to 3 weeks for books.

- The Library Board is committed to considering the feedback received when they prepare the 2017 budget later this year.

- Your feedback will be instrumental in helping the Library Board and staff with planning, budgeting and delivering excellent service to the community.



Tell us what you think!

We want to hear from you on how the recent changes to branch hours and borrowing limits at your library branch have affected you.

2015 Statement of Revenue & Expenses

OPERATING REVENUE

Municipal Contribution	\$7,379,200
Donations	\$83,029
Grants	\$411,089
Fines and Miscellaneous	\$295,530
Total	\$8,168,848

CAPITAL

Municipal Contribution	\$1,388,500
Total Revenue	\$9,557,348

OPERATING EXPENSES

Salaries and Employee Benefits	\$6,570,413
Supplies and Equipment Services	\$428,808
General and Administration	\$547,566
Building, Lease and Maintenance	\$236,258
Total	\$7,783,045

CAPITAL

Amortization	\$1,666,999
Loss on Disposal of Assets	\$15,152
Total Expense	\$9,465,196
Annual Surplus	\$92,152

I would like to thank you and all of Richmond public library staff. To me and to my kids you were the first “welcome to Canada” for a small family coming for better future for their kids where we feel we are at home.

Shafaq, newcomer to Canada

Thank You to Our Donors

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

DONATIONS \$20,000+

Friends of the Richmond Library

DONATIONS \$5,000 - \$19,999

Richmond Public Library Endowment Fund in the Richmond Community Foundation – Kronier & Sparrow Ltd; The Ben & Esther Dayson Charitable Foundation; Vancouver Foundation

DONATIONS \$1,000 - \$4,999

Alan Burns; Jiumn-Ming Haung

DONATIONS \$500 - \$999

Anonymous (1)

DONATIONS \$200 - \$499

Amigas Book Club; Greg Buss; Kashmiro Chahal; Robbin Greig; Peter Kafka; Susan Koch; Robin Leung; Simon Tang; United Way; Susan Walters

DONATIONS \$100 - \$199

Allsorts Book Club; Anonymous (1); CFUW Myster Book Club; Diane Cousar; Dewey's Dames Book Club; Friends of the Richmond Public Library; Richard and Carolyn Hart; Ladies of the Green Book Club; Cindy McPherson; Municipal Pension Retiree's Association; Queen's Gate Book Club; Richmond Glitterbugs Book Club; Seventh Heaven Book Club; WorkSafe BC; Ya Ya Sisters Book Club

DONATIONS \$50 - \$99

Traci Corr

DONATIONS UP TO \$50

Anonymous (1); Darrell Basham; Boob Book Club; Sharon Doucelin; Kara Mintzberg and Josh Gibbons; Alexis Rothschild; Peter Yeung

2015 Community Partners

Ageless Adventure Tours
Alpha Dog Training
Arthritis Society
Alzheimer Society - Chinese Services
Animation Academy
APEGBC
Avia Employment
BC Balance And Dizziness Disorders Society
BC Cancer Agency
BC Hydro
Canada Council For The Arts
Canadian Diabetes Association
Canadian Health Awareness Society
Canadian Liver Foundation
Canadian Manufacturers & Exporters
Chess2inspire Association
Chinese Canadian Historical Society
Chinese Canadian Writers' Association
Chinese Couplets Study Group
Clinical Sleep Solutions.
Community Adult Literacy Program, Province Of British Columbia
Craft Works Toys
Credit Counselling Society
Diwali Fest
Dr. L. Ho Optometry Centre
Edward Jones Investments
Environment Canada
Expedia Cruiseship
Family Christian Fellowship
First Memorial Funeral Services
Friends Of The Library
Genome BC
Girl Guides of Canada
Haipai Painting and Calligraphy Society of Canada
Healthies Babies Possible
Hua Foundation
Hua Xia Multiculture Society
i3D Creatives
Insight Chemistry Tutors
Institute for Canadian Citizenship
Investors Group
Jewish Seniors Alliance
Kids Code Jeunesse
Kidsbooks
Libraries Branch, Minsitry of Education
Loblaws City Market
Mad Science
Mandate Tours
Marshmallow Coding
Minor Place Activity Centre
My Green Space
National Film Board of Canada
Natural Resources Canada
NewtoBC
Ohel Ya'akov Community Kollel
Open Science Network
Outside the Box Learning Commons

Parks Canada
Pathways Clubhouse
People's Law School
Raincoast Books
RBC Royal Bank
Reconciliation Canada
Richmond Addictions Services Society
Richmond Art Gallery
Richmond Arts Centre
Richmond Cares, Richmond Gives
Richmond Children First
Richmond Computer Access Initiative
Richmond Cultural Centre
Richmond Family Place
Richmond Food Security Society
Richmond Gem and Mineral Society
Richmond Hearing Consultants
Richmond Media Lab
Richmond Multicultural Community Services
Richmond Museum
Richmond Orchid Club
Richmond Public Health
Richmond School District #38
Richmond School District Aboriginal Education Committee
Richmond Youth Service Agency
Robokids
Royal Astronomical Society
Royal Thai Consulate
S.U.C.C.E.S.S. (Richmond Service Centre)
Science Fair Foundation
Science World SIS (Scientists in Schools)
SCWIST ms infinity
SFU Continuing Studies Philosophers' Cafe
Simon Fraser University's David Lam Centre for International Communication
Soft Skills for Success
South Arm Community Centre
Spirit of Math
Spry Hawkins Micner, Barrister and Solicitor
St John's Ambulance - Therapy Dogs
Sun Life Financial
Taipei Economic and Cultural Office
TCM Practitioners & Acupuncturists Society
TD Canada Trust
Thompson Community Centre
Touchstone Family Services
TRIUMF
UBC Asian Canadians and Asian Migration Studies
UBC Let's Talk Science
Under the GUI
University of Victoria, Centre on Aging
VanCity
Vancouver Coastal Health
Vancouver Maker Foundation
Verve Senior Living
West Richmond Out of School Care

Ari Goosen
Pasha Parvaneh Hashemi
Ali Poursahriary
Mary Wilson
Angelica Poverksy
Donna Wilson
Yvonne Harwood
Sophia Zhang
Rabbi Yechiel Baitleman (Chabad of Richmond)
Rabbi Mendel Friedman
Kevin Holte
Marg Dixon
Lesley Taylor
Nick Noorani
James Spears
Evelyn Lazarre
Marilyn Wilson
Ya Hsien
Noele Bird
Dr. Mauricio Blanco
Karyna Matsyuk
Bong Ja Ahn
Jim Ng
Jianjun An
Kendrick Uy
Dr. Raymond Dong
Song Lam
Associate Professor Paul Crowe
Danielle Aldcorn
Dr. H. Lu
Wolf Strecko
Emy Lai
Dr. Jeff Witter
Gyles Ifill
Andy Li
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Julian Rendall
Elizabeth Ho
Sandra Barr
Debby Lea
Dr. Margie Holmes
Kerri-Jo Stewart
Louise Latremouille
Dr. Alex Leung
Nasreen Pevjack
Lily Siewsan Chow
Susan Johnston
Arlaina Waisman
Dr. Pinkhasik
Dr Liang Chen
Ronald Zhang