



RICHMOND PUBLIC LIBRARY ANNUAL REPORT TO THE COMMUNITY 2004



Message from the Library Board Chair Tung Chan

The Board is happy to share the many ways in which the library has helped improve the lives of Richmond citizens. On January 23, 2004 Richmond Public Library (RPL) opened the doors of its new interim Cambie Branch to an enthusiastic crowd of over 1,500 East Richmond residents. This new branch is proving to be an enormous success. The community of East Richmond now enjoys a wide array of library services, including literacy-based programs for young children and their caregivers, as well as programs and collections for school-aged children and teens, seniors and new immigrants.

The Library Board is grateful for the support of the City Council in making the Cambie Branch a reality, and we look forward to working with them to develop a permanent library of a more significant size in this area. The Friends of the Library continue to be the RPL's most committed group of supporters, and they generously donated \$30,000 to the new Cambie Branch. Many thanks also go to the East Richmond Community Association for their generous donation of \$50,000, and to the community at large for their ongoing support of the library.

With the Cambie Branch up and running, the RPL Board and library staff are now focusing their attention on the Brighthouse (Main) Branch renovations. The Brighthouse Branch will remain open during the entire renovation, resulting in some disruption to customers. However, the renovations will result in more public space, improved services, and hundreds more seats for students and casual readers. Unfortunately the Friends of the Library group has been forced to relocate off-site to carry out their work, but we hope to bring them back and incorporate their work space into a future library branch.

In 2004 practical programs and enhanced technology opened up new worlds for library users of all ages. This year saw the introduction of the Reading for SUCCESS ESL Book Clubs, Chinese

computer programs, and Mother Goose programs in Mandarin. New Canadians gained practical information to make their orientation to Canada easier. As well, they attended ESL Conversation Circles and improved their English language skills by practicing with others. Newcomers learned about community health services in Richmond; the public education system; BC transit; customs information for travelers; how to apply for a BC driver's license; and much more. Reaching out to the community through partnerships and cooperative ventures enabled the library to provide more extensive, creative programs. This, along with the opening of the Cambie Branch and the major renovations at Brighthouse, will continue to result in many positive changes for our customers.



The Library – A Popular Destination

- Close to 1.8 million customers visited the library
- 10.7 million RPL Web site visits
- Customers borrowed over 3.58 million items
- 147,884 customers used their library cards regularly
- Over 74,500 new items were added to the collection
- Library customers had over 433,700 items to choose from
- Customers asked & staff answered nearly 190,000 questions in person and online

How We Compare

Richmond Public Library is one of the most heavily used community facilities. It is also one of the busiest library systems around, offering longer hours of operation, more services than most libraries, and at a cost of only \$41.45 annually per capita. Compared with the 33 public libraries in Canada serving a population of over 100,000 people in 2004 Richmond Public Library ranked:

- First for number of items borrowed per capita
- First for number of library cardholders per capita
- Third for the number of library visits per capita
- Twelfth for expenditure per capita

Making Sure Your World Has No Limits

Free storytimes, computers, Internet access, electronic resources, free educational and recreational programs, study space, reading advice for everyone – RPL is truly a 'destination' library for families, individuals and groups.

Cambie resident: "I just visited the Cambie Branch with my family and I'm thrilled with the space. Kudos to the entire RPL organization for bringing this much needed facility to East Richmond."

93,381 people attended 2,879 library programs in 2004



Youth and Literacy

- Babies and toddlers learned all kinds of pre-literacy skills like sounds, rhythms, shapes, colors, numbers and letters at Babytime and Toddertime.
- Preschool Storytime helped thousands of preschoolers become "reading ready" before they entered grade one.
- After-School Homework Help enabled elementary school children to achieve better grades, at no cost to their families.
- Over 4,000 children of all ages enjoyed Summer Reading Club and improved their reading skills.
- Reading Buddies enabled older children to help younger ones improve their reading skills.

Library mom: "The Reading Buddy Program helps kids a lot. My son loves to come here and he is improving in school, too."

Library dad: "My daughter Sarah has been coming to storytime regularly, and when she was recently evaluated for English language comprehension, she scored a perfect 5. When her instructor asked what preschool she attended, Sarah said, "I go to the library. That's my preschool."

Teens Count

Teens volunteered with younger children and seniors, and at the same time built confidence and learned mentoring and communication skills. They also use the library as a meeting place and group study space. Teen Tutoring gives teenagers experience in teaching and interacting with younger children, and teens benefit from the intergenerational experience of helping seniors with their computer skills.

Richmond teacher: "My students' experiences at the library have been happy and memorable, making them life-long learners."



Lifelong Learners

- More people in our community found jobs after attending the Researching the Job Market course and learning how to do a successful job search.
- The Career Fair provided opportunities for job seekers to meet prospective employers.
- Practical, education-based programs in English, Cantonese and Mandarin helped people learn about wills and estates; financial planning; bullying; power of attorney; sleep disorders; stress; buying a new home; managing chronic illness; diabetes; and caring for elderly parents.
- Homebound seniors enjoyed the convenience of Home Delivery Service, while sight-impaired customers appreciated large print books and taped books.

Library customer: "The sleep disorders program was excellent and informative. I received information I can really use!"

Senior library customer: "You've really challenged the traditional way of running a library. I'll definitely be visiting a lot more often."

Virtual Library Services

Thanks to Richmond-based Iready.ca Communications Corp. who provides free wireless Internet access at the library, customers now enjoy a new level of freedom and convenience. As well, thousands of business people, students, recreational readers and those with other information needs used the library's online AskUs service in 2004. Through this online service our librarians provided you with facts, figures and short answers on almost any topic.

- Improved Web site features include: email notification of holds and overdues; expanded BC Practice Driving Test; access to new online databases, including Ebsco Auto Repair Reference Center and JobFreeway.
- Convenient, high-speed Internet access for 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.

Library customer: "I am really impressed that you answered my online question so quickly. It's no wonder that RPL is such a highly respected library!"



Community Partners & Sponsors

Whether library staff went out into the community to promote our services, or community groups brought their expertise to the library, customers benefited from this sharing of information and skills. Focused on literacy learning, life skills, and other quality-of-life services, community partners helped the library expand its programs and meet the needs of its customers.

Thanks Go To:

Fairchild Radio, Taipei Economic & Cultural Office; Richmond Public Library Teen Council; Volunteers and Friends Youth Services Group of SUCCESS; Minoru Place Seniors Centre; Public Library InterLINK; Richmond Heritage Fair; Royal Bank; Canada Council; Writers in Libraries; White Spot; The Richmond News; The Richmond Review; Cambie, Thompson and Steveston Community Centres; Family Place; Multifest; Richmond Arts Centre; Richmond Food Bank; Vancouver Coastal Health Authority; Academy for Learning Islam; Asian Heritage Month Society; Richmond Art Gallery; Richmond Children First; Richmond Health Services; Richmond School Board; Ming Pao; Sing Tao; World Journal; SUCCESS; Word on the Street; Canadian Diabetes Association; Chinese Community Health Society; Friends of the Library; Human Resources Development Canada; Richmond Multicultural Concerns Society; Accent Inns; Addecco Employment Services; Yik Fung Au-Yeung, C.A.; BC Automobile Association; BC Housing; Beginner's Luck Orchid Culture Club; Better Business Bureau; The Bay/Zellers/Home Outfitters; Canada Customs and Revenue Agency; Canadian Forces; Canadian Home Builders' Association (B.C.); Cara Airport Services; Chi-Kuan Chien; Citizenship and Immigration Canada; Coast Capital Savings; Delta Vancouver Airport Hotel; Family Services of Greater Vancouver; Go2; The Heart & Stroke Foundation of B.C. & Yukon; HMSHost; ICBC; Immigrant Access Centre for Training; Intercon Security; International Credential Evaluation Service; Ironworkers Local 97; Kin's Farm Market; Master Lam Chun; Andrew Liu, C.A.; MOSAIC; Public Service Commission of Canada; RCMP; Richmond Chinese Calligraphy and Painting Club; Richmond Fire Rescue Department; Roofing Contractors Association of B.C.; Sears; Steveston Buddhist Temple -- Women's Auxiliary; TD Canada Trust; TD Waterhouse; Tenants Rights Action Coalition; Tetrad Youth Group of SUCCESS; VanCity Credit Union; Vancouver Airport Marriott Hotel; Winners; Dr. Katherine Wong; Roots of Empathy; City of Richmond; CUPE Local 3966; Canada Post; Consulate General of the People's Republic of China in Vancouver; U.B.C. School of Library, Archival and Information Studies; Vancouver Holocaust

Education Centre; Courtyard Gardens; Richmond General Hospital Sleep Disorder Clinic; Financial Literacy Counsel; BC Ministry of Health Services and the Centre on Aging; People's Law School; The University Women's Club of Richmond; Kwantlen University College Third Age Learning; Terry Small; Better Business Bureau of B.C.; Chimo Crisis Centre; Kin Fung Athletic Association; Yuanji Dance Association of BC; Sincere S.Y. Lam Guzheng Ensemble; Wu's Taekwondo School of Canada; Art World and Little Notes Choir; Volunteer Richmond.

Providing Leadership & Vision

2004 Richmond Public Library Board



From L-R: Greg Smith, Arlene Yoshikawa, Tung Chan (Chair), Lesley Wood Bernbaum, Cllr. Bill McNulty, Lyn Greenhill, Henry Beh, Leslie Wilson (Vice Chair), Rama Singhal.

Richmond Public Library 2004 Financial Highlights

Revenue:

City of Richmond contribution	\$ 5,891,100
Grants (Note 1)	419,486
Late charges and other revenue	537,941
Donations	112,333
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	6,960,860

Expenditures:

Automation	106,527
Books and periodicals	1,230,502
Building, leases and maintenance	233,637
Utilities	208,530
Minor capital purchases	16,366
Resource sharing services	74,790
Salaries and employee benefits	4,716,414
Supplies and equipment services	396,819
General and administration	237,898
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	7,221,483

Excess (deficiency) of revenue over expenditures (260,623)

Financial equity (deficiency), beginning of year 215,998

Financial equity (deficiency), end of year (Note 2) \$ (44,625)

Notes:

1. 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.
2. Effective January 1, 2004, the Library has adopted the recommendations as required under Section PS 3255 Post-Employment Benefits of the CICA Public Sector Accounting Handbook. This new policy requires the Library to accrue and disclose obligations, using actuarial cost methodologies, for certain post-employment benefits, compensated absences and termination benefits. This change in accounting policy has been applied retroactively. As a result, accounts payable and accrued liabilities as at December 31, 2003 have increased by \$458,955 and financial equity has decreased by \$458,955. Expenditures for the year ended December 31, 2004 have increased by \$52,700 over the amount that would have been reported under the previous accounting policy.



Thank You to Our Donors

Donors know that the library's collections, programs, services and facilities have an enormous impact on the health and well being of our community, and they have generously opened their wallets and their hearts to contribute to this success. The library appreciates the important donors whose contributions enable us to provide essential resources and services for our community.

The 2004 Keith Sacre Library Champion Award was presented to Mr. Ben Dayson, for his support of libraries, literacy, public access to information and the overall aims and objectives of libraries. Mr. Dayson's generous donation of \$50,000 to the Richmond Public Library Endowment Fund in the Vancouver Foundation in 2003 was one of the library's single largest donations. Mr. Dayson also kindly donated his extensive Judaica collection to the library, to help promote multiculturalism, encourage tolerance, and advance cross-cultural understanding. The library is grateful for his outstanding generosity.



Cash and in-kind donations in 2004 include:

\$15,000 - \$49,999

Friends of Richmond Public Library; Eugene Greczmiel; Kwok-Chu Lee

\$10,000 - \$14,999

CanWest Global Foundation/Vancouver Sun Raise-A-Reader Program; Siu Chi Chan, Yin Ling Mak, Hing Lung Chan, Wan Yin Chan

\$5,000 - \$9,999

Iready.ca Communications; Richmond Chinese Community Society; Richmond Community Foundation; TD Friends of the Environment Foundation (Richmond Chapter); Vancouver International Airport Authority

\$1,000 - \$4,999

3M Canada; Ben Dayson; Project Literacy Richmond; Sino United Publishing (Canada) Ltd.; TD Canada Trust; The Vancouver Foundation Tung and Shirley Chan "Ji Shen" Fund

\$500 - \$999

Island Key Computer Ltd.; Richmond Lions Club; Gregory Smith

\$100 - \$499

Henry Beh; Greg Buss; Colleen Chambers; Shelley Civkin; Joan Coles; E.C. Coles and G.R. Coles; Garry Point Book Club; IODE Richmond Chapter; Connie Lau; Cate V. McNeely; McNeely Parents Advisory Council; Councillor Bill McNulty; Ronald and Judith Nacht; Toby Nacht; Doreen O'Hara; Rotary International - Caring About Kids; Christiana Shum; Stacey Szeplabi; Taipei Economic & Cultural Office; Toronto Stock Exchange; Leslie Wilson; Jing Huey Yang; Arlene Yoshikawa; Grace Yu

Up to \$99

Shirley Barnett; Mr. and Mrs. Shaune Brownrigg; Vladimir Bulatovic; H.J. Cambie Secondary School; Anita Chan; Chi Kuan Chien; Nicole Davis; Kevin Elston; Dorothy Fairbairn; Georgeann Glover; Mr. and Mrs. Bernhard Goosen; Sarah Gordon; Hsiang-Chin Ho; Margaret Johnstone; Aline MacDonald & Family; Roger and Mary McNeely; Minoru Seniors Society; Moh Ng; John Parker; Mary-Ann RL Puno; Arnold Silber; Kam-Ho Yeung.