



Richmond Public Library

RICHMOND PUBLIC LIBRARY

ANNUAL REPORT TO THE COMMUNITY 2005



Message from the Library Board Chair Leslie Wilson

The Board is proud to report on the many ways in which the library has changed lives for the better. With literacy being the library's prime focus, customers of all ages, from babies to seniors, can learn, study and enjoy literacy-related activities at the newly renovated Brighthouse (Main) Branch, as well as the Cambie, Ironwood and Steveston branches. The importance of being able to communicate and be understood by those around us is a powerful impetus for learning, and the library plays a central role in making that happen for the citizens of Richmond. Whether it's the experience of shared reading between a parent and a child, or the achievements of a new Canadian who is learning English, language acquisition and literacy are integral to every individual's personal success. By providing an atmosphere conducive to learning, the library helps empower people in their daily lives.

With the aim of promoting reading in meaningful ways, a \$3.05 million Brighthouse Branch Renovation Project began in March 2005. A \$1.738 million Canada/British Columbia Infrastructure Grant along with \$1,031,700 from the City of Richmond were the main sources of funding for the project, and the Library Board is extremely grateful for this support. Remarkably, the Brighthouse Branch remained open to the public throughout the entire renovation. The goal of the renovation is to create a new service model for libraries, with a strong focus on customer-centered service. In essence, we are creating a "destination experience" for library users.

The Friends of the Library continue to be RPL's most committed group of supporters, and generously donated \$30,000 to sponsor the Silent Study Room in the newly renovated Brighthouse Branch. Other major donors also contributed significantly in 2005. We are very grateful to the community as well, for their patience and

support during the renovation process. There were a number of disruptions to service, but our customers were committed to using the library despite the renovations. In fact, more books were taken out than ever before during periods of the renovation, even though some parts of the library were closed, attesting to the effectiveness of the library's newly merchandized displays.

In 2005 the library also celebrated the second anniversary of the new Cambie Branch, which is so popular that City Council approved funding to expand hours to meet customer demand. Throughout the Richmond Public Library system, 2005 was a very busy year, and we are confident that the many changes will provide positive experiences for our customers.



The Library – A Popular Destination

- Over 1.740 million customers visited the library
- 10.4 million RPL Web site visits
- Customers borrowed over 3.58 million items
- 143,429 customers used their library cards regularly
- Over 51,000 new items were added to the collection
- Library customers had over 413,000 items to choose from
- Nearly 203,600 questions answered in person and online.

How We Compare

Richmond Public Library is one of the most heavily used and busiest community facilities, 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 in 2004, serving a population of over 100,000 people, Richmond Public Library ranked:

- First for number of items borrowed per capita
- First for number of library cardholders 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, baby and preschool theme boxes – RPL has something for everyone. Our services and collections help enrich lives.

Cambie Branch customer:

“Excellent idea to have toy boxes for kids.”

The new Kids’ Place was developed and designed to meet the literacy and recreation needs of early learners. Discovery Stations, Internet, and expanded programming space all enhance the learning experience for children. Popular browsing categories for parents makes choosing books easier.

A new DVD Dispenser was introduced for quick and easy access to high demand DVDs. Customers can reserve them from home, school or office. The DVD Dispenser provides compact storage, greatly reduces staff processing, and eliminates wasted time on the “Holds” shelf.



Programs

As a result of the renovations, programming at Brighthouse Branch was limited, but there were numerous system-wide programs. These programs improved our customers’ lives by increasing the literacy levels of ESL learners; promoting and encouraging early childhood literacy; assisting new Canadians in their adjustment to life in Canada, and offering practical information to improve peoples’ lives.

64,029 people attended 2,149 library programs in 2005



Library dad:

“Thank you for having storytimes that are both stimulating and entertaining. They have definitely contributed to my daughter’s language skills.”

Youth and Literacy – Discovering the World

We believe that literacy is the foundation for economic and social success in life. Literacy skills are the building blocks for productive, educated citizens who contribute to strong, healthy communities. Literacy benefits everyone!

Targeting new readers and school age children, the library increased its collection of phonics, study skills, math, homework help and ESL books. In order to meet the increasing demand for French Immersion material, the children’s French collection was expanded significantly.

- Babies and toddlers learn all kinds of pre-literacy skills like sounds, rhythms, shapes, colors, numbers and letters at daily storytimes.
- Preschool storytime helps thousands of preschoolers become “reading ready” before they enter grade one.
- Nearly 4,000 children of all ages enjoyed Summer Reading Club and improved their reading skills.
- 190 teens participated in the first online Teen Summer Reading Club.
- Cambie Branch “Reading Buddies” Program helped 32 elementary school children receive reading assistance from 40 teen Reading Buddies.

Little library customer:

When asked what preschool she attends, a young library user says: *“I go to the library. That’s my preschool.”*



Library customer:

"Really nice staff and awesome books!"

Virtual Library Services

- Two hundred and fifty students, business people, recreational readers and those with other information needs used the library's online Ask Us service in 2005. Through this online service our librarians provided customers with facts, figures and short answers on a variety of topics.
- Concurrent with the renovations, the library introduced a new computer system – the Virtua integrated library system, in April 2005.
- French translation of the online Canadian Citizenship Practice Test introduced in October 2005.
- The Online Citizenship Practice Test and the online BC Practice Drivers' Test continued to be the most heavily used web sites offered by the library.

Do You Know What Reading Can Do For You?

According to experts, reading....

- Makes you smarter!**
- Helps you think clearer!**
- Boosts general knowledge!**
- Increases your vocabulary!**
- Helps maintain your reasoning abilities!**
- Helps keep your memory intact as you age!**

Library customer:

"Great service and knowledgeable staff."



Lifelong Learners

RPL is committed to providing vital services to new Canadians, as well as children, teens, adults and seniors in our community. New immigrants can feel connected, informed and educated when provided with essential information that empowers them. Every day, the library facilitates learning and literacy, nourishes minds, and engages imaginations. We provide the critical tools that people of all ages need to reach their full potential and succeed in every area of their lives.

- Last year 7,345 people attended 243 practical, information-based multilingual programs. Of those, 175 were Chinese programs to help new Canadians adjust to life in Canada.
- The new Healthy Living Series provides practical health and wellness programs in Chinese, to new immigrants.
- The Reading for SUCCESS: ESL Book Club is aimed at promoting literacy, reading and computer skills within the community of Richmond.
- The Home Delivery Service brings books, tapes and magazines to elderly and homebound customers, while sight-impaired library users can enjoy large print books and audiobooks.

Community Partners & Sponsors

Leveraging their connections, the library partnered with community groups to provide a wide range of services, offer practical life skills and literacy learning, and improve customers' quality of life.

Thanks Go To Our Partners & Sponsors:

BCAA; BC Housing; BC Human Rights Coalition; Beginner's Luck Orchid Culture Club; Cambie Community Centre; Canada Customs; Canada Immigration; Chinese Community Health Society; Chinese Health Support Group; Chinese Knot Promotion Centre; Chinese Policing Centre; Citizenship & Immigration Canada; City of Richmond Parks Recreation and Cultural Services; Consulate General of the People's Republic of China; East Richmond Elementary schools; Fairchild Radio; Family Services of Greater Vancouver; Friends of the Richmond Public Library; HRSDC; Human Resources Centre of Canada; ICBC; Immigrant Access Centre for Training;

Kwantlen University College; Kwok-Chu Lee; Ming Pao; Ministry of Children and Family Development; Ministry of Human Resources; Ottawa Public Library; People's Law School; RCMP; Red Cross; Residential Tenancy Branch; Richmond Childcare Resource and Referral Centre; Richmond Chinese Calligraphy & Painting Club; Richmond Family Place; Richmond Food Bank; Richmond Health Dept.; Richmond Health Services; Richmond Multicultural Concerns Society; Richmond News; Richmond Review; Richmond School Board; Sing Tao; Steveston Community Centre; Steveston Community Society; SUCCESS (Richmond Office); Tait, Talme, Mitchell, McNeely, and Tomsett Elementary Schools; Tetrad Youth Group of SUCCESS; Touchstone Family Association; Tourism Richmond; Ultima Youth Group of SUCCESS; United Way; Vancouver Canadians Baseball Club; Vancouver Coastal Health Authority; Volunteers & Friends Youth Services Group of SUCCESS; White Spot Restaurant; World Journal

And the Award Goes to...Richmond Public Library

- BC Library Association Merit Award for the Library's "Reading For Success" ESL Book Club Program, which is aimed at promoting literacy, reading and computer skills within the community of Richmond
- Public Library Association/Highsmith Library Innovation Award for a creative community program also recognized the "Reading For Success" Book Club program (\$2,000 U.S. award)
- City of Richmond Community Spirit Award presented to the Friends of the Richmond Public Library for their volunteer efforts to help promote literacy and make Richmond a better place to live and learn
- Chief Librarian Greg Buss won the Paul Harris Fellowship Award from the Richmond Sunrise Rotary Club, which acknowledges his enormous contributions to the community.

Providing Leadership & Vision

2005 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 2005 Financial Highlights

Revenue:

City of Richmond contribution	\$ 6,070,400
Grants	403,104
Late charges and other revenue	455,531
Donations	63,540
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	6,992,575

Expenditures:

Automation	77,791
Books and periodicals	1,137,026
Building, leases and maintenance	241,744
Utilities	167,186
Minor capital purchases	6,908
Resource sharing services	61,138
Salaries and employee benefits	4,657,785
Supplies and equipment services	365,171
General and administration	223,728
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	6,938,477

Excess (deficiency) of revenue over expenditures 54,098

Financial equity (deficiency), beginning of year (44,625)

Financial equity (deficiency), end of year \$ 9,473

The Richmond Public Library Board acknowledges the Public Library Services Branch, Ministry of Education; Urban Community Access Grant, Industry Canada; Human Resources Development Canada Labour Market Grant; Vancouver Coastal Health Authority "Read to Me" Grant; and British Columbia Equity Grant, Ministry of Education for their generous support.

Thank you, Donors!

The library is extremely grateful to our generous donors who value the library's services and support our mission to enhance the lives of Richmond residents. Donors' contributions enabled us to improve and expand essential programs, collections and services, while also supporting the Brighthouse renovations. In 2005, the library significantly expanded its collection of art and design-related books, thanks to a generous donation of \$15,000 from Mr. Eugene H. Greczmiel, who donated an additional \$15,000 to the library in 2006. The library is extremely grateful for his generosity.

Cash and In-Kind Donations in 2005 include:

\$25,000 +	Kwok-Chu Lee
\$20,000 - \$24,999	Friends of Richmond Public Library
\$10,000 - \$19,999	Ben & Esther Dayson Charitable Foundation; Eugene H. Greczmiel
\$5,000 - \$9,999	TD Canada Trust; Vancouver International Airport Authority
\$1,000 - \$4,999	Canada Post Corp. Heritage Club – Van-Fraser Chapter; Tung & Shirley Chan "Ji Shen Fund"
\$500 - \$999	Richmond Chinese School Foundation; Robin Percival-Smith
\$100 - \$499	Henry Beh; Lesley Wood Bernbaum; Greg Buss; Connie Lau; Shirley Lew; Cate McNeely; Municipal Pension Retirees Association; Doreen O'Hara; John Parker; Third Monday Book Club; Leslie Wilson
Up to \$99	Jocelyn Alexander; Isobel Andrews; Patricia Atkinson; Evelyn Brown; Wendy Brayer; Jane Campbell; Anita Chan; Maxine Dureault; Jean Garnett; Garry Point Book Club; Audrey Gordon; Leslie Horsman; Louise Hudson; Mary Jamison; Marilyn R. Jones; Pearl Jones; Barbara Kinahan; Betty Kronier; Kathy Lewis; Nancy Maranda; Sophie McDougall; Judy McIntyre; Laria McKee; Suzan McLoughlin; Mary Lou Miles; Sylvia Munro; Albert Ng; Jane Ogorman; May Pegg; Elaine Peterson; Margaret Picard; Jerry Pickard; Hongwei Qi; Mary Semple; Brenda Swinton; Agnes Thompson; Denise Thorsteinson; Nathalie Turmeau; Kam-Ho Yeung.