

# 2014 Report To The Community



## A Message From Simon Tang, Board Chair

2015 is well underway and we are still reaping the benefits from the many great ideas, feedback and requests that came about in our 2013 public consultation. We continue to work hard to bring to fruition innovative changes and improvements based on what you told us would enhance your library experience.

Within the pages of this report and in the library itself, you'll find a sample of all the recent changes we've brought about, driven in large part by your feedback. For example, our community programming continues to blaze new trails with innovative digital and literary opportunities that challenge the mind, grow skills in members of all ages, and encourage collaboration within our community.

In addition, we heard loud and clear that our collections need to grow to meet your changing needs. We are committed to refreshing the library's collections of early literacy, children's, teens' and adults' books. We also know the importance of planning your time in a world where

things move at lightning speed. Hopefully our online events calendar and in-house community events bulletins can play a part in helping you to do just that. When looking at all the new tools and technology available at the library, you may not realize that we've invested heavily in our people and are proud that our staff skills have grown as the library expands. They are a wealth of knowledge, and are here to help you create, explore, experience and collaborate. All you have to do is ask!

In the midst of all these changes, one thing that remains constant is our unwavering commitment to welcome the entire community to experience all the advances in literary offerings, technology, programming and innovative workspaces that we have implemented over the past year. One of our continued priorities is reaching out to the community to share the library with those who have not yet discovered its secrets. We have invested in mobile outreach opportunities and will be in your schools, community centres and other public spaces to share all that the library offers. Remember, you play a very important

role in helping us continue to expand and improve upon our offerings to the community by telling your library "success stories" in your work, family and social circles.

Here at the library, we keep the community and literacy top of mind in everything we do. Our mission, which you'll see reflected in all of the changes we implement, includes a focus on early childhood literacy, providing outlets for creative development, offering access to cultural heritage and expression, and supporting literacy activity and programming for all age groups. All of these values are underpinned by our commitment to ensuring that all Richmond community members have access to the information, technology and literacy tools they need to be successful.

We look forward to continuing to live by these values and welcome your feedback as we proceed on this journey towards providing a unique, user-driven and interactive library experience to the community of Richmond.

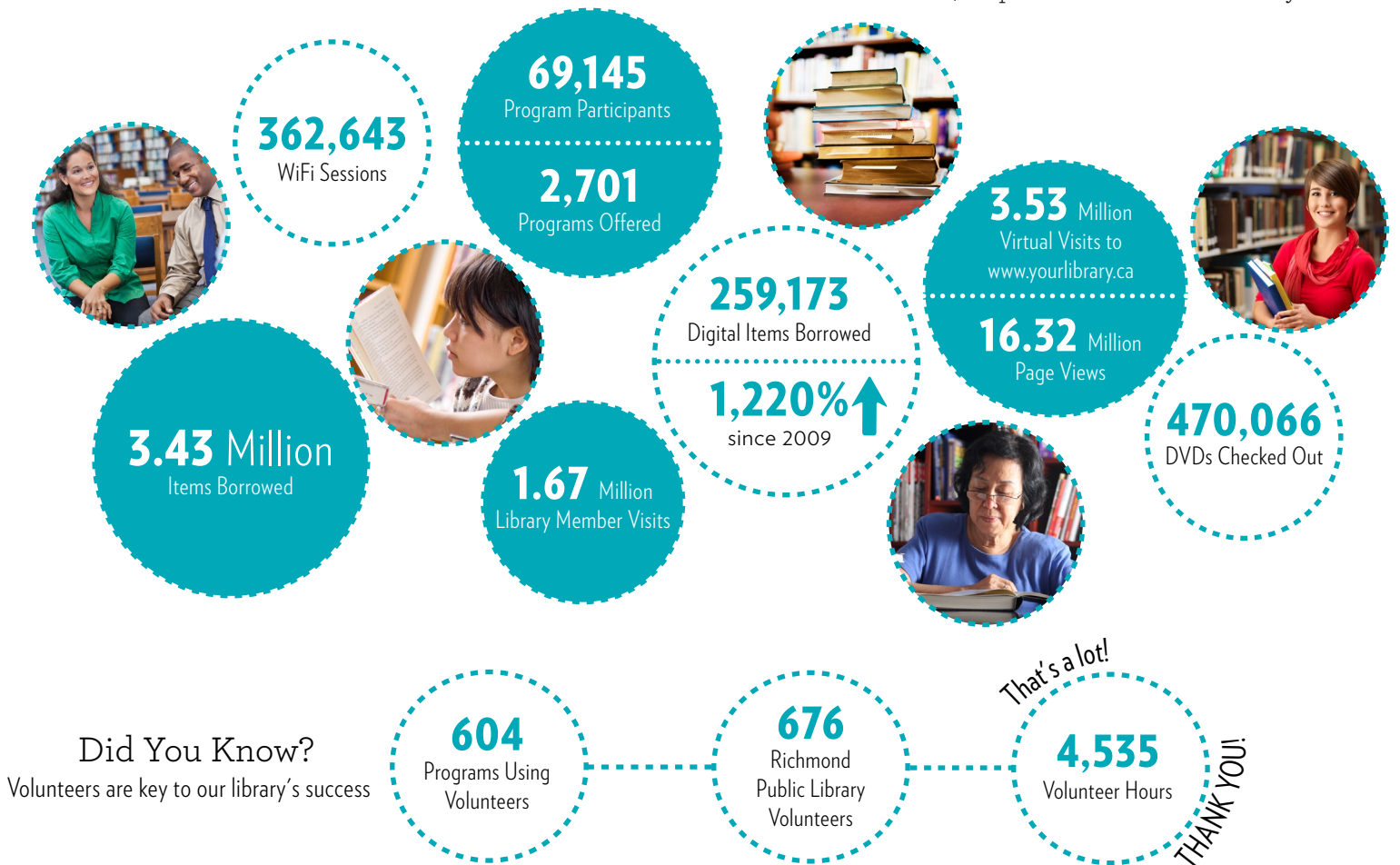
Simon Tang, Board Chair



## Library Board

The Library Board is a group of community volunteers appointed by City Council. They strive 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 everything they do.

L-R Simon Tang, Board Chair; Peter Kafka; Traci Corr; Mark Bostwick; Susan Koch, Board Vice-Chair; Diane Cousar; Robin Leung; Kash Chahal; (missing Councillor Chak Au)



**Did You Know?**  
Volunteers are key to our library's success

## 2014-15 Accomplishments

### Celebrating the future of digital literacy

Richmond Public Library is proud to be at the forefront for providing and encouraging digital literacy skills. In 2015, we are continuing to expand our digital tools and programming so that we can contribute to greater academic achievement, enhanced career choices and supportive social engagement for library visitors of all ages. By providing free access to a variety of technology, plus offering programming on how to use these tools, we are removing the barriers that may prevent some community members from taking advantages of these services. As an example of our outreach into the community, this fall we will launch our mobile computer lab, a new service that brings technology directly to older adults living in Richmond.

### Introducing The Launchpad as an innovative new space

The Launchpad blasted off in August 2014 as a brand new space for the community to come together and learn by creating and collaborating. Visitors of all ages experience unique hands-on learning opportunities focused on digital publishing, and can sign up for a range of personal digital tutorials.

This unique space was the host to our inaugural Innovator-in-Residence program, where participants learned from a specialized technology expert about 3D printing and modelling in scheduled workshops. Richmond Public Library was proud to welcome over **2,500** participants to this program.

As The Launchpad space continues to evolve with new furniture layouts and space configurations, look for more new and exciting programs that offer a range of different technologies and presentations.

## Connecting newcomers with their communities, thanks to our Library Champions

Are you an immigrant looking to gain work experience and connect with your community? Would you like to be a Library Champion? The Library Champions draw on their language skills, cultural knowledge and understanding of the immigrant experience to connect with newcomers in the community. They share their passion for public libraries and raise awareness of the wealth of resources that libraries offer. In return for their valuable contributions to the community, they gain Canadian work experience, build social and leadership skills and meet new people in their communities.

Offered in partnership with immigrant-serving agencies, this exciting initiative provides volunteer education to immigrants acting as outreach ambassadors for the library. Champions volunteer their time to engage in a wide range of experiences, reaching out to individual community members, giving group presentations, speaking with community agencies, and using social media.

Since the program's inception in 2013 through to the end of 2014, a total of **43** Library Champions have connected with over **2,800** new and immigrant community members in Richmond.

## A family-focused collections facelift for our Steveston branch

In 2015, the library gratefully received a one-time increase in funding from City Council for collections. During our public consultation in 2013, the growing Steveston community told us that they wanted to see more family-friendly collections as well as more popular fiction and non-fiction for adults. In addition, the Steveston branch boasts the highest number of branch holds per month, making it an ideal choice for investing in a collections refocus and relaunch as a pilot for revitalized branches.

Over **2,000** new items have found their home on the newly reorganized branch walls. Visitors to the Steveston branch will now find more space allocated for children's material, more fully merchandized bays and an increased focus on material for older adults.

Feedback has been positive and constructive. Visitors have responded favourably to the changes, specifically to the larger selection of picture books, the addition of more fiction and the simplified search process. In addition, they have provided helpful feedback about what else they would like to see along with suggestions for how to adjust displays to be even more effective.

We welcome feedback and will continue to improve this approach so that future revitalized branches will benefit. Look for similar changes coming to your local branch, customizing your library experience to put more of what you want at your fingertips.



# 2014 Statement of Revenue & Expenses

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

## Operating Revenue

Municipal Contributions	\$7,037,450
Donations	67,735
Grants	411,607
Fines and Miscellaneous	344,818

**Total** **\$7,861,610**

## Capital (books & fixed assets)

Municipal Contributions	1,213,350
Other Capital Funding	89,234

**Total** **\$1,302,584**



## Operating Expenses

Employee Salaries and Benefits	\$6,605,340
Supplies and Equipment Services	598,566
General and Administration	397,923
Building, Lease and Maintenance	262,088

**Total** **\$7,863,917**

## Accumulated Surplus

Annual Surplus	(\$2,307)
Accumulated Surplus Beginning of Year	317,706

**Accumulated Surplus, End of Year** **\$315,399**

## Thank You to our Donors

### 2014 Donor List

#### Donations \$20,000 and up

Friends of the Library

#### Donations \$10,000 to \$19,999

Kronier & Sparrow Ltd.; National Bank Financial & Gary Wu Wealth Management

#### Donations \$5,000 to \$9,999

The Ben and Esther Dayson Charitable Foundation

#### Donations \$1,000 to \$4,999

Anonymous(2); Alan Burns; Jiumn-Ming Huang; Aparna Kurl

*Thank you* to our many generous donors who helped us to enhance and expand the programs, collections and services we offer to the community. We welcome all donations big or small; to donate, visit [www.yourlibrary.ca/donations](http://www.yourlibrary.ca/donations) or any RPL branch.

#### Donations \$500 to \$999

Anonymous; Peter Kafka

#### Donations \$300 to \$499

Greg Buss; Wei Ping Chen

#### Donations \$200 - \$299

Anonymous; Robbin Greig; Susan Koch; Cindy McPherson; Starward Performance; Simon Tang; United Way; Susan Walters

#### Donations \$100 to \$199

Allsorts Book Club; Anonymous; CFUW Afternoon Book Club; CFUW Richmond Evening Book Club; Diane Cousar; Finn Road Book Club; Friends of the Library Book Club; Cathy Gettel; Glitterbugs Book Club; Carolyn Hart; Ironwood Evening Book Club; Robin Leung; Lu Lu Belles Book Club; Mariner's Village Book Club; Richmond Food Security Society; Richmond Kayaking Book Club; Ya Ya Sisters Book Club; Qiang Yin

#### Donations \$50 to \$99

Trudy Harowitz; Richmond Karting & Rentals Ltd.; Deborah Turner; WorkSafeBC; Peter Yeung

#### Donations up to \$49

Mark Bostwick; Sharon Doucelin; Sczerkowski Family; Temple Sholom Sisterhood

## Thank You to our Community Partners

Community partners play a key role in helping to inspire the public through engaging presentations, events and displays at the Richmond Public Library. Organizations and individuals from our community stepped up to share their knowledge, skills and expertise with library members. We are always looking for new partners here at the library. Contact us at [rplevents@yourlibrary.ca](mailto:rplevents@yourlibrary.ca).





# 2014 Community Partners

## Organizations

AAFC – Agriculture Food Canada  
Agriculture Food Canada  
Alzheimer's Society of B.C.  
Asian Canadian Writers Workshop (LiterAsian)  
Avia Employment Services  
Back in Motion – Skills Connect for Immigrants Program  
BC Hydro  
British Columbia Library Association  
Canadian Blood Services  
Canadian Liver Foundation  
Chess2Inspire Association  
Cinemazoo  
City of Richmond  
Climate Reality Project (David Suzuki Foundation)  
Coding4Fun  
Community Adult Literacy Programs (CALP)  
Digivations  
Ebco Industries  
Family Christian Fellowship  
Family Services of Greater Vancouver  
Filipinos in Richmond Support Team  
Friends of the Library  
Genome BC  
Haipai Painting and Calligraphy Society of Canada  
Healthiest Babies Possible  
Institute for Canadian Citizenship  
Iqra Islamic School  
Irving K. Barber Learning Centre at UBC  
Kwantlen Polytechnic University  
Libraries Branch, Ministry of Education  
Ming Pao  
Minoru Place Activity Centre  
Ms infinity/SCWIST (a branch of the Society for Canadian Women in Science and Technology)  
Multicultural Helping House Society  
Muslim Association of Canada  
Natural Resources Canada  
NewToBC Library Champions  
Nurse Next Door  
Ohel Ya'akov Community Kollel  
Parks Canada  
RBC Foundation  
RCMP Forensics  
Richmond Arts Centre  
Richmond Children First  
Richmond Cultural Centre  
Richmond Family Place  
Richmond Gem & Mineral Society  
Richmond HUB: Your Cycling Connection  
Richmond Jewish Day School  
Richmond Media Lab  
Richmond Museum  
Richmond News

Richmond Orchid Club  
Richmond Public Health  
Richmond Review  
Richmond School District No. 38  
Richmond School District Aboriginal Education Committee  
Richmond Youth Service Agency (RYSA)  
Robokids  
Royal Astronomical Society  
The Sababas Band  
Science Fair Foundation BC  
Science in Action - SFU  
SFU Let's Talk Science  
SFU Science in Action  
Sing Tao  
S.U.C.C.E.S.S.  
TCM Practitioners & Acupuncturists Society  
Touchstone Family Association  
UBC Asian Studies  
UBC Let's Talk Science  
Under the GUI  
University of Victoria Centre on Aging  
Vancouver Coastal Health  
Wildlife Rescue Association BC  
World Journal  
World Wildlife Fund (WWF)  
The Young Investor Program Canada  
**Individuals**  
Bong Ja Ahn  
Eric Arrouze  
Mauro Azzano  
Rabbi Yechiel Baitelman (Chabad of Richmond)  
Akaash Bali (Young Investor Program)  
Graeme Bennett  
Ashok Bhargava  
Lia Bijsterveld (Therapy Dogs International)  
Peter Bisbicus  
Lori Brisbin and Bandit (Pets & Friends)  
Linda Bui (Richmond Medical Spa Club)  
Café Tales Storytellersw  
Jeff Cai  
Jennifer Cairns (eGurus Technology Tutors)  
Elvina Chan (RBC)  
Julia Cheung  
Dokin Chow (RBC)  
Stanley Coren  
Rod Castellanos (NEI Investments)  
Susanna Chow (Railtown Law)  
Neil Collins (Edward Jones)  
Al Cool  
Patricia Cruz (Senior Link Independent Living Society)  
Anthony Dalton  
Joe Dasilva  
Simon Dong (International Institute of Consciousness Science)  
Margaret Drago  
Care Dyck

Gurpreet Faridkot (Settlement Practitioner with S.U.C.C.E.S.S.)  
Rabbi Mendel Friedman (The Bayit of Richmond)  
Geoff Frost (Avia Employment Services)  
Banto Gill  
Silvana Goldemberg  
Pasha Parvaneh Hashemi  
Alan Hill  
Patrick Hill  
Wendy Hollingshead (Write Design Communications Inc.)  
Kevin Holte (Peacehold Inc.)  
Candice James  
Larry Jung (Back in Motion Rehab)  
Daniel Kalla  
Harry Karlinsky  
Anukiran Klar (Klar Law Corporation)  
Carolyn Klassen  
Rhona Konnelly (Edward Jones)  
Hui Lam (RBC)  
Louise Latremouille  
Shar Levine ("The Science Lady")  
George Li  
Linda Li (Pro-Bono Immigrant Services Society)  
Mark Leiren-Young  
Evelyn Lazare  
Jill Matheson  
Scott McGillivray (Astronomer – Royal Astronomical Society)  
Merrill Muttart  
Carmen Orquiola (Seniors Brigade Society of BC)  
Patricia Porter  
Angelica Poversky  
Dan Propp  
Peipei Qiu (BC Association for Learning & Preserving the History of WW II in Asia)  
Linda Samis  
Todd Sanderson (RBC)  
Balwant Sanghera  
Colleen E. Selby  
Linda Siegel (UBC Faculty of Education)  
Natalie Siu  
Giles Slade  
Mel Sylvestre (Richmond Food Security Society)  
Edward Tam (LAIR Centre)  
Venus Tan  
Lesley Taylor  
Ingrid Varela (Richmond Medical Spa Club)  
Jake Wang (Edward Jones)  
Douglas Wellbanks  
A.K. White  
Marilyn Wilson  
Benjamin Wong (Richmond Addiction Services Society)  
David. H.T. Wong  
Grace Mei-Hui Wu (RBC)  
Mo Xia  
Louise Yeoh (RBC)  
Alex Young (ATY Consulting)