

# 2013 Report To The Community

You Spoke We Listened



## A Message From Peter Kafka, Board Chair

Richmond Public Library experienced a remarkable year in 2013. Your library went through an extensive consultation by embarking on a yearlong public outreach campaign. Through this process the community has come to be an integral partner in helping shape the future of its library.

During the public consultation the term that met with most positive response in describing library users, and the one that the Richmond Public Library has adopted is "member". Member evokes collective ownership and a sharing of values, resources, knowledge and information in a collaborative environment.

Your collective ideas and opinions about our services will be a key component of our upcoming strategic plan, and essential to

implementing several immediate changes to your library in the coming months.

We are delighted to see the high level of involvement and engagement members have shown towards the planning of their future library. In order to be an adaptive and responsive organization, the library must foster a collaborative environment with all of its stakeholders, but first and foremost, the public.

The Library Board and staff would like to extend their enthusiastic appreciation to everyone who joined the conversation during our public consultation. We have read your comments and diligently compiled your ideas into our soon to be published long-term strategic plan.

As we embark on another exciting year, we want to assure you that Richmond Public Library will continue to provide free and accessible information and programs to all its members. Richmond is rapidly changing and as your library, we promise to maintain all the core services of a public library, and also continually improve upon them with our new digital services.

Peter Kafka, 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.



Peter Kafka, Board Chair



Simon Tang, Board Vice-Chair



Cllr. Linda Barnes



Mark Bostwick



Diane Cousar



Susan Koch



Pat Watson



Kash Chahal



Robin Leung



# You Spoke. We Listened. Change is here.

Thank you so much for your feedback during our 2013 public consultation. The results are available on [www.yourfuturelibrary.ca](http://www.yourfuturelibrary.ca) and while you're there check out all of the ideas and feedback from your fellow library members. This website will also be available for you to comment on all future library services, programs and special events, so stay tuned!

## Public Consultation Stats

<b>27,495</b>	Unique Visitors to Website
<b>156,136</b>	Page Views
<b>5,283</b>	Total Participants
<b>2,488</b>	Ideas Shared
<b>7,274</b>	Comments on Ideas Shared
<b>13,932</b>	Surveys Completed
<b>6,000</b>	Staff Conversations With Members



## Change is Here

- More Community Programs
- Improved Adult Collections
- More Digital Content
- Online Event Calendar
- Expanded Wireless Network
- New Computers
- Branch DVD Dispensers
- 3D Printing Technology Education
- eBook Lending Program
- Refocused Children's Collection

Expect innovation, creativity and expansion to continue at Richmond Public Library.

In 2014 your library will introduce a couple of **new and exciting spaces** thanks to the vision of our members:

**The Community Bulletin** will be an area where our members can expect a more personalized and participatory library experience by easily finding library information, programs, and events that interest them. Members can "check in" to find relevant library information or "check out" all of the upcoming library events and programs. As our community continues to grow, Richmond Public Library will be the key resource to help members stay connected with their community.

**The Launchpad** will be a collaborative workspace where members can engage in digital and technological learning opportunities. Interactive innovations and technology will be accessible for members to create and generate projects. 3D printers, digital creation stations and scanners will provide members with the opportunity to work collaboratively and share resources that encourage social interaction and learning. This year members can also look forward to an exciting new Innovator-in-Residence program that will introduce them to our 3D printers and showcase the diverse learning opportunities this new technology presents.

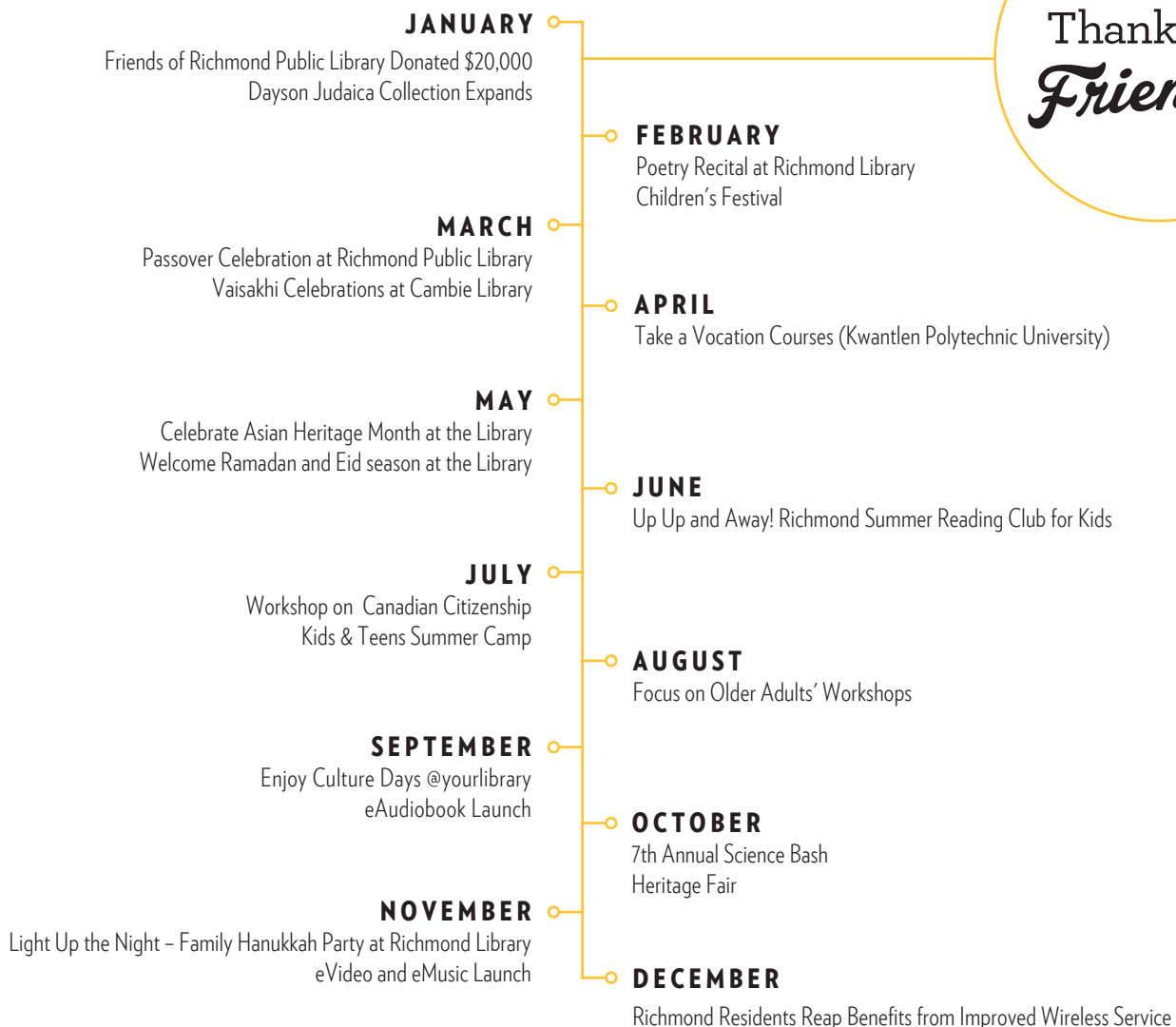
# 2013 Annual Highlights

In 2013, Richmond Public Library saw several significant changes to its library services, collections and programming. Thanks to \$73,410 funding from the federal government’s Community Infrastructure Improvement Fund, the library’s wireless digital services have improved significantly. The funding allowed the library to upgrade the wireless broadband service within all four Richmond library branches, and expand it to include Richmond Cultural Centre, the Minoru Place Activity Centre, Minoru Aquatic Centre, Minoru Arenas and Steveston Community Centre.

Library programming continues to be well attended as programs led by community members and staff had a total of **75,906 attendees** at **2,684 programs**. The library was also delighted to offer Richmond residents its latest digital service, e-Video, which provides a collection of **over 5,000 movies and TV shows** for adults and children. Members can watch eight items per month, which includes any combination of movies and TV shows, through their internet browser or through a downloadable app on their smart devices.

While we look to revamp the library website in the near future, [www.yourlibrary.ca](http://www.yourlibrary.ca) continues to be well visited by library members. With over **1.5 million unique visitors and 15 million pages viewed**, we promise to make the website even more user-friendly and engaging.

## Annual Highlights Timeline

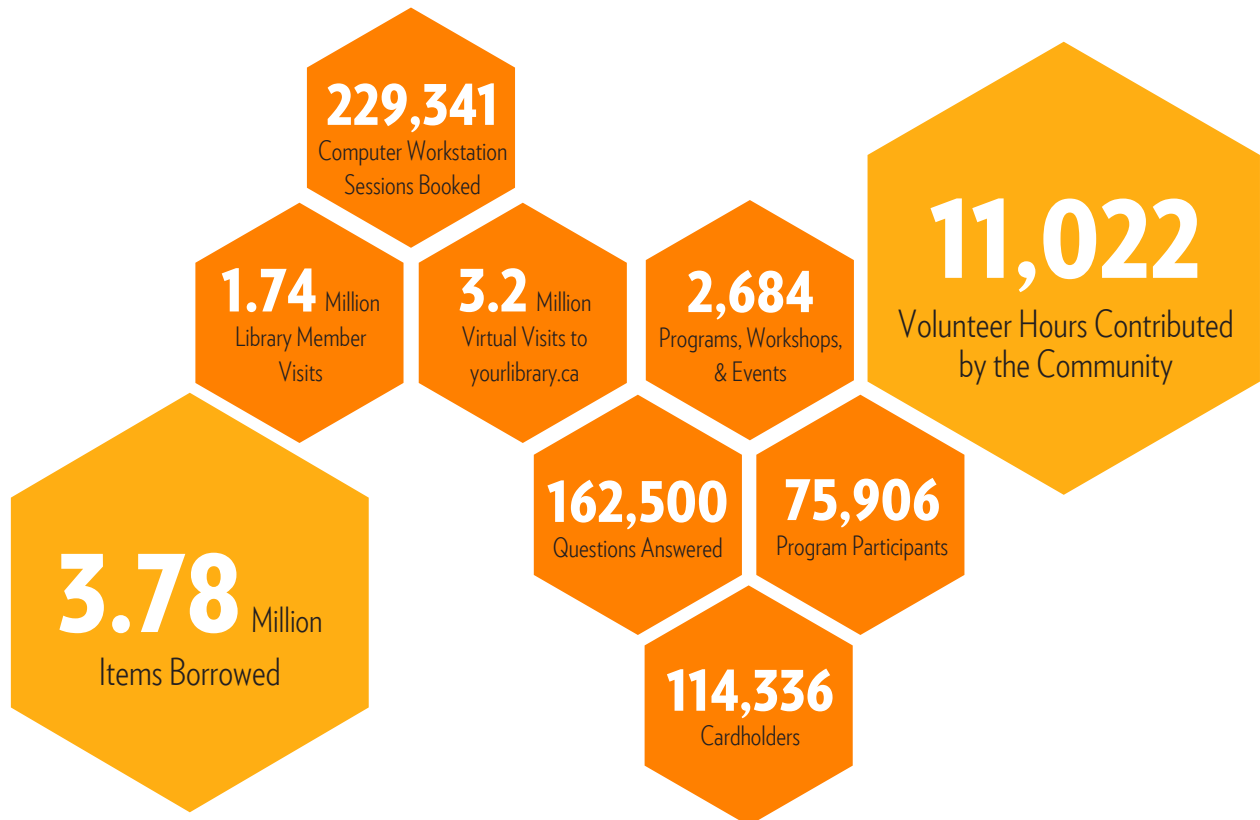


# 2013 Statement of Revenue & Expenses

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

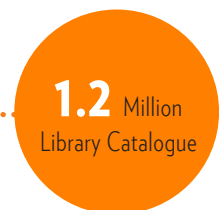
Revenue		Expenses	
Municipal Contribution	<b>8,025,400</b>	Salaries	<b>6,487,382</b>
Donations	<b>1,020,250</b>	Amortization	<b>1,639,501</b>
Grants	<b>488,735</b>	General & Administration	<b>429,113</b>
Fines & Misc	<b>365,150</b>	Building Leases & Utilities	<b>396,841</b>
		Supplies & Equipment	<b>189,328</b>
		Periodicals	<b>131,331</b>
		Resource Sharing Services	<b>64,388</b>
		Automation	<b>43,531</b>
		Loss on Disposal of Tangible Capital Assets	<b>14,652</b>
→ Total Revenue <b>\$9,899,535</b>		→ Total Expenses <b>\$9,396,067</b>	
		Surplus <b>\$503,468</b>	

## 2013 Facts & Figures



### Did You Know?

In 2013 our **top 3 most visited** webpages on yourlibrary.ca were:



# A Heartfelt Thank You

Thank you to our many generous donors who helped us improve and expand access to essential programs, collections and services. As the library's longest standing supporter for over 40 years, the **Friends of the Library** have dedicated themselves to raising money for the library through their annual book sales, which are one of the most popular community events in Richmond. Their tireless fundraising helps the library acquire special collections and other essential resources that benefit the whole community. To donate to the library visit [www.yourlibrary.ca/donations](http://www.yourlibrary.ca/donations) or any Richmond Public Library Branch.

## Our 2013 Donor List

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

Friends of the Richmond Public Library  
 Dr. and Mrs. Kwok-Chu Lee

### **\$5,000 to \$19,999**

The Ben & Esther Dayson Charitable Foundation  
 Kronier & Sparrow Ltd. to the Richmond Public Library Endowment Fund in the Richmond Community Foundation

### **\$1000 to \$4,999**

Alan Burns  
 Susan E. Lomness  
 Shoji Nishihata  
 Pat Watson to the Richmond Public Library Endowment Fund in the Richmond Community Foundation  
 Julia A. Williams

### **\$500 to \$999**

Anonymous (1)  
 Diane Cousar  
 Weiping Chen

### **\$300 to \$499**

Peter Kafka  
 Nelson Kwan  
 Cindy McPherson  
 Cyndi & Max Mintzberg  
 Robert A. McMath Sec. School - UNSC Club

### TELUS

### **\$200 to \$299**

ABCPLD  
 Greg Buss  
 Robbin Greig  
 Susan L. Koch  
 Connie Lau  
 Simon Tang  
 Susan Walters

### **\$100 to \$199**

Anonymous (1)  
 Linda Barnes  
 Capilano Suspension Bridge Park  
 Dulce A. Cuenca  
 Thora J. Gislason  
 Michelle Johnson  
 Sanjiv Khangura  
 Siew Kiau  
 Municipal Pension Retirees' Association

Elaine Peterson  
 Diana Tyler

### **\$50 to \$99**

Ru Ying Ma  
 United Way

### **Donations up to \$50**

Carole Abramson  
 Anonymous (4)

Judith A. Bicep  
 Sharon Doucelin  
 Shayla Feldstein  
 Vivian Garfinkel  
 Bobbi Gutman  
 Henry Anderson Elementary School  
 Geng Huang  
 Zihui Huang  
 H. Nadine Jones  
 Ann Kramer  
 Leah Levitt  
 Dianne J. Lewis  
 Betty Mintzberg  
 Andrew Ness  
 Qing Pan  
 Paula Rembach  
 Alexis Rothschild  
 Nazar Saeed  
 Ruth Singer  
 Francie Steen  
 Anita Stuart  
 United Way  
 Paula Verhoeven  
 Nancy Wizenberg  
 Judy Zack

**26,105**

Total number of  
 Dr. Lee books donated  
 in 2013

## Celebrating the Dr. Lee Collection

Dr. and Mrs. Kwok-Chu Lee once again extended their remarkable generosity to Richmond Public Library in 2013. In October, Richmond Public Library received another sizable donation of 26,105 books with an estimated value of \$970,000. This donation provided the library with a treasure of books for our Special Collection on Chinese Culture. The related "The Joy of Reading: Appreciation of Chinese Literature" programs had more than 400 participants. Richmond Public Library would like to thank Dr. and Mrs. Lee for their outstanding generosity.

### Donation Highlight: Chinese Art

The Chinese art collection that is part of the Dr. Kwok-Chu Lee donation is a dream collection for professional artists, students and researchers. The focus is on Chinese calligraphy and painting. There are art albums of ancient masters and contemporary artists; dictionaries; catalogues of museums, exhibitions, and auctions; art history; art theory; rubbings of engravings on cliffs, tombstones and signs; as well as a large number of copybooks by calligraphers from different dynasties in different calligraphic scripts. There are also many books on other art forms, such as seal carving, sculpture, frescos, woodblock printing, sketching, architecture, costumes, theatre, Chinese gardens, and Japanese and Western art.

# Connecting To Our Community

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 Richmond community stepped up to share their knowledge, skills and expertise and engaged with library members.

## Our 2013 Community Partners

- |  |  |  |
|--|--|--|
| Agriculture and Agri-Food Canada                             | Literacy Richmond                                | Richmond Youth Honour Choir                                      |
| Academy for Learning Islam (B.C. Chapter)                    | Minoru Place Activity Centre                     | Richmond Youth Service Agency                                    |
| Alzheimer's Society of BC                                    | Odessa Club                                      | Royal Astronomical Society                                       |
| Arthritis Society of Vancouver                               | Ohel Ya'akov Community Kollel                    | Science Fair Foundation BC                                       |
| ATY Consulting   | Patient Voices Network                           | Scouts Canada  |
| Avia Employment Services                                     | Peacehold Inc.                                   | SFU Science in Action  |
| Bayit  | Philosophers' Café in Russian                    | Simon Fraser University Continuing Studies (Harbour Centre)      |
| BC Hydro   | Pro-Bono Immigrants Services Society             | Skills Connect at Back in Motion - Richmond                      |
| BC Responsible and Problem Gambling Program                  | RBC Royal Bank                                   | Society for Chinese Canadian Literature Studies                  |
| Canada Post  | RCMP - Forensics                                 | S.U.C.C.E.S.S. - Business Immigrant Integration Support          |
| Canadian Blood Services                                      | Recycling and Environmental Protection           | S.U.C.C.E.S.S. (Richmond Office)                                 |
| Canadian Breast Cancer Foundation (BC-Yukon)                 | Richmond Addiction Services                      | S.U.C.C.E.S.S. - Settlement Integration Program                  |
| Canadian Diabetes Association                                | Richmond Archives                                | S.U.C.C.E.S.S. - Women's Group                                   |
| Canadian Mental Health Association (Richmond)                | Richmond Art Centre                              | Therapy Dogs International Read with a Dog Program               |
| Chess 2 Inspire  | Richmond Art Gallery                             | Touchstone Family Association                                    |
| Chinese Canadian Historical Society                          | Richmond Child Care Resource and Referral Centre | Tree Canada  |
| Chinese Canadian Military Museum                             | Richmond Children First                          | Trinity Healthy Living   |
| Cinemazoo  | Richmond Chinese Calligraphy and Painting Club   | Tsawwassen First Nations   |
| Cinevolution Media Arts Society                              | Richmond District Parent's Association           | UBC Asian Studies Department                                     |
| City of Richmond   | Richmond Family Place                            | UBC Chinese Canadian Stories                                     |
| City of Richmond Environmental Programs                      | Richmond Food Bank                               | UBC Division of Health Care Communication                        |
| City of Richmond Senior Services                             | Richmond Food Security Society                   | UBC Irving K. Barber Learning Centre                             |
| Council of Senior Citizens Organizations of British Columbia | Richmond Gem and Mineral Society                 | UBC Let's Talk About Science                                     |
| Diana Mau Chartered Accountant                               | Richmond Health Advisory Committee               | UBC St. John's College   |
| Fairchild Radio  | Richmond Jewish Day School                       | University of Victoria Centre on Aging (Ladner Satellite Office) |
| Family Christian Fellowship                                  | Richmond Multicultural Community Services        | Vancouver Chess School   |
| Family Services of Greater Vancouver (Richmond Office)       | Richmond Museum                                  | Vancouver Coastal Health   |
| Fisheries and Oceans Canada                                  | Richmond Nature Park                             | Vancouver Ocarina Family   |
| Force Society for Kids' Mental Health                        | Richmond News                                    | Volunteer Richmond Information Services                          |
| Gateway Theatre  | Richmond Orchid Culture Club                     | Wildlife Rescue Association of BC                                |
| Genome BC  | Richmond Public Health                           | World Chinese Weekly   |
| Girl Guides of Canada  | Richmond RCMP                                    | World Poetry   |
| Haipai Painting and Calligraphy Society of Canada            | Richmond Review                                  | ZLC Financial Group  |
| Hamilton Community Centre                                    | Richmond Royal Canadian Air Cadets               |  |
| Herzberg Institute of Astrophysics                           | Richmond School District No. 38                  |  |
| Immigrant Services Society of BC                             | Richmond SWIS Workers                            |  |
| Kwantlen Polytechnic University                              | Richmond Women's Resources Centre                |  |
| Language College ELSA  | Richmond Writes Out Loud                         |  |
|  | Richmond Youth Concert Band                      |  |

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