



## **RICHMOND PUBLIC LIBRARY** **ANNUAL REPORT TO THE COMMUNITY 2007/2008**



### **Message from the Library Board Chair Lyn Greenhill**

This was a year of many accomplishments and changes at Richmond Public Library. The children's Summer Reading Club had an unprecedented 4,900 kids reading for pleasure during the summer; nearly 3,000 people attended the Chinese New Year Celebrations this year; over 2,000 people enjoyed the Celebrate Canada Fair; and close to 1,600 people participated in the interactive displays at the Brighthouse Science Bash.

In addition to our English language DVD dispenser, customers who enjoy Chinese movies can now borrow popular DVDs from the new Chinese language DVD dispenser that we introduced last fall.

With a recent staff reorganization we now have Customer Service Clerks and library users are getting even better service. To date, the Customer Service Clerks have answered over 12,000 reference questions and other inquiries.

Thanks to funding from Richmond City Council, Hamilton area residents are happy to have weekly library service, conveniently located at the Hamilton Community Centre.

The round Ralphie library card for kids continues to be popular with young library users and nearly 8,000 cards have been issued. We're very proud to announce that the library won the prestigious *John Cotton Dana Library Public Relations Award* as well as the *BC Library Association Merit Award* for the Ralphie Card Campaign; the *Cultural Diversity Award* for multicultural services and diversity in the workplace; and the *CLA/Information Today Award for Innovative Technology* for our DVD Dispenser. We look forward in the coming months to more successes and improvements in services and collections.

### **QUICK FACTS 2007**

- ▶ Over 1.87 million customer visits
- ▶ 19,641,415 web site pages viewed
- ▶ Over 4.32 million items borrowed
- ▶ 136,631 active library card users
- ▶ 466,631 items in the collection
- ▶ 73,909 new items added to the collection
- ▶ 114,607 questions answered
- ▶ 2,601 programs and 101,125 attendees

## HIGHLIGHTS

### Celebrate Canada Fair

Over 2,000 children and adults participated in the Celebrate Canada Fair, which offered recent immigrants and families a fun way to learn about Canada's history, culture, art, sports, industries and recreation.



### Brighthouse Science Bash

In celebration of National Science and Technology Week, RPL teamed up with various science departments in the federal and provincial governments to hold a Science Bash. More than 1,600 students enjoyed interactive and educational activities that taught them about the different fields of science and the scientific research that the government is doing. Ten booths were set up with all sorts of scientific experiments and models, and kids learned how to track animals with radar, identify rocks, and make a DNA model.



### Chinese DVD Dispenser

Thousands of families and individuals can enjoy popular and bestselling movies in Chinese, now that the library has a new Chinese DVD Dispenser. This technology houses and manages a high demand collection of over 1,000 DVDs and makes it easy for customers to borrow and return movies.



### Customer Service Clerks

The introduction of customer service clerks ensures that library users find what they need, when and where they need it. A new Ask Me station prominently located on the main floor allows customers to identify staff more easily.



## Partners in Literacy

Since its inception in 2006, the Richmond E-Venti Marathon, organized by JJ Hill, Michelle LaPorte, Linda Hiltz and Starbucks, has donated \$21,600 to the library in support of children's literacy in our community. Partnerships like this help Richmond Public Library offer great resources to new readers.



(Photo courtesy of Simon Ho)

- ▶ Daily storytimes
- ▶ Reading Buddies Program
- ▶ New Immigrant Orientation Programs
- ▶ Chinese New Year celebration
- ▶ Philosopher's Cafes in Russian
- ▶ Author readings
- ▶ Summer Reading Club

## Improvement in Branch Hours

With the change in hours at the Steveston, Ironwood, and Cambie branches, customers are thrilled that they can visit the library and borrow material earlier in the day. Holds service for Hamilton customers was introduced in fall 2007 and holds on Cambie material are now available to all.

## PROGRAMS @ THE LIBRARY

Helping new immigrants navigate life in their new country, sharing the joy of books with children, and teaching computer skills to seniors are just a few of the many programs offered by RPL.



(Photo courtesy of Simon Ho)

- ▶ New programs at Ironwood Branch include: "Healthy Start," which encourages play and learning, education and support; and "Baby Explorers," which gives caregivers time to socialize and share ideas that help babies explore the world.
- ▶ Popular new computer courses at Ironwood Branch include Flickr and Craigslist.

## VIRTUAL LIBRARY SERVICES

RPL improved access to technology by adding two new electronic databases, Learning Express and Press Display, which can be used in the library or from home.

- ▶ Learning Express provides interactive online learning for students and adult learners who want to take practice tests and tutorial courses in order to pass academic or licensing tests. Users get immediate scoring, complete answer explanation and an individualized analysis of their results.
- ▶ Press Display allows customers online access to over 500 newspapers from around the world.

## Cash and In-Kind Donations Received in 2007

Thank you to all our many generous donors who support the library and enable us to improve and expand access to essential programs, collections and services.

**Donations \$10,000 and up:** Iready.ca Communications; Or Sai Kit; Lee Hon Kit. **Donations \$1,000-\$7,000:** The Ben & Esther Dayson Charitable Foundation; Richmond E-Venti Marathon; Canada Post Heritage Club; Starbucks *Make Your Mark* Volunteer Program; Richmond Sunrise Rotary Club; Richmond Chinese School Foundation; Mr. and Mrs. Peter Hung; Anonymous. **Donations \$100-\$500:** Bernice and Isaac Messinger; Beryl Jeffrey; Robin Percival-Smith; Greg Buss; Vancity; TELUS; Connie Lau; Leslie Wilson; Cyndi and Max Mintzberg; Benny and Gail Sczerkowski; YaYa Sisters Book Club; Judy Assoon; Mr. and Mrs. B. Bouche; Wei Ge; Chen Liu; Tony Mabey; Doreen O'Hara; John Parker. **Donations up to \$99:** Anonymous; Georgeann Glover; Jen Hung Hui-Chen; Rob and Leslie MacDougall; Gail Townsley; Kam-Ho Yeung; Debbie Yu; Alpha Delta Master Chapter Beta Sigma Phi Group; Jennifer Carmichael; Sharon Doucelin; Eddie MK Leung; Mr. and Mrs. Allan Seidman; Karin Sipko; Irene Ho; Mr. and Mrs. Stephen Fader; Alisa Meurens; Anonymous; Wenhao Sun; Dave and Lisa Breen; Anonymous; Randy Ling; Mr. and Mrs. L. Raphael; Mr. and Mrs. Kramer; Mr. and Mrs. Ling; Robert Evans; Mr. and Mrs. Harold Laimon.

## RICHMOND PUBLIC LIBRARY 2007 FINANCIAL HIGHLIGHTS

### Revenue:

City of Richmond contribution	\$ 6,638,700
Grants	480,061
Late charges and other revenue	592,837
Donations	79,482
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	7,791,080

### Expenditures:

Automation	66,639
Books and periodicals	1,100,751
Building, leases and maintenance	266,458
Utilities	169,132
Minor capital purchases	13,478
Resource sharing services	88,496
Salaries and employee benefits	5,073,089
Supplies and equipment services	409,107
General and administration	262,509
Contribution to City of Richmond for Brighthouse	
Library Renovations	116,867
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	7,566,526

Excess (deficiency) of revenue over expenditures	224,554
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Financial equity (deficiency), beginning of year	36,451
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Financial equity (deficiency), end of year	\$ 261,005
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The Richmond Public Library Board acknowledges generous financial support from the Public Library Services Branch, Ministry of Education.

## 2007 RICHMOND PUBLIC LIBRARY BOARD



Standing (L to R): Greg Smith, Dulce Cuenca, Leslie Wilson (Chair), Cllr. Bill McNulty, Arlene Yoshikawa, Pat Watson, Lyn Greenhill (Vice-Chair), and Ron McLeod.