

A photograph of a woman with dark hair and bangs, wearing a grey zip-up hoodie, smiling at the camera. She is sitting and holding a young child with dark hair and bangs, wearing a pink and white striped long-sleeved shirt under a white vest. They are both looking at an open book held by the woman. The background shows wooden bookshelves filled with books.

# 2016

REPORT TO THE COMMUNITY



Richmond  
Public Library

# Greetings from the Mayor



On behalf of City Council and the residents of Richmond, I would like to thank you for taking the time to read and explore the pages of Richmond Public Library's 2016 Annual Report to the Community.

Richmond Public Library has been a pillar of the community for over 40 years, and continues to contribute to a vibrant, active and connected city through its literacy, educational and information-based materials, resources, programs and services. The library is a great resource for residents of all ages looking to connect with others in the community or explore opportunities for personal development.

Council is very proud of the values that the library demonstrates. All are welcome, there are no barriers to access and many library programs and resources are available in multiple languages to reflect the culturally diverse nature of our community.

I want to thank all of the library volunteers, Board members, community partners and staff for their commitment to ensuring that Richmond Public Library continues to meet and exceed the needs of our community. Thank you and best wishes to the library for a great 2017!

A handwritten signature in black ink, which appears to read "Malcolm Brodie".

**Malcolm D. Brodie**  
**Mayor**



## Message from the Board Chair and Chief Librarian

At Richmond Public Library, our role is to connect and empower our community – by providing access to people, materials, knowledge, resources, services and opportunities. While these words are easy to say, it's how they are executed that matters.

We want our community to think of their library as a go-to destination that connects them to what they need to be successful. Because the world is ever-changing and technology is evolving faster than ever, we're constantly evolving the materials, programs and services that we provide.

In this report you'll see a sample of some of the library's achievements this year; achievements that helped us to add value in the community and adapt to the community's changing needs.

Browse the pages of this report and you'll find out about our significant collection additions, exciting new program

launches that were made possible by a host of community partners, plus an exciting new public space made possible with the financial support of a Canada 150 Grant.

Haven't been to the library in a while? Come by and see what the library can do for you. Our staff are here to help you access popular collections that inspire and inform while you enjoy a welcoming atmosphere. We are constantly striving to contribute to building a stronger, knowledgeable and more connected community and we can't wait to connect with each and every one of you!

**Susan Koch**  
*Board Chair, Richmond  
Public Library*

**Susan Walters**  
*Chief Librarian, Richmond  
Public Library*



*Left to right: Susan Koch, Board Vice-Chair; Jordan Oye; Traci Corr; Cllr. Chak Au; Cllr. Alexa Loo; Diane Cousar; Arseniy Shchedrinskiy; Chaslynn Gillanders; Simon Tang, Board Chair; Robin Leung.*

*In 2017 the Board members stayed the same however there were some notable changes in roles. Congratulations to Susan Koch who assumed the role of Board Chair and to Robin Leung who assumed the role of Board Vice-Chair. Thank you to Simon Tang who remains a valued member of the Board.*

# Strategic Roles from our 2014-2018 Strategic Plan

We're more than halfway through our [Strategic Plan](#) and are working towards meeting these goals. In 2016, our focus was on five of the eight Strategic Roles.

## 1. The Refocused Traditional Library

The library will continue to be a free source of lifelong learning and a hub for creativity, exploration and discovery.

## 2. The Learning Hub Library

The library is a place to study, work collaboratively and find help for homework assignments. The Learning Hub is also a place for personal development.

## 3. The Living Room Library

The library is a place to read, study or relax in a quiet, comfortable environment. It is well-lit with plenty of open spaces and offers a variety of seating options.

## 4. The Digital Library

The library offers individual and group workstations, free Internet access, a variety of digital devices with staff training and instructions, and the necessary IT infrastructure to support it all.

## 5. The Activity Library

The library offers informative programs and provides an opportunity for library users who want to organize and lead library programs, where they can share their knowledge and experience.

## 6. The Creative Library

The library is a place to work, learn collaboratively with like-minded people, contribute, publish and share content.

## 7. The Multicultural Library

The library provides space for special collections and services that reflect Richmond's multiculturalism and diversity.

## 8. The Gathering Place Library

The library invites groups of people to get together informally to talk, learn and share ideas. It balances space for quiet, individual activities with an informal space where noise is okay.



# City of Richmond Council Term Goals

At the start of each new term of office, City Council sets term goals to guide and influence the decisions it makes.\*

The library is committed to supporting the 2014 – 2018 Council Term Goals. In 2016, our contributions centered around creating a Vibrant, Active and Connected City and demonstrating Strong Financial Stewardship.



## Goal 2: A Vibrant, Active and Connected City

**Richmond Public Library connects community members to the services they want and need. In 2016, the library:**

- Welcomed **almost 2,000 adults** who participated in over **100 programs** for 55+ community members.
- Registered **over 3,800 children** for Summer Reading Club and welcomed **over 600 children** to the Medal Ceremony and Finale event to celebrate their reading accomplishments.
- Conducted **over 60 distinct outreach events** and connected with **more than 2,000 people** while out and about in the community.



## Goal 7: Strong Financial Stewardship

**The library is committed to fiscal responsibility while meeting the needs of the community.**

- The library implemented a public feedback survey in April which received **over 3,000 responses** from community members. Feedback and insights demonstrated the impacts to the community from the changes to fines, loans and hours of operation. Using that information, the library adjusted some of the new policies as well as the branch hours of operation.

\*Credit: <http://www.richmond.ca/cityhall/council/about/goals.htm>

# A Typical Day at RPL\*



**4,395** LIBRARY MEMBERS  
VISIT OUR BRANCHES



**1,399** WIFI SESSIONS  
ARE LAUNCHED



**559** COMPUTER SESSIONS  
ARE BOOKED



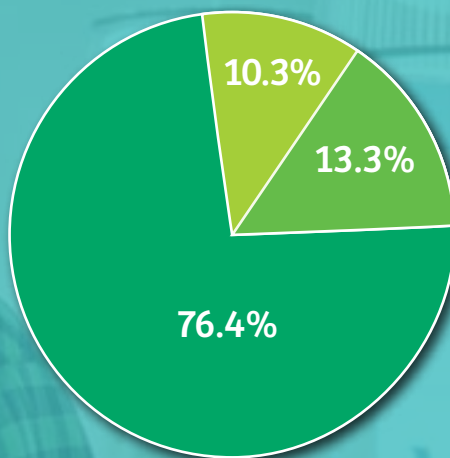
**325** QUESTIONS  
ARE ANSWERED

**9**




PROGRAM,  
WORKSHOPS & EVENTS

**259**

PROGRAM PARTICIPANTS



**7,913** ITEMS  
ARE BORROWED

-  PHYSICAL ITEMS
-  DIGITAL ITEMS
-  DVDs

**2,480**

PEOPLE VISIT OUR  
WEBSITE

**361**

EBOOKS ARE  
DOWNLOADED

**50**

VISITORS COME TO  
OUR SOCIAL MEDIA  
PROFILE PAGES

\*Average based on 354 days open

# 2016 - 2017 Accomplishments

## 1. COLLECTION ENHANCEMENTS

In response to public feedback and borrowing demand, plus to meet the changing needs of our diverse community, we have improved, expanded and enhanced our collections in a number of areas:

- The library enhanced its **Early Childhood Education (ECE) Teacher Resource Collection** with the introduction of new books and resources, and is set to deploy a set of **20 ECE Resource Kits** in Summer 2017.
- We invested in the non-fiction **Language Learning Collection** at Brighouse with the addition of foreign language learning books and travel phrasebooks that promote and simplify language learning. The library also invested **\$7,000** in **fiction stories from around the world** that focus on cultural experiences outside of North America.
- The demand for **eBooks** was strong and we continued to focus on building our eBook collection weekly.
- The library is committed to offering literacy-based and STEM programs and resources. In 2016, we added a wide variety of **BC Curriculum support materials** in the areas of STEM categories, books highlighting knowledge, technology and more.
- The library made a significant investment in enhancing our hardcover and trade paperback **Mystery Fiction** collection with the addition of **\$10,000** in new mystery thriller titles.
- In 2016, there was a concerted focus on enhancing the Kids collection, with the addition of new **Easy Readers, Red Cedar Award titles** and a new selection of **Junior Bookclub sets**. To support early childhood literacy efforts in 2016, the library invested a total of **\$17,000** in **paperback picture books**.

I recently re-discovered the library after not having borrowed any books for many years. I really enjoy your selection of current non-fiction and how well stocked, organized, and clean the Brighouse branch of the library is. I look forward to spending many more hours discovering the treasures you continue to curate for readers such as myself.

Gerald, Brighouse branch user



- The demand for large print books at Richmond Public Library continues to increase and the library invested **\$12,000** in **new fiction and non-fiction large print bestsellers** to meet the needs of our community.



## 2. DIGITAL PROGRAMS, SERVICES & SPACES

Many new Digital Literacy programs were introduced in 2016 to expand the core program offerings. These programs leveraged the expertise of the library's digital community partners as well as the in-house experience of the Digital Services team.

Program highlights from 2016 include:

- **Introduction to Electronics:** In this partnership program with the Association of Professional Engineers and Geoscientists of BC, students learned the basics of electronics and how to build their own LED circuit.

- **Once Upon an App:** Toddlers and their caregivers experience a lively traditional storytime enhanced with the introduction of a new app for children each week. Caregivers are invited to try out the app and provided the opportunity to ask questions of library staff hosts.

- **3D Maker Meetups:** Certified 3D makers and budding 3D enthusiasts enjoy coming together once a month in the Launchpad to hear guest speakers, meet other makers, demo and discuss their projects and share their knowledge and skills with others.

- **Computer Basics for Seniors:** This popular series is for seniors who are looking to gain new computer skills or brush up on their basic knowledge. These classes are hands-on and cover various computer topics. Our goal is to help equip seniors to communicate with their families and loved ones in the changing digital times.





# WELCOME TO THE NEW LAUNCHPAD

This project is funded in part by the  
Government of Canada.



Canada



Richmond  
Public Library

An open space where the community can

**Create**                      **Innovate**  
**Explore**                  **Discover**  
**Meet Up**                **Collaborate**

The Launchpad connects the  
community to new technology with

- a dedicated classroom, flex area and lecture space
- creation stations for digitization, photo/negative scanning and 3D modeling software
- computer coding
- robotics
- 3D modeling software

All ages, interests and skill levels are  
welcome!



I wish to thank you for the “3D Modelling For Production” course  
my son followed at the public library. The course allowed him  
to open his mind to computing at a higher technical level than  
everyday computing/gaming/smartphone use.

**Martin, father of student in 3D Modelling program**



The library provides diverse materials and learning spaces, inspiring creativity, sharing and knowledge.



The library builds a stronger, more knowledgeable and connected community where people of all ages, backgrounds and cultures are welcomed and respected.





*Special thanks to IKEA  
for sponsoring the IKEA  
Lounge at the Children's  
Arts Festival!*



Karen X. Tulchinsky

### 3. PROGRAMMING HIGHLIGHTS

In addition to providing valuable resources, materials and collections, the library is committed to offering an extensive variety of free programming.

In 2016, the library welcomed **Karen X. Tulchinsky** as Richmond's fifth **Writer-In-Residence**. Together with the City of Richmond, the Richmond Arts Centre and the Minoru Place Activity Centre, the library hosted a series of workshops and manuscript consultations by Karen. Her unique perspectives and experiences inspired participants to explore their own creativity while learning from an accomplished, published author.

The library is proud to support community members young and old in finding out about **volunteer and employment opportunities**. In 2016, RPL held a variety of employment, skills-based programs and job fairs, attracting **over 650 attendees** through the year. The library is fortunate to

partner with local organizations such as Avia Employment Services and RMCS to offer job fairs, as well as job-skills programming that helps participants prepare to meet with prospective employers.

**Small business** owners and those considering starting their own business can also find valuable programs to help them in their entrepreneurial journey. RPL paid tribute to Small Business Week in October 2016 with nightly programming that introduced entrepreneurs to key business concepts from tax law to grant applications to business planning.

Youth have always been an important demographic for RPL and we're constantly looking for ways to connect with local teens. Thanks to our growing partnership with Charity Brighthouse, the library welcomed **780 teens** to the second annual **Richmond Youth Volunteerism Fair**. Youth explored **over 20 booths** and interacted with local

organizations to find inspiring volunteer opportunities.

RPL contributes to some of the community's biggest arts and culture events. Here are some of the notable community events we were part of:

**Culture Days**

**Children's Arts Festival**

**Heritage Fair**

**Richmond World Festival**

**International Day against  
Homophobia and Transphobia**

**Black History Month**

**Asian Heritage Month**

**Education Week**

*I was very impressed with this Program (Learning Together) held at the Richmond Library (Ironwood location) every Wednesday. The weekly literacy themes evoked for me, reflections on meaningful practices to further support the learning and growth of my children.*

*Simmee, Teacher and parent*





#### 4. COMMUNITY ENGAGEMENT & PARTNERSHIPS

In 2016, two new strategic partnerships developed, holding promise for long-term relationships that will deliver significant benefit to the community of Richmond.

The development of **Early Years Centres (EYC)** is part of the BC Early Years Strategy and an operational mandate of the Provincial Office for the Early Years. The aim of the EYC Strategy is to work with a number of community partners to coordinate and integrate existing services to develop a more seamless system of support for families with children 0 – 6 years old. Richmond was named as one of the successful centres with the Brighthouse branch of the Richmond Public Library being the main EYC hub. This is the first time that a library is the main site for an EYC.

Library staff, working together with the Library Board, the Superintendent for the **Richmond Christian School (RCS)** and a teacher librarian, have established the framework for a partnership that will become a model for partnerships with other schools in the future. Key elements of the partnership include:

- Creating volunteer opportunities for students
- Providing opportunities for exploring interests beyond academics for students
- Providing resources and knowledge-sharing to support the new BC school curriculum
- Offering digital tours for students and student groups so they can come and explore our collection of digital tools
- Working together to encourage students to explore the library and read during the summer

Many of these goals were put into action in 2016 and others are underway. In addition, these goals were expanded to support students throughout Richmond, whether they attend public or private school.

Starting in January 2017, the library's one-day service at **Hamilton** Community Centre launched some exciting new collections and literacy-based activities. Members have been enjoying fresh new collections and new hands-on activities. Come and see why Saturdays at Hamilton are becoming the local community's favourite day of the week!



# Thank You to Our Volunteers and Champions!



Throughout the year, library community volunteers generously give their time and energy to help make library programs successful. At our annual appreciation event in April 2017, the library publicly recognized the valuable support that these volunteers provide to the community.

## **Did you know? Since April 2016:**

- Over **300 people** have signed up to be library volunteers!
- Together their contributions enriched over **40 different library programs and events!**
- In total, volunteers contributed **2,934 hours of volunteer service!**

Congratulations and thank you!



The library also appreciates and recognizes the contributions of its Library Champions. These community members are recent immigrants who are specially trained to conduct outreach with other new immigrants in the community. Library Champions enjoy the benefit of improving their own communication and presentation skills while helping to connect their community with valuable library resources and settlement information.

In 2016, Richmond Public Library partnered with **40 Library Champions** who collectively reached out to almost **1,200 community members!** Thank you for sharing your knowledge!



Mayor Brodie and Greg Buss



# It's Been a Busy Year!

## RPL CELEBRATES 40 YEARS

Did you know? RPL was incorporated in 1976, and we have been providing library service to the City of Richmond for 40 years! We celebrated this milestone in October 2016 during Canadian Library Month. The community came together for a special birthday celebration with cupcakes, giveaways of limited edition stickers, tattoos and balloons, plus a chance to connect with Library Board members, staff and community partners.

*"The library has changed immensely in the past 40 years but our foundational role of connecting the community to information and to each other still remains."*

**Lee Anne Smith, Coordinator,  
Programming & Information Services.**

## FAREWELL TO LONGSTANDING CHIEF LIBRARIAN GREG BUSS

After 26 years as Chief Librarian and 33 years at the library, Greg Buss retired on January 20, 2017. During his time as Chief Librarian, Greg led the library in achieving international recognition in many areas, including customer service, innovative building design, multilingual services and information technology.

The Library Board has entrusted the library's senior leadership role to Susan Walters, the new Chief Librarian.

*"Greg's strong leadership voice has been a constant at Richmond Public Library that has helped the library to grow, expand, and bring new services to the community. The Library Board is confident that Susan will be able to build on the legacy that Greg has created and further evolve the library's role of promoting lifelong learning, community engagement and of course, reading."*

**Simon Tang, 2016 Library Board Chair.**

## RESTORATION OF BRANCH HOURS OF OPERATION

On February 17, 2017, after a public feedback survey, hours of operation at the Cambie, Ironwood and Steveston branches were restored to their original times. This was identified as a priority for both the library and the City of Richmond in 2017.

*"In 2017, the library is committed to offering some very exciting collections, partnership programs, services and learning opportunities to the community. In order to improve our members' access to these programs and services, it was essential to restore branch hours."*

**Susan Walters, Chief Librarian.**

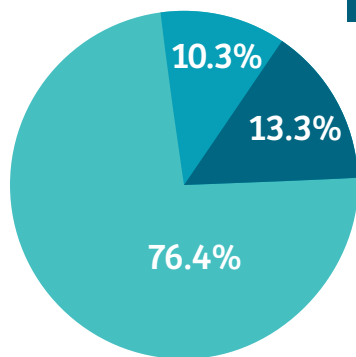
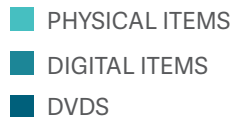


I just have two words regarding the restoration of full library hours... wow and hallelujah! It is so liberating to be able to drop by the library without worrying if it will be open. My home away from home is back!!!

**S.D., library branch user**

# 2016 Facts & Figures

**2,801,246** ITEMS  
WERE BORROWED



**107,919**  
CARD HOLDERS

*That's 49% of all  
Richmond residents!\**

**91,743**

PROGRAM  
PARTICIPANTS

**3,038**

PROGRAM,  
WORKSHOPS & EVENTS



**1,555,890** LIBRARY  
MEMBERS VISITED OUR BRANCHES



**877,843** PEOPLE  
VISITED OUR WEBSITE



**495,347** WIFI SESSIONS  
WERE LAUNCHED



**19,715** COMPUTER SESSIONS  
WERE BOOKED



**118,579** QUESTIONS  
WERE ANSWERED



**2,934**  
TOTAL VOLUNTEER HOURS  
CONTRIBUTED TO LIBRARY  
PROGRAMS & EVENTS\*\*

\*Credit: <http://www.richmond.ca/discover/about/demographics.htm>

\*\*April 2016 - April 2017



# 2016 Statement of Revenue & Expenses

## OPERATING REVENUE

Municipal Contribution	\$7,432,500
Donations	\$30,838
Grants	\$402,173
Fines and Miscellaneous	\$333,946
<b>Total</b>	<b>\$8,199,457</b>

## CAPITAL

Municipal Contribution	\$1,311,500
<b>Total Revenue</b>	<b>\$9,510,957</b>

## OPERATING EXPENSES

Salaries and Employee Benefits	\$6,620,749
Supplies and Equipment Services	\$752,269
General and Administration	\$381,645
Building, Lease and Maintenance	\$313,305
Utilities	\$137,191
<b>Total</b>	<b>\$8,205,159</b>

## CAPITAL

Amortization <sup>1</sup>	\$1,319,116
Loss on Disposal of Assets <sup>2</sup>	\$152,730
<b>Total Expense</b>	<b>\$9,677,005</b>
<b>Annual Surplus (Deficit)</b>	<b>(\$166,048)</b>

<sup>1</sup> The cost of an asset, such as a book, is spread over the estimated useful life of the asset or the book and this annual expense is referred to as "amortization".

<sup>2</sup> The library removed and recycled a large number of old, outdated and damaged books, or assets, creating a loss that is called a "Loss on Disposal of Assets".

**Did you know?**

Donations to Richmond Public Library over \$20 receive a tax receipt!

# Thank You to Our 2016 Donors

Thank you to the many generous donors who help us improve and expand access to essential programs, collections and services. To donate, please visit any Richmond Public Library branch or go to [yourlibrary.ca/donations](http://yourlibrary.ca/donations).

## **DONATIONS \$20,000+**

Friends of the Richmond Library

## **DONATIONS \$5,000 - \$19,999**

N & Z Futures Ltd. (Derek Dang & Dr. Margaret Young);  
Richmond Public Library Endowment Fund in the  
Richmond Community Foundation – Kronier & Sparrow Ltd;  
The Ben & Esther Dayson Charitable Foundation;  
Vancouver Foundation

## **DONATIONS \$1,000 - \$4,999**

Alan Burns

## **DONATIONS \$500 - \$999**

Anonymous (1)

## **DONATIONS \$300 - \$499**

Anonymous (1); Greg Buss; Susan Walters

## **DONATIONS \$200 - \$299**

All Sorts Book Club; Ancient Mariners Book Club; CFUW  
Afternoon Book Club; CFUW Evening Book Club; Robbin  
Greig; Simon Tang; Susan Koch; United Way

## **DONATIONS \$100 - \$199**

Adil Arda Minocherhomjee; Anonymous (1); Christiana Shum;  
Ironwood Evening Book Club; Mariner's Village Book Club;  
Seventh Heaven Book Club; Tuesday with Women Book Club;  
Ya Ya Sisters Book Club; Richmond Glitterbugs Book Club;  
Robin Leung; WorkSafe BC

## **DONATIONS \$50 - \$99**

Chaslynn Gillanders; Cindy McPherson; Sharon Doucelin;  
Traci Corr

## **DONATIONS UP TO \$50**

Alexis Rothschild; Anonymous (4); Denis Deyneko; Jin Song  
Guo; Kara Mintzberg and Josh Gibbons; Kin Lung Ho; Peter  
Yeung; Rachel Eaton



Working with the Richmond Public Library over the past year has been invaluable. Whether we were offering workshops, information at a community table, or multi-employer job fairs, the library was appropriately equipped with equipment and space for our needs. We look forward to our continued collaboration and partnership in future endeavors.

Lonnie, Avia Employment Services

## 2016 Community Partners

### ORGANIZATIONS

Alzheimer Society of B.C.  
AM 1470 Fairchild Radio  
Animation Academy  
Association of Professional Engineers & Geoscientists of BC  
Avia Employment Services  
BC Hydro  
BC Lung Screen Trial  
Bloomin' Garden  
British Columbia Genealogical Society  
Canada Council for the Arts  
Canada International Photographers Association  
Canada Revenue Agency  
Canadian Chinese Babymoms Network  
Canadian Chinese Poetry Association  
Canadian Chinese Writers' Association  
Canadian Health Awareness Society  
Capilano University  
Chabad of Richmond  
Chartered Professional Accountants of Canada /  
Comptables professionnels agréés du Canada  
Chess2Inspire Association  
Chimo Community Services  
Chinese Canadian Historical Society  
Chinese Canadian Historical Society of BC  
Chinese Canadian Military Museum  
Chinese Canadian Pen Centre  
City Centre Community Centre  
City of Richmond  
City of Richmond, Community Services Department  
(Nature Park)  
City of Richmond, Health Department  
City of Richmond, Community Services  
City of Richmond, Environmental Programs Department  
Coding4Fun  
Connections: International Students  
Craftworks Toys  
Credit Counselling Society  
Diwalifest  
Douglas College  
Driftwood Artists' Association  
Edward Jones  
eGurus  
Environment Canada  
Family Integration and Resources Support Team Society  
Family Services of Greater Vancouver  
Fraser Cultural Forum  
Furen Education Institute  
Genome BC  
Haipai Painting and Calligraphy Society of Canada  
Healthies Babies Possible  
Hive Vancouver  
Hua Xia Multiculture Society  
Immigrant Services Society of BC  
Insight Chemistry Tutors  
Institute on Aging and Lifelong Health, University of Victoria  
International Multicultural Development Foundation

Investors Group Financial Services  
Jewish Independent Newspaper  
JHub Richmond  
Jim Pattison Group  
Jimala Law Corp  
Kids Code Jeunesse  
Kwantlen Polytechnic University  
Kwantlen Physics  
Langara College  
Legacy Advantage  
Libra Nutrition  
Literacy Richmond  
London Drugs #52  
Mad Science  
Makelt.Zone  
Medicinal Cannabis Resource Centre Inc.  
Ministry of Children and Family Development – Provincial  
Office of the Early Years  
Ministry of Education  
Ministry of Finance  
Monarch House  
Moonlight Counselling and Education Services  
MOSAIC  
Multicultural Helping House Society  
Muslim Association of BC  
MyGym  
NaNoWriMo  
National Film Board  
Northwest Wildlife Preservation Society  
Ohel Ya'akov Community Kollel (Vancouver)  
Open Science Network  
OsteoArthritis Service Integration System Regional Office  
Outside the Box Learning Commons  
Panther Cheer Athletics  
Pathways Clubhouse  
People's Law School  
Physio2U  
PriceSmart Foods Pharmacy  
Prostate Cancer Foundation of BC  
Province of British Columbia  
Pullem Wealth Management/Worldsource Financial  
Management Inc.  
Purdy's  
Richmond Addiction Services  
Richmond Arts Centre  
Richmond Children First  
Richmond Christian School  
Richmond Delta Youth Orchestra  
Richmond Denture Clinic  
Richmond Family Place  
Richmond Garden Club  
Richmond Multicultural Community Services  
Richmond Museum  
Richmond Nature Park  
Richmond News  
Richmond Orchid Club  
Richmond Public Health

Richmond School Board  
Richmond School District #38  
Richmond Women's Resource Centre  
Richmond Youth Service Agency  
Robokids Canada  
Roma Palmer Counselling  
Royal Thai Consulate-General  
S.U.C.C.E.S.S.  
Science World SIS (Scientists in Schools)  
Scotiabank  
SFU's Let's Talk Science  
Small Business BC  
Society for Canadian Women in Science and Technology - ms infinity  
Society for Chinese Canadian Literature Studies  
Soul Physiotherapy and Pelvic Floor Health clinic  
Sound of Dragon  
Spring University  
Spry Hawkins Micner  
St. John Ambulance Richmond Branch  
Taiji Guanzhen Academy  
Taipei First Girl High School Alumni Association of Canada  
Taiwan Universities Alumni Association of W.C.  
Taoist Tai Chi  
The Bayit of Richmond  
Toastmasters  
Touchstone Family Association  
Touchstone: RESET Youth Group  
UBC Asian Canadian and Asian Migration Studies  
UBC BodyWorks Fitness Centre  
UBC Engineering  
UBC Hong Kong Studies Initiative  
UBC Let's Talk Science  
UBC Physics & Astronomy  
Under the GUI  
United Way, Avenues of Change  
Vancity  
Vancouver Cantonese Opera  
Vancouver Chinese Culture and Arts Foundation  
Vancouver Coastal Health  
Vancouver Coastal Health Integrated Primary & Community Care  
Vancouver Hong Kong Forum Society  
Vancouver Jewish Film Centre  
Vancouver Maker Foundation  
Vancouver Neurotherapy Health Services Inc.  
Vancouver Paleontological Society  
Vancouver Talmud Torah  
West Richmond Community Centre  
World Poetry  
WS Immigrant and Multicultural Services Society

### INDIVIDUALS

Gurpinder Gurpinder  
Cheryl Kwok Notary Public  
Jane Luo  
Peter Sammarco  
Pamela Zevit Adamah





The impact the Richmond Public Library has had on my education and identity is monumental, even to this day. I wouldn't have gotten here without the library and every one of its shelves and employees. To this day, my stories are still cheesy, the Vancouver skies remain dreary, but at least the Richmond Public Library will forever stay “cozy”.

**Joyce, Volunteer writer for Richmond Cares, Richmond Gives**