

RICHMOND PUBLIC LIBRARY BOARD

2002 ANNUAL REPORT TO COUNCIL

Monday, November 24, 2003

Statistical Highlights for 2002

- 137,267 active library card users
- 3,327,695 books, magazines, videos and CDs borrowed
- 191,698 research questions answered

Areas of Significant Increase

- 1,658,146 visits to Richmond library branches
(5.15 % **increase** over 2001)
- 67,456 children and adults attended 2,205 library programs
(22.05 % **increase** over 2001)
- 8,324,484 requests to the Library's interactive Web site
(38.8 % **increase** over 2001)

RICHMOND PUBLIC LIBRARY ANNUAL REPORT TO THE COMMUNITY 2002

Highlights from the Library Board Chair Lesley Wood Bernbaum

Richmond Public Library (RPL) offered new cyber services, improved collections and innovative programs targeted at teens, seniors, and the Chinese, Punjabi and Hindu communities. RPL is a leader in library programs and services, with a wonderful and diverse selection for all of the community. We are proud of the national and international recognition awarded for programs at our library.

Library use and demand are at an all-time high and RPL is able to provide excellent service by working with partners in the community. Staff met a broad range of public expectations by providing programs and collections in several languages and formats. A special thanks goes to our incredible staff for their innovation and commitment to our library, customers and the community as a whole.

The Library Board very much appreciates the support of City Council, the Friends of Richmond Public Library, our donors, and the residents of Richmond. The Friends of RPL stand out as a committed and dedicated group of volunteers and in 2002, this group donated \$25,000 in support of the library. Our esteemed donor Mr. Kwok-Chu Lee donated \$20,000 and thousands of Chinese language books. We look forward to enhancing library facilities and programs, and growing along with the City of Richmond. The Library Board encourages and welcomes input and feedback on what our library should be to the community.



Milestones

- Web site uses increased 40% over 2001.
- Over 1,500 people attended Chinese New Year Celebrations.
- 4,905 children joined the Summer Reading Club to strengthen reading skills.
- 2,205 educational programs carried out.
- Nearly 1.7 million visits to Richmond's libraries in 2002.

Did you know?

Compared with the 33 largest urban libraries in Canada, Richmond Public Library ranked:

- First for number of items borrowed per capita.
- First for number of library cardholders per capita.
- Second for the number of library visits per capita.

2002 The Year at a Glance

- Customers who regularly used their library cards.....137,267
(84% of the population)
- Number of books, videos & CDs borrowed.....3,327,695
- Number of reference questions answered.....191,698
- Number of people who attended library programs.....67,456
- Number of Chinese language items in collection.....70,825

Branching Out

Anticipating and responding to the needs of our customers, library staff initiated a number of innovative and unique programs including:

- Steveston Academy pilot partnership which provided students with access to library materials and library instruction.
- Youth Services staff visited 3,602 children in 58 different schools and community groups to promote books and reading.
- Morning, afternoon and evening storytimes offered.
- Cyberteens, Cyberseniors program introduced 128 seniors to computers, with teens as their 'buddies'.
- New seniors programs such as income tax for seniors, active living with arthritis, women approaching retirement, financial basics for seniors and more.
- 'Introduction to the Internet' classes in Cantonese and Mandarin.

"I don't have any suggestions for improving your service. It can't be better!"

(Library customer)

Beyond Books : Cyber Services

Library staff serve as teachers and navigators in our wired world and help customers find, interpret and use electronic information to their advantage. Our target audience includes those who use the library in person as well as via the Internet. The library's redesigned Web site is an ever-evolving, responsive, full-service, virtual library branch, offering many of the same services that the traditional branches offer, and more.

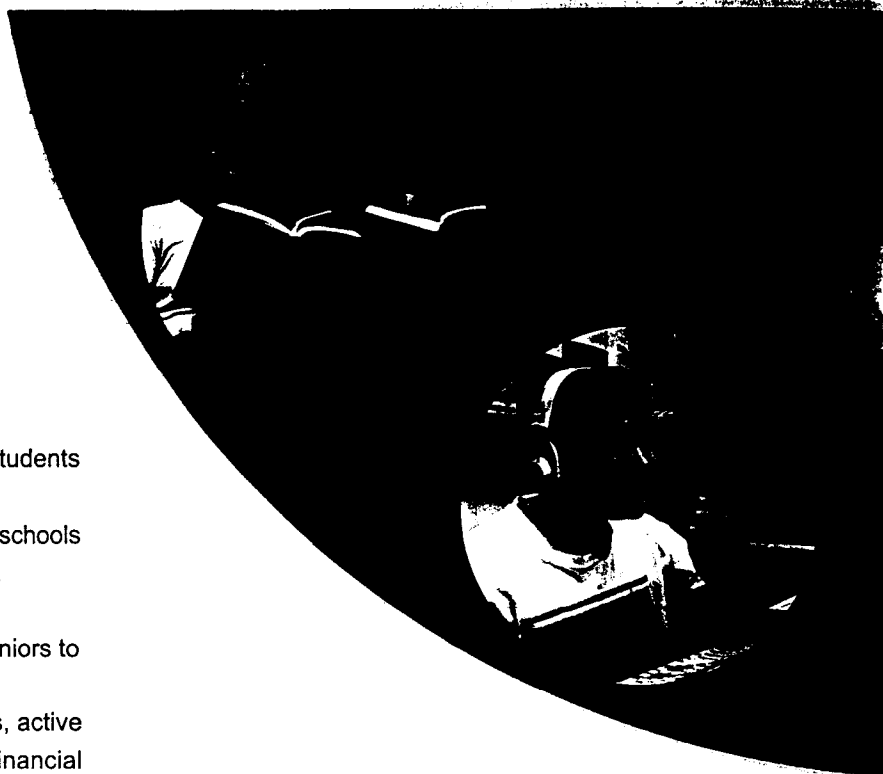
- Introduced free Internet access for laptop users.
- Improved Web site features include: holds, renewals and loans through the Web site; My Picks; online purchase suggestion form; online application forms for Teen Tutors and Reading Buddies.
- My Picks Web-based new books notification service had 892 people registered in 2002.

"Today I took my Citizenship test and I am almost sure I will get 100%, thanks to your online Citizenship Practice Test."

(Library customer and new immigrant)

"Excellent response and service with AskUs - I was impressed. You surpassed all my expectations."

(Library AskUs customer)



Activities for All Ages

From babies to seniors, innovative programs and services abound.

- 7,653 people attended 160 Chinese language programs.
- 455 seniors attended specialized programs.
- Reading Buddies program expanded to East Richmond, and helped over 130 children with their reading each week.
- After School Tutoring program helped more than 120 children with their homework.

"I don't think you could improve. I think your library is the standard by which all other Canadian libraries judge themselves."

(Library customer)

Something For Everyone

The library has 446,557 items in the collection:

- Books.
- Videos & DVDs.
- CD music, software & CD-ROMs.
- Electronic databases.
- Educational Toy Lending Library.
- Newspapers & magazines.
- Books in 8 languages.
- New Hindi DVD movies CD music collections added to the Ironwood branch.

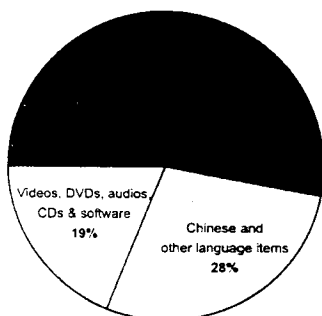


Partnerships

The many business and community partnerships that the library developed in 2002 enabled the library to offer special programs, services and collections that would not otherwise have been possible.

Significant donors and sponsors included: ACI Advanced Cards International Corporation who provided speakers for the Employment Trends Seminar; Arthritis Society of Canada; Asian Heritage Month Society that helped present the Asian Heritage Month celebrations; BC Safety Council; Consulate General of the People's Republic of China in Vancouver; Family Place; Financial Literacy Council; Human Resources Development Canada; ICBC; the Library's most esteemed individual donor Mr. Kwok-Chu Lee (also known as Master Lam Chun); McDonald's Restaurants; Minoru Place Seniors Centre; Richmond Art Gallery; Richmond Caregiver's Support Association; Richmond Chamber of Commerce; Teen Council and Friends of the Library who partnered with RPL in the Chinese New Year celebrations; Royal Bank; Simon Fraser University; Sino United Publishing (Canada) Ltd., which held the first Chinese Book Exhibit in Richmond; SUCCESS, who helped organize the New Immigrant Orientation Programs, income tax seminars and public education workshops; TD Canada Trust; TD Waterhouse; Vancouver Coastal Health Authority; Vancouver Maritime Museum; and Yves Veggie Cuisine.

"Thanks for all your help. I love always knowing where to go when I reach a dead end in researching something."
(Library customer)



Percentage of Total Circulation 2002

Total Circulation in 2002: 3,327,695 items

Senior Staff

Greg Buss, Chief Librarian and Secretary to the Board
Cate McNeely, Deputy Chief Librarian
Linda Bogdonov, Coordinator of Computer Services
Shelley Civkin, Head of Readers' Advisory
Mark Ellis, Coordinator of Reference and Information Services
Rina Hadziev, Manager of Branch Services
Wendy Jang, Head of Multilingual Services
Andrew Jankowski, Coordinator of Technical Services
Beryl Jeffrey, Manager of Public Services
Shirley Lew, Web Coordinator
Helen Moore, Head of Youth Services

2002 Richmond Public Library Board



(From Left to Right) Henry Beh; Gregory Smith; Leslie Wilson; Lesley Wood Bernbaum (Chair); Councillor Lyn Greenhill; Keiron McConnell; Rama Singhal; Tung Chan (Vice-Chair); Geoffrey Bargh

Richmond Public Library Statement of Financial Activities

Revenue:

City of Richmond contribution	\$	5,171,000
Grants*		375,073
Late charges and other revenue		524,469
Donations		56,012
		<hr/> 6,126,554

Expenditures:

Automation	100,640
Books and periodicals	1,064,224
Building, leases and maintenance	155,677
Utilities	144,454
Minor capital purchases	39,119
Resource sharing services	76,085
Salaries and employee benefits	3,970,688
Supplies and equipment services	315,098
General and administration	208,926
	<hr/> 6,074,911

Excess of revenue over expenditures	51,643
Allocation to appropriated surplus	(34,332)
	<hr/> 17,311

Surplus, beginning of year	17,663
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Surplus, end of year	\$	34,974
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* The Richmond Public Library Board acknowledges the Public Library Services Branch, Ministry of Community, Aboriginal and Women's Services; Urban Community Access Grant, Industry Canada; and Human Resources Development Canada Labour Market Grant for their generous support.

Donor Recognition

The library especially acknowledges those donors whose contributions of \$100 and over enable the library to continue providing key resources and services.

\$100 - \$499

Judith Bowen; Greg Buss; Tung and Shirley Chan "Ji Shen" Fund; Estate of Helen Freeman; Friends of the Richmond Archives Society; Connie Lau; Johnson Law; Cate McNeely; Doreen O'Hara; Richmond Auto Mall; Richmond News; Richmond Review; Rama Singhal; Gregory Smith; Leslie Wilson; Lesley Wood Bernbaum

\$500 - \$999

John Collison & Associates Ltd.; McDonald's Restaurants of Canada Ltd.; Serebra Learning Corp.; TD Canada Trust

\$1,000 - \$2,999

Canada Post Heritage Club

Over \$20,000

Friends of Richmond Public Library; Kwok-Chu Lee

列治文公共圖書館 致社區的二零零二年年報

圖書館理事會主席 Lesley Wood Bernbaum 引言

列治文公共圖書館提供先進的電腦科訊服務、豐富藏書及創新服務予青少年、耆英及華裔和印裔社區。我們已成為圖書館服務及活動的領導者，為社區各界提供精彩和多元化的服務。我們更獲得國內及國際間的稱許，實在感到十分自豪。

圖書館服務的需求經常處於高水準，列治文公共圖書館與社區夥伴通力合作，以確保能夠提供出色的服務。圖書館職員以不同的語言和型式，提供各類活動以滿足公眾的需求，我們必須多謝具創意和熱誠工作態度的員工，努力不懈服務圖書館、讀者和社區。

圖書館理事會感謝市議會、列治文公共圖書館之友、贊助人及本市居民給予我們的支持。尤其是列治文公共圖書館之友的熱心義工們，他們在二零零二年為圖書館籌得款項高達二萬五千元。我們敬重的善長李國柱先生（林真大師）捐贈數以千計的中文書和善款二萬元給予我們。我們期望圖書館的設施和服務能夠隨著列治文市一同增長。圖書館理事會歡迎各界的寶貴意見，務求為社區提供更佳的服务。



里程碑

- 透過網頁取用服務人數較二零零一年上升百分之四十
- 超過 1,500 人出席賀年迎春會
- 4,905 名兒童參加暑期讀書會以加強閱讀技巧
- 舉辦了 2,205 項教育活動
- 二零零二年使用列治文公共圖書館人數接近一百七十萬人次

您知否？

在加拿大國內三十三間最大的圖書館當中，列治文公共圖書館的排名：

- 借出項目按人口比例計算第一位
- 借書証人數按人口比例計算第一位
- 到訪人數按人口比例計算第二位

二零零二年服務概覽表

- 圖書館讀者經常使用借書証的人數.....137,267
- 借出書籍、錄影帶、鐳射碟數目.....3,327,695
- 參考查詢次數.....191,698
- 參加圖書館活動人次.....67,456
- 可供借出中文項目數量.....70,825

擴展服務

圖書館職員為了滿足讀者現在和預計未來的需求，推出了一系列創新和獨特的服務：

- 與 Steveston 學院合作的試驗計劃，為學生提供圖書館資料與服務
- 青少年服務部職員走訪了 58 間學校和社區團體，向 3,602 名兒童推廣圖書與閱讀
- 提供早上、午間和晚間故事時間
- 老青少電腦訓練活動讓 128 名耆英與少年夥伴導師一起，學習使用電腦及互聯網
- 為耆英新加設的服務包括耆英稅務、關節炎病患生活常識、婦女退休準備，耆英基本財務及其他事項
- 提供粵語和國語電腦互聯網入門訓練

「我真不知道如何提供改善服務的建議，因為您們已經是好到無法再好了！」（圖書館讀者）

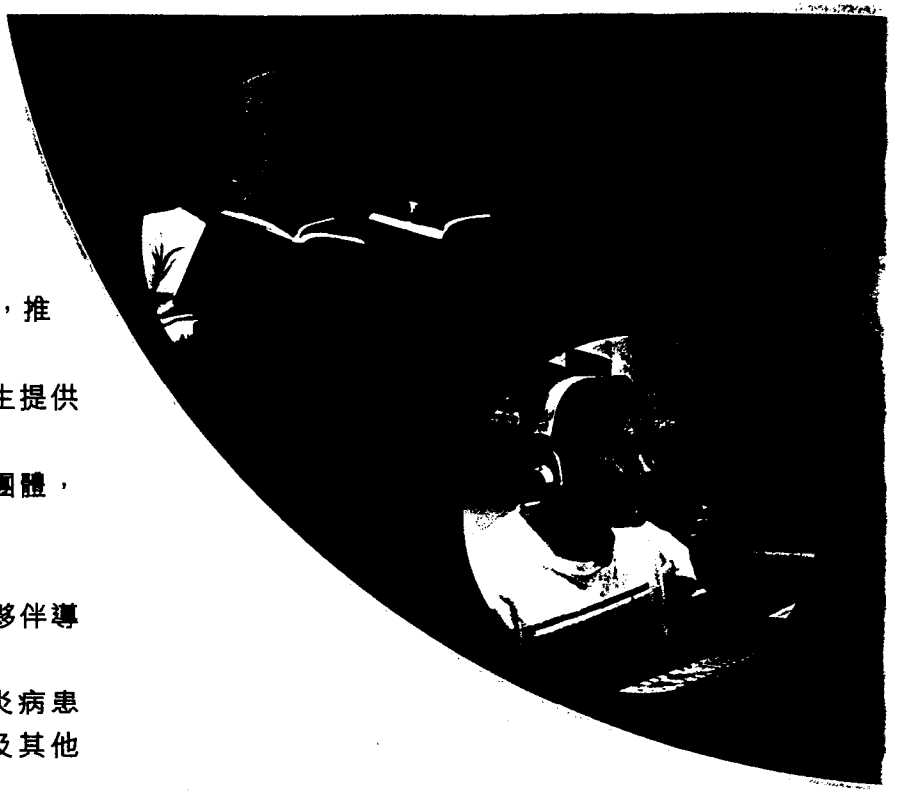
超越書籍以外：電腦科訊服務

圖書館職員在電訊世界中成為讀者的導師和領航員，協助讀者搜尋、翻譯和使用電子資訊，我們的服務對象包括親身到訪圖書館或使用互聯網服務的讀者。圖書館重新設計的網址是不斷更新、回應敏捷、服務全面、實際的圖書分館服務，提供許多如同傳統分館的服務。

- 為使用手提電腦讀者提供免費連接互聯網服務
- 改善網址服務內容包括：透過互聯網預留、續期、借用項目；我的選項；網上建議添購項目表格；青少年私人導師及溫習夥伴網上申請表。
- 添購更多電腦和軟硬配件
- 892 人於二零零二年登記使用我的選項網上新書通知服務

「我今天參加了加拿大公民入籍試，我差不多可以肯定是一百分。多謝您們網站所提供的加拿大公民入籍試題練習！」（新移民及圖書館讀者）

「我非常欣賞 AskUs 提供出色的回應和服務，服務水準遠超乎我的期望：」（圖書館 AskUs 服務使用者）



適合所有年齡人士的活動

由嬰兒以至耆英，我們均提供各類創新的活動和服務

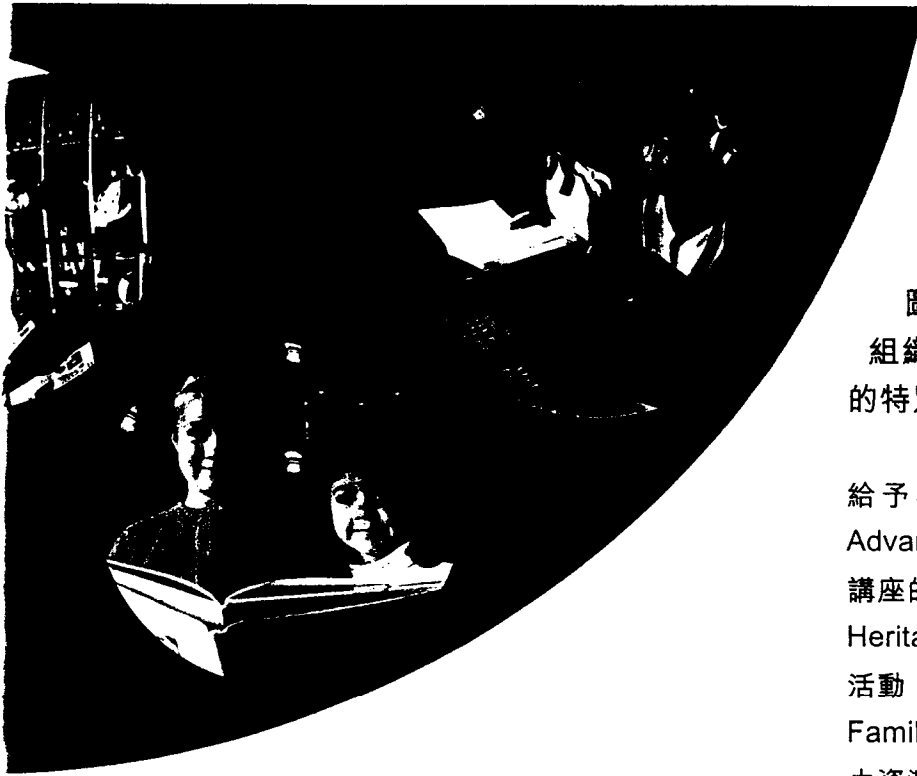
- 7,653 人參加 160 項華語活動
- 455 名耆英參加特別的活動
- 閱讀夥伴活動擴展至列治文東區，每星期協助超過 130 名兒童閱讀書本
- 課餘補習班協助超過 120 名學童應付課外作業

「我覺得您們已經做到最好，實在是加拿大其他圖書館的典範！」（圖書館讀者）

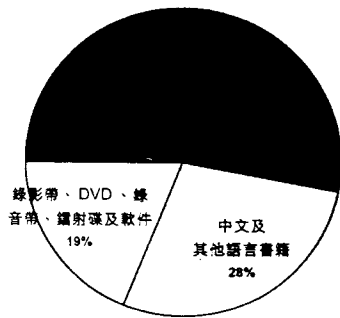
適合每一位的服務

圖書館的收藏項目超過 446,557 項：

- 書籍
- 錄影帶及 DVD
- 音樂鐳射碟、電腦軟件及鐳射光碟
- 電子資料庫
- 教育玩具圖書館
- 報紙及雜誌
- 八種語文的書籍
- Ironwood 分館新添了印度語 DVD 電影、音樂鐳射碟項目



「謝謝您們的幫忙！每當在尋找資料遇上困難時，我知道在那裡可以得到協助。」（圖書館讀者）



二零零一年流通百分比

二零零二年流通總數： 3,327,695

合作計劃

圖書館在二零零二年期間與許多商業和社區組織進行合作計劃，實現了許多原先沒法推行的特別活動、服務和加添收藏項目。

給予我們重大支持的善長與贊助人包括：ACI Advanced Cards International Corporation 提供就業講座的演講嘉賓；Arthritis Society of Canada; Asian Heritage Month Society 協助提供亞洲傳統月的慶祝活動；BC Safety Council；中華人民共和國總領事；Family Place; Financial Literacy Council; 加拿大人力資源部；卑詩保險局；我們敬重的善長李國柱先生（林真大師）；麥當奴餐廳；Minoru Place Seniors Centre; Richmond Art Gallery; Richmond Caregiver's Support Association; Richmond Chamber of Commerce; 列治文公共圖書館之友暨青少年議會與我們圖書館合作舉辦賀年迎春會；皇家銀行；西門菲沙大學；三聯書店在列治文市首次舉辦的中文書展；中僑互助會協助舉辦新移民講習班、耆英稅務和公眾教育講座；道明加拿大信託銀行；TD Waterhouse; 溫哥華沿岸衛生局；溫哥華海洋博物館及 Yves Veggie Cuisine。

列治文公共圖書館二零零二年理事會



(From Left to Right) Henry Beh; Gregory Smith; Leslie Wilson; Lesley Wood Bernbaum (Chair); Councillor Lyn Greenhill; Keiron McConnell; Rama Singhal; Tung Chan (Vice-Chair); Geoffrey Bargh

高級職員

圖書館長兼理事會祕書：Greg Buss
 副館長：Cate McNeely
 電腦服務主任：Linda Bogdonov
 讀者諮詢部主管：Shelley Civkin
 分館服務經理：Rina Hadziev
 參考與諮詢服務主任：Mark Ellis
 多元文化部主任：鄭素雲 Wendy Jang
 技術服務主任：Andrew Jankowski
 公共服務經理：Beryl Jeffrey
 多媒體學習中心主管：Marie McKee
 電腦網絡主任：Shirley Lew
 青年服務部主管：Helen Moore

列治文公共圖書館收入與支出結算

收入：

列治文市政府撥款	\$ 5,171,000
其他撥款 *	375,073
逾期收費及其他收入	524,469
捐款	56,012
	<hr/> 6,126,554

支出：

自動化	100,640
書籍及期刊	1,064,224
建築、租約及維修	155,677
雜費	144,454
小型資產購置	39,119
分擔資源服務	76,085
薪酬及員工福利	3,970,688
物資及設備維修	315,098
一般開支及行政	208,926
	<hr/> 6,074,911

本年盈餘	51,643
撥出盈餘	34,332)
	<hr/> 17,311

去年結存盈餘	17,663
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年終盈餘	\$ 34,974
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* 列治文公共圖書館理事會感謝 Public Library Services Branch、城鎮事務原住民及婦女服務廳圖書館服務部、Urban Community Access Program、加拿大工業部及加拿大人力資源發展部等的慷慨支持。

致謝

列治文公共圖書館謹向下列捐贈一百元或以上的善長致謝，使我們可以繼續為社區提供重要的資訊和服務：

\$100 - \$499

Judith Bowen; Greg Buss; 陳志勤先生夫人 "Ji Shen" Fund; Estate of Helen Freeman; Friends of the Richmond Archives Society; 劉小金女士; Johnson Law; Cate McNeely; Doreen O'Hara; Richmond Auto Mall; Richmond News; Richmond Review; Rama Singhal; Gregory Smith; Leslie Wilson; Lesley Wood Bernbaum

\$500 - \$999

John Collison & Associates Ltd.; McDonald's Restaurants of Canada Ltd.; Serebra Learning Corp.; TD Canada Trust

\$1,000 - \$2,999

Canada Post Heritage Club

\$20,000 以上

列治文公共圖書館之友; 李國柱先生



**Richmond
Public Library**

www.yourlibrary.ca