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October 2, 2000

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Fran Ashton
Executive Assistant
City Clerk's Office
City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1

Dear Fran,

This is to confirm that the Richmond Public Library Board will be making its annual presentation to Council on November 27, 2000.

Sincerely,



Greg Buss
Chief Librarian





RICHMOND PUBLIC LIBRARY BOARD

1999 ANNUAL REPORT TO COUNCIL

Tuesday, November 28, 2000

Statistical Highlights for 1999

- 134,647 active library card users
(**85% of all Richmond residents**)

- 1.47 million visitors to Richmond library branches
(**22% increase** over 1998)

- 2.81 million books, magazines, videos and CDs borrowed
(**30% increase** over 1998)

- 42,969 children and adults attended 1,247 library programs
(**25% increase** over 1998)

- 144,697 hours of Internet time used by library customers
(**267% increase** over 1998)

- 2.60 million requests to the Library's award-winning interactive web site
(**353% increase** over 1998)

- 228,926 research questions answered for students, business people and residents
(**23% increase** over 1998)

Cost of Public Library Services in Richmond

The Richmond Public Library Board takes its dual responsibilities very seriously:

- to provide excellent library services to the citizens of Richmond; and
- to do so in a cost-effective and fiscally responsible manner.

How does Richmond compare with other libraries?

<u>City</u>	<u>Local tax support Per Capita*</u>
West Vancouver	\$60.62
Vancouver	\$48.70
New Westminster	\$40.23
North Vancouver City	\$38.90
North Vancouver District	\$38.77
Port Moody	\$31.16
Richmond	\$29.61
Burnaby	\$29.23
Coquitlam	\$25.28
Surrey	\$17.27
 Average local tax support per capita in the Lower Mainland	 \$35.98

* Source: British Columbia Public Libraries Statistics 1999. Published by the Library Services Branch, Ministry of Municipal Affairs.

Highlights of Recent Achievements

Partnerships and New Services

- *Job Search Centre:* Fully funded by Human Resources Development Canada. Located at the Brighthouse (Main) branch, the Centre provides Richmond residents with one-stop research on all aspects of employment and career information, plus a series of specialized workshops designed to assist participants in getting jobs. Includes 12 fully equipped computer workstations.
- *Library Online:* System to book computer time, register for programs and pay charges online co-developed in partnership with SRI of Burnaby. The product is now being marketed internationally with a portion of the sales going to the Richmond Public Library.
- *Online Learning Centre:* Co-developed with First Class Systems of Surrey, BC. Provides access through the library's web site to hundreds of online computer courses that can be completed either at home or in the library. Library cardholders have access to some free modules.
- *University of British Columbia Continuing Studies:* Partnership to bring advanced level continuing education courses such as E-Commerce Strategies to Richmond residents. Library customers benefit from the Richmond location and revenue is split between both organizations.

Outside Revenue Sources Complement City Tax Dollars to a Total of \$463,000

- Industry Canada provided \$35,000 for purchase of computers.
- The Bill and Melinda Gates Foundation generously donated \$47,000 worth of computers.
- HRDC funded the Job Search Centre and related programs \$381,000

Ironwood Branch Library a Benchmark for North America

- Libraries from across the United States and Canada have visited Richmond to see the Ironwood Branch Library and attend workshops put on by the staff on how to create and operate a *Library of the Future*. The Ironwood branch is considered a model of efficiency with its effective use of automation and technology to provide better customer service. Participants learn some of Richmond's cost-effective secrets such as how to maximize use of self-checkout technology so that more dollars can be spent on collections, programming and value-added services such as extended hours. Training workshop fee is \$1,500 US per day.
- Cate McNeely, Deputy Chief Librarian, has made numerous presentations on Richmond's innovative approach to library services in the U.S. with speaker fee of \$1,500 US plus expenses.
- These workshops and presentations have earned Richmond Public Library over \$30,000 (after expenses) in the year 2000.

- Libraries participating include: New York; Omaha; San Francisco; Sacramento; San Jose; Seattle; Maryland State Department of Education; North and South Chicago Suburban; King County; Sno-Isle Regional, Washington; Hennepin County, Minnesota; Counties of Solano, Yolo, and Napa, California, and the state of New Jersey.

Service Improvements

- First phase of Brighthouse renovations have provided improved Express Checkout stations, self-sorting return slots and more display area. 75% of material is now checked out through Express Checkout machines. Benefits include elimination of backlogs, reduced risk of repetitive strain injuries and better customer service as staff are freed up to better serve library visitors.
- Introduction of popular videos and DVD collections at all branches.
- Almost 50,000 residents attended a greater variety of library programs such as daily storytime, summer reading club, and Internet classes to enhance their book and technical literacy skills.
- “We point with our feet not with our fingers” service policy expanded from Ironwood to all Library branches. Library is working to ensure that Library customers’ service expectations are consistently exceeded.

Friends of the Library and Donors

- Friends of the Richmond Public Library approved the expenditure of \$46,550 worth of their hard earned funds to purchase a wide variety of items for the library ranging from children’s picture books, CD players, the services of a professional photographer and, most substantially, \$30,000 to create a Quiet Study area in the Brighthouse Branch.
- Mr. Kwok-Chu Lee once again donated over \$20,000 cash and 1,728 books valued at \$26,000 to the library.
- Other significant donations include over 1,000 books from the Taipei Economic and Cultural Office.

1999 and 2000 Awards

- **BLCA Merit Award** from the **BC Library Association** for the Library’s planning of the Ironwood Branch. 1999.
- **British Columbia Library Trustees Association** gave its **Super Trustee Award** to former Library Board Chair Jim Chu for his contribution to the success of Richmond Public Library. 1999.

- **American Library Association/Highsmith Award**, for creative programs and services using technology, and for the Library's Internet training initiatives that benefited communities across B.C. 1999.
- **Royal Bank/Willis Award** presented at the Canadian Association of Municipal Administrators Conference, for Innovation for the Ironwood Branch. 1999.
- **Canadian Library Association/FAXON Award** for public relations and marketing for the "Library of the Future" P.R. Campaign. 1999.
- **Canadian Library Association/Information Today Award for Innovation** which recognizes RPL's Library Online as the most important technological innovation in a Canadian public library during the past year. 2000.
- **British Columbia Library Trustees Association** gave its **Nancy Bennett Award of Merit** to former Library Board member and City Council Representative Corisande Percival-Smith for her contribution to the success of Richmond Public Library. 2000.
- **American Library Association's "Best of Show" for Public Relations** awarded honourable mention to RPL for its Annual Report. 2000.
- **Richmond Chamber of Commerce/City of Richmond Award of Excellence** presented to Greg Buss, Chief Librarian. 2000.

Priorities for the Library Board

The Library is the most highly used community facility. Almost nine out of every ten Richmond residents are *regular* library users. Evenings and weekends find the main branch bursting to capacity with residents of all ages and backgrounds. Library customers need and are asking for more and better facilities to accommodate their extensive use of this well-loved community service.

- Completion of Brighthouse renovations to update and enhance this very heavily used facility must proceed.
- East Richmond residents are underserved in the area of library services. Library branch development in the No.5 and Cambie area is an immediate need.
- Continuing emphasis on building the Library's collections to ensure an even broader selection of high demand materials in a variety of formats is available to all Richmond residents.