

To: Mayor and Councillors

Cc: SMT
Cathy Liu, Library Board Chair

From: Susan Walters, Chief Librarian

Re: 2022 Annual Report to the Community

Date: June 20, 2022

On behalf of the Richmond Public Library Board, I am pleased to share a copy of our 2022 Annual Report (Attachment 1) to the community with you.

The report is available on the library's website https://www.yourlibrary.ca/about/annual_report/ and our Board Chair, Cathy Liu, and I are looking forward to the opportunity to formally present the Annual Report to you at the July 10, 2023, Council Meeting.

Some notable report highlights include:

- The launch of our Early Literacy Corner with interactive and tactile wall-mounted activities along with two enhanced literacy programs, Bright Babies and Grow with Babytime to support families;
- The reintroduction of our volunteer-led Tech Buddies program that pairs seniors with seniors, encouraging them to stay connected with family and friends by bridging the digital divide; and
- The immense range of meaningful and inclusive programming provided with the goal of bringing community together and fostering cross-cultural exchange and understanding.

City Council's ongoing support for the library is greatly appreciated and helps us create a wide range of opportunities for our community to learn, connect, and belong.

Should you have any questions or require further information, please contact me at 604-231-6466 or 778-689-4634.



Susan Walters
Chief Librarian

Att. 1 Richmond Public Library 2022 Annual Report to Community

Annual Report

2022



CNCL - 41

Greetings From The Mayor

On behalf of Richmond City Council, I invite you to explore the Richmond Public Library's 2022 Annual Report to the Community.

The library contributes towards numerous City strategies with a focus on accessibility, community wellness, youth and seniors. Their collections and services support Council's strategic priority of being a vibrant, resilient and active community with a wide variety of opportunities to get involved, build relationships and access resources.



In 2022, the library partnered with the City on vital programs that provided safe spaces for community to gather and connect. This includes acting as Cooling and Clean Air Centres during heat and poor air quality events and hosting local organizations who support vulnerable people at monthly Community Services Pop Ups.

Council strongly supports our library and the services it provides to engage, connect and inform Richmond residents. Through partnerships with the City as well as local stakeholders, the library continues to introduce new programs that grow and foster our community's diverse learning needs and interests.

Public libraries have an essential role in the communities they serve and Council and I look forward to ongoing collaboration between the library, local organizations and the City of Richmond, as together we are stronger and can more effectively meet the changing needs of Richmond residents.

I would like to thank all of the Library Board Trustees, community partners and volunteers who give so generously of their expertise and time. Your contributions are invaluable!

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

Malcolm D. Brodie
Mayor



Message From The Board Chair And Chief Librarian

We are very pleased to be presenting the Richmond Public Library's 2022 Annual Report to the Community.


Richmond Public Library is proud to play an essential role in our community. Our libraries are welcoming, friendly and safe spaces across the city. We are committed to promoting and celebrating diversity within our community. As advocates of free speech and intellectual freedom, ensuring equitable access to a broad spectrum of information is core to who we are.

As champions of literacy, our collections and programs support a city of lifelong readers and learners, transforming the lives of Richmond residents. As our community grows, so does the need for new spaces. Watch for more opportunities to participate in City-led engagement for the new Steveston Community Centre and Library. This destination facility will become a landmark, providing expanded access to a wide variety of community services for all Richmond residents and visitors.

As community builders, we strengthen our neighbourhoods and empower individuals to gather, explore, and be inspired. This year, your library will be actively seeking community input to guide a new strategic

plan that reflects your needs and shapes new ideas for creative and innovative services in 2024 and beyond. Be sure to have your say when the time comes.

Please read on to learn more about what we accomplished in 2022 and come by any one of our four libraries – we look forward to welcoming you soon!



Cathy Liu
Board Chair



Susan Walters
Chief Librarian

Over
1.5 million print
books and almost
750,000 digital
books checked out

Held close to
1,900 programs
with over 36,000
participants

Website
had close to
2.5 million visits

Nearly
10,000 new
library card
holders

Approximately
800,000
people through
our doors



Our Goals And Priorities

We provide

- ✓ Barrier-free access to a diverse range of services with no late fines for borrowed items
- ✓ Welcoming, safe and inclusive spaces for community to connect together and gather, or sit, read or study
- ✓ Access to Indigenous collections and programs that support learning and reflection
- ✓ Accessible resources to promote lifelong learning
- ✓ Skill development programs and volunteer opportunities for teens, adults and seniors
- ✓ Extensive popular reading collections and innovative new collections

We collaborate with City partners, local organizations and experts

- ▲ Educators
- ◆ Health Care Professionals
- ★ Outreach Workers
- Employment Specialists
- And many more

Together, we create communities that are engaged, connected and literate



Early Literacy

Storytimes

Storytime teaches children important pre-literacy skills when we read, sing, talk, and play together. Throughout the year, over **9,000 children** and their families participated in **497 storytime sessions**. Offering these experiences encourages language development, reading comprehension, and school readiness.



Bright Babies And Grow With Babytime

Two enhanced early years programming initiatives were introduced that support newcomer families and families with additional developmental needs: Bright Babies and Grow with Babytime. Bright Babies educates parents and caregivers about early learning development and emphasizes family bonding and attachment. Grow with Babytime combines traditional babytime programming with a developmental component led by an Infant Development Consultant from Aspire Richmond. Over **900 children** and their families attended over **40 of these meaningful sessions**.



Early Literacy Corner

Play is an important part of child development as it supports skills development in the areas of relationship building, creative thinking and language growth. The library launched an Early Literacy Corner at the Brighthouse location that offers interactive and tactile wall-mounted activities to encourage learning through active and imaginative play, while offering a warm and friendly environment to play in and explore.

StoryWalk®

Installation At McLean Park

In partnership with the City of Richmond, as well as the generous support of Rotary Club of Richmond Sunrise and Decoda Literacy Solutions, the library's first permanent StoryWalk® was installed at McLean Park in the Hamilton neighbourhood. Providing an interactive experience while combining reading and physical literacy, participants are guided through a picture book story in sequence.



Seniors




TECHBUDDIES

Seniors' library programs are vital for maintaining and improving seniors' mental, social and physical wellbeing. Offering new and meaningful experiences with programs such as author visits, book clubs, computer basics training and informative health talks led by industry experts help seniors to build new friendships and gain confidence, all while optimizing cognitive functions. The volunteer-led Tech Buddies program supports seniors by encouraging them to stay connected with friends and family members by bridging the digital divide.

With the dedicated support of 23 volunteers, the library offered 9 Tech Buddies sessions, attended by 78 seniors.



Home Services

Bringing the library to those who cannot come through our doors is a priority. We connected with isolated community members by making outreach visits to seniors' centres and to assisted living facilities located throughout Richmond. Throughout 2022, the library's Home Services team delivered **1,861 items to 38 homebound Richmond customers.**

The library also provides enriching opportunities for intergenerational connections, and offers a regular Chess Club, attended by up to **60 children, teen and adults** weekly. In December, three long term care facilities received **93** community-created greeting cards. "Holiday Hellos" encouraged the young or young at heart to create a special note for an isolated senior.



Newcom



RPL's volunteer program provides worthwhile opportunities for teens, adults and seniors to volunteer and library users to learn, connect, and belong. Volunteers supplement library programs by providing their time, service and advocacy to the library, along with their unique skills and expertise. They learn new skills in the areas of leadership, language, cultural knowledge, technology and art.



Champions & Volunteers

NewToBC
The Library Link For Newcomers



Volunteer Hours Make A Difference

189 teen and adult volunteers dedicated close to **1,800 hours** of service, enabling the library to offer programs that enhance library experiences, respond to community needs and connect with local vulnerable populations. This included City-led initiatives such as Cooling and Clean Air Centres, library programs including English Corner, Read to a Dog, Le Club Français and large events such as the Islamic Art Experience and the Lunar New Year Celebration.

Library Champions

The Library Champions project offers a unique volunteering opportunity. By sharing information about library and settlement programs, as well as library services and resources, Library Champions help other new immigrants in their journey towards making Richmond and Canada their home. Since its inception at RPL in 2013, RPL has held **21 unique** Library Champions intakes. **224 Champions** have completed the project and reached **12,552 newcomers** through **270,498 social media impressions**.



Cultural Events

To authentically reflect the vast cultural perspectives of our community, the library offered meaningful and inclusive programming, welcoming over **1,100 people** at Lunar New Year celebrations, the International Day of Islamic Art, Eid, and the Menorah Lighting, bringing the community together and fostering cross-cultural exchange and understanding.

Inter-Faith Prayer And Meditation Area

In response to requests from library customers for a quiet and introspective space for prayer, meditation and reflection, and to support community members of various faiths and of no faith, the library introduced the Inter-Faith Prayer and Meditation Area at the Brighthouse location.

Financial Literacy

The library educates and informs community about vital governmental programs and services, such as health, child and tax benefits. Almost **650 people** took part in **22 library programs** that offered tax filing help, facilitated access to government benefits and supports, and taught valuable skills about how to manage personal finances.



Inclusion

Emergency Response

To provide respite from the heat and poor air quality conditions, the library was activated as designated Cooling and Clean Air Centres on 12 distinct days from June to August, offering additional services and resources and welcoming over **30,000 community members across all four library locations**. During extreme cold events, the library responded by actively promoting its spaces as safe and welcoming.

Responding To Truth And Reconciliation

Over **180 people** attended **6 Indigenous programs** that were held throughout September in honour of National Truth and Reconciliation Day. Highlights included a facilitated virtual event, where the library welcomed bestselling and critically acclaimed Cree author David A. Robertson who read from his newly released adult fiction novel *The Theory of Crows*. The library also hosted an Indigenous Plant Walk led by Métis herbalist and plant educator Lori Snyder in the Hamilton neighbourhood.



Collections



Growing Collections With Our Community

Richmond Public Library recognizes the significant role that community plays in helping to build library collections by inviting suggestions for purchase and being responsive to the diverse reading interests of Richmond residents. In 2022, the library fulfilled over **600 print and digital purchase suggestions** from customers, resulting in additions to library collections at all our branches. These suggestions came from people of all ages and provided the opportunity to broaden our collections to meet the range

of needs represented by all readers. Richmond Public Library maintains a diverse collection of popular materials with a variety of viewpoints and builds on our collections throughout the year.

Author Visits

The library prioritizes literacy-focused programming and welcomed authors at both virtual and in-person events. This past year, the library hosted **30 authors**, bringing the joy of interacting with authors to **680 people**. Author visits offer rich experiences that ignite imaginations and inspire excitement for the written word.



Lucky Day Collection

Book displays introduced at each branch highlighted our Lucky Day collection, featuring popular bestsellers available for immediate borrowing, ensuring we meet the need of convenience for our customers. Customers can drop in and find in-demand new books on the Lucky Day displays that can be immediately borrowed for 21 days. Even if there are multiple holds on a particular title, the Lucky Day copies mean you can borrow without any waiting, making it your “Lucky Day”. Similar to our print collection, we also delight our readers with our digital ebook and audiobook Lucky Day collection offering instant-borrow titles that have no wait lists.

Summer Reading

The library’s annual Summer Reading Club welcomed **3,820 kids, teens and adults** who participated in **80 reading programs** that focused on building and maintaining literacy skills. While children took part in the provincial BC Summer Reading Club, teens enjoyed an in-house developed program that featured teen writing workshops. New for adults this year was Richmond Reads, a community reading event centred around Susan Juby’s book *Mindful of Murder*, highlighted by a virtual author event.

The library has over 200 book club sets available to choose from.

ESL Collection

In February 2022, the English language proficiency tests, (IELTS, TOEIC, CELPIP, etc.) were included in the library’s English as a Second Language collection and re-catalogued as ESL TEST preparation materials. As there is high demand for test preparation materials, the library significantly increased collections in this area.



Building Responsive,

The library plays a critical role in ensuring people have continued access to information and reading materials, are digitally and socially connected, and that they have access to a safe and welcoming space in times of emergency.

Our vibrant and compassionate staff are the foundation of the library; they consistently demonstrate the library's core values and are committed to offering exceptional customer service. Friendly, knowledgeable and responsive service is what we do – stop by any RPL location and see for yourself!

“

Thanks for all that you do!
You change minds!

Thank



Reliable, Relationships

Staff Development

By investing in our staff, we are investing in our community. The library provided staff with training development opportunities to enhance learning and ensure staff can support community members of all demographic and economic backgrounds. In 2022, the library invested **528 hours in staff training** in the areas of equity, diversity and inclusion, better equipping staff to respond to community needs and contribute to a respectful and inclusive environment.

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The library is an invaluable part of our community! Thank you for all the work you do and the wealth of knowledge you provide.

help



Thank You To Our



Donation Campaign

We want to say a special thank you to our ongoing donors who contribute regularly to the library. We were also pleased to welcome many new donors in 2022. Your donations help the library to expand on the variety of services we provide, and respond to our community's changing and growing needs while exceeding their expectations. With your support, we will continue to have a positive impact on our community for generations to come.



Summer Reading Club

Thank you to our three primary Summer Reading sponsors!



Special thanks to RBC Royal Bank, Booster Juice and EXIT Richmond for contributing to specific summer programs.

Donors & Sponsors



Ben & Esther Dayson Judaica Collection

Over **20 years**, the Dayson family has donated an incredible **\$146,000**. Their generosity has funded the development of the Reading Lounge, a popular and comfortable physical space for reading, resting and reflecting, and supported numerous cultural programs, as well as expanding the Ben & Esther Dayson Judaica Collection, which currently contains over **2,000 print and digital books**.



Hiking ExplorePacks

The library, together with partners BC Parks and AdventureSmart, introduced Hiking ExplorePACKS for community members to borrow, free of charge. These kits contain the basics needed to get started, including trekking poles, a compass, headlamp, rescue whistle and more, all contained in a rugged backpack to support community members from beginner to expert in fully and safely enjoying a day of hiking.



2022 Donations



Thank you to the many generous donors who helped us improve and expand access to essential programs, collections and services.

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

Ben & Esther Dayson Charitable Foundation;
Friends of the Library (FOL)

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

Anar Shariff; The BC Muslim Association Women's
Richmond Branch; Royal Bank of Canada

DONATIONS \$500 - \$999

Anonymous(1); Edmund Szeto; Li Jin; Linda McPhail;
Linda Wright; Mary Gardner; Sherine Merhi; Stephen Li

DONATIONS \$300 - \$499

Carmen Diane Cousar; Huiyuan Ma; Monan Zhang;
Susan Walters

DONATIONS \$200 - \$299

Anonymous(1); Bert Molloy; Cindy McPherson; Ella
Ferguson; Huiyuan Ma; Pei-Ling Liao; Robbin Greig;
Yun-Jou Chang; Yuri Lewis

DONATIONS \$100 - \$199

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DONATIONS \$50 - \$99

Alana Chan; Albert Li; Anonymous(3); Astrid Fox;
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Yoke Mun Loh; Yu Man Po; Zhenyu Wu

DONATIONS UP TO \$49

Alan Statham; Alejandra Acosta; Alfred Ng; Amy O
Yuen; Andrei Obraztsov; Anil Dias; Ann Mackie; Annie
Ho; Annie Wei; Anonymous(16); Anubhav Shukla; Axel
Hovbrender; Ayazuddin Syed; Bemice Hui; Bill Speer;
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Evans; Chris Watson; Christopher Mok; Chuen Bit



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2022 Statement Of Revenue & Expenses

OPERATING REVENUE

| | |
|--------------------------------|-------------|
| Municipal Contribution | \$9,653,650 |
| Donations | \$30,854 |
| Grants | \$378,203 |
| Fines & Miscellaneous | \$76,757 |
| Investment Income ¹ | \$25,971 |

Total \$10,165,435

CAPITAL

| | |
|------------------------|-----------|
| Municipal Contribution | \$742,400 |
| Gain on Sale of Assets | \$20,602 |

Total Revenue \$10,928,437

OPERATING EXPENSES

| | |
|---------------------------------------|-------------|
| Salaries & Employee Benefits | \$7,762,031 |
| Supplies & Equipment Services | \$300,763 |
| General & Administration | \$298,049 |
| Building, Lease & Maintenance | \$490,043 |
| Utilities | \$107,508 |
| Library Subscriptions & Databases | \$702,601 |
| Contribution for Capital Improvements | \$0 |

Total \$9,660,995

CAPITAL

| | |
|---------------------------|-----------|
| Amortization ² | \$930,948 |
|---------------------------|-----------|

Total Expenses \$10,591,943

Annual Surplus (Deficit) \$336,494

¹ Investment income is generated from endowment funds administered by the Vancouver Foundation and the Richmond Community Foundation.

² 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".



Get a
tax receipt
with your
donations!

Coming In 2023



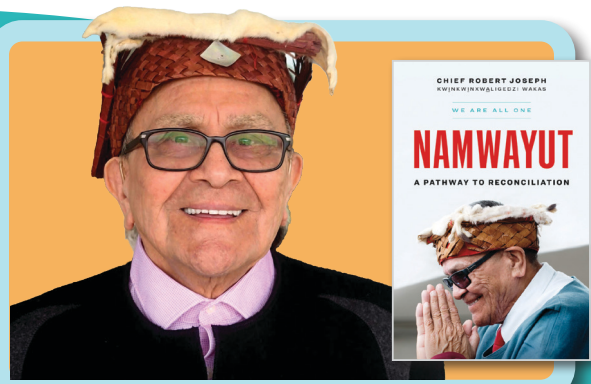
Brighthouse Entrance Renovation Project

The Brighthouse library is transforming its main entry area into a dynamic new space with public seating suitable for meeting and gathering, and expanded capacity for customer holds. We look forward to the new space which will be flexible and modern, while having a relaxed, inspiring and inviting feel.



New Conferencing Equipment

Funded by a provincial grant, the library has recently installed new conferencing equipment, which will support the delivery of hybrid programming to extend our reach to those who may not be able to attend in-person.



Indigenous Author Series

In the spirit of reconciliation and in support of the province's implementation of the United Nations Declaration of the Rights of Indigenous Peoples, the library is committed to hearing and learning from Indigenous voices.



Sensory Kits

Richmond Public Library launched its new sensory kits in June 2023. These kits, intended for use inside the library, provide tools and supports that can help create a more sensory-friendly library experience for neurodiverse customers of all ages. Available now.



Community Services Pop Ups

Taking place on the 2nd Thursday of every month at the Brighthouse library, these events provide an important opportunity for community members at risk of or living in poverty to get connected to community-based resources and supports.





Visit one of our libraries today!



**Richmond
Public Library**

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