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January 27, 2011

Mr. Terry Crowe
Manager, Policy Planning Division
City of Richmond, 6911 No. 3 Road,
Richmond, BC V6Y 2C1

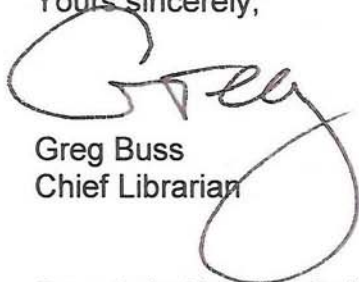
Dear Terry,

RE: Library Board OCP Submission

Enclosed please find the Library Board's submission to the City's Official Community Plan (OCP). I want to take this opportunity to thank you once again for your presentation to the Library Board on the 2041 OCP updating process and the assistance you have given us.

Please do not hesitate to contact me if we can provide further information on library needs that would contribute to the OCP update.

Yours sincerely,



Greg Buss
Chief Librarian

Copy: Cathy Volkering Carlile, General Manager - Community Services

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YC*

RICHMOND PUBLIC LIBRARY BOARD
OFFICIAL COMMUNITY PLAN SUBMISSION

January 2011

INTRODUCTION

The purpose of this submission is to describe the essential role libraries play in promoting the progress and welfare of the community and to outline the Library Board's vision of how the library can best serve Richmond residents while working with other community agencies; and to make recommendations regarding the number and type of library facilities that will be needed to meet community needs by 2041.

CONTENTS

- 1. MEETING THE NEEDS OF THE INDIVIDUAL**
 - a) Accessing Information and Knowledge
 - b) Fostering the Joy of Reading and Learning
 - c) Developing Literacy Skills

- 2. DEVELOPING A SENSE OF INCLUSION**
 - a) Immigrant Community
 - b) Low Income Support
 - c) Seniors and Older Adults
 - d) Special Needs Community
 - e) Youth Services

- 3. WORKING WITH COMMUNITY AGENCIES**

- 4. BRANCH DEVELOPMENT STRATEGY FOR POPULATION GROWTH**
 - a) Branch Size and Purpose
 - i Main Library
 - ii Community Branches
 - iii Neighbourhood Lending Services
 - b) Branch Locations
 - i City Centre
 - ii Community Branches Serving Each Quadrant
 - iii Hamilton and Smaller Population Areas

- 5. GUIDELINES FOR LIBRARY FACILITY DEVELOPMENT**

1. MEETING THE NEEDS OF THE INDIVIDUAL

Library services are critical to meet the social, educational and recreational needs of the community. Following are the key areas where the library provides services in support of City goals.

a) Accessing Information and Knowledge

Access to information and the pursuit of lifelong learning empowers people in the community to make good decisions, improve their skills and expand their horizons. Richmond libraries are an active crossroads between past, present and future – they place our citizens at the centre of the world and allow them to reach out to encompass the world at large.

Library resources span many cultures and disciplines to provide access to a vast body of knowledge in multiple forms and in several languages. More importantly, our trained staff are able to help customers find the information they need in a world of knowledge that continues to grow exponentially.

b) Fostering the Joy of Reading and Learning

In addition to being able to read for practical reasons, the simple joy of reading is a pleasure that is worthy of celebration. It contributes to our sense of self, our cultural awareness and our capacity for expression.

The promotion of the value and joy of reading is encouraged through our book clubs, displays, staff book review columns and radio broadcasts. Our motto is “Go anywhere. Learn anything. Read every day”. Our library is recognized as a world leader in designing its space and displays to attract and stimulate the interest of our customers.

c) Developing Literacy Skills

Reading, writing and numeracy skills are among the most prized and important skills necessary to fully participate in modern society. Better literacy skills improve employment prospects and income, reduce dependence on social assistance, promote health, and reduce criminal offending.

Literacy is our core business. Our role to encourage reading to all age groups and ethnicities is the cornerstone of developing our collections and implementing programs and partnerships with community groups. We are particularly strong in providing programs to children by offering daily storytimes for young children, regular babytimes for baby and parent, and Reading Buddies and Summer Reading programs for youth.

Health literacy has been defined by the Canadian Public Health Association as “skills to enable access, understanding and use of information for health”. These literacy skills are used for a wide range of daily tasks, such as making healthy lifestyle choices, finding and understanding health and safety information, and locating proper health services. Health literacy is more complex than general literacy. Mastering health literacy tasks requires the use of more than one literacy skill – prose, document and numeracy – often simultaneously. The three most vulnerable populations are seniors, immigrants and the unemployed.

The library has developed a strong collection of health materials and is working closely with Vancouver Coastal Health–Richmond and their health practitioners to encourage patients to come to the library for health information. A special webpage has been developed by the library

which includes the ability for health practitioners to recommend titles for our collection. Staff have been trained in providing reliable health information to customers at a reading level that is suitable to the individual.

Computer literacy may be well developed in the younger generation of students who have gone to school in Richmond, but that is not necessarily the case for refugees, immigrants and the older population. Knowing how to access information by computer, applying for jobs online and using the computer in work situations is now essential and those who do not have these skills are at a great disadvantage.

The library has public computers available to children and adults as well as wireless access for those with laptops. Our website offers computer tutorials for those that would like to learn or improve their skills. We also offer programs on basic computer literacy skills in several languages.

2. DEVELOPING A SENSE OF INCLUSION

One of the City's goals is to create a strong and inclusive sense of community in Richmond. In addition to serving the general public, the library is aware and sensitive to the needs of particular Richmond residents and provides skilled staff to give them a sense of welcome and belonging.

a) Immigrant Community

One of the features of Richmond that distinguishes it from other municipalities is its extremely diverse cultural make-up. Roughly 60% of residents were not born in Canada, which is the highest proportion of foreign born residents for a municipality in this country.

The library offers immigrants opportunities to integrate and understand Canada's culture while at the same time enjoying reading materials and movies in their native tongue. We have a large collection of ESL materials and information programs to meet their needs – whether it is applying for a business license or learning more about health care. We also offer ESL literacy classes, employment counseling, reading clubs and computer courses in different languages. We have an excellent Chinese language collection and have expanded our multilingual collections recently to include Tagalog and Russian in response to recent demands. These have been added to our existing Japanese, French, Spanish, Hindi, Arabic, Punjabi and Urdu collections. We also have a language learning lab for people to learn English as well as other languages such as Mandarin, Spanish and French.

b) Low Income Support

"While being widely regarded as a relatively affluent community, Richmond has the dubious distinction of having the **second highest rates of household and child poverty in the province**. Research has revealed the link between poverty and lower health status, higher justice system costs, increased demands for community services, heightened stress on families and reduced success in school" (from City of Richmond web page on Social Sustainability).

The public library is the most egalitarian resource in the community because everyone regardless of age, income or ethnicity may use library resources and services absolutely free seven days a week. This means that everyone has access to thousands of books, magazines, newspapers, music CDs, DVDs, computers, online resources and programs. It is critical that we

continue to find ways to reduce any barriers in order to address the increasing disparity between “have” and “have not” groups within the community. It is also critical to find ways to reach the less fortunate to make them aware of and encourage them to use the resources of the library.

c) Seniors and Older Adults

As of the 2006 census, there were 174,461 residents in Richmond, and a quarter of them were aged 55 or older (with roughly 12% being 65 years and older). This trend points to the aging demographic that is being seen across the province but is slightly more pronounced in Richmond.

The library provides a delivery service of books and recorded books to homebound customers, the majority of which are the elderly. We have a collection of books in large print that are popular with our older customers and others with vision limitations. The library also participates with other organizations in senior wellness fairs.

d) Special Needs Community

The Diversity Services section of the City of Richmond works to eliminate barriers and ensure appealing, liveable and well-managed recreation and cultural services for all Richmond residents.

All library branches are wheelchair accessible. And for those customers that are homebound and unable to visit the library, we provide home delivery service. Special consideration is given to these customers in terms of extended loan periods and waived late charges to eliminate any barriers they may have to using our resources.

e) Youth Services

While there are many programs and resources dedicated to young children, it has been noted during the City’s Social Planning Strategy meetings that youth is seen as the most neglected group in Richmond. Immigrant and refugee youth are particularly vulnerable since they are dealing not only with the challenges of settlement, including learning English, finding employment and coping with stress of adaptation, but they are also dealing with the unique pressures of adolescence. Some youth must also deal with issues of racism.

The library has a good collection of materials for youth including magazines, study guides, music, computer games and DVDs. It has also developed a web page that is dedicated to teens and their interests. Teens have been involved in helping younger children with tutoring programs such as Reading Buddies for English and French, they and have their own online summer reading club and Stellar Awards committee that choose nominees for the annual Young Adult book awards.

3. WORKING WITH COMMUNITY AGENCIES

The library is committed to actively involving the community in the delivery of library services. Programming partnerships with a wide variety of community agencies extend the services the library can provide. Co-operative initiatives not only maximize the use of resources but they also provide an added level of service.

Some of the reasons that other organizations are interested in working with the library include: a welcoming space, extremely high foot traffic in library facilities, good locations, excellent

promotion and supportive staff. Equally important is the recognition that libraries are places of learning, and whether it is learning to speak English, be a better parent, or understand health issues, learning and libraries is a natural match.

The library also benefits from working with other agencies – especially those agencies that reach people who are not regular library users. It gives us an opportunity to promote library materials and services that would be of particular interest to them.

In 2010, the library worked with more than 50 agencies and businesses to provide services and programs for the benefit of the community.

The following are just a few examples of the types of agencies and programs we have been involved with:

Arts and Culture

- **The National Film Board of Canada** donated their best films to the library to screen in our cinema during the Olympics.
- **Trevor Lai**, author and illustrator, offered art work and workshops for the public during the Olympics.

Business and Employment

- **Scotiabank** was instrumental in fundraising and helping establish a new Filipiniana collection for the library to enhance the lives of the growing number of Filipino people in our community.
- An annual job fair is hosted by the library in partnership with the **Richmond Employment Resource Centre** and the **Richmond Career Centre of Immigrant Services Society of BC**. Employers from a wide range of sectors including food, retail, hospitality and technology are available to discuss job opportunities.

Education and Government Agencies

- In partnership with **Kwantlen Polytechnic University** and the **Immigrant Services Society of BC**, an ongoing program called *Read, Speak Succeed* helps ESL learners and job seekers to improve their English language skills.
- **StrongStart BC** early learning programs for preschool children and their parents are available in 3 elementary schools in Richmond. Our children's librarians visit these sites regularly to share stories and the love of books.

Social Agencies

- Partnering with the **Canadian Mental Health Association**, **City of Richmond Senior Services**, **Volunteer Richmond Information Services – Seniors Community Support Services** and **Vancouver Coastal Health** the library hosted a half day workshop on helping people find ways to overcome depression, anxiety and insomnia.
- The library is currently working with the **Touchstone Family Association** on a literacy project which is finding ways to encourage reading for families in crisis.

4. BRANCH DEVELOPMENT STRATEGY FOR POPULATION GROWTH

As the population expands the library must look to expanding the size of its branch libraries and increasing the number of them. In order to meet the service needs of the community in the most effective and cost efficient manner, library branches must be located and sized to meet the specific needs of various communities.

a) Branch Size and Purpose

i) Main Library

The Main Library serves the dual purpose of providing basic community branch library services to the adjacent community while also providing more advanced and specialized library services for the entire city. Brighthouse (Main) Branch is Richmond's current Main Library. It must serve the information and research needs of those who live, work and attend school in Richmond, as well as the Richmond business community. In addition, it must provide support and back-up for the other library branches. In order to do this the Main Library must have sufficient space to house significant collections of materials in a variety of formats, a central computer system and computer network to support the entire library system, specialized computer equipment, meeting and programming space for the public, and trained professional staff to develop and support library services throughout the city.

Examples of advanced library services are: more in-depth collections, multilingual collections, language learning lab, genealogy research centre, lecture hall and programming space, community meeting rooms, advanced technology and staff space to support the operation of the entire library system.

Two trends make it clear that the Main Library will have to continue to develop and expand its resources: one is the projected population growth of up to 90,000 additional people by 2041 and the other is the increased importance of information and information technology in the working and personal lives of Canadians. By 2041 Richmond's Main Library should provide 100,000 square feet of space.

ii) Community Branches

A community branch library is 25,000 sq. ft and provides a full range of library services to a community of 25,000 to 35,000 people. While providing a standardized level of library service it should reflect the individuality of the community and offer a strong sense of community identity. Basic levels of service include:

- collection of books, videos, audios, reference materials
- separate children's, teen and seniors' areas
- individual computer workstations and computer lab for group learning
- individual and group study space
- library programming and community meeting space
- gathering place with comfortable seating areas

The purpose of a community branch library is to provide convenient library services close to where people live, work and shop. Community branch libraries are intended to meet everyday library needs such as popular reading materials, school support, children's programming, a quiet place to study, and access to the Internet and computers. For more specialized services it

would be necessary to visit the central resource library or have material sent over from the Main Library.

iii) Neighbourhood Lending Services

This level of service is a place where residents can pick-up and return library materials and have electronic access to the full library collection. It is not a full service library and may not even be a dedicated library facility; rather it provides a convenient access point and takes advantage of the public's preference for integrated services and multi-use facilities.

The weekly library service currently being developed for the Hamilton community is a prototype for this service and will help determine the opportunities and challenges in delivering this level of service.

B) BRANCH LOCATIONS

i) City Centre

The vast majority of population growth is projected to take place in City Centre; therefore, when considering future library needs for population growth City Centre needs to be the primary focus. The City Centre Area Plan (approved by Richmond City Council on September 14, 2009) provides an excellent description of library needs for this area. The City Centre Area Plan includes all three levels of library service and at full build-out City Centre would have:

- a relocated and substantially expanded Main Library
- three community library branches
- a variety of neighbourhood lending services

On the following page is the section from the City Centre Area Plan that covers libraries. The Library Board fully endorses this plan.

From the CITY CENTRE AREA PLAN Approved September 2009

City of Richmond

2.7.1 Libraries

Libraries are the most used indoor community facilities in Richmond, utilised by 4 out of 5 residents. The Library Board reports that Richmond Public Library has the highest per capita circulation of any large urban library, as well as the highest percentage of active card holders.

Challenge/Opportunity

The heavy use of Richmond libraries has resulted in growing service gaps in space and collections. There will be a need to improve in these areas, and to undertake facility development that, as the population grows, library services keep pace. The library in the City Centre - Brighthouse (Main) Branch library - serves the dual purpose of being a community branch for the City Centre, and a city-wide resource for advanced library services. Brighthouse cannot currently support additional population growth.

Proposed Strategy

In 2006, based on the PRCS, Place & Spaces in City Centre report, Council authorized that the following proposed library facilities be incorporated in the CCAP:

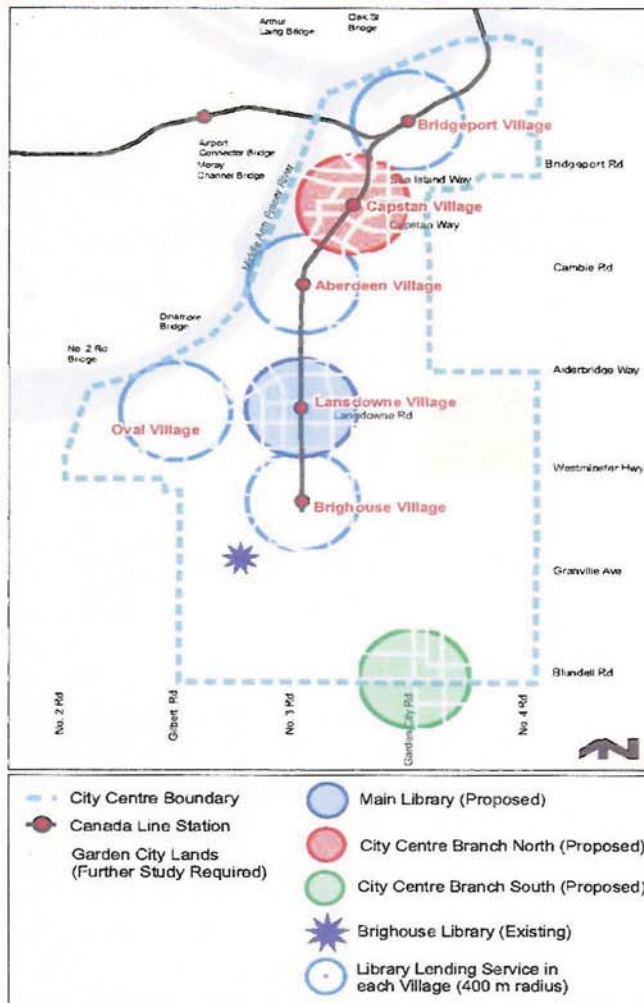
- library lending services in each village centre;
- 3 branch libraries;
- a new Main Library.

Note: The existing Brighthouse Library could become a 2,325 m² (25,000 ft²) branch library (south) and each branch library would likely be co-located with another facility (shared space would vary depending on the type of facility with which it is co-located).

It is to be noted that Council still needs to determine the specific location of and funding for the proposed libraries. PRCS will bring forth reports for Council approval.

Also in October 2007, as per the Richmond Library Facilities Plan, Council reinforced the above.

Library Facilities Map (Proposed)



Proposed City Centre Libraries (Location TBD)		
Facility	Needed Space	Service Level
New Main Library	9,290 m ² (100,000 ft ²)	City-wide
City Centre Branch Library (north)	2,325 m ² (25,000 ft ²)	Community
City Centre Branch Library	1,860 m ² (20,000 ft ²)	Community
City Centre Branch Library	1,860 m ² (20,000 ft ²)	Community
Lending Library Services	185 m ² (< 2,000 ft ²)	Neighbourhood

ii) Community Branches Serving Each Quadrant

In order to serve the communities outside of City Centre, the Library Board recommends developing a 25,000 square foot community library branch in each quadrant of Richmond. These branches would be located in the following general areas:

- Steveston area (currently served by Steveston Branch, 4,000 sq. ft.)
- Shellmont/Broadmoor area (currently served by Ironwood Branch, 12,000 sq. ft.)
- Cambie area (currently served by Cambie Branch, 4,700 sq. ft.)
- Thompson/Seafair area (no branch currently)

The timing for these branches will depend upon population growth but there is already a demonstrated need for expanded community branches in the Steveston and Cambie areas.

iii) Hamilton and Smaller Population Areas

In smaller and more isolated areas such as Hamilton, library services are best offered in co-operation with other organizations through a library lending service. These library services would cater to the needs of children, caregivers, seniors, and others with limited mobility. The Hamilton Outreach Service offered in co-operation with the Hamilton Community Association and Hamilton School is a good example. This model of library service is appropriate for an area which does not have reasonable access to a community branch. It may also serve as an incubating ground for the development of a community branch library as the population grows.

5. GUIDELINES FOR LIBRARY FACILITY DEVELOPMENT

The Library Board has developed the following guidelines when considering the development of library facilities:

- a. Wherever possible libraries should be part of a multi-use complex that encourages an integration of spaces and services. Not only does this provide a higher level of convenience and accessibility for the public, but sharing space with other agencies contributes towards lower capital costs and operational costs.
- b. Library space must be designed to be flexible and capable of supporting other community groups so that we can offer collaborative programming and integrated services. Being connected to and working with other agencies increases the opportunities for wide-ranging programs and also facilitates reaching residents that may not be regular library users.
- c. Libraries are the most heavily used indoor public facility and therefore have a central role in providing a gathering space to encourage residents to come together both formally and informally. Meeting rooms, programming rooms, gathering spaces, living room environments, and group studying spaces are all as important as space for the collections.
- d. Libraries attract very heavy foot traffic and are an ideal anchor for other facilities such as museums, cultural facilities, community health or community policing. Locations within a retail complex can also provide opportunities, including discounted lease rates as demonstrated by the Ironwood and Cambie libraries. Opportunities to work with developers, the private sector, government agencies, educational organizations, etc. should be fully explored.

- e. When developing building plans and service options for new library facilities, the Library Board will first consult with the community at large, targeted community groups, and particularly library customers to seek their input and ideas as to how the library can be designed to best meet their needs.

OCP Update – Agricultural Viability Open House

Thursday, November 25, 2010

Comments:

1) It is very important to recognize that small farms should not be assumed to be hobby farms. The small farms should not be required to show farm income of \$10,000, while less small farms only need to show income of \$2,500 (to get property tax break). I am not a small farmer, but I ask staff and council to take strong action on this without delay. Give small and medium farmers a larger voice! Thank you.

Name: Jim Wright Phone: 604-272-1936
 Address: 8300 Osgoode Drive, Richmond e-mail: jamesw8300@shaw.ca

2) I live in 10460 Granville Drive. Recently, there is a group asking some of our neighbours about going to get a cell phone tower around this area. There was one cell phone tower on No 4 & Granville. Just wondering if City Hall control the setting up of tower inside the ALR. Can we go against the 2nd tower set up in this area. As I know, there were people who lived around/close to the 1st tower got cancer and passed away. Please help us against the group.

Name: Dr. Peter Change Phone: 604-304-3338
 Address: 10460 Granville Ave, Richmond e-mail: chungway@hotmail.com

3) To encourage farming all land deemed to be farmland should be able to get farm tax status. The income amount should be proportional to the size. This should include ½ to 1 acre lots. Otherwise it is unfair to treat these parcels as farms.

Name: Steve Hosford Phone: 604-2746848
 Address: 10280 Sidaway, Richmond e-mail: shosford@shaw.ca

4) Richmond is becoming a big City. Canada is so big why keep a small piece of valuable land as farms. We should change the area from Steveston North to become residential or commercial. We can create more farms further outside the City.

Name: Kamy An Yueng Phone: 778-998-2816
 Address: 7291 No 6 Road e-mail: delanecanada@shaw.ca

5) For the city development and improve the economic situation, we should develop more houses and townhouses, make Richmond richer!

Name: Shulin Lui Phone: 604-323-6767
 Address: 7611 No 5 Road e-mail: _____

6) What can you farm on 1 acre or less with no access. I think all parcels less than 1 acre should be removed from the ALR and be put to better use by rezoning.

Name: _____ Phone: 604-807-9940
Address: _____ e-mail: paul.samra@hotmail.com

7) Who is going to be farming in 2020? What can the City do to attract young farmers?

Name: Arzeena Hamir Phone: 778-297-2202
Address: 8480 Dayton Court e-mail: arzeenahamir@shaw.ca

8) Request extension of Shell Rd from Westminster Hwy to Williams Rd.

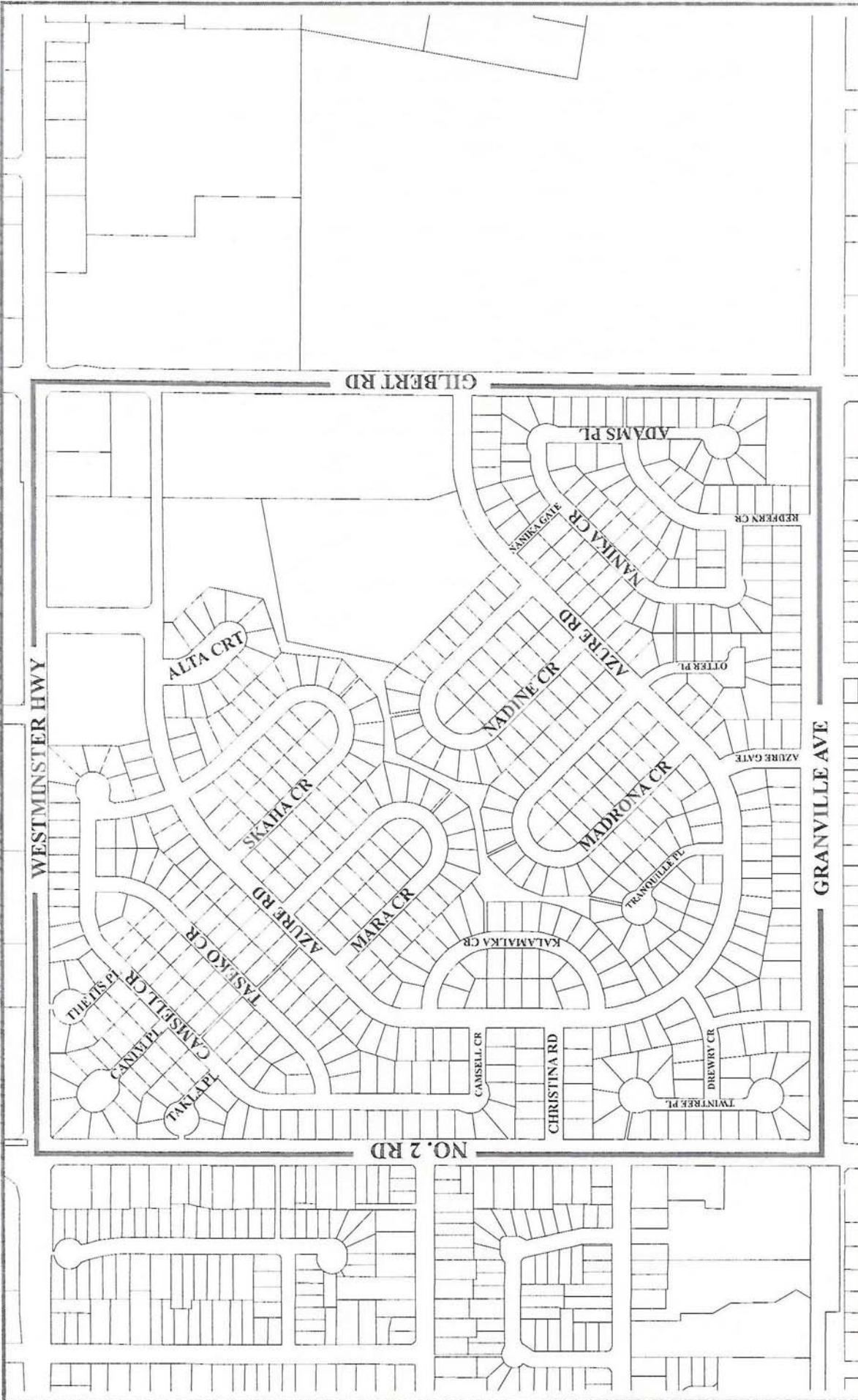
Name: N. Fukamachi Phone: 604-230-5599
Address: 7707 Ash Street, Vancouver e-mail: tentek@telus.net

9) Take a look – a study from a student of University of Toronto finds the average citizen does not care about the urban fringe lands being farmed, but cares about GREEN SPACE maintained – looks like all the talk here is self fulfilling.

Name: Fairhurst Phone: 604-271-4846
Address: 12620 No 3 Road, Richmond e-mail: mfairhurst1@my.bcit.ca

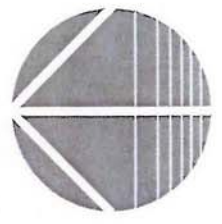
10) The City should start putting in access roads for farms in McLennan. Too many farms there can't be farmed due to no access roads/ Please advise when those roads would be put in.

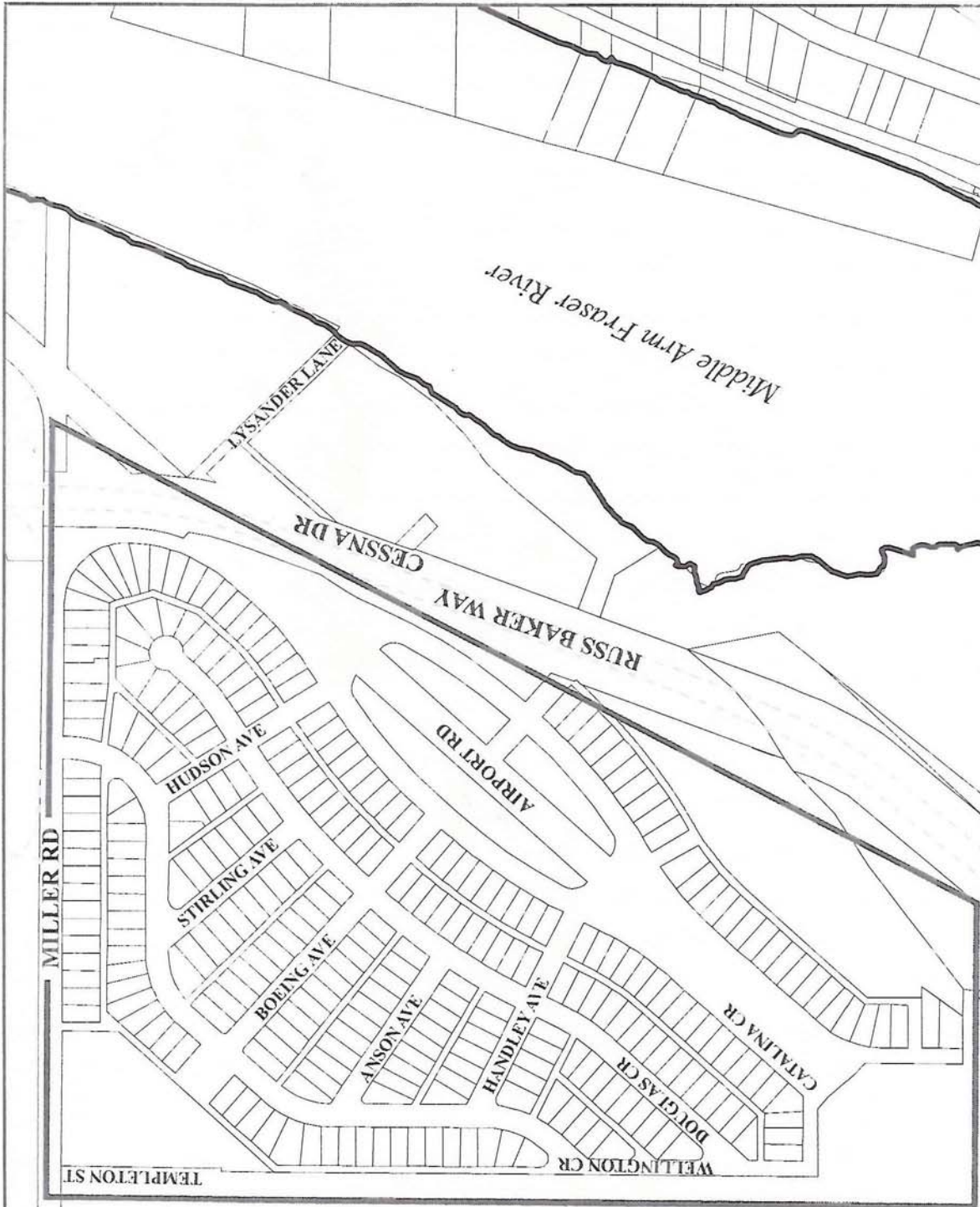
Name: Ellen Hsu Phone: _____
Address: _____ e-mail: ellen.hsu@realtyline.ca



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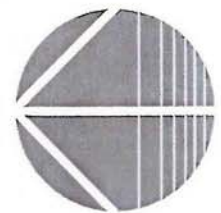
More community consultation for granny flats
 and coach houses Richmond Gardens (Thompson)





Original Date: 04/08/11
 Revision Date:
 Note: Dimensions are in METRES

More community consultation for granny
 flats and coach houses (Burkeville)





Original Date: 04/08/11

Revision Date:

Note: Dimensions are in METRES

More community consultation for granny flats
and coach houses Edgemere (Shellmont)

