

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, June 29, 2011 — 9:00 a.m.

**Fraser Valley Regional Library
34589 DeLair Road, Abbotsford, BC V2S 5Y1**

- | | | |
|-------|--|---|
| 1.00 | CALL TO ORDER | Mayor Peter Fassbender, Chair |
| 2.00 | CONSENT AGENDA | |
| p. 4 | 2.01 Approval of Minutes | Enclosures:
◆ April 27, 2011 Meeting Minutes |
| p. 21 | 2.02 Chief Executive Officer's Report | Enclosure:
◆ Chief Executive Officer's Report |
| p. 22 | 2.03 Director of Information Technology & Support Services Report | Enclosure:
◆ Director of Information Technology & Support Services Report |
| p. 23 | 2.04 Director of Corporate Services Report | Enclosure:
◆ Director of Corporate Services Report |
| p. 29 | 2.05 Activity Report | Enclosure:
◆ Activity Report |
| p. 31 | 2.06 Overview of Fraser Valley Regional Library | Enclosure:
◆ Overview of Fraser Valley Regional Library Report |
| p. 46 | 2.07 Correspondence | Enclosure:
◆ Letter from Hon. George Abbott, Minister of Education |
| | 2.08 Approval of Consent Agenda
<i>Motion</i> | THAT the Consent Agenda be approved. |
| 3.00 | APPROVAL OF AGENDA
<i>Motion</i> | THAT the Agenda be approved as circulated. |

REGULAR MEETING OF THE FVRL BOARD: Agenda

June 29, 2011

Page 2

4.00 **NEW BUSINESS**

p. 47 4.01 **FVRL Budget Information** Mary O'Callaghan, Director of Corporate Services

Enclosure:

- ◆ Budget 2011 Update and Budget 2012 Planning

p. 48 4.02 **Appointment of New Auditor** Mary O'Callaghan, Director of Corporate Services
Motion

THAT KPMG be appointed as FVRL's auditor to conduct the annual audits for 2011 to 2015.

Enclosure:

- ◆ Auditors Request For Proposal Report

p. 49 4.03 **Municipal Reserve Request—Abbotsford** Rita Penco, Director of Client Services
Motion

THAT the transfer of \$8,800 from the City of Abbotsford's Municipal Surplus Reserve be approved to fund an eight-week Library Technician position to assist the three Abbotsford libraries with Summer Reading Club.

Enclosures:

- ◆ June 7, 2011 Letter from City of Abbotsford
- ◆ Municipal Surplus Reserves

p. 54 4.04 **New Library Collection Reserve Request** Scott Hargrove, Director of Information
Motion Technology and Support Services

THAT the transfer be approved of \$80,000 from the New Library Collection Reserve to the Collection Development Expansion Fund for the City of Pitt Meadows Library.

Enclosure:

- ◆ New Library Collection Reserve Drawdown

p. 55 4.04 **Donor Relations Overview** Irene Geng, Donor Relations Manager
Information PowerPoint Presentation

Enclosure:

- ◆ New Strategy: Focus on Donor Relations
-

REGULAR MEETING OF THE FVRL BOARD: Agenda

June 29, 2011

Page 3

5.00 **OTHER BUSINESS**

6.00 **AROUND THE TABLE**

7.00 **QUESTIONS**

8.00 **NEXT MEETING**

Information

The next regular meeting of the FVRL Board will be held:

Wednesday, September 21, 2011

FVRL Administrative Centre

Administrative Centre

34589 DeLair Road, Abbotsford, BC

9.00 **ADJOURNMENT**

Motion

THAT the meeting of FVRL Board be adjourned.

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, April 27, 2011 — 9:00 a.m.

**FVRL Administrative Centre
34589 Delair Road, Abbotsford, BC V2S 5Y1**

Attendees from the Board

Mayor Peter Fassbender, City of Langley (Chair)
Director Bill Dickey, Fraser Valley Regional District
Councillor Helen Fathers, City of White Rock
Councillor John Van Laerhoven, District of Kent
Councillor Simon Gibson, City of Abbotsford
Councillor Terry Gidda, District of Mission
Councillor Linda King, District of Maple Ridge
Director Gayle Martin, Metro Vancouver
Councillor Stewart McLean, City of Chilliwack (alternate)
Councillor Bob Perry, Village of Harrison Hot Springs
Councillor Anne Peterson, Corporation of Delta
Councillor Ron Smith, District of Hope
Councillor Deb Walters, City of Pitt Meadows

Regrets

Councillor Jordan Bateman, Township of Langley
Councillor Michael Wright, City of Port Coquitlam

Attendees from Staff

Rob O'Brennan, Chief Executive Officer
Rita Penco, Director of Client Services
Mary O'Callaghan, Director of Corporate Services
Scott Hargrove, Director of IT and Support Services
Irene Geng, Office of the Chief Executive Officer (Recorder)
Pat Dawson, Library Manager—Langley City & Port Coquitlam
Brad Fenrick, Manager of IT
Mary Kierans, Manager of Support Services
Gillian McLeod, Library Manager—Delta
Hilary Russell, Library Manager—Abbotsford

CUPE Local 1698 Representative

Laurie Dyck
Leanne Fruno

Guests

Bill Cox, CA—Bill Cox, Inc., Corporate Partner, BDO Canada LLP
Jacqueline van Dyk, Director—Public Library Services Branch, Ministry of Education
Claire Avison, Executive Director— Families First and Community Partnerships, Ministry of Education

1.00 **CALL TO ORDER**

Mayor Peter Fassbender, FVRL Board chair, called the regular meeting of the Fraser Valley Regional Library Board to order at 9:00 am.

2.00 **APPROVAL OF CONSENT AGENDA**

It was **MOVED** Councillor Fathers, **SECONDED** Councillor Gidda, **THAT** the consent agenda be approved as circulated.

CARRIED

11.04.27/01

Consent Agenda Approved

3.00 **APPROVAL OF AGENDA**

It was **MOVED** Councillor King, **SECONDED** Councillor Gidda, **THAT** the agenda be approved as circulated.

CARRIED

11.04.27/02

Agenda Approved

4.00 **PRESENTATIONS (Part I)**

4.01 **FVRL Auditor's Report**

Bill Cox, auditor for FVRL and corporate partner of BDO Canada LLP, reviewed FVRL's financial statement for 2010. He also explained how the Public Sector Accounting Board's recently implemented principles have impacted financial statements and the transition that FVRL as well as local governments are facing as a result of these principles.

It was **MOVED** Councillor Perry, **SECONDED** Councillor McLean, **THAT** the 2010 auditor's report be received and approved.

CARRIED

11.04.27/03

2010 Auditor's Report Approved

Because guests Jacqueline van Dyk and Claire Avison were delayed by traffic, remaining agenda items were handled next.

5.00 **NEW BUSINESS**

5.01 **Allister Art: Reserve Funding Request**

It was **MOVED** Councillor Fathers, **SECONDED** Councillor Van Laerhoven, **THAT** a \$28,626 drawdown from the Future Expenditures Reserve be approved for the scanning, reframing, transportation, and installation of the eleven paintings of the late William Allister art collection, donated by Mona Allister.

CARRIED

11.04.27/04

Reserve Funding Request Approved

6.00 **OTHER BUSINESS**

Irene Geng, Office of the Chief Executive Officer, presented Mayor Fassbender with keepsake copies of the tributes that were submitted by his Board colleagues and FVRL management to the BC Library Trustees Association to support his nomination for the *Nancy Bennett Merit Award* and the *Super Trustee Award*. She thanked him again for his contributions to Fraser Valley Regional Libraries as well as to BC's libraries. Board members conveyed their congratulations with a hearty round of applause.

Mayor Fassbender expressed his appreciation for the nominations, adding that libraries need to stay vigilant and ensure that the provincial government continues to maintain libraries as a priority.

Councillor Peterson stated that a topic at the recent BC Library Trustees Association conference focused on what Mayor Fassbender mentioned, discussing how to work with councils, align agendas, and to strengthen libraries by partnerships. She also offered him her congratulations.

Mayor Fassbender also highlighted the contributions of Councillor Grant Ward, Township of Langley and FVRL Board member from 2002-2010, who also was presented with a BCLTA *Super Trustee Award* at that conference.

Mayor Fassbender described the Friends of the Library Appreciation Celebration, held April 16, 2011, and praised the various Friends groups for their dedication to, and support of, libraries.

Councillor King made the point that the provincial government has not reinstated the full funding level that libraries lost during the 2009 funding cuts and urged the Board to continue reminding the Province that it needs to make a commitment to libraries, which are a necessary resource and are part of the government's work.

7.00 **AROUND THE TABLE**

Councillor Peterson congratulated Langley's team that won the Reading Link Challenge.

Director Dickey congratulated Mayor Fassbender for receiving the BCLTA awards and commended him for the huge amount of energy, commitment, and ability to do the job.

Councillor Perry echoed Director Dickey's congratulations.

Councillor Van Laerhoven described the Reading Link Challenge Grand Final with enthusiasm and commended librarian Smitty Miller for connecting well with the youngsters as well as the audience in her role as Master of Ceremonies. He profiled Agassiz Library's upcoming *Know It Alls* contest.

Councillor King extended congratulations to Mayor Fassbender and thanked FVRL for sending representatives to the tenth anniversary celebrations of Maple Ridge Library. She noted that removing fines from children's library cards already has encouraged more parents to register their children for library cards.

Councillor Gidda stated that Mission Library recently was awarded a Vancouver Sun Raise-a-Reader Grant of \$5,000 for Reading Buddies, a program that matches volunteers with children to encourage the enjoyment of reading.

Councillor Walters was pleased to announce that the second floor is up and the elevator shaft is in place in the new Pitt Meadows Library currently under construction. The renderings show that the new library will be a beautiful facility.

Councillor Fathers described White Rock Library's excellent and well attended *Read Local* event that featured author readings for youngsters.

Councillor Gibson highlighted the Friends of the Library Appreciation Celebration and acknowledged the work staff did for the event.

Mayor Fassbender expressed appreciation for the enthusiastic involvement and contributions of FVRL's Friends of the Library and affirmed the City of Langley Library staff for contributing to the community by hosting a "meet and greet" for Langley's federal political candidates.

4.00 **PRESENTATIONS (Part II)**

4.02 **Personalized Learning and Neighbourhood Learning Centres**

Ministry of Education staff members Jacquelyn van Dyk, Director of Public Library Services Branch, and Claire Avison, Executive Director of Families First and Community Partnerships, were welcomed to the FVRL Board meeting.

Ms. van Dyk presented FVRL's Board chair with a copy of *The Library Book: A History of Service to British Columbia* by Dave Obee, which was published by the government in partnership with the BC Library Association in recognition of the 100th anniversary of BC libraries.

Ms. van Dyck expressed pleasure that "Families First" is the provincial government's new focus under the new premier and she is looking forward to workshops with Ministry staff to discuss the Ministry's priorities.

Ms. van Dyck noted that PLSB has been reviewing performance indicators and observed that BC libraries are the busiest libraries in all of Canada in terms of use and visits. FVRL's statistics comprise 10% of those indicators. She pointed out that a third of BC's library use and service involves children, who also are the same children involved in BC's education system. Thus, libraries and education have a strong connection and shared interest.

Mayor Fassbender, referring to the amount of effort libraries invested in 2009 when facing funding cuts, commented that libraries need to keep that profile and priority with the provincial government, and he expressed his appreciation to Ms. van Dyck for her willingness to work with FVRL and the BCLTA during that time to help connect them with the appropriate government leaders.

Ms. Claire Avison made a PowerPoint presentation (see attached) to the Board about personalized learning and Neighbourhood Learning Centres (NLC). She stated that the Province's vision is for schools and community organizations to partner to create Neighbourhood Learning Centres where people can access educational and community services under one roof. School districts are consulting with community partners and organizations to create places where people have better access to educational and community services. NLC schools may include many services, such as child-care programs, office space, health clinics, sports programs, seniors' centres or family resource centres. Each NLC is developed locally to reflect the unique needs, assets and potentials of each school and community.

She added that personalized learning remains the focus for the Ministry of Education, with an emphasis on creating more opportunities for schools to serve as community learning centres and helping small rural schools continue as vital institutions. Another emerging focus is giving parents, students, teachers, and the public more opportunity to be actively involved in defining what education could/should be, as well as in shaping education policy into the future.

How to best meet the needs of individual students is the foundation of personalized learning. How best to meet the needs of individual communities is the foundation of Neighbourhood Learning Centres. As personalized learning gains momentum, communities—including their libraries—will play an even greater role in supporting student achievement.

In conclusion, Ms. Avison stated that the Ministry will be engaging British Columbians in conversations about personalized learning and that libraries as well as local governments can expect to be part of those conversations.

Following a brief question and answer period, Mayor Fassbender thanked Ms. van Dyk and Ms. Avison for attending the Board's meeting.

8.00 **QUESTIONS**

There were no questions.

9.00 **NEXT MEETING**

The next regular meeting of the FVRL Board will be held:
Wednesday, June 22, 2011
FVRL Administrative Centre
34589 DeLair Road, Abbotsford, BC

10.00 **ADJOURNMENT**

It was **MOVED** Councillor Smith, **SECONDED** Director Martin, **THAT** the meeting of the FVRL Board be adjourned.

CARRIED
11.04.27/05
Meeting Adjourned

The meeting adjourned at 11:05 am.



Neighbourhood Learning Centres

Fraser Valley Regional Library Meeting
April 27, 2011

1



Vision

All schools in BC are Neighbourhood Learning Centres, inviting places where people of all ages can access education, health services, recreation and culture seven days a week, twelve months a year – places that promote the well-being of children, families and the entire community.

2



School to Neighbourhood Learning Centre

NLCs are developed in 2 different ways.....through a capital project – or extended use of existing facilities. Both paths feature:

- Extended hours
- Community consultation
- Policy that supports families and community use

3



What *Could* they include?

- ✓ Daycare, before/after-school care
- ✓ Continuing education
- ✓ Education support services
- ✓ Libraries & literacy programs
- ✓ Community programming
- ✓ Youth centre
- ✓ Family resource centre
- ✓ Seniors centre
- ✓ Job skills/ employment centre
- ✓ Counselling services

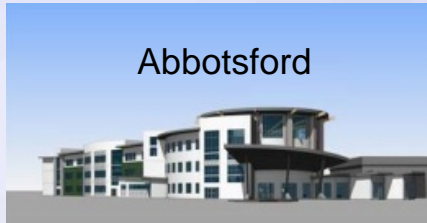


Examples of Libraries in NLCs

Port Clements



Abbotsford



Community Benefits





Making the policy shift....

- Sector engagement
- Policy refinement
- Implementation support

7



What's needed.....

- Resources
- Tools to engage
- Tools to support
- Tools to promote
- Tools to illustrate

8




BRITISH COLUMBIA
The Best Place on Earth

Our Progress

- Success Stories
- Presentations
- Planning Guides
- Partner Meetings
- FAQs
- Models of NLCs
- After School Programs

9



BRITISH COLUMBIA
The Best Place on Earth

Our Progress

- Flyers
- Aboriginal Community Engagement
- Student Engagement
- Agreement Guide
- Policy
- Inventory

10



Government Direction

- Families First Agenda
- Personalized Learning
- Government's new education plan
- Citizen Engagement

11



12



BRITISH COLUMBIA
The Best Place on Earth



13



BRITISH COLUMBIA
The Best Place on Earth



**School is rather like air
travel - trust the
person at the front and
switch off all electronic
gadgets.**

-Guy Shearer





Traditional / Transmission model

- Knowledge is a collection of facts and procedures
- The goal of schooling to get these into the student's head
- Teachers know these facts and procedures and transmit them to students
- Simpler facts and procedures come first then more complex ones follow
- The way to determine the success of schooling is to test students to see how many of the facts and procedures they have acquired

Optimising Learning - R. Keith Sawyer



We now know so much more about how humans learn.....

- Learning is an active, social process
- Motivation is a key component for effective learning
- Learners bring different knowledge to a new learning challenge
- Learners start from different places and follow different routes to the same learning outcome
- Knowledge should be discovered as an authentic, integrated whole



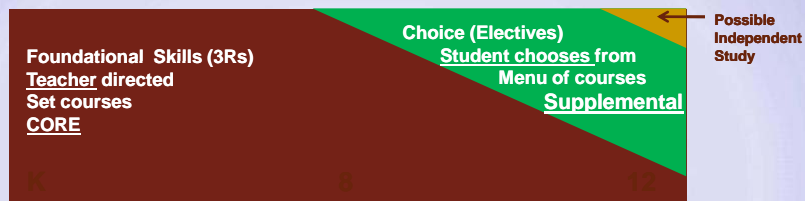
Imagine an education system.....

- ✓ Recognizes and responds to the uniqueness of every single learner
- ✓ Flexibility in where, when, and how learning takes place
- ✓ Parents are effectively engaged in their child's learning
- ✓ Teachers are facilitators of learning
- ✓ Supported by technology
- ✓ Focused on student outcomes rather than system inputs

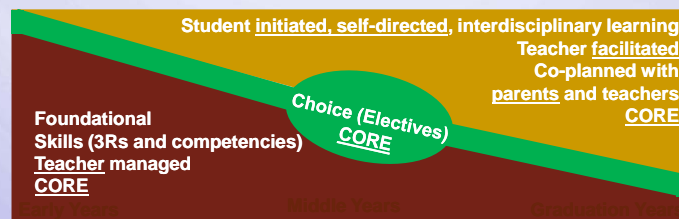
17



Now



21st Century



18



Personalized learning...

- Supporting lifelong learning
- Creating hubs of literacy
- Providing information services
- Acting as community resource centres
- Offering programs for children and youth



...is really what libraries have been doing all along!



Libraries of Tomorrow



"Many in the [library] community envision future library services that incorporate new philosophies, new technologies, and new spaces to meet the needs of all users more effectively than ever before." – Checking out the Future, American Library Association (ALA)



Imagine if...

- ✓ Public, school and academic libraries had closer ties...
- ✓ All library resources were shared...
- ✓ British Columbians could access the rich collections held by all libraries...
- ✓ Even more economies of scale could be found with cooperation and collaboration...



How do personalized learning, libraries and NLCs intersect in your community?





For More Information

Personalized Learning: Rod Allen, Superintendent of Achievement Roderick.Allen@gov.bc.ca

Libraries: Jacqueline van Dyk, Director Jacqueline.vanDyk@gov.bc.ca

NLCs: Claire Avison, Executive Director Claire.Avison@gov.bc.ca

CHIEF EXECUTIVE OFFICER'S REPORT

By Rob O'Brennan, Chief Executive Officer
Meeting of June 29, 2011

Association of British Columbia Public Library Directors

In my role of Vice Chair at the Association of British Columbia Public Library Directors (ABCPLD) I have begun working with the executive to carry out the restructuring plan we developed throughout the fall and winter months. I will be working on revamping the Association's webpage, revising policies, and working with the membership in refocusing the Association's mandate.

Canadian Urban Library Council

I have taken on the position of Treasurer with the Canadian Urban Library Council. This national organization, representing public libraries serving populations of over 100,000, is working to develop standardized library statistical reporting. CULC also works with Library and Archives Canada on literacy and copyright issues as well as helping them to offer national library programs like *Lest We Forget*. FVRL was a part of the very successful *Lest We Forget* pilot project last year, receiving a \$5,000 grant to do so.

Human Resources Manager

I am very pleased to announce that Cathy Wurtz will be assuming the position of FVRL's Human Resources Manager on July 25, 2011. She comes to us with decades of very valuable experience, most recently with the Land Titles Office in New Westminster and BC Hydro.

PLSB Is Now *Libraries and Literacy*

Public Library Services Branch has undergone some restructuring during the course of the winter months and has changed its name to *Libraries and Literacy*. The mandate of the branch will now be broadened to include school libraries with a stronger emphasis on literacy.

Urban Library Settlement Partnership

Delta Libraries will be receiving a grant from the Province of BC to offer support for immigrants. The libraries will be partnering with settlement agencies to support their mandate. In early July Gillian McLeod, Library Manager for Delta, will be attending an informational meeting with the Province and participating Lower Mainland libraries.

Senior Management at Local Staff Meetings

Director of Client Services Rita Penco and I have been attending local library staff meetings over the past couple of months. We are engaging the staff in a discussion of the future of libraries and the impact on service delivery as well as asking the staff their views on the FVRL brand. We have had very interesting and lively discussions. We will be attending local meetings throughout the system into the fall.

Information Technology and Support Services Report 2011 Mid-Year Report

**By Scott Hargrove, Director
Information Technology and Support Services**

Board Meeting of June 29, 2011

EBOOKS AND EBOOK READERS

EBook circulation continues to rise, with a consistent 25% increase over last year in the months of March, April and May. Given the surge in interest, FVRL is purchasing more eBooks and is planning to circulate a small collection of Kobo eBook readers pre-loaded with eBooks.

WIDE AREA NETWORK IMPROVEMENTS

Telus has made improvements to FVRL's Wide Area Network infrastructure, increasing bandwidth to our Clearbrook Library, required due to a significant increase in bandwidth usage at this location. In addition, Telus upgraded the fiber optic infrastructure at the Administrative Center, making it possible to improve Internet bandwidth in the future without network outages.

BC LIBRARIES COOPERATIVE BOARD ELECTION

On Wednesday, May 18, at the BC Libraries Cooperative (BCLC) Annual General Meeting, Scott Hargrove was elected to a three year term on the BCLC Board of Directors. In October 2010, Scott was selected as the inaugural Chair of the BCLC's Licensing Business Function Group, and will continue in this role while serving on the Board.

INFORMATION TECHNOLOGY OPERATIONS UPDATE

The Automated Reserve drawdown approved in the February 9, 2011 Board meeting (Motion #11.02.09/06) has been spent, purchasing 100 computer, 130 monitors and additional software to support the server virtualization project. All the equipment has been received and configured for FVRL's network, and deployment of the new computers and monitors is underway. To date approximately 60% of FVRL's servers have been virtualized, and this multi-year project is on track to be completed by the end of 2012.

DIRECTOR OF CORPORATE SERVICES REPORT

By Mary O'Callaghan, Director of Corporate Services

Meeting of June 29, 2011

MARKETING AND COMMUNICATIONS UPDATE

Marketing Library Events

Over the last few months we have been thinking about ways to improve our methods of communicating with our customers.

Libraries have traditionally relied upon posters, bookmarks, and flyers to tell customers about upcoming events.

After reviewing survey results on how customers would like to hear about library events, we are in the midst of making the following changes:

- Coming soon – a new, searchable *Program and Events* page on FVRLs website.
- Seasonal program guides. We are preparing a new, magazine-style guide listing programs and events for all FVRL locations. The first edition will cover September through December and will be available early August.
- Colourful, branded Plexiglas stands will make it easy for library staff to insert a simple page with program names, dates, and times.
- Later this year FVRL will begin testing out digital display boards in some of our libraries.

Last year marketing staff moved into promotion via social media – e-newsletters, YouTube Channel, Facebook and Twitter.

All of this means that marketing staff now will be primarily involved with social media content, the seasonal program guide, promotion for system-wide events and significant, high profile local events as well as designing advertisements and signage for inside the libraries. Once the digital displays arrive marketing staff will be busy designing the displays for these as well.

Communications

One of the challenges FVRL has always faced is how to keep all staff informed. We recently began a daily email to all staff. *Check It Out* contains a brief message informing staff of news, issues, plans and more. Staff is encouraged to send in questions for future editions.

**Fraser Valley Regional Library
Statement of Financial Position
For the Five Months Ending May 31, 2011**

	Unappropriated	Appropriated	Restricted	Capital	2011
<i>Financial Assets</i>					
Cash and cash equivalents	\$2,184,332.78	\$2,265,351.17	\$197,980.09		\$4,647,664.04
Accounts receivable	1,427,667.67				1,427,667.67
Other financial assets	199,699.11				199,699.11
	<u>3,811,699.56</u>	<u>2,265,351.17</u>	<u>197,980.09</u>		<u>6,275,030.82</u>
Invested in property and equipment				7,699,223.91	7,699,223.91
Total assets	<u>3,811,699.56</u>	<u>2,265,351.17</u>	<u>197,980.09</u>	<u>7,699,223.91</u>	<u>13,974,254.73</u>
<i>Financial Liabilities</i>					
Accounts payable and accrued liabilities	1,319,186.43				1,319,186.43
Deferred revenues	1,648,879.40	101,000.00			1,749,879.40
Capital lease obligations				(8,554.15)	(8,554.15)
Financial equity	9,889,885.06	(552,295.88)	626,036.73	950,117.14	10,913,743.05
Total liabilities and equity	<u>12,857,950.89</u>	<u>(451,295.88)</u>	<u>626,036.73</u>	<u>941,562.99</u>	<u>13,974,254.73</u>

**Fraser Valley Regional Library
Statement of Financial Activities - Unappropriated
For the Five Months Ending May 31, 2011**

	2011	Year-to-Date		
	Budget	Actual	Budget	Variance
Revenue				
Member assessments	\$19,804,098.00	\$8,233,980.45	\$8,251,707.00	(\$17,726.55)
Provincial government (LSB) grants	1,291,140.00	537,975.00	537,975.00	
Library based revenue	761,272.00	316,897.26	317,197.00	(299.74)
Return on investments	11,000.00	4,304.84	4,583.00	(278.16)
Total revenue	21,867,510.00	9,093,157.55	9,111,462.00	(18,304.45)
Expenditures				
Salaries and benefits	15,519,570.00	6,184,899.19	6,466,487.00	281,587.81
Library materials and supplies	3,282,760.00	1,636,209.33	1,367,817.00	(268,392.33)
Library programs	97,650.00	39,365.48	40,687.00	1,321.52
Administration and board expenses	92,480.00	51,497.44	38,533.00	(12,964.44)
Administrative Centre building maintenance	335,000.00	147,598.00	139,583.00	(8,015.00)
Computer and telephone expenses	981,565.00	326,335.25	408,985.00	82,649.75
Human resources and professional expenses	357,710.00	139,478.07	149,046.00	9,567.93
Marketing expenses	178,150.00	81,481.89	74,229.00	(7,252.89)
Office supplies and postage expenses	290,279.00	120,897.31	120,950.00	52.69
Vehicle operation expenses	155,346.00	75,606.42	64,728.00	(10,878.42)
Public Library Interlink dues	135,000.00	55,412.01	56,250.00	837.99
Total Operating Expenditures	21,425,510.00	8,858,780.39	8,927,295.00	68,514.61
Capital expenditures	442,000.00	1,756.65	184,167.00	182,410.35
Total Expenditures	21,867,510.00	8,860,537.04	9,111,462.00	250,924.96
Excess (deficiency) of revenue over expenses		232,620.51		232,620.51

**Fraser Valley Regional Library
Statement of Financial Activities - Appropriated
For the Five Months Ending May 31, 2011**

	2011	Year-to-Date		
	Budget	Actual	Budget	Variance
Revenue				
Opening balance		\$279,613.94	\$279,613.94	
Member assessments	25,000.00	10,416.65	10,416.65	
Book sale revenue	99,420.00	43,939.37	41,425.00	2,514.37
Bus passes revenue	90,600.00	39,506.75	37,750.00	1,756.75
Meeting room revenue	9,636.00	5,734.00	4,015.00	1,719.00
Return on investments		11,201.99		11,201.99
Total revenue	224,656.00	390,412.70	373,220.59	17,192.11
Expenditures				
Salaries and benefits		2,623.47		(2,623.47)
Library materials and supplies		100,730.63		(100,730.63)
Building maintenance		6,685.20		(6,685.20)
Library programs		2,762.51		(2,762.51)
Computer and telephone expenses		36,240.33		(36,240.33)
Human resources and professional expenses		1,344.93		(1,344.93)
Marketing expenses		1,496.23		(1,496.23)
Book sale expenses		6,876.46		(6,876.46)
Bus passes expenses	90,600.00	38,816.87	37,750.00	(1,066.87)
Meeting room, etc....	8,436.00	5,230.75	3,515.00	(1,715.75)
Office supplies and postage expenses		30,585.20		(30,585.20)
Total Operating Expenditures	99,036.00	233,392.58	41,265.00	(192,127.58)
Transfer to Capital Fund		101,932.56		(101,932.56)
Total Expenditures	99,036.00	335,325.14	41,265.00	(294,060.14)
Excess (deficiency) of revenue over expenses	125,620.00	55,087.56	331,955.59	(276,868.03)

**Fraser Valley Regional Library
Statement of Financial Activities - Restricted
For the Five Months Ending May 31, 2011**

	2011 Budget	Actual	Year-to-Date Budget	Variance
Revenue				
Opening balance		\$496,651.69	\$496,651.69	
Provincial government grants		4,125.00	\$4,125.00	
Federal government grants		1,500.00	1,500.00	
Other donations and grants		23,805.12		23,805.12
Library based revenue		9,307.96		9,307.96
Return on investments		868.18		868.18
Total revenue		536,257.95	502,276.69	33,981.26
Expenditures				
Salaries and benefits		32,245.58		(32,245.58)
Library materials and supplies		31,093.12		(31,093.12)
Library programs		13,161.12		(13,161.12)
Human resources and professional expenses		4,966.94		(4,966.94)
Marketing expenses		22,994.80		(22,994.80)
Office supplies and postage expenses		12,999.11		(12,999.11)
Total Operating Expenditures		117,460.67		(117,460.67)
Transfer to General Fund				
Total Expenditures		117,460.67		(117,460.67)
Excess (deficiency) of revenue over expenses		418,797.28	502,276.69	(83,479.41)

**Fraser Valley Regional Library
Statement of Financial Activities - Reserves
For the Five Months Ending May 31, 2011**

	<u>May</u>	<u>YTD</u>
Investment:MFA-Reserve-Assets Replacement	\$347.43	\$376,677.46
Investment:MFA-Reserve-Collection Development	573.29	621,561.57
Investment:MFA-Reserve-Automation	480.68	521,162.81
Investment:MFA-Future Services	71.80	77,861.59
Sub-Total	<u>1,473.20</u>	<u>1,597,263.43</u>
Investment:MFA-Surplus Allocation-FVRD	12.75	13,766.44
Investment:MFA-Surplus Allocation-Kent	5.14	5,588.23
Investment:MFA-Surplus Allocation-Hope	18.56	20,156.10
Investment:MFA-Surplus Allocation-Chilliwack	28.76	31,163.08
Investment:MFA-Surplus Allocation-Abbotsford	111.27	112,134.84
Investment:MFA-Surplus Allocation-Mission	52.75	57,208.64
Investment:MFA-Surplus Allocation-City of Langley	147.39	159,809.69
Investment:MFA-Surplus Allocation-Township of Langley	75.77	82,145.62
Investment:MFA-Surplus Allocation-White Rock	16.61	17,965.44
Investment:MFA-Surplus Allocation-Delta	30.72	33,275.49
Investment:MFA-Surplus Allocation-Port Coquitlam	28.04	30,387.84
Investment:MFA-Surplus Allocation-Maple Ridge	84.47	91,575.96
Investment:MFA-Surplus Allocation-Pitt Meadows	4.12	4,410.37
Sub-Total	<u>616.35</u>	<u>659,587.74</u>
Investment:MFA-Chilliwack Donations	12.16	13,200.46
Investment:MFA-Maple Ridge Endowments	170.43	184,779.63
Chilliwack Self-check Reserves		5,125.78
Maple Ridge Self-check Reserves	2,083.33	136,416.65
GRAND TOTAL	<u>\$4,355.47</u>	<u>\$2,596,373.69</u>

FRASER VALLEY REGIONAL LIBRARY
LIBRARY USAGE DURING MAY 2011
Open Days: 2011 21-29 days / 21-29 days

*Customer Placed Renewals

*Customer Placed Holds

MEMBER	LIBRARY by Library	CIRCULATION				CUSTOMER VISITS			HOLDS			
		Checkouts & Renewals	* website renewals	Total	2011 vs 2010	in Library	Total	2011 vs 2010	in Library	* website holds	Total	2011 vs 2010
City of Abbotsford	Clearbrook	81,961	15,806		-0.8%	44,585		42.6%	2,085	15,222		5.9%
	MSA Centennial	19,958	3,849	123,249	8.0%	9,234	54,792	7.6%	735	3,707	22,175	6.3%
	Mt. Lehman	1,404	271		28.5%	973		10.1%	165	261		15.5%
City of Chilliwack	Chilliwack	62,093	11,975	78,952	2.7%	30,598	32,555	14.9%	1,850	11,532	14,279	11.8%
	Yarrow	4,095	790		16.4%	1,957		9.5%	136	761		15.1%
City of Langley	Langley City	24,776	4,778	29,554	2.5%	26,138	26,138	7.5%	1,093	4,601	5,694	12.0%
City of Port Coquitlam	Terry Fox	33,579	6,476	40,055	6.3%	15,508	15,508	-0.7%	1,393	6,236	7,629	15.8%
City of White Rock	White Rock	20,293	3,914	24,207	10.0%	11,441	11,441	0.7%	937	3,769	4,706	18.7%
Delta	George Mackie	27,776	5,357		-4.0%	15,678		12.7%	1,015	5,159		3.5%
	Ladner Pioneer	17,987	3,469	77,398	-9.9%	15,486	47,282	-6.6%	821	3,341	14,966	0.9%
	Tsawwassen	19,122	3,688		-4.6%	16,118		0.2%	1,079	3,551		1.3%
Hope	Hope	6,517	1,257	7,774	4.2%	4,301	4,301	4.7%	507	1,210	1,717	21.3%
Kent	Agassiz	6,083	1,173	7,256	0.0%	7,412	7,412	27.3%	703	1,130	1,833	7.1%
Langley Township	Aldergrove	11,578	2,233		-2.1%	5,962		-9.2%	516	2,150		0.9%
	Brookwood	5,266	1,016		20.7%	3,922		46.4%	282	978		38.0%
	Fort Langley	2,974	574	86,814	1.6%	2,410	44,870	-0.3%	211	552	16,680	23.5%
	Murrayville	13,649	2,632		-2.2%	7,839		24.4%	568	2,535		3.0%
	Walnut Grove	21,441	4,135		-2.4%	16,782		13.6%	982	3,982		4.9%
	Muriel Arnason	17,871	3,446		12.8%	7,955		4.7%	604	3,319		19.7%
Maple Ridge	Maple Ridge	40,970	7,901	48,871	-7.2%	34,551	34,551	7.5%	2,052	7,609	9,661	4.6%
Mission	Mission	29,385	5,667	35,052	10.0%	18,322	18,322	0.8%	1,043	5,457	6,500	17.3%
Pitt Meadows	Pitt Meadows	10,676	2,059	12,735	-2.6%	6,273	6,273	-4.4%	552	1,983	2,535	1.3%
Fraser Valley	Boston Bar	729	141	1,516	-18.9%	198	423	-23.8%	71	135	458	-42.5%
Regional District	Yale	542	105		7.2%	225		-19.6%	151	101		64.6%
Outreach Services		9,851	1,900	11,751	54.9%		0		616	1,830	2,446	-67.8%
Administrative Centre		2,490	480	2,970	-42.1%		0		1,097	462	1,559	11.0%
		493,066	95,088	588,154		303,868			21,264	91,574	112,838	

FRASER VALLEY REGIONAL LIBRARY
LIBRARY ACTIVITY SUMMARY REPORT FOR THE MONTH OF MAY 2011

	MONTHLY			YEAR TO DATE		
	2011	2010	% Change	2011	2010	% Change
CIRCULATION	588,154	577,996	1.8%	3,047,362	2,933,572	3.9%
E-CIRCULATION	11,201	8,964	25.0%	60,546	40,659	48.9%
HOLDS	112,838	103,346	9.2%	579,176	521,927	11.0%
PROGRAMS	564	552	2.2%	2,994	3,380	-11.4%
PROGRAM ATTENDANCE	14,710	14,943	-1.6%	79,624	77,372	2.9%
REFERENCE QUESTIONS	24,057	23,672	1.6%	127,020	127,242	-0.2%
CUSTOMER VISITS	303,868	274,680	10.6%	1,474,556	1,442,754	2.2%

LIBRARIES WITH SELF SERVE CHECKOUTS

BRANCHES	MONTHLY			YEAR TO DATE		
	2011 Self-Serve	2011 Circulation	% of Circ.	2011 Self-Serve	2011 Circulation	% of Circ.
Aldergrove	4,736	11,578	40.9%	25,427	61,512	41.3%
Chilliwack	24,600	62,093	39.6%	128,651	315,640	40.8%
Clearbrook	29,690	81,961	36.2%	146,234	422,130	34.6%
Ladner Pioneer	9,148	17,987	50.9%	48,335	95,637	50.5%
Langley City	12,319	24,776	49.7%	63,951	125,210	51.1%
Maple Ridge	29,303	40,970	71.5%	154,449	221,088	69.9%
Mission (installed January 21)	5,189	29,385	17.7%	19,213	154,137	12.5%
Murrayville	7,320	13,649	53.6%	38,723	69,721	55.5%
George Mackie	15,067	27,776	54.2%	82,584	144,480	57.2%
Terry Fox	6,674	33,579	19.9%	35,054	178,353	19.7%
Tsawwassen	9,097	19,122	47.6%	46,921	99,524	47.1%
Walnut Grove	10,121	21,441	47.2%	50,596	108,740	46.5%
White Rock	12,138	20,293	59.8%	61,773	102,491	60.3%
Muriel Arnason	8,410	17,871	47.1%	41,098	88,724	46.3%

LIBRARIES WITH SELF SERVE CHECK-INS

BRANCHES	MONTHLY			YEAR TO DATE		
	2011 Self-Serve	2011 All checkins	% of Checkins	2011 Self-Serve	2011 All checkins	% of Checkins
Maple Ridge	23,390	38,444	60.8%	124,216	202,533	61.3%

ABBOTSFORD LIBRARIES – APRIL MAY 2011

By Hilary Russell, Manager – Abbotsford Libraries
Meeting of June 29, 2011

LIBRARY CHANGES

- **Teen Help:** In April the Clearbrook Children's Department began an in-library campaign to increase awareness of services for teens who are sometimes reluctant to ask for help. Posters and information cards throughout the library encourage teens to use the reference and readers advisory services at the Children's desk.
- **Blast Off!** Thanks to United Library Service, a 7-foot tall red rocket ship now holds graphic novels in the Clearbrook children's department. Abbotsford kids love the spinning book display which was no longer in use at ULS.
- **Mount Lehman Circulation:** Mount Lehman residents have responded to increased outreach and programming at the Mount Lehman Library as demonstrated by increased visit and circulation statistics during January to May.

LIBRARY EVENTS

Famed in Story: An author reading by Patrick Taylor at the Clearbrook Library was filmed for YouTube, raising FVRL's profile on the web.

COMMUNITY EVENTS

- **Blooming Good Fun:** The REACH, Abbotsford's gallery/museum celebrated the first annual Cherry Blossom Festival. Library staff was on hand with Japanese manga crafts and games. Residents were reminded of the cultural relevance of the public library.
- **Bus Stop:** City of Abbotsford chose the Clearbrook Library as a location for a stop on the Transit Future Bus Tour. The 40 foot bus full of interactive displays is a way to get citizen input on the future of transit in the municipality. The library is pleased to support an important City initiative.

PARTNERSHIPS AND COLLABORATIONS

- **Friends of the Abbotsford Libraries:** Library staff organized a tour of the Central branch of the Vancouver Public Library for the Friends of the Abbotsford Libraries in order to network and consider new ideas for fundraising. The Abbotsford Friends borrowed an idea previously from the VPL Friends when they created the very successful *Stay at Home and Read a Book Gala* which has run for 3 years in Abbotsford – receiving over \$2,000 each year in donations.
- **Literacy Matters:** The inaugural year of the Abbotsford Reading Buddies, a partnership between Literacy Matters and Clearbrook Library, came to a close with an end-of-the-year party at the library on May 28. The program paired more than 60 community volunteers with struggling readers in grades 1-4.

IMPACT OF THE ABBOTSFORD LIBRARIES IN THE COMMUNITY

- **Arty Award Nominee 2011:** The Clearbrook Library received a certificate of recognition for being a supporter of the arts for, among other things, hosting almost 20 years of annual shows for the Abbotsford Watercolour Society.
- **Yours Truly:** A recent letter thanking a staff member for "impressive, respectful" treatment that has helped him with a "fresh start in life" shows how the personal touch can make a huge impact on the quality of life of library customers.

AGASSIZ LIBRARY – April-May 2011

By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of June 29, 2011

COMMUNITY CHANGES

New resort ground breaking took place in Harrison Mills. This will result in additional townhouses and suites with full recreational and conference facilities. The first phase is scheduled to be complete in 2012. Library staff will be promoting the services offered by the library to the new residents of the resort.

LIBRARY EVENTS

- The Agassiz Library celebrated its 10th Birthday with almost 70 attendees including the founding member of the Agassiz Library Society, the quilt originator, Deb Zagwyn, and musician Mary Murphy who played at the library opening. ACE students partnered with the library and provided the food. Congratulatory speeches were made by Rita Penco, Mayor Fisher (Kent) and Mayor Becotte (Harrison Hot Springs). The turnout showed the communities' support of the library.
- Agassiz Library Society held their 3rd annual Quiz Night, raising almost \$1000 for the Agassiz Library Literacy Project. Laughter and controversy reigned in the library as 72 locals competed for the Know-It-All title which was won by 'Team Try-Again.' It was an opportunity for the participants to meet up with others in the communities and support the library. Local businesses showed their support through donations of prizes.
- Adam Schroeder, author of Best Book of the Year by Amazon, offered a fantastic evening out on a Canuck game night to an appreciative crowd of 15. His reading included both reading and song while engaging the audience in a lively manner.
- The library promoted Cancer Awareness Day with community health resources by setting up a display for the public and was attended by over 30 people throughout the morning. Using the library as a venue allowed staff to showcase the collection on the topic, thereby increasing the awareness.

COMMUNITY EVENTS

- Although the Tulip Festival was later than usual, it attracted many out-of-town visitors who used the Agassiz Library to get directions and information about the festival. It showed the value of the library in the community.
- Children's Development, Safety and Service Fair took place on May 25. It was a great opportunity for the library to promote services offered to parents for their children and themselves.

PARTNERSHIPS AND COLLABORATIONS

Public Health Infant workers in Agassiz, Seabird, Chehalis received new books for babies bags, a project supported by the library and local ECD committee members. It promoted the importance of literacy in the early stages of infant literacy.

BOSTON BAR LIBRARY – April-May 2011

By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of June 29, 2011

COMMUNITY CHANGES

The native village in the Anderson Creek area is preparing to open soon for the tourist season. This will be an opportunity for the Boston Bar Library to promote the services offered to those who are vacationing in the area.

LIBRARY EVENTS

A herb and garden program took place at both libraries. It was an opportunity for a local herbalist to share her knowledge with 12 attendees in both Yale and Boston Bar Libraries. The libraries are an ideal venue for information sessions like these to a small and captive audience in the communities.

CHILLIWACK LIBRARY – April-May 2011

By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of June 29, 2011

LIBRARY CHANGES

- The new security company started in April. Griffin Security has been contracted to patrol other City buildings, ensuring consistency in levels of service. The guards are respected in the community and bring a professional approach to dealing with difficult customers.
- May saw a spike in the number of customers who visited the Chilliwack Library. There was an increase of almost 15% over May 2010.

COMMUNITY CHANGES

The Leisure Guide contract has been awarded to a new publisher: Chilliwack Progress. This has strengthened the relationship with the newspaper and will help in future promotion of the library and its services.

LIBRARY EVENTS

- A new homeschool tour has been offered for homeschooled families. This new group has demonstrated an enthusiasm for the services offered by the library and will use it to support their efforts at home.
- The Friends of the Chilliwack Library attended the Appreciation Tea on April 16. FVRL hosted this event to showcase gratitude for the support given to the library by the local Friends groups. The Chilliwack Library has benefited tremendously over the years from its Friends group through their generous donations which went toward the purchase of specialized furniture, programs and collections.

PARTNERSHIPS AND COLLABORATIONS

- Chilliwack Library hosted a practicum student from the University of the Fraser Valley Technician program. He was given the opportunity to experience firsthand the differences between libraries of different sizes in the Upper Fraser Valley. Hosting such students further strengthens the relationship the library has with the university.
- The *Lest We Forget* program was offered in conjunction with the Chilliwack Library and Chilliwack Secondary School to Grade 10, 11 and 12 students. It gave the students an opportunity to learn more about the soldiers from the war.
- ICBC Mature Drivers' Reexamination program took place in April. It is usually very popular but this year they had to offer additional presentations in May and June to meet the increased demand.

IMPACT OF THE CHILLIWACK LIBRARY IN THE COMMUNITY

Chilliwack School District Young Parents Program attended the special Baby Storytime in the library, where early literacy practices were explained to teen parents through enjoyable stories and rhymes. This is often a challenging group to bring in to the library but staff was able to overcome their barriers and focus on the development of their babies.

Delta Libraries – April and May 2011

**By Gillian McLeod, Library Manager – Corporation of Delta
Meeting of June 29th, 2011**

Since the beginning of 2011 the Delta Library staff has noticed an increase in use of our services when we make the efforts to go out of our buildings. This report highlights our visits, programs, and services that we take outside and the impact this has on our community.

LIBRARY CHANGES

- After George Mackie participated in the Roving Reference pilot, Ladner Pioneer and Tsawwassen libraries were excited to try this out. We are actively encouraging ourselves to move around the library more to greet and help people wherever they are in our buildings. Our ability to help customers find what they need will increase as we go to them!
- In Ladner, the ongoing changes with the Delta Arts Council have resulted in the Gallery gift shop at Ladner Pioneer relocating to North Delta. In mid-May we were able to offer that space to all the artists in Delta as a space to display and sell artwork on a monthly revolving basis. We will also be able to provide a welcoming space for reading and relaxing immediately upon entry into the library.

LIBRARY EVENTS

- Delta Library staff moved outside of Delta and offered e-reader and e-book training to approximately 220 FVRL staff throughout the system. We are thrilled to be recognized as leaders in a small area of our service provision.
- Babytime and Storytime numbers are growing throughout Delta and we are changing our schedules to offer more classes and visits, especially throughout the summer.
- Multi-lingual Service Librarian Sarbjit Randhawa continues to offer multi-lingual poetry and book clubs at George Mackie library. The latest book club, in Punjabi, also impacted our Conversation Circle program and increased attendance. Services in other languages are well used in North Delta.
- All Delta locations held staff meetings and welcomed Rita Penco, Director of Client Services and Rob O'Brennan to share their vision of FVRL planning for the coming year. This has prompted useful conversations amongst staff as we prepare to *Find It!* at FVRL.

COMMUNITY EVENTS

- The May long weekend brought May Days to Ladner again. This year, instead of offering games at the library, Ladner Pioneer staff went out into the parks and distributed notices about the upcoming Summer Reading Clubs. This was a hit and sparked many conversations with people about literacy and our libraries. We will do this again!

PARTNERSHIPS AND COLLABORATIONS

- The Library's partnerships with Delta Schools is highlighted at this time of year with our visits to the schools for *All Aboard For Kindergarten*, *Ready Set Learn*, *Reading Link Challenge* and the preparations for class visits in June. We hope to make more connections with

parents in the coming year and are working on plans to be out in the community in more places where parents can be involved.

- We are pleased to report that South Park Elementary School won the *Reading Link Challenge* for Delta and attended the Grand challenge on our behalf.
- Other library partnerships included working with Elections Canada and Census Canada and participation in the planning for a council presentation for Delta Area Seniors committee.
- Our most successful partnership and outreach project was working with the *Read for Life* Literacy campaign. Library staff attended two food bank distribution days to talk to people about literacy, the libraries and what we can do together. This was so appreciated that we will be offering this service to the food banks on a regular basis and will also offer children's Storytimes in these locations.

IMPACT OF YOUR LIBRARY IN THE COMMUNITY

- After the *Lest We Forget* program was completed, we heard from a few Delta residents about other possibilities for raising awareness about veterans in our community. We have been able to plan a few programs on this theme and in May, Howe Long presented a program called *Always Remember: the Chinese Canadian Wartime Experience*.

HOPE LIBRARY – April-May 2011

**By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of June 29, 2011**

LIBRARY CHANGES

Children's seating in the "Tween" area has been revamped through a generous donation from the Friends of the Library. The specialized furniture is more suited to the needs of this age group.

LIBRARY EVENTS

- The Friends of the Library held its first Annual Hope Highbrow Quiz Night on April 1. This allowed businesses in the town to compete against each other in their knowledge of BC history, geography, etc. There were 36 individuals registered for the program.
- Coquihalla Elementary School represented School District 78 at the Reading Link Challenge in Langley in April. Although they did not come away with the prize, it was an enjoyable and memorable occasion for the students. The teachers look forward to the challenge in 2012, which also strengthens the library's ties with the school district.
- Hope Community Daycare visit saw 35 potential future readers in the library. The growing numbers show the importance literacy plays in the development of young minds in the community.
- Emergency Preparedness, which was co-sponsored by Hope Recreation and Cultural Services, attracted 35 individuals to the program. This partnership shows the improved success in targeted programs offered by the Recreation Centre and the Hope Library.
- The Friends of the Library attended the Friends Appreciation Lunch at the Ramada with 8 Friends attending. FVRL held this event to demonstrate its gratitude for the support the Friends have given to their individual libraries through the year. The Friends continue to offer their generous donations of time and money to the continuous improvement of the Hope Library.

PARTNERSHIPS AND COLLABORATIONS

- The Hope Library and the RCMP Victim Services conducted an information open house which attracted 15 individuals from all walks of life to the event.
- The library worked with the Child and Youth Mental Health (Fraser Cascade) to host an information open house and brought 30 people to the session.

CITY OF LANGLEY – APRIL and MAY 2011
By Pat Dawson, Library Manager – City of Langley
Meeting of June 29, 2011

LIBRARY EVENTS

Read for Life

In April, the City of Langley Library continued to focus on local adult learners through the FVRL-wide *Read for Life* adult literacy initiative by providing tours of the library to seven groups of adult learners. The library also purchased extra copies of the *Active Reader* workbooks to ensure that all Community One-on-One Learning (COOL) volunteer tutors had a copy to use with their learners. The library is a frequent venue for the COOL community literacy project. This is one example of the library being well-placed as the focus of literacy services in our community.

Kwantlen First Nation

Kwantlen Elder Karen Gabriel presented an information session on traditional plant foods used by the Sto:Lo. Karen identified plants safe to eat and those best to avoid. The library welcomes presentations by the Kwantlen Elders to highlight the contributions of Aboriginal people and to raise awareness of and show appreciation for the Kwantlen culture in our community.

COMMUNITY EVENTS

Local Government Day: Three hundred local schoolchildren took part in the excitement of Local Government Day, which showcases all municipal services. The ever popular Library Dewey Dash scavenger hunt gave children a fun crash course in how to find books at the library.

PARTNERSHIPS AND COLLABORATIONS

City of Langley head gardener Guy Martin returned to the library to share his skills in creating beautiful hanging baskets. This event was the latest in Guy's series of very popular gardening presentations. Sharing expertise reinforces the library's relationship with the City.

IMPACT OF CITY OF LANGLEY LIBRARY IN THE COMMUNITY

- The Friends of the Langley Library hosted an open house attended by four of five local candidates in the federal election. Constituents welcomed the chance to chat casually with the potential MPs over complimentary coffee and cookies.
- Customers are taking home 5% more items than they did in 2010. Creative displays may be prompting people to pick up an extra item or two as they pass. People are also requesting more material through our catalogue. Requested items are up 12%. The many features of FVRL's new catalogue, the popularity of Next Reads (our e-newsletter of book suggestions), and staff searching out customers who might not come to the information desk, may be contributing to the increase in requested items.

Township of Langley Libraries: April-May 2011

By David Thiessen, Library Manager – Township of Langley and White Rock
Meeting of June 29, 2011

LIBRARY CHANGES

Brookwood Library has been slated for a significant upgrade. Renovations will take place sometime in October. Upgrades will include a refurbished front counter, new lighting and electrical throughout the building, a fireplace reading area, new interior signage, and a safer (more private) workspace for staff. It is anticipated the library will be closed for 10-14 days in October to accommodate the renovation.

LIBRARY EVENTS

- **9th Annual Municipal Awareness Day:** Township of Langley (TOL) Libraries again participated in the annual TOL Municipal Awareness Day. Hundreds of library bags in teachers' and parents' hands made the library's presence very visible. Library staff took turns providing library tours to 11 classes of children from a variety of Langley public and private schools. This event is a great opportunity to showcase to parents and caregivers the excellent FVRL/municipal partnership model.
- **Reading Link Challenge.** Gordon Greenwood Elementary Gummy Bears, a Walnut Grove school team, represented all of the FVRL regions in the Grand Challenge, which they won. As the winner, they attended the Global Challenge and came in fourth. The program is a wonderful opportunity to put some fun into literacy for the children, while at the same time, promoting the library and strengthening its partnerships with the school district.

COMMUNITY EVENTS

The annual May Day celebration was held in Fort Langley on May 23. Library activities included a covered tent library promotion area as well as a feature Storytime for kids. These kinds of locally driven programs go a long way in bringing the community together and creating a shared understanding of what makes the Township unique.

PARTNERSHIPS AND COLLABORATIONS

- **Community Volunteer Income Tax Program:** Township of Langley Libraries again partnered with Canada Revenue Agency to assist qualified seniors with income tax preparation. This in-library program has become highly popular and is one way we can assist the more vulnerable members of our community on a very practical level.
- A representative from **Langley Meals on Wheels** came to talk to the Murrayville Knitting Club that met in the library about community programs designed for seniors. The seniors in the group were invited to share their stories and recipes for a book to be published by Literacy Now. Another example of the community coming together at the library.

Maple Ridge Public Library – April to May 2011

By Caro O’Kennedy, Library Manager – Maple Ridge
Meeting of June 29, 2011

LIBRARY CHANGES

The District of Maple Ridge and the FVRL IT Department updated our Computer Lab with new computers, furniture and software upgrades.

LIBRARY EVENTS

- Patrick Taylor, author of the popular *Irish Country* series, visited on April 7. He read selections from his books, as well as his current manuscript, to an engaged audience and answered questions on research and character development.
- On April 19 all four of the candidates in the upcoming federal election attended *Meet the Candidates* in the library lobby. A number of people took the opportunity to have a cup of coffee and ask questions of the candidates. The event was also attended by a protester wearing a sign who kept vigil outside the library.
- On May 29 the *Antique Roadshow* attracted over 190 attendees. Five certified appraisers were present to assess and evaluate items as varied as furniture, jewellery, clocks and fine art. Although there were no great *Roadshow* finds this time, customers went home happy with their treasures.

COMMUNITY EVENTS

The Maple Ridge Farmers Market started up again on May 14 with staff members giving two short Storytimes during the day.

PARTNERSHIPS AND COLLABORATIONS

- The library was invited to participate in Sysco’s Health and Wellness Fair on May 6. In addition to a table set up to promote library materials and programs, a computer was set up to demonstrate FVRL online resources. Of particular interest were BC’s *Library to Go*, *NoveList* and the FVRL e-newsletter.
- On May 10 the library’s neighbouring elementary school held an orientation for new kindergarteners and their parents. Over 80 kindergarteners in groups of 15 cycled through different skill building stations with their parents. During this event, the library ran a “book centre” where each group listened to a story and parents were given some early literacy information. It was a great chance to meet families and promote our programs.
- Local award-winning family history researcher and writer Annette Fulford of the Maple Ridge Historical Society came to the library in May to offer *Canadian War Brides*. The session was part of FVRL’s *Always Remember – Not Just in November* series.

MISSION COMMUNITY LIBRARY – April May 2011

**By Teresa MacLeod, Library Manager – District of Mission
Meeting of June 29, 2011**

LIBRARY CHANGES

- Our customers have commented very positively on the continuing changes in the library. Recent additions of bright blue and yellow slat walls in Children's have created a much more inviting space for young families.
- Express checkout and the self-serve holds shelf have continued to gain acceptance. This additional customer service choice brings Mission Library in line with other libraries and meets customer expectations for good service. These changes have allowed staff to keep pace with demand. April/May statistics indicate continued increases in circulation and holds.

COMMUNITY CHANGES

Literacy Now and Literacy BC have merged into a new organization, *Decoda*, to represent literacy with a unified voice for the province. Staff attended the Mission launch of this new organization. Over 100 community members attended and the library demonstrated its expertise with the family literacy programming component.

LIBRARY EVENTS

- Friends of the Library held their annual booksale which attracts a wide variety of people into the library. Plans are in the works to do a small paperback sale before summer holidays.
- The library continues to support leisure reading by hosting author talks for both adult and children. Toronto author Ted Staunton got rave reviews from 2 classes of elementary students who left the library very excited about reading for fun.
- Staff has attended important training sessions on e-books, Roving Reference and our new Bibliocommons catalogue. These opportunities ensure that staff are current with technological changes and can converse with the public in a meaningful way.

COMMUNITY EVENTS

- Our adult literacy initiative, *Read for Life* was taken to the community via the *Literacy in Motion* bus and the local Superstore. Both outreach activities allowed staff to promote the library's literacy resources on a one-to-one level and to remind people that we are an important resource available for their use.
- Staff attended the Mission Arts and Culture Forum sponsored by District of Mission Planning Department. It was an opportunity to provide input regarding future library services and facilities, and to discuss library needs with community members.

PARTNERSHIPS AND COLLABORATIONS

- Library Manager presented a workshop on Readers' Advisory at the BC Library Association conference.
 - Mission Library is attending monthly security meetings of the Downtown Business Association and Community Policing to share concerns and issues.
-

Pitt Meadows Public Library – April - May 2011

**By Caro O’Kennedy, Library Manager – Pitt Meadows
Meeting of June 29, 2011**

LIBRARY CHANGES

A number of paperback racks have been removed, some from the Mystery section, which creates a more open feeling in front of our desk area, and some from around the windows, which allowed us to add another study table for our customers.

COMMUNITY CHANGES

- The fountain has been activated outside the library, just in time for our Pitt Meadows Day celebration.
- The underground parking arcade is now open and available for staff and customer alike.

LIBRARY EVENTS

- Our annual book sale took place at the end of April in partnership with the Pitt Meadows Senior Secondary Dry Grad committee. The proceeds were split, giving the Dry Grad Committee a nice cheque for their celebration.
- Our children’s assistant did a number of *Strong Start* sessions at two of our local schools.
- We held a successful *All Aboard For Kindergarten* reading program. Staff read continuously from the reading list and people could stop by and listen for as long as they wished.
- Many classes and preschools made visits to the library over the past month, as the end of the school year approaches.

COMMUNITY EVENTS

“WE” day at Davie Jones Elementary school took place May 27. Library staff was invited to participate. The presentation focused on two points. The first point was that public libraries belong to everybody—students, older people, the homeless, those with physical or intellectual disabilities, visitors, anyone and everyone. The second point was “There’s something in my library to offend everybody” with a discussion and display of books that have been banned and challenged over the years. The students were surprised at some of the banned/ challenged books that were bought to the event, and quite interested in the reasons they were found objectionable. Since the event a number of students have been in and commented on the presentation.

PARTNERSHIPS AND COLLABORATIONS

Partnerships with the French PAC group, Starbucks and *Kidproof* continued and all three have had programs in the library over the past month.

TERRY FOX LIBRARY – APRIL AND MAY 2011

By Pat Dawson, Library Manager – Port Coquitlam
Meeting of June 29, 2011

LIBRARY EVENTS

- **Cub Scout Tour:** Staff highlighted FVRL's website, including kid-friendly online resources *Searchasaurus* and *Novelist Plus K-8*, as well as FVRL's *Homework Tutors* service.
- **Meet the Candidates Open House:** The Friends of the Terry Fox Library hosted an informal open house for residents to meet their federal election candidates. Major party campaign events the same morning took some candidates away, leaving one MP candidate to spend uninterrupted time with those who came.

COMMUNITY EVENTS

- **Riverside Secondary School Leadership Seminar:** The Multicultural Leadership class at Riverside Secondary School invited Port Coquitlam Mayor and Council, and representatives from local businesses, organizations, and institutions, including the library manager, to a leadership event designed to solicit feedback on the class's forthcoming fundraising events in support of Japan. The library was pleased to be acknowledged by the school as a leader in the community.
- **2nd Annual Tri-Cities Champions for Young Children Awards of Excellence:** The library was a nominee for this award and, although not a successful recipient, we were honoured to be recognized for our service to young children and their families.

PARTNERSHIPS AND COLLABORATIONS

- **I Love My City:** A collaboration of the City of Port Coquitlam, the Spirit Committee, the Terry Fox Library, and FVRL's MarCom staff, "*I Love My City*" contest asked Port Coquitlam residents to write a poem to celebrate their hometown. City of Port Coquitlam Mayor Greg Moore presented prizes to the three winners at the May Day Opening Ceremonies and at the annual Mayor's Breakfast. The winning poems were displayed at the library.
- **School District 43 Welcome to Kindergarten:** At a simulated day in Kindergarten at local schools, our staff led a circle time of stories and rhymes and promoted the library's services and resources to the children and their families. Parents who had not visited a library for many years were especially interested in our *Library to Go* eBook collection.

IMPACT OF TERRY FOX LIBRARY IN THE COMMUNITY

- **Tri-Cities ECD Community Accord:** The Terry Fox Library is one of 12 signatories, including the five municipalities of the Tri-Cities, Fraser Health Authority, Ministry of Children and Family Development, School District 43, United Way of the Lower Mainland, and the three public libraries, who have signed a Community Accord that reinforces the collaborative role these organizations play in working together to provide early childhood support and services in our communities.

White Rock Library: April-May 2011

By David Thiessen, Library Manager – Township of Langley and White Rock
Meeting of June 29, 2011

LIBRARY CHANGES

The Teen department is sporting a new coloured banner designed by our Graphics Department advertising “Great Teen Reads”—an enhancement meant to bring the collection greater visibility.

LIBRARY EVENTS

- **Authors on the Peninsula – Poetry.** In our continued effort to provide a venue for local writers and in celebration of Poetry Month, five local poets read to a packed room. The reading was very well received and we are discussing the possibility of making the event an annual celebration of local writers. These kinds of locally driven programs go a long way in bringing the community together and creating a shared understanding of what makes White Rock unique.
- **Read Local for Kids.** Much like the above, this program provided children an opportunity to meet featured White Rock authors, as well as hear them discuss and read from their works.
- **Reading Link Challenge (RLC) Grand Challenge.** Peace Arch Elementary won the School District #36 Challenge. RLC has become an exemplary program, attracting phenomenal interest of children, teachers, parents, and school administrators. It is a wonderful opportunity to put some fun into literacy for the children, while at the same time promoting the library and strengthening its partnerships with the school district.

COMMUNITY EVENTS

White Rock Arts and Culture Mapping Project. Library staff attended and participated in the White Rock Arts and Culture Mapping process, now complete. Community organizations like the library, BC Healthy Communities, City of White Rock, Semiahmoo Arts, 2010 Legacies Now, the Province of British Columbia, and members of the artistic community met to discuss how best to showcase the vast arts and culture scene in White Rock/South Surrey.

PARTNERSHIPS AND COLLABORATIONS

BC Book Prizes on Tour. White Rock Library joined with the BC Historical Federation in awarding medals to two BC Book Prize authors, Grant Lawrence and Sylvia Olsen. The chair of the historical writing committee presented Sylvia Olsen with the Lieutenant–Governor’s Medal for Historical Writing.

NOTES OF APPRECIATION

Meeting of June 29, 2011

To FVRL Board and Staff

Please accept my sincere thanks for the Kobo e-reader that I received upon my retirement from FVRL. A few people thought it was an odd gift for a retiring library worker, until I explained that it actually ensures the continuation of my marriage. My husband has never really accepted my need to bring along eight or ten books on a week-long fishing trip. Now I can take as many as I want without adding to the weight in our camper.

Also, the dinner organized by David Thiessen, Ingrid Dagens, et. al., was magical!

During my thirty-two years with FVRL, working at the Administrative Centre and at Fort Langley branch, I was fortunate to get to know a lot of thoughtful, kind, smart people that I truly respected. As I explained to David Thiessen when I resigned, I loved my job but feel that I still have one or two new adventures in me that I want to explore while I can. Again, many thanks for my gift, my dinner, and especially thirty-two interesting, wonderful years.

— Mary Marquette, Retired
Fort Langley Library

I would like to thank you for your best wishes and gift presented at my retirement dinner. Public libraries are amazing community institutions and I feel privileged to have been able to serve as a librarian for our regional library system for almost 20 years. I take with me many rich memories of friends, colleagues, projects, and community events that formed part of my career with FVRL. What a foundation for retirement adventures! Thank you again for your wishes and retirement gift.

— Antoinette Guillou, Retired
Youth Services Coordinator

Thank you so very much for the gorgeous bouquet of flowers. My husband Marc and I really appreciated them and they gave us a lift when we needed it most. After 3½ weeks in ICU at Royal Columbian Hospital our son Nathan made a remarkable recovery and is home now, showing everyone his scars. Thanks so very much!

Heather Halverson
Circulation Assistant, Maple Ridge Library
(Son injured in car accident)

Budget 2011 Update and Budget 2012 Planning

By Mary O'Callaghan, Director of Corporate Services

Meeting of June 29, 2011

BUDGET 2011 UPDATE

As we near the mid-point of this budget year, we are entering a period of careful monitoring of FVRL's budget.

The Realities: Over the last few years we have trimmed more and more from budget lines in order to minimize the budget increases yet still accommodating:

- collective agreement increases,
- the Job Evaluation Plan increase, and
- the rising cost of employee benefit premiums.

At the same time the province has cut back on its funding for libraries, so FVRL now must purchase online resources that used to be supplied free by the Province of BC.

Expenses and Pending Increases: At the end of May, most categories of expenses are over budget or very close to budget and are being closely watched to ensure that they do not remain over spent by year end. Salaries and benefits are in a surplus position, but that will not last because we have the final Job Evaluation Plan increase coming into effect at the end of June as well as a significant Municipal Pension Plan premium increase in July.

Library Materials: Library Materials expenditures are being carefully monitored. Included in the year-to-date expenditures are many purchases such as online resources and print subscriptions that are purchased at the beginning of the year. Purchases should even out over the next few months.

Line By Line Review: For the remainder of the year senior management will be reviewing reports line by line each month to monitor expenses. Some planned events already have been delayed until 2012.

BUDGET 2012 PLANNING

Planning is beginning for Budget 2012. Management is already working on the 2012 Annual Plan which will direct activities for 2012 and which will be considered when preparing the budget.

As has been our past practice, we soon will be inviting local government Directors of Finance to an initial meeting to gather input and discuss plans and constraints re library services in 2012.

Library managers will be discussing any special local needs and plans with their contacts as well.

AUDITORS REQUEST FOR PROPOSAL REPORT

By Mary O'Callaghan, Director of Corporate Services

Meeting of June 29, 2011

CONTRACT WITH BDO DUNWOODY

The contract with BDO Dunwoody re FVRL's annual audit ended with the last audit. Therefore, we posted a Request for Proposal document on BC Bid's website in order to receive proposals for audits for the next five years.

BIDS RECEIVED

We received four bids as follows:

Year	BDO Dunwoody	KPMG	Meyers Norris Penny
	Extensive municipal and library experience	Extensive municipal and library experience	Considerable municipal and library experience
2011	\$26,510	\$17,250	\$27,500
2012	\$26,980	\$17,500	\$28,400
2013	\$27,520	\$17,750	\$29,250
2014	\$28,020	\$18,000	\$30,130
2015	\$28,590	\$18,250	\$31,000

The Renaissance Group: We also received a proposal from the Renaissance Group. They do not have experience with municipal clients and their bid was considerably higher – beginning over \$40,000.

KPMG: KPMG's audit plan proposes a lower time budget which relates to their lower pricing. I have confirmed with KPMG that their pricing stands even if they have under-estimated the time required to complete the audit. Their preliminary schedule includes preparing the Management Letter after the audit presentation to the Board. This may be flexible.

RECOMMENDATION

THAT the Board appoint KPMG as FVRL's auditor to conduct the annual audits for 2011 to 2015.

June 7, 2011

Mary O'Callaghan, Director of Corporate Services
Fraser Valley Regional Library
Administrative Centre
34589 Delair Road
Abbotsford, BC V2S 5Y1

Dear Ms. O'Callaghan:

Re: Library Reserve Funds

This is confirmation that Fraser Valley Regional Library is approved to use reserve funds for the specific purpose of funding an eight week Library Technician position to assist the three libraries with the huge volume of children and families that flood into the libraries with the Summer Reading Club in the amount of \$8,800 as per the attached summary.

As per the Municipal Surplus Reserve Terms of Reference, this request is part of a specific plan and is under the amount of \$10,000 and therefore does not require a Council motion.

Should you require any further information, please do not hesitate to contact me at 604.864.5501 or fpizzuto@abbotsford.ca.

Yours truly,



Frank Pizzuto
City Manager

- c. Hilary Russell, Manager – Abbotsford Libraries
Pat Soanes, General Manager, Corporate and Financial Services

FVRL/City of Abbotsford Municipal Surplus Reserve

Request for 280 hours of Library Technician funding in order to create an 8 week position during Summer Reading Club at the Abbotsford Libraries

Date: May 30, 2011

Submitted by: Hilary Russell, Manager - Abbotsford Libraries

Request:

The Abbotsford Libraries, FVRL request that the City of Abbotsford approve a sum of **\$8,800** to be withdrawn from the Municipal Surplus Reserve in order to fund an eight week Library Technician position to assist with Summer Reading Club.

Budget:

Library Technician hourly rate:	25.10
Total number of hours for 8 week position:	280 hours
Percentage in lieu of benefits:	24.75%
Total request: $25.10 \times 280 = 7028 \times 24.75\% =$	8767.43

Note: any funds remaining at the end of the project will be returned to the Municipal Surplus Reserve fund.

What is Summer Reading Club?

Summer Reading Club (SRC) is a program run annually in public libraries during July and August to encourage children, especially school-age children, to read regularly in order to maintain or even improve their reading skills between school years. Children who do not read during the summer are at a disadvantage in the Fall. Similar to all library programs, SRC is free for participants.

SRC is supported by the Ministry of Education, Public Library Services Branch with special materials like reading records, bookmarks and websites. Medals for the Children's SRC are partially funded by RBC.

Librarian's website: <http://kidssrc.bclibrary.ca/>

Children's website: <http://www.kidssrc.ca/> Teen's website: <http://www.teenrc.ca/>

SRC is the library's biggest annual program:

Altogether, the three libraries in Abbotsford; Clearbrook, MSA Centennial and Mount Lehman, sign up over 2,800 children and teens to the Summer Reading Club and Teens Reading Club every year.

Library staff also visit many schools or run in-library tours for students and teachers in order to promote SRC and the public libraries to thousands of students in June.

Students, as well as their parents and siblings pour into the libraries to sign up for SRC - each participant receives free materials that help to make reading a fun focus during the

summer. Participants can enter contests, attend programs, win prizes and those who keep track of their reading for 49 days are given a medal at the end of the summer.

SRC is the most highly attended program in the Abbotsford Libraries - especially the Clearbrook Library with about 2400 participants. Programs, materials and the welcoming staff are all part of why SRC participants and their parents return again and again to the Libraries all summer long. Children and teens maintain their reading skills and get to know the public library while having fun. SRC supports students to maintain or improve their reading skills over the summer, thus assisting the Abbotsford School District. Several schools celebrate students who have joined the SRC and we've heard of such things as ice cream parties for students who wear their SRC medals to school in September.

In 2010, the Municipal Surplus Reserve helped with staffing at the libraries during SRC:

In 2010, funds from the Municipal Surplus Reserve allowed the Abbotsford Libraries to hire a Library Technician for 8 weeks. This position ran during the busiest part of the SRC program - very late June through to early August and allowed staff to maintain the excellent SRC program that the students, parents and schools in Abbotsford have come to expect. With additional staff the Abbotsford Libraries continue to support the reading skills and school readiness of a high number of students.

Additional benefits of hiring a Library Technician are that they are fully trained library staff who can assist library customers with the full range of library services such as finding information and advice on 'what to read next'.

Municipal Surplus Reserve Fund and Process:

Municipal Surplus Reserve Funds which currently stand at just over \$100,000 must be used to enhance library services to customers of FVRL, including staffing, equipment, collections and furnishings. For budgets under \$10,000 local government approval may be indicated by the proposal being co-signed by the designated local government manager and the library manager. Budgets over \$10,000 require a council motion to indicate local government approval of proposal. See the Terms of Reference document which is attached.

After gaining Municipal approval, the plan and budget, accompanied by a letter of local government approval, are submitted to the Library Board to request a motion authorizing release of reserve funds.

In 2010, a letter indicating approval by the City of Abbotsford was sent to Mary O'Callaghan, Director of Corporate Services, at the Administration Centre of FVRL. It was signed by Frank Pizzuto, City Manager and cc'd were Judy Lewis, City of Abbotsford Manager of Financial Services and Hilary Russell, FVRL Manager – Abbotsford Libraries. Please see the 2010 letter attached.

Attached: Letter from City of Abbotsford 2010 request

TERMS OF REFERENCE

Fraser Valley Regional Library may generate budget surpluses in library staff salaries and benefits for a variety of reasons (e.g., gapping due to vacancies, staffing efficiencies).

These savings are to be calculated after the completion of the annual audit. Fifty percent (50%) of these savings will be allocated to the Municipal Surplus Reserve Accounts.

Expenditures from these reserves will be used only to provide or enhance library services and/or facilities for customers of Fraser Valley Regional Library as per the Board-approved Procedure.

PROCEDURE

Calculation Of The Surplus And Transfer To Reserve

1. After the annual audit is approved, the Director of Finance will present to the Library Board a report identifying the difference between the budgeted and actual expensed salaries and benefits for each library.
2. The Library Board will approve the transfer of 50% of the savings identified in the report to individual Municipal Surplus Reserves.
3. These individual reserves will be invested by FVRL in individual Municipal Finance Authority savings accounts. Any interest earned by the account will remain with the Reserve.

Eligible Uses Of Reserve Funds

According to the Terms of Reference for the Municipal Surplus Reserves, funds must be used to provide or enhance library services to customers of Fraser Valley Regional Library. Examples of expenditures include staffing, equipment, collections, and furnishings.

Withdrawal of Reserve Funds

1. The library manager and local government staff develop a specific plan and budget.
2. The plan and budget are approved by the local government:
 - For budgets under \$10,000, local government approval may be indicated by the proposal being co-signed by the designated local government manager and the library manager.
 - For budgets of \$10,000 and over, a council motion must indicate local government approval of the proposal.
3. The plan and budget, accompanied by the indication of local government approval, are submitted to the Library Board to request a motion authorizing release of reserve funds.
4. The purpose of the Library Board review is to ascertain that the plan and budget meet the Board-approved Terms of Reference.

MUNICIPAL SURPLUS RESERVES

Terms of Reference and Procedure

Release of Funds

1. With Board approval, the funds are removed from the Municipal Finance Authority savings account into the FVRL operating account.
2. A separate fund is set up for the approved project and the approved budget funds are entered. Expenses related to the plan are paid from this fund.
3. Any surpluses remaining when the project is completed will be returned to the Municipal Surplus Reserve.
4. If, upon implementation of the project, the costs prove to be higher than initially estimated, the library manager and local government manager will:
 - (a) assess the situation;
 - (b) determine the additional funding that is required;
 - (c) determine which funding source will be used.
5. Additional funds to complete the project may be withdrawn (if available) from the Municipal Surplus Reserve with a new, approved request.
6. If the additional funds bring the project total over \$10,000, council approval is required.

Ownership and Insurance

If the project involves enhancements to some aspect of the library that is owned by the local government (e.g., building, counter, furnishings), FVRL may choose to gift the enhancements to the local government, which then will include the enhancements in its insured values, as per the Operating and Services Agreement.

(Board Motion #08.04.30/05, April 30, 2008)

New Library Collection Reserve Drawdown

By Scott Hargrove, Director
Information Technology and Support Services

Board Meeting of June 29, 2011

ISSUE

FVRL Board approval is needed to transfer funds from the New Library Collection Reserve to the Collection Development Fund for the City of Pitt Meadows Library.

BACKGROUND

- FVRL usually contributes a portion of the funding required to purchase opening collections for new libraries.
- The opening collection for the new Pitt Meadows Library is set at \$240,000.
- FVRL will contribute \$80,000.
- To make this funding contribution, FVRL needs to transfer \$80,000 from the New Library Collection Reserve into the Collection Development Fund for the new City of Pitt Meadows Library.

New Library Collection for City of Pitt Meadows	Cost
Contribution of City of Pitt Meadows	\$160,000
Contribution of Fraser Valley Regional Library (Drawn from New Library Collection Reserve)	\$80,000
Total Cost of Opening Collection	\$240,000

The New Library Collection Reserve currently stands at \$621,560, leaving \$541,560 after the transfer.

RECOMMENDATION

THAT the Board approve the transfer of \$80,000 from the New Library Collection Reserve to the Collection Development Expansion Fund for Pitt Meadows Library.

New Strategy: Focus on Donor Relations

**By Irene Geng, Donor Relations Manager | Board and CEO Liaison
Meeting of June 29, 2011**

NEW STRATEGY

Even though FVRL has been a charitable organization for decades, only minimal effort has been devoted to cultivating relationships with donors. The time is right to break new ground and so Fraser Valley Regional Library has embarked upon a new strategy to cultivate relationships with current and potential donors and to enhance our system-wide fundraising and events. To fulfill this new strategy, my role has been expanded to **Donor Relations Manager**.

DONOR RELATIONS

Under the direction of the Chief Executive Officer, my work involves creating and overseeing implementation of a strategic approach to fundraising. This entails engaging and building relationships with our current and potential donors, as well as Board members, FVRL staff, past employees, and other stakeholders. This also includes responsibilities such as:

- Developing donor engagement strategies.
- Enhancing policies and processes that impact stewardship and the donor experience.
- Creating new fundraising initiatives.
- Providing project management for fundraising initiatives.
- Developing communications and marketing to strengthen FVRL's relationship with donors.
- Managing and overseeing maintenance of the donor database.
- Managing gift acknowledgement and donor recognitions processes.

EVENT MANAGEMENT

In addition to Donor Relations, I also am taking the lead on planning, managing, and promoting key FVRL events hosted by the FVRL Board or Chief Executive Officer, or involving donors or stakeholders. This will involve developing event strategies and managing the events, including:

- facilitating planning committees;
- managing sponsorships, donor and guest lists;
- overseeing communications, programs, venues, vendor relations, event staffing;
- tracking revenue and expenses.

GETTING STARTED

To begin, there are several foundational projects I/we need to undertake:

1. Develop Board policies related to fundraising and donor relations.

One of my first projects is a Gift Acceptance Policy, which will define types and forms of acceptable gifts, standards to evaluate them, as well as our role in gift administration. This policy is required to meet *Imagine Canada's* foundational, Canada-wide standards for charities and nonprofits.

NEW STRATEGY: FOCUS ON DONOR RELATIONS

Meeting of June 29, 2011

Page 2

2. **Develop a vision, strategic plan, and tactical plan for FVRL's Donor Relations.**

In conjunction with the CEO, our senior management, and our colleagues, we need to dream some Donor Relations dreams, and then devise ways to turn our dreams into reality. My personal vision is to find such effective and innovative ways of generating support for FVRL that, within five years, we will serve as an example to other libraries of what's possible.

3. **Develop a formal Case for Support.**

Serving as a "business plan" for donors, the Case for Support is a comprehensive, foundational document that will demonstrate FVRL is worthy of their investment by detailing our background, achievements, the important services we provide, and how we transform people's lives. It will be designed to inspire, encourage and motivate.

4. **Become familiar with CRA fundraising reporting requirements.**

Canada Revenue Agency has specific reporting procedures that require us to differentiate time and resources invested in fundraising from our work as a charitable organization.

5. **Review and enhance donor acknowledgement.**

"How do we say 'thank you' to our donors and how can we improve that process?" is another basic component of Donor Relations that deserves early attention.

These are simply a handful of the projects that will form the foundation of our soon-to-be vibrant, effective Donor Relations department.

MY GOAL

My goal is to enhance FVRL's reputation with our local governments and in the community by:

- demonstrating FVRL's high standards of accountability and transparency,
- maintaining strong, open relations with our supporters, and
- motivating them to share their resources with us so that lives can be transformed as we *connect people to the world of information and ideas*.