

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, October 5, 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:
◆ June 22, 2011 Meeting Minutes |
| p. 16 | 2.02 Chief Executive Officer's Report | Enclosure:
◆ Chief Executive Officer's Report |
| p. 18 | 2.03 Director of Corporate Services Report | Enclosure:
◆ Director of Corporate Services Report |
| p. 22 | 2.04 Activity Report | Enclosure:
◆ Activity Report |
| p. 28 | 2.05 Overview of Fraser Valley Regional Library | Enclosure:
◆ Overview of Fraser Valley Regional Library Report |
| p. 48 | 2.06 Correspondence | Enclosure:
◆ Notes of Appreciation
◆ Letter from Outside The Box |
| | 2.07 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. |

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4.00 **PRESENTATION**

- 4.01 **Summer Reading Club 2011** Jennifer Douglas, FVRL Summer Reading Club Coordinator

5.00 **NEW BUSINESS**

- p. 50 5.01 **Progress Report On 2011 Annual Plan** Rob O'Brennan, Chief Executive Officer
Information

Enclosure:

- ◆ Progress Report on 2011 Annual Plan

- 5.02 **Radio Frequency Identification (RFID)** Scott Hargrove, Director of Information Technology and Support Services
Information

- ◆ Verbal Report

- 5.03 **Digital Displays in Libraries** Scott Hargrove, Director of Information Technology and Support Services
Information

- ◆ Verbal Report

- 5.04 **Human Resources Introduction** Cathy Wurtz, Manager of Human Resources
Information

- ◆ Verbal Report

- 5.05 **Last Meeting of 2011** Mayor Peter Fassbender
Discussion

6.00 **OTHER BUSINESS**

7.00 **AROUND THE TABLE**

8.00 **QUESTIONS**

9.00 **IN CAMERA SESSION**

- 9.01 **Move to In Camera Session** **THAT** the Board move to *In Camera* session.
Motion

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- | | | |
|-------|---|--|
| 9.02 | Ratify <i>In Camera</i> Decisions
<i>Motion</i> | THAT the decisions of the <i>In Camera</i> session be ratified. |
| 10.00 | NEXT MEETING
<i>Information</i> | The next regular meeting of the FVRL Board will be held:

Wednesday, November 2, 2011
FVRL Administrative Centre
Administrative Centre
34589 DeLair Road, Abbotsford, BC |
| 11.00 | ADJOURNMENT
<i>Motion</i> | THAT the meeting of FVRL Board be adjourned. |

REGULAR MEETING OF THE FRASER VALLEY REGIONAL LIBRARY BOARD

Wednesday, June 29, 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)
Councillor Jordan Bateman, Township of Langley
Director Bill Dickey, Fraser Valley Regional District
Councillor Simon Gibson, City of Abbotsford
Councillor Terry Gidda, District of Mission
Councillor Linda King, District of Maple Ridge
Director Barrie Lynch, Metro Vancouver
(alternate)
Councillor Ken Huttema, City of Chilliwack
Councillor Bob Perry, Village of Harrison Hot Springs
Councillor Anne Peterson, Corporation of Delta
Councillor Ron Smith, District of Hope
Councillor Michael Wright, City of Port Coquitlam

Regrets

Councillor Helen Fathers, City of White Rock
Councillor John Van Laerhoven, District of Kent
Councillor Deb Walters, City of Pitt Meadows

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, Donor Relations Manager/Board & Chief Executive Officer Liaison (Recorder)
Pat Dawson, Library Manager—Langley City & Port Coquitlam
Brad Fenrick, Manager of IT
Nicole Glentworth, Library Manager—Upper Fraser Valley
Teresa MacLeod, Manager—Mission Library & Outreach Services
Caro O'Kennedy, Library Manager—Maple Ridge & Pitt Meadows

CUPE Local 1698 Representative

Laurie Dyck
Leanne Fruno

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 Gibson, **SECONDED** Councillor Bateman, **THAT** the consent agenda be approved as circulated.

CARRIED

11.06.29/01

Consent Agenda Approved

3.00 **APPROVAL OF AGENDA**

It was **MOVED** Councillor Huttema, **SECONDED** Councillor Wright, **THAT** the agenda be approved as circulated.

CARRIED

11.06.29/02

Agenda Approved

4.00 **NEW BUSINESS**

4.01 **FVRL Budget**

Mary O'Callaghan, Director of Corporate Services, informed the Board that, because FVRL's budget has been continually trimmed back over the past several years while still accommodating negotiated salary increases and new collection formats, there is no longer any excess. In addition, FVRL now must purchase online resources that formerly were supplied free of charge by the Province of BC. As a result, most expense categories are already close to or over budget, some planned events have been delayed until 2012, and senior management will be reviewing reports line by line each month to monitor expenses for the remainder of the year.

Chief Executive Officer Rob O'Brennan added that, in the past, FVRL relied on surpluses to build reserves but, with the significantly trimmed budgets of the last several years, surpluses no longer will be there to build reserves. Three new libraries are on the horizon and these will tap deeply into reserve funding, especially for collections and automation. Thus, FVRL faces a difficult situation.

Councillor King recognized the need and pointed out that FVRL faces a huge challenge in purchasing new material formats such as ebooks that did not exist before—basically “stealing” from other parts of the budget to fund ebooks for the collection. She also noted the impact of technology and its constant change which, if society is to be technologically literate, FVRL needs to help society become so.

Mayor Fassbender suggested that—November elections notwithstanding—FVRL staff be proactive and prepare an overview for the Directors of Finance of the key costs drivers that drive the budget so that, no matter what changes occur at the council tables, there will be an understanding of the budget situation and the associated cost drivers.

Councillor Perry stated that FVRL staff should “take the bull by the horns,” making the Directors of Finance aware of the situation so that they can prepare their communities for an increase in their assessments. He advocated broaching the subject early enough so that the Directors can make the necessary changes at the municipal level.

Director Dickey asked about the cost saving potential of using ebooks instead of books.

Director of Information Technology Scott Hargrove disclosed that ebooks have some hidden costs such as bandwidth and Canada’s struggle to keep up, distribution methods, and licensing.

Rob O’Brennan advised that paper copies of books are not expected to disappear in our lifetime, which means that FVRL will need to provide both ebooks and paper books for the foreseeable future.

Mayor Fassbender urged that the Board work with the BCLTA to meet with the Minister of Education and his deputy to gain support of the Province for improving technology and bandwidth. He suggested the sooner the Board talks with them, the better.

4.02 **Appointment of New Auditor**

It was **MOVED** Councillor Bateman, **SECONDED** Councillor Perry, **THAT** KPMG be appointed as FVRL’s auditor to conduct the audits for 2011 to 2015.

CARRIED

11.06.29/03

KPMG Approved as Auditor for 2011-2015

4.03 **Municipal Reserve Request—Abbotsford**

It was **MOVED** Councillor Gibson, **SECONDED** Councillor Perry, **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.

CARRIED

11.06.29/04

Abbotsford Reserve Request Approved

4.04 **New Library Collection Reserve Request**

It was **MOVED** Councillor Bateman, **SECONDED** Councillor King, **THAT** \$80,000 from the New Library Collection Reserve be transferred to the Collection Development Expansion Fund for the City of Pitt Meadows Library.

CARRIED

11.06.29/05

Pitt Meadows New Library Collection Reserve Request Approved

4.05 **Donor Relations Overview**

Irene Geng, recently appointed to the position of Donor Relations Manager, started her presentation by demonstrating the transformation of a toy 18-wheeler into *Optimus Prime*, an original *Transformer* super-hero, and drew a comparison to the

transformative power of library service (the “18-wheeler) to bring about change in the lives of library users, helping them maximize their potential (*Optimus Prime*). She went on to give a PowerPoint presentation that highlighted her responsibilities for cultivating relationships with donors, managing FVRL special events and supporting the Board and Chief Executive Officer. She also described foundational work that has begun in order to profile FVRL as well deserving of donor support. (See attached PowerPoint presentation)

Board members expressed their support both for Irene Geng in her new role as well as for the Donor Relations initiative.

5.00

OTHER BUSINESS

Councillor Gibson raised the topic of libraries—specifically FVRL—working strategically to remain relevant to our dramatically changing society. He expressed an interest in being apprised of technological and other library-related developments that will assist Board members in community planning with their councils and with encouraging FVRL staff in their work.

Mayor Fassbender concurred with the merits of keeping informed and educating Board members about libraries and the impact of technology.

It was **MOVED** Councillor Gibson, **SECONDED** Councillor Perry, **THAT** FVRL staff explore development of a communication process to keep the Board updated regularly on future technology and its impact upon libraries.

CARRIED

11.06.29/06

Board Communication re Technology and Libraries

6.00

AROUND THE TABLE

Councillor Huttema reported that Public Library InterLINK has concluded phase two of an infrastructure study that could be presented at a future Board meeting. He also announced a new library to be constructed in the Sardis area of Chilliwack and thanked Nicole Glentworth, Rita Penco, and Rob O'Brennan for their contribution to the planning. The new library, originally planned to be about 5000 square feet, expanded to 9700 square feet and will include a fireplace, coffee machine, and areas for computers as well as Moms and tots. The Emergency Operation Centre also will be located there.

Mayor Fassbender raised the point of determining how much of a facility’s flexible space is designated as “library” compared to “community” space because the funding formula is based on square footage.

Mary O'Callaghan commented that the Directors of Finance are giving consideration to adjusting the funding formula to reflect that distinction.

Councillor Peterson reported that Delta Library managers and staff had been a valuable resource for participants of the Delta Seniors Community Planning Team, who had made an excellent presentation to council about issues facing the aging population. She also

commended library staff for their involvement in a bridge planning project, which recently won a heritage award.

Councillor Gidda stated that Mission Library staff visited all elementary schools in the school district to advertise Summer Reading Club and 300 youngsters signed up. This annual summer program kicked off with a barbecue and book sale. A recent tea for seniors also was successful and well received.

7.0 **QUESTIONS**

There were no questions.

8.0 **NEXT MEETING**

The next regular meeting of the FVRL Board will be held:
Wednesday, September 21, 2011
FVRL Administrative Centre
34589 DeLair Road, Abbotsford, BC

9.0 **ADJOURNMENT**

It was **MOVED** Councillor Gibson, **SECONDED** Councillor Huttema, **THAT** the meeting of the FVRL Board be adjourned.

CARRIED
11.06.29/07
Meeting Adjourned

The meeting adjourned at 10:40 am.

The non-profit institution
is not merely delivering
a service....
It uses a service
to bring about change
in a human being.

— Peter Drucker, *Managing the Nonprofit Organization*

FVRL...

**Transforming lives by
connecting people
to the world of
Information and ideas**

— My adaptation of FVRL's mission statement ©

FVRL'S DONOR RELATIONS

Breaking New Ground for FVRL
Irene Geng

Topics I want to cover with you

1. Overview of my job description
2. Donor Relations
3. Event Management
4. Board and CEO Support
5. Projects Already Underway

Overview of My Job Description

Part 1: Donor Relations

Donor Relations

**Implement a strategic approach to
Donor Relations and fund development**

**“The purpose of a strategy for
raising money is to enable the
nonprofit institution to carry out its
mission without subordinating that
mission to fundraising.”**

— Peter Drucker, *Managing the Nonprofit Organization*

Donor Relations

- Build relationships with and engage:
 - current donors
 - potential donors
 - Board members
 - FVRL staff
 - past employees
 - other stakeholders.

Donor Relations

- Develop donor engagement strategies.
- Enhance policies and processes that impact the donor experience.
- Create new fund development initiatives.
- Provide project management for fund development initiatives.

Donor Relations

- Manage the gift acknowledgement process.
- Manage the donor recognition process.
- Manage our donor database.
- Develop communications and marketing to strengthen FVRL's relationship with donors.

Overview of My Job Description

Part 2: Event Management

Event Management

- Plan, manage, and promote key FVRL events that:
 - are hosted by the FVRL Board
 - are hosted by the Chief Executive Officer
 - involve donors
 - involve stakeholders

Event Management

- Develop event strategies
- Manage the events, including:
 - facilitate planning committees;
 - manage sponsorships, donor and guest lists;
 - oversee communications, programs, venues, vendor relations, event staffing;
 - tracking revenue and expenses.

Overview of My Job Description

Part 3: Board and CEO Support

Board and CEO Support

- Provide confidential and high-level administrative support to the FVRL Board and Chief Executive Officer.
- Manage Reception department.

Donor Relations

What is Donor Relations?

What is Donor Relations?

- Everything that happens between “asks.”
- All of the activities, or the personal touches, that are involved in building a relationship with:
 - an individual
 - corporation
 - foundation or
 - any other source of funding

What is Donor Relations?



Donor Relations Cycle

What is Donor Relations?

Donors say that:

- Meaningful acknowledgement and measureable information *become* the ask.
- Asking is merely the convenient point in time to offer their already-determined “yes” or “no.”

What is Donor Relations?

- We won't go around with a begging bowl because the **NEED** is so great.
- Instead, we will create a constituency that supports FVRL because we **DESERVE** it.

What is Donor Relations?

We show FVRL to be worthy of support by:

- acknowledging gifts
- recognizing donors
- honouring the donor's intent
- prudently investing gifts
- effectively and efficiently using funds to further FVRL's mission.

What is Donor Relations?

We show FVRL to **deserve** support by transforming lives.

What is Donor Relations?

- Work to benefit **ALL** of us
- Pursue opportunities that FVRL would not enjoy otherwise

What is Donor Relations?

My Personal Vision

To find such effective and innovative ways of generating support for FVRL that, within 5 years, we will serve as an example to other libraries of what is possible.

Event Management

What is Event Management all about?

Event Management

- FVRL's reputation and credibility are impacted by events we host
- Important that FVRL events are successful when they involve:
 - our Board
 - CEO
 - our donors
 - our stakeholders
- "The buck stops" with the CEO

Event Management

Event Management includes:

- Researching
- Designing
- Planning
- Managing
- Reporting and evaluation

Event Management

Logistics include:

- Program
- Speakers, facilitators, performers
- Food and beverages
- Staffing and volunteers
- Transportation and accommodation
- Registration
- Budgeting/Finance

Event Management

The details include:

- Protection, legal requirements
- Protocols
- Contracts, licences, insurance
- Vendors, security, venues
- Promotion, communication
- Entertainment, staging, rentals
- Guest lists

Projects Already Underway

What have I been working on lately?

Projects Already Underway

FVRL Staff Alumni Network

- A network of retired and resigned FVRL employees—our biggest "fans"
- To keep in touch with each other
- To keep in touch with us
- Exploring use of a Facebook Group

Projects Already Underway

Imagine Canada's *Standards for Canada's Charities and Nonprofits* cover:

- Governance
- Financial accountability
- Fundraising
- Staff management
- Volunteer involvement

Projects Already Underway

Imagine Canada's *Standards for Canada's Charities and Nonprofits*

- Foundational standards for all Canadian charities
- Meeting standards and going through accreditation will increase FVRL's credibility
- We can advertise our Imagine Canada accreditation

Projects Already Underway

Develop a *Gift Acceptance Policy*

- Required by Imagine Canada
- Standards to evaluate gifts
- Types and forms of acceptable gifts
- Gift restrictions
- Reporting requirements

Projects Already Underway

What does CRA mean by "fundraising"?

"Fundraising" is any activity that:

- includes a solicitation of support for cash or in-kind donations (includes sales of goods or services to raise funds);
- is part of the research and planning for future solicitations of support; or
- is related to a solicitation of support (efforts to raise the profile of a charity, donor stewardship, donor recognition, etc.).

Projects Already Underway

How do we report fundraising to CRA?

- Some activities are 100% fundraising.
- Portions of some activities are not fundraising expenses so only the remaining costs are reported as "fundraising."
- If 90% or more of an activity is not fundraising, then that 10% does not need to be reported as fundraising.

Projects Already Underway

Donation of the late William Allister Paintings

- 11 paintings have been digitally scanned and proofed



Mona Allister with colour experts at Hemlock Printers

Projects Already Underway

All 11 paintings will be installed temporarily
in our Board Room on July 6



Mona Allister
and I display
"Europa"

Your Input & Your Opportunity

Let's Do This Together

Thank you very much!

I look forward to working with you as we
transform lives by connecting people to
the world of information and ideas.

CHIEF EXECUTIVE OFFICER'S REPORT

By Rob O'Brennan, Chief Executive Officer
Meeting of October 5, 2011

HUMAN RESOURCE MANAGER

Cathy Wurtz was hired as Manager of Human Resources in late July and is using her extensive experience to complete the goals laid out in the HR plan.

EMPLOYEE RECOGNITION CELEBRATION

Another very successful Employee Recognition Celebration was held on September 8, 2011 at the Ramada Inn in Abbotsford. A number of Board members were there to help celebrate our employees, who were honoured for their service milestones ranging from five years to thirty-five years. Councillor Grant Ward, Township of Langley, and Mayor Peter Fassbender, City of Langley, also were honoured for their BCLTA awards, which recognized their contributions as Board members for service to libraries locally, regionally, and provincially.



Mayor Peter Fassbender (L) and his wife, Charlene, and Councillor Grant Ward (R) and his wife, Vera, pose with a giclee print of the late William Allister's *Europa*, FVRL's first reproductions of the artist's work and gift to the Board members in appreciation of their contributions to libraries.

INFORMATION ABOUT LIBRARY TRENDS

Senior Management began to produce *Check It Out*, periodic e-reports to the Board about information technology trends that will have an impact of library service and library trends in general. As items of noteworthy interest become available, Senior Management also will forward links to the Board to articles on topics that will affect us now and in the future. These emailed news features will be titled *In The News*.

NEW SURREY LIBRARY OPENS

Surrey Public Library has just opened their City Centre branch. This building is stunning and should be seen by all. We will explore the possibility of providing a FVRL Board tour of this facility in the near future.

CHIEF EXECUTIVE OFFICER'S REPORT

Meeting of October 5, 2011

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PROGRESS ON THE 2011 ANNUAL PLAN

A progress report on the status of the 2011 Annual Plan is included in this Board package and local area Action Plan progress will be available soon on the Board Extranet. Based on the Board's official strategic directions laid out for 2012 - 2014, a 2012 Annual Plan is being developed for Board approval and will be presented in early 2012.

MEETING WITH MINISTER OF EDUCATION

In my role as vice chair of the Association of BC Public Library Directors, I joined representatives from the BC Library Association and the BC Library Trustees Association in a meeting with the Honourable George Abbott, Minister of Education, on September 29, 2011. The purpose of this meeting was to further cultivate our relationship with him and his Ministry, and to advocate the importance of public libraries in BC.

Fraser Valley Regional Library
Statement of Financial Activities - Unappropriated
For the Seven Months Ending July 31, 2011

	2011	Year-to-Date			2011
	Budget	Actual	Budget	Variance	Balance
Revenue					
Member assessments	\$19,804,098.00	\$11,527,572.64	\$11,552,390.00	(\$24,817.36)	(\$8,276,525.36)
Provincial government (LSB) grants	1,291,140.00	748,765.00	753,165.00	(4,400.00)	(542,375.00)
Library based revenue	761,272.00	445,110.51	444,078.00	1,032.51	(316,161.49)
Return on investments	11,000.00	6,850.83	6,440.00	410.83	(4,149.17)
Total revenue	21,867,510.00	12,728,298.98	12,756,073.00	(27,774.02)	(9,139,211.02)
Expenditures					
Salaries and benefits	15,519,570.00	8,926,826.57	9,053,076.25	126,249.68	6,592,743.43
Library materials and supplies	3,282,760.00	2,066,177.55	1,914,941.00	(151,236.55)	1,216,582.45
Library programs	97,650.00	51,391.20	56,980.00	5,588.80	46,258.80
Administration and board expenses	92,480.00	75,037.61	61,996.00	(13,041.61)	17,442.39
Administrative Centre building maintenance	335,000.00	208,372.32	196,243.00	(12,129.32)	126,627.68
Computer and telephone expenses	981,565.00	480,281.12	572,572.00	92,290.88	501,283.88
Human resources and professional expenses	357,710.00	205,042.03	208,933.00	3,890.97	152,667.97
Marketing expenses	178,150.00	126,103.54	103,908.00	(22,195.54)	52,046.46
Office supplies and postage expenses	290,279.00	184,012.12	169,680.00	(14,332.12)	106,266.88
Vehicle operation expenses	155,346.00	100,571.30	100,917.00	345.70	54,774.70
Public Library Interlink dues	135,000.00	76,236.01	78,750.00	2,513.99	58,763.99
Total Operating Expenditures	21,425,510.00	12,500,051.37	12,517,996.25	17,944.88	8,925,458.63
Capital expenditures	442,000.00		257,833.33	257,833.33	442,000.00
Total Expenditures	21,867,510.00	12,500,051.37	12,775,829.58	275,778.21	9,367,458.63
Excess (deficiency) of revenue over expenses		228,247.61	(19,756.58)	248,004.19	228,247.61

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

	2011 Budget	Actual	Year-to-Date Budget	Variance
Revenue				
Opening balance		\$303,156.39	\$303,156.39	
Member assessments	25,000.00	14,583.31	14,583.31	
Book sale revenue	104,460.00	58,125.29	60,935.00	(2,809.71)
Bus passes revenue	90,600.00	52,378.75	52,850.00	(471.25)
Meeting room revenue	9,686.00	6,694.00	5,646.00	1,048.00
Return on investments		15,052.19		15,052.19
Total revenue	229,746.00	449,989.93	437,170.70	12,819.23
Expenditures				
Salaries and benefits	8,815.00	2,623.47	5,140.00	2,516.53
Library materials and supplies	79,273.06	164,194.99	46,348.06	(117,846.93)
Library programs	18,844.34	9,208.90	18,844.34	9,635.44
Building maintenance		3,159.33		(3,159.33)
Computer and telephone expenses		39,303.00		(39,303.00)
Human resources and professional expenses		1,344.93		(1,344.93)
Marketing expenses	28,626.00	23,808.10	16,698.50	(7,109.60)
Book sale expenses	28,200.00	13,869.19	16,535.00	2,665.81
Bus passes expenses	90,600.00	52,647.34	52,850.00	202.66
Meeting room, etc....	9,661.00	10,883.25	5,646.00	(5,237.25)
Office supplies and postage expenses		34,765.78		(34,765.78)
Total Operating Expenditures	264,019.40	355,808.28	162,061.90	(193,746.38)
Transfer to Capital Fund		127,268.91		(127,268.91)
Total Expenditures	264,019.40	483,077.19	162,061.90	(321,015.29)
Excess (deficiency) of revenue over expenses	(34,273.40)	(33,087.26)	275,108.80	(308,196.06)

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

	2011 Budget	Actual	Year-to-Date Budget	Variance
Revenue				
Opening balance		\$528,576.06	\$528,576.06	
Provincial government (LSB) grants	148,532.00	148,532.00	\$148,532.00	
Federal government grants	9,284.65	9,284.65	9,284.65	
Other donations and grants	79,707.68	79,707.68	79,707.68	
Library based revenue	1,523.31	1,523.31	\$1,523.31	
Return on investments		1,209.02		1,209.02
Total revenue	239,047.64	768,832.72	767,623.70	1,209.02
Expenditures				
Salaries and benefits	9,215.00	32,245.58	9,215.00	(23,030.58)
Library materials and supplies	6,625.00	37,520.44	6,625.00	(30,895.44)
Library programs		15,474.17		(15,474.17)
Human resources and professional expenses		15,783.83		(15,783.83)
Marketing expenses		22,994.80		(22,994.80)
Office supplies and postage expenses	15,360.65	22,570.26	15,360.65	(7,209.61)
Total Operating Expenditures	31,200.65	146,589.08	31,200.65	(115,388.43)
Transfer to General Fund				
Total Expenditures	31,200.65	146,589.08	31,200.65	(115,388.43)
Excess (deficiency) of revenue over expenses	239,047.64	622,243.64	767,623.70	(145,380.06)

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

	July	YTD
Investment:MFA-Reserve-Assets Replacement	\$322.51	\$377,325.92
Investment:MFA-Reserve-Collection Development	490.68	542,590.13
Investment:MFA-Reserve-Automation	446.27	522,060.08
Investment:MFA-Future Services	51.82	49,354.81
Sub-Total	1,311.28	1,491,330.94
Investment:MFA-Surplus Allocation-FVRD	11.77	13,790.14
Investment:MFA-Surplus Allocation-Kent	4.77	5,597.82
Investment:MFA-Surplus Allocation-Hope	17.28	20,190.78
Investment:MFA-Surplus Allocation-Chilliwack	26.69	31,216.77
Investment:MFA-Surplus Allocation-Abbotsford	94.30	103,533.54
Investment:MFA-Surplus Allocation-Mission	48.99	14,257.14
Investment:MFA-Surplus Allocation-City of Langley	105.10	98,453.12
Investment:MFA-Surplus Allocation-Township of Langley	70.35	82,287.08
Investment:MFA-Surplus Allocation-White Rock	15.38	17,996.38
Investment:MFA-Surplus Allocation-Delta	28.51	33,332.83
Investment:MFA-Surplus Allocation-Port Coquitlam	26.02	30,440.18
Investment:MFA-Surplus Allocation-Maple Ridge	78.38	91,733.59
Investment:MFA-Surplus Allocation-Pitt Meadows	3.75	4,417.97
Sub-Total	531.29	547,247.34
Investment:MFA-Chilliwack Donations	11.30	13,223.18
Investment:MFA-Maple Ridge Endowments	158.22	185,097.75
Chilliwack Self-check Reserves		5,125.78
Maple Ridge Self-check Reserves	2,083.33	140,583.33
GRAND TOTAL	\$4,095.42	\$2,382,608.32

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

	MONTHLY			YEAR TO DATE		
	2011	2010	% Change	2011	2010	% Change
CIRCULATION	603,933	613,437	-1.5%	3,651,295	3,547,009	2.9%
E-CIRCULATION	11,436	8,757	30.6%	71,982	49,416	45.7%
HOLDS	114,788	107,190	7.1%	693,964	629,117	10.3%
PROGRAMS	569	556	2.3%	3,563	3,936	-9.5%
PROGRAM ATTENDANCE	27,362	28,341	-3.5%	106,986	105,713	1.2%
REFERENCE QUESTIONS	25,854	28,932	-10.6%	152,874	156,174	-2.1%
CUSTOMER VISITS	300,981	310,711	-3.1%	1,775,537	1,753,465	1.3%

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	4,914	12,131	40.5%	30,341	73,643	41.2%
Chilliwack	26,467	64,698	40.9%	155,118	380,338	40.8%
Clearbrook	31,690	85,553	37.0%	177,924	507,683	35.0%
Ladner Pioneer	9,941	20,158	49.3%	58,276	115,795	50.3%
Langley City	12,840	25,832	49.7%	76,791	151,042	50.8%
Maple Ridge	30,300	42,809	70.8%	184,749	263,897	70.0%
Mission (installed January 21)	5,504	29,683	18.5%	24,717	183,820	13.4%
Murrayville	7,562	14,197	53.3%	46,285	83,918	55.2%
George Mackie	16,633	30,567	54.4%	99,217	175,047	56.7%
Terry Fox	7,187	36,845	19.5%	42,241	215,198	19.6%
Tsawwassen	9,735	20,803	46.8%	56,656	120,327	47.1%
Walnut Grove	10,492	22,468	46.7%	61,088	131,208	46.6%
White Rock	12,777	20,527	62.2%	74,550	123,018	60.6%
Muriel Arnason	8,662	18,464	46.9%	49,760	107,188	46.4%

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	23,517	38,613	60.9%	147,733	241,146	61.3%

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

	MONTHLY			YEAR TO DATE		
	2011	2010	% Change	2011	2010	% Change
CIRCULATION	668,004	666,994	0.2%	4,319,299	4,214,003	2.5%
E-CIRCULATION	11,481	5,337	115.1%	83,463	54,753	52.4%
HOLDS	136,436	119,290	14.4%	830,400	748,407	11.0%
PROGRAMS	306	329	-7.0%	3,869	4,265	-9.3%
PROGRAM ATTENDANCE	19,320	18,129	6.6%	126,306	123,842	2.0%
REFERENCE QUESTIONS	32,491	29,932	8.5%	185,365	186,106	-0.4%
CUSTOMER VISITS	313,496	310,433	1.0%	2,089,033	2,063,898	1.2%

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	5,337	13,288	40.2%	35,678	86,931	41.0%
Chilliwack	29,149	71,125	41.0%	184,267	451,463	40.8%
Clearbrook	37,093	100,606	36.9%	215,017	608,289	35.3%
Ladner Pioneer	11,323	22,454	50.4%	69,599	138,249	50.3%
Langley City	13,767	28,380	48.5%	90,558	179,422	50.5%
Maple Ridge	30,805	45,397	67.9%	215,554	309,294	69.7%
Mission (installed January 21)	6,283	33,299	18.9%	31,000	217,119	14.3%
Murrayville	8,955	16,355	54.8%	55,240	100,273	55.1%
George Mackie	20,757	36,681	56.6%	119,974	211,728	56.7%
Terry Fox	8,048	42,391	19.0%	50,289	257,589	19.5%
Tsawwassen	10,570	21,970	48.1%	67,226	142,297	47.2%
Walnut Grove	10,893	24,871	43.8%	71,981	156,079	46.1%
White Rock	13,615	21,867	62.3%	88,165	144,885	60.9%
Muriel Arnason	9,186	20,506	44.8%	58,946	127,694	46.2%

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	26,010	40,383	64.4%	173,743	281,529	61.7%

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

	MONTHLY			YEAR TO DATE		
	2011	2010	% Change	2011	2010	% Change
CIRCULATION	670,997	660,797	1.5%	4,990,296	4,874,800	2.4%
E-CIRCULATION	10,593	5,321	99.1%	94,056	60,074	56.6%
HOLDS	131,084	116,712	12.3%	961,484	865,119	11.1%
PROGRAMS	319	305	4.6%	4,188	4,570	-8.4%
PROGRAM ATTENDANCE	17,717	14,654	20.9%	144,023	138,496	4.0%
REFERENCE QUESTIONS	29,891	28,310	5.6%	215,256	214,416	0.4%
CUSTOMER VISITS	313,853	309,990	1.2%	2,402,886	2,373,888	1.2%

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	5,156	13,501	38.2%	40,834	100,432	40.7%
Chilliwack	29,330	69,761	42.0%	213,597	521,224	41.0%
Clearbrook	35,868	96,773	37.1%	250,885	705,062	35.6%
Ladner Pioneer	9,660	22,315	43.3%	79,259	160,564	49.4%
Langley City	13,624	28,453	47.9%	104,182	207,875	50.1%
Maple Ridge	30,528	45,841	66.6%	246,082	355,135	69.3%
Mission (installed in January)	5,904	32,529	18.1%	36,904	249,648	14.8%
Murrayville	9,423	16,926	55.7%	64,663	117,199	55.2%
George Mackie	20,754	34,986	59.3%	140,728	246,714	57.0%
Terry Fox	7,922	39,407	20.1%	58,211	296,996	19.6%
Tsawwassen	10,855	22,373	48.5%	78,081	164,670	47.4%
Walnut Grove	12,336	25,476	48.4%	84,317	181,555	46.4%
White Rock	13,519	22,131	61.1%	101,684	167,016	60.9%
Muriel Arnason	8,980	20,525	43.8%	67,926	148,219	45.8%

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	27,483	43,481	63.2%	201,226	325,010	61.9%

FRASER VALLEY REGIONAL LIBRARY
LIBRARY USAGE DURING JUNE 2011
Open Days: 2011 22-30 / 2010 22-30

*Customer Placed Renewals

*Customer Placed Holds

MEMBER	LIBRARY	CIRCULATION				CUSTOMER VISITS			HOLDS			
		by Library	Checkouts & Renewals	* website renewals	Total	2011 vs 2010	in Library	Total	2011 vs 2010	in Library	* website holds	Total
City of Abbotsford	Clearbrook	85,553	14,250		-1.9%	33,378		5.5%	2,190	15,317		6.6%
	MSA Centennial	20,422	3,402	125,278	9.7%	9,722	44,135	-2.0%	903	3,656	22,461	19.0%
	Mt. Lehman	1,415	236		1.5%	1,035		5.0%	141	253		20.3%
City of Chilliwack	Chilliwack	64,698	10,777	80,816	1.0%	31,324	33,719	-0.5%	1,870	11,583	14,463	9.9%
	Yarrow	4,579	763		18.4%	2,395		-2.6%	190	820		31.7%
City of Langley	Langley City	25,832	4,303	30,135	1.9%	25,162	25,162	-4.6%	1,051	4,625	5,676	13.7%
City of Port Coquitlam	Terry Fox	36,845	6,137	42,982	0.9%	15,186	15,186	-22.2%	1,542	6,597	8,139	13.8%
City of White Rock	White Rock	20,527	3,419	23,946	2.0%	11,276	11,276	-9.6%	1,006	3,675	4,681	11.9%
Delta	George Mackie	30,567	5,091		-5.9%	16,736		-8.8%	1,206	5,473		7.5%
	Ladner Pioneer	20,158	3,358	83,442	-3.4%	14,958	49,395	-11.0%	926	3,609	16,191	9.7%
	Tsawwassen	20,803	3,465		-3.6%	17,701		-1.0%	1,253	3,724		10.1%
Hope	Hope	6,740	1,123	7,863	-5.6%	4,426	4,426	-2.3%	419	1,207	1,626	2.0%
Kent	Agassiz	7,189	1,197	8,386	7.0%	7,229	7,229	8.0%	787	1,287	2,074	24.7%
Langley Township	Aldergrove	12,131	2,021		-4.2%	6,585		-10.6%	602	2,172		0.7%
	Brookwood	5,826	970		1.7%	5,780		105.0%	243	1,043		12.0%
	Fort Langley	3,382	563	89,205	-2.9%	2,549	50,756	-11.4%	222	605	17,001	10.4%
	Murrayville	14,197	2,365		-3.0%	8,559		1.3%	548	2,542		0.9%
	Walnut Grove	22,468	3,742		0.4%	18,816		6.1%	1,064	4,023		4.1%
	Muriel Arnason	18,464	3,075		-2.2%	8,467		-7.7%	631	3,306		2.9%
Maple Ridge	Maple Ridge	42,809	7,131	49,940	-8.5%	33,279	33,279	2.0%	1,765	7,664	9,429	1.2%
Mission	Mission	29,683	4,944	34,627	0.4%	18,425	18,425	-17.0%	1,167	5,314	6,481	7.9%
Pitt Meadows	Pitt Meadows	11,678	1,945	13,623	-14.7%	7,398	7,398	-5.3%	500	2,091	2,591	-7.4%
Fraser Valley	Boston Bar	601	100	1,529	-41.1%	298	595	-3.2%	24	108	371	-42.0%
Regional District	Yale	710	118		25.5%	297		22.2%	112	127		-13.9%
Outreach Services		8,652	1,441	10,093	8.2%		0		403	1,549	1,952	-79.1%
Administrative Centre		1,772	295	2,067	-29.3%		0		1,317	317	1,634	-15.7%
		517,701	86,232	603,933		300,981			22,082	92,687	114,769	

FRASER VALLEY REGIONAL LIBRARY
LIBRARY USAGE DURING JULY 2011
Open Days: 2011 - 21-30 / 2010 - 22-30

*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	100,606	16,469		-2.7%	35,770		-4.1%	2,827	19,471		11.6%
	MSA Centennial	21,269	3,482	143,480	6.9%	10,300	47,307	3.3%	821	4,116	27,599	16.1%
	Mt. Lehman	1,422	233		-15.8%	1,237		29.9%	89	275		-10.4%
City of Chilliwack	Chilliwack	71,125	11,643	88,736	0.8%	34,362	38,112	3.6%	2,188	13,765	17,147	15.6%
	Yarrow	5,129	840		24.2%	3,750		112.8%	201	993		41.0%
City of Langley	Langley City	28,380	4,646	33,026	6.5%	24,886	24,886	-1.8%	1,090	5,493	6,583	18.1%
City of Port Coquitlam	Terry Fox	42,391	6,939	49,330	7.5%	19,651	19,651	20.8%	1,783	8,204	9,987	23.1%
City of White Rock	White Rock	21,867	3,580	25,447	4.6%	11,713	11,713	4.4%	1,000	4,232	5,232	14.6%
Delta	George Mackie	36,681	6,004		-5.1%	18,888		-9.1%	1,279	7,099		8.3%
	Ladner Pioneer	22,454	3,676	94,381	0.6%	14,746	51,256	-1.4%	1,103	4,346	19,430	18.1%
	Tsawwassen	21,970	3,596		-5.1%	17,622		-5.3%	1,351	4,252		9.5%
Hope	Hope	6,458	1,057	7,515	-1.2%	4,762	4,762	12.6%	536	1,250	1,786	24.1%
Kent	Agassiz	7,333	1,200	8,533	13.7%	6,642	6,642	3.6%	876	1,419	2,295	45.5%
Langley Township	Aldergrove	13,288	2,175		-8.2%	7,336		-8.4%	585	2,572		0.3%
	Brookswood	6,143	1,006		-6.5%	4,763		115.5%	315	1,189		6.9%
	Fort Langley	3,808	623	98,880	21.5%	2,888	52,043	3.1%	209	737	20,283	32.4%
	Murrayville	16,355	2,677		-2.2%	9,305		1.5%	647	3,165		9.6%
	Walnut Grove	24,871	4,071		-1.6%	18,416		-3.8%	1,236	4,813		7.4%
	Muriel Arnason	20,506	3,357		2.0%	9,335		-8.5%	846	3,969		17.7%
Maple Ridge	Maple Ridge	45,397	7,431	52,828	-5.9%	31,555	31,555	-0.5%	1,866	8,786	10,652	6.3%
Mission	Mission	33,299	5,451	38,750	8.3%	18,654	18,654	-2.4%	1,436	6,445	7,881	24.6%
Pitt Meadows	Pitt Meadows	12,611	2,064	14,675	-3.6%	6,363	6,363	-3.7%	548	2,441	2,989	8.5%
Fraser Valley	Boston Bar	600	98	1,264	-19.6%	252	552	-3.4%	64	116	374	0.2%
Regional District	Yale	486	80		14.2%	300		25.5%	100	94		23.5%
Outreach Services		7,655	1,253	8,908	1.9%		0		986	1,482	2,468	-71.8%
Administrative Centre		1,933	316	2,249	-18.6%		0		1,357	374	1,731	2.5%
		574,037	93,967	668,004		313,496			25,339	111,097	136,436	

FRASER VALLEY REGIONAL LIBRARY
LIBRARY USAGE DURING AUGUST 2011
Open Days: 2011 - 22-30 days / 2010 - 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	96,773	17,108		-1.3%	33,618		-4.7%	2,542	18,161		10.7%
	MSA Centennial	21,371	3,778	140,843	4.0%	10,904	45,694	11.2%	997	4,011	26,119	20.2%
	Mt. Lehman	1,541	272		-7.2%	1,172		16.7%	119	289		6.3%
City of Chilliwack	Chilliwack	69,761	12,333	88,365	2.2%	33,142	35,750	-2.7%	2,003	13,092	16,291	12.3%
	Yarrow	5,329	942		28.3%	2,608		48.0%	196	1,000		39.7%
City of Langley	Langley City	28,453	5,030	33,483	7.1%	24,910	24,910	-4.4%	1,157	5,340	6,497	15.9%
City of Port Coquitlam	Terry Fox	39,407	6,966	46,373	2.1%	19,637	19,637	8.4%	1,537	7,395	8,932	14.0%
City of White Rock	White Rock	22,131	3,912	26,043	3.5%	12,339	12,339	3.1%	1,005	4,153	5,158	12.5%
Delta	George Mackie	34,986	6,185		2.5%	17,640		0.8%	1,186	6,566		12.7%
	Ladner Pioneer	22,315	3,945	93,759	1.9%	14,321	49,616	-1.9%	1,100	4,188	18,773	14.7%
	Tsawwassen	22,373	3,955		-2.8%	17,655		-2.2%	1,535	4,199		10.9%
Hope	Hope	6,986	1,235	8,221	-0.1%	4,724	4,724	11.2%	470	1,311	1,781	17.3%
Kent	Agassiz	7,445	1,316	8,761	1.7%	7,197	7,197	16.7%	717	1,397	2,114	16.5%
Langley Township	Aldergrove	13,501	2,387		-1.7%	7,215		-5.7%	573	2,534		4.2%
	Brookwood	6,201	1,096		-0.4%	5,489		113.7%	329	1,164		15.9%
	Fort Langley	3,745	662	101,643	-4.6%	3,364	55,163	24.9%	217	703	20,000	14.0%
	Murrayville	16,926	2,992		8.8%	9,568		7.4%	691	3,176		19.9%
	Walnut Grove	25,476	4,504		-0.4%	19,962		3.6%	1,267	4,781		12.5%
	Muriel Arnason	20,525	3,628		0.2%	9,565		2.7%	713	3,852		12.8%
Maple Ridge	Maple Ridge	45,841	8,104	53,945	-2.6%	32,555	32,555	2.4%	1,922	8,603	10,525	8.1%
Mission	Mission	32,529	5,751	38,280	2.1%	19,287	19,287	-11.5%	1,308	6,105	7,413	10.5%
Pitt Meadows	Pitt Meadows	12,465	2,204	14,669	-6.2%	6,512	6,512	-5.3%	607	2,339	2,946	3.7%
Fraser Valley	Boston Bar	549	97	1,402	-15.6%	216	469	-1.8%	103	103	479	-50.1%
Regional District	Yale	642	113		18.3%	253		-17.6%	152	120		18.7%
Outreach Services		10,326	1,825	12,151	37.4%		0		536	1,938	2,474	-72.0%
Administrative Centre		2,599	459	3,058	4.0%		0		1,095	488	1,583	-0.8%
		570,196	100,801	670,997		313,853			24,077	107,007	131,084	

ABBOTSFORD LIBRARIES – June to August 2011

By Hilary Russell, Library Manager – Abbotsford
Meeting of October 5, 2011

LIBRARY CHANGES

- **Mount Lehman Has Friends:** The Friends of the Abbotsford Libraries purchased a custom-made depressible book bin, reducing the likelihood of strain injuries for staff.
- **MSA Centennial Display:** A display showing the plans of the new library at Abbotsford Collegiate Secondary has created dialogue between staff and public. We hope this will help our customers feel informed and ready for the move in late 2012 or early 2013.
- **Clearbrook Ergonomics:** Ergonomic desks, chairs and keyboard trays have been introduced to reduce long-term strain injuries. Similarly, a dedicated area for the Friends of the Library has been created with lots of mid-height shelving to reduce bending and lifting while they prepare book sale materials.
- **Clearbrook seating Space:** Paperbacks have been relocated in order to create room for seating and tables. Students and adults looking for room to study or read now have more options.

LIBRARY EVENTS

- **MSA Centennial – A Berry Good Day:** The annual book sale was held in early July as part of the Abbotsford Downtown Business Association's Berry Festival. The Friends of the Library ran the sale and children from a local art class decorated the library windows with berries.
- **Phew! Summer Reading Club (SRC):** Over 3,000 children and teens participated in SRC at the Abbotsford Libraries, an increase of about 400 kids over 2010! Staff was assisted by an additional Library Technician position for the summer. SRC for adults was also popular. Traditionally the Abbotsford Libraries have their highest circulation of the year in July and August – circulating an additional 20,000 items each month. This is the equivalent of adding the circulation of another MSA Centennial Library into our already busy facilities!

COMMUNITY EVENTS

- **Canada Day at Exhibition Park:** Abbotsford libraries staff hosts a “zone” during the day where hundreds of families visit our tent, meet the staff and learn about library services.
 - **BC Business Magazine:** In July, *BC Business* magazine ran a feature on the City of Abbotsford. A special price was negotiated with the magazine to allow the Abbotsford Libraries to show our support alongside other community institutions such as the University of the Fraser Valley, Tradex and local businesses. In this way, FVRL highlights the importance of public libraries and their services to the business community.
 - **BC Elders Gathering:** Thousands of aboriginal elders attended the event at Tradex in July. Clearbrook staff, in collaboration with the FVRL Aboriginal Project Team, hosted a library information table over two days and discussed library services with hundreds of elders.
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- **Gur Sikh Temple 100th Anniversary:** The celebration in August was attended by Prime Minister Stephen Harper, Premier Christy Clark, Mayor George Peary and many other dignitaries. Library staff member, Balbir Gill, well-known in the community for his work at Clearbrook Library, also attended the heritage event.

PARTNERSHIPS AND COLLABORATIONS

- **City of Abbotsford:** Library and City staff met to discuss opportunities for promoting the Abbotsford Libraries and FVRL through the City website and City Hall digital display board. We also have assisted the City in creating a book club for their employees.
- **The Old Spaghetti Factory (OSF):** The OSF staff created a restaurant setting in the library and explained to kids and families why reading and writing was important to the running of a restaurant. The Head Chef cooked up a special recipe of Pepperoni Pasta Salad and everyone got a taste and a copy of the recipe!

AGASSIZ LIBRARY – June to August 2011

**By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of October 5, 2011**

LIBRARY CHANGES

- New shelving, storage and display space have been mounted in the Agassiz Library. This allows staff to promote the collection more effectively and make the area more inviting for the customers.
- The exterior of the library has been painted. It has refreshed the library look and will protect the investment made by the community in their library.

COMMUNITY CHANGES

- *The Observer* newspaper is now including Hope in its distribution. This will allow the programs of the Agassiz Library to be publicized in the Hope community.

LIBRARY EVENTS

- Nine classes visited the library in June, with almost 250 students being guided around their library. Staff used this opportunity to promote Summer Reading Club.
- E-Reader workshops continue to be held in the library. There were constant inquiries about e-books so the library responded with instructional sessions to allow customers to make use of *BC's Library to Go*.
- The first official week of summer offered 43 local summer readers an afternoon of entertainment by magician Peter Rook and astounding face/body painting by Sherry Fraser. Other SRC entertainment included Mike's Critters, Purple Pirate and Tony Prophet. The special event, "Chalk It Up" gave the kids an opportunity to express themselves by drawing on the sidewalks. These programs demonstrated the diversity of library programs to the children who attended.

COMMUNITY EVENTS

- Agassiz Library hosted an art display in collaboration with the Harrison Festival of the Arts committee in July, displaying mask art by Earnie Eaves. Over 100 people participated in this joint in/out of the library display.
- *Storytime in the Park* weekly events took place in Pioneer Park, Agassiz and Spirit Square in Harrison Hot Springs. Almost 1200 people came to this successful series of family programs, enjoying a story, entertainment, lunch and a free book to take home. The library works as part of the Fraser Cascade Literacy Task Initiative to organize this annual program and is supported by many partners in the Upper Fraser Valley.

PARTNERSHIPS AND COLLABORATIONS

- Agassiz Library provided the local Community Adult Learning and Literacy (CALL) coordinator with the support materials for the *Take 5 in 5* adult literacy project. There were 35 certificates of completion issued in June and they were presented along with a library bag and coupon for a free bag of used books from the Agassiz Library. It was used as a way to encourage the non-readers to visit the library.
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CHILLIWACK LIBRARY – June to August 2011

**By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of October 5, 2011**

LIBRARY CHANGES

- Plans for the new Chilliwack South-Side Library are moving forward with the Request For Quotations being released. The deadline is the end of September, and a decision will be made shortly after that as to who the successful applicant will be.
- The alcoves in the children's area are being revamped to make them more appealing to children. The chairs have been recovered in a children friendly colour. An *Art for the Arches* competition was launched to encourage local artists to provide us with ideas to use in decorating the arches with a children's theme. Results will be announced in September.

COMMUNITY CHANGES

- Since the Chilliwack Community Coordinator resigned, there has been a void in the community which ties the community groups involved in Early Years. The position has been advertised but not filled to this date.
- The new *Leisure Guide* published by *Chilliwack Progress* provides a very attractive layout and gives the library a more prominent presence, showing the services provided by the Chilliwack and Yarrow Libraries.

LIBRARY EVENTS

Summer Reading Club programs and events were popular for 2011 with almost 600 children attending the events scheduled throughout the summer months and over 1000 enrolled in the program. The wrap-up party saw some 200 children attending to celebrate literacy with Mayor Sharon Gaetz and Brenda Keime from the Royal Bank.

COMMUNITY EVENTS

Library staff attended the Sto:lo Children's Festival in August, hosted by the Tzeachten First Nation. Librarians were on hand to speak to parents about the programs we offer and engage the children in a program at the information booth. Approximately 360 people visited the booth on that day. Staff has made significant inroads with the First Nations community and has been asked to attend future similar events.

PARTNERSHIPS AND COLLABORATIONS

2011 saw another successful year with *Music and More* bringing in over 1000 people to the outdoor events held on the perimeter of the library. This strengthens the involvement with community partners in Chilliwack.

Delta Libraries – June to August 2011

**By Gillian McLeod, Library Manager – Corporation of Delta
Meeting of October 5th, 2011**

LIBRARY CHANGES

- Ladner Pioneer Library now provides a welcoming relaxation space for our community right at our front doors! We have successfully installed a new self-check counter and upgraded an older self-check unit. Our adult reading tables are positioned under a warm, bright skylight and these comfortable spaces have increased our leisure reading use in the front of the library. Shelving in the children's area has been removed to open up more space for Storytimes and leisurely reading.
- George Mackie Library successfully created an open area for book displays, bright bestsellers, and holds access, and provided more working room for customers in front of the counters. Customer comments regarding the welcoming feel in the Mackie library have pleased us and it is good to see such a quick reaction to our work to make an older building reflect the philosophy of our staff and collections.
- Tsawwassen Library welcomes the efforts of the local Rotary organization as they work on the installation of a round children's table and accompanying "tree" disguising an electrical pillar. We are grateful for their continued support of our services.
- Our new temporary multi-lingual services librarian has started programming poetry nights, visits to the "grandmothers" accompanying our *StrongStart* children, and planning for participation in the local DIVERSEcity programs.

COMMUNITY CHANGES

Delta Parks, Recreation and Culture are working to fill the two Arts Centres with programs, activities, and community art displays, and are working with FVRL staff in North Delta and Tsawwassen on the provision of Storytimes. This partnership is a new one for both the Corporation and the Library, and demonstrates our excitement about working together to meet the needs of the Delta communities. We look forward to new ventures with our Arts Centre colleagues.

LIBRARY EVENTS

Summer Reading Club kick-off parties, entertainers, authors, medal ceremonies and class visits provided hours of enjoyment to both our customers and our staff. This year's system-wide entertainers were particularly wonderful and encouraged many more sign-ups for this service. We saw an increase in adult participation this year and hope our continued work outside our building, in our communities, will continue this trend.

COMMUNITY EVENTS

FVRL staff continues to share our truck in parades, our staff at public fairs and celebrations and our services with the entire community to contribute to a lively and action filled summer for Delta residents.

PARTNERSHIPS AND COLLABORATIONS

- Tsawwassen Library's Community Librarian was able to connect with the South Delta Home learners to provide a poetry workshop for their students; Ladner Pioneer Library welcomed a display from the Delta Museums and Archives; Delta Seniors Committee co-sponsored a presentation of *The Remaining Light* video; and our staff participated in ongoing community tables including a new one, the Middle Years Sub-committee of the local Child and Youth Committee.
- Delta Libraries have solidified a partnership with local settlement agencies to provide space in the George Mackie Library for both a Panjabi and Chinese settlement worker. This program will begin in September.

IMPACT OF YOUR LIBRARY IN THE COMMUNITY

- Delta staff was deeply saddened to hear the news of the passing of Bruce Owen, a fierce library supporter and an ESL teacher in our South Delta communities.
- Delta staff continues to visit North Delta and Ladner Food Banks and was able to sign up adult participants in the Summer Reading Club program at these locations.
- The library was asked to provide information to the North Delta Baseball Association for their BC provincial tournaments. We were pleased to use this opportunity to promote FVRL and build community support.
- Delta Library staff noticed an increase of people coming in to update expired cards as the news of our growing e-book collection spreads. Customers need to have a valid card to download these books and so they are visiting our libraries to make it happen. It is good to see a new service reaching customers who may not currently use our physical spaces.

HOPE LIBRARY – June to August 2011

By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of October 5, 2011

LIBRARY CHANGES

The children's area has been changed to accommodate a new child-friendly table and chairs with a rocking chair. This is more aligned with the use of the area seeing children tend to use the area in small groups and the large table did not allow this to be done. The furniture was purchased with money which was donated to the library by a resident of Hope.

LIBRARY EVENTS

Summer Reading Club (SRC) saw another successful year in the Hope Library with staff visiting thirteen classes from three schools, and involving 307 children. The popularity of the program was evident in the increase from 134 children registered in 2010 to 204 in 2011. Mayor Laurie French presented medals to 55 children at the SRC wrap-up party held in the mezzanine.

COMMUNITY EVENTS

- The Librarian for the Upper Fraser Valley had her first visit to *Lunch with the Bunch* and reached 35 seniors. This again strengthens the ties with the senior residents of Hope.
- The Library actively worked with community groups to deliver another successful year for *Storytime in the Park (STIP)*. This eight-week program reached an average of 350 children and adults each week, with each family receiving a free copy of the book being read that day. It took place in the communities of Hope, Agassiz, Harrison Hot Springs and Boston Bar.

PARTNERSHIPS AND COLLABORATIONS

The library partnered with *Positively Puppets* at Parks Day and STIP events. *Positively Puppets* engages children in a theatrical way with the library, bringing in a literacy slant to the entertainment.

CITY OF LANGLEY – June to August, 2011

**By Pat Dawson, Library Manager – City of Langley
Meeting of October 5, 2011**

LIBRARY CHANGES

New Self Check-Out Machines Installed: An upgrade to the existing self check-out machines has resulted in improved traffic flow, more efficient use of space, and a handicapped-height station for children and those in wheelchairs.

LIBRARY EVENTS

Grab 'N' Go Book Bags: Following Mission Community Library's successful launch, the City of Langley Library now offers *Grab 'N' Go* book bags. Available in different genres and formats, each brown paper bag contains six books selected by library staff. Customers have been checking out an average of seventeen bags each week, a positive response to this unique way to browse the collection. By selecting books in different genres, staff is becoming more familiar with the collection and, as a result, more skilled in advising readers of books they may enjoy.

Teen Events: Because City teens travel outside the municipality to attend secondary school, library staff look for bridges other than school visits to link to local teens.

- Robert Stelmach helped teens find their own melodies and lyrics in a songwriting workshop, an event promoted on the Langley Arts Council website that also included a link to FVRL's webpage.
- Jonathon Dalton, a local comic artist, guided tweens and teens in drawing, writing and inking the first page of their very own comic.

COMMUNITY EVENTS

Langley Community Farmers' Market: Library staff attends this popular market, held weekly at Kwantlen Polytechnic University. Market goers receive a copy of our new program guide and they can purchase FVRL bear, moose, bags and mugs. Staff reaches potential customers who may be unaware of library resources.

PARTNERSHIPS AND COLLABORATIONS

Services Canada: Our senior residents responded very positively to a Service Canada presentation on Old Age Security and Canadian Pension Plan. The library plans to host Service Canada again to meet the increasing demand in our community for information on these topics.

Peter Pan Project: Library staff worked with Langley university student Courtney Kennedy to distribute new and gently used books to local children who may otherwise go without books of their own. Through successful book drives at local schools and churches, Courtney has a large collection of children's books that she has distributed to kids at local schools and at the library. Courtney and library staff promoted Summer Reading Club and other library resources and services during the book give-aways.

Township of Langley Libraries — June to August 2011

By David Thiessen, Library Manager – Township of Langley and White Rock
Meeting of October 5, 2011

LIBRARY CHANGES

- **Outdoor book drops** were replaced in both Murrayville and Walnut Grove, and Brookwood received a second outdoor book-drop due to increased demand.
- **Brookwood Library Renovation:** Brookwood will be closed to the public November 14-23 inclusive for renovations. It will reopen to the public November 24. The library is receiving a significant upgrade including a revamped front counter, energy efficient lighting, a fireplace/reading area, new signage, and more.

LIBRARY EVENTS

- **National Aboriginal Day:** Township of Langley libraries celebrated National Aboriginal Day on June 21 with programs, displays, informational material, and refreshments. This annual event allows us to connect with First Nation customers, and meet our objectives of being inclusive and providing services and programs to all segments of our community.
- **Picture Book Club (PBC):** 2011 PBC concluded in June. PBC is a program where library staff read to the very youngest in elementary schools throughout the township, and has them join a “picture book reading club.” Throughout 2011 more than 3,000 young children participated. The program is very popular and, besides teaching literacy, further enhances our partnership with local schools and school administrators.
- **Summer Reading Club (SRC):** SRC has once again concluded and was one of the busiest on record. Library staff visited 50 classrooms in June to promote the summer-long event. The program is the highlight of the year for many of the children and is integral in developing and promoting literacy for our future leaders. It is also a key avenue for further integrating the library into the community and strengthening our partnership possibilities with schools.

COMMUNITY EVENTS

- **Brookwood Summer Fest - June 11, 2011:** The library participated in Brookwood Summer Fest by holding an outdoor book sale and providing crafts for children and prize draws for all. Events like this are critical to community engagement and fostering community partnerships.
 - **Canada Day – June 30 and July 1, 2011:** Township of Langley libraries again participated in Langley’s Canada Day celebrations held on June 30 and July 1. In total, 2533 people visited our booth and enjoyed talking to the staff regarding Summer Reading Club, e-books, and other library programs and services.
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PARTNERSHIPS & COLLABORATIONS

- **Unique Family Donation:** The Emil Lee family, long time library users, generously donated an entire children's concert to the library - Juno Award nominee Charlie Hope. They wanted to "return" something to the library in recognition of the great services the library has provided their family for over a decade. On August 17 Charlie played to a full house.
- **Langley's International Festival - August 27 and August 28, 2011:** Township of Langley libraries again partnered with other Langley nonprofit organizations to bring to the community the Langley's International Festival. Over 2100 people visited the library booth. The children enjoyed crafts, and all ages enjoyed talking to the staff regarding library programs and services and entering draws. Events like these foster key community partnerships and assist us in meeting our objective of being a valued community organization.

Maple Ridge Public Library – June to August 2011

By Caro O’Kennedy, Library Manager – Maple Ridge
Meeting of October 5, 2011

LIBRARY CHANGES

- The new Self Serve Check Out equipment was installed and is up and running. This is a huge improvement and we have received many favourable comments from our customers.
- In the past few months we have seen many changes in our staff with retirements and lateral moves to gain more experience in other libraries in the system.

LIBRARY EVENTS

- The Library celebrated Seniors' Month in June, National Aboriginal Day On June 21, Parks Canada's 100th anniversary, Pitt Meadows Day, and Canada Day, with the support of staff, the Student Library Council and Friends of the Library. At the Pitt Meadows Day we had the opportunity to sign up a large number of children for the Summer Reading Clubs in both Maple Ridge and Pitt Meadows. Our community fully participated in these programs.
- Our Adult programming included the ongoing Aging Gracefully series and the series on Financial Advice. Fred Braches, local historian, presented a program on Slumach’s Lost Mine, and members of the Friends of Slumach Society attended. The Adult Summer Reading Club attracted a record number of participants and once again we were asked to have a presence at the Farmers Market in Memorial Peace Park. Historian John Mitchell delighted customers with an account of the Cariboo Gold Rush.
- Children participated in our regular summer programming and, among others, enjoyed Cree Elder Lorre Gibson's storytelling and viewing artifacts. Record numbers attended the *Puppets in the Park* program and the wind-up *Party in the Park* was hugely successful. Mayor Ernie Daykin and Manager Caro O’Kennedy assisted.
- For the Tween crowd, Wacky Wednesday provided a welcome diversion with a Pizza Party and a Bead Making Workshop.
- Teens relaxed on Tuesday nights at the Philosophers’ Café, discussing weighty topics like the relative merits of capitalism and communism or the idea of parenting licenses. Conversation was fueled by tea and cookies

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COMMUNITY EVENTS

- The library participated in the Farmers' Market activities by presenting two twenty-minute story times each Saturday morning.
- Canada Day celebration in the Park is now an annual event for library staff. Friends of the Library and the Student Library Council assist to promote the library and sign up Summer Reading Club participants.
- A Community Conversation sponsored by the Vancouver Foundation and Vancity in June resulted in a lively discussion to gauge a sense of trust and social connection among residents, to find out what was working well within the community, and to discuss what could be done better.
- Children and adults alike joined in the fun as Tony Prophet performed a selection of rock-n-roll classics. Kids had the chance to join the performance with percussion instruments, costumes and custom-made wooden *faux* guitars.

PARTNERSHIPS AND COLLABORATIONS

- We participated in the annual Seniors' Fair held at the Ridge Meadows Seniors' Centre, where we showcased our large print books, audio materials and online resources. We gathered input from seniors on future programs they would like to see at the library.
- The Pathfinder Youth Centre Society, a local non-profit organization that works with youth providing mentorship programs, visited on June 15th for a library tour and a session in the computer lab to learn search skills for finding job related material.
- The Katzie First Nation invited the Library to participate in their weekly programs for children and we presented a variety of fun activities to promote literacy and reading over the summer months.

IMPACT OF YOUR LIBRARY IN THE COMMUNITY

- The Library continues to be an active partner in all community activities including celebrations of art and culture, as well as national and provincial feast days.

MISSION COMMUNITY LIBRARY – June to September 2011

**By Teresa MacLeod, Library Manager—District of Mission
Meeting of October 5, 2011**

LIBRARY CHANGES

- More of our customers use the library for study and work. To accommodate the demand, a new laptop counter has been installed to provide workspace for twelve additional people.
- Completion of the slat wall project in the adult area allows for greater display of collection and increased opportunities to promote programs and collections. New signage is another tool to assist customers in finding their way around the collection.
- The *Find Homework Help @FVRL* theme has been highlighted throughout the library to promote our many resources and staff expertise available to students.
- Staff completed the Windows 7 module of Skillsoft, and appreciates the opportunity to keep current with technology.

LIBRARY EVENTS

- In a concerted effort to increase services to older customers, staff presented a Seniors Tea and offered Seniors Storytelling to celebrate Seniors Month. The branch also highlighted Large Print and other resources available to seniors. Staff attended the Seniors Centre Open House and has subsequently received support from the centre in a grant application.
- Summer Reading Club is the major literacy initiative of the year. Staff visited twelve of thirteen elementary schools to publicize the many summer activities at the library, with a result that over 900 kids signed up for our summer reading club and attended special programs. Our Friends collaborated by hosting a hotdog barbeque on the plaza to kick off the program.
- Circulation, customer visits, and holds have all continued to increase over last year.

COMMUNITY EVENTS

- Mission Library continues to publicize library services at high profile community events. This summer we participated in the downtown Mission Fest on First Avenue, the Children's Festival, and *Celebrate Mission* where we conducted our Summer Reading Medal ceremony on the main stage attended by Mayor James Atebe, Councillor Heather Stewart, and a RBC representative.
- Staff promoted *Find Homework Help @FVRL* at a local retail outlet at back-to-school time.

PARTNERSHIPS & COLLABORATIONS

- Library Storytime at the Mission Farmers Market, located in the library parking lot on Saturdays, is a natural and successful partnership.
- Manager spoke at Lifetime Learning's Open House to highlight co-operative efforts.
- Library Manager assisted in the hiring of a new Coordinator at Mission Literacy in Motion. This key library partner is instrumental in providing literacy programs in Mission and has allowed the library, via the bus, to extend its services and expertise beyond the library walls.

IMPACT OF YOUR LIBRARY IN THE COMMUNITY

- Mission Library took a lead role in *Raise a Reader Day* at West Coast Express. Fundraising at this event supports our own Reading Buddies as well as many other literacy programs.

Pitt Meadows Public Library – June to August, 2011

**By Caro O’Kennedy, Library Manager – Pitt Meadows
Meeting of October 5, 2011**

LIBRARY CHANGES

- Staff continues to weed the current collection in preparation for the move to the new library. The Young Adult paperback collection is now in good condition. Everything that was not worth moving has been discarded.
- The building that will house the new library is taking shape and we hope the move-in date will be announced soon.

COMMUNITY CHANGES

- Every Wednesday evening during the summer local musicians were scheduled in the Civic Centre Square. The music provided a nice background for our customers.

LIBRARY EVENTS

- Under the banner of "Savour Each Word" the library featured several events as a part of the Province wide Summer Reading Club. Our performers included Peter Rooke with his *Reading Magic!* show and Barbara Grant and her always-merry Stuffed Pet Parade. Both events were well attended.
- The Purple Pirate was a wonderful interactive show. We wrapped up the season with Tony Prophet. This event was held in front of the library and attracted a number of passersby and all joined in the singing and dancing.
- The weather favoured our wind-up celebration which was also held outdoors. Councillor Deb Walters, FVRL Board Representative, and Caro O’Kennedy, Library Manager, attended to assist with the distribution of ribbons and medals for all our successful young readers.

COMMUNITY EVENTS

- We participated in the Senior’s Resource Fair at the Family Recreation Center. We featured our Large Print collection and had a number of the Seniors Reminisce kits available. FVRL promotional material was on hand for distribution.

PARTNERSHIPS AND COLLABORATIONS

- Kidproof Canada presented a babysitting program at the library this summer whereas, in the past, all of their programs have taken place in the school year.
 - Starbucks provided us with lovely gift baskets for use as prizes for our Adult Summer Reading Club.
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TERRY FOX LIBRARY – JUNE to AUGUST 2011

By Pat Dawson, Library Manager – Port Coquitlam
Meeting of October 5, 2011

LIBRARY CHANGES

Landscaping: New landscaping around the perimeter of the library has been completed. Large shrubs were replaced with “see-through” plantings to increase building security and to improve the aesthetics of the exterior. Work has begun on a garden near the entrance.

Terry Fox *Marathon of Hope* collection: The Terry Fox *Marathon of Hope* artifacts collection housed at Terry Fox Library has been temporarily transferred to Library and Archives Canada to minimize deterioration of the artifacts. Terry Fox Library has had the honour of holding a selection of items from the *Marathon of Hope* since 1983.

LIBRARY EVENTS

Summer Reading Club Award Ceremony: Mayor Greg Moore, Councillor Sherry Carroll, and FVRL Board representative Councillor Michael Wright joined RBC staff and City of Port Coquitlam firefighters at an outdoor award ceremony to congratulate our small readers. The attendance at our gala event of local dignitaries and “heroes” impressed on the children the value their community places on reading. Port Coquitlam Lions Club served complimentary drinks and hot dogs, and Parks and Recreation staff ensured the area was safely barricaded.

PARTNERSHIPS AND COLLABORATIONS

- **Learn and Play at the Mall;** Terry Fox staff presented one in a series of very popular monthly family events at Coquitlam Centre. Working with Coquitlam Centre, Tri-Cities Early Childhood Development, School District #43, Fraser Health Authority and Coquitlam Public Library, staff presented an interactive educational program of children’s activities and reading time. At this event, staff connects with families in a comfortable environment to publicize the role the library plays in community literacy.
- **Tri-Cities Intercultural Legacy Project:** Under the leadership of Douglas College and partnering with nine community organizations, Terry Fox Library and Fraser Valley Regional Library are participating in a federally funded project which will build intercultural leadership and planning capacity in Tri-Cities community organizations. Staff sits on the Steering Committee and will also participate in Intercultural Leadership training.

IMPACT OF TERRY FOX LIBRARY IN THE COMMUNITY

BC Health Literacy and Public Libraries Network: Partnering with BC’s literacy organization, Decoda Literacy Solutions, two Greater Vancouver Health Authorities, nine public libraries, and other health professionals, Terry Fox Library staff is reviewing consumer health collections and planning strategies to promote public library health information in the community. Partnering with Decoda has the potential to broaden the scope of the network to include other parts of the province.

White Rock Library – June to August 2011

By David Thiessen, Library Manager – Township of Langley and White Rock

Meeting of October 05, 2011

LIBRARY EVENTS

- **Seniors Month:** White Rock Library kicked off Seniors Month with a well attended Customer Appreciation Day.
- **Summer Reading Club (SRC)** at the White Rock Library has once again concluded and was highly successful. The Adult SRC had 350 enthusiastic participants, Teen SRC forty, School Age 150 and Read-To-Me sixty. The program is the highlight of the year for many of the children and is integral in developing and promoting literacy for our future leaders. It is also a key avenue for further integrating the library into the community and strengthening our partnership possibilities with schools.

COMMUNITY EVENTS

- ***Spirit of the Sea Festival:*** Library staff set up a tent in Semiahmoo Park to participate in White Rock's *Spirit of the Sea Festival*. They provided on-stage Storytimes, pirate-themed crafts and games, free handouts and information about White Rock Library programs and services. Hundreds of children and adults were entertained.
- **White Rock Farmers Market:** Friends of the White Rock Library spent a Sunday at the White Rock Farmers Market, giving out free handouts and promoting library services and programs.

PARTNERSHIPS AND COLLABORATIONS

- **Community Conversations:** White Rock Library was pleased to provide the Vancouver Foundation with the library's mezzanine area to conduct community conversations. Approximately eighty residents focused on key topics and issues relevant to the City of White Rock. The results of the conversations will be compiled and presented to the City of White Rock.
- **Semiahmoo Peninsula Seniors Planning Table:** Seniors Health Access Breakfasts are planned for the fall and Seniors *on the Peninsula Awards* for spring 2012. A New Horizons grant application subcommittee was struck to discuss project ideas.

IMPACT OF YOUR LIBRARY IN THE COMMUNITY

In partnership with the Semiahmoo Seniors Planning Table, White Rock Library was a stop on a community tour for seniors. Participants were delighted to discover our media and large print collection as well as services offered by our Outreach Department.

YALE AND BOSTON BAR LIBRARIES – June to August 2011

**By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of October 5, 2011**

LIBRARY CHANGES

- The opening hours of the Yale and Boston Bar Libraries have changed to reflect the operational needs of the communities they serve. The new hours took effect on August 31 to ensure that the staff was fully adjusted before the school year began.
- Boston Bar Library had a new DVD display unit mounted to display the heavily used collection in a more prominent and attractive way.

LIBRARY EVENTS

Raven Youth Group attended Boston Bar Library and conducted four craft sessions between June and August. It proved that the library offers more to their communities than just books.

YARROW LIBRARY – June to August 2011

By Nicole Glentworth, Library Manager—Upper Fraser Valley
Meeting of October 5, 2011

LIBRARY CHANGES

- Yarrow Library received two new computers and monitors for the front desk areas in June. The larger monitors make it easier for staff and customers to navigate online. The combination of newer software and hardware allows easier viewing and editing of branch photos and financial spreadsheets.
- Display areas were created within the teen, graphic novel, adult mystery and fiction shelving areas to better merchandise the library collection.

COMMUNITY CHANGES

- The Keith Wilson Road bridge was closed for repairs during August. Many customers missed having the bridge open as it prevented them from coming to the library more often. Staff was surprised to discover how many customers were coming to our library from the Greendale community and how much the bridge impacted their commute.
- The local preschool is usually closed during the summer. This preschool has changed to be mainly a daycare and is now open year-round. Daycare and preschool providers will collaborate with staff to schedule regular visits starting this fall.

LIBRARY EVENTS

Summer Reading Club: Eight children and seven teen programs were delivered to customers during July and August. Summer Reading Club programs were well attended by customers and the majority of the programs received positive reviews. Councilors Ken Huttema and Stuart McLean graciously joined the party to give out the medals and ribbons to the SRC recipients.

COMMUNITY EVENTS

Yarrow Library participated in the Yarrow Days parade. The library set up two tables in the park which provided a craft session and an information booth. This gave the staff an opportunity to strengthen the connections they have with the community.

PARTNERSHIPS AND COLLABORATIONS

- The Librarian for the Upper Fraser Valley visited Mountain View Home in early July to promote the library services, programs and to coordinate regular branch visits to the Yarrow library for their residents. They visited the library in late August to register with the library.
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- Collaborations with local schools and teachers at this time year highlighted the upcoming Summer Reading Club Program. The Library Supervisor and the Librarian visited three schools, spoke and read to fifteen classes, and hosted four class visits for a total of 353 children. SRC coupons were given out to all classes for the first time to come to the Yarrow Library and join the SRC program. Ninety coupons were returned from the various schools during registration and staff felt this was a successful first response to the class visits.

IMPACT OF THE YARROW LIBRARY IN THE COMMUNITY

Book 'n' A Bite Program brought a family of three from outside the Yarrow area to attend this program. This customer wrote, *I saw this program on the website and decided to register for this program even though it was not in our local. My children were so pleased with the program and wished our local library had a similar program.*

NOTES OF APPRECIATION

Meeting of October 5, 2011

Notes of appreciation were received from the following staff members in response to FVRL's expressions of support sent on behalf of our Board and staff.

Encouragement During Illness

- Howard Ehrlich
- Dr. Ken Haycock and Sheila Tripp

Sympathy

- Laurie Dyck
- Kathy McDowell
- Debbie Rutledge
- Caro O'Kennedy
- Rita Penco

Service Award Honourees

- Lori Nick, Terry Fox Library - 10 years of service
- Irene Geng, Donor Relations Manager - 10 years of service

September 25, 2011

To Whom it May Concern

Regarding the White Rock Library involvement with the White Rock/South Surrey 2011 Festival –
Outside the Box – A Celebration of Fibre & Textile Art.



As the founder, organizer and general weaver together of loose ends, it is difficult for words to express my appreciation of Lucinda Lyall, Robin Braidwood and other staff of the White Rock Library.

Last year, when I approached them with the idea of a festival celebrating **FIBRE** focused in White Rock, but crossing the “boundary” into South Surrey, they were extremely receptive but did not quite know how they could be involved.

From that initial contact, the ideas flowed. Exhibition space was agreed upon. The type of work to be displayed was also discussed. The more we interacted, the more ideas came. Their enthusiasm was infectious.

Because *Outside the Box* has no funding, no society and no formal organization, the “icing on the cake” for me came when I mused aloud about how we were going to produce a poster with no money. The offer immediately came from the library to see if this could be done through the graphics department. The result has been the production of an absolutely outstanding poster that has been described as “fabulous” by many.

Lucinda and Robin have also been responsible for the hosting of two presentations in the library associated with *Outside the Box*. The posters, etc. for the talks by Leanne Prain and Anne Kristiansen are excellent.

.....Then there is the *Fibrarium in the Librarium* – it sounds like nonsense doesn't it? However, the results of the display of the “undersea critters” in the large cube for several months appear to be quite far reaching.

Apart from the contest to “find the changes” being run by the library, it appears that many children – and adults have viewed this work. At an event at Semiahmoo Shopping Centre yesterday, where many practitioners of various arts in fibre were working and playing together, I had some of the “sea critters” on display where they could be handled. In the course of nearly four hours, I was amazed at the number of people who said “I saw that in the library!”. There were also others who voiced plans to visit the *Fibrarium* as well as view all of the beautiful quilts, etc

To summarise, I believe the enthusiastic participation of the White Rock Library has been an enormous help to put this large community event on the map. Because of the response from far beyond the Semiahmoo Peninsula, more visitors are coming to our beautiful City by the Sea. I look forward to what we do together next year!

Yours sincerely,

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PROGRESS REPORT ON 2011 ANNUAL PLAN

By Rob O'Brennan, Chief Executive Officer
Meeting of October 5, 2011

Overall, Fraser Valley Regional Library has accomplished a great deal year-to-date and I believe we are well on target in fulfilling the Board's strategic goals.

FVRL staff has been working on the objectives outlined in the 2011 Annual Plan. Many of these objectives will be carried forward into next year's plan because of their scope. Some were too ambitious to complete in a single year.

To provide an overview of some of FVRL's achievements thus far, some highlights from our directors are summarized below. Details for local objectives will be available on the Board Extranet during the week of October 3.

CORPORATE SERVICES

- **Budget Planning:** Discussed expansion of the 5-year budget with Directors of Finance and we have a plan for the 2012 budget package.
- **Grow the FVRL Brand:** The addition of seasonal program guides reinforces FVRL versus individual libraries and provides an opportunity to market FVRL services beyond our .collection
- **Internal Communications:** A draft plan has been prepared. *Check It Out*, a daily email message from FVRL management, and regular *INK* newsletters have increased communication with staff.
- **Performance Measures:** The statistics report was revamped beginning with the September report.

CLIENT SERVICES

Plan, provide and promote library products and services that meet the needs of customers

- We removed barriers to literacy for children by eliminating fines on juvenile materials borrowed on children's cards.
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- We are addressing system-wide customer service priorities with the newly redefined roles of our Customer Services Specialist, Library Programs Coordinator, and Training Facilitator
- We invested more resources in adult literacy with our *Read for Life* adult literacy public awareness campaign. This included expanding our low literacy materials, creating new signage, revamping our web page, developing new programs in partnership with community-based organizations.
- We implemented a more flexible “roving reference” information services model at all FVRL libraries.
- Outreach Services staff is merging operations in order to greatly expand services to our visually and physically disabled customers.
- We launched the *Find It at FVRL* promotional campaign, aligned services and programs at our libraries with the seasonal themes - *Find Homework Help, Find Your Next Project, Find Summer Fun.*
- FVRL libraries receive good media coverage in our community newspapers and local TV programs, and staff has given radio and TV interviews.

Optimize technology to improve the customer’s library experience and access to variety of information

- Senior staff is collaborating with municipal staff to expand our automated check-in and checkout capabilities.
- We launched *Questions About Your Account*, a new web-based service to complement *Just Ask*, InterLINK’s new chat-based information service.

Attract, develop and retain qualified employees who are dedicated to meeting the needs of customers

- FVRL librarians and supervisors are developing their skills through regular meetings and workshops focused on leadership, competencies, information sharing.

Seek collaborations and partnerships to better serve our customers and communities

- Our highly successful *Reading Link Challenge* program grew this year to include all FVRL area school districts, Coquitlam Public Library, Surrey Public Library, University of the Fraser Valley and Kwantlen Polytechnic University.
- FVRL staff coordinates the BC-wide *Reading Link Challenge* program. The number of participating BC libraries grew to seven in 2011.
- FVRL is one of 18 libraries participating in the Public Library InterLINK virtual reference pilot project - *Just Ask*.
- FVRL staff gave presentations at the 2011 British Columbia Library Association and the 2011 Canadian Library Association Annual Conferences.
- Staff represents FVRL on several InterLINK committees and BCLA interest groups.

Further FVRL's mission by working closely with the Library Board and member municipalities

- FVRL staff is collaborating with municipal counterparts on new library building projects in Pitt Meadows, Abbotsford and Chilliwack.

INFORMATION TECHNOLOGY

Expand automated check-in and check-out in response to customer demand and increased circulation and staffing budget constraints.

- Replaced 6 older self-check machines with new, RFID-compatible ones from 3M in Maple Ridge, Ladner and Chilliwack
- 3 additional new self-check outs in Mission, Maple Ridge, and Ladner

Enhance visibility and usability of web-based resources.

- Moved to *BiblioCommons* Discovery Layer (in coordination with Support Services)
- Installed SMRT federated search
- Implemented new searchable program database to improve visibility of library programs

Improve the customer experience with in-library computers.

- Joined InterLINK in a pilot project providing virtual reference chat services to our customers
- New wireless hot spots added in White Rock and Maple Ridge (expanded service to second floor)

Explore technology enhancements to improve services.

- Implemented new technology in Outreach Services to improve service and efficiency

Infrastructure Renewal

- Installed nearly 100 new circ and staff machines
- Installed four new ESX servers into the virtual network
- Upgraded mail server
- Virtualized 10 more servers, including a significantly upgraded web server
- Migrated all servers to Windows 2008 Server operating server

SUPPORT SERVICES

Evaluate, recommend, and implement changes to our services and collections in alignment with funding and technology.

- Initial planning and implementation of RFID conversion in all three new branches, including Pitt Meadows, Abbotsford Collegiate and Sardis

- Pitt Meadows collection conversion in process, completion date December 2011
- New collections for Abbotsford Collegiate and Sardis will be delivered RFID ready
- New collection formats: MP3, PlayAways
- New enhancements to eBook collections through major purchasing of additional titles
- eBooks now available through web catalogue
- New branch collection purchased for Pitt Meadows
- New collection profiles built for Abbotsford Collegiate and Sardis (in progress)

Invest more resources in adult literacy.

- \$26,000 2011 literacy grant spent on adult literacy materials

Expand home-based Outreach Services.

- Added entirely new MP3 collection format to Outreach Services
- Major recataloguing project for Outreach in support of reorganization

Develop and strengthen partnerships with schools, First Nations, community agencies, and the corporate sector.

- 2011 *LawMatters* grant completed, with legal information purchased and made available to the public
- New Francophone grant in process in coordination with FVRL's partner, the City of Chilliwack
- Increased participation in the BC Libraries Cooperative