

# 2014 ANNUAL REPORT



## MESSAGE FROM THE BOARD CHAIR



Throughout 2014 Fraser Valley Regional Library has made invaluable contributions to our communities by taking leadership and serving as a catalyst for community partnerships. We brought support and solutions to socio-economic issues as our communities adapted to the effects of immigration, the changing make-up of families, the marginalized, and our aging populace. In countless ways our libraries helped residents and local governments deal with tremendous financial pressures, offered resources and programs that enriched their quality of life, raised literacy levels, brought economic health, promoted culture and the arts, celebrated diversity, and extended a helping hand and welcome to everyone.

In 2014 FVRL dramatically expanded its Outreach Services by decentralizing the specialized Outreach Services print and audio collection so that it is accessible to all customers through FVRL local libraries. Additionally, all residential care facilities in FVRL's service area are being loaned a small, rotating collection of books that their residents can enjoy on site. These new strategies enabled FVRL to reach significantly more customers at no additional cost, as well as to support lifelong learning, provide socialization opportunities, and improving the quality of life of the "graying nation."

Responding to the increasing demand for e-books, FVRL funded the 3M Cloud Library, which is an easy-to-use way to borrow and read an expanded collection of e-books from FVRL. Our children's collection also was expanded, especially to encourage early-readers' readiness for kindergarten.

In preparation for the January 2015 retirement of Chief Executive Officer Rob O'Brennan, the FVRL Board named Scott Hargrove, FVRL Director of Corporate Services, as the next

Chief Executive Officer of Fraser Valley Regional Library, effective January 19, 2015.

Summer Reading Club (SRC) is the largest literacy program FVRL offers, and FVRL is one of the few library systems in Canada to embrace SRC as a reading initiative for the whole family. Summer Reading Club offers Read To Me for babies to preschoolers, as well as targeted reading clubs for school-aged kids, teens, and adults. Participation continues to grow. Survey results from participants revealed that Summer Reading Club definitely increased their regular reading habits and their pleasure of reading.

FVRL's range of customers and their needs is increasing. Some still need Internet PCs, while some just need wireless bandwidth. Where previously the book was enough, now our customers also need eBooks and eAudioBooks. Where literacy used to be about reading, now it includes using computers and participating in the digital world.

In response, during 2014 Fraser Valley Regional Library kept rigorously focused on transformational change - investigating trends, fostering learning, planning and implementing evolving technologies, exploring and embracing new ways of service delivery. We were intent on being leaders for the changing role of public libraries and we worked hard to raise awareness among customers, communities, and stakeholders about how our libraries offer connections to a world of information and ideas that can transform lives and communities. The challenges are great, yet the opportunities abound, and the rewards of successful achievements are immense and gratifying.

Mayor John Van Laerhoven  
District of Kent  
FVRL Board Chair

## FVRL AT A GLANCE

**406,254**  
BOOKS DOWNLOADED

**11,350**  
SOCIAL MEDIA COMMUNITY

**7,567**  
PROGRAMS OFFERED

**6,781,757**  
ITEMS LOANED

**266,178**  
ACTIVE CARDHOLDERS

**278,236**  
REFERENCE QUESTIONS

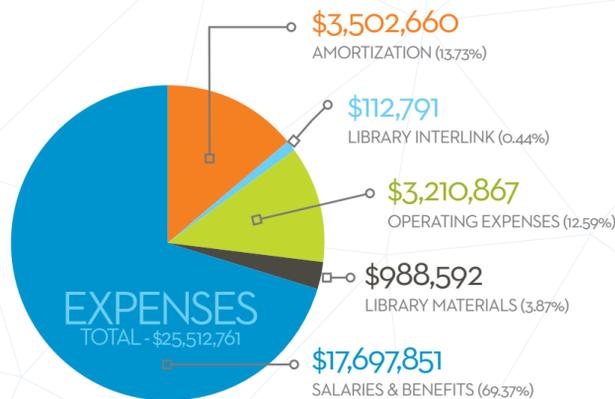
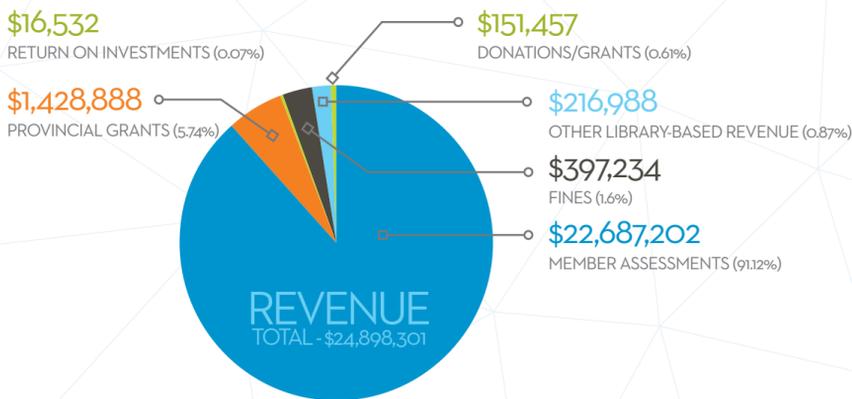
**706,117**  
SERVICE AREA POPULATION

**185,519**  
PROGRAM ATTENDANCE

**1,563,262**  
WEBSITE VISITS

**1,421,887**  
HOLDS

## WHERE THE MONEY COMES FROM AND WHERE IT GOES



## FOOD FOR FINES

FVRL's Strategic Directions and Annual Plan both list "working collaboratively with community partners" as a priority. As part of achieving this mandate, FVRL teamed up with Food Banks Canada registered pantries to host its first ever system-wide "Food for Fines" campaign in 2014.

The campaign was simple - from November 12 to December 10, 2014, customers were invited to bring non-perishable food items to any FVRL location and have their fines reduced. One non-perishable food item equalled \$2 in fines. Customers were enthusiastic and supportive, resulting in a successful campaign:

**2,151**  
PARTICIPANTS

**\$21,207**  
AMOUNT OF FINES WAIVED

**10,603**  
NON-PERISHABLE ITEMS COLLECTED

