

### **FVRL is the largest public library system in British Columbia.**

We serve over 700,000 people through 25 community libraries. We are a hub for community connections and culture. With a mission “to connect people to the world of information and ideas” we play a prominent role in communities throughout the Fraser Valley.

### **FVRL’s customer base includes all ages and socio-economic backgrounds.**

To our diverse customers, we offer free:

- Access to popular and relevant materials through a “floating collection” of approximately one million items.
- Information and referral services delivered by knowledgeable staff.
- Programming that reflects community priorities and interests, including some presented in collaboration with community partners.
- 24/7 online services, including access to eBooks and online resources.

### **FVRL is governed by a Board of Directors and financially supported by our member municipalities.**

Our Board Members are elected officials of our member municipalities. We are funded by our member municipalities and through a Government of BC operating grant.

### **FVRL has created unique cost saving partnerships with its member municipalities.**

Operating expenses are kept low through shared centralized purchasing, administrative and programming services. Staffing, collections, information technology (IT) and other library service costs are shared between member municipalities and apportioned through a member-created funding formula. For example, cost savings are realized by having a centrally based IT department providing stable and secure IT infrastructure for the 25 libraries and Administrative Centre. IT, like all departments, is constantly seeking opportunities and solutions to enhance IT services to both customers and staff.

### **FVRL’s buildings, with the exception of the Administrative Centre, are planned, owned and maintained by the municipalities they reside in.**

Each of our libraries has its own local flair – reflecting the unique characteristics of the communities they serve. Operating and Services Agreements between FVRL and its member municipalities outline who is responsible for each of the various aspects of operating the libraries.

### **FVRL maintains a highly trained, friendly and dedicated staff.**

We are focused on providing excellent customer service. We develop our staff by offering various career development initiatives and education opportunities, including support for staff attending programs such as Library Technician and Masters of Library Information Sciences.