



**COQUITLAM
PUBLIC
LIBRARY**

Report to the Community 2024

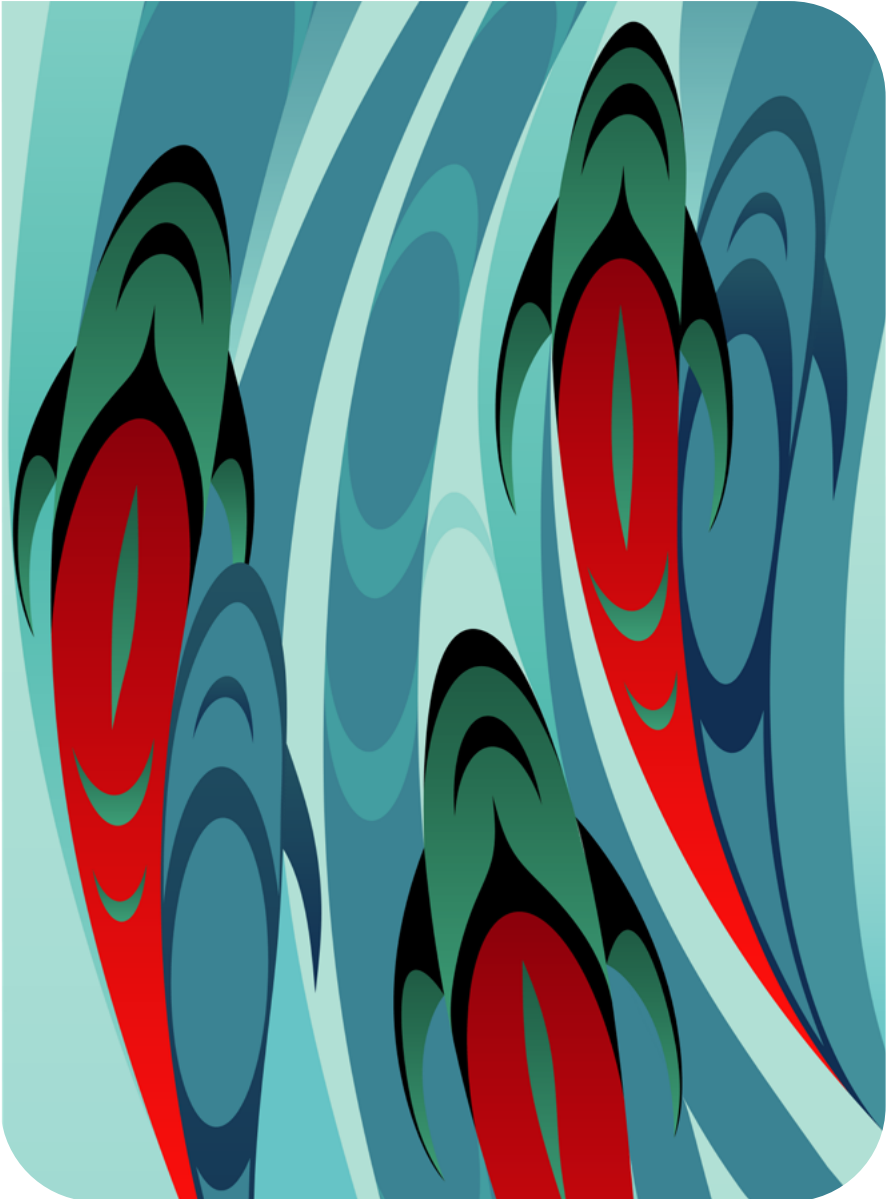


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We acknowledge with gratitude and respect that the name Coquitlam was derived from the hə́nqəmínə́m word kʷikʷə́łəm meaning “Red Fish Up the River.” The Coquitlam Public Library is honoured to be located on the kʷikʷə́łəm traditional, ancestral, and unceded lands, including those parts that were historically shared with the q̓ícəy̓, and other Coast Salish Peoples.



Our Vision

We are leaders in information, innovative and inspirational services, inclusive atmosphere, and community engagement.

Our Mission

We nurture joy in discovery by providing inviting, innovative spaces, and services that promote learning and knowledge and engage all of Coquitlam’s diverse communities.

Our Values

Openness

To ideas, to difference, to possibility.

Inclusion

Everyone is welcome and everyone is accepted.

Respect

For each other, for our community, and for the environment that sustains us.

Curiosity

We are always asking: What would happen? How could it be better? What if...?

Love of Learning

Creating and maintaining spaces and practices that encourage excitement about learning.

Message from the Board Chair and Executive Director

We are delighted to share Coquitlam Public Library's 2024 Report to the Community, reflecting a year of steady growth, continuous improvement, and engagement with our vibrant and diverse community.

This past year saw great strides for reading in all formats, with our residents checking out over 1.4 million physical and digital items—an astounding increase of over 20% from the previous year. Two main drivers for this are the increased health of our collections, thanks to sustained support from the City of Coquitlam, and improvements to our customer experience through better search tools and automatic renewals.

February marked the launch of our long-awaited bright new shiny Library Link vehicle, which is the result of a collaboration between the Library and the City of Coquitlam. The community responded enthusiastically as people came in greater numbers than ever to all of the Link's neighbourhood stops, to check out the new features, explore the expanded collection, and most importantly, to connect with our staff and each other. The Link truly provides a microcosm of all that the Library offers—ideas, knowledge, innovation—on wheels!

We want to express our gratitude to the City of Coquitlam and the Province of British Columbia for their ongoing funding and support. We also thank our generous donors, volunteers, community partners, and customers for their invaluable contributions and collaboration. Finally, we thank our dedicated Library Board and staff for their hard work and commitment to making Coquitlam Public Library a welcoming and inclusive space for everyone.

Jacqueline Gorton

Chair, Coquitlam Public Library Board

Anthea Goffe

Executive Director, Coquitlam Public Library



Coquitlam Public Library Board



Back row:

Monica Heir
Fiona McQuarrie
Matt Djonlic, Councillor
Cindy Mark
Neal Nicholson

Front row:

Raymond Lee, Vice Chair
Jaqueline Gorton, Chair
Kimberly Sivak
Steve Leung, Treasurer



**COQUITLAM
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The Library unveiled its new visual identity that reflects our place in Coquitlam today and for the future.

Local creative agency RedStamp's brand design uses the symbol of a spawning salmon to celebrate our unique community and reflect our commitment to providing an inclusive space where all can embark on a journey of discovery and learning.

Our brand story:

In the heart of Coquitlam, salmon gather in a natural spectacle, uniting for a journey to awaken new generations. Much like these iconic symbols of the community, the Library stands as an integral part of its ecosystem, serving the community in diverse ways.

We celebrate the power of knowledge, striving to create an inclusive haven where individuals embark on transformative journeys of discovery and learning.

Inclusivity



Pride

We continued to present Pride story times with drag performers joining our library storytellers for books, songs, rhymes, and lots of fun. Our three Pride programs drew a total of 181 people.

We joined the Tri-Cities Pride Society's Pride Month celebration, and 598 people visited our information booth.

Members of our Pride & Allies book club for adults enjoy lively conversations about books that are centered on the experiences of the LGBTQ+ community.

Brave Spaces

The Brave Spaces speaker series showcases people from diverse backgrounds sharing their stories in order to raise awareness and encourage dialogue, especially about challenging topics.



In 2024, more than 150 people came to our Brave Spaces sessions and learned from guests speaking about their experiences as members of the k^wik^wə^xəm First Nation, as African-Canadians, and as members of the LGBTQ+ community. Topics also included anti-racism, political activism, and the different cultures and faiths that make up the Canadian Mosaic.

"With the world as it is right now, being in a space where people were open and listening was really lovely. Thank you so much for organizing it!" —participant

Multicultural Programs

In addition to our English story times, we held children programs in our community's most spoken languages:

Korean Story Time

Number of programs 80
Attendance 3,163

Mandarin Story Time

Number of programs 27
Attendance 587

Mother Goose programs

In Cantonese, Mandarin, Korean, and Persian; with S.U.C.C.E.S.S.

Number of programs 68
Attendance 3,210

We held bilingual celebrations for Diwali, Chuseok, Lunar New Year (*photo below*), the Mid-Autumn Festival, and Navidad.



More than 300 people attended our Spanish Language Day, which featured a book fair, Spanish language story time, and crafts.

We also held a monthly group for Korean seniors to meet new friends and learn how to use technology. Nearly 400 people attended these sessions.

Korean speakers also enjoyed our Korean Calligraphy program where they had a chance to practice this beautiful art form (*photo below*).



As part of Culture Days, we showcased Deshi culture. Our guests enjoyed snacks from Bangladesh and South India while listening to author Rafeed Elahi Chowdhury read from his novel *Rules of Eternity*.

Partnerships & Engagement

Holiday Hellos

We continued our popular Holiday Hello program, which we began during the pandemic. Community members, including school children, create holiday cards with season's greetings for our home delivery customers. In 2024, we delivered more than 3,000 cards to 756 local seniors.



I live at Belvedere Assisted Living. One day before Christmas, as I came back to my suite I noticed a bag hanging from my door handle. It was from Coquitlam Public Library. What a wonderful surprise.



The goodies were lovely, but when I read the cards and pictures from the children, some as young as 6½ years—I cried. That was special!! A couple of days ago I went to a drawer in the closet where I had kept them. I read them again! Amazing!

The parents (and teachers) should be so proud of those children. They have learned in a powerful way how to give of themselves—not only to receive—especially at Christmas time! I was so touched by their candid words of happiness and love.

So, I just wanted to let you know how much I appreciated your kindness in doing for us something I never expected! Thank you again!

Sincerely, Vicki C.

Learning, Playing, and Making Connections

People who are new to the area and long-time residents alike discovered fascinating facts about the plants and wildlife in Coquitlam through our nature programs, held both indoors and in parks throughout the city.

Scavenger Hunts, nature walks, birding expeditions, and presentations led by experts provided fun learning opportunities for people of all ages.



Library users ventured indoors for more fun, as they played board games, practiced chess skills, and let their imaginations soar while playing Dungeons & Dragons.

Residents were also able to meet new people with shared interests at our popular Plant Swap, where they could trade healthy indoor plants and plant-care tips with other green-thumbed folks (*photo below*).



Partnerships & Engagement



Celebrating the Arts

Artist Carolyn Wong transformed the north wall of our City Centre branch into a vibrant dreamscape as part of the City's Mural Project.

More than 80 people attended the opening of our Juried Art Exhibit. Emily Xu won the People's Choice Award in the Adult category for her painting, *The Girl and the Parrot*.



In addition to being a community meeting space, the Library Lounge at our Poirier branch is also a gallery showcasing the work of local artists, including Fran Friesen, pictured above.

Our Partners

Alzheimer's Society of BC
Archives City of Coquitlam
ARTex Coding Society
Austin Heights Business Improvement Association
BC Technology for Learning Society
Build a Biz Kids
City of Coquitlam
Community Advisory Group
Coquitlam Farmer's Market
Coquitlam Foundation
Coquitlam Heritage
Coquitlam Search and Rescue
Dogwood Pavilion
Douglas College
Evergreen Cultural Centre
Festival Coquitlam
Forces of Nature Alliance, Tri-Cities Team
Foundations for a Path Forward
Golden Maple Culture & Arts Association
Hoy Creek Watershed Society
Innovation Works Foundation
Iranian Canadian Association
ISS of BC
Kinsight
Kwikwetlem First Nation
Launch Rehab
London Drugs
Looking Glass Foundation
Makers Making Change
Mathnasium
Mathtree
Metro Vancouver Parks
Middle Childhood Matters
MindGames

New Beginnings
New to BC
Parks Canada
Place des Arts
Port Moody Art Association
Port Moody Public Library
Royal Bank of Canada
SD43
SD43 Continuing Education
SD43 Indigenous Education
SFU Language Lab
SHARE
SUCCESS
Team LightningBots
Terry Fox Library
Trans Mountain
Tri Cities Community Action Team
Tri City Family Place
Tri-Cities Chamber of Commerce
Tri-Cities Community TV
Tri-Cities Early Childhood Development
Tri-Cities Homelessness and Housing Task Group
Tri-Cities Literacy Committee
Tri-Cities Local Immigration Partnership
Tri-Cities Middle Childhood Matters
Tri-Cities Pride Society
Troupe de Poetry
Urban Wildlife City of Coquitlam
VoiceStory Foundation
Westcoast Family Centres
WorkBC
YMCA Bettie Allard
YMCA Child Care Resource and Referral
Youth Services Committee of InterLINK



Tri-Cities Writers Festival

This year, we were thrilled to spearhead the inaugural Tri-Cities Writers Festival, in conjunction with the Port Moody and Terry Fox public libraries. The two-day event featured ten exceptional authors who led workshops and author talks for enthusiastic readers and budding writers of all ages. In total, 664 people attended the Festival, either in-person or virtually.



Top: Ryan Murphy hosts a Writers Panel with Kevin Chong, Harrison Mooney, and Iona Whishaw. Above left: Tanya Boteju leads a workshop for writers. Above right: Graeme Partridge-David shows kids how to draw their own superhero. Opposite page: Guests at the evening Cocktail Reception.



The cocktail reception allowed guests to mingle with some of the visiting authors and to socialize with other literature lovers.



Truth & Reconciliation



Indigenous Culture

The Library, SD43 Indigenous Education, and the Evergreen Cultural Centre held an Indigenous Film Festival for students, showing short films provided by the National Film Board of Canada. More than 260 students attended over the two-day festival.

We also screened *Dirt Relations*, an inspiring documentary that explores the profound impact of mountain biking in fostering community resilience, reclaiming cultural identity, and rebuilding bridges between cultures.

Patrick Lucas, Founder of the Indigenous Youth Mountain Bike Program, spoke after the film screening and answered audience questions.

Métis artist Pat Calihou joined us to speak with community members about his carvings and how he connects with his ancestors through his art.



The first session in our Brave Spaces speaker series featured artist and educator Kristina Joe, who spoke about growing up on the Coquitlam River as a member of k^wik^wə^xəm First Nation.

In the fall, Len Pierre Consulting provided Library staff with training on Indigenous Allyship and Anti-Racism.

Library Link

We were thrilled to launch our new book mobile, the Library Link, thanks to support from City council. This new vehicle replaces our old book bus, which had reached the end of its service life.

We are grateful to International Truck Body for their amazing work as they transformed an empty truck into a vibrant library bus, featuring amenities that will improve accessibility, service, and comfort for our customers.



The new Library Link is decorated with a strikingly beautiful design created by Kelly Cannell, a Coast Salish artist from Musqueam Nation.

Artist's Statement

For the library truck, I decided to go with the red sockeye filling the river, as it did once before. This is a story that showcases and honours the name k^wik^wə^xəm, translated as "Red Fish Up River."

Throughout the design you can see the salmon swimming in the foreground and the dark blue shadows of salmon swimming below. It was important for me to continue the design around the entire vehicle as if the salmon were swimming around the truck on a journey as it travels through the community.

The title of this piece is A Journey Within—representing the journey of the salmon, mirroring journeys of the local communities' adults and children.

Leading into the Future

Learning with Technology

Students had fun learning while they explored robotics, computer coding, and using AI to create digital art. Older kids also attended sessions on modifying toys to make them accessible for children living with disabilities (*photo below*).



Adults learned new computer skills, got tutorials on using the Libby app for eBooks, and discovered how AI can help with job searches and language skills.

In a new partnership with BC Centre for Technology, newcomers and people from low-income households learned computer skills and every participant received a free or low-cost computer or tablet, sourced through the non-profit. One delighted participant, a single mother of a son with autism said,

“What a great program. I’m completely blown away by what you’ve done, you’re an amazing presenter, so helpful with my son. What else have I missed? I need the help so much and I never knew I could get help like this.”

Improved Service

We made overdue less of a concern by implementing automatic renewals on most items.

We also integrated the Meescan app into our checkout system, so customers can skip the line and scan the item with their phone to borrow it (*photo right*).



Science Expo



The Library hosted its biggest ever Science Expo, drawing an estimated 425 people to view local students' projects.



Siblings Charles and Rachel Wu won the top award of matching \$1,500 scholarships for their project involving sound and infrared sensors (*photo below*).

This year's Expo showcased 27 thought-provoking projects created by 45 Tri-Cities students in grades 4 through 12.



Our Donors

We are grateful to the generous donors who have helped Coquitlam Public Library grow its collections and provide a wide variety of services and programs to our community.

26 Anonymous Donors	Sharon Perry
Amin Aghajani	Spencer Peters
Maureen Ayres	Bev Price
MJ and RD Campbell	Lalaine Quiban
David and Pamela Carlson	Shelly Rackel
Judy Chevalier	Martin Rose
Russell Collins	Akram Sohrabi
Jackie Gorton	Eduardo L. Trauwitz
Rita Gouraud	Lana Tsuchiya
John Hoy	Audrey Varner
Alex Kozak	Denis Walker
Ramesh Krishnan	Maxine Wilson
Christopher Legaspi	Michael Wong
Kai-Chun Lin	Juan Yang
Paulette Maglaque	Young Yim
Jennifer Manning	Bing Yue
Alex Obadia	Nasim Zahmatkesh
Erin Parker	Shenglin Zhou

To make a secure donation to Coquitlam Public Library, please scan the QR code or visit coqlibrary.ca/support



Financial Statement

Revenues	2024	2023
grants	\$ 7,151,604	\$ 7,309,770
interest	167,425	152,610
finest and fees	74,279	76,602
photocopying services	60,943	57,215
book sales	13,916	12,860
fundraising activities	16,379	19,524
other	1,724	4,993
total revenue	\$ 7,486,270	\$ 7,633,574
Expenditures	2024	2023
amortization	\$ 769,005	\$ 740,832
building and grounds maintenance	213,863	180,974
conferences and courses	69,348	55,205
insurance	49,534	46,862
InterLINK assessment	43,067	35,533
magazines and online subscriptions	410,683	365,563
professional fees	108,831	105,322
promotion and publicity	105,704	77,413
salaries and benefits	4,799,590	4,797,528
supplies and equipment	58,180	72,637
telecommunications, computer charges and utilities	420,855	448,371
transportation	28,199	32,539
rental, administration and other	145,516	141,843
total expenditures	\$ 7,222,375	\$ 7,100,622
Annual surplus (deficit)	263,895	532,952
Accumulated surplus, beginning of year	3,816,658	3,283,706
Accumulated surplus, end of year	\$ 4,080,553	\$ 3,816,658

Auditors: KPMG LLP

Year in Review

People

Visits to our Branches

2024	854,550
2023	806,306

Visits to our Website

2024	954,385
2023	925,512

New Library Members

2024	13,450
2023	12,930

Home Deliveries

2024	952
2023	883

Technology

Public Computer Usage

2024	67,160
2023	72,163

Library Wi-Fi Use

2024	561,494
2023	614,471

eNews Subscribers

2024	13,862*
2023	4,298

*In 2024 we moved from segmented eNewsletters into a single cross-promotional eNewsletter.

I just wanted to pass on my thanks for the excellent personalized service Ann Johannes provides to seniors at Parkwood Manor.

My mother is an avid reader, and she really looks forward to the mobile library's visits. She has specifically mentioned Ann on a number of occasions, noting that she has gone above and beyond tracking down and delivering the many, many books my mother has requested over the last several months, and oftentimes following up by phone.

At 90, my mother's mobility is limited, and the library coming to her is a wonderful service, especially when delivered by such a dedicated staff person.

Many thanks. —Carol J.

Year in Review

	2024	2023
Children's Programs		
Number of programs	747	621
Attendance	31,276	30,373
Teen Programs		
Number of programs	41	29
Program attendance	1,554	1,413
Adult Programs		
Number of programs	191	288
Program attendance	8,012	7,438
Mixed Programs		
Number of programs	139	269
Program attendance	31,607	14,863

Includes all programs held at the City Centre and Poirier Branches, community-based programs, and online programs.

Circulation

Physical Items Checked Out

2024	1,146,030
2023	935,285

Holds Satisfied

2024	80,412
2023	71,839

eUsage (2024 only):

eCheckouts	201,724
eNewspapers	62,027
eMagazines	44,924
Total:	308,675



Thank You

Coquitlam Public Library Community Advisory Group

Our volunteer group continued to help Coquitlam Public Library better serve local residents by advocating for the Library in the community, and bringing more diverse voices and viewpoints to the services we offer.

More than 100 people came to the CAG's clothing swap, where they could trade children's clothing and Hallowe'en costumes, or just pick up donated items.

Group members helped out at our book sale, as well as represented the Library at some community events (*photo right*).



Train Table Donation

Anna and Simon Valdez Drake donated a train table to the Library in memory of their late son Sammy who loved toy trains and visiting the Poirier branch.

Please scan the QR code to learn more about Sammy and to donate to The Cure Starts Now Canada.



Library Administration

Anthea Goffe	Executive Director
Ryan Jamieson	Deputy Executive Director
Erin Watkins	Director of Public Services (starting October 2024)
Rachel Burke	Manager, Innovation & Technology
Kathy Johnson	Manager, Customer Experience & Information Services
Jay Peters	Manager, Programming & Community Connections
Sam Wink	Manager, Marketing & Communications
Holly Basura	Manager, Human Resources
Naomi Macdonald	Payroll & Finance Specialist
Lisa Qian	Senior Accountant
Lily Vukasovic	Office Manager





COQUITLAM PUBLIC LIBRARY

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Coquitlam, BC V3B 0Y1

Poirier Branch
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