

# Annual Report—2014



The Mission of Coquitlam Public Library  
is to connect its diverse community to  
creativity, discovery and knowledge.

## From the Board Chair

Coquitlam Public Library had an exciting year of change in 2014. We are evolving to support the changing needs of Coquitlam residents and the many new services they are seeking from the library. We are striving ahead with introspection, insight and enthusiasm, ensuring we meet the needs of our citizens. Looking back through 2014, we also celebrate our many successes in literacy, programming and customer service. We have accomplished a great deal working together.

Coquitlam Public Library will always be a place for people to gather and connect with each other while providing access to information in a variety of formats—and in the way that is most convenient and accessible for our customers. To do so, we have provided new online resources and a new web address.

We also extended open hours, provided self-service room bookings, created a new children's library card with local art and added audio/visual technology to our meeting rooms at the City Centre branch.

We will also continue to invest in the professional capacity of our staff, adding that "something extra" for our customers: the value-added human interaction the online environment cannot provide.

I want to recognize the leadership of our Coquitlam Public Library Board and ongoing support from Coquitlam City Council, our knowledgeable and dedicated staff, the Friends of Coquitlam Public Library Society and of course, our customers. Thank you for your continued support and enthusiasm.

On behalf of the Board of Trustees I'm pleased to present this year's Annual Report for 2014. Through the pages of this report, we show how your library creates opportunities and experiences through literacy and programming.

I encourage all of you to see what the library has to offer. Visit our City Centre or Poirier branches, or connect with us through our website; we have something for everyone.

Spread the words.

Jack Trumley, Board Chair—Coquitlam Public Library

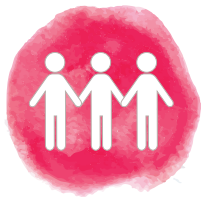
### Library Board

Jack Trumley, Chair  
Alice Hale, Vice Chair  
Kelly Zimmer, Treasurer  
Councillor Terry O'Neill  
Erin Adams, Trustee  
Matt Djonlic, Trustee  
Sandra Hochstein, Trustee  
Brian McBride, Trustee  
Naresh Sahota, Trustee





## At a glance



population served

2014: 141,132 (estimate)  
79,256 active library cards  
2013: 127,809



new members

2014: 10,056  
2013: 11,378



in-person visits

2014: 764,097  
2013: 706,889



virtual visits (website)

2014: 1,038,379  
2013: 824,888



volumes in collection

2014: 223,931  
2013: 214,929



all items borrowed /  
used in library

2014: 1,430,396  
2013: 1,467,031



eBooks & audiobooks  
downloaded

2014: 41,982  
2013: 40,231



children's materials  
circulated

2014: 571,011  
2013: 579,522



reference questions  
answered

2014: 74,883  
2013: 75,541



public internet use

2014: 88,950  
2013: 97,198



programs offered

2014: 1,480  
2013: 1,513



program attendance

2014: 42,356  
2013: 43,814

## Let's Meet at the Library!

Both library branches offer several large meeting rooms for group use.

Between March and December 2014, our meeting rooms were booked 725 times by non-profit groups, which can use them free of charge.

Businesses used our meeting rooms 125 times in that period.

In 2014, people  
logged onto the  
internet using the  
library's free wifi  
approximately  
37,620 times.

## In the Spotlight

### Library Programs for People with Challenges

Adult Services Librarian Teresa Rehman created a stimulating program especially for people with developmental disabilities, giving them a place to gather for songs, music, crafts and friendship.



Kathy Dudley, a skill development teacher at Dr. Charles Best Secondary said, "Having opportunities to socialize and be part of the community are very rare for students with disabilities. We are rarely invited to any social activities due to problematic behaviors, mobility issues and accommodating additional aides.

I am enthusiastic to use the library as a community resource where my students are valued and they are welcomed into this inclusive and warm environment."

Participants came from Dr. Charles Best Secondary, the Simon Fraser Society for Community Living, the Community Ventures Society, and the Community Living Society.

*Left: Jonathan and his mother shared a dance.*

### Library Champions—Our Ambassadors

Our Library Champions are newcomers living in Coquitlam. Using their skills and connections, these volunteers reached out to other newcomers to ensure that all residents understand they are part of a wider community in which the library plays a significant role. We are grateful for their efforts and for funding received from the New to BC Project and the Federal Government.

*Right: our Library Champions*



### Summer Reading Club for Adult Learners

Janice Williams, our librarian responsible for ESL and adult literacy services, partnered with Immigrant Services Society to offer a Summer Reading Club for adult learners in Language Instruction for Newcomers to Canada (LINC) classes at Lincoln Centre.

Of the 140 people who participated in this program, 30 read a book in English for the first time!

## Finances

### revenues

	2014	2013
grants	\$ 4,907,121	\$ 4,764,697
interest	18,897	16,951
finest and fees	66,017	61,533
photocopying services	17,650	14,038
book sales	5,140	5,133
fundraising activities	1,879	2,733
contribution of tangible capital assets	-	23,009
other	66,176	13,598

<b>total revenue</b>	<b>\$ 5,082,880</b>	<b>\$ 4,901,732</b>
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### expenditures

	2014	2013
amortization	\$540,032	\$582,725
building and grounds maintenance	149,204	151,960
conferences and courses	30,389	18,364
insurance	30,366	29,071
InterLINK assessment	60,912	66,455
magazines and online subscriptions	110,160	98,913
professional fees	23,645	39,770
promotion and publicity	24,963	9,213
salaries and benefits	3,526,636	3,774,759
supplies and equipment	78,894	58,834
telecommunications, computer charges and utilities	316,199	221,297
transportation	24,497	24,004
rental, administration and other	39,666	33,061

<b>total expenditures</b>	<b>\$ 4,955,563</b>	<b>\$ 5,108,426</b>
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Municipal government support per capita	\$ 35.43	\$ 35.15
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### Learning with Mother Goose

In partnership with SUCCESS Multicultural Early Childhood Development, we offered the Mother Goose program to speakers of Cantonese, Korean, Mandarin and Persian.

Parents and their preschool children practiced listening and speaking English using traditional nursery rhymes, songs and stories in an informal setting.



## Celebrating the World's Cultures

Coquitlam Public Library held programs throughout the year to celebrate the diverse cultural heritage of our community. These programs were open to everyone—either to reminisce about their country of origin, or to learn about the traditions of another culture.

Our multicultural celebrations, which included traditional music, food, dance and crafts, helped people of all ages to better understand their neighbours. A few of these programs are pictured here.

### Korean New Year



### Persian New Year

### Indian Classical Vocal Concert



The Pandit Jasraj School of Music Foundation treated us to a concert featuring principal vocalist Asha Lohia, with local tabla player and teacher Monish Chakraborti.

Here, members are seen with renowned Guru Sangeet Martand Padma Vibhushan Pandit Jasraj ji (back row, centre) during a 2014 visit to the school named in his honour.



## Learning about Canada



During the *Welcome to Coquitlam* Open House at City Hall, Librarians Sima Farhoudi (above left) and Shirley Chan (above right) spoke with newcomers about the library and its many services.



Above: Coquitlam Public Library held citizenship classes to help newcomers prepare for their Canadian citizenship test.

We provided a welcoming environment for new Canadians to improve their English and helped them in their search for skilled employment.

- We gave tours of the library to students in ELSA and ESL classes, and informed them of the resources that are available, including materials for learning English as well as items in Chinese, Korean, Persian and Spanish.
- We provided free access to *Pronunciator*—interactive online courses with instruction in the world's major languages and ESL courses for speakers of 50 different languages.
- We partnered with Share to offer English conversation groups.

Below: Librarian Shirley Chan, MLA Linda Reimer, Councillor Brent Asmundson and Librarian Teresa Rehman at Tri-Cities Seniors' Multicultural Day.



## Reaching Families

### We forged strong ties with schools:

- *Schools and Families Together*: In partnership with Share and SD43, we provided weekly literacy activities for children in grades K-5.
- *Ready, Set, Learn*: We visited local elementary schools to provide information on how to support early learning.
- *Welcome to Kindergarten*: We promoted the importance of reading to children and parents at local elementary schools.
- *Summer Reading Club*: We spoke to 2,965 teachers, parents and students about the Summer Reading Club.
- *Reading Link Challenge*: We partnered with four other library systems in the Lower Mainland and with SD43 for this award-winning program. In 2014, the Reading Monsters from Porter Street elementary earned top spot with a perfect score! (photo right)
- *Community Preschools and Daycares*: We entertained children in preschools and daycares throughout Coquitlam.



### We also partnered with local community agencies:

- *Share Family and Community Services*: We provided a weekly literacy activity for families with English as a second language at Mountain View Elementary. We also attended Share's *New Beginnings* programs and talked to new immigrants and their children about library services.
- *Family Play and Learn*: We provided a literacy evening for families in conjunction with various community partners at Coquitlam Centre Mall every month.
- *Healthy Kids Fair*: We partnered with the Tri-Cities Early Childhood Development Committee and multiple community organizations.
- *SUCCESS Family Resource Centre*: In 2014, we spoke to 423 children and parents during our monthly visits.
- *Poirier Street Farmers Market*: We provided story times and a craft table for children and talked to adults about the library's services.
- *Cottonwood Park*: We performed story times and promoted literacy to children in the Cottonwood area, many of whom use English as a second language.
- *Place Maillardville*: We presented a weekly literacy activity in French (photo top right).



## Engaging the Community

### Learning



### Tech Help

*Above:* Librarian Jay Peters showed seniors at the Dogwood Pavilion how to use eReaders or tablet computers to borrow eBooks from the library.

Both library branches offer free wifi internet connection, as well as computer workstations equipped with office software.

Our City Centre branch boasts a large computer lab with *Learning Express*, an online resource with video courses to learn popular software and computer basics.

Our librarians hold technology classes, either for small groups or one-to-one, training people in using the internet, email, tablets and eReaders.

### Homework Help

The library held several programs to help children increase skills in a variety of school subjects. We paired teen volunteers with elementary and middle school students. Teens earned volunteer hours.

*Parlez-Nous Français:* helped children build confidence in using French;

*Homework Help:* assisted children with homework in any subject;

*Reading Buddies:* helped build reading skills and encouraged a love of reading.

### Creating



We held our first-ever Maker Fair, where attendees saw the library's 3D printer in action. Several other makers from throughout Metro Vancouver brought their 3D printers to show the machines' capabilities.

### Art Displays

We enriched the community through art displays. This year we featured:

Ray Thompson - Wood carving  
Ann Tsang - Clay sculpture  
Sherrill Hardy - Painting  
Jamie McCarthy - Digital art  
Audrey Machin - Pottery and painting  
Sandy Dougal - Wood turnings  
Megan Wong - Jewelry  
Karen Cooper - Photography  
Sharmini Manoharan - Jewelry  
Frances To - Drawing  
Coquitlam Needlearts Guild - Needlework  
Knotty Dotters - Smocking/sewing  
Dogwood Photography Group - Photography

## Serving the Community

### Library Administration

Todd Gnissios, Library Director  
Silvana Harwood, Deputy Director  
Kerrie Glover, Human Resources / Payroll  
(to December 2014)  
Sandra Haluk, Administrative Assistant

### Long-Term Staff

30 Years (since 1984)	10 Years (since 2004)
Linda Kivisalu	Chris Miller
25 Years (since 1989)	Cindy Shirley
Janice Williams	Roxanne Wong
20 Years (since 1994)	5 Years (since 2009)
Lynn Jones	Chris Chan
15 Years (since 1999)	Grazyna Nawrocka
Lars Bye-Jensen	Crystal Clemens
Rory Weston	Danielle Peacock
	Sima Farhoudi
	John Perry
	Elizabeth Heath
	Sandi Zacharias

### Library Staff

The library has 85 employees.

Our diverse staff speaks 17 different languages.

## In the News



This year, our mobile branch was destroyed in a fire (*above*). Despite this, our service to the neighbourhoods in the Cottonwood area and North-East Coquitlam continued in a rental van.

**COQUITLAM**  
public library  
[www.coqlibrary.ca](http://www.coqlibrary.ca)

In September, we unveiled our new logo and simpler web address.

We also opened our doors to the public one hour earlier on weekdays.



## Donors & Volunteers

The library's Board and staff members wish to thank our generous donors, friends and sponsors. All donations are used to improve the library's services and collections.

<i>The Friends of Coquitlam Public Library Society</i> , total:	<b>\$9,669.50</b>
used for:	
Victor readers for the visually impaired	\$4,569.50
CELA (Centre for Equitable Library Access)	\$3,500.00
Equipment for the Children's Department	\$1,600.00
<i>Public Library InterLINK</i>	<b>\$10,000.00</b>
used for:	
New to BC	
<i>Industrial Alliance Insurance &amp; Financial Services Inc.</i>	<b>\$5,000.00</b>
used for:	
Book mobile	
Other donations from community members, total:	<b>\$1,879.00</b>

## The Friends of Coquitlam Public Library Society

### **Pictured from left to right:**

Jamie (President, Friends)  
 Matt (Friends Liaison  
 CPL Board),  
 Mandana (Friends member),  
 Karim (Treasurer, Friends),  
 Asrar (Secretary, Friends),  
 Ghoufran (Friends member), and  
 Silvana (Deputy Director, CPL).



In 2014, there were 15 active members in the Friends of Coquitlam Public Library Society. These hardworking volunteers advocated for the library and organized fundraising events, including an annual trivia contest, Bridge tournament, and book sale.

The Friends were thrilled to be awarded a 2014 Community Grant from the Coquitlam Foundation. The \$3,500 grant was donated to Coquitlam Public Library for CELA.

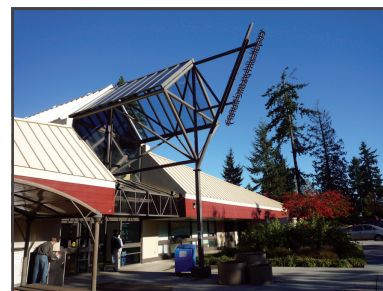


## Contact Us



### **City Centre Branch & Book Bus**

1169 Pinetree Way  
 Coquitlam, BC V3B 6X1



### **Poirier Branch**

575 Poirier Street  
 Coquitlam, BC V3J 6A9

Administration: 604-937-4130  
[askalibrarian@coqlibrary.ca](mailto:askalibrarian@coqlibrary.ca)



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[www.coqlibrary.ca](http://www.coqlibrary.ca)



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