



2015

Annual Report



 **COQUITLAM**
public library

Table of Contents

Mission, Vision, Values	2
Message from the Board Chair	3
Finances	4
Donors & Volunteers	5
Goal 1: Strengthen communities, neighbourhoods & families	6, 7
Goal 2: Build community prosperity & individual success	8, 9
Goal 3: Increase active participation in library services	10
Statistics.....	11
Contact Information & Management Team	12

Our Mission

To engage our diverse community through creativity, discovery, and knowledge.

Our Vision

To enrich, inspire, and engage our community by providing innovation, information, and a place to learn.

Our Values

- Excellence in Customer Service
- Intellectual Freedom
- Accessibility
- Integrity
- Respect
- Life-Long Learning



From the Board Chair

2015 was a milestone year for Coquitlam Public Library and the Coquitlam Public Library (CPL) Board. The CPL Board completed a three-year Strategic Plan (2016–2018) that reflects the transformative changes we are seeing in all aspects of the library, especially in the areas of information technology and electronic resources. The collaborative result of internal and external engagement, the Plan sets a compelling vision for the continued success of the Coquitlam Public Library in our community, well into the future. (Please be sure to refer to our website or ask for a free copy of the Strategic Plan at one of our branches.)

The way people use the Coquitlam Public Library is changing. The library has become a “third space”—a social space separate from home and work. We continue to experience increases in the number of people coming into our library branches who are using our programs, resources and facilities to learn, experience, gather, connect and share ideas. In order to sustain the rapidly rising use of eBooks, eMagazines and online training tools such as Lynda.com, we have made major upgrades to our computer systems.

We’re excited about our Innovation Hub, located at our City Centre Branch. Developed in partnership with the local business incubator, Tricelerate, the Innovation Hub offers 3D printers, a 3D scanner, high-end computer equipment and software, giving users all the tools they need to create, discover, and innovate.

We are especially proud of our replacement bookbus, Library Link. Making weekly trips to underserved communities in Coquitlam, our newly renovated mobile library added extra stops in the fall of 2015, a trend that will continue in 2016 as we aim to bring services to the people that need us most.

I wish to thank the CPL’s Board of Trustees for their continued efforts to make the Coquitlam Public Library a place that enriches, inspires, and engages our community. I also want to thank our Coquitlam Public Library management and staff for their hard work and the many successes they achieved in 2015. And finally, our sincere and heartfelt appreciation to you, our patrons, for being a valued part of the Coquitlam Public Library!

Alice Hale, Board Chair (2016)



Library Board 2015

left to right: Councillor Brent Asmundson; Alice Hale, Vice Chair; Matt Djonlic, Brian McBride; Jack Trumley, Chair

(not pictured)

Erin Adams
Sandra Hochstein
Naresh Sahota
Kelly Zimmer

Finances

revenues	2015	2014
grants (see below)	\$ 5,180,241	\$ 4,907,121
interest	16,717	18,897
finest & fees	63,004	66,017
photocopying services	22,488	17,650
book sales	7,288	5,140
fundraising activities	54,602	1,879
other	29,267	66,176
total revenue	\$ 5,373,607	\$ 5,082,880

expenditures	2015	2014
amortization	\$541,729	\$540,032
building & grounds maintenance	169,926	149,204
conferences and courses	33,889	30,389
insurance	31,281	30,366
InterLINK assessment	61,028	60,912
magazines & online subscriptions	130,444	110,160
professional fees	80,721	23,645
promotion & publicity	30,669	24,963
salaries & benefits	3,693,832	3,526,636
supplies & equipment	71,790	78,894
telecommunications, computer charges & utilities	285,019	316,199
transportation	37,246	24,497
rental, administration & other	65,233	39,666
total expenditures	\$ 5,232,807	\$ 4,955,563

grant revenue	2015	2014
City of Coquitlam	\$ 4,884,112	\$ 4,596,763
Province of British Columbia	282,904	276,288
Community Service Clubs	12,100	34,070
other	1,125	-
total grant revenue	\$5,180,241	\$ 4,907,121

Auditors: KPMG LLP

Donors & Volunteers

The Coquitlam Public Library gratefully acknowledges our donors, friends and sponsors.

Library Link Sponsors:

Wesbild Holdings
Rotary Club of Coquitlam
Industrial Alliance
Kinsmen Club of Coquitlam



Donors:

Park Georgia Realty
Maria Belgrave
Silvana Harwood
Barbara Rooney

Friends of Coquitlam Public Library Society

The Library's Friends were hard at work again this year, advocating for the Library and holding their always popular fundraising events.

The Friends' annual Trivia Contest (*pictured below*) and other efforts raised funds for the Library, which were used for Library Link (\$5,000) and ESL volunteer training (\$500).



STRATEGIC GOAL

Strengthen communities, neighbourhoods & families

Our aims:

- Enhance literacy by giving parents and caregivers the tools to ensure children have the literacy and pre-literacy skills they need.



Our achievements:

- Held **381** Story Time programs, attended by **16,179** babies, toddlers, preschoolers and their parents / caregivers.
- Held Mother Goose programs in Cantonese, Mandarin, Korean and Farsi in partnership with S.U.C.C.E.S.S. Multicultural Early Childhood Development Project. Parents learn songs, rhymes and stories that they can share at home, helping their children to connect sound, rhythm, and meaning of language (*photo at left*).

- Work with health professionals to promote health resources to the community.



- Provided free hearing assessment clinics at the Library's two branches, in partnership with Connect Hearing.
- Provided space for the BC Cancer Agency's Screening Mammography mobile service, where 39 women received free cancer screening.
- Hosted *A Journey in Mental Health Care: Past, Present & Future* in partnership with the City of Coquitlam, Douglas College and Riverview Hospital Historical Society. This week-long series of programs and an exhibit of artifacts from Riverview Hospital helped create awareness, improve understanding and promote community conversations on mental health.

The Youth Mental Health panel:

MLA Sue Hammell, founder of the Amanda Todd Legacy Society; Carol Todd; Miss Teen Coquitlam Melissa Delmonico & MLA Selina Robinson

STRATEGIC GOAL

Strengthen communities, neighbourhoods & families

Our aims:

- Host events and programming to serve our diverse community and to promote multiculturalism.



Members of the Pandit Jasraj School of Music Foundation before their performance.

Our achievements:

- Hosted Communication Skills for New Immigrants, in partnership with S.U.C.C.E.S.S.
- Hosted members of the Arts Musical Studio, who performed traditional Chinese music to welcome the lunar new year.
- Held an Indian Classical Vocal concert, featuring students from the Pandit Jasraj School of Music Foundation.
- Hosted programs in Korean, including Parent / Teen Conflict Management (with S.U.C.C.E.S.S.) and two workshops on job searching, featuring Steve Oh from Resumake.

- Provide outreach community service.



Library Link driver Sal Kiridena aboard the mobile branch with a young library fan.

- Made over 250 personal visits to Coquitlam residents who have low-vision and/or who are homebound. A librarian delivered materials especially selected to suit the residents' needs and preferences.
- Continued to provide library service to Coquitlam residents who cannot travel to our library buildings, now using our brand new mobile branch Library Link. More than 3,700 visitors came aboard in 2015.

STRATEGIC GOAL

Build community prosperity & individual success

Our aims:

- Sponsor programming where local businesses / organizations can share their knowledge.



Partnered with Tricelerate to open our Innovation Hub.

- Develop a range of partnerships with community groups.



Teens enjoy our Volunteer Appreciation Night at Boston Pizza.

Our achievements:

- Partnered with several local businesses and organizations to provide educational programs to the community, including: Avia Employment Services, City of Coquitlam, Connect Hearing, Coquitlam Centre Mall, Coquitlam Community Police, Coquitlam Heritage Society, Dogwood Pavilion, Douglas College, Edward Jones Investment, Glen Pine Pavilion, Immigrant Services Society, Investors Group, Riverview Hospital Historical Society, School District 43, S.U.C.C.E.S.S. & Vital Energy Yoga.

- Participated on the steering committee of the Tri-Cities Local Immigration Partnership, in which community leaders and organizations work together to develop welcoming and inclusive communities where both long-term residents and newcomers feel a sense of belonging and attachment.
- Provided volunteer opportunities to 175 teens to assist with homework, reading and language assistance programs. Wrote letters of recommendation for many of these volunteers, who are now in search of paid employment.

STRATEGIC GOAL

Build community prosperity & individual success

Our aims:

- Enhance information literacy.



At the Grand Opening of our Innovation Hub, people had the opportunity to see cool and useful 3D-printed items.

Our achievements:

- Trained customers in using their personal electronic devices, including tablets, laptops and eReaders, in groups or one-on-one.
- Opened our Innovation Hub, in partnership with Tricelerate. The Hub includes two 3D printers, a 3D scanner, a flat scanner and two computer workstations with design software, as well as space for entrepreneurs to meet and provide mentorship.
- Offered Junior Computer Wizards, which introduced students to Photoshop basics and video game design. These programs were fully booked with waiting lists.
- Held Lego Robotics sessions, attended by 93 children.
- In partnership with SFU's Science Alive, offered Girls in Science—a science camp for girls in grades 3-5. All sessions were full with waiting lists (*photo below*).

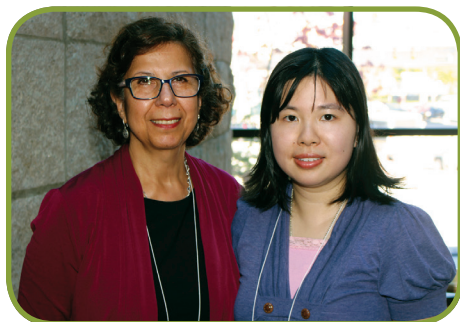


STRATEGIC GOAL

Increase active participation in library services

Our aims:

- Host library events and programs in community spaces.



Librarians Sima and Shirley waiting to speak with newcomers at Welcome to Coquitlam.

- Host and support book clubs and Summer Reading Clubs



Our achievements:

- Participated in the Welcome to Coquitlam event, held at City Hall. The Library was part of the planning committee with City of Coquitlam staff.
- Participated in Glen Pine Multicultural Day, with almost 100 people visiting our table to learn about our services.



- Provided 96 different titles with 12 books in each set to 62 community Book Clubs to read and discuss, free of charge.
 - Continued to participate in the provincial Summer Reading Club. This year 2,058 children registered, up 18.3% from 2014.
- Left: Alicia Young, pictured with Library Director Todd Gnissios, was one of two children enrolled in the Summer Reading Club to win an iPad.*

Statistics

population served

(Coquitlam City estimate
<http://www.coquitlam.ca>)

2015: 144,668
2014: 141,132

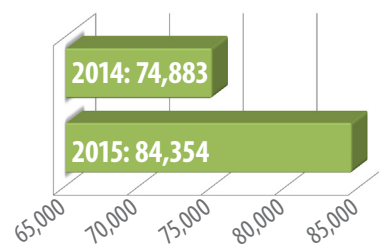
new members

2015: 10,035
2014: 10,425

in person visits

2105: 807,330
2014: 764,097

reference questions answered



items in collection

2015: 269,148
2014: 223,931

physical items borrowed / used in library

2015: 1,328,673
2014: 1,377,032

eBooks & audiobooks downloaded

(3M, Overdrive, eAudio)

2015: 33,200
2014: 34,295

eNewspaper & Magazine uses

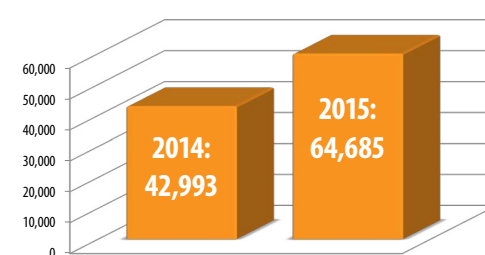
(Zinio & Press Display)

2015: 18,092
2014: 17,590

programs offered

2015: 1,270
2014: 1,268

program attendance



Contact Us



City Centre Branch & Library Link

1169 Pinetree Way
Coquitlam, BC V3B 6X1



Poirier Branch

575 Poirier Street
Coquitlam, BC V3J 6A9

Administration: 604-937-4130
askalibrarian@coqlibrary.ca



Check out our website
www.coqlibrary.ca



Like our Facebook Page
Coquitlam Public Library



Follow us on Twitter
twitter.com/CoqLibrary



Browse our Pinterest boards
pinterest.com/CoqLibrary

Coquitlam Public Library Management Team

Todd Gnissios—Library Director

Aubrie McQueen—Human Resources

Silvana Harwood—Deputy Director

Naomi MacDonald—Payroll

Anthea Goffe—Manager, Community Services

Sandra Haluk—Office Manager

Brenda Meade Husain—Manager, Member Services