



Annual Report

2017



*Celebrating
Canada 150!*

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

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LIBRARY BOARD CHAIR REPORT

"Without libraries, what have we? We have no past and no future." As an American, Ray Bradbury probably wasn't thinking about Canada's sesquicentennial birthday when he said these words but libraries and Canada's 150 years of history have quite a bit in common. They reflect and are the product of growth, community, diversity, culture and inclusion. In 2017, the Coquitlam Public Library helped celebrate Canada's major milestone by hosting the Canada 150 Mosaic where 550 people painted tiles and Coquitlam was one of over 98 communities participating in this event. The mosaic, on display at the City Centre Branch, is a legacy art installation that will be enjoyed for years to come.

2017 was another very busy year at the Coquitlam Public Library—and the second of our three-year Strategic Plan. We added three new weekly stops to the Library Link (book bus), additional monthly stops and improved our mobile collections. For the second year, we collaborated with Douglas College and SD43 on a successful Science Expo with 31 teams entering the competition. We completed a five-year collective agreement. We also added Hoopla, a digital media service that allows you to borrow movies, music, audiobooks, eBooks, comics and TV shows to enjoy on your computer, tablet or phone, and your TV. In keeping with our focus on STEM (Science, Technology, Engineering and Mathematics), we implemented robotics programs with new Sphero robots and LEGO robotics. And... because we have something for almost everyone, we upgraded the Wi-Fi capacity at the City Centre Branch.

The Coquitlam Public Library exists to connect our diverse community to creativity, discovery, and knowledge so that we will continue to benefit from the learnings of our past as well as our future. On behalf of the Coquitlam Public Library Board, I want to recognize our outstanding management team and staff for their hard work and dedication in making 2017 another successful year.

Alice Hale

Board Chair

Library Board 2017

Front: Sandra Hochstein, Trustee;
Alice Hale, Chair; Dave Whelan, Trustee

Back: Naresh Sahota, Vice Chair;
Erin Adams, Trustee; Julie Fisher, Trustee;
Brian McBride, Treasurer; Councillor
Bonita Zarrillo; Matt Djonlic, Trustee



MAKING STEM LEARNING FUN

Science Expo



46 students in grades 4–12 presented 31 science projects



350 people viewed their amazing work



SD43 and Douglas College



Christopher Halim, winner of the Seniors category, shows off the Port Mann Bridge Cable De-Icer he designed and engineered.



Let's Talk Science

Science Literacy Week in September



Over **60** adults and children tried out the hands-on activities



Simon Fraser University



Volunteers from SFU's Let's Talk Science demonstrate how to measure the cleanliness of water.

Discover LEGO Robotics



122 kids in grades K–3



Robokids



A Robokids instructor shows students how to build LEGO machines.



Discover Coding with Sphero Robots



41 students in grades 3–5



Innovation Works Foundation

Coding with Scratch



15 children aged 8–12 created an animated story using Scratch



Kids Code Jeunesse

STEM for Girls

Science Alive: Girls in Science



Girls in grades 3–5 learned about science in an interactive 6-week science camp



attendance: **57**



Simon Fraser University and Actua



Club Diginista: Girls Build Apps & Coding with Scratch



BCIT instructors taught girls aged 10–18 how to develop a mobile app and girls aged 9–12 computer coding using Scratch.



attendance: **203**



Soroptimists



Club Diginista members with their proud parents.

LITERACY & LEARNING

2017 Children's Program Statistics

472 children's programs at the Library
attendance: **32,844** (2016: 522 / 32,414)

170 children's programs in the community
attendance: **14,579** (2016: 161 / 14,207)



Mother Goose



Story Times for newcomers
in English and their home
languages.



Korean Mother Goose
attendance: **168**



Mandarin Mother Goose
attendance: **437**



Persian Mother Goose
attendance: **279**



S.U.C.C.E.S.S.

Dads & Tots



attendance: **82** dads and tots



Dads and their young children
had bonding time at our two
Story Times just for fathers.

SCHOOL SUCCESS

Homework Help



Teens in grades 9–12
helped students in
grades 1–6 with
schoolwork.



attendance: **610**



Parlez Nous Français

Teens in grades 9–12
helped students in
grades 1–6 with
their French skills.



attendance: **173**



Reading Buddies

Teens in grades 8–12
helped students in
grades 1–4 with
reading skills.



attendance: **1,520**



Summer Reading Clubs



Our Summer Reading Clubs encouraged people of all ages to keep reading all summer.



Children's SRC
(preschool & elementary)
registration: **2,100**



Middle Schoolers ONLY SRC
registration: **257**



Adult SRC
registration: **52**



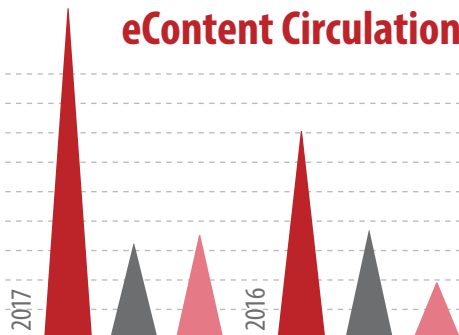
Adult Learners SRC
(for ESL learners)
registration: **136**

2017 Teen Program Statistics

45 teen programs at the Library
attendance: **1,258** (2016: 49 / 1,012)

85 teen programs in the community
attendance: **2,744** (2016: 71 / 2,260)

eContent Circulation



eDownloads
56,232 (2017) vs **35,406** (2016)



eMagazines
16,209 (2017) vs **18,349** (2016)



eNewspapers
17,522 (2017) vs **9,186** (2016)

Arts Corner



Teen Poetry Slam and
Open Mic Arts Café (2 sessions)



Teens performed poetry, song, music and more to an audience of family, friends and art enthusiasts.



attendance: **111**

Scary Story Writing Contest



254 Tri-City students submitted scary stories.



Port Moody Public Library
Sponsored by the Tri-City News

LIFE-LONG LEARNING

Tech Training



Adults could come to our monthly Tech Club, try 3D printing in our Innovation Hub, learn to download eBooks, use social media and even practise basic computer coding.



attendance in all adult tech programs and individual lessons:

249



Library customers could even make an appointment for one-on-one computer help.



Job Search Success!

The Library partnered with Avia Employment Services to offer a series of programs covering aptitude testing, resume writing, interview skills and more.

Science of the Future



Dr. Paul Tinari (“Dr. Future”) gave a thought-provoking series of lectures about technological innovations—how they change the way we live and work, and the creativity required to develop them.



attendance: **92**

Newcomers & English as an Additional Language

Coquitlam Public Library offers a variety of programs to people who are new to Canada or who are learning English, including:

- weekly English Practice groups, with partner Share
- monthly Library Champions Book Club for ESL learners
- monthly ESL Book Club led by Sorooptimists
- *Canadian Culture and You* series, presented by the Tri-Cities Literacy Committee
- Canadiana 101—newcomers learned about Canada



Gwynne Dyer on the Trump Era



attendance: **110**



Canadian journalist Gwynne Dyer discussed the implications of the Trump presidency to a sold-out crowd.

Programs for our Diverse Community



Crafts & Music for People with Developmental Challenges



attendance: **242**



Stories from the Street



Tri-Cities Homelessness & Housing Task Group, RainCity Housing and Vancity



attendance: **41**



Seniors' Health Fair



Council of Senior Citizens' Organizations of BC (COSCO), Seniors Health and Wellness Institute

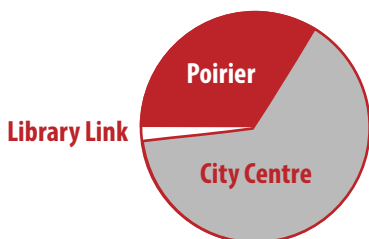


Mental Health Week



Alzheimer Society of BC, Share's Youth Substance Use Services, New View Society, Avia Employment Services and Tri-Cities Mental Health Centre

Visits to Coquitlam Public Library



554,250 (City Centre Branch)

289,201 (Poirier Branch)

10,534 (Library Link)

853,985 visits!

CELEBRATING CANADA 150!

Canada 150 Mural Project

Painting the Mosaic Tiles



attendance: **550**



City of Coquitlam,
Spirit of Coquitlam Grant



Community members of all ages
painted tiles that would become
part of a large mosaic celebrating
Coquitlam's history.



Unveiling the Mosaic



The completed mosaic was
unveiled in December.

Living Library: Nation Builders



Over a dozen fascinating
people who have made positive
contributions to our nation spoke
one-on-one with community
members about their work and
activism.



attendance: **202**

CELEBRATING OUR DIVERSITY

Third Biannual All Nations Festival Coast Salish Stories



Activities for all ages, with a focus on Aboriginal writing and poetry.



attendance: **174**



Red Wolf Spirit Adventures Society & SD43 Aboriginal Education



Indigenous author Lee Maracle speaks to community members.



How did people use Coquitlam Public Library in 2017?



435,697 WiFi connections



69,574 public PC logins



47,423 people attended our **642** children's programs



Physical and digital items circulated **1,147,060** times

Canada 150: Celebrating Diversity



attendance: **400**



People of all ages enjoyed displays of art, music and dance, including Chinese, Persian, Indian and Korean performances.

BRINGING THE LIBRARY TO YOU



Community Events



We added Neighbourhood Nights to our Library Link stops.



The Library Link and staff attended many community events, including Canada Day at Lafarge Lake, the Teddy Bear Picnic Grande Parade, and Daisy Day in Austin Heights.



We saw a big increase in visits to the Library Link this year.

80%

(2017: 10, 534 vs 2016: 6,672)



In October, we launched our email newsletter, ***Coquitlam Public Library eNews***.

hoopla

We subscribed to **Hoopla**, allowing Library customers to instantly borrow digital movies, music, eBooks and more 24/7.

Thank You!

Our generous donors

Rotary Club of Coquitlam Sunrise

Mr. Gary Korstrom

Silvana Harwood



The winners of the "Team Spirit" award, dressed for the *Canada 150* theme at the Friends' annual Quiz Night fundraiser.



We thank the Friends of Coquitlam Public Library Society, who raised funds to help provide new technologies to the public.

FINANCES

REVENUES	2017	2016
grants	\$ 5,278,457	\$ 5,095,096
interest	20,003	15,578
finer and fees	76,830	68,640
photocopying services	40,996	28,958
book sales	8,867	9,366
fundraising activities	9,842	1,530
other	18,101	14,468
total revenue	\$ 5,453,096	\$ 5,233,636
EXPENDITURES	2017	2016
amortization	\$534,117	\$530,984
building and grounds maintenance	157,008	161,339
conferences and courses	54,147	46,406
insurance	34,422	36,549
InterLINK assessment	62,126	61,651
magazines and online subscriptions	221,847	155,496
professional fees	68,287	94,113
promotion and publicity	43,904	24,459
salaries and benefits	3,736,753	3,747,046
supplies and equipment	67,782	61,305
telecommunications, computer charges and utilities	300,561	262,767
transportation	31,377	27,872
rental, administration and other	95,823	79,317
total expenditures	\$ 5,408,154	\$ 5,289,304
Annual surplus (deficit)	\$ 44,942	\$ (55,668)
Accumulated surplus, beginning of year	2,764,365	2,820,033
Accumulated surplus, end of year	2,809,307	2,764,365

Auditors: KPMG LLP

MANAGEMENT TEAM

Todd Gniissios
Executive Director

Silvana Harwood Deputy Director and Director, Technologies

Rory Weston Manager, Innovation and Technology

Melani Williams Manager, Collections and Technical Services (to Oct. 2017)

Maryn Ashdown Director, Customer Experience

Sharmini Manoharan Manager, Customer Experience and Facilities

Lily Vukasovic Manager, Customer Experience

Anthea Goffe Director, Community Engagement

Jay Peters Manager, Marketing and Communications

Barbara Weston Manager, Programming and Community Connections

Sandra Haluk Office Manager

Aubrie McQueen Human Resources Advisor

Naomi Macdonald Payroll and Benefits Administrator



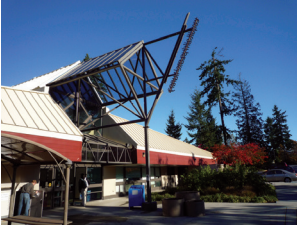
Library Link

See schedule at:
www.coqlibrary.ca



City Centre Branch

1169 Pinetree Way
Coquitlam, BC V3B 0Y1



Poirier Branch

575 Poirier Street
Coquitlam, BC V3J 6A9



COQUITLAM
public library
www.coqlibrary.ca