

COQUITLAM
public library

2018 ANNUAL REPORT



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

Erin Adams, Trustee
Matt Djonlic, Trustee
Julie Fisher, Trustee
Alice Hale, Chair
Sandra Hochstein, Trustee
Brian McBride, Treasurer
Naresh Sahota, Vice Chair
Dave Whelan, Trustee
Bonita Zarrillo, Councillor & Trustee

LIBRARY BOARD

Subject: Message from the Board Chair

Those of you reading this Annual Report are likely users and supporters of the Coquitlam Public Library (CPL). Mention the word “library” and it may conjure up for you fond childhood memories. We often hear from you how we’ve changed lives for the better in one way or the other when you visit us, use our services and collections, or when you attend one of our popular programs.

We worked hard in 2018 to continue to meet your needs and expectations. 2018 was the final year of our 2016–2018 Strategic Plan and we completed important work around literacy, facilities, and communication. In consultation with our Library staff, Management, Board Trustees and our community, we developed our 2019–2021 Strategic Plan. We’re excited about our new Plan and the direction it will take us in over the next 3 years.

In 2018, we increased accessibility and improved service for you in several key areas. We launched the Coquitlam Public Library mobile app, which I urge you to download if you haven’t already. There, you can browse for books from your favourite author, place a hold on a popular book, check your account, and sign up for a program or event. Additionally, we increased the number of days our City Centre branch is open—on most Statutory holidays and Sundays adjacent to Statutory holidays. You can find our schedule on our app and our website. As well, those of you who use our very popular meeting rooms may be aware of the new room booking software we launched to simplify the process. Lastly, to provide you with the equipment necessary to digitize your family movies, we created a History Room at the Poirier Branch.

In addition, I invite you to visit our website to sign up for our Junior and Adult eNewsletters, filled with news and information or get a copy of our quarterly Program and Events Guide.

Through these and many other accomplishments, the Coquitlam Public Library remains true to our mission to engage with our diverse community through creativity, discovery, and knowledge. On behalf of the Coquitlam Public Library Board of Trustees, I want to thank you, our customers, for your ongoing support as well as recognize our Management team and Library staff for all their great work in 2018.

Alice Hale,
Coquitlam Public Library Board Chair

SEND

LITERACY



STEM Literacy



Coquitlam Public Library held programs for children and teens on science, computer coding, and building and coding robots



Over 400 students participated in STEM classes at the Library



Science Expo participants and their exhibit



School Success



Over 800 students participated in Homework Help and French skill-building sessions



Over 1500 children and teen tutors worked together in our Reading Buddies program

PROGRAMS FOR FAMILIES

Families enjoyed learning together:

- **1369** attended Mother Goose programs in Cantonese, Korean, Mandarin & Persian
- Sphero robot coding
- BC Culture Day—Feel the Beat!
- Family Day Activities
- Persian New Year Crafts
- Stargazing



LITERACY



Creative Arts



Teens showed off their talents in writing and performing at our:

- Open Mic Arts Café
- Poetry Slam
- Scary Story Contest



51 people wrote **86 stories** for our Tiny Stories Contest



How many people joined Coquitlam Library Summer Reading programs in 2018?



Coquitlam Public Library Summer Reading Clubs 2018



Children: **2558**

Middle School: **327**

Adult: **201**



The Library added two databases — **Road to IELTS** and **My Canada** — to help newcomers improve their English skills and learn about Canada



A COMFORTABLE PLACE

Subject: Increased Library hours

This year, Coquitlam Public Library increased the number of hours it is open

The City Centre branch opened its doors two hours earlier on Sundays (10 am–5 pm) and was open on the following holidays:

- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Thanksgiving Day

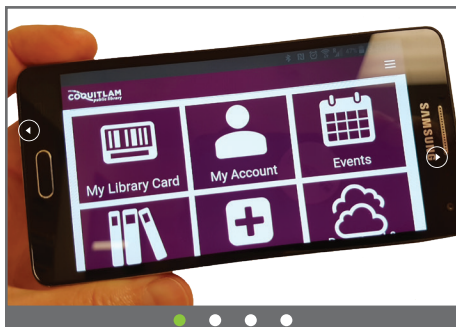
SEND

CoqLIBRARY App



Coquitlam Public Library is now completely portable, thanks to its new mobile app, which launched in late 2018

App installations in 2018: **398**



IN THE COMMUNITY

Image search: Library Link at community events



Teddy Bear Grande Parade



Audience: **1000**



Canada Day



Visits: **2100**

COMMUNITY PARTNERS



Subject: Thank You! ❤️

Thank you to the Teen Advisory Council volunteers for their much-appreciated help at Library events

Thank you to Mr. Gary Korstrom for his generous donation to the Library

We partnered with several local businesses and community organizations to provide informative programs to Coquitlam residents.

Partner groups and sponsors included:

Arts Musical Studio; Avia Employment Services; Citizenship and Immigration Canada; City of Coquitlam; Coquitlam Heritage Society; Dogwood Pavilion; Douglas College; ISS of BC; Raincity Housing; Robokids Coquitlam; School District 43; Science All've; Share Society; Soroptimists; S.U.C.C.E.S.S. Multicultural Early Childhood Development Project; S.U.C.C.E.S.S. Tri-Cities Immigrant Settlement & Integration Program; Tri-Cities Homelessness & Housing Task Group; Tri-City News; Vancity; Zone Bowling.



Friends

We gratefully acknowledge the Friends of Coquitlam Public Library Society, who continued to advocate for the Library and raised funds to help provide new technologies to the public

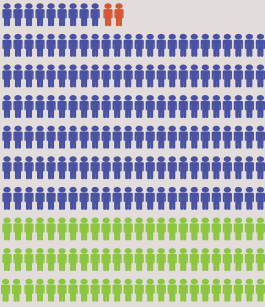


The Soroptimists get into the spirit at the Friends of Coquitlam Public Library's Quiz Night fundraiser with *Out of This World* costumes



Members added in 2018

| | |
|--------------|---------------|
| Poirier | 3595 |
| City Centre | 7649 |
| Library Link | 182 |
| Total | 11,426 |



Questions Asked

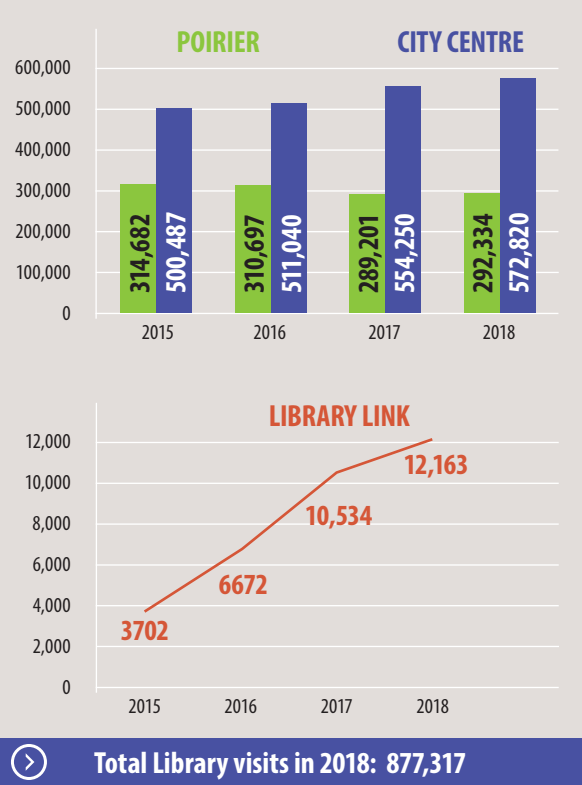
Informational

| | |
|-------------|--------|
| Poirier | 22,062 |
| City Centre | 27,615 |

Directional

| | |
|-------------|-------|
| Poirier | 3,512 |
| City Centre | 8,022 |

Number of Library visits 2015–2018



PUBLIC PC LOGINS

| Year | City Centre | Poirier |
|------|-------------|---------|
| 2018 | 56,338 | 20,189 |
| 2017 | 51,580 | 17,994 |
| 2016 | 46,754 | 14,614 |
| 2015 | 44,629 | 15,276 |

WIFI CONNECTIONS

2018

| Location | Connections |
|-------------|-------------|
| City Centre | 364,444 |
| Poirier | 105,169 |

Children's Programs

Programs in the Library: 510 • Attendance: 28,659

Programs in the Community: 172 • Attendance: 12,798

Adult Programs

Programs in the Library: 420 • Attendance: 8,660

Programs in the Community: 40 • Attendance: 1,882

Teen Programs

Programs in the Library: 124 • Attendance: 3,752

Programs in the Community: 8 • Attendance: 693

COLLECTION SIZE— PHYSICAL ITEMS

Poirier **93,474**
City Centre **78,224**
Library Link **2,935**
Total 174,633



Digital Collection: purchased titles (eg. eBooks, eAudio)
Digital Access: licensed titles

Coquitlam Population 2018

149,490 (estimate)*

*<https://www2.gov.bc.ca/gov/content/data/statistics/people-population-community/population/population-estimates> (accessed April 11, 2019).



COLLECTION SIZE—DIGITAL

Digital Collection
6,488

Digital Access
27,421

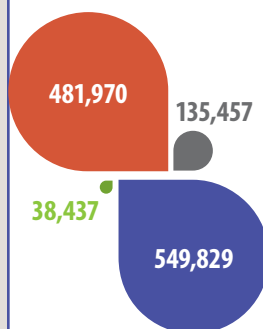
Circulation 2018

Standard

Poirier
City Centre
Library Link
total 1,070,236

Digital

(eDownloads, eMagazines, eNewspapers)



PROSPERITY

TECH TRAINING FOR ADULTS



Training in small groups or one-on-one in:

- 3D design and printing
- virtual reality
- cyber security
- eBooks
- Sphero robot coding
- MS Word and email



Added
Safari Books Online
to help customers build
job-ready skills



Creative Tech



Coquitlam Public Library added virtual reality headsets to its Innovation Hub



In November, the Library opened its Digital Lab, with a digitization station and scanner
In just two months, the Lab was used over **260** times



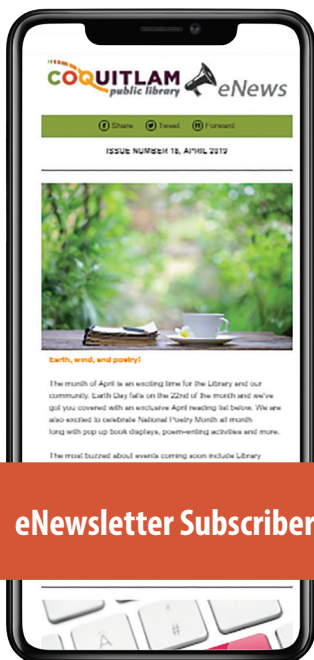
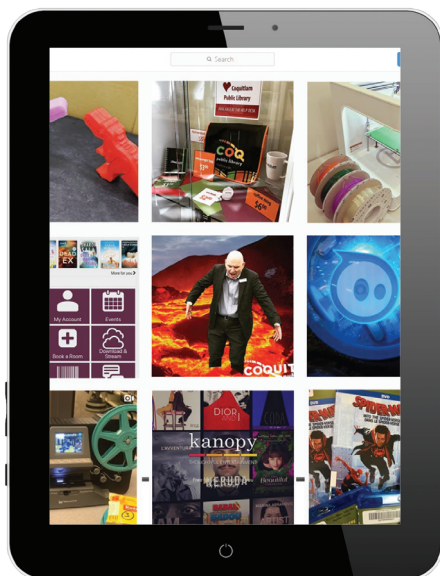
COMMUNICATION

COMMUNICATING SERVICES TO RESIDENTS



The Library reaches people through a variety of media, including:

- the new CoqLibrary app
- Instagram
- Facebook
- Twitter
- eNews and eNews Junior email newsletters
- in-branch monitors displaying upcoming events and news



Social Media Followers

2017

4579

2018

4716

eNewsletter Subscribers

eNews: **556**

eNews Jr.: **164**



SPECIAL EVENTS



Orphaned Wildlife Rehabilitation Society



End of Summer Carnival



Vancouver Puppet Theatre



LEGO Robotics with RoboKids



Sphero robots for kids and parents

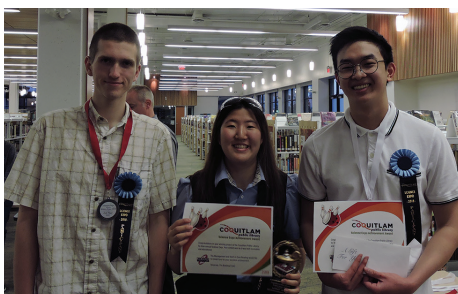
SPECIAL EVENTS



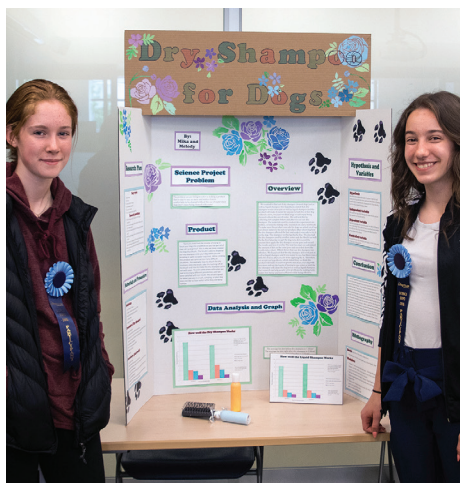
BC Culture Days—Feel the Beat!



LINC picnic



Science Expo senior winners



Science Expo 2018

FINANCES

REVENUES

| | 2018 | 2017 |
|------------------------|---------------------|---------------------|
| grants | \$ 5,397,996 | \$ 5,278,457 |
| interest | 34,052 | 20,003 |
| finest and fees | 92,493 | 76,830 |
| photocopying services | 42,247 | 40,996 |
| book sales | 10,288 | 8,867 |
| fundraising activities | 524 | 9,842 |
| other | 14,959 | 18,101 |
| total revenue | \$ 5,592,559 | \$ 5,453,096 |

EXPENDITURES

| | 2018 | 2017 |
|--|---------------------|---------------------|
| amortization | \$ 539,744 | \$ 534,117 |
| building and grounds maintenance | 157,733 | 157,008 |
| conferences and courses | 58,240 | 54,147 |
| insurance | 34,673 | 34,422 |
| InterLINK assessment | 59,530 | 62,126 |
| magazines and online subscriptions | 279,654 | 221,847 |
| professional fees | 54,104 | 68,287 |
| promotion and publicity | 41,988 | 43,904 |
| salaries and benefits | 3,868,435 | 3,736,753 |
| supplies and equipment | 71,589 | 67,782 |
| telecommunications, computer charges and utilities | 310,953 | 300,561 |
| transportation | 37,509 | 31,377 |
| rental, administration and other | 80,044 | 95,823 |
| total expenditures | \$ 5,594,196 | \$ 5,408,154 |
| Annual surplus (deficit) | (1,637) | 44,942 |
| Accumulated surplus, beginning of year | 2,809,307 | 2,764,365 |
| Accumulated surplus, end of year | \$ 2,807,670 | \$ 2,809,307 |

Auditors: KPMG LLP

ADMINISTRATION

CONTACTS

NAME

TITLE

Todd Gnissios

Executive Director

Silvana Harwood

Deputy Director & Director, Technologies

Maryn Ashdown

Director, Customer Experience

Anthea Goffe

Director, Community Engagement

Sandra Haluk

Office Manager

Aubrie McQueen

Human Resources Advisor

CONTACT US



Library Link

See schedule at:
www.coqlibrary.ca



City Centre Branch

1169 Pinetree Way
Coquitlam, BC V3B 0Y1
604-554-7323



Poirier Branch

575 Poirier Street
Coquitlam, BC V3J 6A9
604-937-4141



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www.coqlibrary.ca