

Report to the Community 2020



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Our Mission, Vision & Values

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



Message from the Board Chair

What an extraordinary year 2020 was.

Entering the new decade last January, none of us could have predicted the extent of the disruption and change that would challenge us all through the ensuing 12 months, but challenge us it certainly did!

Faced with that challenge, though, I am enormously proud of what our library was able to accomplish: while we swiftly shut down operations in coordination with the City of Coquitlam when the COVID-19 pandemic first hit, we were not content to remain closed and looked for any opportunity to continue to serve our community beyond our online services. CPL was the first library in the Lower Mainland to offer curbside pick-up of library materials as of April 15th, and we quickly followed that with the re-introduction of modified Library Link services and book delivery to seniors, along with new and innovative online programming for children, teens, adults, and seniors.

With further adaptations to our processes and facilities, we were able to re-open our doors mid-June and welcome our customers back into our physical spaces—from a safe distance, of course, and always smiling behind our masks. Throughout it all, the overwhelmingly positive and grateful messages we've received from the public have encouraged us to continue our efforts.

While we cannot yet know what further twists there may be on the path to a post-pandemic state, we do know that the staff, management, and Board of CPL will strive to bring creativity, discovery, and knowledge to Coquitlam and beyond.

Erin Adams, Chair, 2021



Library Board of Trustees 2020

(From left) Dave Whelan, Steve Leung, Julie Fisher, Matt Djonlic, Alice Hale (Chair), Erin Adams (Vice Chair), Natasha Knox, Brian McBride (Treasurer) and Councillor Chris Wilson

Delivering Curbside Service



I just wanted to say how excited I am that you are going to offer curbside holds pick-up! I just heard about it last night and it cheered me up.

I have three school age children at home right now who love books and are really sick of re-reading our old picture books. We have tried e-books, but nothing beats real picture books.

So a big thank you from my family. I am so excited to receive our first batch of new books!

Krista S.—April 24, 2020



Library staff safely deliver holds through curbside service.

“Visiting the library has been one of the biggest things I’ve missed in these crazy few months...”

I love the grab bag idea! The highlight of May was picking up my bag, settling into a comfy chair and opening up that bag of surprises!

Your staff picked amazing books! Some classics, some Canadian authors, books I hadn’t seen on the shelves but was thrilled to open up and begin reading.

A huge thank you for providing this service! Visiting the library has been one of the biggest things I’ve missed in these crazy few months and I really appreciate the staff for keeping this vital community resource going.

Sonya K.—June 6, 2020



Grab Bags

Connecting with Library Link

I just wanted to tell you how thrilled we are that the Library Link service is back!

My children look out the window every Friday towards Galloway Park to watch and wait for Sal to come. I wait to hear them yelling, “He’s here, he’s here!”

Having their “friend” return and suggest books once more is an important piece of returning to normal in their lives. While we cannot return to the old ways of being on the bus—seeing neighbours out to get their books while all standing at various corners of the park and waving to one another is a great step in creating happiness and hope in the community.

From the bottom of my heart (and my children’s), I want to thank you for allowing this service to return and to let you know just how many of us in the community value and appreciate its return. It has gone a long way in making my children smile and once again giving them something to look forward to. During times like this, that is so important.

Kate H.—April 15, 2020

“...a great step in creating happiness and hope in the community.”



...



Sal delivers library material to adults age 60+

Wi-Fi Hotspot

We added Wi-Fi capability to the Library Link. 100 free Wi-Fi connections are now available to lower-income and remote neighbourhoods during Library Link stops.



Spreading Joy with Holiday Hellos

We wish to thank the Coquitlam Public Library and all the schools that participated in bringing so much joy to us. We started ordering Meals for Seniors (a great program) through the City of Coquitlam. What a wonderful surprise we received with the meals we ordered. Along with the food there was a large envelope from you filled with joy. Thank you so much for the thoughtful Christmas cards made by students.

We hope everyone realizes how much this meant to us. We are in our eighties with underlying health issues, and this Christmas was the first Christmas in 60 years that we did not have all our children and grandchildren in our home for a celebration. Thank you to everyone for making our Christmas more joyful.

*John and Sharon P.
—January 4, 2021*

*Thank you to
everyone for making
our Christmas
more joyful.*



Library staff Aman (left) and Ann organize 2,500 Holiday Hello greetings created by generous community members.



Library employee Andrea delivers Holiday Hello packages to seniors living at Parkwood Manor.

Supporting Healthcare Workers

When COVID-19 was first detected and we had to close the Library, we scrambled to find ways that we could use our resources to help the community.

We decided to use our 3D printers to create ear savers that would alleviate the pressure healthcare workers experience on their ears from wearing masks all day. They were an instant success.

Library staff printed nearly 3,500 ear savers that were donated to the BC Community 3D Association and other organizations and individuals for distribution to healthcare workers.

We also used our button-maker to create pins so doctors and nurses could wear a photo of their faces to show children what they look like behind their masks.

In all, Library staff members created nearly 300 buttons for our healthcare heroes.

THANK YOU!! Thank you from all the patients who have never met me and have their first encounter at the hospital with me in my PPE, face mask and eye goggles firmly in place. It is a pleasure to wear my photo pin. I hope it makes the hospital experience just a little less formidable for the people I get to help.

*Dr. Kathy Jones
—June 20, 2020*

Library Technician Rosanne uses the 3D printers in the Innovation Hub to create ear savers for healthcare workers.



Your gift has made a positive difference for our nurses, doctors and frontline staff and gives them strength and relief during their day.

*Charlene Giovanetti-King,
Executive Director Eagle
Ridge Hospital
—May 15, 2020*

Creating Alternative Programming

Library staff use Zoom for virtual programs.



We offered innovative programs online to keep our community connected to creativity, learning and discovery.

Programs offered on Zoom, Facebook or YouTube included Story Times in multiple languages, STEM Science Experiments at Home, Sphero Coding for Kids, Homework Help, Trivia Nights, Online Chess Club and Virtual Book Clubs

We love story time! My daughter came from when she was born. She is now 2½ and is such an interested reader because of story time. The sign language she learned also helped her communicate before she could speak.

Her sister is 3 months and now coming to story time too! She loves listening to the sounds and seeing other babies.

As a mom it's also a fantastic way to get out in the community. Thank you for running these sessions!

Sarah—July 27, 2020

“My daughter... is now 2½ and is such an interested reader because of story time.”



Programming Assistant Diana performs story time on YouTube.

Thank you! Thank you! Our family is so lucky to have you as a resource during this challenging time.

Our 3 year-old is now enjoying storytime with her favourite librarians on Youtube. It is really making a difference for us and we are so grateful. Keep up the great work and ingenuity!!

Christine C.—May 3, 2020

Creating Alternative Programming

Our outdoor programs gave families with young children the chance to enjoy story times safely.

Programs included Family Story Times in City parks and Story Walks in the green spaces outside our Poirier Branch.



Families enjoy outdoor Story Walks with Andrea.



Parents and tots gather safely for Story Times at local parks.



“

I just wanted to say a big thanks... especially to amazing Andrea! We were very excited about the program and had so much fun. It truly was wonderful!

Marieke V.—Feb. 25, 2021

”

Here to Help



coqlibrary.ca

This year, we completely updated the Library website, making it easier to navigate, and adding a Library News feature and blog. We also gave it a more modern, friendly look with loads of photos.

We improved our Wi-Fi so it could be used from our parking lots. People don't even need to get out of their cars to connect online.



Our teenage son was in the middle of a series and desperate for the next book, but I couldn't figure out installing CloudLibrary.

I phoned there and got someone to help—she was super patient and sorted it all out. He's super thrilled and has already read the next two books. Thank you so much!

Ru L.—April 4, 2020

Statistics

Physical Items Checked Out

2020	640,269
2019	1,089,625

eResource Checkouts

2020	283,881
2019	188,312

New Library Members

2020	7,202
2019	11,820

Visits to our Branches

2020	301,787
2019	935,238

Holds Satisfied

2020	99,905
2019	88,825



InfoDesk Questions

2020	18,097
2019	46,303

Public PC Logins

2020	33,002
2019	96,299

CoqLibrary App Installations

2020	2,320
2019	2,264

Library Wi-Fi Use

2020	309,755
2019	448,349

Statistics

Children's Programs

★ NEW! Online

Number of Programs 80

Attendance 5,479

NEW! Recorded ★

Number of Programs 124

Views 13,595

Internal & External

Number of Programs

2020 252

2019 660

Program Attendance

2020 6,808

2019 42,195

Teen Programs

★ NEW! Online

Number of Programs 106

Attendance 2,012

NEW! Recorded

Number of Programs 4

Views 100

Internal & External

Number of Programs

2020 23

2019 134

Program Attendance

2020 723

2019 3,598

Adult Programs

★ NEW! Online

Number of Programs 170

Attendance 4,466

NEW! Recorded

Number of Programs 18

Views 2,369

Internal & External

Number of Programs

2020 113

2019 440

Program Attendance

2020 2,047

2019 11,586

Financial Report

REVENUES

	2020	2019
grants	\$ 6,148,418	\$ 5,667,561
interest*	23,965	50,446
finest and fees*	30,148	109,946
photocopying services*	24,675	47,010
book sales*	3,547	9,436
fundraising activities*	1,367	6,024
other*	10,923	40,727
total revenue	\$ 6,243,042	\$ 5,931,150

EXPENDITURES

	2020	2019
amortization	\$ 609,998	\$ 560,552
building and grounds maintenance*	184,163	169,277
conferences and courses	105,107	63,717
insurance	37,932	36,103
InterLINK assessment	55,506	56,585
magazines and online subscriptions*	412,127	305,203
professional fees*	192,440	90,964
promotion and publicity*	65,098	44,816
salaries and benefits*	3,787,674	3,546,682
supplies and equipment*	144,379	70,901
telecommunications, computer charges and utilities*	457,552	380,791
transportation*	33,827	42,784
rental, administration and other*	20,742	86,726
total expenditures	\$ 6,106,545	\$ 5,455,101
Annual surplus (deficit)	136,497	476,049
Accumulated surplus, beginning of year	3,283,719	2,807,670
Accumulated surplus, end of year	\$ 3,420,216	\$ 3,283,719

*COVID impact

Auditors: KPMG LLP

Leadership Team

Todd Gnissios	Executive Director
Silvana Harwood	Deputy Director and Director—Technologies (Retired May 2020)
Ryan Jamieson	Director—Services and Facilities
Anthea Goffe	Deputy Director and Director—Community Engagement
Kathy Johnson	Manager, Customer Experience & Information Services
Sharmini Manoharan	Manager, Customer Experience & Facilities (Retired)
Jay Peters	Manager, Marketing & Communications
Barbara Weston	Manager, Programming & Community Connections
Rory Weston	Manager, Innovation & Technology (Retired)

Our Partners

City of Coquitlam, Coquitlam Foundation, Coquitlam Heritage Society, Festival Coquitlam, ISS of BC, Place Maillardville, PoMo Arts, SD43, SHARE Family & Community Services, Step by Step, S.U.C.C.E.S.S., Tri-Cities Chamber of Commerce, Tri-Cities Community Television, Tri-Cities Early Childhood Development Committee, Tri-Cities Literacy Committee, Tri-Cities Local Immigration Partnership, Tri-Cities Seniors Planning Network, Tri-Cities Middle Childhood Matters, Tri-City Family Place, TriCity Iranian Cultural Society, Westcoast Family Centres, WorkBC, YMCA

Funders & Donors

Grants

Spirit of Coquitlam Grant
Coquitlam Foundation Grant

Donors

John A. Hoy
Ramesh Krishnan
Desiree Lim
Naran Malla
Brenda Mattiazzo
Erin Parker

*Thank you for
your support!*



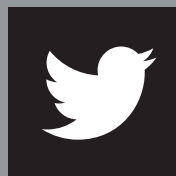
Library Link



CoqLibrary



City Centre Branch
1169 Pinetree Way
Coquitlam, BC V3B 0Y1



@CoqLibrary



Poirier Branch
575 Poirier Street
Coquitlam, BC V3J 6A9



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