



# 2021 REPORT TO THE COMMUNITY



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*I love this library. It is my favourite space to go to when I have a day off just so I can think quietly about something other than work.*

*I love being surprised by books in the collection or taking my daughter to get her weekly quota of books.*

—David W.





## Our Mission

We nurture joy in discovery by providing inviting, innovative spaces and services that promote learning and knowledge and engage all of Coquitlam's diverse communities.

## Our Vision

We are leaders in information, innovative and inspirational services, inclusive atmosphere, and community engagement.

## Our Values

**Openness** To ideas, to difference, to possibility

**Inclusion** Everyone is welcome and everyone is accepted

**Respect** For each other, for our community and for the environment that sustains us

**Curiosity** We are always asking: What would happen? How could it be better? What if...?

**Love of learning** Creating and maintaining spaces and practices that encourage excitement about learning





## Message from the Board Chair

There are fantastic things happening with the Library.

The Board is proud to have received City approval for a new mobile library to replace our aging Library Link. We are also very excited to have partnered with the City of Coquitlam on a 20-year Facilities and Services Review.

Some of the highlights of the year were:

- The introduction of new hybrid programs including the well-received race relations series of seminars, *Past and Present: A Conversation about Race in B.C.*
- Receiving an incredible Indigenous book donation from Ojibwa Elder Rev. Alf Dumont
- Bolstering our online collections to expand access while people were limited in their public activities
- Conducting outdoor story walks for parents and children while access to our facilities was restricted
- Replacing most furniture at the City Centre Branch which enhanced functionality and space usage, and modernized the look and feel of the branch
- Continuing our successful Holiday Hellos for a second year, with 2,500 contributions from local children that provided 650 seniors with care packages during the winter holiday season
- Adding a new Pop-up Library vehicle that has been providing pop-up library services during the pandemic and will continue providing more community programming in coming years

The Library Board wishes to thank all residents for the kind and heartfelt comments throughout the pandemic. As 2021 came to a close, it was exciting to see the final restrictions come off, and we welcomed everyone back to enjoy all the services the Library has to offer.

Natasha Knox  
Library Board Chair



### Library Board of Trustees 2021

Councillor Dennis Marsden, Steve Leung, Julie Fisher, Monica Heir, Erin Adams (Chair), Kimberly Sivak, Dave Whelan (Treasurer), Natasha Knox (Vice-Chair), and Matt Djonlic.



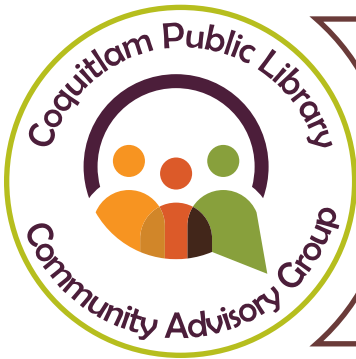


I really enjoyed working with other teens and seeing how diverse and unique everyone is.  
—Winnie X.

### Teen Advisory Council (TAC)

Members of the TAC are volunteers in grades 6–8 who earn community hours by planning and delivering programs for youth, and providing guidance on Library services.

In 2021, the TAC: created a popular digital escape room, ran an Instagram Talent Contest, hosted online trivia nights for teens, organized Halloween activities for kids, and helped with the Library's first Tech Toys Expo.



### Community Advisory Group (CAG)

The CAG formed in October 2021 and recorded their structure and Terms of Reference at year's end. Now composed of more than a dozen volunteers from Coquitlam, their mission is to help Coquitlam Public Library better serve local residents by advocating for the Library in the community, and bringing more diverse voices and viewpoints to the services we offer.

### Fines-Free

The Library Board waived all overdue fines from March 2020 through the end of 2021. At the end of the year, the board decided to continue the fines-free policy permanently for all large print, teen, and children's material.







### Daisy Readers

With the help of grants from the Government of Canada's Emergency Community Support and the Coquitlam Foundation as well as the CAO Foundation, the Library purchased 18 Daisy MP3 players specifically designed for use by people with print disabilities, including blindness, impaired vision, and dyslexia.



### Holiday Hellos

Once again, we invited children to create "Holiday Hellos" to share with older adults in December. We received over 1,500 handmade cards, letters, and art projects that we added to packages (along with cookies and tea) destined to spread cheer throughout the community. A total of 556 Holiday Hello gift bags were given to local seniors.



### Home Delivery

*The staff such as Diana have been very thoughtful and incredibly helpful in obtaining books I've requested and customizing a wonderful home delivery service at a time when I've been fearful about in-person contacts.*

—Andrea E.



# Inclusivity | Knowledge

07.



## **First Nations Art**

Katzie First Nation artist Rain Pierre (słáməx<sup>w</sup>)  
—working in collaboration with Dusty Yurkin, a  
Katzie graphic designer—created two images that  
now decorate 37 pendant light covers at the City  
Centre branch. The designs feature butterfly and  
hummingbird motifs.

I chose the butterfly because it represents the final  
stages of transformation. Like people are ready for help  
and wanting to expand their wings and learn, which is  
what a library represents.

Hummingbirds echo being two spirited and having  
acceptance of all people as equal in the library.  
Hummingbirds are the only birds that can fly  
backwards, which makes them unique, just like  
LGBTQ2s people.

—artist Rain (below)



## **Indigenous Collection**

Executive Director Todd  
Gnissios (*below right*)  
accepts a donation  
of over 220 books by  
and about Indigenous  
peoples from Alf  
Dumont, an Indigenous  
writer and Coquitlam  
resident who saw gaps in  
the Library collection.





*I really love that the Library is going out into the community and making resources more accessible for people who might not be able to make a trip to the library easily or at all.*

*—Tiffany C.*



In June, POP joined the Library family. This van brings fun tech toys out to local parks and events.

People can try out Ozobot and Sphero robots, telescopes, binoculars, and other new technologies before borrowing them from the Library.

*(right: Ann Johannes, the Library's community development liaison for programming and community connections with POP.)*



The Library Link is absolutely amazing to people like me who live in a newly developed community without a library. Hoping to pass on my love for reading to my children, we have made a habit of visiting the Library Link every weekend. The selection of books is great for my kids and the staff is always helpful.



*—Micky P.*



# Innovation | Curiosity

09.



 **New technology** added to our collection in 2021 includes (clockwise): Immersive Reality (IR) books and virtual reality goggles, Tangiplay robots,  **lendable laptops**, and Makey Makey kits.



Thanks to the technology equipment in the library, my 12 y.o. son recently started his exploration with 3-D printing. The little spirit of designer & engineer has been greatly encouraged this way. So grateful for the opportunity of learning.

—Wei L.



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## Inviting | Engaging

I love your library for the general quietness as well as the great seats by the windows facing Pinetree Way. Great for people watching and for inspiration!

—Barry M.

### City Centre Branch

This year we refreshed our City Centre branch, adding engaging murals, comfortable new furniture and practical work areas.





# Welcoming | Open

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I love the atmosphere and space the library provides. It's very conducive to learning. It really helps me study and provides me the space to reach for my learning goals.

—Shi L.

The post-covid renovation and work desk layout is an excellent change that recognizes the work from home, study from home type of changes that are now prevalent.

—Nat M.



## Heat Dome

Our branches were open extended hours during the heat dome on June 27–29<sup>th</sup>, allowing a total of 4,222 people to escape the 40+ degree temperatures and smoky air.

*(Poirier branch, right)*

NICE PLACE FOR QUIET READING, COOLING DOWN IN THE SUMMER-TIME.

—DANIEL T.





## Programs for Children



*Experienced gardening and banner painting with my daughter at Poirier and had so much fun. Engaging and felt part of our community*

—Shilpa S.



**Internal & External**

**Online**

**Recorded**

### Number of Programs

2021

188

147

15\*

2020

252

80

124

### Program Attendance

2021

5,697

3,996

848

2020

6,808

5,479

13,595

\*Recorded programs stopped in March 2021



## Programs for Teens

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Internal & External

Online

Recorded

### Number of Programs

2021

5

121

0

2020

23

106

4

### Program Attendance

2021

77

3,243

0

2020

723

1,012

100



English conversation program, Reading Buddy and Homework program are very helpful to my family. I would like to thank librarians through this chance. Especially, Chris Miller was a passionate and hard worker in every program he took on.

—Nami K.



## Programs for Adults



Internal &amp; External

Online

Recorded

### Number of Programs

2021

32

192

45

2020

113

170

18

### Program Attendance

2021

1,506

4,495

6,692

2020

2,047

4,466

2,369

Chris and Aman make trivia night fun and engaging. They are welcoming and warm.

Roseanne and Peter from Metro Vancouver led a wonderful bird watching walk at Colony Farms. Since that session, my husband and I have gone back to look for more species that we can identify.

—Madeleine





## Programs for Adults

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### Diversity Series

Our five-part series, *Past & Present: Conversations about Race in BC*, featured speakers who discussed the experiences of the diverse people who have helped shape our province, and spoke about human rights and systemic racism in BC. This series was supported by the BC Multiculturalism grants.



Staff member Ann Johannes leads an English as an Additional Language class on a group tour of our Poirier branch (above).

I remembered when I went to the library for the first time. I was so excited because I saw many storybooks in different languages. I decided to be a member of the library.

—Mahnaz K.

*The english conversation is very helpful for me because I am a newcomer in Canada.*

—Dania M.



## At a Glance



My 6 year old and I get many books every week from the Link. We go there because of the great customer service, and we can also hang out at a park. In the past we enjoyed story time in the park and library staff at kids programs.

—Andrea W.

*I just started using the library regularly this year. It's my favourite place on earth right now honestly!*

*I have so much respect for everything y'all do. I have been able to read so many amazing books without having to break the bank to purchase them all! I'm obsessed!*

*I have at least 5 books out at a time these days, maybe more! I haven't read this much in my LIFE! I love the library!!!!*

—April R.



### Visits to our Branches

2021	374,660
2020	312,756



### New Library Members

2021	8,396
2020	7,202



### Physical Items Checked Out

2021	931,038
2020	658,269

### Holds Satisfied

2021	84,852
2020	90,264



### Information Questions Answered

2021	 23,868
2020	18,097



## At a Glance

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### CoqLibrary App Installations

2021	2,808
2020	2,320



*[The Library] plays such a big role during Covid when normal learning resources are out of reach. The online services keep me going and growing.*

—Conita T.



### Public PC Logins

2021	38,950
2020	33,002

*I just discovered Hoopla and use it often. I love it! My son also uses it to listen to stories. During COVID we participated in many trivia nights and enjoyed them. I am so glad that the library stayed open during the pandemic. I'm always surprised when people don't go to the library. They don't realize all that they are missing.*

—Ann N.



### eResource Checkouts

2021	246,401
2020	283,881

*I tell everyone I know about the free access to Lynda.com (now called LinkedIn Learning).*

—Milan P.



### Library Wi-Fi Use

2021	1,240,858*
2020	309,755

\*WIFI stats are not comparable from 2021 to previous years due to the change in data capture with the upgraded wi-fi systems.

*The library was a good resource when I was between jobs. Doing my job hunt and CV was great.*

—Andrew C.



## Financial Report

### REVENUES

	2021	2020
grants	\$ 6,123,456	\$ 6,148,418
interest	10,732	23,965
finest and fees	19,799	30,148
photocopying services	37,723	24,675
book sales	4,811	3,547
fundraising activities	1,611	1,367
other	3,942	10,923
<b>total revenue</b>	<b>\$ 6,202,074</b>	<b>\$ 6,243,042</b>

### EXPENDITURES

	2021	2020
amortization	\$ 716,203	\$ 609,998
building and grounds maintenance	170,365	184,163
conferences and courses	74,750	105,107
insurance	40,990	37,932
InterLINK assessment	31,627	55,506
magazines and online subscriptions	412,087	412,127
professional fees	99,767	192,440
promotion and publicity	43,044	65,098
salaries and benefits	4,243,402	3,787,674
supplies and equipment	55,232	144,379
telecommunications, computer charges and utilities	411,793	457,552
transportation	37,603	33,827
rental, administration and other	103,301	20,742
<b>total expenditures</b>	<b>\$ 6,440,164</b>	<b>\$ 6,106,545</b>
Annual surplus (deficit)	(238,090)	136,497
Accumulated surplus, beginning of year	3,420,216	3,283,719
<b>Accumulated surplus, end of year</b>	<b>\$ 3,182,126</b>	<b>\$ 3,420,216</b>

Auditors: KPMG LLP





## Leadership Team

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Todd Gnissios	Executive Director
Anthea Goffe	Deputy Director & Director, Community Engagement
Ryan Jamieson	Director, Services & Facilities
Gordana Rauski	Director, Operations
Kathy Johnson	Manager, Customer Experience & Information Services
Charlie Kambashi	Manager, Customer Experience & Facilities
Jay Peters	Manager, Marketing & Communications
Barbara Weston	Manager, Programming & Community Connections (Retired)
Rachel Burke	Manager, eBranch & Collections

## Our Partners

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



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



**Library Link  
&  
POP**



**Poirier Branch**  
575 Poirier Street  
Coquitlam, BC V3J 6A9



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