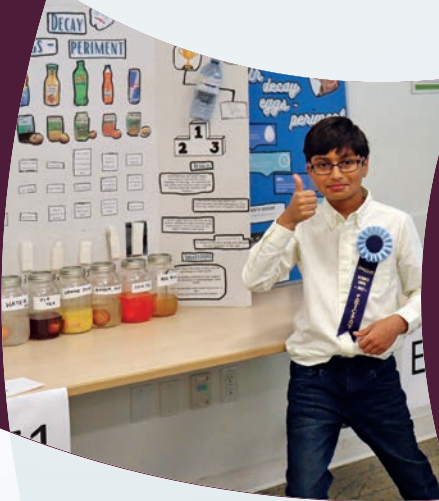


Report to the Community



2022

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Coquitlam Public Library provides service on the unceded traditional territory of the Kwikwetlem First Nation, which lies within the shared territories of the Tsleil-Waututh, Katzie, Musqueam, Qayqayt, Squamish, and Sto':lo Nations.



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

2022 was a year of recovery and growth for our organization as our operations were rebounding after the pandemic. In this year's report, we highlight some of the key ways Coquitlam Public Library delivers services to our community. We are continuing to engage a wide audience through our technology tools and programs, our programs aimed at targeted groups, and through services and spaces that are enhancing accessibility and inclusion. During 2022, all our key performance indicators (library visits, items borrowed, and program statistics) continued to blossom compared with the prior year.

To help guide us in "the new normal" we created a new Strategic Plan with a focus on diversity, inclusion and wellness. This plan is the result of extensive consultation with our community. The Board and the Library staff are all looking forward to evolving Library operations according to this new plan.

We would like to thank all our community stakeholders and the City of Coquitlam for its generous support. We love what we do and are grateful to have the honour of serving Coquitlam's citizens!

Jacqueline Gorton

Chair—Coquitlam Public Library Board (2023)



Library Board of Trustees 2022

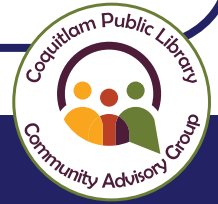
Councillor Dennis Marsden, Steve Leung, Julie Fisher, Jacqueline Gorton (Treasurer),
Natasha Knox (Chair), Kimberly Sivak (Vice Chair), Monica Heir, and Dave Whelan.

Community Advisory Group (CAG)

Entering its second year in 2022, the CAG is composed of more than a dozen volunteers from Coquitlam, with a mission 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.

In 2022, they provided feedback through focus groups for Library initiatives, brainstormed opportunities to connect with our community through events, partnerships, and programming ideas, and spread the word of all the programming and services offered by the Library.

In 2023, the CAG will host their first Open House, where they will promote Coquitlam Public Library to their networks and the public as active users of the Library.



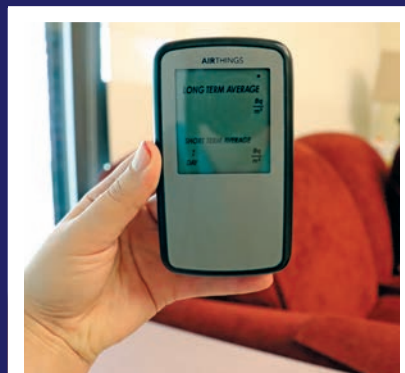
Our Partners

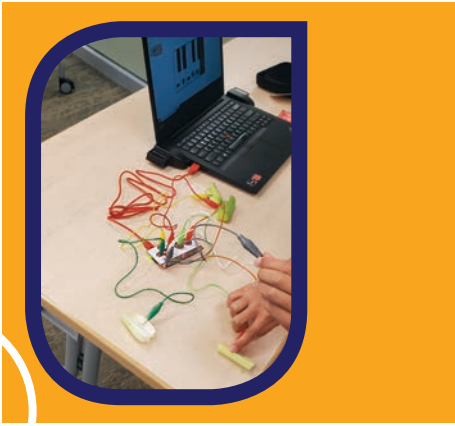
City of Coquitlam
Community Volunteer Connections
Coquitlam Foundation
Coquitlam Heritage Society
Douglas College
Evergreen Cultural Centre
Festival Coquitlam
Friends of Coquitlam Public Library Society
ISS of BC
PoMo Arts
SD43
SHARE Family & Community Services
Step by Step
S.U.C.C.E.S.S.

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' Action Society
Tri-Cities Middle Childhood Matters
Tri-City Family Place
TriCity News
Westcoast Family Centres
WorkBC
YMCA



We added more tech tools to our lending collection, including (clockwise from top left): energy meters, OBD II vehicle diagnostic scanners, Happy Light lamps, radon detectors, and MIFI hotspots.





We encourage everyone to explore science and technology through engaging programs and thoughtful services.

Programs for Adults

Our programs for adults included workshops for making a website, creating Generative Art with JavaScript, using WordPress and Google Apps, and learning how to use social media for business with partner Canada Learning Code.

The Library launched a Volunteer Tech Ambassador service that paired volunteers from the community with older adults who need guidance with their digital devices.

Programs for Students

We sparked kids' imaginations with fun hands-on sessions where they could use the Library's tech toys to learn how to code Sphero robots and invent with Makey Makey kits.

Code Club Canada joined us to teach students how to build websites using HTML & CSS, and award-winning Team LightningBots shared their LEGO robot-building skills with youngsters.

Our annual Science Expo showcased the experiments and innovations of local students.



Story Time in the Park with S.U.C.C.E.S.S.



Delivering *Holiday Hellos* to older adults



Library Link visits HollyDaze



Guided Nature Walk with the City of Coquitlam's Park Spark team



Story Time at Mackin House with Coquitlam Heritage



with Austin Heights BIA



Pop Up Library showcasing lendable technology at Town Centre



Programs for Adults

Our programs to help newcomers learn about life in Canada, included: a Newcomers' Walking Tour of Coquitlam led by teen volunteer guides; the Pre-Employment Skills for Newcomers series with partner ISSofBC's Job Quest; and Bear Smart 101 and Pest Management with Coquitlam Urban Wildlife.

We continued to support English language learners with a book club for EAL learners; and English practice groups led by Share.

Our Life Stories series (*top photo*) featured speakers from marginalized groups sharing their experiences, including people living with disabilities, the LGBTQ+ community, people experiencing homelessness and addiction, Indigenous Peoples, and newcomers and refugees.

Programs for Families

We hosted Mother Goose programs in Mandarin, Cantonese, Korean, and Persian in partnership with S.U.C.C.E.S.S. Multicultural Early Childhood Development Project, as well as story times in Farsi and Korean.

We held bilingual story times to celebrate holidays, including: Chuseok (Korean Thanksgiving—*centre photo*), Nowruz (Persian New Year—*bottom photo*), and Lunar New Year (Cantonese).

A Welcoming Space for All

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We aim to make the Library a space where people from all walks of life feel welcome and supported.

Clockwise from top left: Sing Along with Luc, starring the Library's Page Luc, an autistic musician; author visit by Graeme Partridge-David, who discussed *Max Velocity*, his graphic novel featuring a neurodivergent superhero; and our first-ever Drag King and Drag Queen story time, which attracted standing-room only crowds (*left centre and bottom*).

Programs

	2022	2021
Children's Programs		
Number of programs	409	335
Program attendance	15,768	9,693
Teen Programs		
Number of programs	33	126
Program attendance	561	3,320
Adult Programs		
Number of programs	138	224
Program attendance	2,875	6,001
Mixed Programs		
Number of programs	240	0
Program attendance	8,225	0

Includes all programs held at the City Centre and Poirier Branches, community based programs, and online programs.



People

Visits to our Branches

2022	526,539
2021	374,660



Visits to our Website

2022	727,883
2021	502,341

New Library Members

2022	9,874
2021	8,396

Information Questions Answered

2022	18,504
2021	23,868

Home Deliveries

2022	922
2021	797



Circulation

Physical Items Checked Out

2022	952,083
2021	931,038

Holds Satisfied

2022	71,497
2021	84,852



eUsage*

2022	276,305
2021	290,107

*Includes eCheckouts, eMagazines, eNewspapers, eSearches and eSessions

Technology

Public Computer Usage

2022	55,218
2021	39,409

Library Wi-Fi Use

2022	1,000,242
2021	1,240,858

eNews Subscribers

2022	4,610
2021	4,047

Social Media Followers

2022	5,797
2021	6,751



REVENUES

	2022	2021
grants	\$ 6,241,949	\$ 6,123,456
interest	42,707	10,732
finances and fees	63,426	19,799
photocopying services	44,000	37,723
book sales	12,164	4,811
fundraising activities	11,032	1,611
other	10,638	3,942

total revenue

\$ 6,425,916

\$ 6,202,074

EXPENDITURES

	2022	2021
amortization	\$ 730,595	\$ 716,203
building and grounds maintenance	169,809	170,365
conferences and courses	77,314	74,750
insurance	41,665	40,990
InterLINK assessment	33,323	31,627
magazines and online subscriptions	382,527	412,087
professional fees	81,515	99,767
promotion and publicity	48,736	43,044
salaries and benefits	4,144,066	4,243,402
supplies and equipment	67,056	55,232
telecommunications, computer charges and utilities	379,024	411,793
transportation	42,094	37,603
rental, administration and other	126,612	103,301

total expenditures

\$ 6,324,336

\$ 6,440,164

Annual surplus (deficit)

101,580

(238,090)

Accumulated surplus, beginning of year

3,182,126

3,420,216

Accumulated surplus, end of year

\$ 3,283,706

\$ 3,182,126

Auditors: KPMG LLP

Todd Gnissios	Executive Director
Anthea Goffe	Deputy Director & Director, Community Engagement
Ryan Jamieson	Director, Services & Facilities
Gordana Rauski	Director, Operations
Kathy Johnson	Manager, Customer Experiences & Information Services
Sam Wink	Manager, Marketing & Communications
Jay Peters	Manager, Programming & Community Connections
Rachel Burke	Manager, eBranch & Collections
Joyce Quach	Acting Manager, eBranch & Collections



Our Donors

We are grateful to our generous donors who have helped Coquitlam Public Library grow our collections and provide a wide variety of services and programs to our community.

Trevor Baker • Meriel Batchelor • David Carlson • Judy Chevalier • Mary Fox • Francesca Godwin • Margaret Grant • Silvana Harwood • Yun Jeong • Ramesh Krishnan • Hope Laughlin • Caroline Lee • Kristy McCarter • Joyce McKenzie • Les Milne • Craig Nakamura • Roberta Oehlschlager • Bev Price • Lalaine Quiban • Venkata S Ramamurthy • Robyn Rees • Francois Robinson • Danielle Ross • Howard Spence • Amandeep Thind • Thomas Thomson • Cristin Tolfree • Audrey Varner • Denis Walker • Sherry Walls • Melanie Watt • Michael Wong • CAO Foundation • Kinsmen Club of Coquitlam

To make a secure online donation to Coquitlam Public Library, please visit coqlibrary.ca/support



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1169 Pinetree Way
Coquitlam, BC V3B 0Y1

Poirier Branch

575 Poirier Street
Coquitlam, BC V3J 6A9

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