



# 2010 ANNUAL REPORT

# WHEN I WALK INTO MY LOCAL LIBRARY,

I FEEL THAT I'M IN A FRIENDLY AND SAFE HAVEN WHERE  
I CAN GRAB A FEW BOOKS OR A DVD TO BORROW.  
OR, I CAN SETTLE IN A COMFORTABLE CHAIR AND  
READ WHILE ENJOYING THE QUIET ATMOSPHERE.  
LIBRARIES PLAY AN IMPORTANT ROLE IN MY LIFE AND  
I CHERISH THAT EMPOWERING LITTLE LIBRARY CARD.

PATRICIA, LANGLEY

## CHANGING LIVES, REMOVING BARRIERS AND MAKING CONNECTIONS

Fraser Valley Regional Library is a vibrant, dynamic community destination for literacy, recreation and informed decision-making. We strive to enrich the lives of customers by offering free, quality programs and services. Whether reading a book, using a computer, attending a program, gathering with friends or finding a safe haven, customers benefit from the library every day. Throughout 2010, FVRL continued to enhance services and programs in several ways.

**Changing the lives of children:** Reading is an essential skill for every child. That's why we eliminated overdue fines on children's materials borrowed on children's cards. We believe children should have free access to library materials, without worrying about the threat of overdue fines. This change has achieved the desired result: more children are borrowing books and making the most of their library visits with family members and school classes.

**Changing the lives of people who are homebound or print impaired:** In an effort to improve services to our Outreach customers, FVRL purchased an MP3 collection to replace aging audiocassette tapes. We also added 70 Digital Access Information System (DAISY) players to lend to customers who use digital "talking books." Then, to help those Outreach Services customers who are able to choose their own materials, we integrated these special collections into FVRL's regular catalogue.

**Changing the lives of adults with low literacy:** Eager to reach out to adults who struggle with reading, FVRL produced a DVD – titled

*Read. Learn. Play.* – to promote the library's offerings to these individuals. We provided the DVD to various agencies and library associations to show them how FVRL can help adults improve their reading skills. Then, to aid those with low literacy and ESL students, we added a new line of novels intended specifically for adult learners. We also added audiobooks preloaded on Playaway digital audio players. These allow listeners to simply plug in ear-phones and enjoy popular fiction titles.

**Changing lives by celebrating cultural diversity:** FVRL launched World Cultures Month to celebrate the variety of cultures in our communities. Throughout March, we promoted our World Languages collections and featured guests, artists, displays, programs and storytelling from around the world. FVRL also hosted Diwali, Lunar New Year Festivals, Asian Heritage Month, National Aboriginal Day and Celebrate Canada events.

**Changing lives through technology:** With the increasing popularity of mobile computing, eBooks and the Internet, FVRL continued reaching out to customers "where they are" through various social media. These included our website, Twitter and Facebook pages, an opt-in e-newsletter and a YouTube channel with videos of FVRL programs. We also added a new catalogue search feature, which includes online magazines and newspaper articles.

**Changing lives through facilities:** FVRL joined the City of Pitt Meadows to break ground on a new library scheduled to open in 2012. We also formed a partnership with

the City of Abbotsford and the Abbotsford School District to open a joint school and public library at Abbotsford Collegiate. This facility, which will include a neighbourhood learning centre, is set to become an important community hub.

Lives are enriched, talents are discovered and passions are ignited. Our communities benefit as residents flourish — because Fraser Valley Regional Library changes lives.



MAYOR PETER FASSBENDER,  
CITY OF LANGLEY, *and*  
CHAIR, FRASER VALLEY  
REGIONAL LIBRARY BOARD



ROB O'BRENNAN,  
CHIEF EXECUTIVE OFFICER



I AM GRATEFUL FOR THE LIBRARY. THERE IS A WEALTH  
OF INFORMATION AT ONE'S FINGERTIPS. THE STAFF IS  
ALWAYS WILLING TO LISTEN AND HELP OUT.

HENNIE, PITT MEADOWS

# mission

to connect people to the world of information and ideas

# vision

to be an innovative organization that is recognized as  
a vital community destination and resource for literacy,  
recreation and informed decision-making

# values

community development • universal access • respect  
for diversity • respect for staff • collaboration and  
partnerships • innovation and risk-taking

THE LIBRARY'S RESOURCES FOR US, OUR CHILDREN AND GRANDCHILDREN ARE ENDLESS! WE HAVE SAVED THOUSANDS OF DOLLARS AND HAVE BEEN BLESSED WITH QUALITY PRODUCTS.

DIXIE, ABBOTSFORD

I CAN REMEMBER BEING IN THE THIRD GRADE AND LYING IN BED SOBBING AS IF MY HEART WERE ABOUT TO BREAK. MY PARENTS CAME IN TO ASK WHAT THE MATTER WAS, AND I TOLD THEM I WAS AFRAID I WAS GOING TO DIE BEFORE I HAD TIME TO READ EVERY BOOK IN THE LIBRARY! I AM NOW 59, AND I STILL CONSIDER MY LIBRARY CARD ABSOLUTELY ONE OF MY MOST PRIZED POSSESSIONS.

CASSANDRA, CHILLIWACK

THE LIBRARY HAS CHANGED MY LIFE. I HAVE MET MANY WONDERFUL PEOPLE THROUGH THE MULTICULTURAL PROGRAM, A PARTNERSHIP WITH MISSION COMMUNITY SERVICES, WHICH HELPS IMMIGRANTS TO CONVERSE IN ENGLISH. THIS HAS HELPED ME TO UNDERSTAND THAT VALUE OF CULTURE AND THE ROLE IT PLAYS IN MY LIFE.

JOAN, MISSION  
FOUND COMMUNITY CONNECTIONS

WHEN I THINK OF LADNER AS A COMMUNITY, I THINK OF THE LIBRARY. TO BE IN THAT BUILDING, WHERE MY 84-YEAR-OLD MOTHER STILL COMES TO TAKE OUT BOOKS AND WHERE MY OWN CHILDREN, ON OUR REGULAR VISITS TO THE COAST, STILL LEAVE WITH BAGS FULL OF TREASURED READING, IS TO BE AT THE CENTRE OF WHAT IS MOST REASSURING AND AFFIRMING IN LIFE.

TIM BOWLING, AUTHOR  
(PREVIOUSLY FROM LADNER)

WE LOVE OUR ALDERGROVE LIBRARY WHICH WE VISIT EVERY TUESDAY AND APPRECIATE THE HARDWORKING STAFF THERE. THANKS FOR CHANGING OUR LIVES!

WENDY AND AMANDA-ROSE,  
ALDERGROVE

THE LIBRARY HAS OPENED THE PAST FOR ME. THROUGH VIDEO, DVD AND THE PRINTED PAGE I HAVE FOUND SO MUCH THAT I DIDN'T KNOW ABOUT MY OWN ANCESTORS. THE VARIETY OF DIFFERENT MEDIA OFFERS IS CERTAINLY BENEFICIAL TO ME AS GRANDFATHER AND TO MY GRANDCHILDREN AS WELL.

JOHN, ABBOTSFORD

I COME TO THE LIBRARY NEARLY EVERY DAY TO BORROW MATERIALS AND GO ON THE INTERNET. I HAVE NO COMPUTER AT HOME, SO IT'S GREAT THAT I GET TO USE ONE. I LOVE THE LIBRARY!

HANNAH, ABBOTSFORD

# BUSIER THAN EVER!

FVRL is an information and community centre where Fraser Valley residents can learn, engage, discover and connect! FVRL fosters a culture of knowledge by providing free programs and services to a diverse population.

## FVRL BY THE NUMBERS IN 2010:

- 24 libraries
- 315,554 active cardholders
- 3,489,304 in-person visits
- 7,174,255 items borrowed
- 160,971 new items purchased
- 313,405 reference questions answered
- 7,802 programs offered
- 157,780 people attended programs
- 614,536 sessions on public Internet access computers
- 1,507,892 visits to [www.fvrl.ca](http://www.fvrl.ca)

IT'S FUN TO LEARN AND EXPLORE WITH HELP FROM THE LIBRARY'S KIND PEOPLE. THE LIBRARY IS THE HEART OF OUR COMMUNITY, A PLACE WE COME TO SHARE, DISCOVER AND LEARN WHO WE ARE AS HUMAN BEINGS. SO THANK YOU FOR BEING A PART OF MY LIFE!

MONIKA, WHITE ROCK



# FRASER VALLEY REGIONAL LIBRARY

## STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2010

	UNAPPROPRIATED	APPROPRIATED	RESTRICTED
REVENUE			
MEMBER ASSESSMENTS	\$18,484,970	\$ 25,000	\$ —
PROVINCIAL GOVERNMENT GRANTS	1,291,145	—	132,646
FEDERAL GOVERNMENT GRANTS	—	—	9,500
OTHER DONATIONS AND GRANTS	—	—	116,719
FINES	554,111	—	—
OTHER LIBRARY—BASED REVENUE	162,609	205,947	20,869
RETURN ON INVESTMENTS	8,355	15,134	1,188
	20,501,190	246,081	280,922
ADJUSTMENT TO DEFERRED REVENUES	—	24,000	(48,013)
	20,501,190	270,081	232,909
EXPENSES			
SALARIES AND BENEFITS	14,546,335	80,700	28,557
LIBRARY MATERIALS	472,232	152,898	12,684
OPERATING (SCHEDULE)	2,328,151	218,838	98,907
LIBRARY INTERLINK	126,563	—	—
INTEREST ON CAPITAL LEASE OBLIGATIONS	—	—	—
AMORTIZATION	—	—	—
LOSS ON SALE OF ASSETS	—	—	—
	17,473,281	452,436	140,148
ANNUAL SURPLUS (DEFICIT)	3,027,909	(182,355)	92,761
ACCUMULATED SURPLUS, BEGINNING OF YEAR, AS RESTATED	3,019,917	20,497	—
INTERFUND TRANSFERS	(3,576,457)	357,038	(92,761)
ACCUMULATED SURPLUS, END OF YEAR	\$2,471,369	\$195,180	\$—

	TOTAL		
INVESTMENT IN PROPERTY AND EQUIPMENT	ACTUAL 2010	BUDGET 2010	2009
\$ —	\$18,509,970	\$18,509,970	\$18,071,527
—	1,423,791	1,167,690	1,660,856
—	9,500	8,000	1,500
—	116,719	140,760	140,262
—	554,111	587,550	569,466
—	389,425	334,938	417,510
—	24,677	31,424	51,296
—	21,028,193	20,780,332	20,912,417
—	(24,013)	—	(24,924)
—	21,004,180	20,780,332	20,887,493
—	14,655,592	14,559,623	13,796,643
—	637,814	294,388	812,010
—	2,645,896	2,598,906	2,618,111
—	126,563	143,652	130,006
—	—	—	9,830
3,033,590	3,033,590	3,033,590	3,023,931
368,239	368,239	—	—
3,401,829	21,467,694	20,630,159	20,390,531
(3,401,829)	(463,514)	150,173	496,962
7,816,488	10,856,902	10,856,902	10,359,940
3,312,180	—	—	—
\$7,726,839	\$10,393,388	\$11,007,075	\$10,856,902

# DONORS

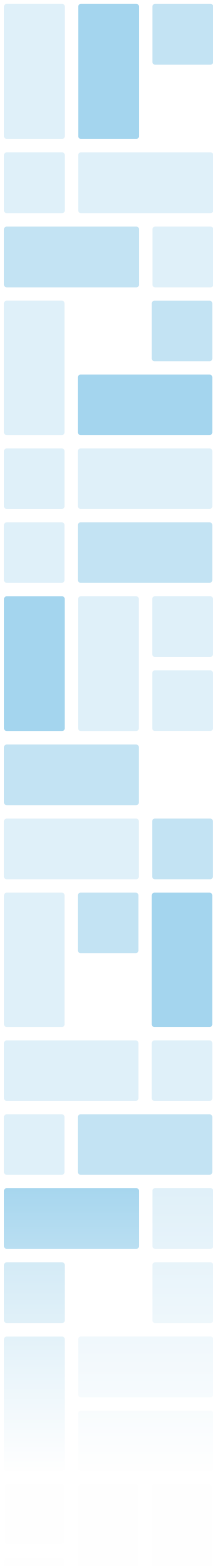
Agassiz Library Society  
Anganeta Schellenberg  
Anne Edwards  
Anne O’Leary  
Annette Strom  
Annette Weber  
Ardis Janzen  
Arlene Kropp  
Barbara Mason  
Barbara Sproxton  
Beverly McLaughlin  
Brian Siborne  
Bruce Owen  
Canadian Federation of  
University Women  
Canadian Western Bank  
CanWest Global Foundation  
Carmen Kim  
Carole Ball  
Carroll Lum  
Christine Lamb  
Daljit Singh Gill  
Dangal Jorge  
David & Ann Pullen  
Darcy Deshmukh  
Darlene Johnson  
Della M. Conner  
Delta Friends of the Library  
Delta Low Vision Group  
Denise Jaden  
District of Mission  
Don McNeill  
Doug Leskun  
Eileen Manning  
Envision Financial — Town  
Centre  
Envision Financial — Yarrow  
Ernie Poignant  
Estate of Marion Forsyth Dick  
Ethos Career Management  
Group  
Friends of the Abbotsford  
Libraries  
Friends of the Chilliwack Library

Friends of the Hope Library  
Friends of the Langley Library  
Friends of the White Rock  
Library  
FV Indo-Canadian Business  
Association  
Ganpati Jewellery & Sari  
House Wholesale Ltd.  
George Perry  
Gladys Welsh  
Glenn Mountain Animal  
Hospital  
Helen G. Schoenbach  
Hilary Russell  
HSM Mobile Truck Repair  
Ilene Grant  
Irene Jenkinson  
Isabel Dick  
Jean Wilkinson  
Jenny Matthews  
Jessie Craig  
Kathryn Fleming  
Ken Oldale  
Khalsa Diwan Society of  
Abbotsford  
Kilmer Elementary English  
Kindergarten  
Kiwanis Club of Tsawwassen  
Krystyna Bielecka  
Langley Literacy Now  
Larry Boychuk  
Linda Watson  
Literacy BC  
Lynn Vendevelde  
Maple Ridge Friends of the  
Library  
Marcia G. Smith  
Marian Balint  
Marie Baldassi  
Marsi Neufeld  
Mary-Lee Webster  
Matsqui Flyball & Agility Club  
Mega Fruiticana  
Mission Friends of the Library

Mission Literacy in Motion  
Association  
Mr. Farmer  
Mr. & Mrs. Tymoschuk  
Norman Mills  
Noreen Dunbar  
Northstar Ford Sales Ltd.  
Patricia Kelly  
Paul & Wendy Dadalt  
Peter Warkentin  
Polygon Homes  
R.A. Holroyd  
Ratzlaff Development Corp.  
Rex Bohachewski  
Ricky Skene  
Rita Penco  
Rotary Club of Haney  
Rotary Club of Mission  
Mid-Day  
Rotary Club of Mission-Sunrise  
School District 34-Modern  
Languages Department  
Shelley Reid & Lance Husoy  
Shirley & Bruno Shelest  
Shirley Wilson  
Sparkwalker Entertainment Inc.  
Sophie White  
Spooky Buddies  
T. Gosperdone  
The Cowan Foundation  
The New Page Human  
Services Society  
Tri-cities Canadian Federation  
of University Women  
Vancouver Canuck’s Booster  
Club  
Vancouver Sun Raise-A-Reader  
Program  
Vivian Bailey  
White Rock Philosopher’s Café  
White Rock-Surrey CESO Club  
W.J. Mouat Secondary School —  
English For Living & Working  
Yit Shang Lim

MY PARENTS INTRODUCED ME TO THE LIBRARY WHEN  
I WAS THREE YEARS OLD. I AM NOW IN GRADE FIVE AND  
AM TEN YEARS OLD. I AM ONE OF THE BEST READERS IN  
MY CLASS. THE LIBRARY HAS WONDERFUL PROGRAMS.  
MY READING HAS BUILT MY VOCABULARY, MY SPELLING  
SKILLS, WRITING IDEAS AND MOST OF ALL MY  
PLEASURE TO READ.

PUNEET, ABBOTSFORD



# Read. Learn. Play.

AGASSIZ LIBRARY

ALDERGROVE LIBRARY

BOSTON BAR LIBRARY

BROOKSWOOD LIBRARY

CHILLIWACK LIBRARY

CITY OF LANGLEY LIBRARY

CLEARBROOK LIBRARY

FORT LANGLEY LIBRARY

GEORGE MACKIE LIBRARY

HOPE LIBRARY

LADNER PIONEER LIBRARY

MAPLE RIDGE PUBLIC LIBRARY

MISSION COMMUNITY LIBRARY

MOUNT LEHMAN LIBRARY

MSA CENTENNIAL LIBRARY

MURIEL ARNASON LIBRARY

MURRAYVILLE LIBRARY

PITT MEADOWS LIBRARY

TERRY FOX LIBRARY

TSAWWASSEN LIBRARY

WALNUT GROVE LIBRARY

WHITE ROCK LIBRARY

YALE LIBRARY

YARROW LIBRARY