



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 earphones 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



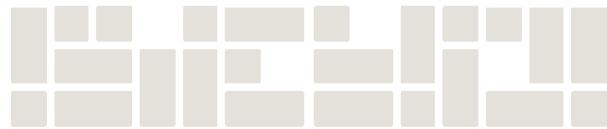
ROB O'BRENNAN,
CHIEF EXECUTIVE OFFICER

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



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, PIT MEADOWS

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 SOBING 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

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

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)

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 THAT THE LIBRARY 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

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	INVESTMENT IN PROPERTY AND EQUIPMENT	ACTUAL 2010	BUDGET 2010	TOTAL
REVENUE							
MEMBER ASSESSMENTS	\$18,484,970	\$ 25,000	\$ —	\$ —	\$18,509,970	\$18,509,970	\$18,071,527
PROVINCIAL GOVERNMENT GRANTS	1,291,145	—	132,646	—	1,423,791	1,167,690	1,660,856
FEDERAL GOVERNMENT GRANTS	—	—	9,500	—	9,500	8,000	1,500
OTHER DONATIONS AND GRANTS	—	—	116,719	—	116,719	140,760	140,262
FINES	554,111	—	—	—	554,111	587,550	569,466
OTHER LIBRARY-BASED REVENUE	162,609	205,947	20,869	—	389,425	334,938	417,510
RETURN ON INVESTMENTS	8,355	15,134	1,188	—	24,677	31,424	51,296
	20,501,190	246,081	280,922	—	21,028,193	20,780,332	20,912,417
ADJUSTMENT TO DEFERRED REVENUES	—	24,000	(48,013)	—	(24,013)	—	(24,924)
	20,501,190	270,081	232,909	—	21,004,180	20,780,332	20,887,493
EXPENSES							
SALARIES AND BENEFITS	14,546,335	80,700	28,557	—	14,655,592	14,559,623	13,796,643
LIBRARY MATERIALS	472,232	152,898	12,684	—	637,814	294,388	812,010
OPERATING (SCHEDULE)	2,328,151	218,838	98,907	—	2,645,896	2,598,906	2,618,111
LIBRARY INTERLINK	126,563	—	—	—	126,563	143,652	130,006
INTEREST ON CAPITAL LEASE OBLIGATIONS	—	—	—	—	—	—	9,830
AMORTIZATION	—	—	—	3,033,590	3,033,590	3,033,590	3,023,931
LOSS ON SALE OF ASSETS	—	—	—	368,239	368,239	—	—
	17,473,281	452,436	140,148	3,401,829	21,467,694	20,630,159	20,390,531
ANNUAL SURPLUS (DEFICIT)	3,027,909	(182,355)	92,761	(3,401,829)	(463,514)	150,173	496,962
ACCUMULATED SURPLUS, BEGINNING OF YEAR, AS RESTATED	3,019,917	20,497	—	7,816,488	10,856,902	10,856,902	10,359,940
INTERFUND TRANSFERS	(3,576,457)	357,038	(92,761)	3,312,180	—	—	—
ACCUMULATED SURPLUS, END OF YEAR	\$2,471,369	\$195,180	\$—	\$7,726,839	\$10,393,388	\$11,007,075	\$10,856,902

DONORS

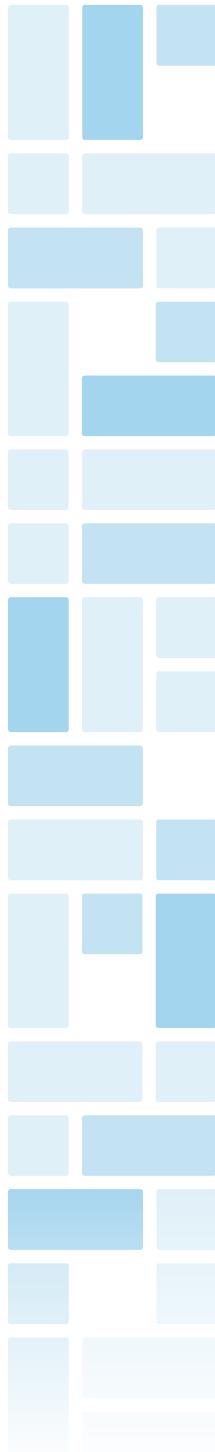
Agassiz Library Society
Anganeta Schellenberg
Anne Edwards
Anne O'Leary
Annette Strom
Annette Weber
Ardis Janzen
Arlene Kropp
Barbara Mason
Barbara Sproxton
Beverly McLaughlin
Brian Siborne
Bruce Owen
Canadian Federation of University Women
Canadian Western Bank
CanWest Global Foundation
Carmen Kim
Carole Ball
Carroll Lum
Christine Lamb
Daljit Singh Gill
Dangal Jorge
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Darcy Deshmukh
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Della M. Conner
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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. Gospertone
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.

www.fvrl.ca

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