INTRODUCTION

Richmond Public Library is very grateful to the Libraries Branch at the Ministry of Education for the provincial support we receive, allowing us to further our mandate of providing essential resources for the education and empowerment of our community members. Serving all our residents with a focus on families, youth, seniors, new Canadians, job seekers and the tech-curious, and ensuring that they have the educational and literacy tools to thrive, will guarantee a brighter future not only for our community but for our province as well. We work collaboratively with other libraries and community partners to leverage shared resources and offer high quality services. By providing excellent print and digital resources as well as cutting edge technologies, and facilitating community building and collaborative learning, the library will continue to provide value to support the changing needs of our community. Richmond Public Library appreciates the support from the Libraries Branch to realize these goals and is proud to support the Provincial Strategic Plan – Inspiring Libraries, Connecting Communities: a vision for public library service in BC.

DESCRIPTION OF RICHMOND

Richmond is a unique and ethnically diverse community with a large immigrant population, many of whom place a very high value on education and learning. Many people who come to settle in Richmond are interested in starting a local business, expanding their current business, or exploring development opportunities in Richmond. Transformed from a rural community to an international city, Richmond continues to develop its downtown core and waterfront areas. However, despite the rapid changes Richmond has seen, the community continues to place a high priority on protecting the natural environment and preserving its heritage.

RICHMOND PUBLIC LIBRARY: THE COMMUNITY HUB

Richmond Public Library is a leader in offering creative, customer-driven and customer-led services for adults and children. Our focus is on providing innovative opportunities for lifelong learning, and easy access to services. Library members can enjoy books, eBooks, digital resources, movies, downloadable newspapers, magazines and music at our four branches and from our book dispenser, seven days a week. We have a comprehensive suite of digital tools and services available and interested members can request free one-on-one training. With a broad range of programs for all ages, reading lounges and collaborative study space for students, Richmond Public Library is one of the city’s busiest community facilities. The library’s commitment to diversity is strong, and we are a recognized leader in the area of community-based services for immigrants, in particular, the large Asian community.

DEMOGRAPHICS OF RICHMOND

As a dynamic, multi-ethnic community with a current (2017) estimated population of 219,273 ¹, Richmond is a thriving urban centre. According to the National Household Survey from Statistics Canada (2011), 59.6% of Richmond’s population is immigrants, and of that number 84.2% ² are from China, the Philippines, Taiwan, India, Hong Kong and the United States collectively. Newcomers have contributed significantly to the diversity and vibrancy of the City of Richmond.
CHALLENGES FACED BY RICHMOND PUBLIC LIBRARY AND OUR COMMUNITY

The biggest challenges the library faces are:

- refocusing traditional library services and collections to meet the needs of 21st century users;
- keeping up with library users’ increasing digital needs;
- transforming the library into a learning hub as well as providing a creative space for collaborative learning and teaching;
- meeting library users’ increasing demands for study and work spaces;
- ensuring that the library remains a community gathering place;
- meeting the multicultural needs of our diverse community;
- all while preserving the fundamental value of books and reading.

STRATEGIC PLAN

For more information, please see the Richmond Public Library Strategic and Long Range Plan 2014-2018 at http://www.yourlibrary.ca/aboutus/strategic_plan.cfm. Following the 2013 Community Public Consultation, the library created a five year Strategic Plan. Based on the information our community provided to us in 2013, a strategic vision for library services emerged around eight key Strategic Roles that the library fulfills in the community. The implementation of the 2014 – 2018 Strategic Plan is now complete.

Throughout 2018, the library conducted a public consultation process which informed the development of the 2019 – 2021 Strategic Plan. In the 2019 Provincial Library Grant Report, the library will report on our progress as it relates to the five new strategic goals: Community, Marketing, Resources, Core Services and Space. More information about library’s new vision and mission statement, plus the priorities related to each of the five strategic goals in the 2019 – 2021 Strategic Plan can be viewed at http://rpl.yourlibrary.ca/account/about_rpl/strategic_plan

STRATEGIC ROLES

1. The Refocused Traditional Library

The Refocused Traditional Library will continue to be a free source of lifelong learning and will be a hub for creativity, exploration and discovery. Users will be able to borrow books, magazines, DVDs and CDs for free, as well as have access to a wide assortment of digital media collections.

2. The Learning Hub Library

A place to study, work collaboratively and find help for homework assignments, the Learning Hub is also a place for personal development. It will rely heavily on traditional hard copy collections as well as digital collections. The Learning Hub Library will require lots of wired study areas with computers. It will

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1 City of Richmond, Population Hot Facts
https://www.richmond.ca/_shared/assets/Population_Hot_Facts6248.pdf
2 Statistics Canada, National Household Survey for Richmond, BC http://tinyurl.com/kgh5enn
also require flexible rooms that can be reserved for group study or instruction, virtual tutoring, independent study, or small group presentations, plus library staff to help.

3. The Living Room Library

The Living Room Library is the place to read, study or relax in a quiet, comfortable environment. It is well-lit with plenty of open spaces and offers a variety of seating options.

4. The Digital Library

The Digital Library is a virtual place to access all kinds of digital information. It requires individual and group workstations, high speed Internet, a variety of digital devices for staff training and instruction, and the necessary IT infrastructure to support it all. This role also encourages interactive activities that stimulate curiosity.

5. The Activity Library

The Activity Library invites the community to come together for information programs that are supported by our book and digital collections. This requires flexible programming rooms that can be used for group instruction and public presentations. The Activity Library responds to a growing number of library users who want to organize and lead library programs, where they can share their knowledge and experience.

6. The Creative Library

The Creative Library is a place to work and learn collaboratively with like-minded people. Library members will have the opportunity to contribute, publish and share content. It requires collaborative physical and virtual workspaces, proper equipment, software applications, and library staff support. The library has the responsibility to store and distribute the information and projects created by community members. This role creates an opportunity to benefit from the community’s knowledge, skills and experience, and promote social interaction.

7. The Multicultural Library

The Multicultural Library provides space for special collections and services that reflect Richmond’s multiculturalism, based on the Dr. Lee inspired Special Collection on Chinese Culture and the Ben and Esther Dayson Judaica Collection. This role capitalizes on Richmond’s position as one of Canada’s most diverse communities.

8. The Gathering Place Library

The Gathering Place Library is where groups of people can get together informally to talk, learn, and share ideas. It requires public spaces that balance the quiet, individual activities of the Living Room with an informal space where noise is okay.
2018 Provincial Library Grant Report – Richmond Public Library

PROGRESS MADE IN 2018

2018 was the final year of the library’s five year Strategic Plan.

The library implemented and achieved several key initiatives and programs that enhanced, improved or expanded on the programs, services and collections that we offer to the community of Richmond.

The library was pleased to launch a new book dispenser at the Hamilton Community Centre, a neighbourhood not currently served by an RPL branch. This book dispenser brings the convenience and enjoyment of popular reading materials for all ages, right to the community centre where Hamilton residents gather.

Further, the library continued to be a leader in offering innovative new digital literacy programs, events, services and educational resources to the community. In 2018, the library focused on introducing community members to new digital skills and inviting organizations and community members to share their expertise on a variety of different topics.

Throughout 2018, the library partnered with the City and with many local community organizations to provide a welcoming and barrier-free space for community gatherings, event support and staff leadership at community events, forums, meetings and conversations about important topics impacting Richmond residents.

Finally, the library completed a comprehensive public consultation that spanned across five months, resulting in thousands of conversations with community members and yielding almost 100,000 data points. These conversations were vital to the creation of the new 2019 – 2021 Strategic Plan that will guide the library’s activity for the next three years, so that we can continue to provide the services needed by our diverse and growing community.

These programs and initiatives are in direct support of the four Government strategies identified in Inspiring Libraries, Connecting Communities.

Library Board Chair Robin Leung says that the library has successfully implemented each of the eight roles in the 2014 – 2018 Strategic Plan and is already working towards defining and delivering on its priorities for the first year of the new 2019 – 2021 Strategic Plan.

“In 2018, we continued to build on previous successes and created a strong foundation for the library to start from in 2019,” says Leung. “By continuing to offer innovative programming, and taking the library to where the community gathers, we are making sure that residents know that the library is for everyone. We encourage BC residents of all ages to come and see what’s new at our library.”
PROVINCIAL STRATEGY 1

1. Fostering Connected Communities: advancing access to information and resources.

Library programs and / or services that align with this strategy:

Library Goal that supports Strategy # 1:
Richmond Public Library’s alignment to this strategy is driven by seven of the eight Strategic Roles: the Refocused Traditional Library, the Learning Hub Library, the Living Room Library, the Digital Library, the Activity Library, the Creative Library and the Gathering Place Library.

LIBRARY INITIATIVE # 1: IMPLEMENTATION AND LAUNCH OF THE HAMILTON BOOK DISPENSER

While the launch is complete, this initiative is ongoing as the new book dispenser is available during regular community centre hours to serve library members.

The Hamilton neighbourhood is one of Richmond’s fastest growing communities. The library has been offering one-day library service to the Hamilton community since 2007 at the Hamilton Community Centre. Throughout 2017 and 2018, library staff connected with Hamilton residents in various locations. Through these community conversations, we heard that one day service was not enough; prompting staff to seek out innovative new ways to meet Hamilton’s reading needs. Residents also identified a desire for innovative library services to be more readily available.

Now, thanks to the generous funding support from Richmond City Council, the library’s new self-serve book dispenser will ensure that Hamilton residents of all ages have access to popular library collections, seven days a week.

Purchased from Convergent Library Technologies, the dispenser encourages easy access to a browsing collection of materials. Its door is sturdy with transparent panels that allow library customers to easily view what’s inside. All materials are RFID tagged. To use the dispenser, customers insert their Richmond Public Library card and follow the prompts on the screen. Customers may borrow up to 20 books which are automatically checked out once the door is closed. All items can be borrowed for 21 days and can be returned directly to the dispenser.

There are over 100 books in the dispenser for members to choose from. Library staff regularly re-stock books in the dispenser. Available materials include a selection of the newest kids, teens and adult titles. The book dispenser is conveniently accessible during Community Centre hours, seven days a week.

The Hamilton Book Dispenser was soft launched on August 4, 2018. Throughout August and September, library staff were onsite at the Hamilton Community Centre connecting with community members and the elementary school population to promote this new service. The Hamilton Book dispenser was officially launched to the public on September 19, 2018, by Mayor Malcolm Brodie and members of Richmond City Council, plus library and Board representatives and local community members. Appreciation of this new library service has come from Hamilton residents of all ages.
“I encourage my Hamilton neighbors to check out the dispenser,” says Pauline Streckos, a long-time Hamilton community member and avid library user. “It’s filled with a wide variety of reading material, offering more choices, more often.”

Partnerships that support this strategy:

- The library gratefully acknowledges the City of Richmond for their financial support for the new book dispenser.
- The library thanks the Hamilton Community Centre for helping to make the placement of the new book dispenser possible.

Positive outcomes of this initiative:

- The new book dispenser offers Hamilton residents of all ages with access to popular library materials, seven days a week.
- The new book dispenser provides community members with the convenience of combining a visit to the book dispenser with a visit to their local community centre, saving them time and dollars spent on transportation.

LIBRARY INITIATIVE # 2: COMMUNITY SERVICES TEAM EXPANDS ITS OUTREACH TO FAITH-BASED AND COMMUNITY ORGANIZATIONS

This initiative is ongoing as the library’s Community Services Team (CST) continues to forge new partnerships with faith-based and community organizations across Richmond.

Richmond’s No. 5 Road in East Richmond is popularly referred to as the “highway to heaven” due to the presence of many faith-based organizations along that road.

With the expansion of the library’s Community Services Librarians Team in 2018, supported by the hiring of two new Community Services Librarians in August, Richmond Public Library is now actively engaging with Mosques, Islamic Schools and other Islamic Groups, Sikh and Buddhist temples, Multicultural churches as well as Cultural Centres.

Members of these places of worship have welcomed the library warmly into their spaces and are taking the lead on many programs resulting from our new partnerships. For example, we made a connection with the Az-Zahraa Islamic Academy, who requested a library pop-up table on Parent-Teacher Interview Night to share library resources with Muslim students and their families. We were also invited to attend the Puran Massi/Full Moon Event at the Nanaksar Gurdwara Gursikh Temple where we actively engaged with 97 worshippers.

In addition, the new, larger CST initiated a number of new partnerships and relationships with faith-based and community organizations that are new to RPL. These include:
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<table>
<thead>
<tr>
<th>Organization</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kehila Society</td>
<td>Mandate is to strengthen Jewish life in Richmond in an accessible and inclusive manner.</td>
</tr>
<tr>
<td>Family Smart</td>
<td>Provide support and services to families with children and youth experiencing mental health challenges.</td>
</tr>
<tr>
<td>Nova Transition House</td>
<td>Provide temporary accommodation in a safe and secure environment for women and children experiencing violence or who are at risk for violence.</td>
</tr>
<tr>
<td>BC Muslim School</td>
<td>An independent school for K-7.</td>
</tr>
<tr>
<td>Muslim Food Bank</td>
<td>A Muslim-operated food bank that works in conjunction with the Richmond Food Bank.</td>
</tr>
<tr>
<td>Breakfast Clubs –</td>
<td>A consortium of four Breakfast Clubs, serving over 150 children per week, which operate out of the following elementary schools – Blundell, Mitchell, Bridge and Thomas Kidd.</td>
</tr>
<tr>
<td>Richmond Food Bank</td>
<td></td>
</tr>
<tr>
<td>Bethesda</td>
<td>A non-profit organization that provides an array of services and supports to Richmond residents who have intellectual disabilities.</td>
</tr>
<tr>
<td>Richmond House</td>
<td>A Salvation Army-operated 10-bed emergency shelter for men who are 19 years old and above.</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td></td>
</tr>
</tbody>
</table>

We are learning that the barriers to library access that these communities experience include language, financial and lack of awareness of library services.

**Partnerships that support this strategy:**

- The library worked together with local community faith-based organizations to find unique opportunities to come to their place of worship to connect with community members.
- The library worked together with local community service organizations to bring library services to a wide variety of individuals and groups, including those from vulnerable populations.

**Positive outcomes of this initiative:**

- The library helps families access the services and information they need by coming to where they gather.
- The library works with local faith-based organizations to ensure families know about and have access to services.
- The library supports local community faith-based organizations in creating opportunities for their community to learn and connect with others.
- The library works with local community faith-based organizations to provide welcoming and supportive physical and virtual place to read, learn, create and connect.
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**PROVINCIAL STRATEGY 2**

2. **Building Capacity: enabling inspiration and innovation.**

Library programs and / or services that align with this strategy:

Library Goal that supports Strategy # 2:

Richmond Public Library’s alignment to this strategy is driven by four of our eight Strategic Roles: the Learning Hub Library, the Digital Library, the Creative Library and the Gathering Place Library.

LIBRARY INITIATIVE # 1: INNOVATIVE PROGRAMS AND SERVICES OFFERED AT THE LAUNCHPAD

This initiative is ongoing as the library is continuously looking for new opportunities to partner with local organizations and volunteers to bring unique and innovative digital programs and services to the community.

Since its grand re-opening in 2017, the Launchpad has introduced a number of innovative new programs, aimed at challenging the status quo of what is typically offered in a library space, by offering exposure to new digital skills such as gaming, game creation, app development and coding. Following are four unique program highlights from 2018.

**Game of Apps Showcase**

Richmond School District 38 partnered with the library to share the work of more than 100 local teens who worked in teams to create community-based apps. During Education Week 2018, teams of five and six teens showcased the final results of their projects that they had been working on over a 16 week period. Student demonstrations at the showcase included their final pitch presentations, app demonstrations, early prototypes and sketches, user testing results, source code and more. The students invited their friends and family to the showcase, and the library and the school district promoted the event to the broader community.

**Student Maker Expo**

Upon hearing that the Vancouver Mini Maker Faire, which normally takes place at the PNE, was not taking place in 2018, an avid library user and RPL volunteer approached the library with an idea. He and his classmates from the Richmond School District 38 Transition Program wanted to share their projects with the community, and believed that the library would be a perfect venue.

This event took place on Sunday, May 27 and featured interactive maker booths on a variety of interesting topics. Presentations and activities covered a diverse array of disciplines, including robotics, arts, sciences and technology. All the booths were run by students from several local public schools. It was exciting to see these students take ownership of the first year for this event. One of the students created the promotional material and spoke at the event about their creative process.

**Smash Bros**

In 2018, the library’s Smash Bros Tournaments grew in popularity, with the support of staff and three active youth volunteers. This community-driven event for youth players ages 7 - 24 has become very popular with the gaming community. Top gamers from all over BC and even Washington State are now registering for and attending library gaming tournaments. The tournaments have grown in frequency
and in size, taking place approximately six times a year and welcoming dozens of participants and their families plus spectators to each tournament.

The focus of the library’s Smash Bros tournaments has not changed even as the program has expanded. The library aims to work with volunteers to share retro and arcade video games with the community, mentor and guide volunteers who organize the events, and encourage families to explore gaming together as an activity everyone can enjoy, to talk about gaming and to build healthy digital usage habits.

One of the library’s volunteers will be the focus of an upcoming (Spring 2019) TELUS Storyhive documentary, titled Smash Forward. The library will also be part of this story. Staff were interviewed about how the library’s digital services have developed and how they support the local gaming community by providing opportunities to make social connections and grow skills.

**Richmond Youth App Hackathon in partnership with Under the GUI**

In March 2018, in partnership with Under the GUI, a local coding school, and IGG Games, a digital entertainment company, the library hosted an all-day hackathon. Teams of teens ages 12 – 16 were invited to build their own video game. Members of each team took on the role of programmer, animator or sound designer. Under the GUI instructors provided specialist training to participants based on their role and teammates combined their shared knowledge to develop games.

Both partner organizations were impressed with the level of community interest in the program as well as the breadth of other digital literacy programs offered by the library and expressed an interest in sponsoring future game-related events at the library.

**Partnerships that support this strategy:**

- The library partnered with Richmond School District 38 to offer opportunities for students to showcase their work, to learn new skills and to make new community connections.
- The library partnered with local gaming organizations to bring in-demand, new-to-Richmond gaming events to the community.

**Positive outcomes of this initiative:**

- The library provides valuable and complementary learning resources to teachers and educators so they may provide an enhanced learning experience to Richmond families and students.
- The library offers new programs and events to the community to meet the changing needs of the community and to appeal to local youth.

**LIBRARY INITIATIVE # 2: EXPAND CURRENT SERVICES THAT EDUCATE THE COMMUNITY ABOUT HOW TO USE DIGITAL RESOURCES AVAILABLE AT THE LIBRARY**

This initiative is ongoing as the library continues to introduce more database services at the library and offers both the Librarian 1-on-1 service as well as Tech Buddies throughout 2019.

The library offers a number of different ways that community members can become more comfortable with using technology tools and devices, and learn how to use their tools and devices to access and
enjoy library resources. Following are three ways that the library helped increase the digital literacy of community members in 2018.

**Librarian 1-on-1 service**
The library offers its members the opportunity to “Book A Librarian”, which means they can schedule a free, individual, 50 minute session with a librarian, to learn about how to download and access eBooks, search the catalogue and use other digital resources at the library. Members are encouraged to bring their own devices so they can better learn how to use them and unlock their potential!

**Database of the week feature**
To raise public awareness and educate library users about the library’s subscription service databases, Information Services staff ran two six week series of live demonstrations at the Brighouse branch in 2018. Each week, a different database was featured. These series were offered once in the Spring and again in the Fall.

During the Spring campaign, staff conducted 218 demonstrations and answered 240 questions about the library’s digital collections.

There was also an increase in the number of eBooks and eAudiobooks throughout the six week Spring campaign. 11,775 eBooks were downloaded from Overdrive in April 2018 as compared to 9,991 downloaded in April 2017. 1,558 eAudiobooks were downloaded from Hoopla in April 2018 as compared to 1,046 downloaded in April 2017.

During the six week Fall campaign, a similar general increase was seen in member usage. In October 2018, 12,425 eBooks were downloaded from Overdrive whereas 10,975 were downloaded in October 2017. Similarly, in October 2018, 1,834 eAudiobooks were downloaded from Hoopla as compared to 1,366 in October 2017.

**Tech Buddies update for 2018**
As reported in the 2017 Provincial Library Grant Report, the library received a federal grant from the New Horizons Seniors Program for the Tech Buddies project. This project helps seniors ages 55+ living in local seniors’ residences to learn more about their own personal tablets and mobile devices. Adult volunteers conduct one-on-one sessions with seniors, helping them to learn how to download and use digital resources like eBooks, manage their email and photos and to better search for local community resources. In return for their commitment to helping their peers, Tech Buddies volunteers gain new skills themselves by being engaged in all areas of the project-planning, implementation and evaluation process. The program has proven to be very popular and since the grant funding concluded in Fall 2018, it has continued as a library-funded, regularly offered program benefitting seniors and volunteers.

Tech Buddies was offered in Fall 2018 at two new facilities in Richmond: Kiwanis Towers, a seniors’ rental complex and Gilmore Gardens, a retirement residence. In Winter 2019 (from January to March), Tech Buddies is being offered to seniors at City Centre Community Centre and at Steveston Community Centre in partnership with the City’s seniors’ coordinator for each centre.
Partnerships that support this strategy:

- Tech Buddies was funded in part by a federal grant from the New Horizons for Seniors Program (NHSP).
- The library worked with local volunteers to deliver the Tech Buddies mentoring sessions.
- The Tech project created new connections between three local seniors’ facilities; Kiwanis Towers, Gilmore Gardens, and two City-run community centres. With all three facilities located throughout Richmond and all serving the community in unique ways, the potential for partnership is great. This partnership can be used to create other opportunities to work together in the future.

Positive outcomes of this initiative:

- The library provides seniors with unique opportunities to either mentor or be mentored in digital literacy skills, depending on their personal circumstances and needs.
- The library provides valuable learning opportunities to seniors.
- The library provides outreach opportunities to seniors whose ability to come to the library is either non-existent or compromised due to their living situation.
3. Working Together: creating lasting and sustainable partnerships.

Library Goal that supports Strategy # 3:
Richmond Public Library’s progress towards this priority is driven by three of the eight Strategic Roles: the Learning Hub Library, the Activity Library and the Gathering Place Library.

Library programs and / or services that align with this priority:

LIBRARY INITIATIVE # 1: COMMUNITY FORUMS OFFERED ON A VARIETY OF IMPORTANT TOPICS IN – PARTNERSHIP WITH GOVERNMENT AND COMMUNITY AGENCIES AND ORGANIZATIONS

This initiative is ongoing as the library’s mandate is to continue to partner with local governments and organizations to host and facilitate community conversations about important topics.

In 2018, the library made significant steps towards the introduction of the Community-Led service framework. This service model inspires library staff to work closely with community members such as vulnerable populations to not only understand needs but to also deliver services and programs that meet those needs. This work is sometimes done outside of the walls of the library, in places where community gather or is served by local community organizations.

The library partnered with local organizations and stakeholders to offer a number of significant community forums and information sessions in 2018:

- The library partnered with the City and the Salvation Army to offer an open house to answer questions from the community about a new emergency shelter set to open near the library’s Ironwood branch, with space for up to 36 vulnerable individuals in Richmond.

- The library partnered with Richmond Addiction Services Society to host a community conversation about the opioid crisis, followed by an education session for service providers that included Naloxone training.

- The library partnered with NewToBC to offer community settlement training for library staff, volunteers, Board members, settlement service providers, city staff and Library Champions. The session aimed to increase awareness about settlement and community service providers, share information about the range of programs and services that are available, and review current data and information from the most recent census about immigrant and refugee populations within the Richmond community.

- The library partnered with the City, RainCity Housing and BC Housing to host a drop-in style community meeting to gather feedback from the public on affordable modular supportive housing in Richmond and thoughts about the proposed site on City-owned land.

- The library partnered with Richmond Family Place to offer Life to the Full, an eight week course to learn about building positive thought patterns and teaching skills to deal with emotions, all with a goal of supporting mental health. Many of the participants were parents of young children.
One of the strategies of the provincial government’s Early Years Centre project, highlighted in the 2017 PLGR, is to provide training to community service providers on how to effectively connect families to services. The library offered service provider training on three separate occasions which included parent focus groups to identify effective communication methods and barriers to access, plus training sessions for service providers based on those focus groups.

The library hosted the fifth annual Connecting the Dots event, which focused on raising awareness and reducing barriers to accessing affordable resources for low income Richmond residents. This event was offered in partnership with the City, and a variety of local and Vancouver-based community organizations.

Teacher Pro-D Day Workshops
The library continues to work towards strengthening its relationship with Richmond teachers and promoting the many resources within its collections and services that are available to support teachers. In October 2018, the library offered two workshops for teachers on a provincial professional development day. Library staff presented inquiry-based learning resources that are available at the library for classroom use, which focused on library materials, specifically discovery kits, soldier files and Indigenous resources that can be used in lesson planning. Secondly, library staff introduced techniques for integrating design thinking and the Applied Design, Skills and Technology (ADST) curriculum into classrooms. Response to these workshops was positive, and both workshops filled to capacity within a week of registration opening.

We received the following impact statement from a workshop attendee:

“I attended a Pro-D workshop on Friday, October 19 at the Brighouse Branch and I just wanted to say how wonderful and informative this workshop was. I have been to many Pro-D’s but this one was so relevant and helpful. I’m so happy to know that such a wonderful resource exists in Richmond. The staff went beyond to find content that meaningfully applied and linked with the new curriculum. I’m excited to go back to my classroom and use some of what I learned.”

Partnerships that support this strategy:
- The library partnered with a variety of community agencies and organizations to host community meetings, forums and conversations.
- The library partnered with local school teachers to offer valuable learning opportunities that teachers could take back to their classes.

Positive outcomes of this program:
- The library is seen as a place that the community can learn about important topics that affect Richmond residents.
- The library developed new partnerships and strengthened existing relationships with community organizations and businesses.
- The library provided valuable resources to Richmond teachers which will benefit Richmond students of all ages and their families.
LIBRARY INITIATIVE # 2: THE COMMUNITY TABLE AT THE LIBRARY’S MAIN BRIGHOUSE BRANCH

This initiative is ongoing and the library will continue to offer this service, based on the outcomes of discussions with community organizations that use the community table and quantitative data.

In Richmond, there are a number of non-profit community organizations that have very few promotional outlets available to them due to financial barriers. Creating print materials to distribute can be very costly. The library’s community table, which is set up in the lobby of the Brighouse branch, is a no-cost place where these organizations can promote their programs and services to the public. In many cases, these organization offer services targeted for newcomers and immigrants.

By meeting one-on-one with members of the community and speaking with them at the library, these organizations increase the chance of their programs and services being utilized.

Another important outcome is that the library is able to engage with organizations that we have not previously worked with before, thus creating new partnerships for the benefit of the community.

One example of a new partnership that has evolved is with the Richmond Food Security Society. Since making their first community table booking, they now use the table for the Seed Library every Spring.

Another way that community tables increase the library’s reach is through partnerships with municipal and provincial government departments that are conducting surveys or studies. These partnerships benefit the government entity holding the survey as the library serves a very large cross-section of the community as compared to more recreational-focused gathering places. The community benefits from the opportunity to participate and have a say in broad surveys and studies. The library is known as a hub of print, digital and community information. These tables provide an opportunity for the public to learn about important services in their community.

The community tables have been offered at the library since 2014. In that first year, the library had a total of 90 community table bookings and 2,839 interactions with community members. In 2018, the library had 114 community tables, and 5,169 interactions with community members, representing a significant increase in both organizational and community interest. Many organizations now make multiple bookings of the community table throughout the year, because they find it increases their program registration for programs targeting newcomers and permanent residents.

Partnerships that support this strategy:
- The library partnered with local organizations to help them connect with community members.

Positive outcomes of this program:
- The library connects community members with organizations and government entities that offer valuable programs and resources.
- The library creates new relationships with organizations and government entities.
- The library is seen as a valuable resource and a place to get important and helpful information.
PROVINCIAL STRATEGY 4

4. Sustaining Our Success: enhancing governance and demonstrating impact.

Library Goal that supports Strategy # 4:
Richmond Public Library’s progress towards this strategy is driven by all eight Strategic Roles as the library seeks to deliver enhancements, improvements and new resources across all levels of service for the betterment of the community.

Library programs and / or services that align with this strategy:

LIBRARY INITIATIVE # 1: PUBLIC CONSULTATION AND THE NEW 2019 – 2021 STRATEGIC PLAN

This initiative is complete as the results of the Public Consultation helped shape the 2019 – 2021 Strategic Plan.

From February to July 2018, the library engaged in a multi-faceted consultation process with the community. The public consultation process consisted of email surveys sent to active and non-active card holders, an online survey conducted using the City of Richmond’s community survey platform, face-to-face discussions held during an in-branch survey facilitated by Kwantlen Polytechnic University students, focus groups, an open house and in-branch mapping activities.

As an outcome of all of those conversations:

- Library staff interacted with a total of 7,187 people across all seven distinct activities
  - 855 of those interactions were in-person
  - 6,332 of those interactions were online in response to the online or email surveys
- Library staff collected almost 100,000 data points across all seven distinct activities (99,515)
- Library staff reviewed 5,238 comments received

As a result of this process, the new 2019 – 2021 Strategic Plan, along with new staff priorities and a detailed staff work plan to help staff deliver on those priorities, were all shaped by community conversations. The new Strategic Plan focuses on the following five goal areas:

1. Community: Build and grow our community
2. Marketing: Communicate who we are and what we do
3. Resources: Develop and leverage our resources
4. Core Services: Expand access to programs, services and collections
5. Space: Reimagine space for our community

The full Strategic Plan was made public in December 2018 and can be seen here: http://rpl.yourlibrary.ca/account/about_rpl/strategic_plan. The plan is also posted in print at all library branches.
LIBRARY INITIATIVE # 2: SUMMER READING CLUB 2018 – HOW WE MEASURED AND REPORTED ON IMPACTS, OUTCOMES AND PARTICIPATION

This initiative is complete. Key learnings from the 2018 Summer Reading Club (SRC) program will help shape the structure, promotion and programming elements of the 2019 SRC.

The library offered special programs throughout the summer to provide educational and leisure reading opportunities to families. The main focus in 2018 was literacy and literature programs. Programs in technology, art and science, presented with community partners, were also offered. In addition to offering summer reading clubs for children, teens and adults, the library hosted one adult author reading and 10 children’s and teens author-led writing workshops. These programs were made possible by funding the library received from Decoda (Literacy Richmond) and RBC’s Richmond branches, which was used to pay for author fees and incentive prizes.

To ensure that the library fully capitalized on the opportunity to engage with and learn from the community, the library explored new impact measurements throughout the summer, including:

- A Typical Week survey that measured the in-library use of materials. By comparing summer statistics with a Typical Week survey conducted in Fall 2017, library staff saw a 33% increase of in-library use of materials.
- A Space Observation survey that measured how library visitors used different spaces within the library.
- A Children’s Impact Story Contest that encouraged children to submit a story or statement about how the library has benefited them and their family. Library staff were delighted with the number and depth of responses received from children, providing qualitative data and values that typical surveys cannot capture.

In Summer 2018, the library saw a number of increases over Summer 2017. Specifically, staff saw an increase in the number of library visitors, the number of Summer Reading Club participants and an increase in circulation. The following factors are believed to have had a positive impact:

- Growing relationships with schools to build excitement for earning the Summer Reading Club trophy. This lead to increased promotion and enthusiasm amongst teachers, students and their families.
- A unified marketing approach for all three summer reading clubs (adults, teens and children) to demonstrate that summer reading was for all ages.
- An increase in in-branch promotion with dedicated summer Reading kiosks at all branches
- An increase in out-of-branch promotion at large city events before and during the summer by the Community Services Team.
- Active promotion by staff of the reading challenges and adding information about summer reading to all readers’ advisory interactions to increase knowledge of and participation in the program.

Participants shared their feedback about the different elements of summer reading that they enjoyed. Following are some of the positive impact statements that were received:
Throughout this summer my child has without prompting read at least an hour per day. At first, he did it because he wanted to have his medal at the end of the summer. In the end, it became an enjoyable habit that he cherished at the end of his day. We as parents are thrilled.”
– Mother of Summer Reading Club participant

“After coming to the writing workshop with [author] Penny Draper, it made me see historical fiction in a new light […] Now I not only read more books that take place in the past, I started to write more of the subject as well, not only giving me the chance to expand my horizons but showing me that the past can truly change how you write.”
– Teen who participated in writing workshop

“I really enjoyed the adult summer reading club for summer. There were a lot of great books that I read that I may not have found if not for the Bingo card... Thanks for a great/interesting summer read!”
– A winner of the Adult Summer Reading Challenge

“Volunteering as a Youth Ambassador at RPL has empowered me to express, explore and expand my love for reading and community. It's a wonderful place to meet driven, insightful people and make a positive impact on the youth of Richmond."
– Teen volunteer

Partnerships that support this strategy:

- The library partnered with community partners to present programs with an emphasis on technology, art and science.
- The library partnered with local authors to present author readings and writing workshops.
- The library partnered with local organizations which funded some of the SRC events.

Positive outcomes of this initiative:

- Richmond residents of all ages felt welcomed and invited to participate in summer reading activities.
- The library learned more about how to best engage with community members through the summer reading programs and events it offers, which will provide a strong foundation for future summer reading programs.
SUMMARY

2018 was the final year of the library’s five year Strategic Plan. Throughout the past year, we achieved and celebrated many new initiatives and programs that were in direct support of the eight Strategic Roles as outlined in our 2014 – 2018 Strategic Plan.

The library brought new technology to a community in Richmond located some distance from the nearest library branch, by installing a new book dispenser. This dispenser will provide access to popular reading materials for the Hamilton community to enjoy for years to come.

The library introduced a number of new digital programs that expanded the program offerings, including many with a gaming focus, to encourage teens and young adults to participate.

The library focused heavily on creating new partnerships and looking for ways to work with local organizations to help educate, inform and build awareness about their services.

The library conducted a comprehensive public consultation to hear from the community about what matters the most and then created a new three year Strategic Plan that draws on community feedback.

Our primary focus in 2019 will be developing and delivering on work plans that support the five goals in our new 2019 – 2021 Strategic Plan, in the areas of community, marketing, resources, core services and space. Moving to a three year plan will allow the library to be more agile and will enable the library to more quickly leverage the input of our members to meet the ever-changing and growing needs of the community.

In early 2019, the library is launching a library card campaign in partnership with Richmond School District 38, targeting every Grade 1 student in Richmond. The program will continue in the Fall with a campaign targeted at Grade 8 students. In 2020, the campaign will expand to include Grade 4 students in addition to Grade 1 and Grade 8 students. Within three years of this initiative’s implementation, the mechanisms will be in place to ensure that every new student in Richmond will have an RPL card.

The library is also supporting Truth and Reconciliation efforts and is responding to calls to action with the introduction of Indigenous Artist in Residence workshops featuring Musqueam Nation artists, offered in partnership with the City of Richmond. The library is also expanding its Indigenous collections, including the addition of special learning kits that support inquiry-based learning about specific Indigenous people groups.

From a member-services standpoint, the library is looking at ways to make collections more accessible to community members for longer, and making improvements to the overall customer experience. It is expanding its reach into the community with an increase in offsite and outreach programs, and is enhancing seniors’ services by expanding home services and increasing its volunteer base.