

Report to the Community

2023



Table of Contents

Mission, Vision & Values 3
Message from the Board..... 4, 5
Inclusivity 6, 7
Partnerships & Engagement..... 8, 9
Truth & Reconciliation.....10, 11
Leading into the Future 12, 13
Our Donors..... 14
Financial Statement..... 15
Statistics16, 17
Community Advisory Group & Partners..... 18, 19
Leadership Team & Contact Information 20



We acknowledge with gratitude and respect that the name Coquitlam was derived from the hə́nqə́míṇə́m̓ word *kʷikʷə́lə́m* meaning “Red Fish Up the River.” The Coquitlam Public Library is honoured to be located on the *kʷikʷə́lə́m* traditional and ancestral lands, including those parts that were historically shared with the ḡíćə́y̓, and other Coast Salish Peoples.



Our Vision

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

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 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

The Board, management, and staff are proud of the ongoing progress in our Strategic Plan as well as the day-to-day operations of our Library facilities.

One highlight of 2023 was our focus on Partnerships & Engagement, specifically deepening our relationship with our key funder and partner, the City of Coquitlam. We participated in joint planning for future growth of the Library's spaces and services as well as worked together on more alignment and efficiencies in our current operations.

In the 2023 budget, City Council approved additional funding for the first of a four-year Collections Strategy, designed to respond to community requests for more up-to-date and diverse physical and electronic collections with shorter wait times for popular materials. Council also approved a new state-of-the-art, accessible vehicle to replace our aging Library Link, in a collaboration agreement with City fleet operations. This arrangement allows Library staff to do what they do best – connecting with and serving the community in neighbourhoods all over Coquitlam. We are extremely grateful to the City for their support and look forward to continuing to work closely together on growing our services.



Coquitlam Public Library Board 2023

Richard Veerapen; Raymond Lee, Vice Chair; Cindy Mark;
Kimberly Sivak; Jaqueline Gorton, Chair; Monica Heir;
Neal Nicholson; Steve Leung, Treasurer; Matt Djonlic, Councillor.

The Province of BC was also extremely supportive this year in providing the BC Enhancement grant to be used over three years. In 2023, we were able to use some of this funding to open two new public spaces: our Discovery Lab at the City Centre branch; and the Library Lounge at the Poirier branch. Both of these are designed to increase learning, engagement, and community connection – the former in a high-tech way, and the latter in a screen-free environment. If you haven’t checked these spaces out yet, please come by for a visit!

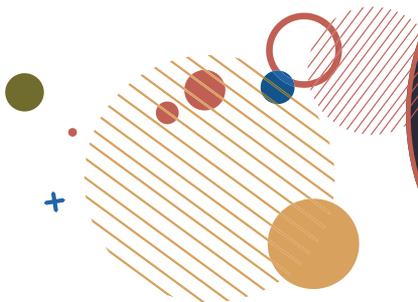
We had a leadership change this year, with our new Executive Director, Anthea Goffe, taking the reigns after an extensive nationwide search. Anthea comes to the position with extensive experience, including eight years at our Library. Anthea has a strong community-centered vision, and this year she has shored up our internal practices, increased transparency, and continued forwarding our strategic priorities.

It takes a big community—of staff, management, and Board members—to run the library day by day. In addition to this, we also have several volunteer groups, the Community Advisory Group, or “CAG”, and the Teen Advisory Group (“TAG”), who help us increase our reach in so many ways. A big thank you to them, and to all our volunteers!

As well, a big thanks to all of our customers who express to us their passion and care for the Library every day, and make doing our work such an honour and pleasure.

Jacqueline Gorton

Chair, Coquitlam Public Library Board



Inclusivity

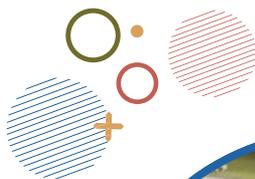
We continued to foster equity, diversity, and inclusion to create accessible learning for all.



Conversations about Race

Each session in this five-part speaker series focused on a different cultural group. Topics included Indigenous culture, the immigrant experience, antisemitism, Islamophobia, and allyship.

Program attendance: 112



Pride

In January, our second-ever Drag Story Time once again attracted overflow crowds. Families were delighted by the performer and made their own drag doll craft.

In July, we celebrated Pride with partners Evergreen Cultural Centre, Place des Arts, Coquitlam Heritage, and the City of Coquitlam.



Multicultural Children's Programs

Korean Story Time

Number of programs 75

Attendance 2,609

New! Mandarin Story Time

(started August, 2023)

Number of programs 17

Attendance 251

Mother Goose programs

(In Cantonese, Mandarin, Korean, and Persian; with S.U.C.C.E.S.S.)

Number of programs 75

Attendance 2,962



Multicultural Programs

The Library celebrated Diwali, the Double Ninth Festival, Chuseok, Seollal (Korean Lunar New Year), Lunar New Year (Chinese), Dragon Boat Festival, Día de los Muertos, Día Internacional del Libro, and Mid-Autumn Moon Festival.

We offered programs for newcomers in Korean, Spanish, Cantonese, and Mandarin.

We also held a monthly group for Korean seniors to meet new friends and learn how to use technology.



Sing Along with Luc

Luc, a musician with autism, accompanied our storytellers in four popular programs this year. Toddlers and their parents joined the fun as Luc sang favourite songs, accompanied by his guitar.

Program attendance: 259

(Luc, left, with Librarian Chris Miller)

Partnerships & Engagement

We expanded our relationships with partners and cultivated a deeper connection to the community.



Library Lounge

We were proud to open the new Library Lounge at our Poirier Branch. Furnished with comfortable chairs and tables, and boasting dozens of board games and puzzles for all ages, the Lounge is the perfect place to connect with friends.

All Through the Town

Our Library Link book mobile continued to bring books, movies, and lendable technology to neighbourhoods throughout Coquitlam all year long.

We spread the word about library services to community members at festivals throughout Coquitlam, including the Canada Day Celebration, Hollydaze, Kaleidoscope, and Lights at Lafarge.



During the warmer months, families enjoyed Story Times in the Park. We brought residents on guided tours of local parks to learn about local plants and wildlife, and we hosted birdwatching tours at Colony Farms.



Holiday Hellos

Our staff provide home delivery service to older adults who are unable to visit the library. This year, we continued our Holiday Hello program, which we began during the pandemic. Community members, including school children, create holiday cards with season's greetings for our home delivery customers. In 2023, we gave more than 2000 cards to 740 local seniors.

Juried Art Exhibition

We once again partnered with Evergreen Cultural Centre to host the Juried Art Exhibition. This year's theme was Inclusivity & Sustainability. The People's Choice Award winner was *Soul Sisters* by Susan Boras (above).

Library Link

My daughter and I love the Coquitlam Library truck that stops in front of the YMCA every Saturday.

My daughter loves borrowing new books every week and I love the convenience of it. As a mother with a young child, this just makes it so much easier to borrow and return books.

I also want to mention that Luz is terrific. She always provides great book recommendations that are age appropriate and so much fun for my daughter to read.

Thank you for making it easy for my daughter to fall in love with reading at a young age.

Lydia K.

Truth & Reconciliation

We championed truth, healing, and reconciliation through services, programming, and practices.

Indigenous Film Festival

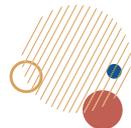
Our Indigenous Film Festival showcased 15 short and feature-length films by Indigenous creators. We were honoured to welcome Simon Winadzi James as our keynote speaker. A member of Kwakiutl Nation First Nation, James is the producer and co-writer of the animated *Raven Tales* series.

Festival attendance: 228



Conversations about Race

The first session of our speaker series, Conversations about Race, featured Christine Mackenzie, an artist and facilitator from the Kwakiutl Nation, who educated participants about Indigenous culture, artwork, and protocols.





Held by the Land

Ethnobotanist Leigh Joseph (*left*) joined us to discuss the significance of native plants and their role in Indigenous culture.

Leigh, whose traditional name is Styawat, is from the Skwxwú7mesh First Nation. She is the author of *Held by the Land: A Guide to Indigenous Plants for Wellness*.

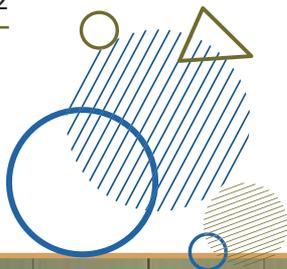
Indigenous History Month

We hosted a pop-up booth with information about the Library's collection of books on Indigenous culture and history. We also had a fun craft for kids.

Attendance: 162

Truth & Reconciliation

We were at City Hall for National Day for Truth and Reconciliation. Attendees checked out books about the history of Canada's Indigenous Peoples and chatted with Library staff.



Leading into the Future

We engaged in future-focused planning to meet the evolving needs of our community.

Exploring Technology

We worked to ensure that everyone has the tools they need to work and play in today's world.

We offer a Tech Ambassador program where tech-savvy volunteers help seniors learn how to use all the features of their smartphones and digital tablets.

Our technology programs for adults included courses on coding and using ChatGPT.

Students were able to explore robotics with Team LightningBots, invent with Makey Makey, and discover electronic breadboarding.

We also added GoPro cameras to our collection of lendable technology, so people can capture all their adventures digitally.

Volunteer Tech Ambassador Program

Just a quick note to let you know how much I appreciate the computer tutor program.

Niki [is] a wonderful volunteer. I am beyond thrilled to have her helping me with my tech deficiencies. She has actually saved me money, as I discovered that I had inadvertently ordered expensive apps.

Not only does this program benefit seniors, who I believe are an overlooked segment of the population, but it is also wonderful for young people who share their skills and also get introduced to volunteering.

Again, thank you for enhancing my life and that of others.

Andrea E.

Discovery Lab

In December, we were thrilled to open the Discovery Lab at our City Centre branch. The Lab showcases all of the Library's lendable technology, including: programmable robots, binocular kits, telescopes, immersive reality books, vehicle diagnostic scanners, and ZTE smart hubs.

Library staff is available throughout the day to demonstrate how to use our tech tools and toys.



We also offer one-on-one Tech Clinics for older adults to help with using email, searching the Internet, and using the Library's digital collection.

Science Expo 2023

Students who join our Science Expo not only have the opportunity to explore the world of science and innovation, they also get to share their discoveries with members of the community, and pass on their enthusiasm.

Attendance: 279



Science Expo

“ Jessica had a great experience participating in this wonderful event. She learned a lot and enjoyed exploring the science topic of her choice, and found a new confident self.

We as parents appreciate this great opportunity for kids to

explore and learn science.

We feel very lucky to have such a great library staff team and environment to create and lead programs like this.

Thank you so much and congratulations to the success of the 2023 Science Expo! ”

Maple Z.

Our Donors

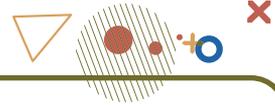
We are grateful to the generous donors who have helped Coquitlam Public Library grow its collections and provide a wide variety of services and programs to our community.

13 Anonymous Donors	Elizabeth Mann
Blue Mountain Quilters Guild	Kimberley McCarthy
CAO Foundation	Jamie McCulloch
Mohsen Ajdari	Helgi Metsasalu
Yvonne Anderson	Pauline Mezan
Jorge G. Avelino	Helen Monks
Monica Burke	Cristobal Nava Cervantes
MJ and RD Campbell	Mehrnaz Nazemzadeh
David and Pamela Carlson	Alex Obadia
Deborah Chantson	Sandra Pace
Maria Chartrand	Patricia Parfitt
Brian Kanghyoung Cho	Sharon Perry
Russell Collins	Jaclyn Pollock
Brenda Coulbourn	Bev Price
Doug David	Beverley Price
Lynda Anne Duncan	Lalaine Quiban
Nooshin Gholamshirazi	Danielle Ross
Francesca Godwin	Timothy Ryan
Rita Gouraud	Craig Shearer
Sukhjinder Heir	Kimberly Sivak
John Hoy	Thomas Thomson
Grace Inoue	Audrey Varner
Toria Kindersley	Denis Walker
Ramesh Krishnan	Sherry Walls
Shruthi Kulai	Ivy Wang
Hope Laughlin	Li Wang
Manh Le	Xinfeng Wei
Jennifer Leaman	Maxine Wilson
Caroline Lee	Fan Yang
Victoria Lim	Young Yim
Paulette Maglaque	

To make a secure donation to Coquitlam Public Library, please scan the QR code or visit coqlibrary.ca/support



Financial Statement



Revenues	2023	2022
grants	\$ 7,309,770	\$ 6,241,949
interest	152,610	42,707
finances and fees	76,602	63,426
photocopying services	57,215	44,000
book sales	12,860	12,164
fundraising activities	19,524	11,032
other	4,993	10,638
total revenue	\$ 7,633,574	\$ 6,425,916

Expenditures	2023	2022
amortization	\$ 740,832	\$ 730,595
building and grounds maintenance	180,974	169,809
conferences and courses	55,205	77,314
insurance	46,862	41,665
InterLINK assessment	35,533	41,665
magazines and online subscriptions	365,563	382,527
professional fees	105,322	81,515
promotion and publicity	77,413	48,736
salaries and benefits	4,797,528	4,144,066
supplies and equipment	72,637	67,056
telecommunications, computer charges and utilities	448,371	379,024
transportation	32,539	42,094
rental, administration and other	141,843	126,612
total expenditures	\$ 7,100,622	\$ 6,324,336

Annual surplus (deficit)	532,952	101,580
Accumulated surplus, beginning of year	3,283,706	3,182,126
Accumulated surplus, end of year	\$ 3,816,658	\$ 3,283,706

Auditors: KPMG LLP

Statistics

People

Visits to our Branches

2023	806,306
2022	526,539

Visits to our Website

2023	925,512
2022	727,883

New Library Members

2023	12,930
2022	9,874

Home Deliveries

2023	883
2022	922

Technology

Public Computer Usage

2023	72,163
2022	55,218

Library Wi-Fi Use

2023	614,471
2022	1,000,242

eNews Subscribers

2023	4,298
2022	4,610

Social Media Followers

2023	8,551
2022	5,797



Circulation

Physical Items Checked Out

2023	935,285
2022	952,083

Holds Satisfied

2023	71,839
2022	71,497

eUsage*

2023	254,294
2022	276,305

*Includes eCheckouts, eMagazines, eNewspapers, eSearches, and eSessions



Programs

	2023	2022
Children's Programs		
Number of programs	621	406
Program attendance	30,373	15,832
Teen Programs		
Number of programs	29	34
Program attendance	1,413	773
Adult Programs		
Number of programs	288	184
Program attendance	7,438	5,396
Mixed Programs		
Number of programs	269	260
Program attendance	14,863	8,454

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



Community Advisory Group (CAG)

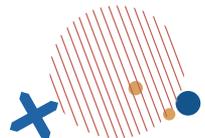
In 2023, the CAG welcomed four new members to its existing pool of more than a dozen volunteers from Coquitlam. The CAG continued its mission to help Coquitlam Public Library better serve local residents by advocating for the Library in the community, and bringing more diverse voices and viewpoints to the services we offer.

Members of CAG hosted the *Beyond Books* open house event showcasing the Library’s free lendable technology, streaming services, research tools, and newcomer services. The quote of the day was, “Oh, I didn’t know the Library had that!” The event saw 23 card registrations, and more than 100 attendees.



CAG Member Natalia Fonseca took part as a juror for our Juried Art Exhibition—wherein 29 artists displayed 40 works at our City Centre branch. Thanks to the CAG’s focus group both our Library Lounge and Discovery Lab launched to much success in 2023! On top of this, each CAG member worked to raise the Library’s profile and the public’s awareness of its programming and services across a multitude of networks.

Thank you for your work, CAG, we can’t wait to see what you have planned for 2024!



Our Partners

Alzheimer Society of BC	School District 43
Build A Biz Kids	SHARE
Canadian Federation of University Women Coquitlam	Society for Canadian Women in Science and Technology (SCWIST)
Canadian Planetariums	S.U.C.C.E.S.S.
City of Coquitlam	Team LightningBots
Community Advisory Group	Tri-Cities Association of Professional Engineers and Geoscientists of BC (APEGBC)
Coquitlam Archives	Tri-Cities Chamber of Commerce
Coquitlam Foundation	Tri-Cities Early Childhood Development
Coquitlam Heritage	Tri-Cities Homelessness and Housing Task Group
Coquitlam Search and Rescue	Tri-Cities Literacy Committee
Credit Counselling	Tri-Cities Local Immigration Partnership
Douglas College	Tri-Cities Middle Childhood Matters
Evergreen Cultural Centre	Tri-Cities Pride Society
Festival Coquitlam	Tricity Community TV
Fraser Valley Regional Library	Tri-City Family Place
Golden Maple Culture & Arts Association	Tri-City Seniors Planning Network
Hourglass Comics	Voicestory
ISS of BC	Walk in My Shoes
Mathnasium of Tri-Cities	Westcoast Family Centres
MathTree	WorkBC
Metro Vancouver Parks	YMCA
Mosaic	Youth Services Committee of InterLINK
Oceanwise	
Park Spark (City of Coquitlam)	
Place des Arts	
Port Moody Arts Centre	
Port Moody Public Library	
Royal Bank of Canada	

Library Administration

Anthea Goffe	Executive Director
Ryan Jamieson	Deputy Executive Director; and Director, Community Engagement, Services & Facilities
Gordana Rauski	Director, Operations
Rachel Burke	Manager, Innovation & Technology
Joyce Quach	Interim Manager, Innovation & Technology
Kathy Johnson	Manager, Customer Experience & Information Services
Jay Peters	Manager, Programming & Community Connections
Sam Wink	Manager, Marketing & Communications
Holly Basura	Manager, Human Resources
Naomi Macdonald	Payroll & Finance Specialist
Lisa Qian	Senior Accountant
Lily Vukasovic	Office Manager

City Centre Branch

1169 Pinetree Way
Coquitlam, BC V3B 0Y1

coqlibrary.ca

604-554-7323
ask@coqlibrary.ca

Poirier Branch

575 Poirier Street
Coquitlam, BC V3J 6A9

COQUITLAM
public library