



2013 PROVINCIAL LIBRARY GRANTS REPORT TO LIBRARIES AND LITERACY

Richmond Public Library

PROVINCIAL LIBRARY GRANTS REPORT 2013

RICHMOND PUBLIC LIBRARY

INTRODUCTION

Richmond Public Library would like to thank Libraries and Literacy, 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 youth and new Canadians in particular, 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. By working collaboratively with other libraries and community partners, we are able to leverage shared resources to offer high quality services. Providing excellent print and digital materials, and facilitating community building and collaborative learning, are as integral to the library of today as they are to the library of the future. Richmond Public Library appreciates the support from Libraries and Literacy to realize these goals.

Description of Richmond

Richmond is a culturally diverse unique community with a large immigrant population, many of whose residents place a very high value on education and learning. As a result, the library plays a central role in their lives. Richmond was one of the venue cities for the 2010 Winter Olympic Games and has been growing and changing rapidly. The legacies of the Richmond Olympic Oval and the Canada Line rapid transit system continue to draw people to this vibrant city. Transformed from a rural community to an international city, Richmond continues to develop its downtown core and waterfront areas.

Richmond Public Library: Community Hub

Richmond Public Library is a recognized leader in offering creative, customer-driven and customer-led services for adults and children. Our emphasis is on providing innovative options, easy access and lots of collaborative learning opportunities for customers. Library members can enjoy books, eBooks, digital resources, movies, downloadable newspapers, magazines and music at our four branches, seven days a week. With 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 dedication to diversity is strong and we are a recognized leader in the area of community-based services for immigrants, in particular, the large Chinese community.

Demographics of our Community

As a dynamic, multi-ethnic community with an estimated population of 205,133¹ Richmond is a thriving urban centre. According to the National Household Survey from Statistics Canada (2011) 59.6% of

¹ City of Richmond, Population Hot Facts

http://www.richmond.ca/_shared/assets/Population_Hot_Facts6248.pdf

Richmond's population are immigrants, and of that number 84.1% are from Asia². 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: keeping up with library users' changing digital needs; demands for study space; ensuring that the library remains a community gathering place; transforming the library into a learning hub as well as a creative space for collaborative learning and teaching; re-focusing our traditional library services and collections to meet 21st century users; and meeting the multicultural needs of our diverse community, all the while preserving the fundamental value of reading.

LIBRARY GOALS FOR 2013

For more information, please see *Richmond - City of Readers: 2011-2014 Strategic Plan* at http://www.yourlibrary.ca/aboutus/strategic_plan.cfm. In 2013 the library embarked on a Community Public Consultation and as a result of that, we are working towards creating a new Strategic Plan, informed by the specific needs of our residents.

1. Carry Out a Community Public Consultation

- Created a new website called Your Library Your Future
- Did extensive outreach within the community to elicit feedback

2. Create a Strategic Plan from Community's Feedback

- Establish key library roles
- Establish library performance measurements
- Explore expansion strategy for new library facilities
- Implement Proof-of-Concept Services

3. Expand Community Engagement in Programming and Learning

- Encourage library members to share their talents with others via community-led programming
- Transform library spaces to facilitate group learning and make the library a true community hub
- Establish a library platform for Community Created Content

4. Support Lifelong Learning

- Increase literacy rates
- Support parents and caregivers in raising confident readers
- Nurture lifelong readers and writers
- Facilitate learning opportunities between children, teens and adults
- Celebrate arts and culture in our community.

² City of Richmond Profile <http://www.richmond.ca/discover/about/profile.htm> and Statistics Canada, National Household Survey, Immigration and Ethnocultural Diversity <http://tinyurl.com/ltzd5vn>

OUTPUTS

Staff did Public Consultation outreach visits to the following places and engaged over 200 people in discussion about their future library needs:

- Richmond Centre Mall
- Richmond City Hall
- Richmond Olympic Oval
- South Arm Community Centre
- Hamilton Community Centre
- Thompson Community Centre
- West Richmond Community Centre
- Community led informational and recreational programs where people could share their expertise: **505** programs with **14,281** participants.
- Hosted **98** community tables that connected **3,054** people to **18** service providers in the community
- Conducted **1,781** childhood learning opportunities attended by **52,168** children and parents
- Provided **193** multicultural /multilingual programs for **7,755** participants
- Offered **92** technology programs with **709** participants

OUTCOMES

- Increased the number of community partnerships to facilitate learning opportunities
- Strengthened existing partnerships with community groups and organizations
- Growing awareness of the library as a potential venue for sharing expertise
- Increased number of community-led public programs
- Nurtured and supported learners of all ages
- Fostered and nurtured informal learning opportunities
- Community building

GOVERNMENT PRIORITIES, GOALS, PROGRAMS AND SERVICES, PARTNERSHIPS

GOVERNMENT PRIORITY 2 – SUPPORTS FOR EDUCATION TRANSFORMATION

Library Goal that supports the priority:

- Supports the library's goal of providing opportunities for lifelong learning
- Supports the goal of expanding community engagement in programming
- Increase literacy rates
- Support parents, caregivers and educators in raising readers
- Nurture and create lifelong readers
- Encourage teamwork
- Support and build social skills

Programs and/or Services that aligns with the priority:

KEY PROGRAM #1: READING BUDDIES

This program runs from October to May. In this fun, weekly reading program children in grades 1 to 3 are matched up with a teen volunteer “Reading Buddy” who mentors them and helps them practice their reading one-on-one. Approximately **25** kids and **25** teen volunteers attend each session at the Brighthouse (Main) Branch and approximately **20** kids and **20** teen volunteers attend each session at our Ironwood, Steveston and Cambie Branches. This popular program is always fully attended.

The Reading Buddies program consists of a 30-minute reading time and 10-15 minutes of game time. Each series is comprised of 7-8 sessions of approximately 45 minutes each. The program takes place once a week at all four RPL branches. There are three series per year, for a total of **24** sessions. Multiplied by our four branches, the resulting total is **96** sessions of Reading Buddies system wide, which positively impacted **4,080** children and teens.

Outcomes

- Younger kids improve their reading in a safe, comfortable, environment.
- Kids get to interact with teens in a fun, informal and encouraging setting.
- Kids get literacy help they might not otherwise get at home.
- Social interactions grow for both the kids and the teens.
- Teen volunteers get great experience working with younger children.
- Teens volunteer their time and get service CAPP (Career and Personal Planning) hours.
- Teen volunteers build their communication skills, and get to share their enthusiasm for reading.
- Teens learn to work in cooperation with fellow teens and library coordinators.

Key Partnerships

This program is run entirely in partnership with teen volunteers. The teens go through an application and interview process and those who are selected, are given basic orientation by library staff.

KEY PROGRAM #2: AFTER SCHOOL DROP-IN

This popular program, which started in September 2013 takes place daily at the Brighthouse (Main) Branch from 3-5 p.m. in our Kids’ Place Program room. Students in grades 3-7 come here to practice their reading, play board games and interact with each other. Teen volunteers were available to assist with homework, read one-on-one with the younger kids, and play board games with the kids. There were approximately **15** kids and teens at each program. A total of **77** After School Drop-in Programs positively impacted approximately **1,155** kids and teens.

Outcomes

- The younger children improve their reading skills and are mentored by enthusiastic teens.
- The kids get homework help they might not otherwise get at home.
- Social interaction is facilitated and encouraged.
- Play time with kids their own age offers a healthy balance in terms of personal and social development.
- The library offers kids a safe alternative for after school activities.
- Teen volunteers gain valuable experience working with younger kids.

Key Partnerships

- **Richmond Youth Service Agency**
Once a week, as part of the After School Drop In program, library staff works in collaboration

with the Richmond Youth Service Agency to run their *Generations Homework Club*, which provides homework support for kids in grades 4-7. Teen volunteers help students with their homework on a one-to-one basis, and include team building activities that support students' confidence, leadership, teamwork, and social skills.

- **Vancouver Chess Club**

As part of the After School Drop In Program, once a week teen and adult volunteers run a *Chess Club* at the library. They organize chess tournaments and provide instructional talks for the kids. Professional chess players from the Chess Club coach the children and offer tips on how to play chess.

GOVERNMENT PRIORITY 3 – LIBRARY COLLABORATION AND COOPERATION

Library Goal that supports the priority:

- Supports the library's goal of expanding community engagement in programming
- Work collaboratively with various community groups, organizations and individuals
- Further the library's goal of supporting lifelong learning
- Expand community awareness of local resources and services
- Nurture readers and writers and facilitate learning
- Build new community partnerships and expand existing ones
- Showcase the library as a community hub that embraces creative endeavours

Programs and/or Services that aligns with the priority:

KEY PROGRAM #1: WRITER-IN-RESIDENCE

The 2nd Writer-in-Residence program took place from September 27 to November 20, 2013. Nancy Lee was the Writer-in-Residence and provided advice to emerging and ESL writers of all ages through workshops and one-to-one consultations and programs directed to the diverse communities of the three partner organizations. Our partners included the Richmond Arts Centre and Minoru Place Activity Centre. Library programs included:

- Public Reading Launch Event attended by **52** people
- **4** Short Fiction & memoir Workshops for ESL Writers attended by **52 people**
- Final Public Reading featuring the ESL Writers reading from their newly produced chapbook *New Voices II* attended by **37** people
- A total of **141** people attended the Writer-in-Residence programs at the library

Outcomes

- Increased number of community members who use the library as a source of information to hone their writing skills.
- Community is introduced to new library collections and resources.
- Writing groups and individuals see the library as a venue in which to share their skills with the broader community.
- Senior writers see the library as a place to meet and use the Nostalgia Kits as a starting point for their writing.

- New partnerships are built and existing partnerships are strengthened.

Key Partnerships

The four partners – the City of Richmond, Richmond Public Library, Richmond Arts Centre and Minoru Place Activity Centre worked collaboratively to organize and present the Writer-in-Residence program.

- City of Richmond Manager of Cultural Development, Liesl Jauk, wrote the Canada Council Grant for funding for this program
- Richmond Arts Centre held **4** Portfolio for Youth Writing Workshops. There were **36** youth participants.
- Minoru Place Activity Centre held **2** Postcard Memoirs for Seniors programs with **30** participants, and offered **16** Manuscript Consultations.

KEY PROGRAM #2: HANUKKAH PROGRAM – “LIGHT UP THE NIGHT”

This program for families and kids celebrates the eight-day Jewish festival of lights. The program consisted of an explanation of Hanukkah by a local Rabbi, plus Hanukkah crafts, songs and traditional Jewish holiday snacks. This was followed by the lighting of a 75-foot high Menorah (Hanukkah candelabra) outside on the Minoru plaza. The Mayor of Richmond lit one of the candles, and two local residents and long-time library users lit the other candle. Over **500** people from all over the lower mainland attended this community event.

Outcomes

- Library responds to community groups’ cultural needs
- More community groups use library space to present cultural programs to the public
- Established new community partnerships
- Foster social interaction
- Library is viewed as a resource and as a place to share cultural information with the wider community
- The community is introduced to new library collections and resources
- Raise awareness of the Dayson Judaica Collection
- The library and Richmond community groups value and support each other in enhancing lifelong learning and multicultural understanding

Key Partnerships

- The Bayit in Richmond – Rabbi Mendel Friedman organized, helped promote and carried out the program. The Bayit also supplied all the refreshments
- Vancouver Ohel Ya’akov Community Kollel – Rabbi Shmulik Yeshayahu worked in collaboration with The Bayit and the library to promote and carry out this program.
- EBCO Industries – Mr. Helmut and Hugo Eppich supplied the Menorah and Joe Da Silva facilitated the installation of the Menorah on the Minoru Plaza.
- Richmond Jewish Day School students sang Hanukkah songs to the crowds outside.
- Musician and artist David Akselrod sang and played Hanukkah songs on the guitar.

Library Goal that supports the priority:

- Engage our community and solicit feedback for a future library.
- Create a the new website called Your Library Your Future
- Gather feedback from the community about the library's physical space, collections, technology and services through outreach and in-house conversations
- Establish a vision for Richmond's future library.
- Use the information from the Community Public Consultation to establish a Strategic and Long Range Plan for the Richmond Public Library
- Give community a sense of ownership in the future of the library.
- Engage community members as full participants.
- Leverage partnerships to offer increased access to community information, services and library programming.
- Work collaboratively with other community organizations to put on programs
- Introduce library services to those who are not currently library members
- Raise awareness of library's resources, collections, and programs
- Build awareness of and support for local authors
- Encourage creativity
- Showcase the library as a centre for literacy activities
- Alignment with the City's goals

Programs and/or Services that aligns with the priority:

KEY PROGRAM #1: COMMUNITY PUBLIC CONSULTATION – “YOUR LIBRARY YOUR FUTURE”

Our community's library needs and expectations are changing dramatically, so we embarked on a major public consultation process in 2013, with the goal being that our members would help plan and shape their future library. We created a website called Your Library Your Future where the community can contribute and share their ideas and opinions about the services that are important to them. Valuable feedback was gathered from the *Your Library Your Future* website which will guide the library's plans for the future. Results:

- **13,932** people responded to the library's online and in-person surveys.
- **1,315** participants registered on the website
- **2,347** ideas were shared by those participants
- **6,911** people commented on those ideas
- Staff talked to over **6,000** individuals in-house and during outreach at community centres, Richmond Oval, City Hall, and Richmond Centre Mall.

Outcomes

- The library received many valuable ideas for a future library
- Library users feel more connected and have a bigger stake in their library's future
- Library services become more responsive to the community's needs
- Library will transform its services to meet the needs of users now and in the future
- Results of the Public Consultation have enabled the library to distill the community feedback and establish eight future library roles

Key Partnerships

- IBI Group Consultants
- Richmond residents

- City of Richmond
 - Richmond Oval
 - Richmond Community Centres
 - Richmond Centre Mall
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KEY PROGRAM #2: CHILDREN'S ART FESTIVAL

This festival ran for one week in February 2013, and the first day of the Children's Arts Festival was open to the public (Family Day stat holiday). The rest of the week elementary classes came to the Richmond Library and Cultural Centre to take art classes taught by professional artists. Kids also enjoyed readings by author Eric Litwin. Activities included a Lion Dance; author readings and singing; magic shows; face painting; origami crafts; and Chinese New Year snake craft. A total of **5,419** kids and families attended these programs.

Outcomes

- Library experiences an increased number of visitors because of these programs
- The community views the library as a place where they can learn about and participate in different arts activities
- Community gains an awareness of literary talent
- Children learn new skills
- Leverage the community's assets
- Foster social interaction and informal learning opportunities
- Library promotes its collections and services to new users
- Library takes a more active role in promoting the arts in our community
- Existing community partnerships are strengthened
- Library works collaboratively with other community groups to expand arts appreciation

Key Partnerships

The library worked in partnership with these organizations to plan, organize and offer family oriented arts programs.

- Richmond Arts Centre
 - Richmond School Board
 - City of Richmond
 - Minoru Place Activity Centre
 - Richmond Cultural Centre
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SUMMARY

Richmond Public Library's focus in 2013 was our Community Public Consultation process. This was a wonderful opportunity to engage library users and non-users and learn firsthand what they want in a future library. Through surveys and conversations we learned that our residents want the following:

- A re-focused traditional library
- More comfortable study space with lots of seating

- Physical and digital collections
- A multifunctional facility.

Taking the time to talk with Richmond residents both in-house and out in the community gave staff a much better idea of what our community expects from their library now and in the future. The process was both exciting and challenging, and we managed to gather a great deal of valuable information that will enable us to create a new Strategic and Long Range Plan for the library.

Another challenge the library continues to address is how to engage even more community members in collaborative programming and information sharing. There is a vast store of knowledge in the community that would benefit many library users. The challenge is getting more individuals and organizations to share their knowledge in a variety of ways and through a variety of digital mediums, within the library. While we are looking to engage even more community partners, we did initiate or expand our collaborative efforts with the following groups and organizations:

- AAFC - Agriculture Food Canada
- Academy for Learning Islam
- ADHD Adult Support Group
- Alzheimer's Society
- Association of BC Forest Professionals
- AVIA Employment Services - Skills Connect Back in Motion
- Back in Motion
- Bayit of Richmond
- BC Ambulance Services
- BC Hydro
- BC Responsible and Problem Gambling Program
- BC Schizophrenia Society
- CALP-FIRST
- Cambie Community Centre
- Chabad Richmond Seniors
- CHIMO
- CHIMO Crisis Services
- Chinese Canadian Historical Society
- Chinese Canadian Military Museum
- Chinese Self-Management Programs Centre on Aging, University of Victoria (Ladner Branch)
- Cinemazoo
- Cinevolution Media Arts Society
- City of Richmond
- City of Richmond Environmental Programs - Recycling and Environmental Protection
- City of Richmond Green Cart program
- City of Richmond Senior Services
- Courtyard Gardens
- EBCO Industries
- Family Christian Fellowship
- Family Services of Greater Vancouver
- Federal Government - Western Economic Diversification Canada
- Fisheries and Oceans Canada

- Fraserview Lodge
- Fruiticana
- Genome BC
- Gilmore Gardens
- Girl Guides of Canada
- Hamilton Community Centre
- HUB - Richmond bicycle club
- Hyland Dancing Group
- InterLINK New to BC program
- ISS of BC (Immigrant Services Society)
- Irving K. Barber Learning Commons
- Kehila Society of Richmond
- Kwantlen Polytechnic University
- McNair Bhangra Team
- Ministry of Education - Changing Results for Young Readers Initiative
- Minoru Place Activity Centre
- Minoru Place Activity Centre Writers' Group
- Minoru Residence
- Nature Park
- Ohel Ya'akov Community Kollel
- Palmer High School
- P.A.N.J. Bhangra group
- Parks Canada
- PBISS (Pro-Bono Immigrant Services Society)
- Philosophers' Café in Russian
- Pinegrove Place
- RCMP - Forensics
- Richmond Addiction Services
- Richmond Arts Centre
- Richmond Art Gallery
- Richmond Centre Mall
- Richmond Child Care Resource and Referral Centre
- Richmond Children First
- Richmond Community Policing
- Richmond Family Place
- Richmond Food Security Society
- Richmond Gem and Mineral Society
- Richmond Health Department
- Richmond Jewish Day School
- Richmond Multicultural Community Services
- Richmond Museum
- Richmond Olympic Oval
- Richmond Public Health
- Richmond RCMP Community Policing
- Richmond Royal Canadian Air Cadets
- Richmond School Board

- Richmond SWIS workers
- Richmond Youth Concert Band
- Richmond Youth Honour Choir
- Richmond Youth Service Agency
- Rosewood Manor
- Royal Astronomical Society
- Royal Bank of Canada
- Science fair foundation BC
- Scouts Canada
- SFU Let's Talk About Science
- SFU Science in Action
- Simon Fraser University Continuing Studies
- Social Housing Coalition BC
- South Arm Community Centre
- Subway Restaurant
- S.U.C.C.E.S.S.
- S.U.C.C.E.S.S. BIIS Division
- S.U.C.C.E.S.S. Settlement Division
- SUCCESS Women's Group
- Tandoori Kona Restaurant
- Therapy Dogs International
- Thompson Community Centre
- Touchstone Family Association
- Tsawwassen First Nations
- UBC Let's talk science
- UBC Division of Health Care Communication
- West Richmond Community Centre
- Wildlife Rescue Association of BC