



SURREY LIBRARIES
discover·connect·inspire

REPORT TO OUR COMMUNITY

2021

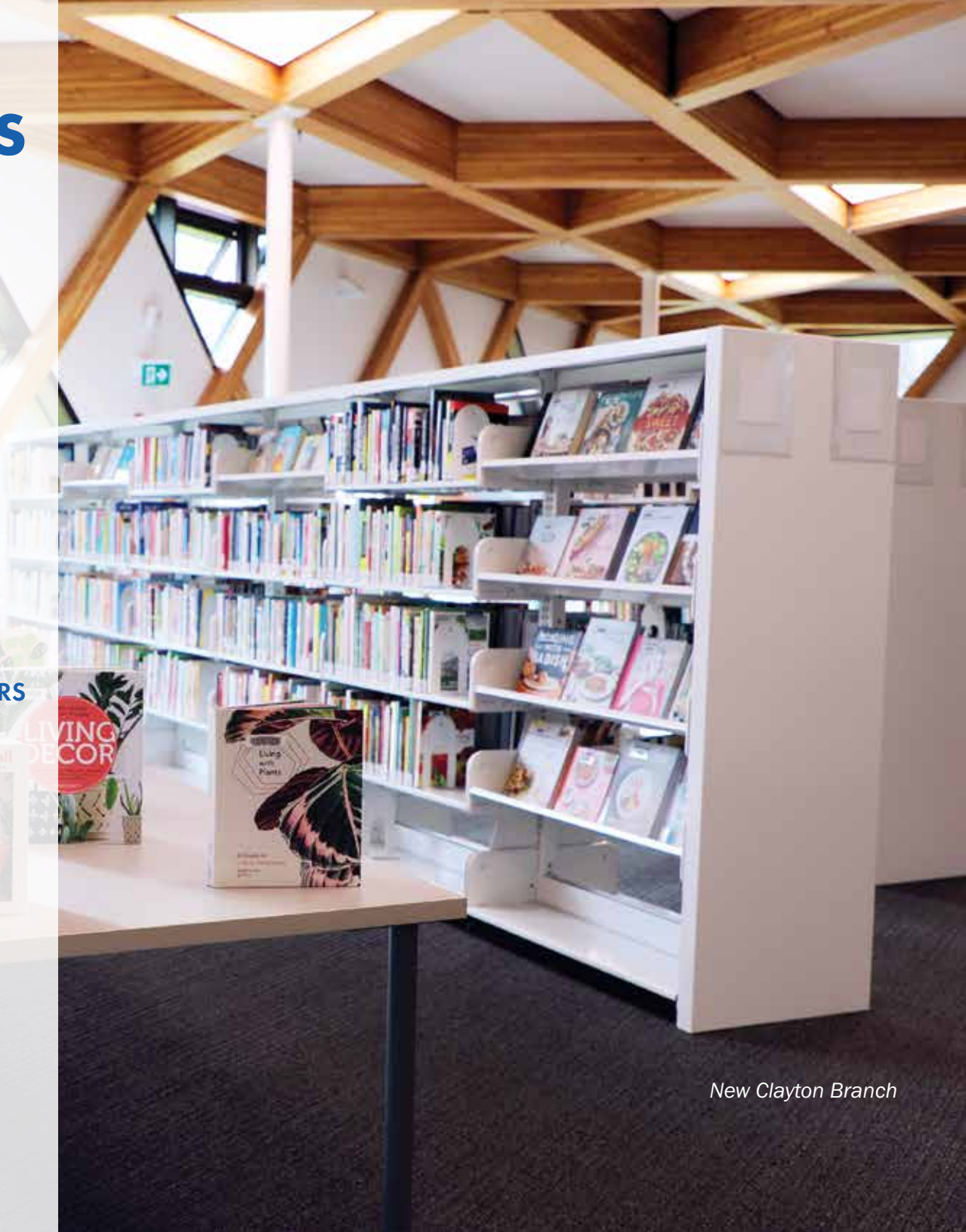


LAND ACKNOWLEDGEMENT

Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), q̓ícə́y̓ (Katzie), kʷikʷə́łəm (Kwikwetlem), q̓ʷɑ:ńłəń (Kwantlen), qiqéyt (Qayqayt), xʷməθkʷə́yəm (Musqueam) First Nations and on the ancestral and traditional territory of the s̓cəwaθən məsteyəxʷ (Tsawwassen) First Nation.

TABLE OF CONTENTS

2	OUR VALUES
3	MESSAGE FROM THE BOARD CHAIR AND CHIEF LIBRARIAN
4	MAYOR'S MESSAGE
5	YEAR IN REVIEW
7	LITERACY & LEARNING
9	CONNECTIONS
11	OUR COMMITMENT TO RECONCILIATION
13	WELCOMING AND INCLUSIVE SPACES
15	LIBRARY BOARD
16	FINANCIAL SUMMARY
17	GOVERNMENT & CORPORATE SUPPORTERS
17	DONORS AND VOLUNTEERS



New Clayton Branch

Our mission is to connect **people**, spark **curiosity**, and inspire **learning**, with the vision of creating a literate, inclusive, **thriving city**.

COMMUNITY-FOCUS

We care about the broader well-being of our community and guide our services based on its changing needs.

INTELLECTUAL FREEDOM

We champion the right for different voices and ideas to be heard, and the right for questions to be asked without censorship. We respect and defend individual rights to privacy and choice.

COLLABORATION

We support, trust, and respect each other. We share stories, ideas, and experiences with each other, our City, community, and patrons.

VALUES

SERVICE EXCELLENCE

We provide excellent, responsive service.

CREATIVITY

We continuously explore and pursue new ideas to improve services. We learn from our efforts, remain flexible, adapt, and innovate.

EQUITABLE ACCESS

We strive to reduce barriers to service, and meet the community where they are. We uphold the principles of social justice.

MESSAGE FROM THE BOARD CHAIR AND CHIEF LIBRARIAN

Surrey Libraries was able to move forward many strategic initiatives in 2021, despite the continuation of the COVID-19 pandemic and the many shifts it brought.



Marilyn Herrmann
Board Chair

We were delighted to open the Library's tenth branch in the Clayton Community Centre in February. The new 14,000 square foot library space is a welcome addition of much-needed resources to the surrounding fast-growing community.

We're extremely proud of the ongoing work Surrey Libraries undertakes to support literacy and learning in our community. For example, in 2021, we created a Newcomer English Language Learning Services team to start focused and increased outreach to newcomers to Surrey. The team connected with the community in English, Mandarin, Arabic, Punjabi, and Farsi, and ran hundreds of outreach sessions individually or in partnership with community groups.



Surinder Bhogal
Chief Librarian

Also, our Youth Services team launched Start with Stories, a new song and rhyme online video series for caregivers and early childhood educators highlighting valuable early literacy information to help children grow into strong and imaginative readers.

Developing connections with our community was sometimes challenging given the ongoing public health restrictions. However, we were determined to continue building those bonds. When programming in branches was not an option, we started offering outdoor

storytimes. Branch hours were increased in September to pre-pandemic levels and in-person, indoor programming also resumed in the fall.

New Indigenous artwork was installed at our Clayton, Cloverdale, Fleetwood, and Semiahmoo branches, adding to the welcoming and inclusive atmosphere at these branches. We also developed a checklist for making Surrey Libraries more LGBTQ2IA+ friendly.

These are just a few of the notable achievements implemented in the year. We sincerely appreciate all the hard work and dedication of Surrey Libraries staff during another exceptional and unpredictable year. The flexibility and resilience our staff demonstrated was instrumental for us to continue offering exceptional service and support the Library's mission to connect people, spark curiosity and inspire learning.

Thank you to the City of Surrey and the Province of British Columbia for their ongoing support and recognition of the value of libraries in our communities. Our appreciation is also extended to the many volunteers, donors, community partners, and patrons for their support. Finally, our thanks to the Board of Surrey Libraries for their continued dedication and service.

MAYOR'S MESSAGE

On behalf of City Council, I congratulate Surrey Libraries on another successful year serving the needs of our diverse and growing community.



Doug McCallum
Mayor

Our libraries continue to provide important services to our City and form a part of the social fabric of Surrey, promoting the City's mission to improve the quality of life for everyone.

On behalf of City Council, I would like to thank the staff at Surrey Libraries for their good service to our community this past year as well as to the Board of Trustees for their ardent oversight.

Our libraries offer a lifetime of continual learning, creativity, and leisure, helping to strengthen our City. Libraries are essential to members of our community who don't have access to computers and help bridge the 'digital divide.' In support of this, in 2021, Surrey Libraries added a new collection of Dash Robotic Kits to help children learn how to code and improve their problem-solving skills.

I want to commend Surrey Libraries for their continued work in serving the needs of newcomers in our City. For their Somali Storytimes and Somali Parenting Workshops they presented in partnership with Options Community Services Society, Surrey Libraries won the BC Library Association's Building Better Communities Award.

Council recognizes the value of libraries and has added a tenth branch to the Surrey Libraries network at the new Clayton Community Centre.

There is truly something for everyone to discover at Surrey Libraries from books, magazines, music, videos, and programs to numerous online and digital resources such as streaming video, learning platforms, and career building resources. I encourage everyone to visit your local branch or surreylibraries.ca and start exploring.

YEAR IN REVIEW

The continuation of the COVID-19 pandemic meant that Surrey Libraries had to remain agile and ready to make continuous changes to programming and services.

2021 was a year of growth and change for Surrey Libraries. The Library opened its tenth branch to serve the ever-growing community. Staffing the new branch led to a cascade of staffing changes throughout the system, resulting in many new staff hired, four times more than a typical year.

The Surrey Libraries Satisfaction and Awareness survey was repeated in 2021 to see our progress on improving services to the community. You'll see highlights from that survey throughout this report under the heading **What You Told Us**.

“Libraries are my imagination station! Whenever I want to armchair explore or just learn something new, I like going to the library and grabbing some books, magazines, and DVDs. And with COVID restrictions, this has been incredibly helpful to keep learning about new places and people.”

~ Ken W.



START WITH STORIES

Start with Stories is a song and rhyme online video series highlighting five important early literacy activities (singing, talking, reading, playing, writing) that caregivers can do with children to help them build essential pre-reading skills.



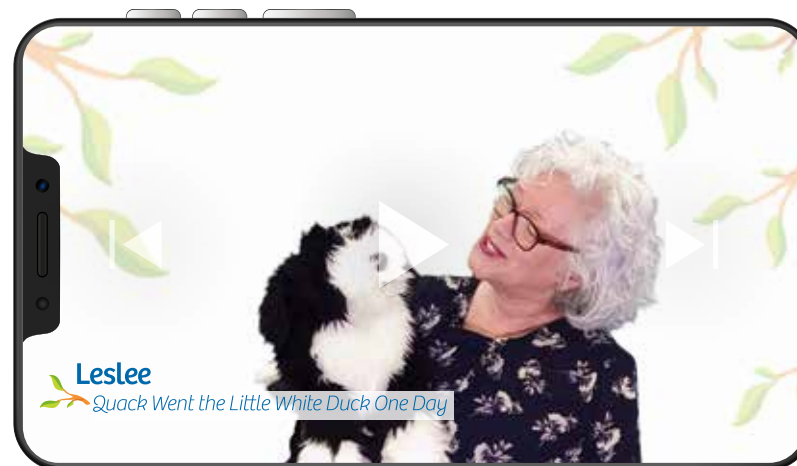
BOOKS IN **17** &
VIDEOS IN **25** WORLD
LANGUAGES



OVER **1.7 MILLION**
VISITS TO
WEBSITE & CATALOGUE



OVER **2.4 MILLION**
PHYSICAL ITEMS
CIRCULATED



TECH TO GO

We launched Tech to Go with 90 new loanable Dash Robotic Kits as the feature collection item. The kits were borrowed **1,752** times!



LITERACY & LEARNING

As a public library, literacy and learning is a cornerstone of Surrey Libraries' work.

From support of English language learners, to storytimes for children, to one-on-one technology support, our programs support life-long learning and a range of literacies for young and old. We continued to provide many programs through online delivery and started up in-person programming with enhanced health and safety protocols.

SHARE YOUR STORY

Submit your story at surreylibraries.ca/share-your-story



Linda Xia, a 21-year-old university student and author of *Heir of Blood and Secrets*, credits Surrey Libraries with helping her become a better writer.

Describing herself as a painfully shy kid, Linda was devouring books from a young age. As a teen, she started participating in programs like the Teen Library Council where she helped plan events to get other teens involved in the Library.

Then Linda discovered Surrey Libraries' Youth Writing Contest and won first place for her short stories in 2014 and 2016. *"Writing is a deeply personal thing. Having positive validation changed my relationship with writing. It showed me people were genuinely interested in my writing and wanted to read it."*

Linda says one of the most amazing things to come from the contest was membership to the Surrey International Writers Conference. *"It opened my eyes to this world that I'd never known about. The idea of people actually pursuing writing and publication was so foreign to me and when I signed up to pitch my novel to a literary agent, I had no idea what I was getting myself into!"*

"I believe stories can change lives, and I'm incredibly grateful that Surrey Libraries inspired me to keep writing."

WHAT YOU TOLD US



69%

AGREE OR STRONGLY AGREE THAT SURREY LIBRARIES IS THE GO-TO PLACE FOR LITERACY AND LEARNING

Linda started the first draft of her novel through the NaNoWriMo challenge where participants try to write a 50,000-word novel in 30 days. *"I really wanted to write a book about a girl who chooses to be a hero. To me, heroes aren't chosen—they're just ordinary people who choose to do extraordinary things."* The COVID-19 pandemic gave Linda the time to revise her manuscript and prepare it for publication.

This year, Linda helped run two successful workshops on creative writing and publishing for teens in the lead-up to the 2021 Youth Writing Contest. Participants learned the right tools and techniques to develop their writing skills and become published authors.

We are proud to have been a part of Linda's writing journey.

"Writing teaches us about ourselves, about the world. Telling stories, whether that's through poetry or prose or script, is one of the most powerful things we can do."

18%


INCREASE IN eBOOKS AND eAUDIO
CIRCULATION OVER 2020

EXPANDED eBook, eAUDIO
AND eMAGAZINE
COLLECTIONS TO OVER
86,000 TITLES

45,459


YOUTH PARTICIPATED IN
LIBRARY PROGRAMS
LIKE SUMMER READING
CLUB, STEM PROGRAMS,
AND VIRTUAL CODING
WORKSHOPS

ADDED **NEW**
ONLINE RESOURCES

 **beanstack**
reading tracker App

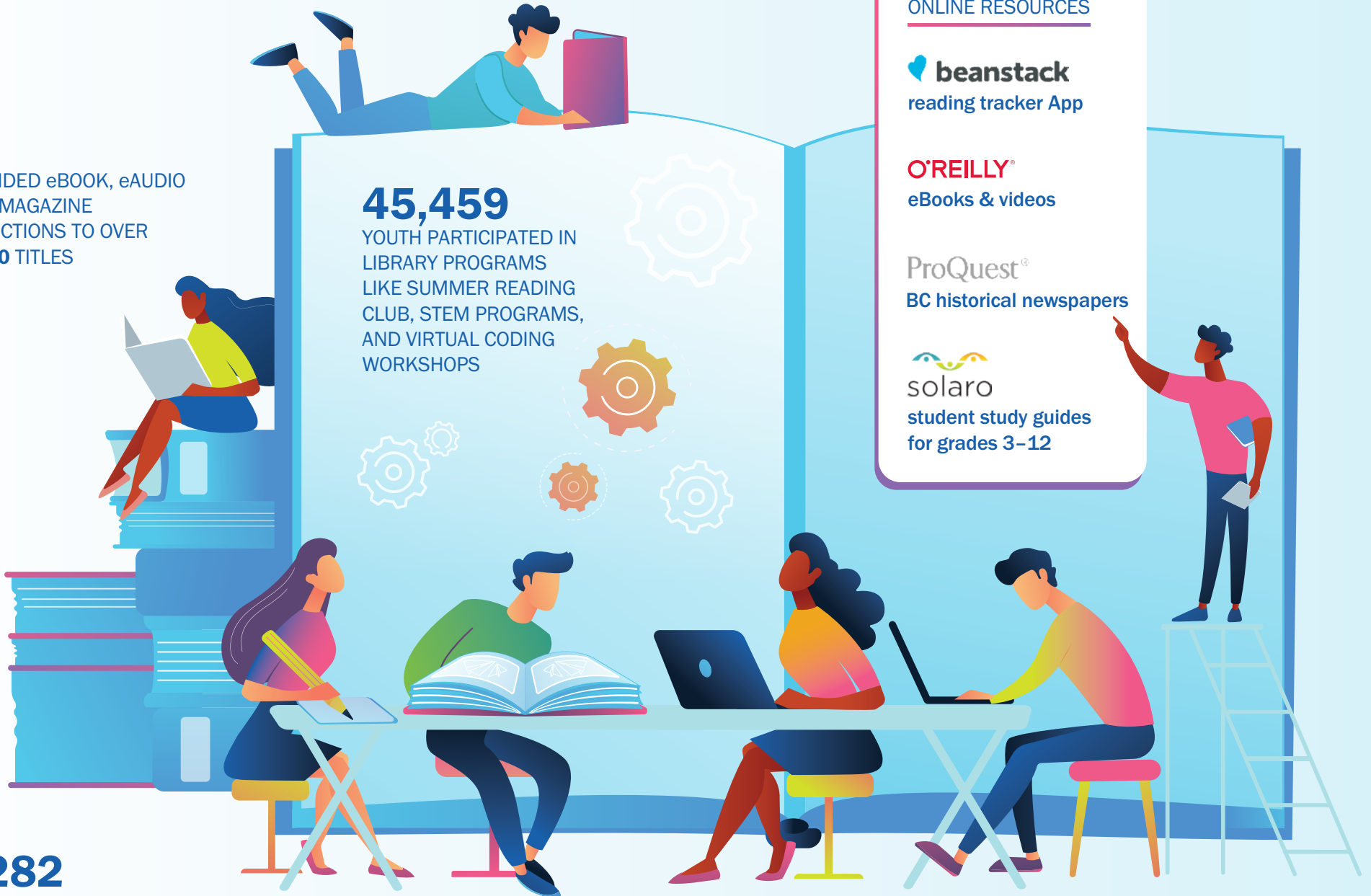
O'REILLY®
eBooks & videos

ProQuest®
BC historical newspapers

 **solaro**
student study guides
for grades 3–12

7,282

ADULTS PARTICIPATED IN LIBRARY
PROGRAMS LIKE BOOK CLUBS AND
ENGLISH CONVERSATION CIRCLES



CONNECTIONS

We connect Surrey residents with resources and services that help enrich their lives and also connect people to others with similar interests.

Our commitment to connection means supporting efforts of reconciliation with Indigenous communities. We work with partners to leverage resources for greater community benefit.

We continued to prioritize professional development for staff and provided funding for credentialed courses, workshops, and conferences.

GAYLE HARRIS MEMORIAL EDUCATION FUND AWARD RECIPIENTS

This fund was established by Barbara E. Harris in memory of Gayle Harris, a beloved children's librarian at Surrey Libraries. The award is provided to staff who are studying to obtain their Master of Library and Information Science degree or Library Technician diploma.



Left to right: Mara Dickie, Eileen Chen, and Trish Green, Gayle Harris Memorial Education Fund Award 2021 Recipients



TRACKING OUR PROGRESS



399

STAFF VISITS IN
THE COMMUNITY IN 2021

Community visits were still curtailed
due to the ongoing pandemic

VS

163 STAFF VISITS IN 2020

VS

708 STAFF VISITS IN 2019



TRACKING OUR PROGRESS



19.5%

PROGRAMS FOR
NEWCOMERS IN 2021

VS

19% PROGRAMS IN 2020

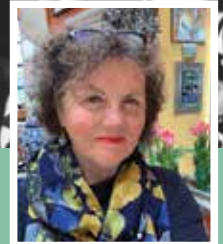
VS

8% PROGRAMS IN 2019

I am so glad to have the opportunity to attend these outstanding events. Thanks for all your hard work and your positive energy!

~ Bitu—referring to Authors Among Us

AUTHORS AMONG US



THE AUTHORS AMONG US SERIES
FEATURING 12 AUTHORS WAS ATTENDED
BY 167 PATRONS.

*Left to right: Divinder Purewal, Dr. Daniel Kalla,
Iona Whishaw—three popular authors featured
in the series.*

*We launched Outdoor Storytimes to support
early literacy and engagement while in-branch
programming was unavailable.*

WHAT YOU TOLD US



82%

AGREE OR STRONGLY
AGREE THAT SURREY
LIBRARIES CONSISTENTLY
PROVIDES GOOD SERVICE



82%

AGREE OR STRONGLY AGREE THAT
SURREY LIBRARIES STAFF ARE
KNOWLEDGEABLE & HELPFUL



67%

AGREE OR STRONGLY AGREE
THAT THEY ARE SATISFIED
WITH THE RANGE OF SERVICES
OFFERED TO THE COMMUNITY

OUR COMMITMENT TO RECONCILIATION

Surrey Libraries is committed to Reconciliation and is working to respond to the Truth and Reconciliation Commission's Calls to Action.

Through programming and other initiatives, we are working to build more meaningful connections between the Library, the Indigenous community, and the citizens of Surrey. Our aim is to grow understanding of the rich cultural fabric of the Indigenous history of these lands, to showcase Indigenous culture, and to also listen and learn from our Indigenous communities.

SURREY LIBRARIES ACKNOWLEDGED NATIONAL INDIGENOUS PEOPLE'S DAY

by featuring online Indigenous resources.

The Library also closed branches on the National Day for Truth and Reconciliation to support meaningful reflection on the history and legacy of residential schools, and to honour our Indigenous community.



We offered Indigenous history and culture training to Trustees and staff.



In partnership with the City of Surrey's Culture Department and local Indigenous Artists, we were honoured to have art installations added to our Clayton, Cloverdale, Fleetwood, and Semiahmoo branches.

We provided all staff with Every Child Matters shirts to show our support of survivors of residential schools.



Rain Pierre's vinyl wrap design **Bear With It** in the children's corner of Clayton branch shows the phases and energy of the moon and sun.



Brandon Gabriel's vinyl wrap design **The Time When the Salmon Return** at Fleetwood branch focuses on traditional Coast Salish styles and motifs.



Joan Williams's vinyl wrap design **SEMWOŦEN (Be Silent)** in the Cloverdale branch is based on traditional weaving patterns done on blankets. The top row represents trees and sky, the middle section depicts flowers in a field, and the bottom, wavy section represents water.



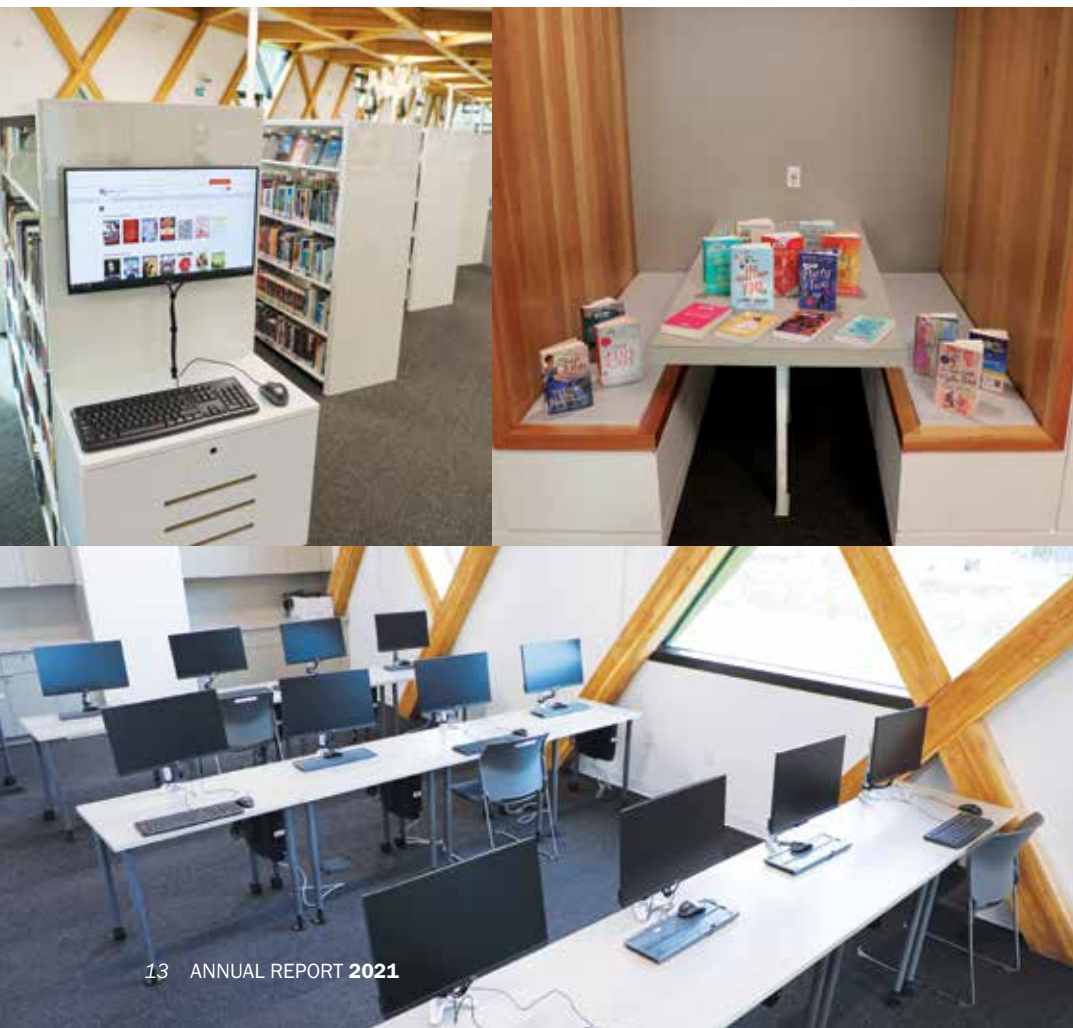
Leslie Wells created this vinyl wrap design **Wolf Spirit** for Semiahmoo branch. The design depicts a man surrounded by his spirit guides—two wolves.

WELCOMING AND INCLUSIVE SPACES

Public libraries are increasingly becoming a vital community hub, welcoming everyone from newborns to seniors.

While the pandemic continued to have an impact on programming and services, we worked to ensure individuals and families felt welcomed and safe.

**WE WERE THRILLED TO OPEN OUR TENTH BRANCH:
CLAYTON**



WHAT YOU TOLD US



85%

AGREE OR STRONGLY AGREE THAT SURREY LIBRARIES IS WELCOMING AND INCLUSIVE



“When my family first moved to the Fleetwood area of Surrey, our grandson lived with us and he was just five years old. I used to bring him to the library a lot because I knew that reading books was important for him. I remember being cheered up looking at the neat bright yellow sun that hangs on the wall over by the children’s section. My grandson has now graduated from university and I still come to the library but only for books for myself. I have some trouble walking now, but I always get cheered up looking at the sun that hangs up on the wall still!”

~ Helen



16,425 NEW LIBRARY
CARDS ISSUED



OVER **915,000** eBOOKS
AND eAUDIO CIRCULATED



942,568
IN-PERSON VISITS

SHARE YOUR STORY

Submit your story at surreylibraries.ca/share-your-story



Simon Cumming



Kiran Dhesa



Louise Hearty



Marilyn Herrmann



Connie Hong



Cllr. Jack S. Hundial



Michael Kendler



Perbeen Mann



Gordon Powell



Neelam Sahota



Dupinder Kaur Saran



Moninder Singh



Jennifer Zhen

2021 LIBRARY BOARD

Thank you to our Library Board which is comprised of volunteers who are appointed by City Council. The Library Board represents the community and is responsible for setting strategic direction, developing policies, and presenting the budget to City Council.

FINANCIAL SUMMARY FOR 2021

REVENUES	
City of Surrey Transfers	21,422,186
Provincial & Federal Grants	1,008,222
Fines & Fees	153,257
Neighbourhood Development Contributions	100,000
Donations & Other	53,902
EXPENDITURES	
Salaries & Benefits	14,518,557
Materials, Supplies & Equipment	5,065,041
Branch Operations	2,236,969
Other	543,133

Full financial statements can be found at surreylibraries.ca/about-us

LIBRARY SERVICES COST
JUST

\$3.28

PER MONTH PER CITIZEN*

*2021 expenses: \$22,363,700 divided by
Surrey's population based on 2021 census
568,322 = \$39.35 per citizen/year/12 = \$3.28

*Of all the services my taxes support I consider
the public library one of the most important.*

~ Satisfaction & Awareness Survey Respondent



TRACKING OUR PROGRESS

WE WELCOMED
16,425 NEW
LIBRARY MEMBERS
IN 2021, UP FROM
11,441 IN 2020.

43.5%

NEW
CARDHOLDERS

OUR GOVERNMENT AND CORPORATE SUPPORTERS

1170110 B.C. LTD • ABC RECYCLING • ADCEPTIVES
BRAZEN PRODUCTIONS CANADA LTD • CAMELLIA RESIDENCES
CANADAHHELPS • CHARITABLE IMPACT • COAST CAPITAL SAVINGS
COURTHOUSE LIBRARIES BC • CUPE 402 | SURREY CITY WORKERS
CUPE 402-02 | SURREY LIBRARY WORKERS
CUPE 728 | SURREY SCHOOLS SUPPORT WORKERS • FASTSIGNS SURREY
FIRST WEST CREDIT UNION • FIRST WEST FOUNDATION • FORTISBC
G&F FINANCIAL GROUP • IMPERIAL HOBBIES • KEY INNOVATIONS INC.
KHALSA CREDIT UNION • KIDSBOOKS • KWANTLEN POLYTECHNIC UNIVERSITY
LYDIA CERRANO ALBERT CHILD CARE SUPPORT FUND
NANAIMO FAMILY HISTORY SOCIETY • OVERDRIVE • PAYPAL GIVING FUND CANADA
PCI DEVELOPMENTS • PICO PRODUCTIONS (BC) LIMITED
PROSPERA CREDIT UNION • PROVINCE OF BRITISH COLUMBIA
SIMON FRASER UNIVERSITY • SSR ROOF SUPPLY LTD.
STAPLES BUSINESS DEPOT/STAPLES BUSINESS ADVANTAGE
SURREY FIRE FIGHTERS' CHARITABLE SOCIETY
SURREY INTERNATIONAL WRITERS' CONFERENCE • TELUS EMPLOYEES
THE REAL ESTATE INSTITUTE OF BC • TM & ASSOCIATES
UNITED WAY • WHITEHOTS INC.

THANK YOU!

THANK YOU TO OUR DONORS AND VOLUNTEERS

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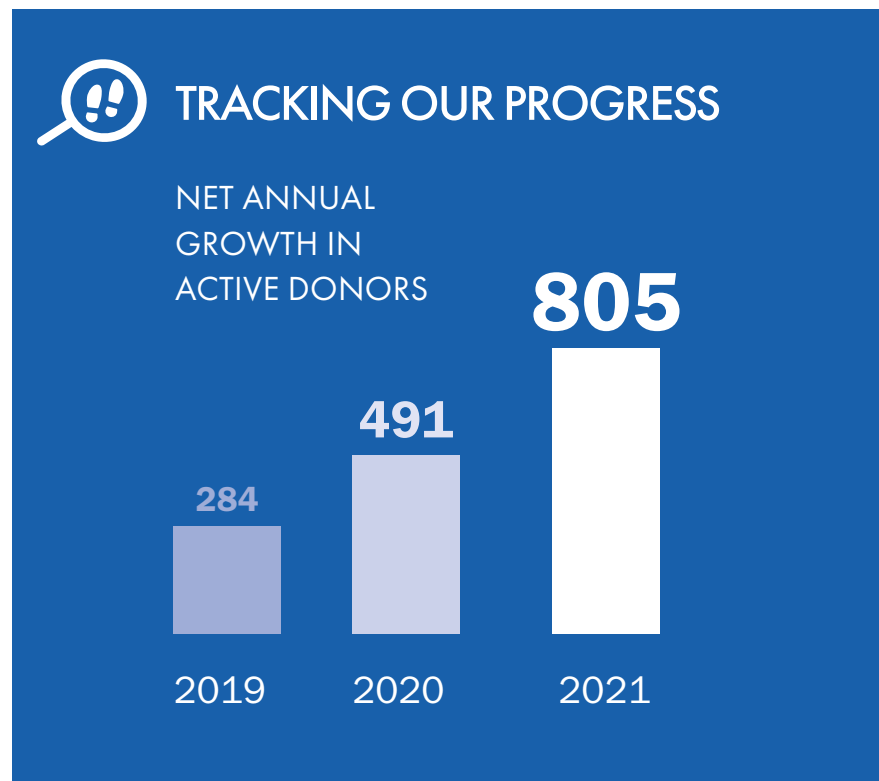
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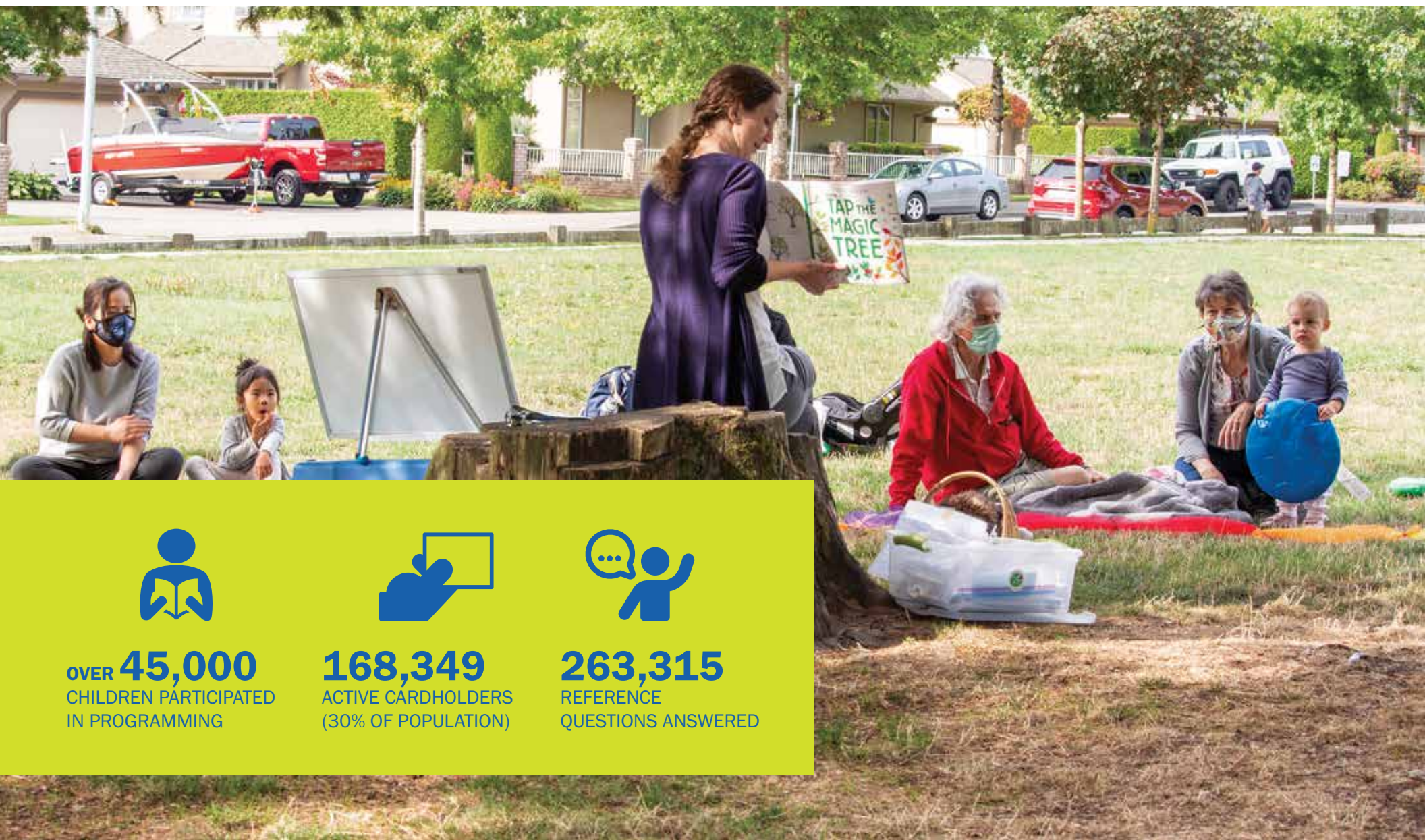
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 MARLENE LITKE
 SHARON LITTLE
 YANG LIU



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