



**SURREY LIBRARIES**  
*discover·connect·inspire*

# REPORT TO OUR COMMUNITY

**2022**



## LAND ACKNOWLEDGEMENT

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





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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

Our values are the guiding principles that characterize how we conduct ourselves and inform our decision making.

## 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

*Every new year allows us to look back and reflect on how far we've come. This past year was a productive one and we are proud of the work we accomplished.*



*Marilyn Herrmann*  
Board Chair

'Literacy and Learning' is a strategic theme for Surrey Libraries and a driving force for much of our work. To encourage and support early literacy development, the Library offered free Read to Baby kits to all families with newborns in Surrey and distributed over 600 in just three months. These kits were made possible by the generosity of our donors. We also continued to offer quality programming to help raise literacy levels for everyone in the community – including for children, adults and seniors, as well as newcomers and English language learners.



*Surinder Bhogal*  
Chief Librarian

'Connections' is another strategic theme for Surrey Libraries and we made many new connections in the community throughout the year, many of which are highlighted in this report. Our Accessibility Services Home Delivery services fully resumed operations with the addition of 12 new volunteers. We piloted social workers at City Centre and Newton branches to provide outreach services to those at risk in the community. Our Newcomer English Language Learner Services team continued outreach to newcomers and delivered cross-cultural workshops to help bridge cultural understanding.

'Welcoming and Inclusive Spaces' is Surrey Libraries' third strategic theme. We've known for some time that for many residents, overdue fines were a continued barrier to library services. That's why we worked to eliminate that barrier by successfully securing funding from the City to permanently eliminate overdue fines. We also expanded Sunday opening hours at City Centre, Guildford, Newton, and Semiahmoo branches and continued offering many programs online to help improve access to library programming.

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 heart-felt thanks to the Board and staff of Surrey Libraries for their continued dedication, enthusiasm, and commitment to providing outstanding service to our community.

## MAYOR'S MESSAGE

*As part of the social fabric of Surrey, our libraries promote the City's mission to serve our community to improve the quality of life for everyone.*



*Brenda Locke*  
Mayor

Surrey Libraries is one of the most-valued and most-used resources in Surrey. The programs and services the Library offers are integral in supporting the City's vision of a thriving, inclusive city. On behalf of City Council, I congratulate and commend Surrey Libraries on another successful year serving the needs of our diverse and growing community.

In 2022, the City was pleased to be able to provide additional funding for the Library to eliminate overdue fines and remove barriers to accessing library services to many residents.

Surrey Libraries provides every resident the opportunity to access knowledge, services, and resources that help them successfully navigate our evolving and increasingly complex world. The Library encourages and supports

life-long learning and contributes to the economic and social well-being of our citizens. Our libraries are vital for members of our community who don't have access to computers and help bridge the 'digital divide.'

Library membership provides residents with free access to books, magazines, music, videos, programs, and numerous online and digital resources such as streaming video, learning platforms, and career building resources. There is truly something for everyone to discover at the Library. I encourage everyone to sign up for a free library card online at [surreylibraries.ca](https://surreylibraries.ca) or at your local Surrey Libraries branch and start exploring.

### BASED ON AN INTERNAL REVIEW AND REPORT:

**\$833**

THE ANNUAL VALUE LIBRARY  
MEMBERSHIP PROVIDED TO THE AVERAGE  
CARDHOLDER IN 2022

FOR EACH DOLLAR INVESTED IN SURREY LIBRARIES,

**\$5.30**

OF VALUE WAS GENERATED FOR THE  
COMMUNITY IN 2022

# GOODBYE TO OVERDUE FINES!

To reduce barriers to service, we eliminated fines on overdue materials and erased all historic overdue fines. We also eliminated fines for Interlibrary Loans, charges for holds not picked up, and the lost library card replacement fee.

*I hope this continues and they come out with new books for kids every so often. I love the fact that **my son has his own little book** and I loved the song pamphlets that came in it. I'm excited to start taking him to baby time at the library.*

~ Read to Baby kit recipient



To promote early learning, we offered free Read to Baby kits to all families with newborns in Surrey and distributed over 600 in just three months at the end of the year.





We worked with Chetna Association of Canada to **rededicate the Dr. B.R. Ambedkar Room** at City Centre branch with a \$20,000 donation from the community.

*Left to right: Jai Birdi, General Secretary, Chetna Association of Canada; Mr. Manjish Grover, Consul, Consulate General of India (Vancouver); Hon. Bruce Ralston, MLA Surrey-Whalley; Surinder Bhogal, Chief Librarian; John Gillies, Library Trustee.*



We added **Zoom Audio Recorders** (ideal for podcasting, filming, recording musical performances, and conducting interviews) and **30 more Dash Robotic Kits** to our Tech-To-Go collection



We significantly expanded eBook, eAudio, and eMagazine collections to **over 107,000 titles** (an increase of **24%** over the previous year). Circulation of these increased 12% over 2021.

## LITERACY & LEARNING

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

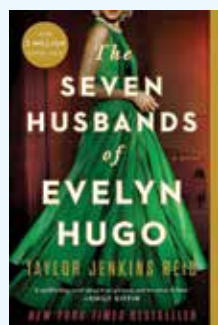
From support of English language learners, to storytimes for children, to one-on-one technology support, our programs support life-long learning and a range of literacies. We continued to provide many programs through online delivery and reintroduced in-person programming.

***You feel nurtured** – somebody has taken the time to find a book for you, to read for you, and to do something for you. It makes you feel cared for and it's engaging for the mind.*

~ Lynda Brown, Senior's Literature Club participant

## TOP CIRCULATED TITLES

### Fiction



SEVEN HUSBANDS  
OF EVELYN HUGO

### Non-Fiction



CAMBRIDGE IELTS  
16 GENERAL  
TRAINING

### eBook



THE LAST THING  
HE TOLD ME

### eAudiobook



HARRY POTTER  
AND THE  
SORCERER'S STONE

### Young Adult



THEY BOTH DIE AT  
THE END

*I spend a lot of time in my vehicle. Borrowing audiobooks and MP3s from Surrey Libraries **allows me to get a university education every couple years.***

~ Andrew, Share Your Story

HIGHLIGHTS OF

20  
22



✓ 14,461 KIDS JOINED  
THE SUMMER  
READING CLUB



✓ OVER 973,000 eBOOKS AND eAUDIO  
BORROWED – A 90% INCREASE  
FROM PRE-PANDEMIC

✓ ADDED NEW DIGITAL  
RESOURCES

LOTE4Kids (digital books for  
children in over 50 languages)

Career Cruising (helping  
patrons with their job search)



✓ OVER 2.7 MILLION PHYSICAL  
ITEMS BORROWED



✓ 10,952 ADULTS PARTICIPATED  
IN PROGRAMS



Career Cruising



✓ 330,730 REFERENCE  
QUESTIONS ANSWERED



✓ 72,865 CHILDREN PARTICIPATED  
IN PROGRAMS

## 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 continue to prioritize professional development for staff and provided funding for credentialed courses, workshops, and conferences.

### GAYLE HARRIS MEMORIAL EDUCATION AWARD

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: Trish Green, Inderjot Sandhu, and Arvin Gill, Gayle Harris Memorial Education Fund Award Recipients for 2022.*





## TRACKING OUR PROGRESS

### STAFF VISITS IN THE COMMUNITY



**458**

STAFF VISITS IN  
THE COMMUNITY IN 2022

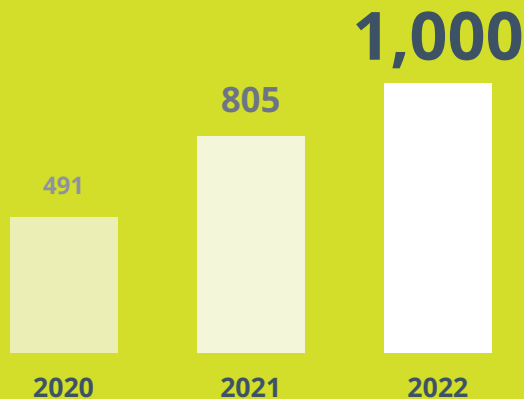
Community visits were still curtailed  
due to the ongoing pandemic



**399** STAFF VISITS IN 2021

**163** STAFF VISITS IN 2020

### NET ANNUAL GROWTH IN ACTIVE DONORS\*



\*Those who have donated at least once  
in the last three years.



Collaborated with the City of Surrey to offer the Street SMART program at City Centre branch, where outreach workers connected with vulnerable members of the community.



We deepened internal training efforts for equity, diversity, and inclusion (EDI), and established a cross-functional EDI Committee to work on developing and implementing an EDI action plan.

*I continue to enjoy and am thankful for the educational services you provide to our community. My appreciation to all your staff for their support and kindness.*

~ Donor message





*Created a special Summer Reading Club (SRC) program at Ocean Park bringing families together to create quilt squares based on the SRC theme, "All Together Now." Staff sewed up the quilt then hosted a Dance Party celebration to unveil the beautiful final product.*



## TRACKING OUR PROGRESS

WE WELCOMED **1,585,843** IN-PERSON VISITS AND **1,881,051** VISITS TO WEBSITE.

INCREASE OVER 2021:



**68%**  
BRANCH  
VISITS



**7%**  
DIGITAL  
VISITS



## SHARE YOUR STORY

Submit your story at [surreylibraries.ca/share-your-story](https://surreylibraries.ca/share-your-story)

I am a Sudanese-Canadian who immigrated to Canada nearly 20 years ago. After living in Regina, Saskatchewan for 18 years, I moved to beautiful British Columbia to seek work in the “Hollywood North” industry. I hope to succeed and prosper tremendously to enjoy the fruits of what Canada potentially has to provide.

If people would spend more time in the library, they would learn and grow tremendously – in wealth of knowledge, understanding, and expansion of perspective. I have enjoyed the abundance of resources at Surrey Libraries and I want to thank the Library for allowing me to visit and stay as long as I want during the day to ponder my dreams and goals.

*“If people would spend more time  
in the library, they would learn  
and grow tremendously...”*

I like to make the most of this wonderful library and grow the intellectual aspect of my own mind. I appreciate the value of the Library’s outreach and community engagement. The Library is the transformative body of humanity. You changed my life – thank you very much!

~ Gumaa Francis Lodongi



## 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.

- Created an **Indigenous / Métis Family History Research Guide** to enhance Family History services to Indigenous Peoples.
- Hosted an artist appreciation event with Rain Pierre (**s4ám̃xʷ**) where he gave a moving and insightful talk about his life, journey, and art.
- Updated practices to allow **free printing to Indigenous people** wanting to print out residential school records.
- Acknowledged National Indigenous People's Day by featuring our online Indigenous resources and closed branches on **the National Day for Truth and Reconciliation** to support meaningful reflection on the history and legacy of residential schools.
- Invited local Indigenous Nations to Library Board meetings and **honoured to learn from a qiqéyt (Qayqayt) Nation representative.**



### IN COLLABORATION WITH THE CITY'S CULTURAL ART DEPARTMENT, WE INSTALLED NEW INDIGENOUS ART AT CLAYTON BRANCH

The Thunderbeing by Roxanne Charles, which honours Charles' late great-grandfather who was said to possess the spirit of the Thunderbird.





## WELCOMING AND INCLUSIVE SPACES

*Our branches are vital community hubs, 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.

**Expanded Sunday hours** at City Centre, Guildford, Newton, and Semiahmoo branches.



**Increased public Wi-Fi session length to five hours**, improving service to patrons.



Transformed Early Years spaces at branches by **adding play-based learning items** such as LEGO® walls, KEVA® planks, light tables, magnifiers, and tactile labs, all made possible by generous donors.



*Light table at Guildford branch*

*Lego Wall at Cloverdale branch*







Seth & MLA Starchuk at the provincial legislature

*Seth is a 15-year-old Grandview Heights Secondary School student who enjoys band and math. He is considering becoming a statistician because he loves graphs and facts. But he is also curious about librarianship. Read his story on how Surrey Libraries has impacted him:*

"I started writing comics when I was in grade five and was inspired by comics like *Calvin & Hobbes* and *Garfield*. The only problem was that I didn't know how to draw. So, I thought: 'what if the point of the comic was for the drawings to be really bad?' That's when I came up with the idea of *Stick Guy*.

The first year I began drawing *Stick Guy*, I made over 200 comics which I gave to my cousin as a Christmas present. I drew 150 more the year after. Then in 2020, my Mom found the Surrey Libraries Youth Writing Contest online and encouraged me to enter it. I was worried my comic wouldn't be good enough and that people wouldn't get it. So I was surprised when people enjoyed it and that year, I got an honourable mention for my comic, *Stick Guy*.

A few months after the contest, the Library sent out published copies of the Youth Writing Contest anthology of winning entries to local MLAs. MLA Mike Starchuk read my comic and was interested in meeting me. My Mom had printed my 'Co-co pilot' comic strip onto a mug which I gave to Mr. Starchuk when I met him.

He liked it so much, he wanted a dozen more to give to his interns!

In Spring 2022, MLA Starchuk invited me to be honoured at the House of Commons in Victoria. I sat in the balcony as he read the cover page of my comic to the House. I stood up while everyone applauded. I also had a tour of the Parliament buildings and the underground tunnels.

This experience encouraged me to enter the Surrey Libraries Youth Writing Contest again in 2022 with *The Return of Stick Guy* which came in second place. The contest helped me learn how to edit my work and to meet people I wouldn't have met otherwise, and to have the unique experience of being recognized in the BC House of Commons."

~ Seth Corbett



Stick Guy Mugs

## SHARE YOUR STORY

Submit your story at [surreylibraries.ca/share-your-story](https://surreylibraries.ca/share-your-story)



Linda Annis



Kiran Dhesa



John Gillies



Louise Hearty



Marilyn Herrmann



Michael Kendler



Perbeen Mann



Darius Maze



Gordon Powell



Dupinder Kaur Saran



Rachel Smith

## 2022 LIBRARY BOARD

The Library Board is comprised of volunteers who are appointed by City Council, pursuant to the BC Library Act. 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 2022

REVENUES	
City of Surrey Transfers	22,751,137
Provincial & Federal Grants	981,542
Neighbourhood Development Contributions	100,000
Fees & Charges	253,071
Donations & Other	102,644
EXPENDITURES	
Salaries & Benefits	16,995,933
Materials, Supplies & Equipment	4,196,531
Branch Operations	2,260,221
Other	587,228

LIBRARY SERVICES COST

JUST **\$3.32**

PER MONTH PER CITIZEN\*

\*2022 expenses: \$24,039,913 divided by Surrey's population based on City's planning department projection for 2022  
603,970 = \$39.80 per citizen/year/12 = \$3.32

*Libraries are an essential and fundamental part of our community. The services they provide and the funding they receive MUST be maintained. The innovation and creativity of library staff during these unprecedented times has been inspirational as they continue to overcome challenges and maintain equity for all.*

~ Library patron comments in satisfaction survey

Full financial statements can be found at [surreylibraries.ca/about-us](https://surreylibraries.ca/about-us)



*Participants in an English  
Conversation Circle program*



## TRACKING OUR PROGRESS

WE WELCOMED  
**25,921** NEW  
LIBRARY MEMBERS  
IN 2022, UP FROM  
**16,425** IN 2021.



**58%**  
NEW  
CARDHOLDERS

# THANK YOU

## TO OUR GOVERNMENT AND CORPORATE SUPPORTERS

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*We appreciate Surrey Libraries' continuous support,  
and we look forward to further collaborations.*

~ DIVERSEcity Community Resources Society



# THANK YOU

## TO OUR DONORS AND VOLUNTEERS

### DIAMOND LEVEL DONORS (20+ YEARS OF GIVING)

BETH BARLOW  
CAROL CAMPBELL  
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### GOLD LEVEL DONORS (6-10 YEARS OF GIVING)

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AMARJIT DHALIWAL  
LORNE LEDOUX  
MARIE MCPHERSON  
SANDY RHYASON

### SILVER LEVEL DONORS (2-5 YEARS OF GIVING)

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KATHRYN MCINTOSH  
ANNE MCINTYRE  
ROD MCRAE  
CORINNE MERCIER  
JASON MILLER  
DIANNE MITCHELL  
VERNA MORGAN  
PATRICIA MUFFORD  
EDITH MULLEN  
RUSSELL MURRELL  
SHARON MUSGROVE

SHARON NARROW  
 MARIANNE NICKS  
 JOHN OLIVER  
 JOAN OUCHI  
 PATRICIA PARIS  
 KAREN PERINBAM  
 JOANNE PETTIGREW  
 JEANIE PITMAN  
 JENNIFER PLATE  
 IRENE PLETT  
 KEIGHLEY POZDNIKOFF  
 PAM PRIOR  
 PRIYAKA RANGANA  
 EDIE REDL  
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 JUNE SCHIEVE  
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 SALLY SHAW  
 KIMBERLEY SHEEPWASH  
 YIN HWA SHIH  
 SHARON SHORT  
 GURTAJ SINGH  
 TAVIWAN SIRISAKDIWAN  
 JIM SMALE  
 KENNA SNOW  
 ANU SONI  
 AUDREY SORENSEN  
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 JUNE VAUGHAN  
 BRENDA WALKER  
 WILLIAM WALLACE  
 AMY WANG  
 JIAN WANG  
 KRISTIN WARBURTON  
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 AILEEN WATSON  
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 CHI HEI WONG  
 FRANCES WONG  
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 HELEN ZHU  
 SANDRA ZUCCARO

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