Surrey Public Library Board Regular Meeting
February 23, 2023 at 6:00 p.m.
Guildford Branch

A G E N D A

	PAGE	TIME
1. CALL TO ORDER & LAND ACKNOWLEDGEMENT		**6:00**
Surrey Libraries recognizes that our work takes place on the traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Musqueam and Tsawwassen First Nations.		
2. ADOPTION OF THE AGENDA		
3. ADOPTION OF THE CONSENT AGENDA		
Trustees may adopt in one motion all items appearing in the Consent agenda or, prior to the vote, request an item be removed from the Consent agenda for discussion, voting in opposition to a recommendation, or declaring a conflict of interest with an item.		
a) Minutes of January 26, 2023, Regular Meeting of the Surrey Public Library Board	**1 – 3**	
b) Financial Statement for the period ending January 31, 2023	**4**	
Audited year-end financial statements available at April meeting	**5 – 7**	
c) 2022 Surrey Libraries Statistic Report		
4. STAFF PRESENTATION (25 MINUTES)		**6:05**
Surrey Libraries Facility Master Plan – Surinder Bhogal		
5. NEW BUSINESS/DISCUSSION (30 MINUTES)		**6:30**
a) Committee Chairs and membership – verbal	**8 – 9**	
b) 2023 Board Objectives for approval		
6. INFORMATION ITEMS (20 MINTUES)		**7:00**
a) Reports		
i. 2022 Strategic Plan Annual Progress – Key Measures	**10 – 18**	
ii. 2022 Provincial Libraries Grant Report	**19 – 28**	
b) Verbal Updates		
i. Committees: Executive; Finance; Governance; Planning & Advocacy		
ii. BCLTA: Trustee Maze		
iii. InterLINK: Trustee Maze		
iv. Chief Librarian		

c) Upcoming Events

i. Challenging Stigma, Saturday February 25, 1-4pm, Fleetwood Branch
In partnership with Fraser Health and City's Community Services Department. Community members share experiences with mental health, substance use, 2SLGBTQ+, etc.

ii. Board Strategic Planning Retreat, Saturday March 4, 9:30-2pm

Trustees invited to view the events listing and attend programs of interest.

7. ROUNDTABLE (10 MINUTES) 7:20

Trustees to share briefly about courses or events attended on behalf of the Library.

8. NEXT LIBRARY BOARD MEETING

April 6, 6pm, City Centre branch

9. MOTION TO ADJOURN 7:30

TIME ALLOTED: 90 MINUTES

Surrey Public Library Board Regular Meeting
January 26, 2023 at 6:00 p.m.
City Centre Branch, Room 405

Present:	Trustees Cuenca, Dhesa, Gillies, Gurm, Hearty, Herrmann (Chair), Maze, Powell, Saran, Smith, Werring, and Councillor Kooner
Regrets:	Trustee Mann
Staff:	Surinder Bhogal, Chief Librarian Michael Ho, Director, Administrative Services Kristen Andrews, Director of Public Services Seline Kutan, Director, Communications and Advancement Nav Gill, Administrative Coordinator

M I N U T E S

1. CALL TO ORDER

The January 26, 2023 Regular Meeting of the Surrey Public Library Board was called to order at 6:00 p.m. Trustee Herrmann began the meeting with a land acknowledgment and expressed appreciation working on the traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Musqueam and Tsawwassen First Nations.

2. ADOPTION OF THE AGENDA

MOTION: "That the Board adopts the agenda for its regular meeting for January 26, 2023."

Trustee Maze moved and Trustee Saran seconded – **CARRIED**

3. ROUNDTABLE INTRODUCTIONS

4. INAUGURAL MEETING BUSINESS

a) Elections
- Chair: Trustee Marilyn Herrmann, declared elected by acclamation
- Vice Chair: Trustee Gurm elected with a 6-5 vote and 1 abstention, against Trustee Saran.

b) Trustee Maze to continue as the InterLINK Board representative, with Trustee Dhesa as the alternative.

c) Trustees volunteered for various standing committees. Trustee Herrmann thanked trustees for their interest, and will reach out via email to appoint committee chairs and finalize membership.

5. STAFF PRESENTATION

a) Strategic Plan Overview & Refresh (Surinder Bhogal)
Chief Librarian provided an overview of the strategic plan, in its final year of 5-year strategy, and outlined steps to update the plan. Light Trail Consulting have been engaged to facilitate the

process, which will begin with 1:1 meetings with trustees/senior staff prior to a kick-off session in late February or early March. By a show of hands, trustees indicated preference for the March 4 date for the kick-off session.

6. ADOPTION OF THE CONSENT AGENDA

MOTION: "That the documents, reports and items be received."

Trustee Smith moved and Trustee Gillies seconded – **CARRIED**

Documents & Reports:

a) Minutes of December 8, 2022, Regular Meeting of the Surrey Public Library Board
b) Financial Statement for the period ending November 30, 2022

7. NEW BUSINESS/DISCUSSION

a) 2023 DRAFT Board Objectives for discussion
Trustee Herman requested feedback at meeting and via email to be incorporated for final plan approval at February meeting.

b) 2023 DRAFT Operational Workplan for approval

MOTION: "To adopt the 2023 Draft Operational Workplan."

Trustee Maze moved and Trustee Gurm seconded – **CARRIED**

8. INFORMATION ITEMS

a) **Reports**
   i. 2023 Board Meetings Calendar
   ii. InterLINK 2023 Budget
   iii. 2022 Strategic Plan and Operational Achievements
   iv. 2022 Operational Workplan/Key Strategic Initiatives Final update
   v. Voice of the Customer Report: June-December 2022

b) **Verbal Updates**
   i. Executive Committee: Trustee Herrmann thanked Trustees Gurm, Powell and Saran for supporting the successful visit with Minister of Municipal Affairs, Honourable MLA Anne Kang. The visit was an opportunity to showcase our work and for the Board to advocate for increased provincial funding to libraires.
   ii. InterLINK: Trustee Maze reported on the InterLINK budget and ED recruitment.
   iii. Chief Librarian thanked trustees and staff for supporting Minister Anne Kang's visit; City budget public engagement underway and library is currently operating on a status quo until 2023 budget approved; Staff received a City of Surrey Employee Excellence Award for Collaboration, presented to our Dash Robotics Kits Team.

9. NEXT LIBRARY BOARD MEETING

February 23, 6pm, Guildford branch

10. MOTION FOR IN-CAMERA MEETING

MOTION: "The Board proposes a motion to move in camera, specifically to review matters related to section c) the Chief Librarian's performance review, as outlined in Board Policy 1.2 Library Board Meetings."

Trustee Powell moved and Trustee Maze seconded – **CARRIED**

11. MOTION TO ADJOURN

The Surrey Public Library Regular Board Meeting of January 26, 2023 was adjourned at 7:19 pm.

Trustee Hearty moved and Trustee Werring seconded - **CARRIED**

SURREY PUBLIC LIBRARY
STATEMENT OF OPERATING FUND ACTIVITIES
FOR THE PERIOD ENDING JANUARY, 2023

	ACTUAL YTD 2023	BUDGET YTD 2022	YTD Variance	ACTUAL YTD 2022	BUDGET 2022	ACTUAL 2022
Revenues						
City of Surrey Transfers	1,350,000	1,646,167	*(296,167)*	1,300,000	19,754,000	20,729,285
Provincial Government Grants	81,795	81,900	*(105)*	81,795	983,000	981,542
Fees & Fines	27,049	32,324	*(5,275)*	14,851	368,000	253,071
Other	9,242	3,051	*6,191*	6,460	35,000	72,972
Total Revenues	$1,468,086	$1,763,442	*($295,356)*	$1,403,106	$21,140,000	$22,036,870
Expenditures						
Salaries and Benefits	996,638	1,117,084	*(120,446)*	904,201	17,042,000	16,989,880
Site Operations	110,082	186,634	*(76,552)*	150,308	2,237,705	2,267,118
Materials Collection	270,248	125,000	*145,248*	131,587	873,028	2,013,490
Supplies and Equipment	8,736	23,503	*(14,767)*	18,546	351,263	308,613
Professional Services	3,538	16,500	*(12,962)*	0	250,500	230,618
Interlibrary Services	0	0	-	0	100,000	79,171
Other	18,651	24,147	*(5,496)*	15,279	285,504	147,980
Total Expenditures	$1,407,893	$1,492,868	*($84,975)*	$1,219,921	$21,140,000	$22,036,870
Period Ending Balance	$60,193	$270,574	($210,381)	$183,185	$0	$0
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	$105,312			$221	$2,100,000	$2,169,381

NOTES TO THE STATEMENT:

City of Surrey Transfers include funds allocated for general library operations, and any transfers from other City departments or funds.
Provincial Government Grants include ongoing grants such as per capita operating support and resource sharing as well as any one time grants.
Fees include printing, processing, programs, room & equipment rentals.
Fines include overdue levies as well as charges for lost and damaged materials.
Other Revenue includes merchandise & booksales, grants and donations
Site Operations include phones, utilities, buildings, grounds & computer maintenance, security, janitorial, insurance.
Materials Collection (Operating) includes electronic books and audio materials, magazines, database subscriptions, and microfilm.
Supplies & Equipment include office, computer, programming and processing supplies for public use e.g., labels, cases, library cards.
Professional Services include consultants such as collection agency, auditing, training, plus advertising and printing services.
Interlibrary Services represents InterLINK membership plus costs associated with interlibrary loans with North American institutions.
Other Expenditures include courier between branches, mileage & travel, library memberships, bank charges and Board expenses.
Materials Collections & Equipment (Operating Capital) costs include print & audio-visual purchases, as well as equipment & furniture purchases.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: February 23, 2023
Subject: 2022 Surrey Libraries Statistics Report

RECOMMENDATION

To receive the 2022 Surrey Libraries Statistics Report (attached as Appendix I) as information.

BACKGROUND

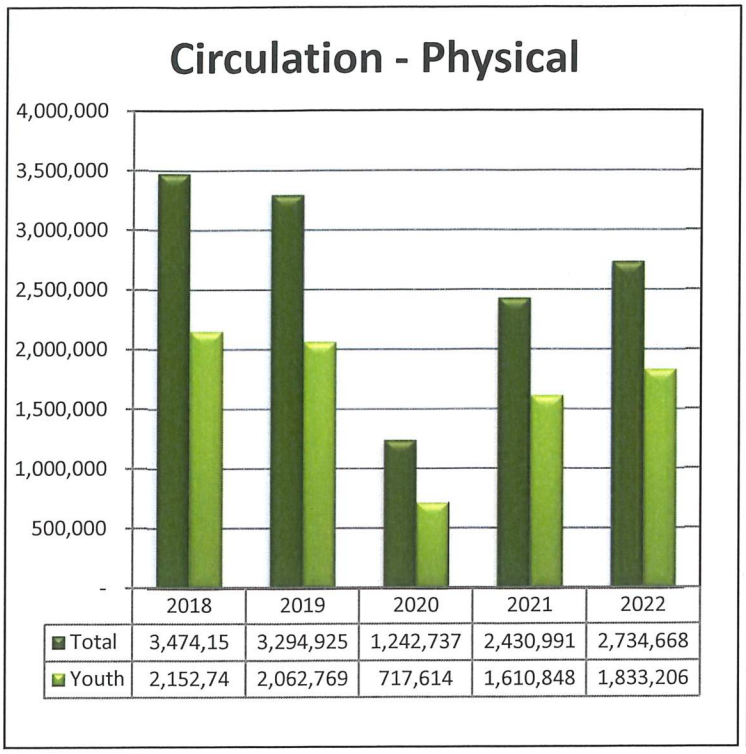
The Surrey Libraries Statistics Report provides a snapshot of key datapoints over a five-year timeframe. The report precedes the report prepared for the strategic plan key measures and may include some duplication.

CONCLUSION

The Surrey Libraries Statistics Report is provided as information.

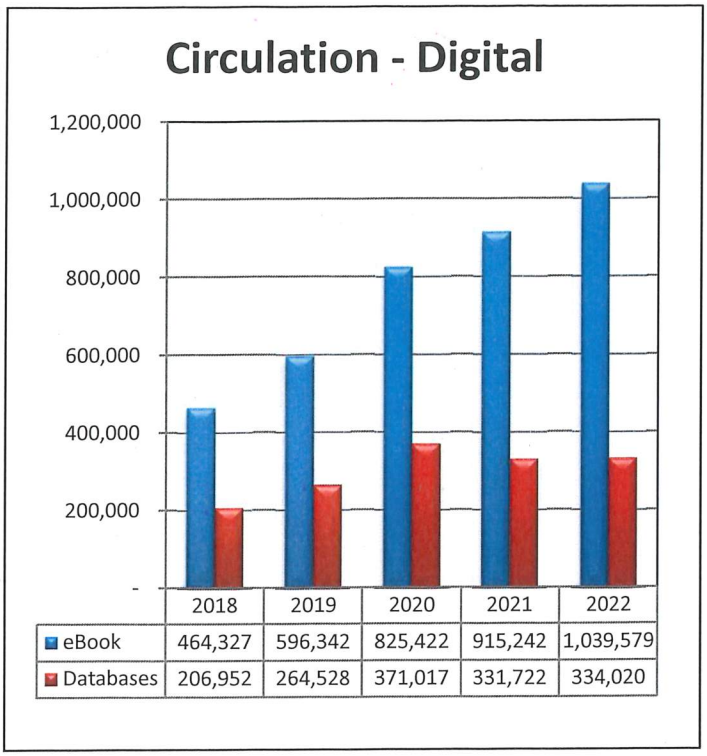
Appendix I: 2022 Surrey Libraries Statistic Report

Appendix I: 2022 Surrey Libraries Statistic Report



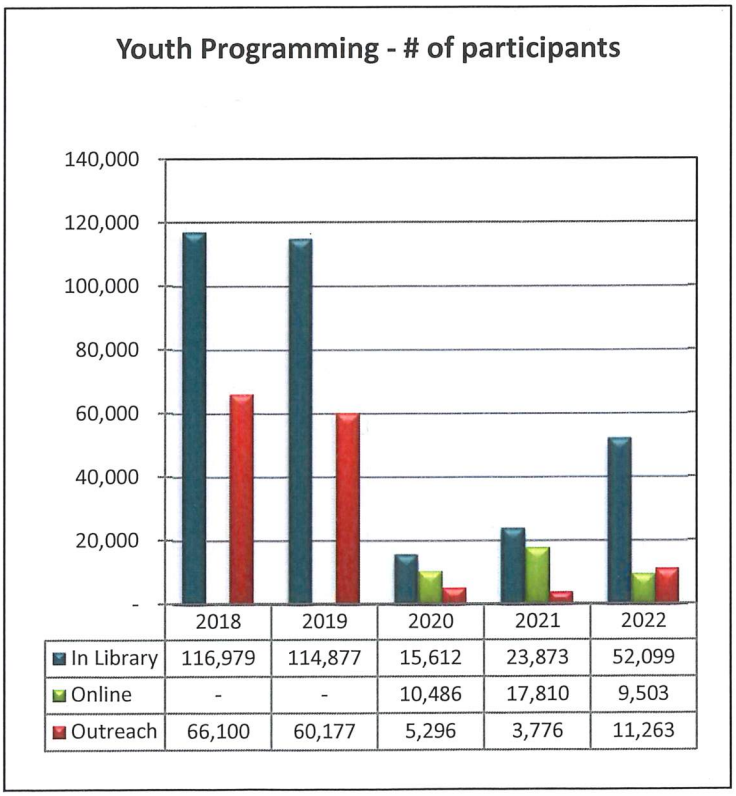
	2018	2019	2020	2021	2022
Total	3,474,15	3,294,925	1,242,737	2,430,991	2,734,668
Youth	2,152,74	2,062,769	717,614	1,610,848	1,833,206

Circulation Physical is total circulation of books and audiovisual material.



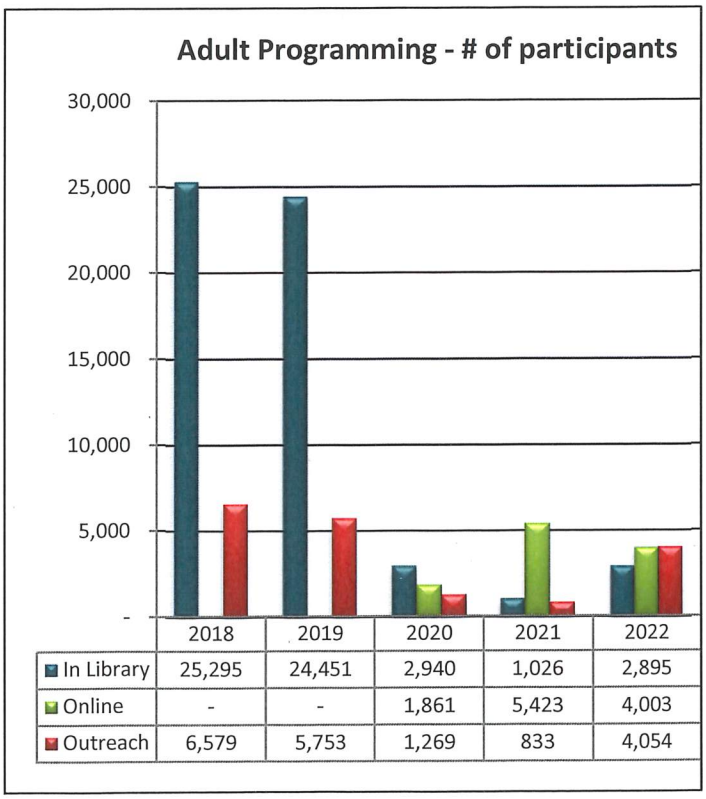
	2018	2019	2020	2021	2022
eBook	464,327	596,342	825,422	915,242	1,039,579
Databases	206,952	264,528	371,017	331,722	334,020

Circulation Digital is the circulation of eBooks, eAudiobooks and eMagazines. Databases is full text views of research electronic databases.



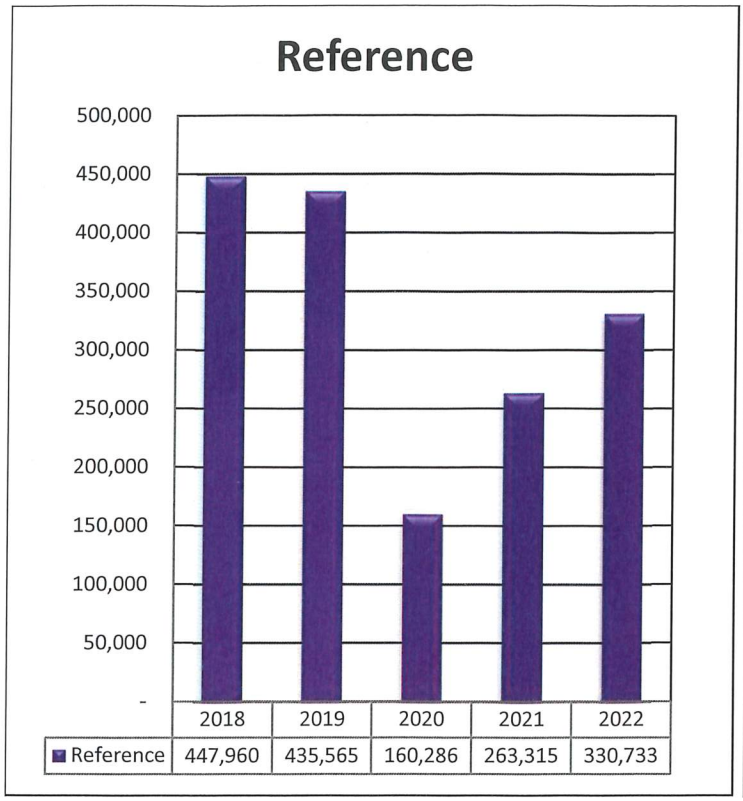
	2018	2019	2020	2021	2022
In Library	116,979	114,877	15,612	23,873	52,099
Online	-	-	10,486	17,810	9,503
Outreach	66,100	60,177	5,296	3,776	11,263

Youth programming participants includes data for online programs introduced in 2020.

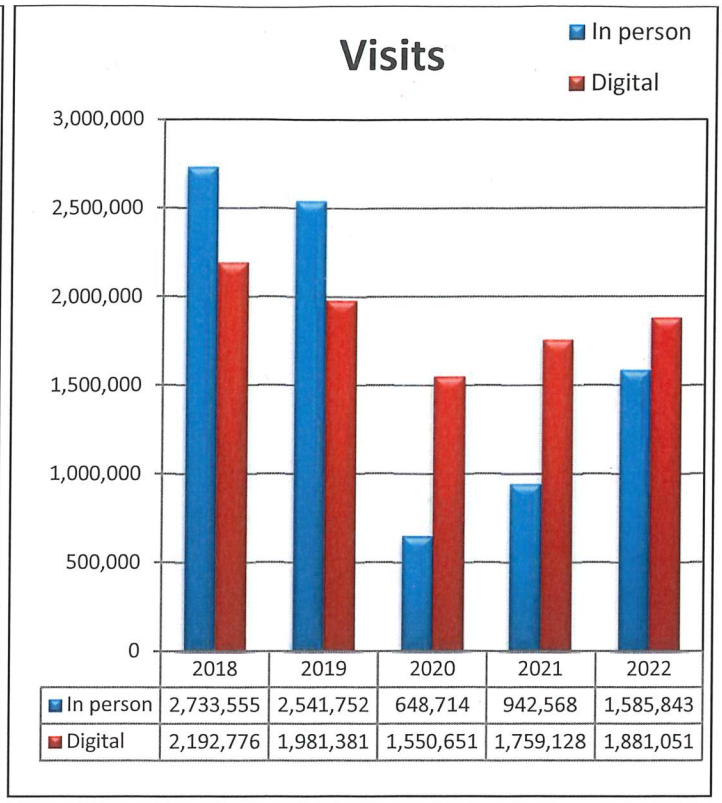


	2018	2019	2020	2021	2022
In Library	25,295	24,451	2,940	1,026	2,895
Online	-	-	1,861	5,423	4,003
Outreach	6,579	5,753	1,269	833	4,054

Adult programming participants includes data for online programs introduced in 2020.



Reference is queries received in-branch, over phone and via email.



Visits is both In Person visits to branches and digital visits to website.

Active Members are those that have borrowed a physical or digital item in the last 3 years. New Members are those registered during the year.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: February 23, 2023
Subject: 2023 Draft Board Objectives

RECOMMENDATION

To be approved.

BACKGROUND

The Board's draft objectives were presented at the January 26, 2023 regular meeting, and trustees were invited by the Chair to submit feedback via email.

The objectives incorporate feedback from the Board's self-evaluation survey results, completed in December 2022. They include the Board's governance obligations to the Library Act and are aligned to the Library's strategic plan. The objectives are organized according to the balanced scorecard framework adopted in the Library's strategic plan - community, funds, processes, and staff lenses.

DISCUSSION

The Board may choose to modify the objectives by adding, removing, reframing, or reassigning to different committees.

CONCLUSION

The Board's objectives prioritize and guide the Board's work. Following adoption, staff will support the Board to achieve the objectives.

Attachment:
Appendix I 2023 Draft Board Objectives

Draft Board Objectives

OBJECTIVE	WHO	WHEN	STATUS
Community			
1. Oversee strategic plan development	EXEC	Q1-4	
2. Contribute to strategic plan discussions and plan approval	ALL	Q1-4	
3. Review Advocacy Plan for any revisions	PA	Q1	
4. Support actions in advocacy plan	ALL	Q1-4	
5. Approve library annual workplan	ALL	Q1	
6. Assist with donor appreciation phone calls	ALL	Q1-4	
Funds			
7. Ensure successful audit completed and submitted to Province	FIN	Q1	
8. Provide input to the preparation of the 2024 budget and approve for submission to City	FIN	Q2-3	
9. Support opportunities to diversify and grow library revenue by introducing staff to prospective sponsors or donors	ALL	Q1-4	
Processes			
10. Update policies as necessary	GOV	Q1-4	
11. Review Terms of Reference for standing committees	GOV	Q1	
12. Coordinate Skills/Strengths matrix distribution and assess results to inform board development and recruitment	GOV	Q1	
Staff/Board			
13. Approve Chief Librarian annual objectives	ALL	Q1	
14. Support onboarding and orienting new trustees	Chair	Q1-4	
15. Continue learning about and seeking opportunities to build relations with local Indigenous nations	ALL	Q1-4	
16. Establish leadership on regional and provincial level through involvement in InterLINK and BCLTA	PA	Q1-4	
17. Conduct Board self-evaluation mid-year and end-of year and review feasibility of recommendations	EXEC	Q2 & 4	
18. Conduct Chief Librarian Performance review	EXEC	Q4	

Committees

EXEC: Executive

FIN: Finance

GOV: Governance

PA: Planning and Advocacy

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Seline Kutan, Director Communications and Advancement
Date: February 23, 2023
Subject: 2022 Strategic Plan Annual Progress - Key Measures

RECOMMENDATION

To receive the 2022 Strategic Plan Annual Progress Key Measures report for information to monitor progress on the Strategic Plan.

BACKGROUND

2019 was the first year of implementation for Surrey Libraries' new strategic plan. The plan has a five-year timeframe and was structured using a balanced scorecard approach, adopted by the City for its strategic plan, Surrey Excels. The Board defined the Library's vision and mission and set 12 strategic objectives under the lenses of: community, funds, processes, and staff. Each year, staff identify key initiatives to advance the objectives and set out key measures to track progress. Measures include traditional outputs such as the 'number of new cardholders,' as well as outcomes such as 'user satisfaction with library services.' This report is a summary of progress on the key measures.

DISCUSSION

An overview of performance targets is summarized in Appendix I, SPL 2022 Strategic Plan Progress Report – Key Measures Targets. Previous years' data was used as baselines for measures and targets ranging from 2 – 10% increases in performance were set for most measures. Survey data is presented from years the surveys were administered (2019 and 2021 only). Despite the ongoing impact of the pandemic, most measures performed above or on target.

Actual performance data is captured in Appendix II, SPL 2022 Strategic Plan Progress Report – Key Measures Data. This includes charts to visualize the trends over the last 4 years.

Appendix III is the Strategy Map which summarises the objectives, measures, and initiatives for 2022.

CONCLUSION

This report is presented to the Board as information to help monitor the progress of the strategic plan.

Appendix I: SPL 2022 Strategic Plan Progess Report – Key Measures Targets
Appendix II: SPL 2022 Strategic Plan Progress Report – Key Measures Data
Appendix III: Strategic Plan 2019-2023 Strategy Map (2022)

SPL 2022 Strategic Plan Annual Progress Report - Key Measures Targets **Appendix I**

	KEY MEASURE	COMMENTARY	TARGET
			On Below Above
	OBJECTIVES - COMMUNITY	**Promote and nurture literacy and learning; Strengthen community engagement; Improve access to library services**	
A1.1	% of public who agree SL is a go to place for literacy and learning	2021: 69% Agree & Strongly Agree 2019: 62% Agree & Strongly Agree	
A1.3	Use of online learning resources (hours and sessions)	2022: Sessions: +6.6% (target +5%) 2021: Sessions: +72% 2020: Sessions: +39% 2019: Sessions: +23%	
		2022: Hours: -58% (target +5%) 2021: Hours: -40% 2020: Hours: +311% 2019: Hours: +49%	
A2.1	% of public who believe SL is welcoming and inclusive	2021: 85% Agree & Strongly Agree 2019: 76% Agree & Strongly Agree	
A2.2	% programs delivered through partnerships	2022: 21% (target +20%) 2021: 22% 2020: 27% 2019: 9%	
A2.3	% of public satisfied with SL providing consistently good customer service	2021: 82% Agree & Strongly Agree 2019: 74% Agree & Strongly Agree	
A2.4	% of public satisfied with range of services offered to community	2021: 67% Agree & Strongly Agree 2019: 64% Agree & Strongly Agree	
A3.1	Use of library resources (circulation of physical, eBooks, eAudio)	2022: Physical circulation: +12.4% (target +10%) 2021: +96% 2020: -62% 2019: -5%	
		2022: eBook and eAudio: + 13.6% (target +8%) 2021: +11% 2020: +38% 2019: +22%	
A3.2	# of visits – physical	2022: +68% (target +10%) 2021: +45% 2020: -74% 2019: -7%	
A3.2	# of visits – digital	2022: +6.9% (target +3%) 2021: +13% 2020: -48% 2019: +11	

A3.3	# of new cardholders	2022: +57% (target 20%) 2021: +44% 2020: -60% 2019: +2%	
A3.4	# of cardholders active in last 3 years	2022: -8.4% (target +5%) 2021: -7% 2020: -8% 2019: +9%	

	OBJECTIVES - FUNDS	**Align resources to changing community needs; Explore opportunities to diversity and grow revenue; Enhance responsible spending and accountability**	
B1.1	% of collections budget allocated to digital resources	2022: 52.56 (target 50%) 2021: 56.44% 2020: 53.9% 2019: 34.2%	
B1.2	% of programs for newcomers	2022: 17% (target 20%) 2021: 19.6% 2020: 19% 2019: - 8%	
B2.1	Net annual growth in active donors	2022: 1,000 active donors, + 24% (target +10%) 2021: 805 active donors, + 64% 2020: 491 active donors, + 73% 2019: 284 active donors, + 13%	
B3.1	Operational and capital spending on budget	2022, 2021, 2020, 2019 Remained on budget	

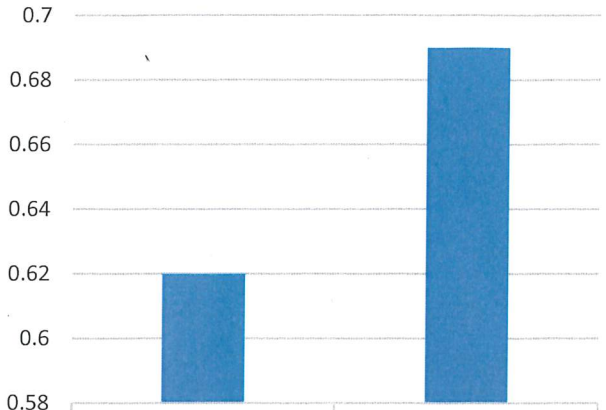
	OBJECTIVES - PROCESSES	**Refine processes to improve services and create capacity; Broaden awareness of library services, encourage innovation and collaboration**	
C1.1	% of transactions using self-service	2022: 65% (target +10%) 2021: 49% 2020: 39% 2019: 45%	
C1.2	# of staff visits in community	2022: 458 (target +10%) 2021: 399 2020: 163 2019: 708	
C2.1	Earned media statistics	2022: 36 (target 28) 2021: 26 2020: 34 2019: 18	
C2.2	Level of public awareness of SL services	2021: 59% Agree & Strongly Agree 2019: 51% Agree & Strongly Agree	
C3.1	% staff providing favourable rating on innovation question	2021: 66% Agree & and Strongly Agree 2019: 79% Agree & Strongly Agree	

C3.2	% staff providing favourable rating on collaborate question on staff survey	2021: 85% Agree & and Strongly Agree	
		2019: 59% Agree & Strongly Agree	

	OBJECTIVES - STAFF	**Foster a culture of service excellence; Cultivate a safe, engaged and diverse workplace; Develop and empower staff**	
D1.2	% of users who rate staff as knowledgeable & helpful	2021: 82% Agree & Strongly Agree	
		2019: 76% Agree & Strongly Agree	
D2.1	% staff providing favourable rating on engagement question set	2021: 78.33% Agree & Strongly Agree	
		2019: 81% Agree & Strongly Agree	
D3.1	% staff providing favourable rating on empowerment question set	2021: 71.5% Agree & Strongly Agree	
		2019: 71% Agree & Strongly Agree	
D3.2	% training hours to FTE	2022: 1.62% (target 1% per FTE)	
		2021: 0.75% 2020: 2.2% 2019: 0.95%	

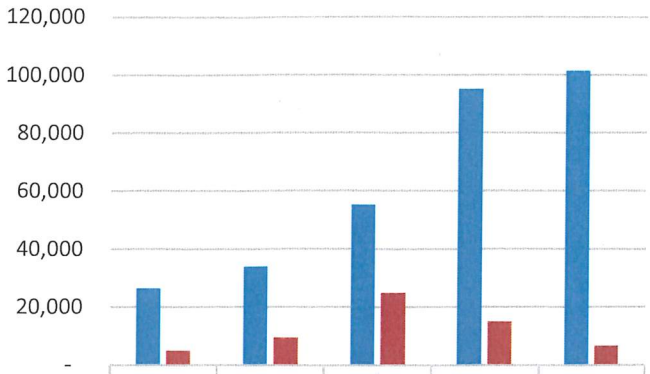
Appendix II: SPL 2022 Strategic Plan Progress Report – Key Measures Data

A1.1 % of public who agree SL is place for Literacy and Learning



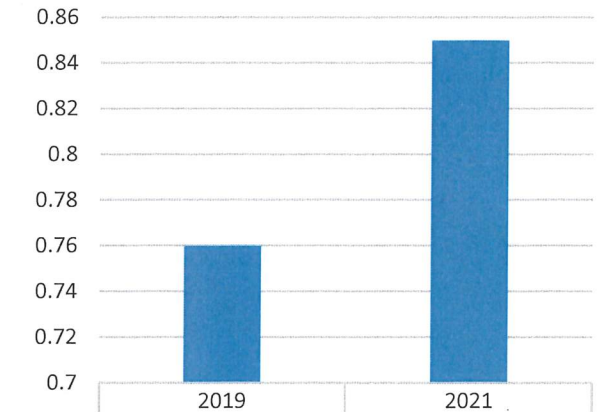
	2019	2021
Literacy	62%	69%

A1.3 use of online learning resources (hours and sessions)



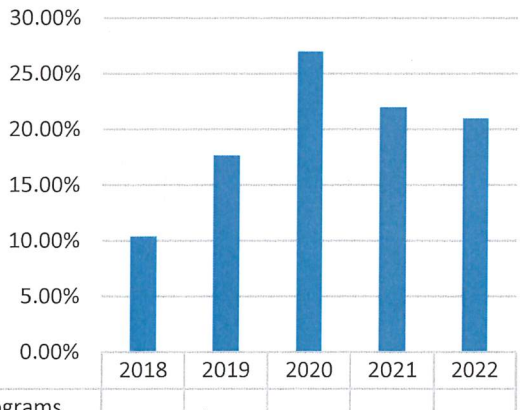
	2018	2019	2020	2021	2022
Sessions	26,465	33,967	55,255	95,219	101,492
Hours	4,959	9,566	24,937	15,028	6,636

A2.1 % of Public who believe SL is welcoming and inclusive



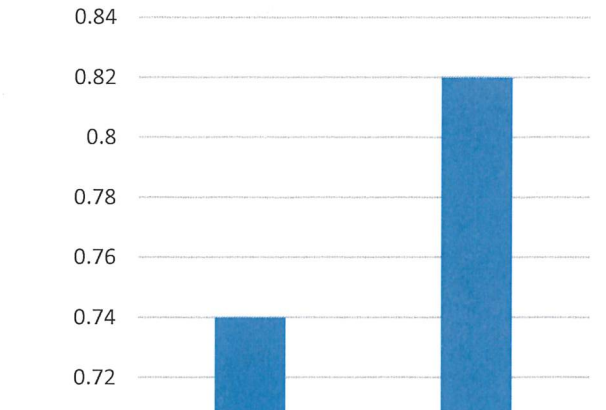
	2019	2021
Welcoming	76%	85%

A2.2 % of programs delivered through partnerships



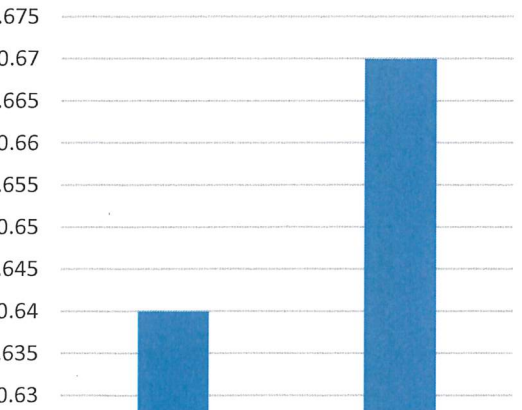
	2018	2019	2020	2021	2022
% of programs through partnerships	10.40%	17.65%	27%	22%	21%

A2.3 % of public satisfied with SL providing consistently good service



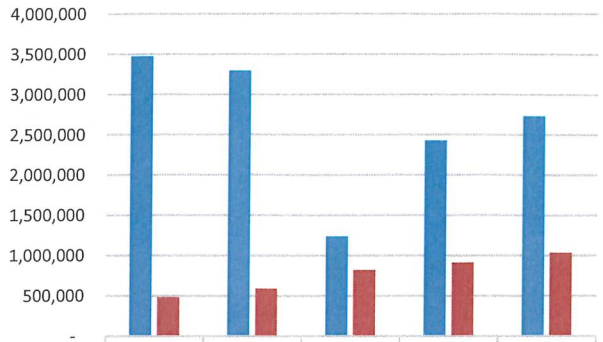
	2019	2021
% Good Service	74%	82%

A2.4 % of public satisfied with range of services offered to community



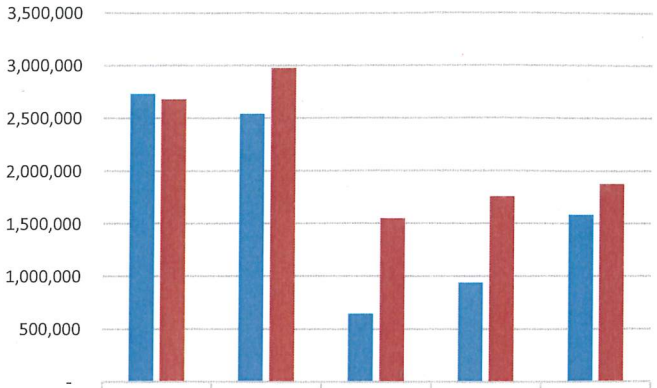
	2019	2021
Range of Services	64%	67%

A3.1 Use of library resources (circulation physical, eBook, eAudio and eMagazine)



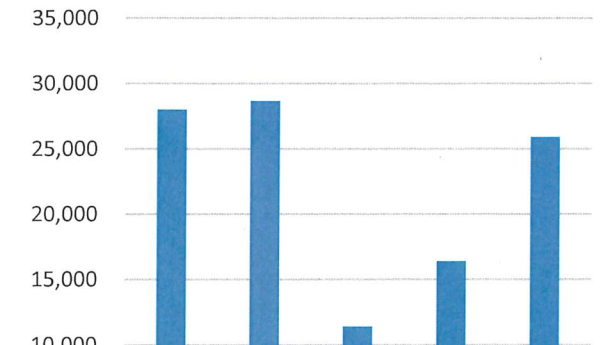
	2018	2019	2020	2021	2022
Physical	3,474,159	3,294,664	1,242,737	2,430,991	2,734,668
eBook, eAudio	488,277	596,342	825,422	915,242	1,039,579

A3.2 # of visits - physical and digital (website)



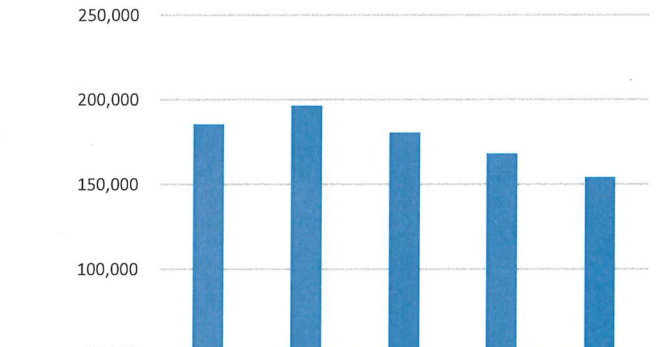
	2018	2019	2020	2021	2022
physical	2,733,555	2,541,752	648,714	942,568	1,585,843
digital	2,681,122	2,979,844	1,550,651	1,759,128	1,881,051

A3.3 # of new registrations



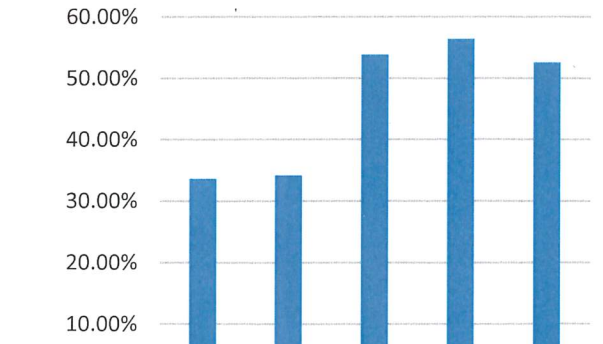
	2018	2019	2020	2021	2022
Registrations	28,016	28,676	11,441	16,429	25,921

A3.4 # of members active in last 3 years



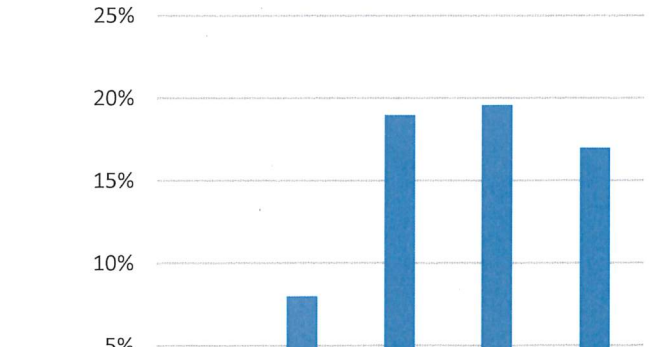
	2018	2019	2020	2021	2022
Active Members	185,627	196,583	180,730	168,349	154,267

B1.1 % of collections budget allocated to digital resources



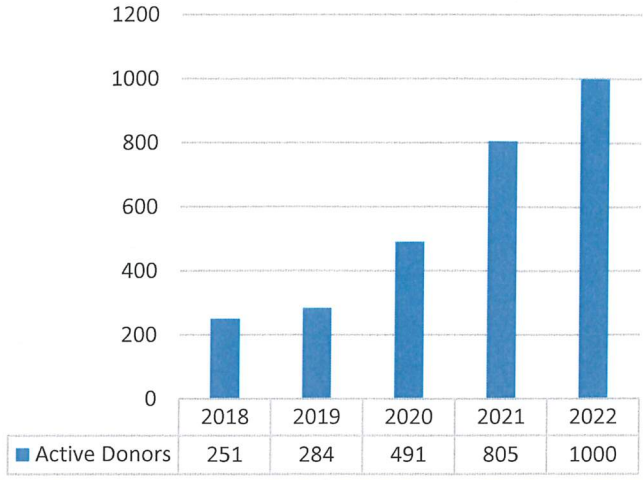
	2018	2019	2020	2021	2022
Digital resources	33.70%	34.20%	53.90%	56.44%	52.56%

B1.2 % of programs for newcomers



	2018	2019	2020	2021	2022
Newcomers	4%	8%	19%	19.59%	17.00%

B2.1 Net annual growth in active donors

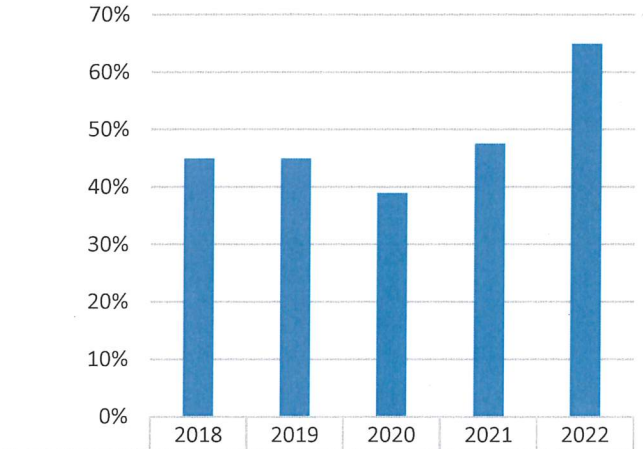


	2018	2019	2020	2021	2022
Active Donors	251	284	491	805	1000

B3.1 operational spending and capital spending on budget

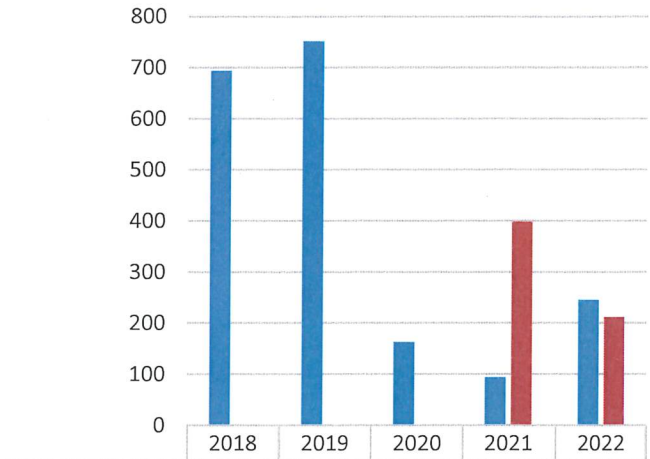
Operating Spending and Capital Spending are both on budget.

C1.1 % of transactions using self service



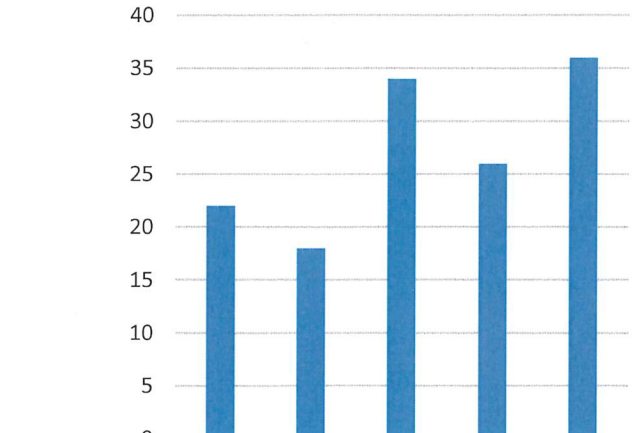
	2018	2019	2020	2021	2022
Self Service	45%	45%	39%	47.60%	65.00%

C1.2 # of staff visits in community



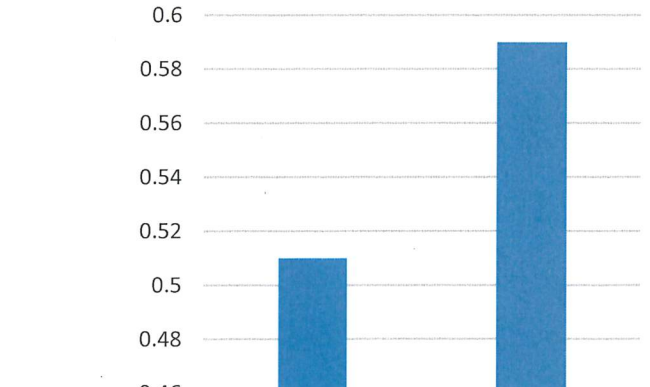
	2018	2019	2020	2021	2022
in-person visits	694	752	163	94	246
virtual visits	0	0	0	399	212

C2.1 earned media statistics



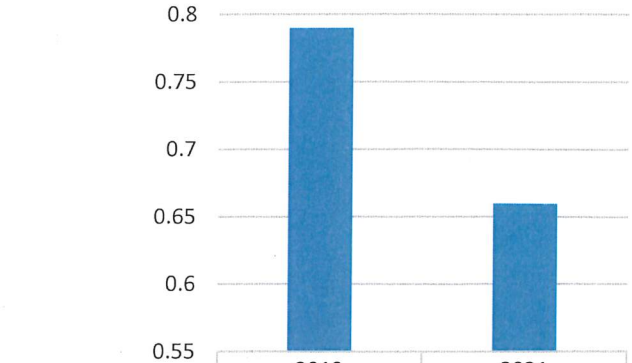
	2018	2019	2020	2021	2022
Earned media	22	18	34	26	36

C2.2 level of public awareness of SL services



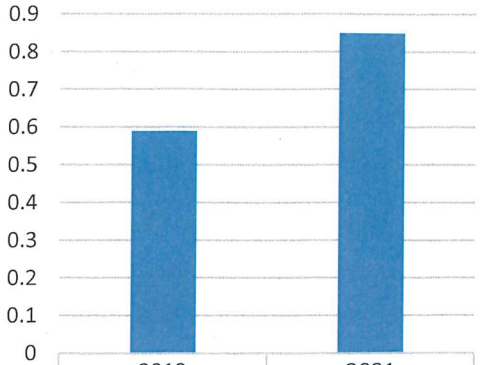
	2019	2021
Level Awareness	51%	59%

C3.1 % staff providing favourable ratingon innovate question on staff survey



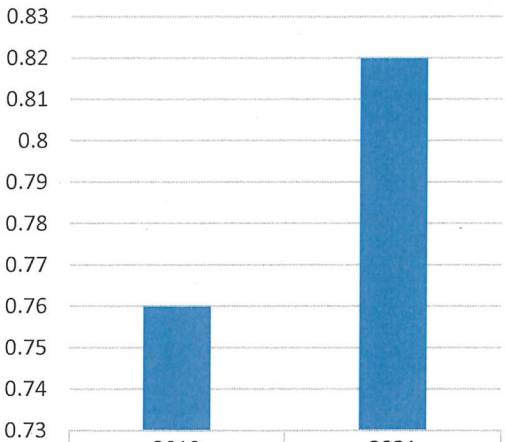
	2019	2021
Innovate question	79%	66%

C3.2 % staff providing favourable rating on collaborate question on staff survey



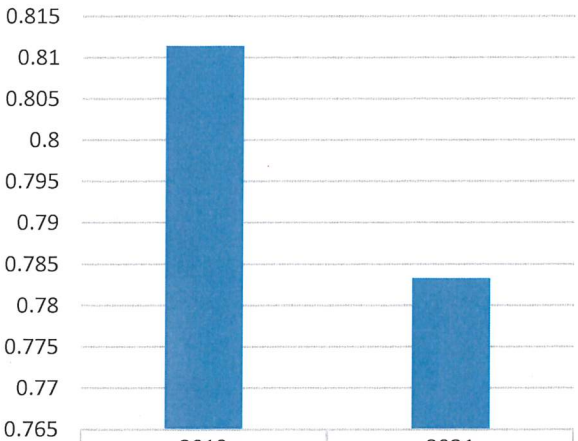
	2019	2021
Collaborate question	59%	85%

D1.2 % of users who rate staff as knowledgeable and helpful



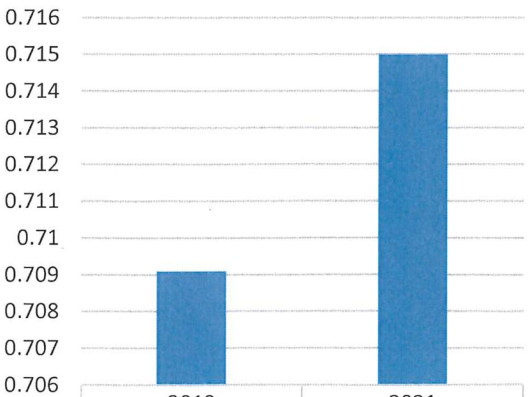
	2019	2021
Knowledgeable	76%	82%

D3.1 % staff providing favourable rating on engagement question



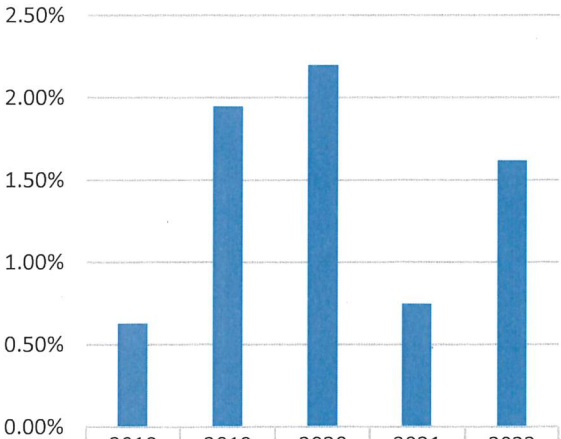
	2019	2021
Engagement	81.14%	78.33%

D3.1 % staff providing favourable rating on empowerment question



	2019	2021
Empowerment	70.91%	71.50%

D3.2 % of training hours per FTE



	2018	2019	2020	2021	2022
Training Hours	0.63%	1.95%	2.20%	0.75%	1.62%

Strategic Plan 2019 – 2023 Strategy Map

SURREY LIBRARIES
discover·connect·inspire

OUR VISION A literate, inclusive, thriving city

OUR MISSION We connect people, spark curiosity, and inspire learning

OUR VALUES ♦ Community-Focus ♦ Intellectual Freedom ♦ Service Excellence ♦ Equitable Access ♦ Creativity ♦ Collaboration ♦

OUR THEMES LITERACY AND LEARNING | CONNECTIONS | WELCOMING AND INCLUSIVE SPACES

STRATEGIC OBJECTIVES	KEY MEASURES	KEY STRATEGIC INITIATIVES 2022
Our Community **A1:** Promote and nurture literacy and learning **A2:** Strengthen strategic community engagement **A3:** Improve access to Library services	A1.1: % of public who agree SL is a go to place for literacy and learning A1.3: Use of online learning resources (hours and sessions) A2.1: % of public who believe SL is welcoming and inclusive A2.2: % programs delivered through partnerships A2.3: % of public satisfied with SL service A2.4: % of public satisfied with range of services offered to community A3.1: Use of library resources (circ. print, digital, ebooks) A3.2: # of visits – physical and digital A3.3: # new cardholders A3.4: # of cardholders active in last 3 years B1.1: % of budget allocated to digital resources B1.2: % of programs for newcomers B2.1: Net annual growth in active donors B3.1: Operational spending and capital spending on budget C1.1: % of transactions using self-service C1.2: # of staff visits in community C2.1: Earned media statistics C2.2: Level of public awareness of SL services C3.1: % staff proving favourable rating on innovation q set C3.2 % staff providing favourable rating on collaboration q set D1.2: % of users who rate staff as knowledgeable & helpful D2.1: % staff providing favourable rating on engagement q set D3.1: % staff providing favourable rating on empowerment q set D3.2: % training hours to FTE	1. Implement Community Connected framework to promote and increase library use during pandemic recovery. 2. Transition to public services model at all branches. 3. Improve access to digital and physical tools, training and content. 4. Develop budget for and start implementing high priority recommendations from Facilities Master Plan. 5. Complete Marketing & Communications Plan and implement actions. 6. Implement fund development priorities. 7. Prioritize staff well being and development. 8. Embed equity, diversity, and inclusion practices in our work. 9. Improve staff and community understanding of Indigenous history and culture to support Reconciliation. 10. Establish a climate crisis working group. • *Key Stategic Initiatives (KSI) receive new or renewed focus.* • *Resources are prioritized to KSI advancement over other actions.* • *KSIs may span over multiple years.* • *Key Measures are evaluated annually.*
Our Funds **B1:** Align resources to changing community needs **B2:** Explore opportunities to diversify and grow revenue **B3:** Enhance responsible spending and accountability		
Our Processes **C1:** Leverage technology to improve service delivery **C2:** Broaden awareness of Library services **C3:** Encourage innovation and collaboration		
Our Staff **D1:** Foster a culture of service excellence **D2:** Cultivate a safe, engaged, and diverse workplace **D3:** Develop and empower staff		

December 2021

To: Surrey Public Library Board
From: Jenny Fry, Director Learning, Programs and Partnerships
Surinder Bhogal, Chief Librarian
Date: February 23, 2023
Subject: 2022 Provincial Library Grants Report

RECOMMENDATION

To receive the 2022 Provincial Library Grants Report (attached as Appendix I) as information.

BACKGROUND

Libraries Branch, Ministry of Municipal Affairs, awards grants to public libraries throughout the province to support services. Grants are awarded on a per capita basis. Funding from the Province represents 4.6% of the Library's annual revenue. In 2022, Surrey Public Library received a total of **$981,542** in the following grants:

Grant Type	Value	Description
Per Capita Operating	$922,052	All B.C. Libraries established under the authority of the Library Act receive the Per Capita Operating Grant to support ongoing library operations and participation in province-wide initiatives.
Resource Sharing	$10,615	Supports libraries by alleviating the costs involved in running and managing the interlibrary loan service.
BC OneCard	$20,186	The BC OneCard program enables active patrons of any public library in BC to use their library card to borrow from other libraries throughout the province.
Equity/Literacy	$28,689	Supports the expansion of library collections, programs and services that promote literacy and life-long learning.
TOTAL	$981,542	

In accordance with conditions placed on all provincial grants, libraries must submit a report by March 1, 2023, using the template provided by Libraries Branch. The report must demonstrate that the library has supported strategies outlined in B.C.'s Strategic Plan for Public Library Service.

CONCLUSION

The 2022 Provincial Library Grants Report is being presented to the Board for information. Provincial funding is vital to the Library's operations.

Appendix I: 2022 Provincial Library Grants Report

Appendix I: 2022 Provincial Library Grants Report

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Surrey Libraries

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- ☐ 1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE
- ☐ 2. MAJOR PROJECTS/PROGRAMS
- ☐ 3. CHALLENGES
- ☐ 4. COVID-19 RELIEF & RECOVERY – 2022 PROGRESS REPORT
- ☐ 5. BOARD APPROVAL

INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year. If provincial funding is primarily used to support your library's core operations, please include a general describe where it is applied (staffing, utilities, collections, etc.).

Surrey is a geographically large municipality that is characterized by rapid growth. Surrey's population at the end of 2022 is estimated to be 603,970 people, and is projected to increase by over 280,000 (32%) in the next 30 years. Estimates are based on a combination of Surrey's building permit data and BC Assessment Information. (Source: City of Surrey Planning & Development)

Surrey Libraries has ten branches with at least one branch in each of the City's town centres - City Centre, Cloverdale, Fleetwood, Newton, Guildford, South Surrey and Whalley. Surrey Libraries is a key partner in key City initiatives and participates on many community planning tables. The Library collaborated with about 40 community partners in 2022 to provide programming and services that make a difference to the lives and learning opportunities of residents – just under 40% fewer partners than pre-pandemic but up 10% from 2021.

Recovering from the COVID-19 global pandemic defined 2022.

In 2022, we delivered 3044 programs to enrich learning and literary – a 60% increase from 2021 – and we are proud to have connected with the 83,831 children, youth and adults that participated in our programs (64% increase in participation).

With almost 3.46 million visits to our website and our branches, over 1.58 million people visited our branches. Of the 3.77 million transactions using the Library's materials collection, over 2.73 million physical books and materials were borrowed, and over 1.03 million eResources were borrowed.

Surrey Libraries looks forward to improving the quality of life for our residents by helping advance their social and economic opportunities. We will strive to align our resources to deliver service where needed most and work towards our mission to 'connect people, spark curiosity and inspire learning.'

In summary, Surrey Libraries would like to thank the Public Libraries Branch, Ministry of Municipal Affairs for the generous grants that support the improvement, extension, and promotion of our Library services, while advancing the goals of the Province.

2. FEATURED PROJECTS/PROGRAMS

Please describe any featured projects/programs the library has delivered in the past year. To report on multiple projects/programs, "copy" the blank table below and insert additional tables as needed using the "paste" function. Use one table per project/program. You do not need to report on every project/program, only highlights/notable examples.

Project/Program Name 1
Zoom Audio Recorders: a new "Tech To Go" borrowable collection
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
The Zoom Audio Recorders are part of the Tech To Go Collection. There are 15 Zoom Audio Recorder Kits at 3 branches (5 at Semiahmoo, 5 Clayton and 5 Guildford). Patrons can place holds and check out the kits at any location. The Kits include: audio recorder, micro SD card, tripod, recorder case, instruction booklet, USB cable, and batteries. The soft launch of the collection was on June 20, 2022. As of February 14, 2023, there have been a total of 108 check outs. The Kit has a variety of uses. It has a much higher quality microphone than on smartphones. It picks up quiet sounds better, and records loudness better. Patrons are using these recorders to conduct interviews, make videos, films, music, or podcasts, conduct formal family history interviews, and hunt ghosts.
How does this project/program support the library's strategic goals?

This new collection supports the Library's strategic goals by meeting Strategic Objectives for:

Our Community
- A1: Promote and nurture learning and literacy
- A3: Improve access to Library services

Our Funds:
- B1: Align resources to changing community needs

Our Processes:
- C1: Refine processes to improve services and create capacity

It also supports 2022 Key Strategic Initiative #3: Improve access to digital and physical tools, training, and content.

How does this project/program support the B.C.'s strategic goal(s) for public library service from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

This new collection supports:

1. Improving Access: Surrey residents have improved access to a handy tool that can be used in many creative ways to advance their interests and their goals.

2. Building Capacity: Surrey residents can use this tool for a wide variety of creative projects to share with the broader community, which builds the capacity of Surrey residents to express themselves, record stories and memories and document events. They are also learning new technologies.

3. Advancing Citizen Engagement: Surrey residents can use the zoom audio recorder to engage with each other, engage with their environment, and share the results with the broader community, encouraging interaction.

What are the key outcomes of this project/program?

Better access to digital resources. Anecdotal comments from staff and patrons have been very positive in terms of ease of use and quality of sound for recordings. Surrey residents now have access to a portable quality technology tool that is easy to use and enables them to initiate recording projects.

Did provincial grants enable this project/program? If so, how?

Provincial library grant funding was used to purchase this new collection for Surrey residents.

Project/Program Name 2

Offering programs to serve local authors and writers: Authors Among Us and the Creative Writing Workshop Series

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

Authors Among Us: this program features local authors reading excerpts of their work in a panel-style format, facilitated by library staff, either in-person in a branch or online on Teams.

The Creative Writing Workshop Series included four online sessions, one hour per session with successful writers:

- Tanya Boteju (Fiction)
- Joseph Dandurand (Poetry)
- Teresa Wong (Graphic Narratives)
- Robert O'Brien (Memoir)

One theme per session: fiction, poetry, graphic narratives, memoir

How does this project/program support the library's strategic goals?

These two programs support the Library's strategic goals by meeting Strategic Objectives for:

Our Community

- A1: Promote and nurture learning and literacy
- A2: Strengthen strategic community engagement
- A3: Improve access to Library services

How does this project/program support the B.C.'s strategic goal(s) for public library service from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

These two programs support:

1. Improving Access: Surrey residents have access to local authors in a way that wouldn't otherwise be possible, discovering the wealth of talent within Surrey (and the surrounding area). The Library is also providing access to local and not-so-local successful writers who give tips and feedback on how to improve their writing.

2. Building Capacity: Authors Among Us encourages local authors to share their work with others, building up the capacity of local authors to showcase their work and provides opportunities for attention and more readers. Surrey residents who attended the creative writing workshops help build the capacity of writers within the community to further develop their skills and share their writing with others.

What are the key outcomes of this project/program?

For the **Authors Among Us** programs:

- Total number of sessions – 4
- In-person sessions – 2
- Online sessions – 2

Total number of participants – 58
Average number of participants per session – 14
Authors:

- Joel Tibbits (Science Fiction)
- Liliane Leila Juma (Memoir)
- Satvinder Kaur (Non Fiction)
- Hassan Al Kontar (Memoir)
- Edwin Lee (Memoir)
- Jean Husband (Picture Book)
- Sarbdeep Johal (Picture Book)
- Samantha M. Bailey (Fiction)

Feedback from participants:
"Very educational. I learned a lot"

"Casual ambience. Enjoyed listening to various authors. Wonderful to see a venue for aspiring authors"

For the **Creative Writing Workshops,** the most popular session: fiction (32 participants)
Total number of participants: 81

Select feedback received:
"Thank you so much for this great workshop. Your knowledge, experience and skills are very valuable and important for us to learn from. Thank you for sharing and teaching!"

"Thank you for sharing - fun and inspiring"

"Important to have this type of program. Encourages people to further their skills and appreciate local authors"

This new program was successful and the Library plans to offer it on an annual basis. A key outcome is access to services people want through libraries. People want to find local authors and become local authors, so these two programs serve readers and writers in the community.

Did provincial grants enable this project/program? If so, how?

Provincial library grant funding was used to pay honorariums to authors and writers.

3. CHALLENGES

The following topics have been identified as recurring themes in previous years' PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year that you wish to comment on. Leave any other listed topics blank. Use the 'Other' row to include any ongoing or past challenges that not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.

Challenge	**Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2022. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic).**
COVID-19 (e.g. safety protocols, proof of vaccination)	While there were few COVID-related restrictions in 2022, the impact of the pandemic was certainly present, in terms of limited staff capacity in the summer (i.e. staff do not come in to work sick anymore, which is a good thing), as waves of COVID and other respiratory illnesses circulated widely in the community.
Emergency response (e.g. fires, floods, extreme weather)	Some branches were designated as cooling centres by the City during the summer heat waves, and as shelter in the winter.
Financial pressure (e.g. rising costs, reduced revenues)	Rising costs were mitigated by annual and one-time provincial library funding, and our ability to expand and continue running successful programs, like our Community Tech Lending project, with assistance from the provincial technology grant.
Staffing (e.g. recruitment and retention, mental health, and wellness)	As indicated above, there were some staff capacity issues particularly in the summer as various respiratory illnesses circulated widely in the community.
Disappearing services in the community (e.g. government, banking, health)	
Connectivity (e.g. low bandwidth, lack of home internet in the community)	Ongoing talks with the City of Surrey on how to address this. One way is through our Community Tech Lending project, with assistance from the provincial technology grant.
Aging/damaged facilities (e.g. need for repairs, renovations, upgrades/expansions)	Repeated flooding of one of our branches (Fleetwood); Need for more library space to serve growing community; some areas of the City are growing at an exponential rate without adequate City infrastructure.

Community access to the library (e.g. geographic isolation, lack of local public transit, building accessibility)	Huge geography of the Surrey means transportation barriers to access library services for many residents; accessibility challenges for people experiencing barriers.
Vulnerable communities (e.g. people experiencing homelessness, addiction, mental health crisis)	Ongoing challenges, particularly at City Centre: We were able to make great strides in terms of restarting some outreach partnerships, as well as piloting two programs to bring social workers to City Centre to serve vulnerable communities.
Other (please specify)	

4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT

Summary and Overview

Please provide an executive summary (overview summary) on the library's use of the COVID-19 Relief and Recovery Grants. The purpose of this section is not to duplicate the individual projects details, instead provide a short analysis and summary of your overall approach and progress. Please limit to 2 paragraphs and feel free to use bullet points.
Surrey Libraries chose to use the COVID-19 Relief and Recovery Grant for two projects: 1. $143,000 to help fund a new Mobile Library Service, to better serve Surrey residents facing barriers to accessing library services; and 2. $48,000 to install/update water fountains in five branches, to improve our emergency preparedness for extreme weather events, particularly extreme heat.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	$143,000	
Emergency Planning & Preparedness Grant Amount	$48,000	
Total Grant Amount	$191,000	

Project Progress Report

Please use this section for:

1. Report progress on projects included interim report **and**/ **or**
2. New projects developed since interim report (copy and paste tables as needed)

Project/Program/Activity	Mobile Library Service
Rationale	To provide library services and resources to Surrey residents where they are
Area of Need	COVID-19 Recovery
Action/Output/Deliverable	$143,000 represents 25% of the total initial project budget and it will be used to purchase the van, retrofit it to carry collections, technology and accessories One Ford Transit 250 van, filled with up to 2000 borrowable books and assorted technology
Outcome/Impact	• greater access to library services for people in areas of the City far from branches • increased equity of service across the City where transportation to a branch is a barrier • providing a wide range of services and resources on outreach visits • going to where the people are (e.g. shelters, parks, festivals, events, etc.) • new partnership opportunities with community organizations • increased ability to reach people isolated by the pandemic • increased service to people facing barriers to access library services
Metrics	Operating at least 5 days per week to start, for minimum 35 hours per week of service to the community.
Collaborative Links (if applicable)	Many existing partners in the community, including schools, food banks, settlement agencies, seniors' homes and organizations, shelters and temporary housing, City of Surrey departments, Indigenous organizations, youth hubs, parks, festivals, events, and more.
Expenditure	$80,000 for van purchase, $63,000 for van upfitting
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	The van was ordered through the City of Surrey's Fleet Services department on September 16/22. Due to supply chain issues, delivery is expected between July-Oct 2023. We are in the process of selecting an upfitter for the van.
Comments (optional)	Work has also begun on a draft route schedule, purchasing collections and technology, and staffing model.

Project/Program/Activity	Water fountains in all branches
Rationale	Provide consistent and improved access to drinking water for patrons, particularly during extreme weather events
Area of Need	Emergency Planning & Preparedness
Action/Output/Deliverable	Create inventory of current water fountains in all branches, then work with the City's Facilities department on a branch-by-branch basis and schedule the installation or upgrade water fountains as required Install or update water fountains in our branches
Outcome/Impact	To prepare for more extreme heat events in the future, people seeking refuge in library branches will have better access to drinking water than is currently available
Metrics	Installed water fountains in use by the end of 2023
Collaborative Links (if applicable)	City of Surrey's Facilities department
Expenditure	$48,000: $8,000 per location to replace and upgrade 4 existing fountains; $16,000 to install plumbing & new fountain at one location
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Work orders were sent to the City's Facilities department to schedule the work in 2023; one water fountain was installed at the Ocean Park branch in January 2023; others in queue
Comments (optional)	

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: _____ Date: _____

Board Chair Signature: _____ Date: _____