

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



A G E N D A

	PAGE	TIME
1. CALL TO ORDER & LAND ACKNOWLEDGEMENT		6:00
<i>Surrey Libraries recognizes that our work takes place on the traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Musqueam and Tsawwassen First Nations.</i>		
2. ADOPTION OF THE AGENDA		
3. ROUNDTABLE INTRODUCTIONS (20 MINUTES)		6:05
4. INAUGURAL MEETING BUSINESS (10 MINUTES)		6:25
a) Nominee Statements for Election of Chair and Vice-Chair <ul style="list-style-type: none">• Chair: Congratulation to Trustee Marilyn Herrmann, declared elected by acclamation• Vice Chair: Election to be held for Trustees Balbir Gurman and Dupinder Saran	1 – 3	
b) Expressions of interest for InterLINK Board representative		
c) Expressions of interest for standing committees		
<i>Board Chair will appoint committee chairs and finalize committee memberships via email before the February meeting.</i>		
5. STAFF PRESENTATION (15 MINUTES)		6:35
a) Strategic Plan Overview & Refresh (Surinder Bhogal)		
6. ADOPTION OF THE CONSENT AGENDA (5 MINUTES)		6:50
<i>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.</i>		
a) Minutes of December 8, 2022, Regular Meeting of the Surrey Public Library Board	4 – 6	
b) Financial Statement for the period ending November 30, 2022*	7	

**Financial statements for January 2023 with unaudited 2022 figures will be available at the February 2023 meeting. Audited year-end financial statements will be available at the April 2023 meeting.*

7. NEW BUSINESS/DISCUSSION	(15 MINUTES)	6:55
a) 2023 DRAFT Board Objectives for approval		8 – 9
b) 2023 DRAFT Operational Workplan for approval		10 – 14
8. INFORMATION ITEMS	(10 MINUTES)	7:10
a) Reports		
i. 2023 Board Meetings Calendar		15
ii. InterLINK 2023 Budget		16 – 23
iii. 2022 Strategic Plan and Operational Achievements		24 – 32
iv. 2022 Operational Workplan/Key Strategic Initiatives Final update		33 – 37
v. Voice of the Customer Report: June-December 2022		38 – 46
b) Verbal Updates	(5 MINUTES)	7:20
i. Committees: Executive; Finance; Governance; Planning & Advocacy		
ii. BCLTA: Trustee Maze		
iii. InterLINK: Trustee Maze		
iv. Chief Librarian		
c) Upcoming Events		
Tentative: Board Strategic Planning Retreat, Saturday February 25, 10-2pm		
<i>Trustees invited to view the events listing and attend programs of interest.</i>		
9. ROUNDTABLE	(5 MINUTES)	7:25
<i>Trustees to share briefly about courses or events attended on behalf of the Library.</i>		
10. NEXT LIBRARY BOARD MEETING		
February 23, 6pm, Guildford branch		
11. MOTION FOR IN-CAMERA MEETING		7:30
Recommended 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.		
12. MOTION TO ADJOURN		

TIME ALLOTED: 90 MINUTES

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: January 26, 2023
Subject: Nominee Statements for Election of Chair and Vice Chair



RECOMMENDATION

To be received for information for the election of Chair and Vice-Chair positions for the Surrey Public Library Board.

BACKGROUND

In accordance with the Library Act, Section 7(1), the Board must call for nominations and hold elections for the position of Board Chair and Vice Chair at the inaugural meeting of the year. Procedures for the election are outlined in the Board Procedures Manual Section 10, and responsibilities for the Chair and Vice Chair roles are described in the Board Procedures Manual Section 11. All trustees have received a copy of the Board Procedures Manual and were notified of the upcoming election at the December regular Board meeting. All trustees, including those joining the Board in January 2023, were also sent information about the election via email on January 6, 2023.

DISCUSSION

Board Chair – one nomination was received for the role of Board Chair, from incumbent Chair Marilyn Herrmann, and as such Marilyn Herrmann has been declared elected by acclamation.

Vice-Chair – two nominations were received for the role of Vice-Chair, Balbir Gurm and Dupinder Saran, and an election will take place at the inaugural meeting.

Written statements for all candidates are attached as appendix I, and voting procedures (excerpted from the Board Procedures Manual Section 10) are included below:

Voting Procedures

The Chief Librarian conducts the inaugural meeting until the Chair is elected. Nominees are given two minutes to address the Board on why they are interested in the position. Positions are elected by majority vote of members present and voting cannot be held by proxy. Votes are conducted by secret ballot. In a tie vote, a second ballot is taken. If the tie persists, election results are determined by a draw from the second ballots by the Chief Librarian. If only one nomination is received for a position, that individual is declared elected by acclamation.

CONCLUSION

This memo has been provided to guide the process for the election of Chair and Vice-Chair positions for the Surrey Public Library Board. The process ensures compliance with the Library Act and established Board Procedures.

Appendix I: Nominee Statements

Nominee Statements for the Position of Chair (1 received)**Appendix I**

Candidate Name: Marilyn Herrmann

Nominated by: Trustee John Gillies

Submission Date: January 12, 2023

Fellow Surrey Public Library Trustees,

It has been a pleasure and honor to serve as your SPL Board Chair during 2022. Though I have served as a Trustee for the past four years, I realize how much I learned in the position of Chair and would very much like to continue in that role as we enter 2023 – a time to build on that foundation – a year with countless new opportunities.

For our new Trustees- I have extensive history with Not-for-Profit Boards. I have held the following roles during my career:

- 17 Years in the Not-for-Profit sector in Management roles (Senior Director, Executive Director)
- 5 years Chair of Food Banks BC Board and 8 years as Food Banks BC Board Director
- 2 years as Board Director of Food Banks Canada Toronto, Ontario
- 2 years Co-chair Food Banks Canada Board-appointed Task Force, Toronto Ontario
- 30 years in the Corporate and Education field

We, a 2023 Board with diverse talents, skills and experiences can continue to lay new and collaborative foundations as we work together to support our Chief Librarian and staff; engage collaboratively in Board Committee responsibilities; reach out within our community to advocate for the library and support the library's community as our city continues to expand into a very exciting future.

Please allow me the opportunity to share my leadership and passion for another year.

Respectfully submitted,

Marilyn Herrmann

Surrey Public Library Board Trustee

Nominee Statements for the Position of Vice-Chair (2 received)

Candidate Name: Balbir Gurm

Nominated by: Councillor Pardeep Kooner

Submission Date: January 19, 2023

I want to be the vice-chair so I can apply my skills and knowledge to ensure governance that includes all voices, learn the details of the library system and engage with the community to create awareness of the importance of libraries for an informed and educated public.

Balbir Gurm is a registered nurse with a doctorate degree in Education (Leadership & Policy, UBC), a Fellow of the Canadian Academy of Nursing and a resident of Surrey for 30+ years. She is a nursing professor at KPU and a consultant on cultural safety (diversity & inclusion). Balbir provided extensive leadership on multiple community boards including Network to Eliminate Violence in Relationships (NEVR), Canadian Cancer Society, Virsa, Canada India

Education Society, and currently serves as Chair of the Museum of Surrey's Community Advisory Board. With passion, she advocated and secured \$1.2 million from the BC government for the South Asian Legacy Project and, as part of the management committee, oversaw the project to create the first ever resources on the history of South Asians in BC. Dr. Gurm has experience as a keynote speaker at provincial and international conferences. She has over 100+ papers/conference presentations and has edited/ authored books and journals and written policy and collective agreement language. She has many honours including YWCA Women of Distinction, NNPBC Nursing Excellence: Innovation, NISODS & RNABC Teaching Excellence Awards, Darpan & Drishti's Community Awards, Soroptimist Ruby Award, Canadian Cancer Society's Volunteer Leadership Award and BC Achievement Community Award.

Candidate Name: Dupinder Saran

Nominated by: Trustee John Gillies

Submission Date: January 19, 2023

Re: Surrey Libraries Board of Trustees Vice -Chair Position

Dear Surinder and Board,

I would like to express my interest in the Vice-Chair position on the Board at Surrey Libraries. I have been Vice-Chair over the last year and hope to be re-elected, in order to build upon the previous experience. It was a great opportunity to assist the Chief Librarian, the Chair, Executive Committee & the Board, when required.

I'm a registered nurse and community activist, I have a variety of knowledge on core community issues, and how the libraries greatly benefit our most vulnerable communities; particularly our youth, seniors, racialized communities, and immigrants. As a Founder of One Voice Canada, a non-profit organization which creates awareness, supports international students & advocates on their behalf, in collaboration with other key stakeholders, government (all levels), and the community at large, I am able to promote the libraries as a valuable resource. As a director on other boards, I have knowledge in operations, policies, committees, and other such important factors representing boards.

I'm currently in my second term, fourth year at the libraries. The libraries are one of the best community hubs, resources & a place which all can turn to when needed. I hope to be considered for the position of Vice-Chair again.

Thank you Sincerely,
Dupinder Kaur Saran

Surrey Public Library Board Regular Meeting
December 08, 2022 at 6:00 p.m.
City Centre Branch, Room 405



Present: Councillor Annis, Trustees Dhesa, Gillies, Kendler, Hearty, Herrmann (Chair), Mann, Maze, Powell, Smith
Regrets: Trustee Saran
Staff: Surinder Bhogal, Chief Librarian
Michael Ho, Director, Administrative Services
Nav Gill, Administrative Coordinator

M I N U T E S

1. CALL TO ORDER

The December 08, 2022 Regular Meeting of the Surrey Public Library Board was called to order at 6:04 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 scheduled for December 08, 2022."

Trustee Kendler moved and Trustee Maze seconded –

CARRIED

3. ADOPTION OF THE CONSENT AGENDA

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

Trustee Kendler moved and Trustee Powell seconded –

CARRIED

Documents & Reports:

- a) Minutes of October 27, 2022, Regular Meeting of the Surrey Public Library Board
- b) Financial Statement for the period ending October 31, 2022
- c) Correspondence to Mayor: November 10, 2022
- d) Correspondence to Councillors: November 10, 2022

4. BOARD DEVELOPMENT

Trustee Powell hosted a Q & A on ‘Surrey First Peoples Guide for Newcomers’. Questions were asked on “How will we support the growth of the Indigenous people in Surrey in respect to programming, staffing, and collections development.” “How do we as a Library help Surrey residents understand who Indigenous people are.” Trustee Powell suggested as a board we learn more about the individual nations by bringing them in and asking them questions on how we as a Library can support them.

5. NEW BUSINESS

- a) 2023 Board Meeting Dates

MOTION: “To approve the 2023 Board meeting dates with the proposed change to move the June meeting to July.”

Trustee Smith moved and Trustee Dhesa seconded –

CARRIED

6. INFORMATION ITEMS

- a) **Reports**
 - i. Notice of Elections and Procedures
 - ii. 2022 Key Strategic Initiatives Year-end Update
- b) **Verbal Updates**
 - i. Committees:
Ad-Hoc nominations committee: Trustee Dhesa reported that the committee has reviewed applications and provided recommendation to Council. If recommendation is approved, the Board will go back to 13 members. Council will decide at its December 8 closed meeting.
 - ii. BCLTA: Trustee Maze reported that BCLTA is working on a new strategic plan and reconsidering organizational structure.
 - iii. InterLINK: Trustee Maze reported that the draft 2023 InterLINK budget, with a return to pre-pandemic fees, will be reviewed at the January meeting, and that the Executive Director is retiring in summer.
 - iv. Chief Librarian: Chief Librarian reported that the City’s 2023 budget approval will be deferred to Q1 2023; and that with the recent changes to the Provincial Cabinet, the Ministry of Municipal Affairs, which oversees public libraries, has a new head, Minister Anne Kang.

7. NEXT LIBRARY BOARD MEETING

January 26, 2023, 6pm, City Centre branch

8. MOTION FOR IN-CAMERA MEETING

“The Board proposes a motion to move in camera, specifically to review matters related to section c) the Chief Librarian’s performance and pay review, as outlined in Board Policy 1.2 Library Board Meetings.”

Trustee Powell moved and Trustee Maze seconded –

CARRIED

9. MOTION TO ADJOURN

The Surrey Public Library Regular Board Meeting of December 08, 2022 was adjourned at 6:43 pm.

Trustee Smith moved

CARRIED

SURREY PUBLIC LIBRARY
STATEMENT OF OPERATING FUND ACTIVITIES
FOR THE PERIOD ENDING NOVEMBER, 2022

	ACTUAL YTD 2022	BUDGET YTD 2022	YTD Variance	ACTUAL YTD 2021	BUDGET 2022	ACTUAL 2021
Revenues						
City of Surrey Transfers	18,651,964	18,107,833	544,131	17,680,583	19,754,000	19,477,059
Provincial Government Grants	899,745	900,900	(1,155)	899,745	983,000	1,008,222
Fees & Fines	231,056	336,479	(105,423)	139,711	368,000	153,257
Other	149,461	34,847	114,614	58,376	35,000	30,891
Total Revenues	\$19,932,226	\$19,380,059	\$552,167	\$18,778,415	\$21,140,000	\$20,669,429
Expenditures						
Salaries and Benefits	15,512,650	15,590,818	(78,168)	13,236,995	17,042,000	14,518,557
Site Operations	1,910,471	2,023,647	(113,176)	1,978,343	2,237,705	2,234,253
Materials Collection	1,756,347	811,755	944,592	1,991,360	873,028	2,911,964
Supplies and Equipment	251,809	305,738	(53,929)	234,727	351,263	280,941
Professional Services	195,064	220,095	(25,031)	179,390	250,500	223,723
Interlibrary Services	79,053	100,000	(20,947)	89,933	100,000	90,027
Other	226,343	260,823	(34,480)	189,032	285,504	409,964
Total Expenditures	\$19,931,737	\$19,312,876	\$618,861	\$17,899,780	\$21,140,000	\$20,669,429
Period Ending Balance	\$489	\$67,183	(\$66,694)	\$878,635	\$0	(\$0)
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$1,881,072			\$1,538,549	\$2,100,000	\$1,783,919

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: January 26, 2023
Subject: 2023 Draft Board Objectives



RECOMMENDATION

To be received for information for discussion, with the goal to finalize and adopt Board Objectives (draft attached as Appendix I) at the February regular meeting.

BACKGROUND

Each year the Board discusses and approves its annual objectives. The objectives were drafted by the Chief Librarian in consultation with the Executive Committee. They outline the Board's governance obligations in the Library Act and consider feedback from the Board's 2022 self-evaluation survey results. Objectives are organized according to the balanced scorecard framework adopted in the Library's plan - community, funds, processes, and staff lenses. Work is assigned to committees based on the current terms of reference for each committee. Status updates are provided by committee chairs verbally at each meeting, and an updated report is presented at the June and October regular meetings of the Board.

DISCUSSION

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

CONCLUSION

Following the discussion, staff will liaise with the Executive Committee to finalize the 2023 Board objectives, with the goal to adopt at the February regular meeting.

Attachment:
Appendix I 2023 Draft Board Objectives

Appendix I

2023 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
Date: January 26, 2023
Subject: DRAFT 2023 Operational Workplan



RECOMMENDATION

To be received for approval.

BACKGROUND

Staff have drafted a 2023 workplan to support objectives in the 2019-2023 Strategic Plan. A summary is outlined in the 2023 Strategy Map, attached as Appendix I. The 2023 workplan is attached as Appendix II. A more detailed internal document, outlining staff accountability and timelines, has been developed to monitor progress, and updates will be provided to the Board in June and December.

DISCUSSION

The 2023 workplan was drafted by the senior leadership team in consultation with the broader management teams. Input was incorporated from all staff during the last quarter of 2022. Key initiatives not completed in 2022 have been carried over. Branch/department workplans and employee performance goals cascade from the annual workplan. As the 2023 budget is yet to be passed by Council, the plan is built assuming status quo expenditures, and some flexibility has been built in.

CONCLUSION

The 2023 operational workplan is being presented to the Board for approval.

Attachments

Appendix I: Surrey Libraries 2023 Strategy Map

Appendix II: Surrey Libraries 2023 Workplan

We connect people, spark curiosity, and inspire learning

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

LITERACY AND LEARNING**CONNECTIONS****WELCOMING AND INCLUSIVE SPACES****STRATEGIC OBJECTIVES****KEY MEASURES
& TARGETS****KEY STRATEGIC INITIATIVES 2023**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
- A1.2: # of digital literacy programs (virtual and in-branch)
- A1.3: Use of online learning resources (hours and sessions)
- A2.1: % of public who believe SL is welcoming and inclusive
- A2.2: % of programs delivered through partnerships
- A2.3: % of public satisfied with SL service
- A2.4: % of public satisfied with range of services offered to the community

1. Grow Community Connected Framework
2. Evaluate and refine Public Services Model
3. Improve access to digital and physical tools, training, and content
4. Launch mobile library service

Our
Funds

- B1:** Align resources to changing community needs
- B2:** Explore opportunities to diversify and grow revenue
- B3:** Enhance responsible spending and accountability

- 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

5. Prioritize staff well-being and development
6. Develop and Equity, Diversity, and Inclusion Plan

Our
Processes

- C1:** Refine processes to improve services and create capacity
- C2:** Broaden awareness of Library services
- C3:** Encourage innovation and collaboration

- 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 providing 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

7. Improve staff and community understanding of Indigenous history and culture to support Reconciliation
8. Finalize and implement Library's Climate Action Plan
9. Advance Facility Master Plan priorities
10. Build a culture of continuous improvement
11. Prepare for the new strategic planning cycle

Our
Staff

- D1:** Foster a culture of service excellence
- D2:** Cultivate a safe, engaged, and diverse workplace
- D3:** Develop and empower staff

*Key Strategic Initiatives (KSI) receive new or renewed focus
Resources are prioritized to KSI advancement over other actions*

Key Strategic Initiatives and Action Items	
KSI 1: Grow Community Connected Framework	
a.	Provide direction, expectations and support for CCL framework and branch action plans
b.	Increase active library members through community connections and annual promotional campaign
c.	Restore core programming at all locations <ul style="list-style-type: none"> i. Host Reading Link Challenge Grand Challenge at KPU Surrey, May 10 ii. Evaluate Read to Baby initiate and make recommendations, by February iii. Restructure Props processes, by June iv. Restore afterschool programs for middle years age children by September v. Restore Rainbow Storytimes by October vi. Restore Accessible YS Programs by December vii. Expand Newcomer and ELL Services Team to include YS staff viii. Expand in-person outreach to newcomer seniors ix. Run three Human Library events with partner Fraser Health x. Plan Surrey Libraries Expo for Jan 2024 xi. Translate, or update translated brochures for newcomer outreach
d.	Support City on initiatives to serve people facing barriers such as homelessness or addictions
e.	Develop and implement brand campaign
f.	Develop and implement targeted marketing communications strategies for priority audiences
g.	Ensure compliance with Accessibility Act by September <ul style="list-style-type: none"> i. Establish an accessibility committee ii. Complete and implement an accessibility plan iii. Create tool to receive feedback on accessibility
KSI 2: Evaluate and refine public services model	
a.	Create PSM evaluation plan
b.	Consider and make recommendation for improved service desk statistics
c.	Initiate self-serve staff training and public promotions
d.	Refine public services onboarding training and increase self-directed options
e.	Evaluate public services onboarding training
f.	Identify next steps for Science of Service and supporting excellent service
g.	Implement recommendations from branch service desk assessments
KSI 3: Improve access to digital and physical tools, training, and content.	
a.	Research a feasible solution for room booking and make recommendation
b.	Complete website migration
c.	Conduct website content audit for Information Architecture reorganization
d.	Implement new footcount tracking system and develop roadmap for security gates
e.	Implement automatic renewals in Horizon and promote to public
f.	Implement Patron Point software to support: <ul style="list-style-type: none"> i. Online card registration

Surrey Libraries 2023 Key Strategic Initiatives Workplan

- ii. Transactional messaging/notices
- iii. Tracking/measures from Patron Point
- iv. Enhanced member communications
- g. Work with City IT staff to address issues with storage/memory on shared staff workstations
- h. Replace public scanners across branches
- i. Research new holds slip process and recommend direction
- j. Investigate alternative authorities management practices for cataloguing and make recommendation
- k. Launch and promote next Tech to Go collection item
- l. Create standardized user documentation for all subscription databases for use by staff & public

KSI 4: Launch mobile library service

- a. Upfit van once received
- b. Consult partners and public to assess community needs and create awareness
- c. Identify collection needs; order, catalogue, and process collections
- d. Build structure for mobile library service model into Horizon functionality
- e. Identify, source, and implement technology needs
- f. Establish staffing schedule
- g. Develop a process to evaluate success
- h. Develop and implement marketing plan
- i. Develop and implement fundraising plan

KSI 5: Prioritize staff wellbeing and development

- a. Complete actions in Surrey Libraries 2022 Employee Engagement Plan to address 5 priorities:
 - i. strengthen SLT connection with employees
 - ii. improve opportunities for and awareness of training, development, and career progression for all employees
 - iii. build a culture of continuous improvement
 - iv. improve employee wellbeing and mental health awareness
 - v. ensure employees feel more connected to Library's purpose
- b. Conduct employee engagement survey in Q3
- c. Complete staff training plan

KSI 6: Develop an EDI plan

- a. Establish terms of reference and regular meeting cycle for EDI Committee
- b. Develop action plan informed by audits, staff input and committee recommendations

KSI 7: Improve staff and community understanding of Indigenous history and culture to support reconciliation

- a. Onboard and support newly hired Indigenous Services Coordinator
- b. Seek opportunities to Indigenize spaces, particularly CC, OP and NE
- c. Establish ongoing Indigenous programming for community
- d. Establish self-directed staff training option for Reconciliation and/or Indigenous Cultural Awareness

Surrey Libraries 2023 Key Strategic Initiatives Workplan

KSI 8: Finalize and implement Library's climate action plan
a. Finalize and communicate plan – Q1 b. Implement plan actions Q2-4
KSI 9: Advance Facility Master Plan Priorities
a. Work with City to explore sustainable funding strategies for Facilities Master Plan b. Advance new library branch for phase II of Newton Community Centre Project c. Assess options for future of Strawberry Hill branch d. Investigate options with PRC for more library and community centre space in Fleetwood
KSI 10: Build a Culture of Continuous Improvement
a. Review purpose and terms of reference for committees, working groups and meetings b. Refine onboarding processes <ul style="list-style-type: none">i. Revise employment lettersii. Create document showing all onboarding and training components for all types of new hiresiii. Consider scheduling some training components after 6-12 months, for more efficient and effective onboardingiv. Incorporate Indigenous awareness and EDI training to onboarding planv. Review and improve Clerk training, including H&Svi. Relocate all staff training content on intranet under Training & Developmentvii. Review training from other libraries c. Improve intranet and records management d. Review processes for tracking and monitoring staff learning and development e. Review recommendations from Statistics Review Project to create implementation plan
KSI 11: Prepare for the new strategic planning cycle
a. Develop project plan and timeline, and what aspects to complete in-house. b. Work with Board Executive to finalize project plan c. Hire consultant to facilitate process d. Public and staff consultation; key stakeholder outreach e. Conduct environmental scan f. Write Plan g. Plan approval by Board h. Plan communication

SURREY PUBLIC LIBRARY BOARD 2023 MEETING CALENDAR

The calendar provides an overview of what to expect at each Board meeting.

Strategic presentations and other reports are included as a matter of course in the meeting agendas.

Schedule for committee meetings indicated in green font. Dates to be confirmed by Committee Chair.

January 26 - City Centre	February 23 - Guildford
Welcome new trustees	Board Objectives - Finalize
Elections for Chair & Vice-Chair	2022 Library Metrics Report
Board Development	2022 Provincial Grant Report
Board Objectives - Draft	Advocacy Plan - Review & Trustee/Elected official pairing
2022 Library Accomplishments Report	Committee membership - Confirm
2023 Library Workplan	Board Matrix - gaps/strengths matrix completion
Voice of Customer Report (June-Dec 2022)	
Committee membership - solicit	
	Governance - Board Matrix, Committee Terms of Ref
Executive Committee - Board goals/development	Planning & Advocacy Committee - Advocacy Plan priorities
MARCH - No Meeting	April 6 - City Centre
	Audited Financial Statements
	Statement of Financial Information
	2022 Fundraising Report
	2022 Annual Report- Draft
Finance Committee - Audit	
May 25 - Semiahmoo	JUNE - Tentative Strategic Plan meeting
Strategic Plan or Board Development	
July 27 - Clayton	AUGUST - No Meeting
2024 Budget Discussion - Preliminary (in-camera)	
Library Workplan mid-year update	
Board Objectives mid-year update	
Board Recruitment Discussion - Preliminary	
Board Self-Evaluation - mid-year (in-camera)	
Voice of Customer Report (Jan-May 2023)	
Establish Ad-hoc Nominations Committee	
Finance Committee - Draft 2024 Budget	
Executive Committee - Board goals/Development	
September 28 - Strawberry Hill	October 26 - Cloverdale
2024 Budget Approval	2023 Board Objectives final review
Board Recruitment Discussion - Final	Board Self-Evaluation survey distribution
Board Self-Evaluation - Review tools (in-camera)	Chief Librarian Evaluation survey distribution
Chief Librarian Evaluation- Review tools (in-camera)	
Finance Committee - 2024 Budget	
NOVEMBER - No Meeting	December 7 - City Centre
	Board Self-Evaluation results (in-camera)
	Chief Librarian Evaluation (in-camera)
	Setting Board meeting dates for next year
	2023 Workplan - year end update
	Board Appreciation Dinner
Executive Committee - Board & CL Performance	



Joining Libraries Together

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Email: info@interlinklibraries.ca
Website: www.interlinklibraries.ca

Bowen Island Public Library
Burnaby Public Library
Coquitlam Public Library
Fraser Valley Regional Library
Gibsons & District Public Library Association
Lillooet Area Library Association
New Westminster Public Library
North Vancouver City Library
North Vancouver District Public Library
Pemberton & District Public Library Association
Port Moody Public Library
Richmond Public Library
Sechelt Public Library Association
Squamish Public Library
Surrey Libraries
Vancouver Public Library
West Vancouver Memorial Library
Whistler Public Library

December 6, 2022

TO: InterLINK Board

Via email

Subject: Provisional 2023 InterLINK Budget

Dear Board member,

Attached please find the provisional 2023 InterLINK budget. At its meeting on Tuesday, November 29, 2022, the InterLINK Board passed the following motions:

"THAT the Board of Directors of Public Library InterLINK adopt "Schedule A" as amended as the Year 2023 Provisional Budget of Public Library InterLINK and authorize its onward transmittal to member library boards for their consideration and comment

and

THAT a final vote on the 2023 InterLINK Budget take place at the first InterLINK Board meeting in 2023."

InterLINK Board members should request that the provisional budget be placed as an information item on the agenda at the next meeting of their home board. As an information item, and as noted in the above motion, member library boards are asked for comment on the budget. Member library boards are not required to pass a motion to "approve" the budget, however, boards could, for the record, pass a motion to receive the budget as an item for information.

As a reminder, the provisional 2023 InterLINK budget shows an increase in the *total* member levy to \$410,000, a stepped increase toward pre-covid member levy totals, which is possible only because a transfer of \$50,455 will be made from the Compensation Encumbered Fund (which were held due to the decrease in non-resident borrowing in 2020).

2023 is the first year that all member levies are assessed at 100% of population after a three-year phase-in of this change, and the Vancouver Public Library grant has now been phased out. InterLINK Board members may wish to highlight Schedule B, which provides the 2023 member levy for each library as well as a comparison to the 2019-2022 levies. Schedule C, page 2, provides the total 2023 member levy and projected net borrower levy (if applicable). The final non-resident borrowing numbers for 2022 will be provided in the final 2023 InterLINK Budget as noted above.

Please do not hesitate to call if you have any questions,

Sincerely,



Michael Burris

Executive Director



2023

PROVISIONAL BUDGET

November 29, 2022

2023 Provisional InterLINK Operating Budget
Schedule A

	2022 Budget			2023 BUDGET
REVENUES:	Budgeted	YTD (Sept)	Projected	Budgeted
Provincial Grant	601,000	601,000	601,000	601,000
Prov. Grant - COVID relief ('22 deferred rev.- see below)		425,000	425,000	425,000
Net Borrower Library-Contribution	51,634	51,634	51,634	55,910
Member Levies	371,325	371,323	371,323	410,000
Interest Income	6,000	7,641	10,000	12,000
New to BC	456,000	435,633	575,000	456,000
Admin-New to BC	45,500	35,407	48,500	45,500
Workshops	5,000	16,012	16,600	5,000
Project LLEAD	-	97,564	200,000	-
Consortial Purchasing	20,000	27,527	30,670	20,000
Transfer from Encumb. Fund - Compensation	68,593	-		50,445
Total Revenues	\$ 1,625,052	\$ 2,068,741	\$ 2,329,727	\$ 2,080,855
EXPENDITURES:				
GRANT Expenditures - COVID relief				110,000
OFFICE-Audit & Legal	12,000	6,660	15,375	20,000
OFFICE-Board/Committee Expenses	8,000	5,076	5,300	8,000
OFFICE-Building Maintenance	4,200	3,811	4,800	5,000
OFFICE-Computer Repair & Maintenance	2,500	2,396	2,700	2,500
OFFICE-Equipment	2,500	1,451	1,500	2,500
OFFICE-Expenses-Miscellaneous	500	99	2,000	500
OFFICE-Insurance	6,000	6,392	6,392	6,500
OFFICE-Photocopier Lease	2,700	1,994	2,700	2,700
OFFICE-Rent	34,100	23,509	32,418	33,000
OFFICE-Utilities	9,500	4,924	5,600	7,000
OFFICE-Postage/Shipping	1,250	1,018	1,250	1,400
OFFICE-Expenses/Supplies	2,000	1,417	1,800	2,000
PROGRAMS-Audiobooks-Acquisitions	100,000	77,906	100,000	100,000
PROGRAMS-Audiobooks-Supplies & storage	3,200	2,601	3,200	3,200
PROGRAMS-Audiobooks-Website	4,200	3,785	4,000	4,200
PROGRAMS-Consortial Purchasing	20,000	30,670	30,670	20,000
PROGRAMS-New to BC - Federal	456,000	457,680	556,000	456,000
PROGRAMS-ILK admin costs for NBC	17,000	9,561	19,000	17,000
PROGRAMS- Project LLEAD	-	30,578	200,000	-
PROGRAMS-Resource Sharing-Courier Charges	65,000	56,398	71,000	76,000
PROGRAMS-Resource Sharing-Del Suppl / storage	8,400	7,836	9,000	8,400
PROGRAMS-Resource Sharing-Hosting	20,000	17,000	17,000	20,000
PROGRAMS-Resource Sharing-UBC ILL Charges	3,500	-	3,800	3,800
PROGRAMS-Resource Sharing-Vehicle Operation	20,000	11,004	16,000	20,000
PROGRAMS-Workshops	55,000	43,640	48,000	48,000
PROGRAMS-YSC	23,000	16,068	23,000	33,500
STAFF- Professional Development	2,000	357	357	500
STAFF-Benefits	59,000	40,003	49,500	50,500
STAFF-Salaries & Wages	385,000	295,492	403,500	417,105
Sub-Total Operating Expenses:	1,326,550	1,159,326	1,635,862	1,479,305
Trfr.Capital Asset Reserve	7,000	7,000	7,000	7,000
Trfr.Net Provider Comp.(Operating Bdgt)	206,535	206,535	206,535	223,640
Trfr.Net Provider Comp.(Borr.Library)	51,634	51,634	51,634	55,910
Trfr.Ref Provider Grant (VPL)	33,333	33,333	33,333	
Deferred Revenue (COVID relief funding)			425,000	315,000
Total Oper. Exp. & Comp.	\$ 1,625,052	\$ 1,457,828	\$ 2,359,364	\$ 2,080,855
Excess (Deficit)	\$ -	\$ 610,913	\$ (29,637)	\$ -

2023 InterLINK Provisional Operating Budget

Member Levies

Schedule B

NOTE: The 2023 Membership Levies are based upon the latest population figures provided by the Libraries Branch for InterLINK's use

Library	Population 2022	2019 InterLINK Member Levies	2020 InterLINK Member Levies	2021 InterLINK Member Levies	2022 InterLINK Member Levies	2023 InterLINK Member Levies	Variance
BIPL	4,222	\$ 603	659	463	473	546	\$ 73
BPL	260,918	51,982	54,863	35,523	32,753	33,735	\$ 983
CPL	154,435	33,306	33,020	21,053	19,412	19,968	\$ 556
FVRL	823,535	83,412	85,904	74,607	86,877	106,478	\$ 19,601
GibPL	12,937	1,990	2,128	1,497	1,503	1,673	\$ 170
LALA	4,032	743	709	484	474	521	\$ 47
NWPL	82,866	16,393	16,957	11,195	10,322	10,714	\$ 392
NVCL	60,134	12,085	12,668	8,139	7,504	7,775	\$ 271
NVDPL	94,215	19,556	20,531	12,913	11,906	12,181	\$ 275
PemPL	6,574	1,085	1,050	753	776	850	\$ 74
PMPL	35,951	7,507	7,863	4,921	4,538	4,648	\$ 111
RPL	216,280	48,621	47,759	29,804	27,480	27,964	\$ 484
SecPL	19,371	2,898	3,167	2,224	2,260	2,505	\$ 244
SqPL	23,266	3,506	3,696	2,514	2,651	3,008	\$ 357
SPL	614,715	123,442	125,678	82,089	75,687	79,479	\$ 3,792
VPL	694,846	111,143	114,288	74,847	78,881	89,840	\$ 10,958
WVML	48,340	10,486	10,622	6,626	6,109	6,250	\$ 141
WhPL	14,427	1,862	2,061	1,674	1,719	1,865	\$ 147
TOTAL	3,171,064	\$ 545,900	\$ 530,620	\$ 371,325	\$ 371,325	\$ 410,000	\$ 38,675
<hr/>							
COST PER CAPITA:		\$ 0.2081		0.2076	\$ 0.1326	\$ 0.1260	\$ 0.1293
2022 Population			3,171,064				

SUMMARY:

The direct cost per capita is arrived at by dividing the total member levy cost of \$410,000 by the total estimated population of 3,171,064. All libraries are now at 100% and there is no longer a VPL grant.

Please note that the extraordinary circumstances caused by COVID affected non-resident borrowing in 2020 & 2021, thus levies were temporarily reduced, but are being phased up to "normal"

Public Library InterLINK

2023 Calculations - circ activity and levies

(using 2022 PLSB pop. estimates; all libraries now at 100% of population)

2022 projected Circulation Activity; Membership Levy based on Data and Budget inputs for 2023)

(using \$0.50 per Net Loan)

Schedule C - p. 1

Library	Population 2022 all libraries now at 100%	Items Lent 2022 Projection	Items Borrowed 2022 Projection	Net Activity 2022 Projection	Net Lender Income \$0.50/net item Projection (0.40/item fr. subsidy)	Net Borrower Levy at \$0.10 per net item Projection
BIPPL	4,222	411	11,703	(11,292)		\$1,129
BPL	260,918	444,659	280,225	164,434	\$82,217	
CPL	154,435	182,337	340,312	(157,975)		\$15,798
FVRL	823,535	174,085	392,425	(218,340)		\$21,834
GibPL	12,937	11,835	14,205	(2,370)		\$237
LALA	4,032	33	334	(301)		\$30
NWPL	82,866	83,689	130,645	(46,956)		\$4,696
NVCL	60,134	91,838	204,493	(112,655)		\$11,266
NVDPL	94,215	183,070	144,388	38,682	\$19,341	
PemPL	6,574	1,650	3,793	(2,143)		\$214
PMPL	35,951	184,654	80,325	104,329	\$52,165	
RPL	216,280	132,806	105,368	27,438	\$13,719	
SecPL	19,371	13,733	16,396	(2,663)		\$266
SqPL	23,266	2,295	6,699	(4,404)		\$440
SL	614,715	222,173	200,270	21,903	\$10,952	
VPL	694,846	469,972	369,758	100,214	\$50,107	
WVML	48,340	137,275	42,583	94,692	\$47,346	
WPL	14,427	13,025	5,618	7,407	\$3,704	
TOTALS:	3,171,064	2,349,540	2,349,540	-	\$ 279,550	\$ 55,910

(rounded)

Only net
borrowers pay
this levy

Public Library InterLINK
Compensation Model - 2023
Schedule C - p. 2

2023 MEMBER LEVIES						
Based on 2022 pop. estimates fr Libraries Branch						
Library	BUDGETED	PROJECTED	Total	2022	Variance	
	2023	Net	2023	Member Levy	betw. 2023	
	Member Levy	Borrower Levy at \$0.10 per net item (rounded) pay in 2023 re: 2022	Member Levy + PROJ. Net Borrower Levy	& Actual '21 Net Borrower Levy paid in 2022	Memb. Levy + PROJ. Net Bor. Levy and 2022 Memb. Levy + Actual Net Bor. Levy	
BIPL	\$546	\$1,129	\$ 1,675	\$1,661	\$ 14	
BPL	\$33,735		\$ 33,735	\$31,323	2,413	
CPL	\$19,968	\$15,798	\$ 35,765	\$32,400	3,365	
FVRL	\$106,478	\$21,834	\$ 128,312	\$114,436	13,877	
GibPL	\$1,673	\$237	\$ 1,910	\$2,049	(140)	
LALA	\$521	\$30	\$ 551	\$491	60	
NWPL	\$10,714	\$4,696	\$ 15,410	\$16,136	(726)	
NVCL	\$7,775	\$11,266	\$ 19,040	\$17,841	1,199	
NVDPL	\$12,181		\$ 12,181	\$11,310	871	
PemPL	\$850	\$214	\$ 1,064	\$1,060	4	
PMPL	\$4,648		\$ 4,648	\$4,316	332	
RPL	\$27,964		\$ 27,964	\$25,964	2,000	
SecPL	\$2,505	\$266	\$ 2,771	\$2,325	445	
SqPL	\$3,008	\$440	\$ 3,449	\$3,233	216	
SL	\$79,479		\$ 79,479	\$76,817	2,662	
VPL	\$89,840		\$ 89,840	\$74,061	15,778	
WVML	\$6,250		\$ 6,250	\$5,803	447	
WPL	\$1,865		\$ 1,865	\$1,732	133	
TOTALS:	\$ 410,000	\$ 55,910	\$ 465,910	\$ 422,959	42,951	

InterLINK 2023 Budget FAQs

What is the net borrower library contribution?

InterLINK facilitates “non-resident borrowing”, which refers to the ability for anyone living in the InterLINK service area to borrow materials from libraries outside their “home” community. Each time a member library loans an item to a non-resident, they are paid \$0.50 compensation for that loan. Of that 50 cents, 40 cents come from the InterLINK budget and 10 cents is contributed by the borrowing library. Final net borrowing calculations are done after the year end.

Why has the net borrower library contribution amount increased?

Compensation for non-resident lending is budgeted in the year after the circulation activity occurs. That is, circulation activity in 2022 is built into the 2023 budget. As non-resident circulation continues to trend back to pre-2020 levels, net borrower contributions rise.

Will member levies continue to rise?

It is anticipated that over time, non-resident borrowing activity will return to pre-2020 levels. In addition, other costs (courier, staffing, etc.) are also rising. It is key that member library boards understand that the drop in member levies in 2021 and 2022 were anomalies. InterLINK is projecting increases to non-resident borrowing over the next three years. These increases will be mitigated somewhat by funds in the compensation reserve, but those funds will be drawn down by 2024.

What does Schedule B show?

Schedule B provides the member levy, based on population, that each member library pays. The schedule provides a comparison of the member levy from 2019 to 2022. The 2022 total levy of \$410,000 is reflected as revenue on the draft operating budget (Schedule A).

What does Schedule C show?

Schedule C, page 1, provides the projected circulation activity for 2022 and the related compensation for non-resident borrowing. Net lender libraries derive revenue from the compensation model while net borrowing libraries pay into the compensation fund. Schedule C, page 2 combines the member levy and net borrowing (where applicable) to provide a total for each member library. The variance between 2023 and 2022 is also provided.

2022

Strategic Plan & Operational Achievements



OUR COMMUNITY

Promote and nurture literacy and learning

- Offered free Read to Baby kits to all families with newborns in Surrey and distributed just over 600 in just three months.
- Offered a myriad of children's programming in person and online – both live and pre-recorded.
- Partnered with SFU Surrey and Big Brothers of Greater Vancouver to offer a Mentoring with Math program where children aged 7-12 were matched with university students to help develop math skills in fun ways.
- Partnered with Friends of Simon and SFU Surrey to restart homework tutoring program for Grades 4-7 students.
- Registered 14,461 children in Summer Reading Club (SRC) and 3,603 children attended SRC programs.
- Added new digital resources: LOTE (digital books for children in over 50 languages) and Career Cruising, helping patrons with their job search efforts.
- Offered Authors Among Us series featuring 8 authors, attended by 58 patrons, and 4 Creative Writing Workshop sessions attended by 81 patrons.
- 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.
- Added VOX Books to enhance the Children's Audio Read Along collection.
- Provided many adult programs such as English Conversation Circles, Literature Club for Seniors, Technology Help, Business start-up coaching/Resume Writing, Writer's Group/Creative writing workshops, Family History programs, Armchair Travel, and Summer Reading Program.
- Offered a range of book clubs: Mature Teen; Adult; Cookbook; Kids; Preteen; Romance; English Language Learning.
- Offered a wide variety of teen programming such as Teen Summer Adventure, Teen Library Council, Teen Book Review, Teen Scavenger Hunt, Teen Pride Jam, Teen Poetry Slam, Teen Crafting, Teen Takeaway kits and contests (Youth Writing; Short Story Train; Photo; Puzzle; trivia nights).



Strengthen strategic community engagement

- 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, and to honour our Indigenous community.

- Created an Indigenous / Metis Family History Research Guide to enhance Family History services to Indigenous Peoples.
- Hosted an artist appreciation event with Rain Pierre (stáməxʷ) where he gave a moving and insightful talk about his life, journey, and art.
- Installed new Indigenous Art at Clayton branch - *The Thunderbeing* by Roxanne Charles, which honours Charles's late great-grandfather who was said to possess the spirit of the Thunderbird.
- Updated practices to allow free printing to Indigenous people wanting to print out residential school records.
- Branches featured displays with recommended reads by 2SLGBTQ+ authors in June.
- Created specialized booklists celebrating other cultures and diversity such as Lunar New Year, Asian Heritage Month, Diwali, and Transgender Awareness Week.
- Hosted a screening of *Emergence - Out of the Shadows*, a documentary providing a transformative voice for South Asian queer youth and their families, and offered space at City Centre branch for a newcomer LGBTQ+ support group.
- The NESTies (Newcomer ELL Services Team) continued outreach to newcomers and delivered 8 cross-cultural workshops for community partners and their newcomer clients.
- Created a special 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.



- Piloted social workers at branches to provide services to those at risk in the community.
- Worked with the Chetna Association, Ambedkarite International Coordination Society to rededicate the Dr. Ambedkar Room at City Centre branch with a \$20,000 donation from the community.
- Participated as a partner in the Strengthening Early Years to Kindergarten Transitions community team, working to integrate systems to create seamless transitions for BC children and families.
- Trustees and staff called donors to thank them for their gift to Surrey Libraries.

Improve Access to Library Services

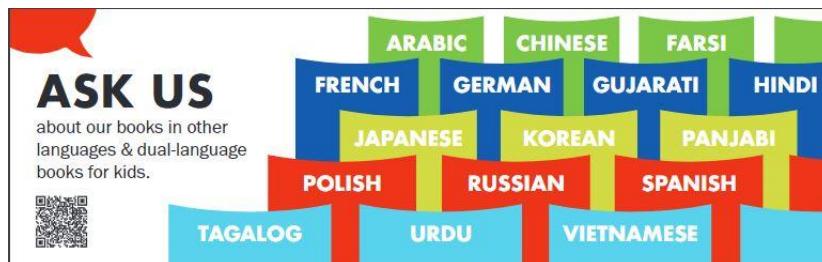
- Eliminated fines on overdue materials and erased all historic overdue fines. Also eliminated fines for holds and Inter-Library Loans, as well as the lost library card replacement fee.



- Expanded Sunday hours at City Centre, Guildford, Newton and Semiahmoo branches.
- Created a plan for mobile library service to expand library access within the community.
- Increased public Wi-Fi session length to five hours, improving service to patrons.
- Added eduroam (education roaming) Wi-Fi service to enable staff, faculty, and learners of post-secondary institutions to connect seamlessly, and without time limit, to the secure Wi-Fi.
- Significantly expanded eBook, eAudio and eMagazine collections to over 107,000 titles (an increase of 24.4% over the previous year.) Circulation of these also increased 12% over the previous year.
- Processed 5,819 patron suggestions for new collections purchases, an increase of 8.6% over 2021.
- Issued 2,128 online cards and created a total of 25,921 library cards overall, an increase of 57% over the previous year.
- Refreshed the Surrey Libraries mobile app and made it more functional, accessible, smart, and on brand to enhance the user experience.
- Renamed READ-Ability services to Accessibility Services to make communications clear and use plain language to improve access to the services offered.
- Hired and trained 12 new home delivery service volunteers for Accessibility Services, expanding the ability to deliver to patrons who are not able to make it to a library branch.
- Continued offering many programs online to help improve access to library programming.
- Highlighted our Multilingual Collections with a bookmark made in time to celebrate International Mother Language Day on February 21.

*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 of years.***

– Andrew, Share Your Story





OUR FUNDS

Align resources to changing community needs

- Added almost 102,000 new physical items to our collections across 10 branches, 14.6% more than what was added in 2021.
- 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.
- Evaluated spaces at branches to plan for optimum use of service points.
- Added 8 more self-checkout units across the system to improve service options.
- Created a staff working group to identify internal and external ways we can help the community with climate mitigation and adaptation.



- Participated in inaugural BCLA Climate Action Week to draw attention to climate change-related challenges and emergencies facing our community and hosted City's heat pump display in several branches.
- Installed new technology to improve service including new shielded RFID pads, barcode scanners capable of scanning phone screens, and receipt printers at all service desks. Also replaced RFID pads and barcode scanners in staff workrooms.

Explore opportunities to diversify and grow revenue

- Trustees connected with City of Surrey's Mayor and Councillors to advocate for Surrey Libraries.
- Secured \$71,101 in sponsorship and \$6,377.92 in in-kind gifts from several local businesses and associations.
- Raised \$100,044.98 in donations to help the Library fulfil its mission.

Enhance responsible spending and accountability

- Closely monitored revenues and expenditures to complete the year on budget.



OUR PROCESSES

Refine processes to improve services and create capacity

- Completed the roll out of the Public Service Model (PSM):
 - Launched at Fleetwood, Strawberry Hill, City Centre, Semiahmoo, Guildford and Newton branches.
 - Completed training for all existing casuals and trained new casual staff with revised onboarding training integrating PSM, amounting to over 2,000 hours of training.
- Continued to offer online card registration to enable people to register for library cards anywhere.
- Updated materials processes to reduce processing time to get collections out to patrons quicker.
- Created a crisis communications checklist to help guide staff in the face of an emergency.
- Launched a new sustainable and more reliable system for patrons to access online resources, improving patron security, reducing downtime of online services, and improving accuracy of stats reporting, while keeping the patron experience unchanged.

Broaden awareness of Library services

- Continued to be active on social media and increased followers on Facebook, Twitter, and Instagram by 8%, 1%, and 16%, respectively over 2021.
- Added 92 new subscribers to our YouTube channel – an increase of 17% over 2021.
- Created animated videos to promote programs and services, as well as advertising on social media.
- Created a new brand guide, conducted a literature review and created a proposal for a new literature system, and developed a terminology framework to help standardize the Surrey Libraries brand.

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

- Ran a multi-channel membership campaign and developed promotions for one of our priority audiences (seniors) throughout the year.
- Re-launched the “Share Your Story” campaign to encourage people to share personal stories of how the Library has made a difference in their lives and re-ran the #LibraryLove campaign with fun, interactive and engaging social media posts and contests.

- Hosted MLAs at City Centre to highlight key library services and impacts.
- Presented to Council on how Surrey Libraries supports city priorities.

Share Your Story Highlight

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.

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



Encourage innovation and collaboration

- Collaborated with Surrey Schools to create and distribute Read to Baby kits.
- Collaborated with the City to offer the Street SMART program at City Centre, where outreach workers can connect with the community 11:30 am to 2:30pm, 7 days a week
- Collaborated with Word Vancouver festival to offer author readings for children and teens at City Centre branch on Sept 24, as well as having publishers and vendors set up for people to peruse between author readings.
- Library staff and City staff continued the work to transition the surreylibraries.ca website onto the Drupal 9 platform.
- Youth services staff participated in several workshops with Foolish Operations on the importance of movement in storytimes. We also hosted two rounds of Dancing Storytimes with Foolish Operations in May and October at 9 branches.

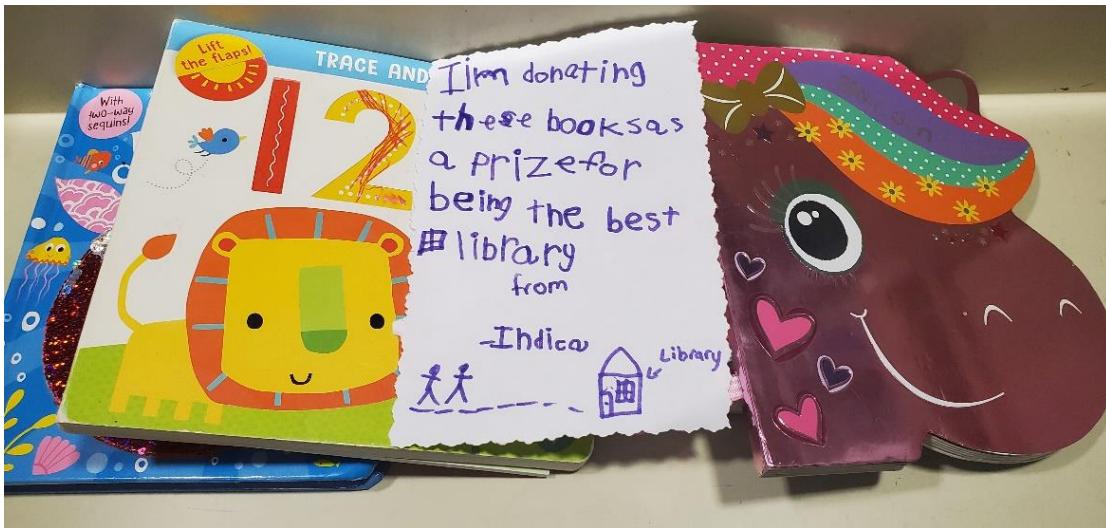




OUR STAFF

Foster a culture of service excellence

- Filled 3 new and 71 overall positions throughout the year; created a new Indigenous Services Coordinator position.
- Eliminated new borrower cards and the 3-month address check, providing better service to patrons.
- Gathered data from the Voice of The Customer feedback forms and the patron satisfaction survey which showed an average of 88% of respondents rated “agree” or “strongly agree” on 7 data points related to good customer service.



Cultivate a safe, engaged, and diverse workplace

- Managers, supervisors, and some librarians attended six Equity, Diversity, and Inclusion (EDI)-themed training sessions.
- Conducted an internal Inclusion Audit survey, an internal Assets Audit survey, and an internal benchmarks survey to support EDI work.
- Established a cross-functional EDI Committee to work on developing and implementing an EDI action plan and communicate progress to staff.
- Developed a comprehensive employee engagement plan to help start addressing staff concerns brought forward from the staff engagement surveys.
- Successfully renegotiated the Collective Agreement to 2024.

- Held town hall meetings and sent regular Chief Librarian updates throughout the year to respond to questions and to keep staff informed and connected.
- Launched a “Feedback to SLT” portal for anonymous feedback from staff to the Senior Leadership Team.

Develop and empower staff

- Supported staff in educational opportunities such as: Library Technician Program, Masters in Library and Information Science, Manager 101, Library & Information Sector Leader Development (LLEAD) and University Adult Learning Program.
- 20 staff were sent to Science of Service training and logged a total of 72 hours.
- Built staff resiliency by promoting and offering EFAP resources and sessions on mental health and coping with stress and change.
- Provided access to many online training resources such as workshops, webinars, and conferences.



To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: January 26, 2023
Subject: 2022 Key Strategic Initiatives Final Update



RECOMMENDATION

To be received for information.

BACKGROUND

2022 was the fourth year of Surrey Libraries 5-year Strategic Plan (2019-2023). The Plan is organized around 3 themes: Literacy and Learning, Connections, and Welcoming and Inclusive Spaces. The Board set 14 strategic objectives which were reviewed and slightly revised at the end of 2020. Each year, staff have developed a workplan with initiatives and actions to advance objectives. This report provides the final summary of progress made on key strategic initiatives in 2022.

DISCUSSION

While the COVID-19 pandemic still had a significant impact on operations, many KSI's were advanced and completed throughout 2022. The attached report outlines the initiatives that were completed or deferred into 2023.

CONCLUSION

Despite the ongoing challenges of operating in a global pandemic, the Library made strong progress on advancing key strategic initiatives. As 2023 will be the final year of the current strategic plan, staff look forward to prioritizing efforts on incomplete areas and working with the Board to develop a new plan.

Attachment:
Appendix I: 2022 Key Strategic Initiatives Final Update

Surrey Libraries 2022 Key Strategic Initiatives
Workplan Progress Final Update – January 2023

Appendix I

Key Strategic Initiatives and Action Items	Status
KSI 1: Implement Community Connected framework to promote and increase library use during pandemic recovery.	
a) Develop a plan to permanently eliminate overdue fines by March 31, factoring budget, internal and external communications and updating processes and procedures.	Complete
b) Complete staff orientation on the Community Connected Framework, including review of Community Connected Libraries document, Outreach Services Manual, and the Community Connected Branch Action Plan template by end of year.	Complete
c) Create annual Community Connected Branch Action Plans.	Complete
d) Create plan for mobile service to expand access to communities facing significant barriers by Q2.	Carry over to 2023
e) Explore pilot program for having a social worker at City Centre branch by Q2.	Complete
f) Increase library membership <ul style="list-style-type: none"> i. Establish annual membership campaign (tied to distribution of Read to Baby Kits) for launch by October. 	Complete
ii. Provide library cards for students within 3 weeks of school request to increase student memberships by Q3.	Carry over to 2023
g) Evaluate library public service hours, considering community needs for space and staff assistance by Q3.	Complete
h) Develop guidelines for hybrid programming (online + in-person) in terms of space needs and staff resources by the end of the year.	Complete
i) Implement key actions for newcomers <ul style="list-style-type: none"> i. Identify newcomer orgs/spaces using community mapping tool and select places to connect to by April/22 	Complete
ii. Co-ordinate in-person outreach to newcomer seniors at seniors' centres and settlement agencies throughout the year.	Carry over to 2023
iii. Coordinate PowerPoint to use for virtual outreach, include info on role of libraries, world languages, and ELT collections etc. by June/22	Carry over to 2023
iv. Coordinate newcomer welcome video	Carry over to 2023
j) Implement key actions for children and youth <ul style="list-style-type: none"> i. Resume in-person Reading Buddies (timeline pandemic dependent). 	Complete <i>Note: Spring program delivered online</i>

Surrey Libraries 2022 Key Strategic Initiatives Workplan – Progress Update

ii. Resume in-branch partner and afterschool middle years programs, with focus on STEM, digital literacy, and tutoring by Q2.	Carry over to 2023
iii. Re-introduce early learning spaces in branches (timeline pandemic dependent).	Complete
KSI 2: Transition to public services model at all branches by year end	
a) Complete training and launch for FL, SH, CC, SE, GL, and NE to have whole system on new model by Q4.	Complete
b) Complete training for existing casual staff to ensure casuals have the knowledge needed for shifts at PSM branches by Q3	Complete
c) Integrate PSM and casual staff training to ensure effective future onboarding by Q3	Complete
d) Complete self-serve infrastructure improvements (self-checkout machines and signage, barcode scanners, RFID pads, and more receipt printers) and promotions, so the public have excellent service options.	Complete
e) Identify next steps for Science of Service and coaching to ensure ongoing excellent customer service by Q4.	Carry over to 2023
KSI 3: Improve access to digital and physical tools, training, and content.	
a) IT <ul style="list-style-type: none"> i. Upgrade to Horizon 7.5.6 by Q3 	Complete
<ul style="list-style-type: none"> ii. Launch Eduroam Wi-Fi network at all branches for improved service to post-secondary students by Q3. 	Complete
<ul style="list-style-type: none"> iii. Implement more sustainable and reliable system for access to online resources by Q3. 	Complete
<ul style="list-style-type: none"> iv. Implement automatic renewals to provide greater ease of use for public by end of Q3. 	Carry over to 2023
<ul style="list-style-type: none"> v. Explore sustainable online card registration options by the end of year. 	Complete
<ul style="list-style-type: none"> vi. Analyze options for better footcount tracking independent of security gates by Q3. 	Complete
<ul style="list-style-type: none"> vii. Investigate City of Surrey IT ticketing system to track issues, volume, provide insight on common issues, and standardize reporting by Q4. 	Complete
<ul style="list-style-type: none"> viii. Develop a plan outlining Surrey Libraries anticipated technology needs and direction by Q4. 	Complete
b) Digital Services <ul style="list-style-type: none"> i. Create standardized user documentation for all subscription databases for use by staff and public. 	Carry over to 2023
<ul style="list-style-type: none"> ii. Initiate quarterly in-branch database overview sessions for assistants, technicians, and librarians to support informal promotion opportunities during in-branch and community-based interactions by Q4. 	Complete

Surrey Libraries 2022 Key Strategic Initiatives Workplan – Progress Update

iii.	Complete website migration to new Drupal v.9 by November 30. (<i>Note: end of life for software has been extended, so Nov 30 no longer a hard deadline.</i>)	Carry over to 2023
iv.	Implement website content audit in preparation for Information Architecture reorganization in 2023.	Carry over to 2023
v.	Develop a long-term strategy for staffing and managing digital resources by Sep 30.	Complete
c)	Collections Services: i. Launch and promote next Tech to Go collection item by end of Q2. Develop plan and timeline for future collections by Q4.	Complete
ii.	Roll out loanable laptops to additional locations and investigate the possibility of a take home option.	Complete
iii.	Develop staffing plan and budget ask for cataloguing more world languages by end of November.	Complete
d)	Public Services and Programming: i. Research and implement a solution for room booking and program booking by Q2	Research complete
ii.	Integrate SharePoint features that support the transition to CCL and PSM	Carry over to 2023
iii.	Engage in a major collections weed and refresh at all locations by year end	Complete
KSI 4: Develop budget for and start implementing high priority recommendations from Facilities Master Plan		
a)	Work with City Planning Department to explore sustainable funding strategies for Facility Master Plan by Q1.	Carry over to 2023
b)	Evaluate spaces at branches to plan for optimum use, including review of service points, office, and meeting spaces by Q4.	Carry over to 2023
c)	Conduct feasibility study to investigate options for more library space at Fleetwood by Q3.	Carry over to 2023
KSI 5: Complete Marketing and Communications Plans and implement actions		
a)	Strengthen the Surrey Libraries brand i. Develop messaging platform Q1.	Complete
ii.	Develop SL brand campaign by Q3	Complete
iii.	Develop and implement Brand Guide	Complete
b)	Develop targeted marketing communications strategies for priority audiences Q2	Complete
c)	Create plan to optimize MarCom roles and responsibilities	Carry over to 2023
d)	Develop priority initiative approach for MarCom planning	Complete

Surrey Libraries 2022 Key Strategic Initiatives Workplan – Progress Update

i. Establish marketing planning process to identify priority initiatives and incorporate into annual planning and budgeting	
ii. Refine annual planning calendar for marketing communications	Complete
KSI 6: Implement Fund Development priorities	
a) Finalize room naming/sponsorship guidelines and updating fundraising policies Q2.	Complete
b) Develop fundraising plan for mobile library service Q3.	Carry over to 2023
c) Refine process for identifying key projects and programs as fundraising priorities Q4.	Complete
d) Refine internal processes for tracking and applying use of fundraised dollars Q3.	Complete
KSI 7: Prioritize staff well being and development	
a) Promote resources and training to support staff physical and mental wellbeing – ongoing.	Complete
a) Develop and implement Staff Engagement Action Plan by Q4 to facilitate staff engagement and satisfaction.	Complete
b) Identify priorities for staff development and devise a training plan for implementation by Q3 to maintain knowledgeable and skilled staff.	Carry over to 2023
c) Review Youth Services designation assessments and qualifications by Q3 to promote staff development and opportunities in youth services.	Carry over to 2023
KSI 8: Embed equity, diversity, and inclusion practices into our work	
a) Work with consultant to conduct asset audits and benchmarks by end of Q2.	Complete
b) Conduct staff inclusion survey, focus groups and interviews by Q2.	Complete
c) Establish staff working group(s) to help develop actions for and implement EDI initiatives by Q3.	Complete
d) Work with consultant to develop action plan informed by audits, working groups, and staff input by Q4.	Carry over to 2023
KSI 9: Improve staff and community understanding of Indigenous history and culture to support Reconciliation	
e) Create, hire, and support new Indigenous Services Coordinator position by Q2.	Carry over to 2023
f) Re-start in-person Indigenous programming Q2.	Complete
g) Honour the Indigenous artists who created art in branches (CT, CV, FL, SE) with events in partnership with the City (Timing TBD)	Complete
KSI 10: Establish a climate crisis working group	
d) Establish scope and terms of reference Q1	Complete
e) Review Surrey's Climate Action Strategy in Q2.	Complete
f) Review work being done in the community and other library systems in Q2.	Complete
h) Draft action plan that includes what we are already doing, what more we could do, and next steps by Q4.	Carry over to 2023

To: Surrey Public Library Board
From: Seline Kutan, Director, Communications and Advancement
Date: January 26, 2023
Subject: Voice of the Customer Report



RECOMMENDATION

To be received for information.

BACKGROUND

Since 2016, Surrey Libraries has been using the City of Surrey's customer feedback platform 'Voice of the Customer' (VoC) to collect feedback from its patrons. Feedback can be submitted online or by filling out printed cards available at branches.

When we receive VoC feedback forms where the patron has provided their contact information, staff contact the patron to thank them for their feedback and to discuss their concerns, if applicable.

It should be noted that the VoC is only one mechanism by which we receive and monitor feedback from our patrons. People also provide feedback through the Bibliocommons application, through email reference, in person at the branches, and over the telephone.

DISCUSSION

June – Dec Report

The feedback forms collect the following data:

- Overall satisfaction with Surrey Libraries' services
- Staff's competence and knowledge
- Staff's friendliness and helpfulness
- Selection of borrowing materials
- Meeting technology needs
- Convenience of library services
- Whether programs were informative, useful, and engaging
- Ease of access (operational hours, facilities, online access)

There is also space for people to provide a range of other comments, a selection of which are included in the report for review.

Trending Charts

Trends in feedback are also shown in the report and the satisfaction for most areas is trending in a positive direction.

CONCLUSION

The Voice of the Customer feedback reports are provided to the Board twice a year: January to May feedback is reported out at the June board meeting and the June to December feedback is reported out at the January board meeting. We welcome questions from Trustees on the information shared in this report.

Surrey Libraries

VOICE of the CUSTOMER

Feedback Program

WE WANT TO HEAR FROM YOU! Complete this card and place it in the box or submit feedback online at surrey.ca/comments	 SURREY LIBRARIES <i>discover-connect-inspire</i>																																																																																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">SATISFACTION</th> <th colspan="7">(Please select one per line)</th> </tr> <tr> <th></th> <th>VERY DISSATISFIED</th> <th>DISSATISFIED</th> <th>SOMEWHAT DISSATISFIED</th> <th>NEUTRAL</th> <th>SOMEWHAT SATISFIED</th> <th>SATISFIED</th> <th>VERY SATISFIED</th> </tr> </thead> <tbody> <tr> <td>Overall, how satisfied were you with the service we provided today?</td> <td><input type="radio"/></td> </tr> <tr> <th style="text-align: left;">AGREEMENT</th> <th colspan="7">(Please select one per line)</th> </tr> <tr> <th></th> <th>STRONGLY DISAGREE</th> <th>DISAGREE</th> <th>SOMEWHAT DISAGREE</th> <th>NEUTRAL</th> <th>SOMEWHAT AGREE</th> <th>AGREE</th> <th>STRONGLY AGREE</th> </tr> <tr> <td>Staff were competent and knowledgeable.</td> <td><input type="radio"/></td> </tr> <tr> <td>Staff were helpful and friendly.</td> <td><input type="radio"/></td> </tr> <tr> <td>There was a good selection of materials to borrow.</td> <td><input type="radio"/></td> </tr> <tr> <td>The Library met a good range of technology needs. (Wi-Fi, computers, online library services)</td> <td><input type="radio"/></td> </tr> <tr> <td>Using library services was convenient.</td> <td><input type="radio"/></td> </tr> <tr> <td>Library programs were informative, useful, and engaging.</td> <td><input type="radio"/></td> </tr> <tr> <td>Library services were easy to access. (Operational hours, facilities, online access)</td> <td><input type="radio"/></td> </tr> </tbody> </table>		SATISFACTION	(Please select one per line)								VERY DISSATISFIED	DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	Overall, how satisfied were you with the service we provided today?	<input type="radio"/>	AGREEMENT	(Please select one per line)								STRONGLY DISAGREE	DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	AGREE	STRONGLY AGREE	Staff were competent and knowledgeable.	<input type="radio"/>	Staff were helpful and friendly.	<input type="radio"/>	There was a good selection of materials to borrow.	<input type="radio"/>	The Library met a good range of technology needs. (Wi-Fi, computers, online library services)	<input type="radio"/>	Using library services was convenient.	<input type="radio"/>	Library programs were informative, useful, and engaging.	<input type="radio"/>	Library services were easy to access. (Operational hours, facilities, online access)	<input type="radio"/>																																																
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<p><input type="checkbox"/> PLEASE FOLLOW UP To receive a response from us, check the box and print your contact information below. Please contact me by: <input type="checkbox"/> Email <input type="checkbox"/> Phone</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">FIRST NAME</td> <td style="width: 33%;">LAST NAME</td> <td style="width: 33%;">EMAIL</td> </tr> <tr> <td>TELEPHONE</td> <td>LIBRARY BRANCH VISITED</td> <td>DATE (MM/DD/YYYY)</td> </tr> </table> <p style="font-size: small;">Personal information is collected for the purposes of contacting you if requested in reference to comments provided. The City of Surrey is collecting this information under s. 26(c) of the Freedom of Information and Protection of Privacy Act. For questions regarding the collection of personal information, please contact the Manager of Marketing and Communications at 13450 104 Avenue, Surrey, BC V3T 1V8, 604-591-4011.</p>		FIRST NAME	LAST NAME	EMAIL	TELEPHONE	LIBRARY BRANCH VISITED	DATE (MM/DD/YYYY)																																																																																										
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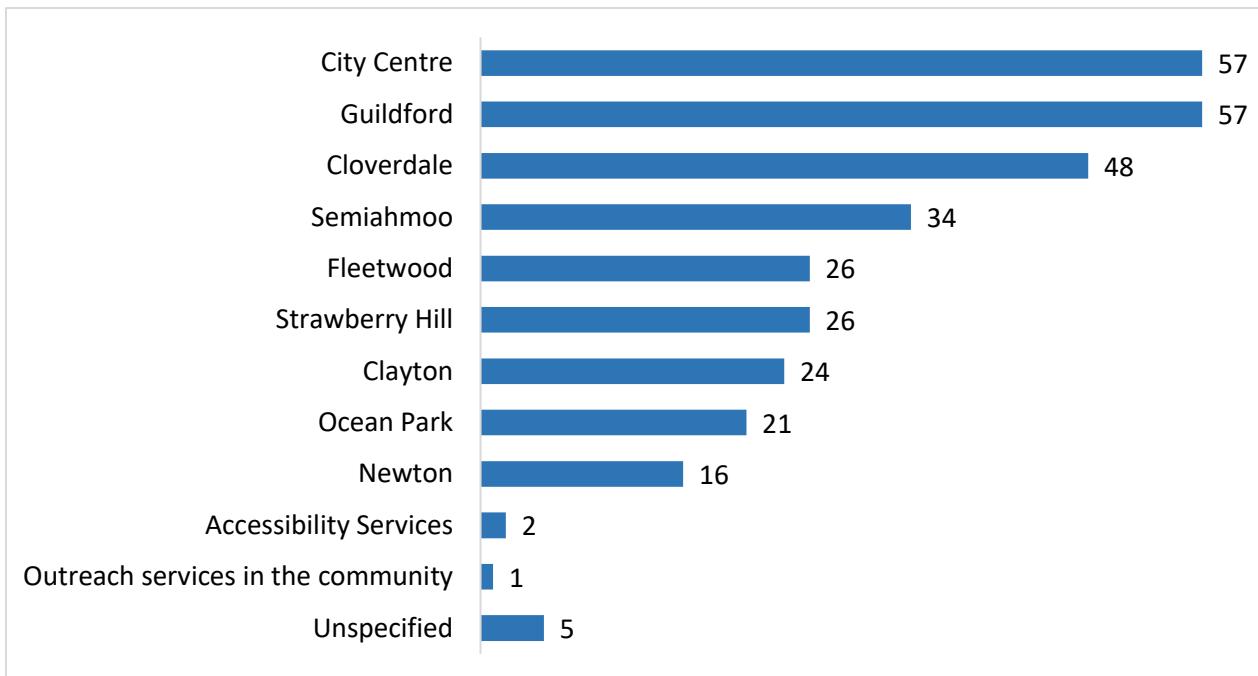
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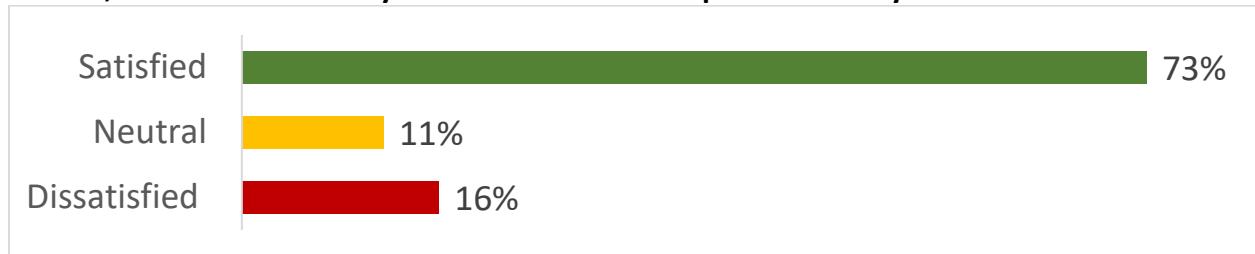
VoC Submissions | Jun 1 – Dec 31 | 2022



Submissions by Branch/Channel



Overall, how satisfied were you with the service we provided today?



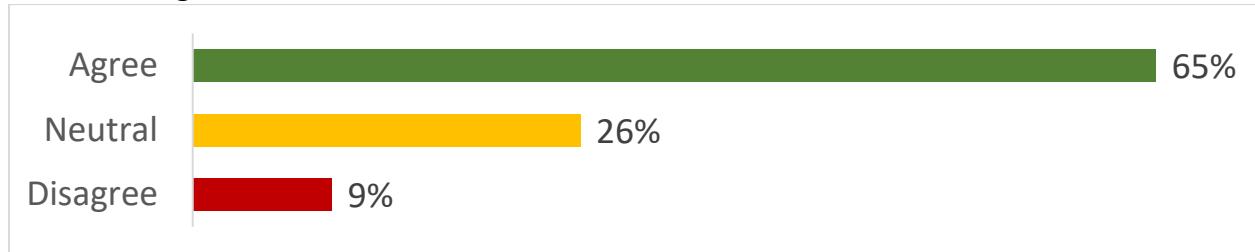
Staff were competent and knowledgeable



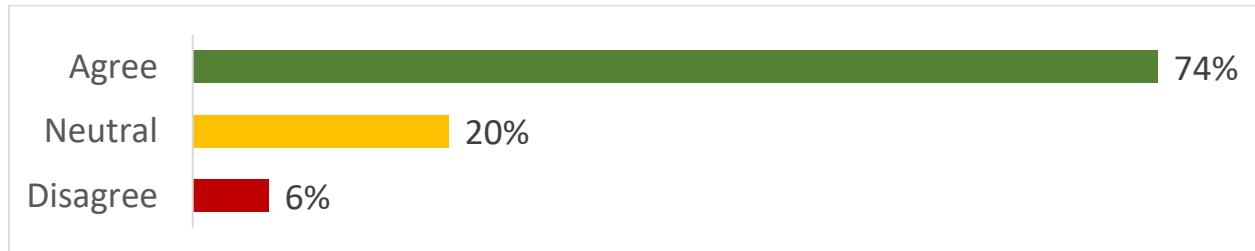
Staff were helpful and friendly



There was a good selection of materials to borrow



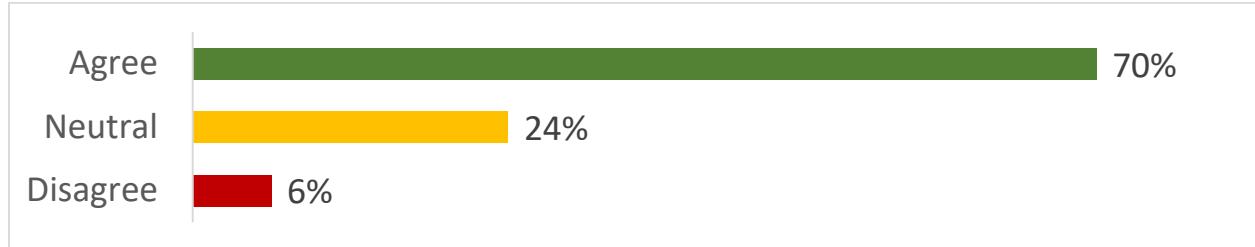
The Library met a good range of technology needs (Wi-Fi, computers, and online library services)



Using library services was convenient



Library programs were informative, useful and engaging



Library services were easy to access (Operational hours, facilities, online access)



Sample of Comments

I think there is a need for having "electric standing desks" here in the library. It's not possible to keep sitting all day. It can have negative consequences on health. I would highly appreciate if you add one or two each can be as cheap as \$300 CAD. Thanks. *City Centre*

I understand we can use the computer for 90 minutes only/day, but often on the 3rd floor all the computer are not been used, specially in the morning. It will be nice to be able to continue to use the computer if not busy. *City Centre*

We love the library and amazing staff! Thank you! *Clayton*

Teenagers making lots of noise at the computers. This is a library - not an arcade! *Clayton*

It will be useful & helpful if there are some Drawing, Painting programs for kids starting from 6 yrs. *Clayton*

Would be very nice to have access to the database newspapers.com. Thanks *Cloverdale*

Please provide a separate space in the library even if a small space for people who want to study quietly. Even on the first floor there is a lot of noise sometimes of people talking to each other and family history section discussions and printing. There should be some separate space however small for quite studying for people and student who want to study and focus without any noise or disturbance. Thanks Cloverdale

The worst experience I had in this library is that there were lots of kids who can play games on the computers. Library should be a place that let everyone read and obtain knowledge not a big game room. I took my kid here to let her have a good reading habit, but when she saw some kids playing games, she doesn't want to read any more and standing beside them staring at the computer for a long long time. I think games must be prohibited in all libraries. Fleetwood

Hope the library can be opened on longer hours. Fleetwood

The tech borrowing section is AMAZING! I will be borrowing the H1N recorder in the future for some SM content for sure. Staff / Clean / A+ - Brought my family here for 12 years now. Guildford

Re: Book club kits: it would be helpful if I could reserve kits for specific months- would make it easier to schedule reads for my book group. Guildford

This is a library. Could we keep the noise level down, please? That means security guards and librarians could remind loud cell phone users there's a wide open space outside. It also means library clients keep loud conversations down to whispers, even students doing group work. Furthermore, the librarians themselves could keep their explanations to half a decibel of regular volumes. PLEASE! Thank you to all. Newton

It would be very helpful if there was a guide for popular book club kits, rather than having to search through over three hundred titles Newton

Dropped in to browse Economist & maybe couple more magazines - Surprised to see no current ones available & that people put them on hold & take them out. I think the library should retain a current copy of all magazines (or at least popular ones) or may be subscribe to an extra copy. Please. Ocean Park

Ocean Park library and others should have ALL winter holiday's books displayed (Kwonto, Chanuleah) and have Winter storytimes, not just Christmas. BE INCLUSIVE AND EDUCATE! Ocean Park

I was very grateful to [staff name], who helped me do some IT that needed to be done in a timely manner! Very patient & new what he was doing. Semiahmoo

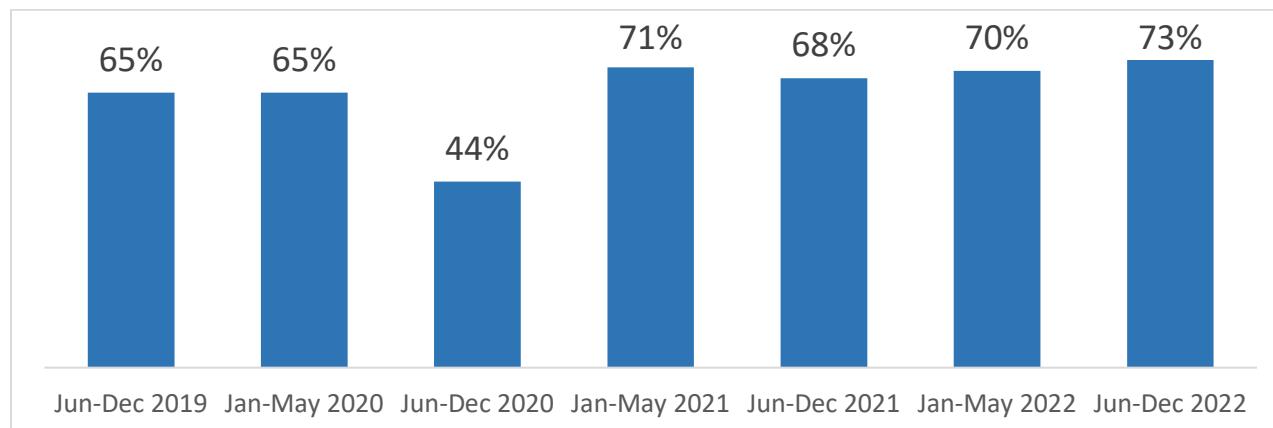
Parking at Semiahmoo Library is a problem. The increase of residential communities means more public using this facility, along with programs, seminars, etc. Noticing there's NO parking at certain times usually between 2 pm-5 pm, sometimes earlier due to volume of people driving to this location. Could the City please look into supplying more parking spaces close by, possibly the Semiahmoo Mall or other. Thank you Semiahmoo

As a family with 5 children, we usually check out many books at a time. As such, we have found that checking out books at the self-checkout kiosks can be cumbersome. The 2 stations closer to the children's area do not have extra counter space to place books that have already been scanned in order to scan remaining books. Is it possible to add extra counter space at these stations? Thanks :) Strawberry Hill

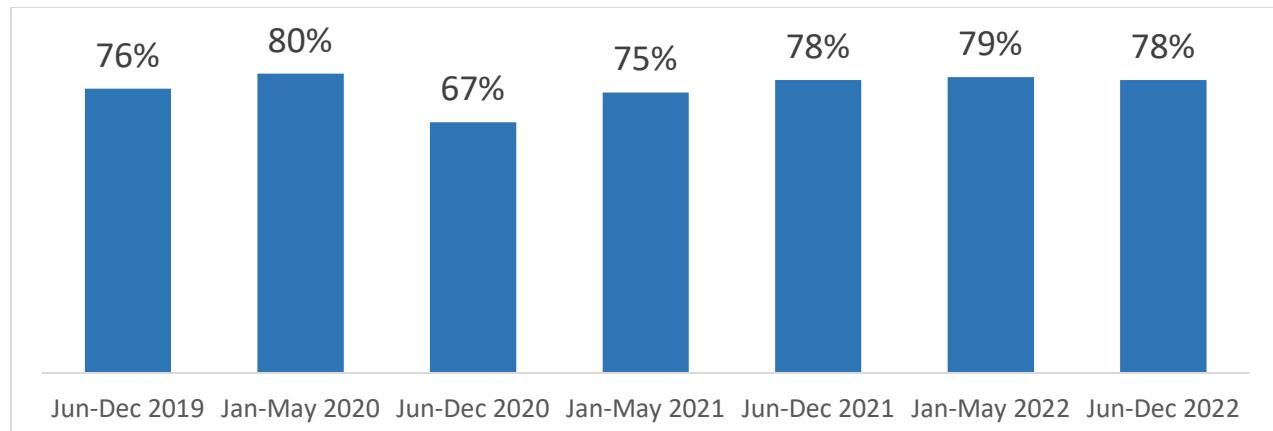
In Strawberry Hill library branch there is limited books for programming skills and ILETS preparation. Moreover, there is too much disturbance and distraction in the study room, many students face difficulty to study over there. Please kindly, consider this issue in the library. Thanks Strawberry Hill

Trending Charts

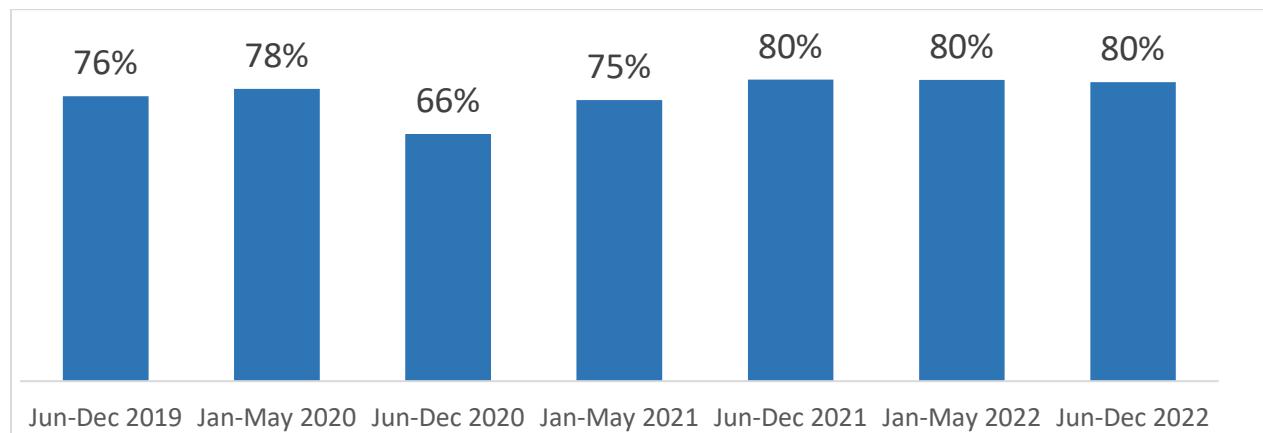
Overall, how satisfied were you with the service we provided today? (% Satisfied)



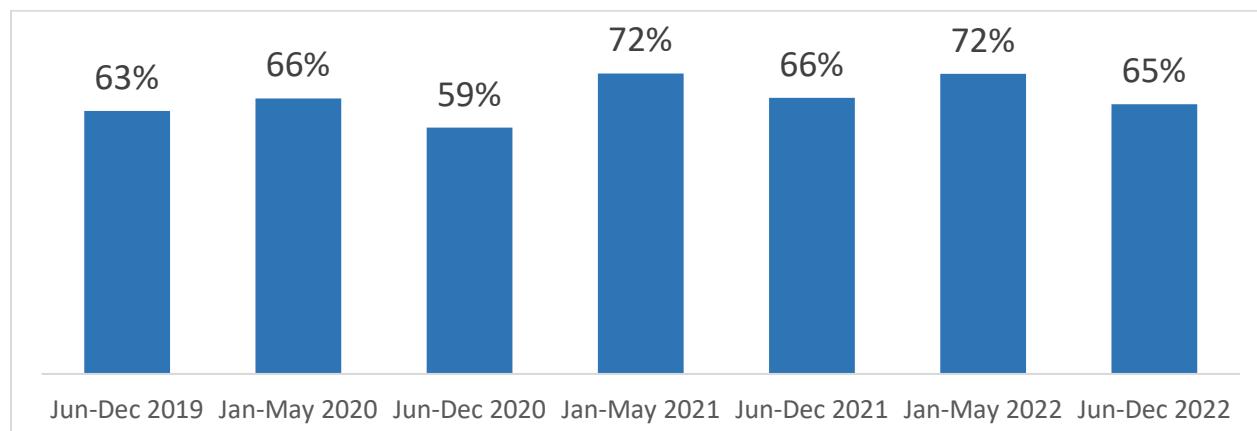
Staff were competent and knowledgeable (% Agree)



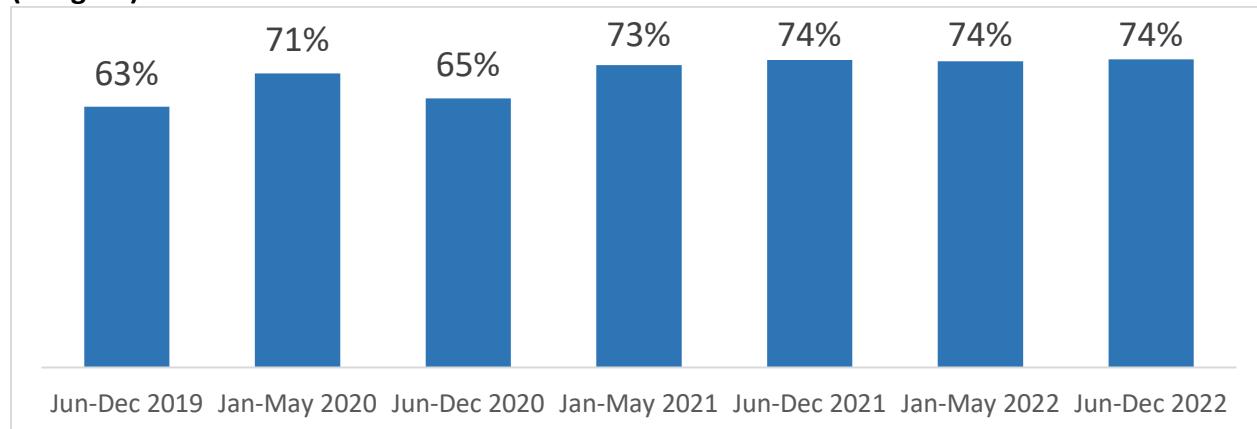
Staff were helpful and friendly (% Agree)



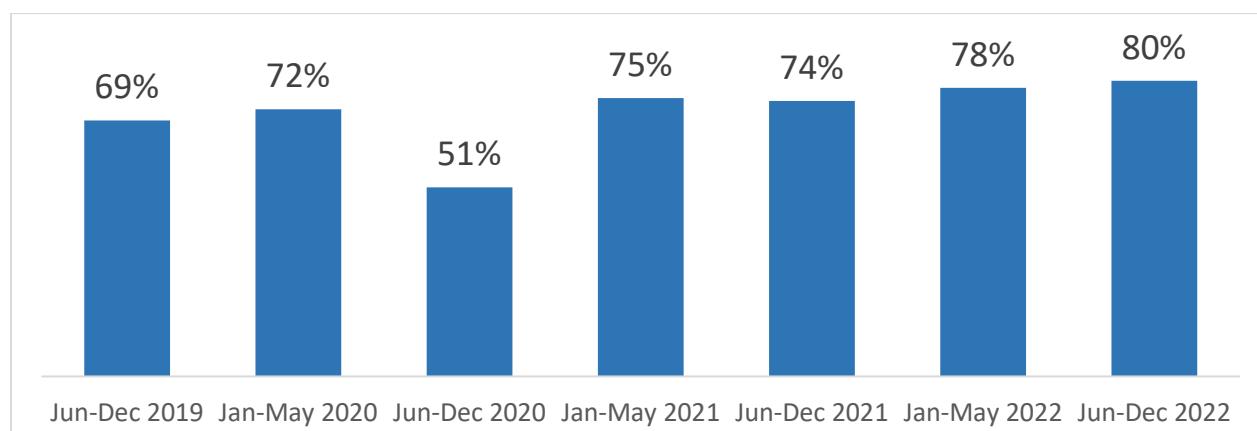
There was a good selection of materials to borrow (% Agree)



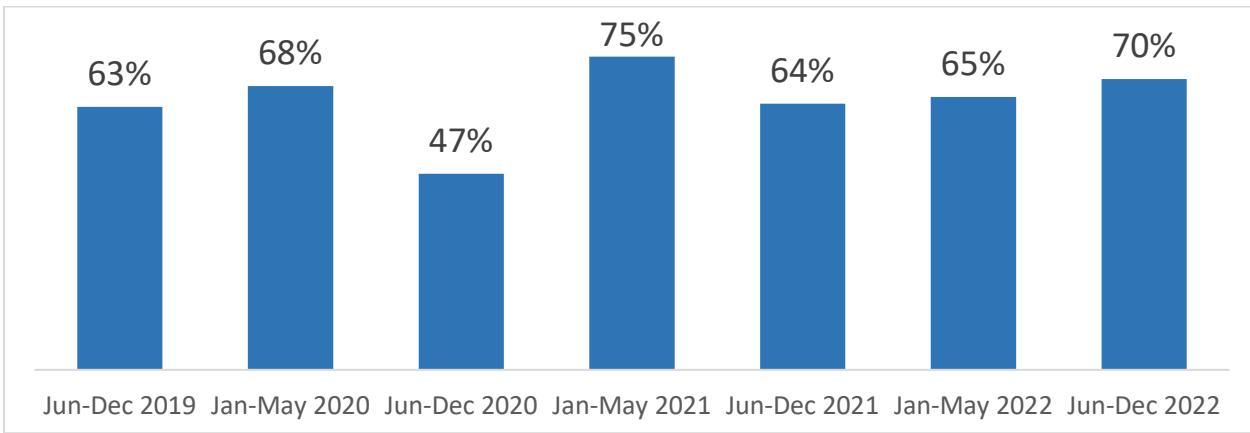
The Library met a good range of technology needs (Wi-Fi, computers, and online library services) (% Agree)



Using library services was convenient (% Agree)



Library programs were informative, useful and engaging (% Agree)



Library services were easy to access (Operational hours, facilities, online access) (% Agree)

