

**Surrey Public Library Board Regular Meeting
June 25, 2020 at 5:30 p.m.
Microsoft Teams Teleconference**



A G E N D A		PAGE
1. CALL TO ORDER		
2. MOTION TO ADOPT THE AGENDA		
3. MOTION TO ADOPT THE CONSENT AGENDA		
<i>Note: 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>		
Documents & Reports:		
a) Minutes of May 28, 2020 Regular Meeting of the Surrey Public Library Board.		1-3
b) Financial Statement for the period ending May 31, 2020.		4
Correspondence:		
a) Select Standing Committee on Finance 2021 Provincial Budget Consultation		5-7
4. UNFINISHED BUSINESS		
None		
5. NEW BUSINESS		
a) Board Recruitment		8-11
6. INFORMATION ITEMS		
a) Takeout Launch – verbal update		
b) Key Strategic Initiatives Update: Jan - May 2020 and COVID-19 Impact		12-17
c) Board Objectives Update: Jan-May 2020		18-19
d) Voice of the Customer Report Jan-May 2020		20-27
e) Resuming Services Public Survey Responses		28-30
f) Library Programs Update		31-35
g) Surrey Libraries Response to Racism		36-39
h) Approved 2020 Surrey Libraries Board Advocacy Plan		40-44
Upcoming Events:		
<ul style="list-style-type: none">• Summer Reading Club - Starting Monday, June 15th, children and their families can register online for the 2020 BC SRC, track their summer reading, and unlock digital badges for every 7 days of reading. Starting June 29th, kids will have access to weekly activities, quizzes, contents and fun.		

- Young Adult Writing Contest – contest entries being accepted online until August 5; virtual Gala being planned – date TBD
- Check out the Events Calendar for listings of online programming.

7. NEXT LIBRARY BOARD MEETING

September 24, 2020 at 7:00 p.m. – Microsoft Teams Meeting

8. MOTION TO MOVE IN CAMERA

The Board proposes a motion to move in camera, pursuant to section 90 of the community charter, specifically to approve the minutes of the May 28, 2020 in camera meeting, minutes of the June 2, 2020 special in camera meeting, discuss the draft 2021 budget, and conduct a mid-year Board self-evaluation.

9. MOTION TO ADJOURN

Time allotted 60 minutes

Surrey Public Library Board Regular Meeting
May 28, 2020 at 5:30 p.m.
Microsoft Teams Teleconference



Present: Trustees Chang, Cumming, Dhesa, Hearty, Herrmann, Hong, Kendler, Mann, Sahota, Singh, Zhen, Councillor Hundial
Regrets: Trustee Saran
Staff: Surinder Bhogal, Chief Librarian
Kristen Andrews, Director, Public Services
Michael Ho, Director, Administrative Services
Seline Kutan, Director, Marketing and Communications
Melanie Reynolds, Administrative Coordinator
Observing: Sandra Cole, CUPE 402-02
Guests: Denise Parks, Chair, CUPE 402-02

M I N U T E S

1. CALL TO ORDER

The May 28, 2020 Regular Meeting of the Surrey Public Library Board was called to order at 5:31 p.m. The Chair began the meeting with a land acknowledgment:

Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), ᑕᑎᑎᑎᑎᑎ (Katzie), kʷikʷəłəm (Kwikwetlem), ᑕᑎᑎᑎᑎᑎ (Kwantlen), qiqéyt (Qayqayt), xʷməθkʷəyəm (Musqueam) First Nations and on the ancestral and traditional territory of the s̓c̓əwaθən məsteyəxʷ (Tsawwassen) First Nation.

2. ADOPTION OF THE AGENDA

“That the Board adopts the amended agenda for its regular meeting scheduled for May 28, 2020 with the addition of 4c) 2021 Provincial Budget Consultations: BC Public Library Partners Template Letter and 6e) Fund Development Update.”

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

3. ADOPTION OF THE CONSENT AGENDA

Documents & Reports:

- a) Minutes of April 9, 2020 Regular Meeting of the Surrey Public Library Board.
- b) Financial Statement for the period ending April 30, 2020.
- c) InterLINK Board Meeting Summary, March 31, 2020.
- d) 2019 InterLINK Audited Financial Statements.

Correspondence:

- a) 2019 annual report to Mayor and Council.

- b) 2019 annual report to Federal MPs.
- c) Provincial grants appreciation and 2019 annual report to Ministry of Education and Provincial MLAs.

MOTION: “That the documents, reports and items be received for information.”

Trustee Cumming moved and Trustee Hong seconded – **CARRIED**

4. UNFINISHED BUSINESS

- a) Ratification of May 8, 2020 email vote on Surrey Public Library 2019 Statement of Financial Information Report.

MOTION: “That the Surrey Libraries Board of Trustees approve the 2019 Statement of Financial Information Report.”

Trustee Chang moved and Trustee Hong seconded – **CARRIED**

- b) Advocacy Plan

Revisions recommended by the Trustee Cumming, Chair of the Planning and External Relations, were discussed and approved.

MOTION: “That the updated advocacy plan be adopted.”

Trustee Cumming moved and Trustee Kendler seconded - **CARRIED**

- c) 2021 Provincial Budget Consultations: BC Public Library Partners Template Letter

Board discussed template letter provided by BCLTA and decided to use as basis for presentation to the Select Standing Committee on Finance, with the addition of Surrey specific information.

5. NEW BUSINESS

None

6. INFORMATION ITEMS

- a) Ministry of Education: Guidance Framework for Public Library Systems
- b) B.C.'s Strategic Plan for Public Library Service
- c) Surrey Libraries 2019 Report to Our Community
- d) Value Study of Galleries, Libraries, Archives and Museums (GLAMs) in Canada: Executive Summary and Excerpt on Libraries.
Full report can be viewed on Canadian Museums Association website
<https://museums.ca/site/reportsandpublications/studyglamscanada2020>
- e) Fund Development Update

Director, Marketing and Communications provided an update on a recent donation of Chromebooks by Best Buy to support vulnerable populations during the pandemic.

7. NEXT LIBRARY BOARD MEETING

June 25, 2020 at 5:30pm or 7:00 p.m. via Teleconference
Time to be confirmed via email poll and availability of the majority.

8. MOTION TO MOVE IN CAMERA

“The Board proposes a motion to move in camera, pursuant to Section 90 of the Community Charter to approve minutes of the April 9, 2020 in camera meeting and discuss the Surrey Libraries COVID-19 Recovery Plan.”

Councillor Hundial moved and Trustee Cumming seconded – **CARRIED**

9. ADJOURNMENT

The Surrey Public Library Regular Board Meeting of May 28, 2020 was adjourned at 6:15 p.m.

SURREY PUBLIC LIBRARY
STATEMENT OF OPERATING FUND ACTIVITIES
FOR THE PERIOD ENDING MAY, 2020

	ACTUAL YTD 2020	BUDGET YTD 2020	YTD Variance	ACTUAL YTD 2019	BUDGET 2020	ACTUAL 2019
Revenues						
City of Surrey Transfers	7,448,599	7,367,083	81,516	7,429,242	18,641,000	17,133,845
Provincial Government Grants	409,727	409,500	227	331,180	983,000	985,542
Fees & Fines	129,334	241,592	(112,258)	269,825	598,000	619,575
Other	39,320	14,959	24,361	45,440	40,000	201,715
Total Revenues	\$8,026,980	\$8,033,134	(\$6,154)	\$8,075,687	\$20,262,000	\$18,940,676
Expenditures						
Salaries and Benefits	5,353,890	6,653,270	(1,299,380)	6,449,546	16,492,000	15,021,946
Site Operations	536,890	764,470	(227,580)	677,573	1,990,651	1,799,434
Materials Collection	885,250	384,000	501,250	624,783	838,028	1,191,028
Supplies and Equipment	44,515	123,311	(78,796)	116,822	330,763	344,492
Professional Services	53,814	105,450	(51,636)	104,107	229,500	201,319
Interlibrary Services	131,384	138,000	(6,616)	129,120	140,000	129,501
Other	31,979	100,646	(68,667)	48,893	241,058	252,958
Total Expenditures	\$7,037,722	\$8,269,147	(\$1,231,425)	\$8,150,844	\$20,262,000	\$18,940,677
Period Ending Balance	\$989,258	(\$236,013)	\$1,225,271	(\$75,157)	\$0	(\$1)
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$495,463			\$728,983	\$2,100,000	\$2,032,369

NOTES TO THE STATEMENT:

City of Surrey Transfers include funds allocated for general library operations, and any transfers from other City departments

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.

June 16, 2020

Attention: Select Standing Committee on Finance and Government Services

Re: 2021 BC Government Budget Priorities

Dear Committee Members,

This submission is on behalf of the Surrey Public Library Board of Trustees.

We would like to thank the provincial government for the leadership it has shown helping people in British Columbia navigate the COVID-19 pandemic.

Every day in our communities, we see first-hand the need for strong public services and social infrastructure. Throughout this crisis, B.C. public libraries have continued to serve communities — assisting those most vulnerable—to access government forms and assistance, providing entertainment and connection to those who feel isolated, and ensuring free and equitable access to online resources and learning opportunities. Our communities rely on their public libraries for these resources not only for today, but for their future well-being. In times of economic upheaval and uncertainty, public libraries are critically important.

Surrey Libraries has shifted its priorities and resources to ensure that people in its community are being supported and are still able to access library services that are flexible, inclusive, and responsive to their needs. Our library has also worked to enable seamless access to online collections that suit people’s needs for information, learning, and recreation.

Surrey Libraries works with over 100 community partners each year to help build capacity in addressing community issues such as poverty reduction, employment, settlement of newcomers, social inclusion, and lifelong literacy. In 2018 and 2019, the library offered anti-racism presentations in collaboration with community agencies to help build multicultural awareness, tolerance, and community well-being.

This past March, the Province announced a one-time infusion of \$3 million for public libraries across B.C. We were heartened by this announcement and these funds. This grant will assist public libraries to implement technology and resources to better support our communities during and well after COVID-19.

And yet, more still needs to be done so that public libraries are able to meet the increasingly complex demands of our communities and are able to support the objectives set out in *B.C.'s Strategic Plan for Public Library Service*.

We appreciate that this year, there will be many compelling demands on the 2021 budget. Public libraries are also in need, and have not seen an increase in core provincial funding since 2010.

Funding public libraries is a sound investment in the economic prosperity of communities. A report recently released by the Canadian Museum Association and Library Archives Canada found that every dollar spent on public libraries generates four dollars and sixty cents worth of benefit back to the economy. This is a return on investment that few public resources can live up to.

Surrey is the fastest growing community in the province, has seen its population increase dramatically over the last decade, and is poised to become the largest city in the province by 2030. Surrey also has the largest school-aged population in BC. Children and youth are key users and beneficiaries of public libraries and the number of youth being served by Surrey Libraries grows each year. Yet, the provincial funding has remained static.

It is imperative that the provincial government demonstrate a commitment in the 2021 budget to address this growing gap in provincial funding to public libraries and the need for reliable and sustained annual funding increases.

While we continue to advocate for sustained and reliable annual increases to the provincial operating grant for public libraries, this year, as a demonstrated commitment from the provincial government, we are asking for a one-time \$3 million investment in province-wide training and professional development for public library staff and boards.

This investment is needed now more than ever and will enable library staff and Boards to respond to this time of unparalleled challenges facing our libraries and our communities. The funding will enable libraries to meet one of the province's key strategies for libraries of building capacity and reducing barriers for staff and board members to access training opportunities to continue to provide future-focused library services. For example, funding can be used to train library staff to better serve patrons through virtual programming and provide support for digital services, positioning libraries to better support their communities through COVID-19 disruptions now and into the future.

2020 has been an unprecedented period of uncertainty for British Columbians and the 2021 budget will, of necessity, be concerned with rebuilding local economies and the well-being of individuals, families, and communities throughout B.C.

Public libraries, like other critically important public services, are an integral part of BC's social and economic infrastructure and as such, are in need of provincial support and investment. Investing in our public libraries is an equitable gain for all communities and a win for all British Columbians.

The Surrey Public Library Board appreciates the opportunity to participate in this provincial budget consultation process. We trust you will consider our input to support the impact of public libraries across the province for the 2021 budget.

Sincerely,



Neelam Sahota
Library Board Chair



Surinder Bhogal
Chief Librarian

CC:

Minister Fleming, Ministry of Education

The BC Public Library Partners:

Scott Hargrove, Chair, Association of BC Public Library Directors

Babs Kelly, Executive Director, BC Library Trustees Association

Annette DeFaveri, Executive Director, BC Library Association

Kevin Millsip, Executive Director, BC Libraries Cooperative

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: June 25, 2020
Subject: Board Recruitment



RECOMMENDATION

To be received for information; to facilitate discussion on the trustee recruitment process for 2020.

BACKGROUND

As outlined in the provincial Library Act, Members of the Library Board are appointed by City Council for terms of two years. They are eligible for reappointment to a maximum of three additional terms, or a maximum total of eight years. The Board must have an uneven number of members, not fewer than five, or more than thirteen, one of which is a council representative with a one-year term.

The City begins the recruitment process for all volunteer committees and boards in Fall. An ad-hoc Nominations Committee of the Library Board (maximum 3 trustees) is formed to provide recommendations to Council on the suitability of the applicants for the Library Board. To avoid a conflict of interest, trustees seeking re-appointment cannot be on the Nominations Committee. The Board Chair and Vice-Chair may sit on the Committee, if not seeking re-appointment. The ultimate decision on appointments rests with Council. Appointments are usually made in December.

DISCUSSION

The Surrey Public Library Board is currently comprised of thirteen trustees, the maximum permitted under the Library Act. At the end of the 2020, four trustees will have completed a term and will have to reapply should they wish to continue serving on the Board. Hence, there will be 4 vacant positions should the Board continue to remain at the current size of thirteen.

The Nominations Committee uses a Board Recruitment Scoring System (Appendix I) to review applicants' suitability to the Board. In 2019, the Board introduced a Skills, Strengths and Diversity Matrix (Appendix II) to conduct a more robust gap analysis of trustee skills. The 2019 Nominations Committee found the matrix valuable; however, felt the two tools needed to be reviewed and aligned. In recruiting trustees for 2021, the Board must consider:

- Are the trustees whose terms expire planning to reapply? It may be too early for some to decide.
- Based on current Board objectives, is the maximum Board size of thirteen ideal? Should it be less?
- Are the applicant scoring and trustee skills assessment tools adequate?
- Should all the trustees complete the skills matrix now or in September?
- Should the ad-hoc nominations committee be established now or in September?

CONCLUSION

The report has been provided to facilitate discussion on the trustee recruitment process for 2020. The Board may wish to form an ad-hoc nominations committee to convene the process.

Attachments:

Appendix I Surrey Public Library Board Recruitment Scoring System
Appendix II Surrey Public Library Skills, Strength and Diversity Matrix

Appendix I

Surrey Public Library Board Recruitment Scoring System

(Appendix E: Surrey Public Library Board Manual)

1 = low to 5 = high

CRITERIA	Name 1	Name 2	Name 3	Name 4	Name 5
1. Demonstrates an active interest in public issues relating to literacy, learning and libraries					
2. Improves the diversity of the board to better reflect the diversity of our community					
3. Improves representation from different geographic areas of the city					
4. Contributes knowledge, experience or a professional designation or background that complements that of the existing board members					
5. Possesses knowledge, experience or potential to contribute to one or more of the key areas of board involvement, such as: Governance and Policy, Strategic Planning, Finance, Technology, Infrastructure or Advocacy					
6. Ability to investing personal time in preparing for board meetings, participating on board committees and supporting the library's vision and mission through involvement in library events, fundraising and Council meetings					
7. Ability to advocate on behalf of the library					
8. Demonstrates alignment with the values of the board through interactions and communications which reflect fairness, openness, thoughtfulness and respect					
Total Evaluation Score					

Revised Jan 2018 (Executive Committee)

Surrey Public Library Board Skills, Strength and Diversity Matrix

(Appendix E: Surrey Public Library Board Manual)

The Board as a whole should comprise a broad cross-section of the indicated competencies, should include connections with key communities, and should reflect the diversity of the library’s broader community.

BOARD MEMBER	A	B	C	D	E	F	G	H	I
Competencies (skills, experience, professional expertise and/or recognized qualifications)									
Accounting /Financial Management									
Legal									
Human Resources Management									
Governance (profit or non-profit)									
Strategic planning, research									
Intercultural competency									
Marketing/communications									
Technology /Business Systems									
Capital projects									
Public Policy/Government Relations									
Fundraising									
Community Development/Planning									
Literacy advocacy									

Connections									
Indigenous community									
Early years									
K-12 sector; youth									
Post-secondary sector, adult education									
Non-profit sector									
Surrey business community									
Government (municipal, provincial, federal)									
Philanthropy									
Arts and literary community									
Cultural communities									

Representation and diversity									
Gender (specify)									
Indigenous person (Y/N)									
Member of a visible or linguistic minority (Y/N)									
Person differently able (Y/N)									
Other (specify)									

How to complete the matrix

Board members should complete their column of the skills matrix. In completing the matrix, a scale of 0-3 should be used:

For the competencies:

3	Professional expertise, would be comfortable advising on this area.
2	Basic working knowledge, understand the area sufficiently to contribute effectively.
1	Rudimentary or minimal understanding
0	No knowledge or experience in this area.

For the connections:

3	Working in this sector or community.
2	Strong connections to this sector or community.
1	Some connections to this sector or community
0	No connections to this sector or community

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: June 25, 2020
Subject: Key Strategic Initiatives Update: Jan-May 2020 and COVID-19 Impact



RECOMMENDATION

To be received for information.

BACKGROUND

Surrey Libraries is in the second year of implementing the 2019-2023 Strategic Plan. The Plan is organized around 3 themes: Literacy and Learning, Connections, and Welcoming and Inclusive Spaces. The Board set 14 strategic objectives. A workplan (attached as Appendix I: 2020 Surrey Libraries Workplan – Key Strategic Initiatives and Actions) outlines key strategic initiatives set by staff each year to help advance the objectives. A status update is provided to the Board in June and November, and a comprehensive full year review is presented in early 2021.

DISCUSSION

COVID-19 has impacted the Library's progress on the 2020 workplan. Despite library branches being closed on March 16, 2020, and 80% of the Library's workforce laid off, many strategic initiatives have moved forward. Since mid-March, however, resources have been shifted to support the unprecedented public health emergency. Work has pivoted to prioritize Surrey's response and recovery efforts. The highest priority has been the safety of staff and public. Our pandemic-related work includes:

- Participated in daily City of Surrey Emergency Operations Centre meetings
- Created an interim flexible work from home program
- Negotiated a temporary workforce adjustment agreement with CUPE
- Developed training modules for staff temporarily working from home
- Tripled orders for online materials
- Established an online card registration process
- Trained and supported staff on filming and delivering online storytimes and other programs while working from home
- Pursued funding sources to assist vulnerable communities and succeeded with a Chromebooks donation and grant to serve homeless populations
- Developed a 5-level phased recovery plan in compliance with provincial health orders and in consultation with staff, City and Board
- Created a WorkSafe BC mandated safety plan incorporating return to work protocols and procedures
- Created a new service delivery model for the community to borrow materials in the form of takeout
- Developed staff schedules and recalls for the takeout service
- Developed a communications plan for takeout service

This is not an exhaustive list, and the actions represent many hours of work that was not anticipated at the start of the year. Furthermore, most of the above actions have been completed with 20% of the Library's normal staffing levels. Staff workloads have been high and the intensity of work is unsustainable in the long run.

The Library is eager to expand services to the community and be able to recall laid-off staff to offer takeout service, and more staff later in summer for the reopening of select branches after Labour Day. Based on the phased and cautious reopening, and likelihood of a second wave of COVID-19 in fall, it is unlikely that Library staffing will be at full pre-pandemic levels before the end of the year.

Many initiatives can be advanced in the online environment, and with less staffing resources. Some initiatives are not feasible without the full staffing complement. Strategic initiatives will need to be modified with the COVID-19 reality or deferred to 2021. A summary is included below, and more details are provided in Appendix I.

1. Increase engagement with middle years
Modified – will ‘maintain’ rather than ‘increase’
2. Support digital literacy development
Modified - anticipate substantial progress.
3. Develop a strategy and action plan for community-connected libraries
Modified – will develop plans reflecting new ‘normal’; implementation of action plan may start in Q4 and carry over to 2021
4. Complete outreach services strategy and action plan
Modified – will develop plans reflecting new ‘normal’; implementation of action plan may start in Q4 and carry over to 2021
5. Implement actions from newcomer integration plan
Modified – actions will be mostly online and reviewed in Q4 when select branches open
6. Focus efforts on reconciliation with indigenous communities
Modified – actions will be mostly online and reviewed in Q4 when select branches reopen
7. Increase library members
Modified – Will promote online card registration and start in-person in Q4 when select branches reopen
8. Support redesign and opening of Cloverdale (CV), Ocean Park (OP) and Clayton (CT)
Modified – CV was open for 1 week before all branches closed.
9. Develop a fund development plan
Modified – Draft plan completed and priorities shifted to pursue pandemic-related funding sources.
10. Update facilities master plan
Modified – Planning had started and paused in mid-March. To resume in Q3 and carry forward to 2021
11. Launch new service model
Defer to 2021
12. Streamline materials selection processes
Modified – Planning had started and paused in mid-March. To resume in Q3 and carry forward to 2021
13. Streamline staff scheduling process
Defer to 2021
14. Develop a marketing and communication strategy and action plan
Defer to 2021

15. Improve service delivery and service options
Modified to focus on adapting service delivery to COVID-19
16. Complete the staff engagement plan and commence implementation
Defer to 2021
17. Expand staff development program
Defer to 2021

The Library will delay starting 5 initiatives to 2021. While COVID-19 remains, staff resources will also be invested in creating new processes, procedures and workflows. New actions for 2020 Q3-4 include launching and monitoring takeout service, prioritizing serving vulnerable populations, planning for reopening select branches after Labour Day, continuous assessment of public demand, investigating technological solutions for safer and efficient ways to conduct business, and continuing to prioritize staff and public safety.

CONCLUSION

Despite the unprecedented challenges brought about by COVID-19, the Library has continued to advance its strategic initiatives. Based on the current resources, staff capacity and shifting priorities, the strategic initiatives set for 2020 have been modified and are presented to the Board for information.

Attachment:

Appendix I 2020 Surrey Libraries Workplan – Key Strategic Initiatives (KSIs) and Actions

Status updates on the progress on the strategic plan are made to the Board bi-annually at meetings in June and November. A full year review will be presented in early 2021.

1. Maintain engagement with middle years children (Updated from “Increase engagement”)		Progress Update January – May 31
Action	When	
a) Maintain access to STEM programs	Q1-4	Providing access to STEM programs continues to be a priority. In-branch STEM prior to shut down: 79 programs with 865 participants. Focus has shifted to producing recorded STEM programs (9 videos as of June 9 with 554 views)
b) Expand and deepen impact of author readings	Q1-4	In-person author readings on hold due to COVID-19. Working on having authors lead a Teen Writing Workshop later this summer and/or some virtual author visits with schools in the Fall.
2. Support digital literacy development		
Action	When	
a) Explore and assess optimum models to engage public with online learning resources, offer digital literacy support, and serve expressed need for more classes (e.g. learning circles, classroom based, drop-in, etc.)	Q1-4	Using new model for in house programming with online learning resources on hold, COVID; library help offered from programming; online learning and digital support offered via website and email ref
b) Increase # of staff trained in library online resources/digital services through continued online training of staff in short manageable bursts (e.g. in-branch and in-meeting training, train the trainer, 20 min Niche videos on new resources, etc.)	Q4	7 new Niche videos created for staff; 1,314 courses on digital resources or technology taken by staff; 4 online training options documents with multiple courses rolled out to staff during closure.
3. Develop a strategy and action plan for community-connected Libraries, aligned to the new service model		
Action	When	
a) Complete research and write plan	Q1	First draft completed; continuation of project on hold due to COVID-19
b) Use plan to map communities around each branch to identify partners aligned with library values and objectives, and prioritize our work with them	Q2-3	On hold due to COVID-19
c) Update partnership guidelines and templates	Q2	In progress.
d) Set branch goals for secondary school visits	Q1-2	Q1: 20 visits to secondary schools reaching 1,534 students and creating 327 cards. Visits now on hold due to COVID-19. Unsure about likelihood of Fall visits. Possibility of developing online webinar for virtual outreach, depending on library and school staff capacity.
4. Complete outreach services strategy and action plan; finalize implementation aligned to community-connected libraries plan		
Action	When	
a) Create Outreach Services Manual (best practices and tips) and use as a training tool for staff	Q1-4	Work has been in progress.
b) Identify barriers to library use by vulnerable populations (e.g. homeless, newcomers, refugees, seniors, LGBTQ2+, homebound, disabled)	Q2	First draft has been circulated for feedback.
5. Implement actions from newcomer integration plan		
Action	When	
a) Improve staff awareness of library card options and processes for vulnerable populations	Q4-ongoing	Access Card quiz designed to use for staff training when appropriate
b) Coordinate staff presentations and library card registrations at settlement agencies	Q2- Q4	Staff will do online presentation end of June at OPTIONS. Community partners asking for more library presentations and outreach. Will do as much as possible as staffing allows.
c) Partner with Options to offer parenting workshop for Somali speakers and partner with DIVERSEcity to offer workshops on citizenship, civic engagement, health and finance	Q2- Q4	Somali parenting workshop being transitioned online. Continuing discussions with DIVERSEcity for possibility of various workshops.
6. Focus efforts on reconciliation with Indigenous communities		
Action	When	
a) Schedule more Indigenous cultural awareness training for staff	Q2	Waiting on status of grant application (end of June). Have reached out to vendor for updated information on training. Planning on staff training on available resources under way.
b) Host or participate in at least two events or programs per year (e.g. Indigenous People’s Day, Plant Walks, Authors or Film Series, etc.)	Q1-4	National Indigenous People’s Day event cancelled. Plant Walks might still happen in the fall. Film Series will depend on safety measures for programming in the fall. Will explore virtual program.
c) Seek opportunities to Indigenize our spaces	Q1-4	The Indigenous displays and signage can still happen and are in progress. Translating SE’s name to Indigenous language will depend on our partners and the possibility of hosting events.

2020 Surrey Libraries Workplan – Key Strategic Initiatives (KSI) and Actions

7. Increase library members		
Action	When	
a) Establish an annual campaign to increase members	Q2-4	Annual campaign postponed due to COVID-19 and focus shifted to promoting online card registrations through website, social media, and newspaper advertising.
b) Develop script to promote library cards during programs in and out of library	Q3	
c) Simplify process for teen library cards and explore related opportunities with Surrey Schools	Q2-3	Postponed due to COVID-19. New clearer library card application created for school outreach and tours.
d) Explore feasibility and benefit of activating online registrations	Q3	Launched March 26, 2020. From March 27 to June 2, 1,375 new library cards processed through the online form.
8. Support redesign and opening of Cloverdale, Ocean Park and Clayton		
Action	When	
a) Develop schedules, staff hiring and training plan	Q1-2	Cloverdale staff received Person in Charge (PIC) training and piloted New Service Model (NSM) training for one week before closure. Ocean Park PIC training completed.
b) Commence hiring for CT and backfill subsequent vacancies	Q1-4	Hiring for Clayton librarians & Circulation Supervisor positions done; rest of positions were paused due to COVID-19 closure.
c) Redesign OP	Q1-3	Temporary desk installed, self-checkout workstations moved to new locations, work continues for fireplace installation and wallpapering and painting
d) Prepare collections for CT	Q1-2	Selection ongoing, physical processing paused due to COVID-19
e) Plan grand opening Cloverdale (Spring) and Clayton (Fall)	Q2-3	Planning for Cloverdale began but event put on hold due to COVID-19; Clayton grand opening planning will resume in 2021
9. Develop a fund development plan		Progress Update January – May 31
Action	When	
a) Identify appropriate fundraising avenues (e.g. digital fundraising, planned giving, etc.) and develop timeline for implementation	Q2-3	Fundraising consultant engaged to help develop plan. Initial review of current practices done and draft plan complete. Shift made to pursue pandemic-related grants and corporate funding.
b) Incorporate systematic approach for donor touchpoints	Q2-3	Modified plan during COVID-19 being developed. Post COVID plan under review.
c) Update room naming guidelines and develop plan for CC 2021 room naming expirations	Q2-4	Guidelines are under review. Plan for City Centre 2021 room naming expirations is on hold due to COVID-19 closure.
10. Update facilities master plan		
Action	When	
a) Research and select consultant to engage work	Q1	Project scope developed and shared with potential consultants. Project paused and will resume in late Q2
b) Conduct research – data analysis and community engagement	Q2-3	On hold due to COVID-19 closure
c) Develop options for SH lease expiry	Q2-3	On hold due to COVID-19 closure
d) Research alternative service delivery options (e.g. van/kiosks/pop-ups/bike)	Q2-3	On hold due to COVID-19 closure
e) Write new plan, seek board endorsement, communicate to stakeholders	Q3-4	
11. Launch new service model (NSM) at Cloverdale, Ocean Park and Clayton		Progress Update January – May 31
Action	When	
a) Complete training Ocean Park and Cloverdale; train Clayton	Q1-2	Ocean Park and Cloverdale training completed Q1. Cloverdale operated 1 week in new model before COVID-19 closure. CT training scheduled for May has been paused due to COVID-19.
b) Iterate and finalize desk schedules	Q1-4	CV, OP & CT desk schedules completed, however review paused due to COVID-19 closure.
c) Plan for ongoing training of new hires and casual staff	Q3	Hiring plans paused due to COVID-19 closure/layoffs.
d) Develop plan for system implementation	Q3-4	Postponed to 2021 due to COVID-19
e) Evaluate NSM	Q3-4	Postponed to 2021 due to COVID-19
12. Streamline materials selection processes		
Action	When	
a) Evaluate survey results from selectors	Q1	Completed, results discussed with Working Group and next steps initiated. Began a series of meetings with all selectors at branches, will be completed once staff return to branches.
b) Assess opportunities to assign hours to selection through attrition	Q1-4	2 positions posted and interviews conducted, final hiring paused due to COVID-19.
c) Reassess division of selection areas to seek better alignment	Q1-2	Initial plan completed with staff input, implementation paused due to COVID-19. Selection has pivoted to increased digital resources during closure and CS librarians are developing increased skills in this area.

2020 Surrey Libraries Workplan – Key Strategic Initiatives (KSI) and Actions

13. Streamline staff scheduling process		
Action	When	
a) Work with City of Surrey on selection and testing of new labour scheduling software	Q1-2	Vendor was selected and Library was to participate s pilot, however, City IT has deferred this project to 2021
b) Train staff and implement new system	Q3-4	Deferred as above
14. Develop a marketing and communications strategy and action plan		
Action	When	
a) Develop scope	Q2	On hold due to COVID-19 closure. All communications and promotions currently focused on response to pandemic and available services during branch closures.
b) Research and engage consultant	Q3	
c) Write strategy and plan to be ready to implement in 2021	Q4	
15. Improve service delivery and service options		
Action	When	
a) Work with InterLINK to develop online customer service training module	Q1-2	Completed.
b) Develop plan to deliver online customer service training to all existing and new staff	Q3-4	Regular staff completed Mark Colgate Science of Service training webinars in April, Level 1: Ace the 3 R's, and Level 2: Moments of Power to Elevate the Customer Experience. Plans to train casual staff and embed training into new hire onboarding will resume after COVID-19 closure. Plans to integrate practices to our daily work are to be discussed.
c) Promote self serve options to increase use of self serve checkouts and library app	Q2-4	Moneris terminals added to Cloverdale and Clayton self-checkouts.
d) Research feasibility of automatic renewals	Q3	On hold due to COVID-19 closure.
e) Launch two new services to increase access to public printing (wireless printing and print from USB)	Q3-4	
16. Complete the staff engagement plan and commence implementation		Progress Update January – May 31
Action	When	
a) Complete engagement plan framework	Q2-3	In progress. Have researched engagement initiatives. Will prepare document outlining suggestions.
b) Develop and implement specific action items to address lower scored areas in staff survey <ul style="list-style-type: none"> i. Create a plan to encourage innovation ii. Determine which systems and processes deemed inefficient (seek staff and management input) and create an action plan to streamline inefficient processes iii. Create a plan to increase awareness of career development opportunities 	Q2-4	
17. Expand staff development program		
Action	When	
a) Evaluate reallocating budget funds to facilitate increased staff development opportunities	Q1	Evaluation completed, with results to be incorporated into updated guidelines
b) Update staff development guidelines	Q1	On hold due to COVID-19 closure
c) Identify key knowledge, skills and abilities of library positions	Q2	On hold due to COVID-19 closure
d) Develop a plan to keep staff skills current	Q4	

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian
Date: June 25, 2020
Subject: Board Objectives Update: January-May 2020



RECOMMENDATION

To be received for information.

BACKGROUND

The Board adopted its annual objectives at the February 27, 2020 Regular Board meeting.

The objectives include the Board’s governance obligations to the Library Act and are aligned to the Library’s strategic plan 2019-2023. The objectives are organized according to the balanced scorecard framework adopted in the strategic plan - community, funds, processes, and staff lenses. Objectives were assigned to the Board’s Standing Committees based on the current terms of reference; and Committee Chairs provide status updates at the June and October Board meetings. 2020 Committee Members are:

Executive (EXEC): Trustees Chang (Vice-Chair), Cumming, Mann, Sahota (Chair)
Finance, Programs and Services (FPS): Trustees Herrmann (Chair), Hearty, Kendler
Planning and External Relations (PER): Trustees Cumming (Chair), Hong, Saran

OBJECTIVE	WHO	WHEN	STATUS
Community			
1. Monitor progress of strategic plan	EXEC	Q1	Scheduled for June meeting
2. Revise advocacy plan and support actions	PER	Q2-4	Plan updated and adopted in May: Actions under way; Board Chair/Chief Librarian met with Mayor in February; Council presentation scheduled for April cancelled due to COVID-19
3. Provide input in facility master plan revision	PER	Q3-4	PENDING - October
Funds			
4. Provide input to the preparation of the 2021 budget and approve for transmission to City	FPS	Q2-3	Scheduled for June meeting
5. Support opportunities to diversify and grow library revenue	FPS	Q1-4	ONGOING – Trustees make personal donations, suggest prospective donors

Processes			
6. Update policies as necessary	ALL	Q1-4	ONGOING – no policy reviews to date for current year
7. Review committee TORs to ensure alignment with Board objectives and governance mandate	EXEC	Q1	PENDING
8. Revise annual board calendar	EXEC	Q3	Scheduled for October
Staff/Board			
9. Conduct development session for new and returning trustees	EXEC	Q1	BCLTA Governance/Advocacy session in February attended by 8 trustees
10. Onboard and mentor new trustees	EXEC	Q1-4	3 new and 1 returning trustees received orientation on Board Procedures in January. BCLTA newsletters and learning opportunities forwarded to trustees.
11. Develop Board leadership on regional and provincial level through involvement in InterLINK and BCLTA	PER	Q1-4	BCLTA conference cancelled due to COVID-19. Trustee Singh volunteered as InterLINK rep, and Trustee Hearty to be nominated for BCLTA Board for rescheduled AGM (date tbd)
12. Conduct Board self-evaluation mid-year and end-of year and implement appropriate recommendations	EXEC	Q2 & 4	Mid-year evaluation scheduled for June board meeting
13. Conduct Chief Librarian Performance review	EXEC	Q4	Scheduled for October

To: Surrey Public Library Board
From: Seline Kutan, Director, Marketing and Communications
Subject: Voice of the Customer Report
Date: June 25, 2020



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.

VoC software is compliant with the Freedom of Information and Protection of Privacy Act ([FIPPA](#)) and [Canadian Anti-Spam Legislation \(CASL\)](#).

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

January - May Report

The following VoC report covers feedback received from January to May 2020. The number of feedback forms submitted has decreased over the previous six months, likely due to the closure of the branches as most of the feedback forms are filled out on the cards available in branches.

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 other comments, a selection of which are included for review.

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

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"/>						

PLEASE FOLLOW UP To receive a response from us, check the box and print your contact information below. **Please contact me by:** Email Phone

FIRST NAME	LAST NAME	EMAIL
TELEPHONE	LIBRARY BRANCH VISITED	DATE (MM/DD/YYYY)

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. 25(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.

Would you like to expand on a previous question or have any other feedback for us?

OFFICE USE ONLY | Please print

LIBRARY BRANCH	DATE RECEIVED
1ST FOLLOW-UP DATE COMPLETED BY	NOTES ACTION TAKEN
2ND FOLLOW-UP DATE COMPLETED BY	NOTES

1010037

GET IN THE KNOW

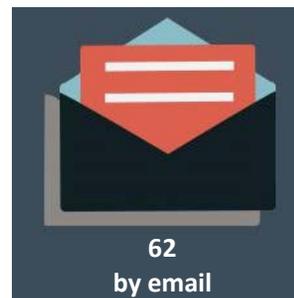
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SHARE A COMMENT

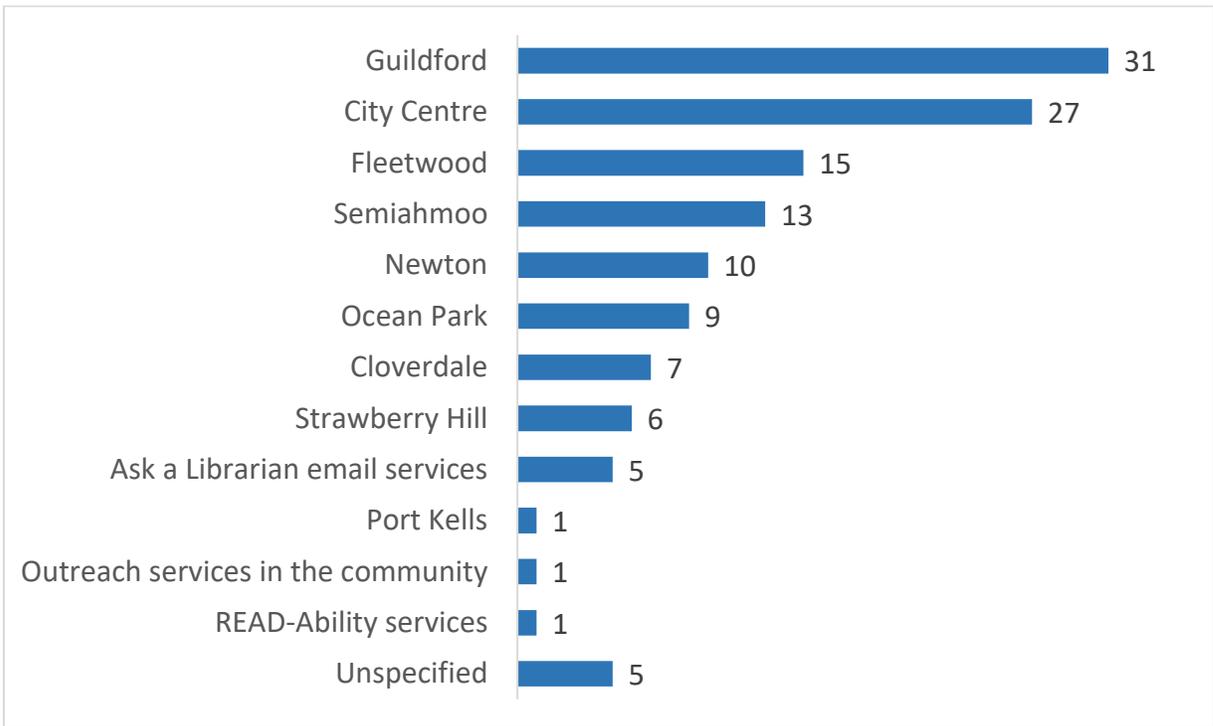
Submit your comments, suggestions, or enquiries online

www.surrey.ca/comments

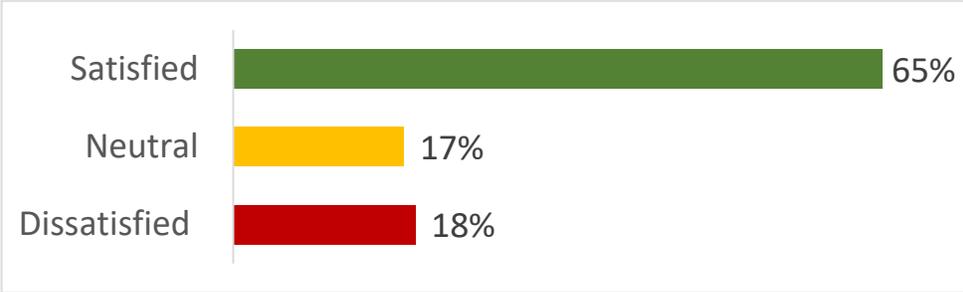
VoC Submissions | January 1 – May 31 | 2020



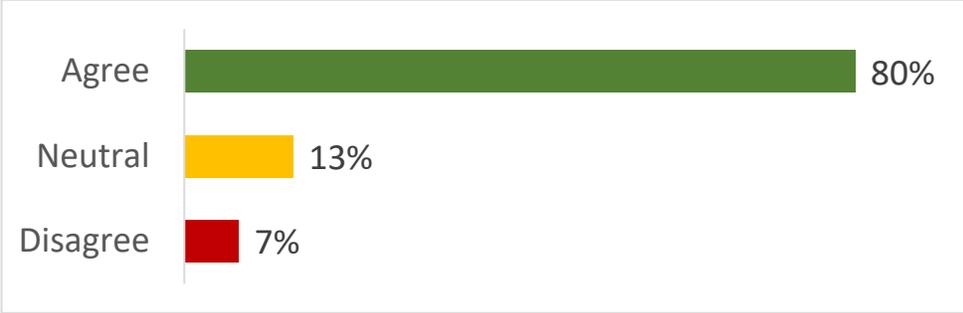
Submissions by Branch/Channel



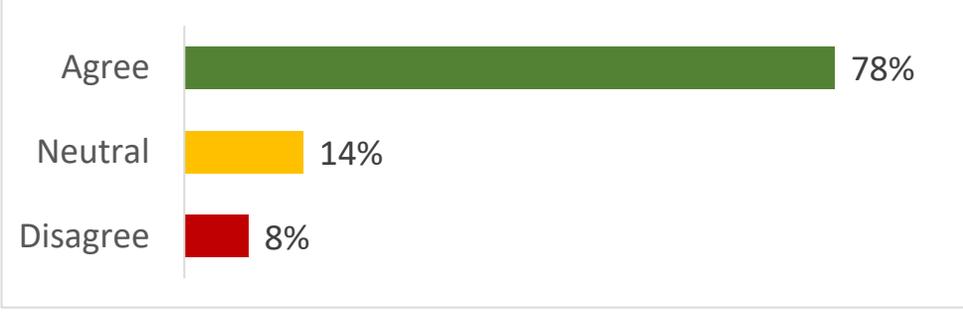
Overall, how satisfied were you with the service we provided today?



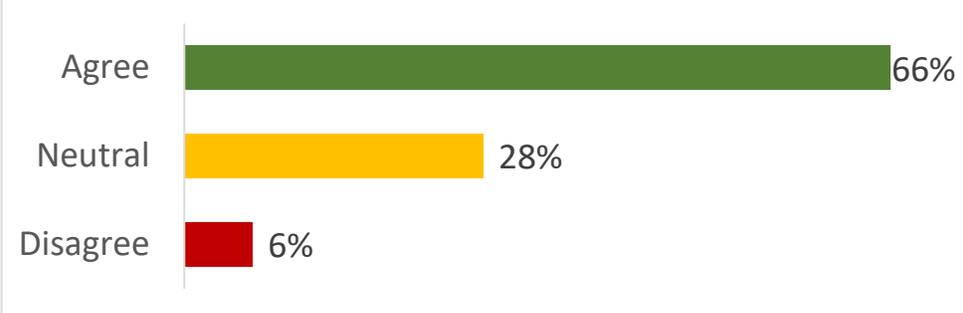
Staff were competent and knowledgeable



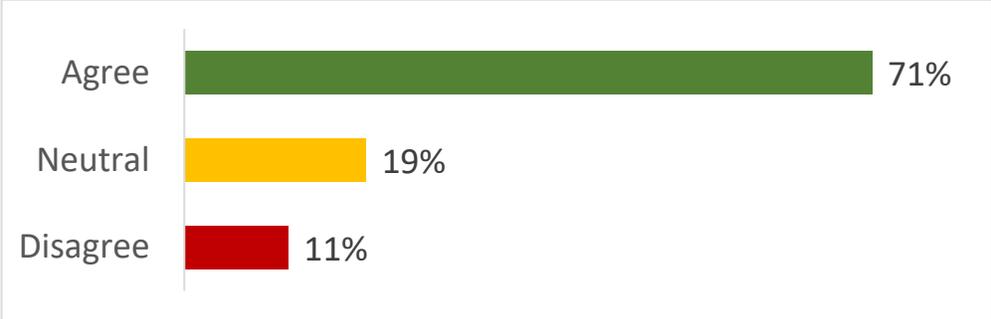
Staff were helpful and friendly



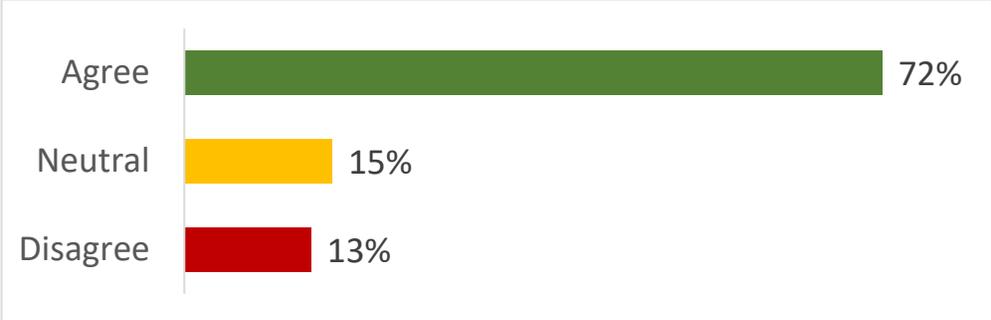
There was a good selection of materials to borrow



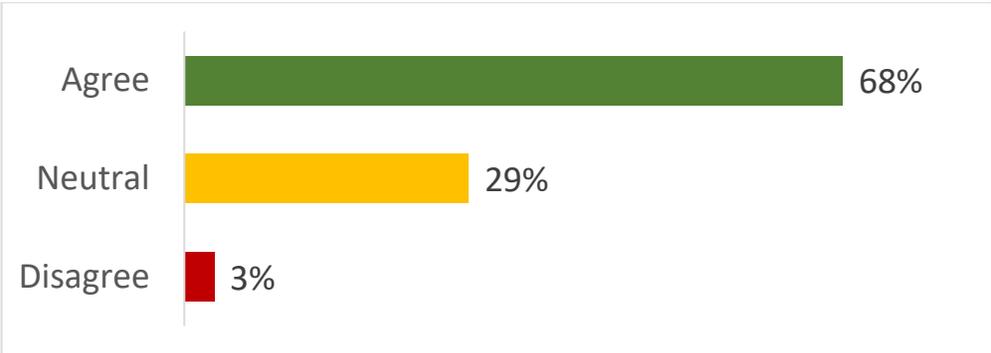
The Library met a good range of technology needs (Wi-Fi, computers, and online library services)



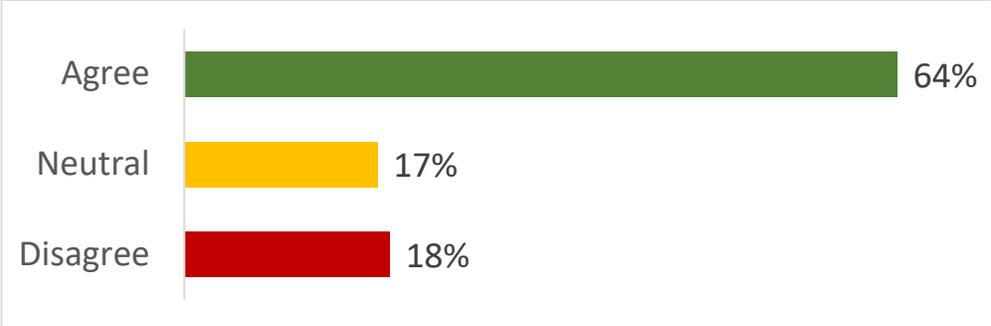
Using library services was convenient



Library programs were informative, useful and engaging



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



Sample of Comments

I recommended a book called "Finding Master Right" by Sparrow Beckett. It was not approved because the library is only approving newer titles, but the fifth book in the series is available. I thought it was strange that the library carries one of the final books in the series, but not the first. I'd like to suggest that when the library purchases a later book in a series, they also purchase the previous books so that it makes more sense. Thanks :) (*E-Ref*)

As a parent to toddlers, I'm very happy to see the signs in the kid's area that state "this area is for children & their caregivers." Thank you for doing this - makes me much more comfortable to let my kids play freely & read in this area. Also, [staff] does a good job at Friday Storytime! Thank you for all the services you guys offer! (*City Centre*)

I didn't like the service especially from one girl or lady with [staff description]. She was not helpful and when I was asking for help, she was disregard me. I am a person from different ethnic, so I did take it really bad the way she was careless to me. I am expect a good service when I come here especially different ethnic person to be respect. (*City Centre*)

I was very pleased to hear that the Family History Dept is able to move back to Cloverdale very soon. They've done a great job at Surrey City Centre during the renovation. I am very concerned that there is to be a cut in staff availability. I feel that staff is needed particularly on Sundays and at least one other evening. Otherwise the Family History Dept. is not accessible to most of those working or otherwise unable to visit in the daytime. (*Cloverdale*)

Is it possible to increase the number of ebooks I can put on hold at one time? Once I reach the limit, it's hard to keep track of all the other titles I want to hold. (*Cloverdale*)

I want to say that the online catalogue and the diversity of books that are available is incredible. The convenience of searching libraries all over the city and then having the books all brought to one location for pick up is amazing. What a great investment of taxpayers dollars and such a valuable resource to our community and the upcoming generations. Thank you for all the hard work that has gone in to creating such an efficient and valuable system!! (*Fleetwood*)

Notices/posters put up on the information boards outside the library entrance are not visible many times due to the work tables being occupied by people. Pls. change 1) location of these info. boards or 2) remove work tables in front of these notice boards as one often misses out crucial info. on display. Thanks (*Fleetwood*)

Please put in an outside drop box. (*Guildford*)

We love the Wonderbooks! They are amazing for young readers and our boys love them! Thank you! Please get more. (*Guildford*)

No parking for people who use walkers & wheel chairs. Too many children running around, even in adult section. (*Guildford*)

What is the plan, if any, to introduce online book ordering and "contactless" book pick-up as some other libraries have done? Seniors and many others cannot afford to continue to buy books from retail stores and they're essential for healthy isolating. This simply cannot be too hard. (*Guildford*)

Hello I've noticed that quite a lot of people using their Cell Phone and speaking extremally loudly. Please could you in some way advise people that's this is a Library thankyou for your time in this matter (*Newton*)

Was very simple to fill out a request form for a card. Thank you for making something so easy in this strange time. (*no selection*)

Why do you put the bar codes over the titles on the front of all the books? (*Ocean Park*)

No parking again. As a senior, very annoying. Starbucks customers take spots, should be signs for library patrons. (*Ocean Park*)

Absolutely disappointed to see that Joseph Boyden is still being featured in the "Indigenous Reads" section of the library. Boyden is NOT an indigenous author. Please replace this with an author who advances indigenous causes, and is actually indigenous. Immediately. I received a voice mail over a month ago that this would be addressed. (*Semiahmoo*)

What happened to the plan for a library in the Grandview area? Parking at Semiahmoo library is awful. Often lot is full. The outside book drop at is available only to those who walk. (*Semiahmoo*)

I would love to see the magazine "Another Earth Living," & other "Earth News" + "Fermentation" + any other magazines on sustainable living, natural health, essential oils + those kinds of topics for reading :) (*Strawberry Hill*)

To: Surrey Public Library Board
From: Seline Kutan, Director, Marketing and Communications
Date: June 25, 2020
Subject: Resuming Library Services Public Survey Responses



RECOMMENDATION

To be received for information.

BACKGROUND

In order to make informed decisions about the phased reopening of the library, Surrey Libraries launched a Resuming Library Services Survey from June 2 to 17 to gauge the community's comfort with accessing library services during the pandemic. This report outlines a high-level overview of the aggregate results of the survey.

DISCUSSION

The Resuming Library Services Survey was developed and launched online. Having a paper format of the survey was explored but ultimately rejected given the many challenges brought on by the pandemic (closed branches, distribution, disinfection). The survey was distributed to the CitySpeaks panel and promoted on the Surrey Libraries and City of Surrey websites, social media channels, City and Library newsletters, and through emails to Trustees and staff to share with their networks.

We received just over 3,200 responses which is nearly double the number of responses for previous surveys launched in the last couple of years. For a city of Surrey's size, the sample size of the survey is considered statistically valid although it should be noted that only those with access to technology and those fluent in English could respond.

Ninety-one per cent of respondents indicated that they are users of the library. There was good representation from all of Surrey's town centres, with a slight skewing toward South Surrey. Seven per cent of respondents were aged 0-30 years, 61% were aged 31-64 years, and 30% were aged 65 or greater. Female respondents represented the majority at 69% and 27% were male.

Forty-one per cent of respondents had visited the online library since the closure, 43% had not, and 16% were not aware of it.

The Library services and features people missed the most since closing (top answers):

- Borrowing print books 76%
- Picking up materials on hold 47%
- Browsing materials in the library 31%
- Borrowing items such as DVDs or CDs 25%
- Visiting the library as a safe, welcoming community space 17%

For "other" the most-cited feature people missed was genealogy and Family History services which accounted for 32% of the "other" comments.

The things people would be most comfortable doing now while branches are closed (with safety measures in place):

- Returning materials at a book drop 84%
- Picking up items put on hold 72%
- Borrowing books and other materials 66%

Least comfortable doing now:

- Attending teen programs/allowing teen to attend programs 9%
- Bringing children to attend programs 10%
- Attending adult programs 17%

The alternative services people are very likely or somewhat likely to use in advance of reopening library branches:

- Indoor pickup of holds 76%
- Takeout service 75%
- Getting in-person information and advice from library staff 41%

Not likely to use but think it's good for the library to offer:

- Borrow a laptop for use at home 59%
- Home delivery by friend or volunteer service 49%
- Access WiFi outside library 47%

The likelihood people will do the following in a library branch, if available:

- Pick up holds 70%
- Browse library materials 44%
- Seek information from staff 23%

Least likely:

- Attend teen programs in small groups 2%
- Attend children's programs in small groups 5%
- Attend adult programs in small groups 8%
- Use computers by appointment 8%
- Technology help appointments 8%

The following are the most important considerations for people to come to the branches when reopen:

- Enhanced cleaning of high touch surfaces 84%
- Hand sanitizer and cleaning supplies available to patrons 80%
- Physical distancing measures 70%
- Plexiglass barriers at service desks 56%
- Non-medical masks worn by staff when working closely with public 54%

The following were the top verbatim comments to the question, "Are there any other important considerations you have?"

- Requiring patrons to wear masks
- Screening patrons and turning patrons away if exhibiting signs of illness
- Questions about how materials will be disinfected

- Limiting the number of people in the library/by appointment only/or limited time in branch
- Having hand sanitizer or washing station at entrances

The following virtual support and programming was selected as very useful or somewhat useful during this time:

- Education supports for children (like homework help) 67%
- Educational videos and programming for children and teens 67%
- Job search support or learning career skills 64%
- Improve English Language skills 63%

People indicated that Monday to Saturday were the days they would be most likely to visit the library and for the time of day, afternoons ranked highest (52%), followed by mornings (35%), and evenings (13%).

CONCLUSION

The Resuming Library Services Survey received a high rate of response from the community. It provided a clear view of the level of comfort people have in re-accessing library services and what considerations they have in increasing their comfort during the pandemic. The information shared will be used to make informed decisions on reopening plans and ongoing online programming and services offered.

To: Surrey Public Library Board
From: Jenny Fry, Manager, Learning, Programs & Partnerships
Date: June 25, 2020
Subject: Library Programs Update



RECOMMENDATION

To be received for information

BACKGROUND

Surrey Libraries offers a wide range of programs to the community. Programs are designed to advance the strategic objectives developed by the Board in Surrey Libraries' 2019-2023 Strategic Plan, and support key strategic initiatives (KSIs) set each year. A program is an activity that is coordinated, planned, presented or supported by a staff member. Community partners may be involved in the planning, content and/or delivery of programs. Programs may occur inside and/or outside the Library.

DISCUSSION

The Library's Policy 3.3. on Programs states programs are designed to fulfill one or more of the following functions:

- a) Advance the library's mission, vision, and values
- b) Promote the library's collections
- c) Engage the community with literacy, learning and creative opportunities
- d) Develop partnerships with community organizations where appropriate
- e) Promote equal access to learning opportunities and experiences
- f) Raise community awareness of, support for, and use of the library
- g) Encourage the benefits of reading, literacy and life-long learning

Programs usually focus on one or more of the following areas: cultural heritage/diversity, community and individual well-being, and all forms of literacy, including digital literacy.

Core programs are offered in every branch. They meet an existing/identified community need and there is continued demand from the community. Core programs meet strategic objectives, have been evaluated and shown to be valuable, and have demonstrated strong outcomes/impacts for Surrey residents. System-wide delivery is possible and scalable, they are delivered in regular intervals and they are connected to our collections.

Programs for Children and Teens

In the Youth Services department, we are focused on increasing engagement with middle years children with STEM programs (KSI 1), and digital literacy (KSI 2), promoting literacy, skill-building, social connections, and increasing library members (KSI 7). The following list highlights some of the programs that are delivered in partnership.

Early Years

- Baby Welcoming events, with community partners
- Adaptive Storytime series, for children ages 3 to 6 living with ADHD, Down Syndrome, Autism, and all Sensory Processing Sensitivities, their caregivers and siblings, content developed with community partner and delivered by staff
- Storytimes for babies, toddlers, and families, includes French storytimes delivered by staff, Spanish storytimes delivered with community partners, and planned Punjabi storytimes to be delivered with community partners

Middle Years

- Dot and Dash (STEM) – introduction to coding through playing with robots for ages 9-12, delivered by staff
- Friends of Simon – tutoring for Grades 4-7, partnership with SFU
- Gearing Up (STEM) – partnership with UBC
- Province-wide Summer Reading Club
- Reading Link Challenge with Surrey Schools and other library systems
- Envision Financial Reading Buddies – new sponsor for 2020 (for middle years and teens)

Teens

- Pride Alliance at Guildford – delivered by staff
- Teen Summer Adventure – delivered by staff
- Young Adult Writing Contest – delivered by staff
- Teen Library Council – with programs planned by participating teens

Programs for Adults

For adults, we are focused on digital literacy (KSI 2), increasing library members (KIS 7), efforts around Reconciliation (KSI 6), and developing a strategy and action plan for connecting with our communities (KSI 3). The following programs have been selected to highlight the innovative programs delivered by our staff and by our community partners to serve Surrey residents.

Library-led

- Safe Neighbourhood series
- English Conversation Circles
- Technology help drop-ins and one-on-ones
- Totally New to Computers series in English and Punjabi (basic mousing, keyboarding, internet, email, with online safety and cybersecurity elements)
- Audio/Visual (A/V) Club at Guildford
- Adapted Stories (for Individuals with developmental disabilities)

- Punjabi Book Club
- English Language Learning (ELL) book clubs and many other book clubs offered at every branch

Partner-led

- Indigenous Plant Walks
- Repair It - partnership with City of Surrey's Engineering department
- Let's Talk Reconciliation film series – partnership with Surrey Urban Indigenous Leadership Council (SUILC) (planning for second series underway)
- Library Champions program – InterLINK program in partnership with NewToBC
- Intercultural workshops for Somali and Arabic speakers - in partnership with Options (other language groups will be added)
- Parenting workshop for Somali speakers - in partnership with Options (we received a grant for this program; to be held in fall if possible)

The Library partners with non-profit organizations and members of the community to present co-sponsored programs. Co-sponsored programs are offered free of charge and ideally open to all members of the public. For example, some of our partners include the Credit Counselling Society, Amici Curiae (for helping people fill out legal forms), People's Law School, SFU, UBC, and Fraser Health.

We have ongoing partnerships with over 75 community organizations, including Options, DIVERSECity, Umoja, SFU, SOURCES, PICS, SUCCESS, SFU, UBC, ISS of BC and MOSAIC, and FRAFCA.

The Library also does outreach to many groups throughout the City, visiting places like the Lookout Society, Surrey Urban Mission, the Food Bank and Phoenix Society.

Online programs

Due to the COVID-19 pandemic and subsequent branch closures on March 16, 2020, the Library has embarked on an online programming journey for the first time. We are offering online programs to address social isolation, promote connections in the community, while continuing to advance strategic objectives.

Children & Teen

- Sensory Activity – pre-recorded videos by staff for young kids posted on YouTube
- Storytimes From Home – pre-recorded videos by staff for kids posted on YouTube familiar faces of our storytellers bringing comfort and early literacy support
- Homework Tip Online – pre-recorded videos by staff for kids, will be paused for the summer posted on Niche Academy
- Get Crafty – pre-recorded videos by staff for kids posted on YouTube
- STEM Activity Online – pre-recorded videos by staff for kids/preteens posted on YouTube
- Book Clubs – weekly staff facilitated book chats for kids, preteens and teens on Microsoft Teams
- Great Books – pre-recorded videos by staff for kids, preteens and teens posted on YouTube
- Young Adult Writing Contest (YAWC) – launched in early June, already have submissions

Adult Library-led

- Adapted Stories for Adults and Teens – formerly known as Storytimes for People with Developmental Disabilities – pre-recorded videos by staff posted on YouTube and shared with partners
- Book Chat – weekly staff facilitated general book chat on Microsoft Teams
- Library Help – an extension of email reference service where the public can book a time with library staff for help over the phone, email or Microsoft Teams
- Staff Picks – one short pre-recorded video by library staff promoted on Twitter per week
- Surrey eReads – two selected eBooks per month: one is deep and serious; one is light and breezy, weekly staff facilitated book chat on Microsoft Teams
- Writing Prompts Challenge – weekly staff facilitated session on Microsoft Teams

Adult Partner-led

- Literature Club for Seniors – weekly partnership with Seniors Come Share Society over the phone, read a story, talked about the author, read a poem
- Seniors Week – partnered with the Credit Counselling Society, library staff promote library services, programs and resources
- Webinars with partners (e.g. Options, SUCCESS) for partner’s clients, library staff promote library services, programs and resources

We have also partnered with Google for two years, 2019 and 2020, along with the Toronto, Hamilton and Edmonton public libraries to deliver a program that is helping up to 500 adults complete the Google IT Professional Support Certificate on Coursera. Google has provided funding for staff and free scholarships to increase the number of folks in the IT Support workforce. When the libraries closed, this program moved online.

Adult Newcomers

- CELPIP info session – partnered webinar program with Paragon Testing Ent. on preparing for the Canadian English Language Proficiency Index Program test. CELPIP is officially designated for permanent residence applications by Immigration, Refugees and Citizenship Canada (IRCC), and is also accepted for professional designations.
- English Conversation Circle – the most popular adult program, staff facilitated sessions on Microsoft Teams
- Library Champions – partnership program with NewToBC who host sessions on Zoom with library staff presenting

Program Statistics for January 1 – May 31, 2020

Youth Programs		
	<i># of sessions</i>	<i># of participants</i>
January	282	6867
February	335	7945
March	149	4850

Adult Programs		
	<i># of sessions</i>	<i># of participants</i>
January	125	1276
February	130	1553
March	61	667

Online Youth Programs started April 27/20		
	<i># of sessions</i>	<i># of participants</i>
April	4*	0
May	55**	158

* All sessions were City of Surrey produced videos posted on YouTube.

** Sessions = pre-recorded videos posted on YouTube and registered sessions on Microsoft Teams. Participants = registered children/teens who showed up to the MS Teams session
As of June 5, 2020, there were close to 3,000 views of the pre-recorded library videos on YouTube.

Online Adult Programs started April 27/20		
	<i># of sessions</i>	<i># of participants</i>
April	4	16
May	21	222

Future Initiatives

Online programs will be scaled back when the takeout service is launched to prioritize resources on introducing the new service. Once the service is established programming priorities will be the provincial Summer Reading Club, Young Adult Writing Contest, and some outreach to vulnerable groups with our community partners.

The Library has received a grant to serve homeless populations in Surrey at shelters, modular housing and the Food Bank, starting in early July. Staff are also working with the City of Surrey IT department to develop Chromebook lending projects.

CONCLUSION

Online programs will continue for the duration of the pandemic and will likely become a permanent part of Library programming. When branches reopen, small in-person programs may be considered for adults, teens and middle years children. Program for adults would focus on economic recovery and finding employment, as well as addressing social isolation for seniors and the needs of newcomers and other vulnerable Surrey residents.

To: Surrey Public Library Board
From: Ravi Basi, Manager Multicultural Services
Surinder Bhogal, Chief Librarian
Date: June 25, 2020
Subject: Surrey Libraries Response to Racism



RECOMMENDATION

To be received for information.

BACKGROUND

In response to the recent anti-racism dialogue, the Board Chair requested the Chief Librarian to provide an update on Surrey Libraries' actions related to inclusion and diversity. The report below outlines a summary of recent and planned actions.

Surrey Libraries' strategic plan 2019-2023 outlines our vision for building an even stronger Library over the next five years. The plan enables us to continue serving our growing community with focus and intent. Surrey is one of the fastest growing cities in Canada, with a diverse and young population. 22% of Metro Vancouver's Indigenous population live in Surrey, 43% of Surrey residents are immigrants and 34% speak English as an additional language. 170 different languages are spoken in Surrey. The diversity of our population influences Library priorities and services.

DISCUSSION

The Library's mission is to 'connect people, spark curiosity and inspire learning.' Our core values of community focus, equitable access, service excellence, intellectual freedom, creativity, and collaboration can help in creating a diverse and inclusive society free of racism. Key 2020 strategic initiatives to support this work include:

- Develop a strategy and action plan for Community Connected Libraries
- Complete Outreach services Strategy and action plan
- Implement actions from Newcomer Integration Services Plan
- Focus efforts on reconciliation with Indigenous communities
- Expand staff development program

Practices

The Library has a diverse workforce generally representative of the population we serve, although ethnicity/racial background of employees is not formally tracked. Our leadership teams are diverse - 9/13 trustees, 2/4 senior management team, and 5/20 middle management can be identified as people of colour. Although entry level and clerical positions are reflective of the Surrey population, it has been difficult recruiting librarians from diverse backgrounds. This has been an ongoing challenge in the profession and staff have participated in various initiatives over the years to tackle this issue; e.g. offering work shadowing opportunities to immigrant librarians, presenting on the topic at Library Conferences, and offering professional development/training opportunities for career advancement from within the organization.

Staff training on inclusive practices has been a priority. Training in 2019 included autism awareness, cultural Indigenous awareness (Kairos Blanket exercise), as well as serving homeless populations with empathy. An intercultural communication workshop was created a few years ago and was mandatory for all staff, although the

workshop has not been run recently. All staff complete mandatory respectful workplace which covers BC Human Rights legislation.

Library staff actively participate on many community tables to promote diversity and inclusion. These include Surrey Local Immigration Partnership, Surrey-Delta Immigrant Integration Council, Organizing Against Racism and Hate, Fraser Region Aboriginal Friendship Centre, LGBTQ Newcomers Service Network, Centre for Equitable Access, Children's Partnership, and Surrey White Rock Literacy Taskforce Working Group. The Library is also represented on many City of Surrey planning tables, including Accessibility Ambassadors, Age Friendly Strategy for Seniors, and the Community Action Team for Opioid Crisis Response.

We also have special staff working groups to review programs and practices. As a result of our new strategic plan, 5 working groups were formed in 2019: Asian Heritage, Black Heritage, Youth Services Inclusive Practices, and Inclusive Displays. Our Indigenous Services working group has been active since 2010 and has liaised with the Surrey Urban Indigenous Leadership Council (SUILC) on the 'All our Relations' strategy. Most recently the team created an Indigenous Protocols Guideline with guidance from SUILC. Staff also participated in Skookum Lab, a project initiated by SUILC focusing on Indigenous child and youth poverty in Surrey. In February staff participated in a Skookum Lab workshop on racism against indigenous communities.

Our Libraries were designated 'Safe Place,' an RCMP program promoting our spaces as refuge for the LGBTQ2+ community. An 'access card' and 'fresh start' are available to reduce barriers to library services for vulnerable populations. Staff also participated in an anti-racism youth forum organized by the Surrey Schools.

Programs and Outreach

The Library has offered many programs to support diversity and inclusion. Programs create and promote cultural awareness and understanding of Surrey's diverse community. Recent programs include:

- Surrey Neighbourhood Safety Series – sessions held in 2018 and 2019 to respond to the increase in racist incidents witnessed in our community and in library branches.
- Cultural awareness programs such as Diwali, Christmas around the World, Filipino Festival.
- Cultural heritage programs such as the Somali storytime offered in partnership with a translator.
- Punjabi book club and supporting program with Punjabi book club kits.
- Indigenous programs such as Taan's Moons, Indigenous authors/storytellers; film series; plant walks. These programs always involve consultation and collaboration with the Surrey Urban Indigenous Leadership Council.
- English language learning conversation circles, book clubs, and basic computers in Punjabi to promote inclusion through skills-building and creating connections.
- Hosting premiere screening of award-winning social justice documentary, *My Name is January*, about issues facing transgender women of colour.
- Library Champions and Settlement Workers in Libraries.

Library staff also offer outreach or service beyond our walls. Our Newcomer Family Services Librarian presents programs to immigrant and refugee families at Surrey School District's Welcome Centre and settlement service agencies. Staff also offer programs at many other agencies including Fraser Regional Aboriginal Friendship Centre, SUCCESS, Options Community Services Society, Progressive Intercultural Society, DIVERSECity and Immigrant Services Society of BC. Other outreach includes visits to food bank, transition homes, temporary modular homes, homeless shelters, and women's shelters including Nisha transition home for Muslim women and children.

Collections

The Library's collection is curated with the needs of Surrey's diverse population in mind. Recent and ongoing actions include:

- Updated subject headings for cataloguing Indigenous materials to be more accurate and use respectful language
- Provided materials in 17 world languages to promote cultural heritage
- Improved access to English language learning collections with new arrangement and labelling
- Ordered multiple copies of titles to prepare for English language tests; Mango and Rosetta Stone databases to learn English and other languages
- Showcased magazines and newspapers in other languages through print resources and online databases such as Press Reader.
- Created and promoted diversity and inclusion-themed booklists such as Indigenous, Asian, Passover, Ramadan, Islam, Diwali, Black Heritage, Cinco de Mayo, and Hispanic Culture
- Offered COVID-19 resources in many languages on website

Recent and Upcoming Actions to Support Diversity, Inclusion, and Anti-racism

- Curated anti-racism booklists for adults, kids, teens and corresponding eBook titles; and recorded anti-racism themed story-time.
- Purchased more eBook titles such as OverDrive's Black Lives Matter award-winning titles released in June: *The New Jim Crow: Mass Incarceration in the Age of Colorblindness* by Michelle Alexander and *Me and White Supremacy: Combat Racism, Change the World, and Become a Good Ancestor* by Layla F Saad.
- Recorded Indigenous People's Day video book review of [The Case of Windy Lake](#) by Michael Hutchinson a member of the Mispawistik Cree Nation. Also filmed a storytime of picturebook and felt story [Just a Walk](#) by Jordan Wheeler of the Cree Nation and illustrations by Haida Christopher John Michael Auchter.
- Acquired database focussed on Canadian Indigenous content: SUMMA and SUMMA for KIDS
- Updating staff security procedures on responding to racist comments
- Partnering with Immigrant Services Society of BC to deliver webinars by legal advocates on racism, discrimination, and harassment in the workplace, and foreign credentials.
- Planning underway for another Surrey Neighbourhood Safety Series anti-racism program. Program was scheduled for May 2020 and cancelled due to the pandemic. An online delivery method is being explored.
- Several staff participating in an upcoming webinar on "Dismantling Institutional Racism in Libraries."
- Publicly recognized racism in a statement on the Library's website, offering ideas for meaningful individual action and the Library's current and future actions.
- Several actions identified in Newcomer Integration Plan and Outreach service Strategy, including seeking opportunities to participate in school job fairs to promote library careers to students from diverse cultures and to those with other language skills.
- Reaffirmed the Library's commitment to the Canadian Urban Libraries Statement on Race and Social Equity. Statement included below:

"As leaders of North America's public libraries, we are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our libraries can help achieve true and sustained equity through an intentional,

systemic and transformative library-community partnership. Our library systems are working to achieve equity in the communities we serve by:

- *Eliminating racial and social equity barriers in library programs, services, policies and practices*
- *Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role.*
- *Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice*
- *Serving as a convener and facilitator of conversations and partnerships to address community challenges*
- *Being forthright on tough issues that are important to our communities*

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.”

CONCLUSION

Surrey Libraries’ work on diversity and inclusion has been guided by strategic plan priorities. Our leadership teams and staff in general are reflective of the community. Our programs and services are developed in alignment with the Library’s core values. Current global and local events highlight that the Library can play an even greater role in combating racism and addressing social inequities. Due to the pandemic, there are limited resources to explore meaningful and constructive actions in 2020. Staff propose prioritizing this as a key strategic initiative in 2021, starting with engaging an EDI (Equity, Diversity, Inclusion) expert to audit the Library’s policies and practices, and helping to develop a plan to advance actions.

SURREY LIBRARIES BOARD ADVOCACY PLAN

Adopted May 28, 2020



Ensuring that influential stakeholders understand and support library initiatives, priorities, and issues is a key role for the Surrey Libraries (SL) Board of trustees. Many elected officials and community leaders have outdated notions of the role of the public library based on personal experiences decades out of date and based on old library models. They often view libraries as amenities, not as essential services, which could reduce the priority for library funding relative to other services.

Trustees can help communicate that the impact of public libraries is long-term and requires an investment similar to that of the public education system. In the 'information rich' environment of the 21st century, the library is a centre of literacy, learning, creativity, and innovation. It inspires and empowers people of all ages and ensures that everyone has access to the tools and training they need to participate in the knowledge economy.

Consistent advocacy will ensure adequate operational and capital funding. It will ensure that new facilities are built, as outlined in the Facilities Master Plan and that our strategic priorities for the coming years will be accomplished.

There are many opportunities for trustees to build relationships and influence key stakeholders on an ongoing basis. While elected officials remain a primary audience, there are other important influencers that trustees can connect with from their diverse personal and professional networks that will help increase awareness, understanding, and support for SL.

The plan will be executed collaboratively between the Board and SL Staff. It will be reviewed by the Board Planning & External Relations Committee annually to review results and update activities. Given the social distancing measures that may be in place to prevent the spread of COVID-19, some of the action items identified may be deferred or changed to virtual connections.

TARGET AUDIENCE

1. Elected Officials:
 - Mayor and City Councillors
 - MLAs
 - MPs (secondary audience as they do not provide funding but are influential)
 - Surrey School District Trustees
2. Influential Surrey leaders including communities of interest and professional associations.
3. SL donors and supporters – both individuals and groups.

OBJECTIVES

1. **Build awareness for SL successes, values, and issues with elected officials.**
2. **Build awareness of SL value in and contribution to the community with influential Surrey stakeholders and communities of interest.**
3. **Ensure Trustees are equipped with information and talking points to best represent SL.**
4. **Encourage donors to support SL financially and feel positive about their past giving.**

ACTION PLAN

The following action plan outlines the activities that will be undertaken to help fulfil the objectives outlined above. Planning and administration for most of these activities will be undertaken by SL staff with trustees invited to attend. The expectation is that all trustees should be able to attend at least two events annually, while some trustees will have the capacity to attend more. Additionally, there are several initiatives that all trustees should be able to support.

OBJECTIVE 1 Build awareness for SL successes, values, and issues with elected officials.

- Action 1.1:** Chief Librarian and Board Chair meet annually with the Mayor.
Strategize in advance on priority messages for the meeting.
- Action 1.2:** Annual presentation to the Mayor and Councillors at council meeting delivered by Chief Librarian and Board Chair. All trustees invited to attend to represent the Library.
Update on progress against strategic plan and highlight accomplishments.
- Action 1.3:** Arrange for stakeholder meetings (in person or via videoconference) with Councillors and Surrey-based MLAs, and other stakeholders. Trustees to be accompanied by Chief Librarian or designate.
Provide an overview of current programs, services, and initiatives at the library, including successes and challenges, and Q&A.
- Action 1.4:** Invite Councillors, MLAs, and MPs to SL special events and pair them with a library trustee.
Special events may be deferred due to the pandemic.
- Action 1.5:** Participate in province-wide initiatives spearheaded by the British Columbia Library Trustee Association (BCLTA), including annual Union of BC Municipalities (UBCM) convention.
- Action 1.6:** Send thank you notes, reports, and advocacy letters when appropriate.
- Action 1.7:** Deliver annual presentation to Select Standing Committee on Finance as part of Provincial Government Budget Process

Objective 2 Build awareness of SL's value in and contribution to the community with influential Surrey stakeholders and communities of interest.

- Action 2.1:** Identify associations, affiliations and communities of interest (e.g. Rotary, business or cultural associations) where trustees can present additional SL information sessions in the community.
- Action 2.2:** Identify and meet with key community leaders and potential influencers who share similar interests and values to share information about the library. Identify any existing relationships Trustees have with these key community leaders to connect those Trustees to people with whom they already have some influence.
SL management staff can accompany trustees to these meetings and staff can provide standard templates for trustees to reach out to connections.

Action 2.3: Trustees attend and personally host guests at SL events like Young Adult Writing Contest Gala and Surrey Libraries EXPO.
Special events may be deferred due to the pandemic.

OBJECTIVE 3 Ensure Trustees are equipped with information and talking points to best represent SL.

Action 3.1: Ongoing presentations at board meetings to increase understanding of SL focus, programs, and services.

Action 3.2: Provide SL overview messages with annual update on key performance metrics, as well as key messages for any special initiatives.

Action 3.3: Invest in skill development for the Board and Senior Management Team
Ensure new trustees attend BCLTA Trustee Orientation Program; coordinate advocacy training with the goal to repeat every 2 years.

Action 3.4: Source stories of how the Library has positively impacted people's lives.
"Share Your Story" highlights shared with Trustees.

OBJECTIVE 4 Encourage donors to support SL financially and feel positive about their past giving.

Action 4.1: Personally support SL fundraising efforts with annual or monthly donations.

Action 4.2: Help make thank you calls to donors and attend donor stewardship events.

Action 4.3: Introduce fund development staff to qualified fundraising prospects (others who may be interested in donating to SL) and participate in prospecting meetings to help raise awareness of SL's fundraising efforts.

SUCCESS MEASURES

- Elected official participation in SL info sessions
- Trustee participation in SL programs and community events
- Increased Board confidence/knowledge of SL key performance indicators and comfort in talking with the public about SL and direction (Measured through questions in the board self-evaluation.)

COMMON QUESTIONS and KEY MESSAGES

1. WHY DO WE NEED LIBRARIES?

Because tens of thousands of people need and use the libraries in Surrey every year to get free access to information, knowledge, learning resources, and cultural experiences.

Surrey Libraries is one of the most-used community services in the City.

- Surrey Libraries is a hub of vibrant activity with over 2.5 million visits a year; each day over 7,300 people visit our 9 branches.
- Over 2 million online visits annually and 4 million items borrowed annually.
- Last year, 175,054 children and youth participated in literacy and skills building library programs like storytimes, Summer Reading Club, and coding programs.
- Last year, over 30,000 adults benefitted from library programs to enrich and support their learning. Programs like: English Language Learner (ELL) book clubs, English conversation circles, career assistance workshops, digital literacy training, and programs helping newcomers adapt to the community.

The Library is a smart investment for a stronger community and is important in the current economy.

- Library service in Surrey only costs \$3.21 a month per citizen¹.
- Children who have a library card and visit the public library have higher reading achievement than those who do not².
- The library provides equitable access to resources, helping improve their lives and promoting economic vitality.
- Libraries contribute to both economic vitality and societal wellbeing³.

The Library builds community.

- The library acts as a gathering place for people of many ages, ethnicity and socio-economic backgrounds and helps to reduce social isolation.
- The library is one of the last remaining indoor public spaces where people can stay without a reason and without having to spend any money.
- SL works with more than 70 community organizations and agencies each year on community building programs such as: poverty reduction, employment, settlement of newcomers, and lifelong literacy.
- SL celebrates a wide variety of cultural events such as Diwali, Lunar New Year, and Indigenous People's Day, which give an opportunity for residents to engage with fellow citizens and learn more about our city's diverse population.
- SL has one of the most successful Library Champions programs in the province with over 200 volunteers leading information sessions which introduce new Canadians to the library and community resources.

The Library is a leader in literacy and life-long learning.

- SL offers a wealth of print and online resources such as language learning platforms like Rosetta Stone or online training via Lynda.com.

¹ SL 2020 budget: \$22,362,000 divided by Surrey's population based on COS Planning Department Sept 2019 estimate: 579,800 = \$38.57 per citizen/year / 12 = \$3.21

² <https://dl.acm.org/doi/pdf/10.1145/2132176.2132279?download=true>

³ <https://stephenslighthouse.com/2020/05/15/a-new-study-finds-that-galleries-libraries-archives-and-museums-glams-contribute-8-6-billion-a-year-to-the-canadian-economy-and-societal-well-being/>

- SL offers many programs to assist with literacy development – for children and adults – especially those new to Canada and developing their English language skills.

2. WHY DO WE NEED A BUILDING TO PROVIDE LIBRARY SERVICES? (Isn't everything in a library available on the internet now?)

There is a huge amount of information available on the internet. But the facts show that **people still need the Library to be the community hub for knowledge and connection.** Not everything *is* available on the internet or can be found reliably and quickly. As author, Neil Gaiman, says, "Google can bring you back 100,000 answers, a librarian can bring you the right one."

Libraries provide in-person support and programming

- More than 200,000 children, adults, and youth come to the library each year for programming.
- Each year, our staff receive close to half a million information inquiries.

Libraries bridge the "digital divide."

- In Canada, 11.2% of people access the internet at a public library and among low-income young people between the ages of 15 – 24, that number rises to 28.7%.
- Libraries provide services such as digital literacy training, access to the internet, and research assistance.

Libraries are community hubs

- In addition to supporting early literacy, programs like baby storytimes bring new mothers together for support and to build new communities.
- Programs like English Conversation Circles or English Language Learner (ELL) book clubs bring new Canadians together and exposed to the rich cultural make up of Surrey.
- Our libraries are filled with students, seniors, and families.

Surrey is a growing community with more demands on library services

- Demographic data taken from the 2016 Federal Census shows Surrey as one of the fastest growing communities in Canada, twice as fast as B.C.'s average. Surrey welcomes an average of 800 new residents each month, and the local library is often the first place where newcomers go to learn about their community.
- With over 112,000 children, Surrey has the largest school-aged population in BC.
- Research has shown that having a convenient local branch is important in improving the outcomes for that community.

3. WHY SHOULD I GIVE THE LIBRARY MONEY? (Doesn't the government pay for libraries?)

It's true that about 96% of our revenue comes from government sources (90% from the municipal government, 6% from the provincial government) and we're very grateful for this support. However, Surrey is a rapidly growing community and our citizens continually ask us for more programs, longer service hours, and added services – all which come at a cost.

We rely on the generosity of individuals and corporations to enhance our library services to provide critically-needed programs to support early childhood literacy, adult literacy – especially for newcomers to Canada, and special outreach programs for seniors and residents with learning disabilities or mobility issues.