

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



A G E N D A

PAGE

1. CALL TO ORDER

2. MOTION TO ADOPT THE AGENDA

3. MOTION TO ADOPT THE CONSENT AGENDA

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.

Documents & Reports:

- | | |
|---|-------------|
| a) Minutes of April 9, 2020 Regular Meeting of the Surrey Public Library Board. | 1-3 |
| b) Financial Statement for the period ending April 30, 2020. | 4 |
| c) InterLINK Board Meeting Summary, March 31, 2020. | 5-6 |
| d) 2019 InterLINK Audited Financial Statements. | 7-19 |

Correspondence:

- | | |
|--|--------------|
| a) 2019 annual report to Mayor and Council. | 20 |
| b) 2019 annual report to Federal MPs. | 21-22 |
| c) Provincial grants appreciation and 2019 annual report to Ministry of Education and Provincial MLAs. | 23-34 |

4. UNFINISHED BUSINESS

- | | |
|--|--------------|
| a) Ratification of May 8, 2020 email vote on Surrey Public Library 2019 Statement of Financial Information Report.
<i>MOTION: The Surrey Libraries Board of Trustees approve the 2019 Statement of Financial Information (SOFI) report.</i> | 25-57 |
| b) Advocacy Plan – Motion to Approve. | 58-64 |

5. NEW BUSINESS

None

6. INFORMATION ITEMS

- | | |
|--|---------------|
| a) Ministry of Education: Guidance Framework for Public Library Systems. | 65-72 |
| b) B.C.'s Strategic Plan for Public Library Service. | 73-86 |
| c) Surrey Libraries 2019 Report to Our Community. | 87-106 |

- d) Value Study of Galleries, Libraries, Archives and Museums (GLAMs) in Canada: **107-112**
Executive Summary and Excerpt on Libraries.
Full report can be viewed on Canadian Museums Association website
<https://museums.ca/site/reportsandpublications/studyglamscanada2020>

Upcoming Events:

Cancelled due to COVID-19

7. NEXT LIBRARY BOARD MEETING

June 25, 2020 at 7:00 p.m. via Tele/Video Conference

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.

9. MOTION TO ADJOURN

Time allotted 60 minutes

**Surrey Public Library Board Regular Meeting
April 9, 2020 at 7:00 p.m.
Microsoft Teams Teleconference**



Present: Trustees Chang, Cumming, Dhesa, Hearty, Herrmann, Hong, Kendler, Mann, Sahota, Saran, Zhen, Councillor Hundial
Regrets: Trustee Singh
Staff: Surinder Bhogal, Chief Librarian
Michael Ho, Director, Administrative Services
Seline Kutun, Director, Marketing and Communications
Melanie Reynolds, Administrative Coordinator
Observing: Colin Epp, CUPE 402-02
Guests: Kristine Simpson, BDO Auditor

M I N U T E S

1. CALL TO ORDER

The April 9, 2020 Regular Meeting of the Surrey Public Library Board was called to order at 7:03 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), q̓ic̓əy̓ (Katzie), kʷikʷəłəm (Kwikwetlem), q̓ʷa:ńłəń (Kwantlen), qiqéyt (Qayqayt), xʷməθkʷəy̓əm (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 agenda for its regular meeting scheduled for April 9, 2020.”

Trustee Chang moved and Councillor Hundial seconded - **CARRIED**

3. ADOPTION OF THE CONSENT AGENDA

Documents & Reports:

- a) Minutes of February 27, 2020 Regular Meeting of the Surrey Public Library Board
- b) Financial Statement for the period ending February 29, 2020.

Correspondence:

- a) Public Library Operating Grants – Grant Award Letter, March 31, 2020.

“That the documents, reports and items be received for information with a minor correction to the February 27, 2020 minutes regarding the BCLTA nomination.”

Trustee Hearty moved and Councillor Hundial seconded - **CARRIED**

4. UNFINISHED BUSINESS

- a) Advocacy Plan – deferred.

5. NEW BUSINESS

- a) 2019 Audited Financial Statements and Audit Findings

The auditor presented their audit findings report, concluding that the Library’s financial statements were presented fairly, in all material respects, in accordance with Canadian public sector accounting standards.

“That the 2019 Audited Financial Statements and Audit Findings be approved as presented.”

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

- b) Ratification of March 15, 2020 email vote re: Library Closure for COVID-19.

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

- c) Board Development Session (February 29, 2020) Debrief

BCLTA Board Development session proved to be invaluable and informative for both new and returning trustees.

6. INFORMATION ITEMS

- a) 2019 Fund Development Report – Update provided by Director, Marketing and Communications
- b) Draft 2019 Annual Report – Update provided by Director, Marketing and Communications
- c) 2020 Public Libraries Provincial Grant allocations

Chief Librarian commended Board’s advocacy efforts over the last couple of years, resulting in increased provincial funding for the first time in over a decade.

7. NEXT LIBRARY BOARD MEETING

June 25, 2020 at 7:00 p.m. at the Newton Branch.

8. MOTION TO MOVE IN CAMERA

“That the Board proposes a motion to move in camera, pursuant to Section 90 of the Community Charter to approve minutes of the February 27, 2020 in camera meeting, minutes of the March 25, 2020 special in camera meeting, and receive an update of the COVID-19 pandemic staffing plan.”

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

9. ADJOURNMENT

“The Surrey Public Library Regular Board Meeting of April 9, 2020 was adjourned at 8:14 p.m.”

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

	ACTUAL YTD 2020	BUDGET YTD 2020	YTD Variance	ACTUAL YTD 2019	BUDGET 2020	ACTUAL 2019
Revenues						
City of Surrey Transfers	5,695,182	5,833,842	(138,660)	5,527,408	18,641,000	17,133,845
Provincial Government Grants	327,932	327,600	332	331,180	983,000	985,542
Fees & Fines	129,334	193,659	(64,325)	213,810	598,000	619,575
Other	38,970	12,012	26,958	42,432	40,000	201,715
Total Revenues	\$6,191,418	\$6,367,113	(\$175,695)	\$6,114,830	\$20,262,000	\$18,940,676
Expenditures						
Salaries and Benefits	4,611,078	4,698,576	(87,498)	4,682,902	16,492,000	15,021,946
Site Operations	470,627	620,219	(149,592)	543,715	1,990,651	1,799,434
Materials Collection	748,238	339,000	409,238	560,033	838,028	1,191,028
Supplies and Equipment	40,890	97,489	(56,599)	81,339	330,763	344,492
Professional Services	59,538	82,670	(23,132)	72,643	229,500	201,319
Interlibrary Services	131,384	138,000	(6,616)	129,249	140,000	129,501
Other	35,756	82,249	(46,493)	30,652	241,058	252,958
Total Expenditures	\$6,097,511	\$6,058,203	\$39,308	\$6,100,533	\$20,262,000	\$18,940,677
Period Ending Balance	\$93,907	\$308,910	(\$215,003)	\$14,297	\$0	(\$1)
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$495,205			\$574,075	\$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.



Public Library InterLINK Board Meeting Summary March 31, 2020

Board approval of InterLINK's 2019 audited financial statements, the 2020 Board skills matrix and Board review on the 2019 grant report were the key agenda items at the March 31 Board meeting. The COVID-19 emergency, however, dominated discussion. Because of social distancing recommendations, the meeting was the first InterLINK Board meeting to be held completely virtually. After initial technical difficulties with the audio set up and difficulties connecting, the meeting went ahead fairly smoothly.

2019 Audited financials:

Treasurer Ron Shimoda presented the 2019 audited statements to the Board. He noted that he, along with M. Burris and A. Douglas, met with the auditing firm (BakerTilly) and that the meeting went well, with very few suggestions for improving processes. R. Shimoda noted that the major change to the financials was a change to the way cash and short-term deposits are now broken out rather than combined. There were a few questions regarding specific items in the financials. The Board then passed a motion to approve the 2019 audited financial statements.

2020 Skills Inventory:

M. Burris presented the 2020 skills inventory. He thanked Board members for replying to the survey, noting that participation was up to 19 board members and alternates (from 13 in 2019). M. Burris reviewed the inventory results, noting that Reconciliation received the lowest score in terms of how Board members rated their knowledge of the topic (or skill in that area). He noted that Local Government was also scored low. M. Burris put forward a recommendation that a session on local government (combined with advocacy...which was carried over from 2019) be organized for the May Board meeting. He further recommended that the Governance and Planning committee meet to discuss and recommend an appropriate session for September focused on Reconciliation. The recommendation passed.

2019 Grant Report

M. Burris spoke to the report and noted that it required Board approval. Board members commented that the report provided excellent evidence of the value of InterLINK. A motion to approve the report was passed.

Around the Table:

Around the table topics focused on COVID-19, how libraries were responding and how staff were coping. Some of the topics noted were virtual storytime, virtual clinic on device use, online card registrations, online resources (e-books and databases), use of Zoom and other platforms for meetings, focus on social media and telephone service and plans for staffing.

Please refer to my Agenda package report for further details on current projects.



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Joining Libraries Together

Bowen Island Public Library
Burnaby Public Library
Coquitlam Public Library
Fraser Valley Regional Library
Gibsons & District Public Library Association
Lillooet Area Library Association
New Westminster Public Library
North Vancouver City Library
North Vancouver District Public Library

Pemberton & District Public Library Association
Port Moody Public Library
Richmond Public Library
Sechelt Public Library Association
Squamish Public Library
Surrey Libraries
Vancouver Public Library
West Vancouver Memorial Library
Whistler Public Library

April 14, 2020

TO: InterLINK Board Chairs via InterLINK Library Directors

FROM: Allie Douglas, InterLINK Manager of Operations

RE: Audited Public Library InterLINK Financial Statements

Attached is your library's signed electronic copy of the audited financial statements for Public Library InterLINK for the fiscal period ended December 31, 2019. These statements were approved during the March 31, 2020 Board Meeting. If your library requires a hard copy of these statements, please let us know and we will send one as soon as we can arrange physical signing by our Board Chair and Treasurer.

Please let us know if you have any questions.

Allie Douglas
Manager of Operations,
Public Library InterLINK
allie.douglas@interlinklibraries.ca

Michael Burris
Executive Director
Public Library InterLINK
mburris@interlinklibraries.ca

INTERLINK FEDERATED PUBLIC LIBRARY
SYSTEM

FINANCIAL STATEMENTS

DECEMBER 31, 2019

INDEPENDENT AUDITOR'S REPORT

To the Directors of InterLINK Federated Public Library System

Opinion

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We have audited the accompanying financial statements of InterLINK Federated Public Library System which comprise the statement of financial position as at December 31, 2019 and the statement of operations, statement of changes in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of InterLINK Federated Public Library System as at December 31, 2019, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the InterLINK Federated Public Library System in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the ability of InterLINK Federated Public Library System to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the InterLINK Federated Public Library System or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing InterLINK Federated Public Library System's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of InterLINK Federated Public Library System's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the ability of InterLINK Federated Public Library System to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the InterLINK Federated Public Library System to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Baker Tilly WM LLP

CHARTERED PROFESSIONAL ACCOUNTANTS

Vancouver, Canada
March 12, 2020

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

STATEMENT OF FINANCIAL POSITION

DECEMBER 31, 2019

<u>ASSETS</u>	<u>2019</u>	<u>2018</u>
Current assets		
Cash	\$ 47,521	\$ 162,986
Short-term deposits (note 3)	616,475	405,617
Accounts receivable (note 9b)	51,263	44,474
Prepaid expenses	<u>10,090</u>	<u>14,569</u>
	725,349	627,646
Capital assets (note 4)	<u>61,852</u>	<u>79,627</u>
	<u>\$ 787,201</u>	<u>\$ 707,273</u>

LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable and accrued liabilities	\$ 50,347	\$ 31,966
Deferred revenue (note 6)	106,108	7,000
Payable to member libraries (note 7 and 9(b))	<u>314,776</u>	<u>313,201</u>
	471,231	352,167
Net assets		
Net assets invested in capital assets	61,852	79,627
Net assets internally restricted (note 8)	220,881	217,814
Unrestricted net assets	<u>33,237</u>	<u>57,665</u>
	315,970	355,106
Commitments and contingent liabilities (note 9(c))	<u> </u>	<u> </u>
	<u>\$ 787,201</u>	<u>\$ 707,273</u>

Approved by the Directors:


_____, Chair


_____, Director

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED DECEMBER 31, 2019

	<u>2019</u>	<u>2018</u>
Revenues		
Membership levies	\$ 530,620	\$ 545,900
Grants/contributions from governments (note 5)	1,013,037	1,070,248
Interest and other	24,783	35,128
New to B.C. project administration fees	24,046	28,343
Project LLEAD	49,255	1,000
Contributions from net service borrowing libraries (note 7)	<u>78,300</u>	<u>76,230</u>
	<u>1,720,041</u>	<u>1,756,849</u>
Expenses		
Amortization	17,775	10,323
Audiobooks – library acquisition costs	110,406	101,918
Board/committees/membership	13,710	16,337
Consulting and strategic planning	16,425	256
Courier	53,546	51,743
Resource sharing – Canadian Hosting	26,661	43,636
Office and miscellaneous	59,150	64,262
Professional fees	9,598	8,308
Project LLEAD (recovery)	49,255	(4,107)
Rent	27,290	25,185
Salaries and benefits	436,163	425,672
New to B.C. project – Federal	412,037	467,929
Vehicle operation	15,553	24,996
Youth services committee	<u>18,532</u>	<u>16,891</u>
	1,266,101	1,253,349
Transfers to member libraries and regional resource provider (note 7)	493,076	489,433
Gain on disposal of capital asset	<u>---</u>	<u>(5,000)</u>
	<u>493,076</u>	<u>484,433</u>
	<u>1,759,177</u>	<u>1,737,782</u>
Excess (deficiency) of revenues over expenses for the year	<u>\$ (39,136)</u>	<u>\$ 19,067</u>

See accompanying notes to the financial statements.

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2019

	<u>2019</u>				<u>2018</u>
	<u>Invested in Capital Assets</u>	<u>Internally Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Total</u>
Balance, beginning of the year	\$ 79,627	\$ 217,814	\$ 57,665	\$ 355,106	\$ 336,039
Transfers between internally restricted and unrestricted (note 8)	---	3,067	(3,067)	---	---
Excess (deficiency) of revenues over expenses for the year	(17,775)	---	(21,361)	(39,136)	19,067
Balance, end of the year	<u>\$ 61,852</u>	<u>\$ 220,881</u>	<u>\$ 33,237</u>	<u>\$ 315,970</u>	<u>\$ 355,106</u>

See accompanying notes to the financial statements.

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2019

	<u>2019</u>	<u>2018</u>
Cash from (used in) operations		
Excess (deficiency) of revenues over expenses for the year	\$ (39,136)	\$ 19,067
Items not involving cash:		
Amortization	17,775	10,323
Gain on disposal of capital assets	<u>---</u>	<u>(5,000)</u>
	(21,361)	24,390
Change in non-cash working capital items:		
Decrease (increase) in accounts receivable	(6,789)	4,423
Decrease (increase) in prepaid expenses	4,479	(5,485)
Increase (decrease) in accounts payable and accrued liabilities	18,381	(34,267)
Increase (decrease) in deferred revenue	99,108	(13,295)
Increase in payable to member libraries	<u>1,575</u>	<u>8,280</u>
	<u>95,393</u>	<u>(15,954)</u>
Cash from (used in) investment activities		
Short-term deposits	(210,858)	197,999
Capital asset additions (net)	<u>---</u>	<u>(81,791)</u>
	<u>(210,858)</u>	<u>116,208</u>
Increase (decrease) in cash and cash equivalents for the year	(115,465)	100,254
Cash, beginning of the year	<u>162,986</u>	<u>62,732</u>
Cash, end of the year	<u>\$ 47,521</u>	<u>\$ 162,986</u>

See accompanying notes to the financial statements.

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2019

1. General information

InterLINK Federated Public Library System ("InterLINK"), a not-for-profit organization, was incorporated under the provisions of the Library Act of British Columbia on April 1, 1994. As a registered charity under the Income Tax Act, InterLINK is exempt from federal and provincial income taxes. The primary purpose of InterLINK is to serve member libraries through the provision of open access to library services and the development and implementation of collaborative service efficiencies and enhancements.

InterLINK is dependent upon the grants/contributions from governments for a substantial portion of its revenue.

2. Summary of significant accounting policies

- a) Basis of presentation - InterLINK's accounting policies and its standards of financial disclosure are in accordance with Canadian accounting standards for not-for-profit organizations.
- b) Revenue recognition - InterLINK follows the deferral method of accounting for grants/contributions. Restricted grants/contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted grants/contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Membership levies and donations are recognized as revenue when they are received. Interest and other income is recognized as revenue when earned.

- c) Financial instruments - All financial instruments are measured at fair value on initial recognition. After initial recognition, financial instruments are measured at cost or amortized cost and consist of cash and short-term deposits, accounts receivable, accounts payable and payable to member libraries. Financial assets measured at cost or amortized cost are tested for impairment at the end of each year, and the amount of any write-down is recognized in the statement of operations. Previously recognized impairment losses may be reversed to the extent of the improvement and the amount of the reversal is recognized in the statement of operations. A reversal may be recorded provided it is no greater than the amount that had been previously reported as a reduction in the asset.
- d) Audiobooks - InterLINK maintains audiobooks for its member libraries. Audiobook acquisitions are charged to operations as incurred.
- e) Capital assets - Purchased capital assets are recorded at cost. Contributed capital assets are recorded at fair value at the date of contribution. Amortization is calculated by the straight-line method over the estimated useful lives of the assets:

Computers and equipment	5 years
Furniture and fixtures	10 years
Leasehold improvements	term of the lease
Vehicle	5 years

A capital asset is tested for impairment whenever events or changes in circumstances indicate that its carrying amount may not be recoverable. An impairment loss is recognized in the statement of operations when the carrying amount of the asset exceeds its fair value. An impairment loss is not reversed if the fair value of the capital asset subsequently increases.

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2019

2. Summary of significant accounting policies – continued

- f) Expenses - Expenses are recorded when incurred on an accrual basis.
- g) Contributed services - Because of the difficulty of determining their fair value, contributed services are not recognized in the financial statements.
- h) Use of estimates - The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Actual results could differ from those estimates. Significant areas requiring the use of management estimates relate to the determination of useful lives of capital assets for purposes of calculating amortization and the amount payable to member libraries.
- i) Foreign currency translation – Monetary assets and liabilities which are denominated in foreign currencies are translated in Canadian dollars using the exchange rate in effect at the year end date. Other assets and liabilities are translated at rates in effect at the date the assets were acquired and the liabilities were incurred. Revenues and expenses are translated at the rates of exchange in effect at their transaction dates. For the years presented, there are no material foreign exchange gains or losses affecting the statement of operations.

3. Short-term deposits

	<u>2019</u>	<u>2018</u>
Cashable guaranteed investment certificates with interest at the rate of between 2.00% and 2.50% (2018 – 2.50%) per annum		
- Bank of Nova Scotia, due August 24, 2019	---	101,521
- Bank of Nova Scotia, due August 24, 2019	---	101,521
- Bank of Nova Scotia, due August 24, 2019	---	101,521
- Bank of Nova Scotia, due October 31, 2019	---	101,054
- Bank of Nova Scotia, due July 11, 2020	101,815	---
- Bank of Nova Scotia, due July 11, 2020	101,815	---
- Bank of Nova Scotia, due July 11, 2020	101,815	---
- Bank of Nova Scotia, due July 11, 2020	101,815	---
- Bank of Nova Scotia, due October 19, 2020	108,502	---
- Bank of Nova Scotia, due November 24, 2020	<u>100,713</u>	<u>---</u>
	<u>\$ 616,475</u>	<u>\$ 405,617</u>

4. Capital assets

	<u>2019</u>			<u>2018</u>
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Computers and equipment	\$ 59,666	\$ 58,568	\$ 1,098	\$ 1,515
Furniture and fixtures	18,399	18,399	---	---
Leasehold improvements	56,060	56,060	---	---
Vehicle	<u>86,791</u>	<u>26,037</u>	<u>60,754</u>	<u>78,112</u>
	<u>\$ 220,916</u>	<u>\$ 159,064</u>	<u>\$ 61,852</u>	<u>\$ 79,627</u>

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2019

5. Grants/contributions from governments		
	<u>2019</u>	<u>2018</u>
Provincial grants received during the year		
Operating grant	\$ 601,000	601,000
Federal contributions received during the year		
New to BC Project	412,037	469,248
Total grants/contributions from governments	<u>\$ 1,013,037</u>	<u>\$ 1,070,248</u>

6. Deferred revenue		
	<u>2019</u>	<u>2018</u>
Externally restricted		
Provincial government grant for Project LLEAD	7,000	7,000
Federal contributions for New to BC Project	80,326	---
Registrations and sponsorships for Project LLEAD	18,782	---
	<u>\$ 106,108</u>	<u>\$ 7,000</u>

7. Contributions from net service borrowing libraries and transfers to member libraries and regional resource provider

InterLINK transfers funds to net service provider libraries based on their provision of circulation and reference services to non-residents of their service areas. InterLINK intends to make transfers in 2020 of \$393,470 to net service provider libraries with respect to 2019 activities. \$314,776 of this amount is included in current liabilities at December 31, 2019 representing a portion of the amount of the operating revenue received in 2019. The remaining \$78,694 is expected to be funded in 2020 from contributions from net service borrowing libraries. InterLINK is committed to pay \$100,000 to the regional resource provider which is expected to be funded by levies to members in 2020.

8. Net assets internally restricted

The breakdown of the internally restricted net asset amounts allocated by the board of directors is as follows:

	<u>2019</u>	<u>2018</u>
Capital assets reserve	\$ 17,814	\$ 87,814
Transfer from unrestricted net assets to restricted net assets	19,067	---
Capital assets reserve invested in capital assets – vehicle	---	(70,000)
	<u>36,881</u>	<u>17,814</u>
Operating reserve	<u>125,000</u>	<u>125,000</u>
Project reserve	75,000	75,000
Transfers from restricted net assets to unrestricted net assets	(16,000)	---
	<u>59,000</u>	<u>75,000</u>
	<u>\$ 220,881</u>	<u>\$ 217,814</u>

The internally restricted amounts are not available for other purposes without approval of the board of directors.

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2019

9. Other information

a) Financial instruments risks

The main risks InterLINK's financial instruments are exposed to are credit risk, interest rate risk and liquidity risk, each of which is discussed below.

- i) Credit risk - The financial instruments that potentially subject InterLINK to a significant concentration of credit risk consist primarily of cash and short-term deposits and accounts receivable. InterLINK mitigates its exposure to credit loss related to cash and short-term deposits by dealing with major financial institutions and mitigates its exposure to credit loss related to its accounts receivable by extending credit only to its member libraries.
- ii) Interest rate risk - InterLINK is exposed to interest rate price risk from its interest bearing assets (note 3). InterLINK manages its exposure to interest rate risk by investing in fixed interest, short-term, low risk investments.
- iii) Liquidity risk - Liquidity risk relates to the risk InterLINK will encounter difficulty in meeting its obligations associated with financial liabilities. Its financial liabilities consist of accounts payable and accrued liabilities, and payable to member libraries. Management closely monitors cash flow requirements to ensure that it has sufficient cash available to meet operational and financial obligations.

b) Related party transactions

The amounts due to member libraries are unsecured, non-interest bearing, have no set repayment terms and recorded at the exchange amounts as agreed by the parties.

Included in accounts receivable is amounts due from member libraries of \$31,224 (2018 - \$21,107)

c) Commitments and contingent liabilities

InterLINK has a long term operating lease with respect to its premises. Under the lease, InterLINK is required to pay a base rent plus certain operating expenses incurred by the lessor of InterLINK's premises and contains a renewal option for a further term of five years. Future minimum lease payments as at year end are as follows:

Year ending December 31,	2020	\$	16,571
	2021		16,571
	2022		<u>8,286</u>
		\$	<u>41,428</u>

Certain employees accumulate sick leave entitlement on a monthly basis, but they can only use this entitlement for paid time off under certain circumstances. No provision has been recorded relating to any potential future obligations to the employees as the related cost, if any, is not determinable.

See note 7.

INTERLINK FEDERATED PUBLIC LIBRARY SYSTEM

NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2019

9. Other information – continued

d) Employee pensions

Certain employees of InterLINK are members of a multi-employer defined benefit pension plan. InterLINK's contributions are not segregated in a separate account. A contribution rate is established periodically to ensure that the pension plan assets are adequate to cover the pension plan's future benefit payments. Salaries and benefits expense includes \$36,727 (2018 - \$34,933) of contributions by InterLINK to the pension plan.

e) The comparative figures have been reclassified, where applicable, to conform with the presentation used in the current year.

TO: **Mayor and Council**

FROM: **Chief Librarian**

DATE: **April 27, 2020**

FILE:

RE: **Surrey Libraries 2019 Report to Our Community**

This memo is to present Council with the Surrey Libraries 2019 Report to Our Community, attached as Appendix I.

The report highlights key initiatives undertaken by the library to help create a literate, inclusive and thriving City. It demonstrates how the library supports the City's mission to serve our community and improve the quality of life for all residents. Nearly 200,000 residents are active library users and our branches had over 2.5 million visits in 2019. Residents were able to benefit from an array of services, highlighted in the report.

Despite branches currently being closed to reduce the spread of COVID-19, the library continues to fervently serve the community through our online library and virtual programming. The online library fulfils our mission to 'connect people, spark curiosity and inspire learning'. Families and children can participate in storytimes, newcomer conversation circles, seniors book clubs, receive homework help, and technology assistance. They can also apply for library cards to borrow eBooks for information and recreational needs.

I hope you will enjoy reading the stories from our residents on how the library services have improved their lives. On behalf of the Library Board, I want to sincerely thank the Mayor and Council for supporting and recognizing the value of the libraries to Surrey residents.



Surinder Bhogal
Chief Librarian

cc: Vincent Lalonde, City Manager
SMT
Clerks Department

Appendix I: Surrey Libraries 2019 Report to Our Community



«First_Name» «Last_Name», MP
«Riding»

VIA Email

May 5, 2020

RE: Surrey Libraries Annual Report to our Community 2019

Dear «Title__eg_Hon» «Last_Name»,

On behalf of the Surrey Libraries Board of Trustees, please find attached a copy of our 2019 Report to our Community. Surrey Libraries continues to be one of the most utilized community services in Surrey, with over 2.5 million in-person visits last year. We also had over 2 million visits to our online resources, and we registered 28,678 new library patrons at our nine branches.

Surrey Libraries is a valuable investment for our community. As a literacy leader in the community, we champion and address literacy issues through numerous programs and libraries are instrumental in making life more affordable for British Columbians. Surrey Libraries offers books, DVDs and online entertainment, in multiple languages and formats, for those who can't afford to buy everything they want to experience. We had over 30,000 adults and more than 175,000 children and youth participate in our free programs last year.

In addition to the work Surrey Libraries undertakes to support literacy and learning in our community, we're also very proud of the many programs we offer that enable people to develop their skills in order to reach their full potential. Tech help classes that help bridge the 'digital divide,' programs for job seekers, and outreach to bring library services to people in shelters, transition and social housing, and accessing the food bank, are just a few examples of programming that support greater economic opportunity for vulnerable members in our community.

Furthermore, the Library is often a lifeline of information and support for new Canadians. Trained staff at the Library offer guidance and support, literacy and language learning programs, help open doors to educational opportunities, and provide access to government services and communication tools.

Despite branches currently being closed to reduce the spread of COVID-19, the library continues to fervently serve the community through our online library and virtual programming. The online library fulfils our mission to 'connect people, spark curiosity and inspire learning'. Families and children can participate in storytimes, newcomer conversation

circles, seniors book clubs, receive homework help, and technology assistance. They can also apply for library cards to borrow eBooks for information and recreational needs.

I hope you will enjoy reading the stories from our residents on how the library services have improved their lives. We want to extend our thanks for your continued support and commitment to Surrey Libraries. Funding public libraries is a sound investment and together, we are making Surrey stronger and more resilient.

Sincerely,



Neelam Sahota
Library Board Chair



Surinder Bhogal
Chief Librarian



April 27, 2020

Honourable Rob Fleming
Ministry of Education
VIA Email

Re: 2020 Provincial Grants to Surrey Public Library

Dear Minister Fleming,

On behalf of Surrey Public Library Board of Trustees, I'd like to extend our gratitude for the continued provincial funding for Surrey Public Library. These grants (per capita operating, resource sharing, BC OneCard, and equity/literacy grants) are vital for the sustainability of our Library. We would also like to extend our thanks for the one-time \$3-million investment in public libraries to enhance digital library services.

The provincial government is a key partner in ensuring the effectiveness of library services throughout BC and the Province plays a crucial role in fostering collaboration among library systems, federations, community partners, and other government agencies.

Surrey Public Library continues to be one of the most utilized community services in Surrey. Funds received from the Province support increased access to information and services and allows our Library to be responsive to the needs of our community. Surrey Public Library is committed to supporting the Ministry's priorities for library services in 2020 of improving access, building capacity, advancing citizen engagement and enhancing governance.

As the Province has outlined in its strategic plan for public library service, public libraries are a vital resource for low-income or vulnerable populations as well as the thousands of newcomers to Canada who choose to settle in British Columbia. Libraries provide people with critical access to the information, technology, digital, and learning resources and services they need to develop their skills in order to reach their full potential.

While our physical locations are currently closed to the public to help stop the spread of COVID-19, we're developing digital services and programming to continue to fully support the priorities of the provincial government, including making life more affordable, delivering better services for families, and making life better for all British Columbians.

Attached, please find our Annual Report to Our Community which highlights the work Surrey Public Library did in supporting our community in 2019.

Thank you again on behalf of the Surrey Public Library Board and all the residents of Surrey for the Government of British Columbia's ongoing support and commitment to funding public libraries throughout the province.

Sincerely,



Neelam Sahota
Library Board Chair



Surinder Bhogal
Chief Librarian

Attachment/

Cc:

MLA for Surrey / Whalley – Hon. Bruce Ralston
MLA for Surrey / Cloverdale – Marvin Hunt
MLA for Surrey / Newton – Hon. Harry Bains
MLA for Surrey / Green Timbers – Rachna Singh
MLA for Surrey / Panorama – Hon. Jinny Sims
MLA for Surrey / Fleetwood – Jagrup Brar
MLA for Surrey / Guildford – Garry Begg
MLA for Surrey / White Rock – Tracy Redies
MLA for South Surrey – Stephanie Cadieux
Director, Libraries Branch – Mari Martin

SURREY PUBLIC LIBRARY

STATEMENT OF FINANCIAL INFORMATION

Year Ended December 31, 2019

**(In Compliance with the Public Bodies Financial Information Act Statutes of
British Columbia, Chapter 140)**

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Financial Information Act - Statement of Financial Information

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Fiscal Year Ended: December 31, 2019

File Name

Documents are arranged in the following order:

1. Table of Contents *01-Table of Contents inc Cover page*
2. Financial Information Act Submission Checklist *02-FIA-Submission-Checklist*
3. Board Approval Form *03-Board Approval Form*
4. Management Report *04-Management Report*
5. Financial Statements *05-Surrey Libraries Financial Statements*
6. Schedule of Debt *06-Schedule of Debt*
7. Schedule of Guarantee and Indemnity Agreements
..... *07-Schedule of Guarantees & Indemnities*
8. Schedule of Remuneration and Expenses including:
 - Reconciliation to Financial Statements
..... *08-Schedule of Remuneration & Expenses*
9. Statement of Severance Agreements *09-Statement of Severance Agreements*
10. Statement of Changes in Financial Position ... *10-Statement of Changes in Financial Position*
11. Schedule of Payments for the Provision of Goods & Services including:
 - Reconcile to Financial Statements
..... *11-Schedule of Payments for Provision of Goods & Services*

Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019

Submission Checklist

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library

Fiscal Year Ended: December 31, 2019

Due Date: May 15th, 2019

a)	<input checked="" type="checkbox"/>	Approval of Statement of Financial Information
b)	<input checked="" type="checkbox"/>	A Management Report signed and dated by the Library Board and Library Director
An operational statement including:		
c)	<input checked="" type="checkbox"/>	i) Statement of Income ii) Statement of Changes in Financial Position, or, if omitted, an explanation in the Notes to the Financial Statements (audited ¹ financial statements)
d)	<input checked="" type="checkbox"/>	Statement of assets and liabilities (audited ¹ financial statements)
e)	<input checked="" type="checkbox"/>	Schedule of debts (audited ¹ financial statements) If there is no debt, or if the information is found elsewhere in the SOFI, an explanation must be provided in the Schedule.
f)	<input checked="" type="checkbox"/>	Schedule of guarantee and indemnity agreements including the names of the entities involved and the amount of money involved. If no agreements, or if the information is found elsewhere in the SOFI, an explanation must be provided in the Schedule.
Schedule of Remuneration and Expenses, including:		
i) An alphabetical list of employees (first and last names) earning over \$75,000		
ii) Total amount of expenses paid to or on behalf of each employee under \$75,000		
g)	<input checked="" type="checkbox"/>	iii) If the total wages and expenses differs from the audited financial statements, an explanation is required
	<input checked="" type="checkbox"/>	iv) A list, by name and position, of Library Board Members with the amount of any remuneration paid to or on behalf of the member.
	<input checked="" type="checkbox"/>	v) The number of severance agreements started during the fiscal year and the range of months` pay covered by the agreement, in respect of excluded employees. If there are no agreements to report, an explanation is required.
Schedule of Payments for the Provision of Goods and Services including:		
h)	<input checked="" type="checkbox"/>	i) An alphabetical list of suppliers receiving over \$25,000 and a consolidated total for those suppliers receiving less than \$25,000. If the total differs from the Audited Financial Statements, an explanation is required.

¹ Municipal Libraries and Regional Library Districts must provide audited financial statements as per the *Libraries Act* section 11(2) and 26(2)(a).

As per the *Libraries Act* section 40(3)(a) Public Library Associations must prepare annual financial statements in accordance with generally accepted accounting principles. This also applies to Library Federations.

Board Approval Form

Financial Information Act - Statement of Financial Information

NAME OF LIBRARY <i>Surrey Public Library</i>		FISCAL YEAR END (YYYY) 2019
LIBRARY ADDRESS 10350 University Drive		TELEPHONE NUMBER 604-598-7300
CITY Surrey	PROVINCE British Columbia	POSTAL CODE V3T 4B8
NAME OF THE CHAIRPERSON OF THE LIBRARY BOARD Neelam Sahota		TELEPHONE NUMBER <i>Click here to enter text.</i>
NAME OF THE LIBRARY DIRECTOR Surinder Bhogal		TELEPHONE NUMBER <i>Click here to enter text.</i>

DECLARATION AND SIGNATURES

We, the undersigned, certify that the attached is a correct and true copy of the Statement of Financial Information of the year ended Dec. 31, 2019 for Surrey Public Library as required under Section 2 of the Financial Information Act.

SIGNATURE OF THE CHAIRPERSON OF THE LIBRARY BOARD 	DATE SIGNED (DD-MM-YYYY) 11-05-2020
--	--

SIGNATURE OF THE LIBRARY DIRECTOR 	DATE SIGNED (DD-MM-YYYY) 11-05-2020
--	--

Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library
Fiscal Year Ended: December 31, 2019

MANAGEMENT REPORT

The Financial Statements contained in this Statement of Financial Information under the *Financial Information Act* have been prepared by the Library Board in accordance with Canadian generally accepted accounting principles or stated accounting principles, and the integrity and objectivity of these statements are the responsibility of the Library Board.

The Library Board is also responsible for all statements and schedules and for ensuring that this information is consistent, where appropriate, with the information contained in the financial statements. The Library Board is also responsible for implementing and maintaining a system of internal controls to provide reasonable assurance that reliable financial information is produced. The Library Board has the responsibility for assessing the management systems and practices of the Library.

The external auditors, BDO, conduct an independent examination, in accordance with generally accepted auditing standards, and express their opinion on the financial statements. Their examination does not relate to the other schedules and statements required by the *Financial Information Act*. Their examination includes a review and evaluation of the Library's system of internal controls and appropriate tests and procedures to provide reasonable assurance that the financial statements are presented fairly. The external auditors have full and fair access to the Library Board.

On behalf of Surrey Public Library

Signature,
Chairperson of the
Library Board



Date
(MM-DD-YYYY)

05-11-2020

Signature,
Chief Librarian



Date
(MM-DD-YYYY)

05-11-2020

SURREY PUBLIC LIBRARY



Tel: 604 688 5421
Fax: 604 688 5132
vancouver@bdo.ca
www.bdo.ca

BDO Canada LLP
600 Cathedral Place
925 West Georgia Street
Vancouver BC V6C 3L2 Canada

Independent Auditor's Report

To the Board of Trustees of the Surrey Public Library,

Opinion

We have audited the financial statements of the Surrey Public Library (the "Library") which comprise the Statement of Financial Position as at December 31, 2019 and the Statements Operations, Changes in Net Financial Assets, and Cash Flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the Library financial statements present fairly, in all material respects, the financial position of the Library as at December 31, 2019 and its results of operations and cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally-accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Library in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Library's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Library, or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Library's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally-accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally-accepted auditing standards we exercise professional judgment and maintain professional skepticism throughout the audit. We also:



- Identify and assess the risks of material misstatement of the financial statements whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. But not for the purpose of expressing an opinion on the effectiveness of the Library's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Library's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However future events or conditions may cause the Library to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

BDO Canada LLP

Chartered Professional Accountants

Vancouver, British Columbia

April 9, 2020

STATEMENT OF FINANCIAL POSITION SURREY PUBLIC LIBRARY

As at December 31, 2019, with comparative figures for 2018

	2019	2018
FINANCIAL ASSETS		
Due from the City of Surrey (Note 2)	\$ 2,321,304	\$ 2,217,636
	2,321,304	2,217,636
LIABILITIES		
Employee future benefits (Note 3)	2,247,600	2,227,500
Deferred revenue (Note 4)	74,626	80,414
	2,322,226	2,307,914
NET DEBT	(922)	(90,278)
NON-FINANCIAL ASSETS		
Tangible capital assets (Note 5)	5,433,674	5,387,966
Prepaid expenses	91,098	120,177
	5,524,772	5,508,143
ACCUMULATED SURPLUS (Note 7)	\$ 5,523,850	\$ 5,417,865



Surinder Bhogal
Chief Librarian



Neelam Sahota
Chairperson

STATEMENT OF SURREY PUBLIC LIBRARY OPERATIONS

For the year ended December 31, 2019, with comparative figures for 2018

	2019 Budget	2019	2018
	<i>(Note 9)</i>		
REVENUES			
City of Surrey grant	\$ 19,282,000	\$ 19,066,214	\$ 18,321,710
Provincial and federal grants <i>(Note 6)</i>	983,000	985,542	982,447
Neighbourhood community plan	-	100,000	100,000
Fines and fees	572,000	619,575	626,543
Other	40,000	201,715	93,073
	20,877,000	20,973,046	20,123,773
EXPENSES			
Salaries and benefits	15,241,000	15,021,946	14,358,595
Site operations	1,834,874	1,799,434	1,829,316
Library materials collection	762,773	1,191,028	1,082,291
Supplies and materials	330,763	344,492	307,601
Inter-library services	140,000	129,501	132,568
Professional services	233,500	201,319	235,893
Other	234,090	192,681	196,934
Amortization	2,367,000	1,986,660	2,015,557
	21,144,000	20,867,061	20,158,755
ANNUAL SURPLUS (DEFICIT)			
	\$ (267,000)	\$ 105,985	\$ (34,982)
Accumulated Surplus, beginning of year	5,417,865	5,417,865	5,452,847
Accumulated Surplus, end of year <i>(Note 7)</i>	\$ 5,150,865	\$ 5,523,850	\$ 5,417,865

STATEMENT OF CHANGES IN NET DEBT SURREY PUBLIC LIBRARY

As at December 31, 2019, with comparative figures for 2018

	2019 Budget	2019	2018
	<i>(Note 9)</i>		
ANNUAL SURPLUS (DEFICIT)	\$ (267,000)	\$ 105,985	\$ (34,982)
Acquisition of tangible capital assets	(2,100,000)	(2,032,368)	(1,950,626)
Amortization of tangible capital assets	2,367,000	1,986,660	2,015,558
	-	60,277	29,950
Acquisition of prepaid expenses	-	(91,098)	(120,177)
Use of prepaid expenses	-	120,177	84,744
	-	29,079	(35,433)
CHANGE IN NET DEBT	\$ -	\$ 89,356	\$ (5,483)
Net Debt, beginning of year	(90,278)	(90,278)	(84,795)
Net Debt, end of year	\$ (90,278)	\$ (922)	\$ (90,278)

To be read in conjunction with the Notes and Schedules to the Financial Statements

For the year ended December 31, 2019, with comparative figures for 2018

	2019	2018
CASH PROVIDED BY (USED IN):		
OPERATIONAL ACTIVITY		
Annual Surplus (Deficit)	\$ 105,985	\$ (34,982)
Items not involving cash		
Amortization expense	1,986,660	2,015,558
Employee future benefits expense <i>(Note 3)</i>	115,300	134,195
Change in non-cash assets and liabilities		
Increase (Decrease) in prepaid expenses	29,079	(35,433)
Increase (Decrease) in deferred revenue	(5,788)	37,474
Increase in Due from the City of Surrey	(103,668)	(108,086)
Employee future benefits <i>(Note 3)</i>	(95,200)	(58,100)
Net change in cash from operating activities	2,032,368	1,950,626
CAPITAL ACTIVITY		
Cash used to acquire tangible capital assets	(2,032,368)	(1,950,626)
Net change in cash from capital activity	(2,032,368)	(1,950,626)
Net change in cash	\$ -	\$ -
Cash, beginning of year	-	-
Cash, end of year	\$ -	\$ -

For the year ended December 31, 2019

The Surrey Public Library ("Library"), which is funded and supported primarily by the City of Surrey, was established in 1983 pursuant to the Library Act of British Columbia (Part 2) as a Municipal Public Library. The Library Board, on behalf of the residents and taxpayers of the City of Surrey ("City"), oversees the management and operation of the Surrey Public Library and further serves as a policy making body for the organization. The Library Board is appointed by the City.

The Library is economically dependent on the City to provide certain services on behalf of the Library and to provide sufficient operating grants to cover any expenses incurred directly by the Library.

1. SIGNIFICANT ACCOUNTING POLICIES

The financial statements of the Surrey Public Library are prepared by management in accordance with Canadian generally accepted accounting principles as recommended by the Public Sector Accounting Board ("PSAB") of the Chartered Professional Accountants of Canada. The significant accounting policies are as follows:

a) Basis of accounting

The Library follows the accrual method of accounting for revenues and expenses. Revenues are normally recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay.

b) Budget information

The budget data presented in these Financial Statements was included in the City of Surrey's 2019 – 2023 Consolidated Financial Plan and was adopted through Bylaw #19731 on December 17, 2018.

c) Non-financial assets

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They may have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

i) Tangible capital assets

Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets is amortized on a straight-line basis over the estimated useful lives of the assets as follows:

Books and publications	5 years
Machinery and equipment	10 years

Amortization commences when the asset is put into use.

The cost of electronic resources, including books, magazines, database subscriptions, and other periodicals are expensed when acquired.

Land and buildings acquired for Library purposes and funded by the City are recorded in the City's financial statements and are not included in these financial statements. The Library uses the land and buildings at no charge.

Contributed tangible capital assets received are recorded at their fair value at the date of receipt and recorded as revenue.

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**d) Employee future benefits**

The Library and its employees make contributions to the Municipal Pension Plan, a defined benefit multi-employer plan. These contributions are expensed as incurred.

Sick leave and post-employment benefits also accrue to the Surrey Public Library's employees. The costs of these benefits are actuarially determined based on service and best estimates of retirement ages and expected future salary and wage increases. The liabilities under these benefit plans are accrued based on projected benefits as the employees render services necessary to earn the future benefits.

e) Revenue recognition

i) Government transfers are recognized as revenue in the financial statements when the transfer is authorized and any eligibility criteria are met, except to the extent that transfer stipulations give rise to an obligation that meets the definition of a liability. Transfer revenue is recognized in the statement of operations as the stipulation liabilities are settled.

ii) The library recognizes fines and fees as revenue upon receipt.

f) Use of estimates

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the period. Significant areas requiring the use of management estimates relate to the determination of accrued employee future benefits and useful lives of tangible capital assets.

Actual results could differ from these estimates. These estimates are reviewed periodically, and, as adjustments become necessary, they are reported in earnings in the year in which they become known.

g) Functional reporting

The operations of the Surrey Public Library are comprised of a single function. As a result, the expenses of the Library are presented by object in the statement of operations.

2. DUE FROM THE CITY OF SURREY

All cash transactions of the Surrey Public Library are handled by the City of Surrey, including payroll and accounts payable processing. The amount shown as due from City of Surrey represents the net cash balance held by the City of Surrey owed to the Surrey Public Library. No interest is earned or paid on the balance shown as due from City of Surrey.

During the year, certain employees of the City of Surrey performed administrative services for the Library, including legal, human resources, payroll and financial services. The Library was not charged by the City of Surrey for these services for the year ended December 31, 2019 (2018 – nil). Printing, marketing, risk management and information technology services along with facility and grounds maintenance costs related to the Library of \$427,587 (2018 - \$382,935) were charged from the City of Surrey and are shown as expenses in the financial statements.

For the year ended December 31, 2019

3. EMPLOYEE FUTURE BENEFITS

The Surrey Public Library provides certain post-employment and sick leave benefits to its employees. These benefits include accumulated non-vested sick leave, post-employment service pay and post-employment top-ups for dental, life insurance and accidental death and dismemberment insurance.

	2019	2018
Accrued benefit liability:		
Balance, beginning of year	\$ 2,227,500	\$ 2,151,400
Current service cost	107,100	105,500
Interest cost	51,900	49,100
Amortization of Net actuarial gain	(43,700)	(20,400)
Benefits paid	(95,200)	(58,100)
Accrued benefit liability, end of year	\$ 2,247,600	\$ 2,227,500

An actuarial valuation for these benefits was performed to determine the Library's accrued benefit obligation as at December 31, 2019. The difference between the actuarially determined accrued benefit obligation of \$1,314,400 and the accrued benefit liability of \$2,247,600 as at December 31, 2019 is an unamortized actuarial gain of \$933,200. The actuarial gain is amortized over a period equal to the employees' average remaining service lifetime.

Reconciliation of accrued benefit liability to accrued benefit obligation:

	2019	2018
Accrued benefit liability, end of year	\$ 2,247,600	\$ 2,227,500
Unamortized actuarial gain	(933,200)	(647,600)
Accrued benefit obligation, end of year	\$ 1,314,400	\$ 1,579,900

The total expenses recorded in the financial statements in respect of obligations under these plans amounts to \$115,300 (2018 - \$134,195).

Actuarial assumptions used to determine the Library's accrued benefit obligation are as follows:

	2019	2018
Discount rate	2.70%	3.20%
Expected future inflation rate	1.80%	1.80%
Expected average remaining service life (years)	12.00	11.00

For the year ended December 31, 2019

4. DEFERRED REVENUE

	2019	2018
Balance, beginning of year	\$ 80,414	\$ 42,940
Amounts received for grants, sponsorships and other	110,102	129,349
Amounts recognized as Provincial and Federal grants revenue	(115,890)	(91,875)
Balance, end of year	\$ 74,626	\$ 80,414

5. TANGIBLE CAPITAL ASSETS

COST	Books and publications	Machinery and equipment	Balance at December 31, 2019
Opening Balance	\$ 8,836,145	\$ 2,362,986	\$ 11,199,131
Additions	1,801,910	230,458	2,032,368
Disposals	(1,732,834)	-	(1,732,834)
Ending Balance	8,905,221	2,593,444	11,498,665
ACCUMULATED AMORTIZATION			
Opening Balance	4,342,797	1,468,368	5,811,165
Additions	1,772,941	213,719	1,986,660
Disposals	(1,732,834)	-	(1,732,834)
Ending Balance	4,382,904	1,682,087	6,064,991
NET BOOK VALUE	\$ 4,552,317	\$ 911,357	\$ 5,433,674

COST	Books and publications	Machinery and equipment	Balance at December 31, 2018
Opening Balance	\$ 8,823,239	\$ 2,233,157	\$ 11,056,396
Additions	1,801,051	149,575	1,950,626
Disposals	(1,788,145)	(19,746)	(1,807,891)
Ending Balance	8,836,145	2,362,986	11,199,131
ACCUMULATED AMORTIZATION			
Opening Balance	4,365,003	1,238,495	5,603,498
Additions	1,765,939	249,619	2,015,558
Disposals	(1,788,145)	(19,746)	(1,807,891)
Ending Balance	4,342,797	1,468,368	5,811,165
NET BOOK VALUE	\$ 4,493,348	\$ 894,618	\$ 5,387,966

For the year ended December 31, 2019

6. PROVINCIAL AND FEDERAL GRANTS

The grant revenue reported on the Statement of Operations includes:

	2019	2018
Provincial grants:		
Operating	\$ 922,052	\$ 922,052
BC One Card	20,186	22,090
Resource Sharing	28,689	28,689
Literacy and Equity	10,615	9,616
Multiculturalism	4,000	-
Total revenues	\$ 985,542	\$ 982,447

7. ACCUMULATED SURPLUS

	2019	2018
Tangible Capital Assets	\$ 5,433,674	\$ 5,387,966
Appropriated for Materials on Order	414,363	354,086
Unappropriated Surplus	173,338	173,338
Unfunded Employee Future Benefits	(497,525)	(497,525)
Total surplus	\$ 5,523,850	\$ 5,417,865

For the year ended December 31, 2019

8. PENSION PLAN

The Library and its employees contribute to the Municipal Pension Plan (the Plan), a jointly trustee pension plan. The Board of Trustees, representing plan members and employers, is responsible for administering the Plan, including investment of the assets and administration of benefits. The Plan is a multi-employer defined benefit pension plan. Basic pension benefits provided are based on a formula. As at December 31, 2019, the Plan has about 205,000 active members and approximately 101,000 retired members. Active members include approximately 40,000 contributors from local governments.

Employers participating in the Plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the Plan records accrued liabilities and accrued assets for the Plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to the individual employers participating in the Plan.

The Library paid \$1,038,000 (2018 - \$967,000) for employer contributions while employees contributed \$910,000 (2018 - \$863,000) to the Plan in fiscal 2019.

9. BUDGET FIGURES

The budget data presented in these financial statements is based on the 2019-2023 Financial Plan of the City of Surrey. A reconciliation of budgeted results to reported results is as follows:

	2019 Budget
Budgeted operating surplus as approved	\$ -
Less: Amortization	(2,367,000)
Add: Budgeted acquisitions of tangible capital assets	2,100,000
Budgeted deficit as presented	\$ (267,000)

SURREY PUBLIC LIBRARY
SUPPLEMENTARY
FINANCIAL INFORMATION

SCHEDULE 1 **UNAUDITED STATEMENT OF FINANCIAL POSITION - BY FUND** SURREY PUBLIC LIBRARY

As at December 31, 2019, with comparative figures for 2018

	Operating Fund	Capital Fund	2019	2018
FINANCIAL ASSETS				
Due from the City of Surrey	\$ 2,321,304	\$ -	\$ 2,321,304	\$ 2,217,636
	2,321,304	-	2,321,304	2,217,636
LIABILITIES				
Employee future benefits	2,247,600	-	2,247,600	2,227,500
Deferred revenue	74,626	-	74,626	80,414
	2,322,226	-	2,322,226	2,307,914
Net Debt	(922)	-	(922)	(90,278)
NON-FINANCIAL ASSETS				
Tangible capital assets	-	5,433,674	5,433,674	5,387,966
Prepaid expenses	91,098	-	91,098	120,177
	91,098	5,433,674	5,524,772	5,508,143
ANNUAL SURPLUS	\$ 90,176	\$ 5,433,674	\$ 5,523,850	\$ 5,417,865

SCHEDULE 2 UNAUDITED STATEMENT OF OPERATIONS - BY FUND SURREY PUBLIC LIBRARY

For the year ended December 31, 2019, with comparative figures for 2018

	Operating Fund	Capital Fund	2019	2018
REVENUES				
City of Surrey operating grant	\$ 17,133,845	\$ -	\$ 17,133,845	\$ 16,477,389
City of Surrey capital grant	-	1,932,369	1,932,369	1,844,321
Provincial and federal grants	985,542	-	985,542	982,447
Neighbourhood community plan	-	100,000	100,000	100,000
Fines and fees	619,575	-	619,575	626,543
Other	201,715	-	201,715	93,073
	18,940,677	2,032,369	20,973,046	20,123,773
EXPENSES				
Salaries and benefits	15,021,946	-	15,021,946	14,358,595
Site operations	1,799,434	-	1,799,434	1,829,316
Library materials collection	1,191,028	-	1,191,028	1,082,291
Supplies and materials	344,492	-	344,492	307,601
Inter-library services	129,501	-	129,501	132,568
Professional services	201,319	-	201,319	235,893
Other	192,681	-	192,681	196,934
Amortization	-	1,986,660	1,986,660	2,015,557
	18,880,401	1,986,660	20,867,061	20,158,755
ANNUAL SURPLUS (DEFICIT)	60,276	45,709	105,985	(34,982)
Accumulated Surplus, beginning of year	29,899	5,387,966	5,417,865	5,452,847
Accumulated Surplus, end of year	\$ 90,175	\$ 5,433,675	\$ 5,523,850	\$ 5,417,865

**Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019**

Schedule of Debt

Financial Information Act - Statement of Financial Information

Library Name:	Surrey Public Library
Fiscal Year Ended:	December 31, 2019

The Surrey Public Library has no long-term debt as of December 31, 2019, and therefore no Schedule of Debt has been prepared.

**Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019**

SCHEDULE OF GUARANTEE AND INDEMNITY

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library

Fiscal Year Ended: December 31, 2019

Surrey Public Library has not given any guarantee or indemnity under the Guarantees and Indemnities Regulation.

**Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019**

Schedule of Remuneration and Expenses

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library

Fiscal Year Ended: December 31, 2019

Regulations require the Surrey Public Library to report the total amount of remuneration for each employee that exceeds \$75,000 in the year reported. However, certain exceptions have been noted below:

1. Certain employees were hired part way through the year and their remuneration does not reflect a full year's cost.
2. Some employees terminated their employment part way through the year and their remuneration does not reflect a full year's cost.

Please see following pages for detailed schedule of remuneration and expenses along with reconciliation to the financial statements.

Schedule 8 - Remuneration and Expenses

Board Members	Total Remuneration	Total Expenses
Chang, Stanley		100.00
Cumming, Simon		43.45
Down, Greg		400.00
Hearty, Louise		43.45
Herrmann, Marilyn		235.00
Hong, Connie		235.00
Kendler, Michael		0.00
Kimbley, Jennifer		135.00
Reid Sidhu, Karen		410.00
Sahota, Neelam		100.00
Uzama, Austin		178.45
Zafar, Muzna		43.45
Total Board Members	\$ -	\$ 1,923.80

Detailed Employees Exceeding \$75,000	Total Remuneration	Total Expenses
Andrews, Kristen T.	134,451.63	387.04
Basi, Ravinder K	79,868.30	965.41
Grant, Sara C.	98,199.64	238.05
Balenzano, Julie N	99,028.71	598.68
Castleton, Jennie	94,892.09	817.79
Cox, April L.	128,631.39	903.61
Forouzi, Saied	86,190.58	0.00
Fry, Jennifer J.	98,033.26	1,650.88
Ho, Michael C.	140,959.92	2,542.12
Kerr, David G	86,539.61	165.60
Larssen, Elizabeth A.	84,336.65	62.08
Mandera, Iwona	112,839.19	1,643.85
Merrells, Carmen E	87,543.62	285.78
Goossen, Linda A.	81,157.88	0.00
Patrick, Valerie A	80,991.61	408.83
Bhogal, Surinder K.	185,181.30	1,980.32
Scott, Deanna	85,757.18	10.35
Stachura, Ilona	97,765.82	1,158.06
Thiessen, Tanya D.I.	103,655.22	318.73
Tong, Tania W	85,268.60	0.00
Wile, Jennifer R.	97,898.29	1,164.44
Thind, Harjinderpal S.	113,482.95	2,025.11
Hill, Cyndy L.	80,407.84	202.15
MacDonell, Paul C.	84,237.42	316.06
Olcay, Erol E.	85,977.10	0.00
Casenas, Carolyn S.	78,521.68	340.03
Aho, Virginia P.	85,970.67	397.93
Ashmore, Amy	89,482.55	13,456.56
Savage, Meghan J.	102,655.56	945.67
Yang, Qiong	83,998.27	408.83
Teixeira, Cristina M	85,233.88	62.93
Ali, Mehjabeen	85,234.54	62.10
Church, Sara J	84,756.41	505.24
Johnson, Sarah Elizabeth	84,112.25	256.62
Ricardo De Sanchez, Yesenia	83,617.27	948.67
Tokhtarova, Mariya Bulatovna	75,657.66	274.28
Thomas, Tania Meghan	78,106.71	578.71
Kutan, Selin	115,635.93	1,317.06
Quizon, Samantha Gonzales	83,803.48	1,070.61
Total Employees Exceeding \$75,000	\$3,730,082.66	\$38,470.18
Total Employees Equal to or Less Than \$75,000	\$8,541,061.14	\$18,935.28
Consolidated Total	\$12,271,143.80	\$59,329.26

Total remuneration may include payout of earned time for vacation, gratuity payments pay for performance, banked time, and/or vehicle allowance.

Schedule 8 - Remuneration and Expenses

Reconciliation of Remuneration and Expenses

Per Schedule of Remuneration & Expenses			
	Base salary remuneration	\$11,901,225.82	
	Taxable benefit & other	369,917.98	
			<u>\$12,271,143.80</u>
Reconciling items:	<i>Add: Employer share of EI, CPP and Other benefit*</i>	2,654,334.07	
	<i>Less: Prior year payroll accrual</i>	(81,900.28)	
	<i>Add: Payroll labour allocations</i>	52,278.08	
	<i>Add: Current year payroll accrual</i>	126,090.33	
			<u>2,750,802.20</u>
Total Library Salary and Benefits			\$ 15,021,946.00

Per Statement of Operations:			
	Total Library Salaries and Benefits per Statement of Operations		\$ 15,021,946.00
Total Library Salary and Benefits			\$ 15,021,946.00

Variance		\$	-
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* Payments to the Receiver General are made directly by the City of Surrey on behalf of the Library. These payments are shown on this schedule at the standard rate allocated by the City of Surrey, and not on the Schedule of Payments for the Provision of Goods and Services.

**Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019**

Statement of Severance Agreements

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library

Fiscal Year Ended: December 31, 2019

There were **no** severance agreements made between the Surrey Public Library and its non-unionized employees during the fiscal year ending December 31, 2019.

**Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019**

SCHEDULE OF CHANGES IN FINANCIAL POSITION

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library
Fiscal Year Ended: December 31, 2019

A Statement of Changes in Financial Position has not been prepared because this information is provided in the Financial Statements.

**Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019**

Schedule of Payments Made For The Provisions of Goods and Services

Financial Information Act - Statement of Financial Information

Library Name: Surrey Public Library
Fiscal Year Ended: December 31, 2019

Regulations require the Surrey Public Library to report the total amount paid to each supplier for goods and services that exceeds \$25,000 in the year reported.

Please see following pages for detailed schedule of payments made for the provision of goods and services along with reconciliation to the financial statements.

Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019

Schedule 11 - Provision of Goods and Services

Name of Individual, Firm or Corporation	Total Amount Paid During Fiscal Year
A&G SUPPLY LTD.	27,801.83
ACCESS GAS	51,193.33
ARGUS CARRIERS LTD.	165,484.40
BC HYDRO & POWER AUTHORITY	283,525.30
BC LIBRARIES COOPERATIVE	341,535.87
BEST SERVICE PROS LTD.	95,648.28
BIBLIOCOMMONS INC.	82,974.42
BIBLIOTHECA CANADA INC.	161,990.28
CENGAGE LEARNING	74,241.41
CENTRE FOR EQUITABLE LIBRARY ACCESS	30,192.67
CLEAN FOR YOU CLEANING SERVICES LTD.	48,687.08
CVS MIDWEST TAPE LLC	367,353.16
EBSCO CANADA LTD.	59,343.43
FORTISBC ENERGY INC.	48,919.01
GDI SERVICES (CANADA) LP	95,076.54
GREAT PACIFIC ENTERPRISES INC DBA TNG (CANADA)	61,431.82
IMPERIAL HOBBIES	28,932.84
JONATHAN MORGAN & COMPANY LTD.	39,169.71
LANDMARK BUILDING MAINTENANCE CORPORATION	84,068.92
LIBRARY BOUND INC.	97,583.18
NUTECH FACILITY SERVICES LTD	62,518.27
OVERDRIVE, INC.	649,354.77
PALADIN SECURITY GROUP LTD.	180,930.90
PUBLIC LIBRARY INTERLINK	134,928.99
RIOKIM HOLDINGS (STRAWBERRY HILL) INC.	45,697.56
SERVANTAGE SERVICES CORP.	51,111.43
STAPLES BUSINESS ADVANTAGE	55,377.63
UNITED LIBRARY SERVICES INC.	29,639.66
VANCOUVER FOUNDATION	101,950.00
VANCOUVER KIDSBOOKS	374,832.27
WHITEHOTS INC.	981,002.84
TOTAL (SUPPLIERS WITH PAYMENTS EXCEEDING \$25,000)	4,912,497.80
TOTAL (SUPPLIERS WHERE PAYMENTS ARE \$25,000 OR LESS)	818,480.31
CONSOLIDATED TOTAL	5,730,978.11

Prepared under the Financial Information Regulation, Schedule 1, Section 7

Prepared as required by Financial Information Regulation, Schedule 1, section 7

Surrey Public Library
Statement of Financial Information (SOFI)
Fiscal Year Ended December 31, 2019

Schedule 11 - Provision of Goods & Services

Reconciliation of Goods and Services		
Per Schedule of Provision of Goods and Services		
Total of aggregate payments exceeding \$25,000 paid to suppliers	4,912,497.80	
Consolidated total of payments of \$25,000 or less paid to suppliers	818,480	
Employee remuneration expenses	57,406	
Less: 2018 dated vouchers that are posted to 2018 but paid in 2019	(414,648)	
Add: 2019 dated vouchers posted to 2019 but paid in 2020	94,643	
Less: Prior-year accruals	6,902	
Add: Current-year accruals	(44,241)	
	<u>5,431,040</u>	5,431,040
Net capital acquisitions		
Cash used to acquire tangible capital assets	(2,032,368)	
Amortization expense	1,986,660	
Reconciling capital item *	49,091	
	<u>3,383</u>	3,383
Other Reconciling items:		
Increase/(Decrease) in prepaid expenses	29,079	
Less: Sales tax rebate	0	
Add: Other Interest & Fiscal Services	6,304	
Add: Net Cost Charges & Recoveries	375,309	
	<u>410,692</u>	410,692
Total Library Operating Expenses		\$5,845,115
Total Per Statement of Operations:		
Total Operation Expenses		20,867,061
Less: Salary and Benefits		(15,021,946)
Total Library Operating Expenses		\$5,845,115
Variance		-

* The Library Financial Statements are prepared using the accrual method of accounting, whereas the supplier payments schedule is prepared on a cash basis. The Library supplier payment schedule includes expenditures on both capital and operations.

To: Surrey Public Library Board
From: Surinder Bhogal, Chief Librarian and
Seline Kutan, Director, Marketing and Communications
Date: May 28, 2020
Subject: Surrey Libraries Board of Trustees Advocacy Plan



RECOMMENDATION

It is recommended that the Board adopt the revised Advocacy Plan, attached as Appendix I.

BACKGROUND

A Board of Trustees Advocacy Plan was approved by the Board in January 2019. The plan outlines practical actions Trustees can engage in to advocate for Surrey Libraries as well as key talking points and statistics relating to the value of Surrey Libraries and public libraries in general. The plan was reviewed by the Board in February 27, 2020 and proposed revisions were recommended.

DISCUSSION

The plan's progress and actions were summarized in a report to the Board on February 27, 2020. The Board found some actions to be impractical, and suggested other means to enhance relationships with stakeholders. These revisions have been incorporated, as well as changes to support the restrictions imposed by the COVID-19 pandemic. The updated plan incorporates feedback from the Board's Planning and External Relations Committee, and is included with the revisions tracked. Once the plan is approved, staff will work to assign leads to move the advocacy actions forward.

CONCLUSION

Advocating for the Library is a key role for the Board. Early this year, the provincial government announced new funding to public libraries for the first time in over a decade, in the form of digital literacy grants. This increase can be attributed in part to the collective advocacy efforts of library boards across B.C.

With Board approval, staff look forward to implementing the actions to advance the plan.

Attachment:
Appendix I - Surrey Libraries Board Advocacy Plan (2020 Draft)

SURREY LIBRARIES BOARD ADVOCACY PLAN

DRAFT 2020 Revision (Adopted January 24, 2019)



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 ~~politicians 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. ~~This is especially critical with the election of the new Mayor and Councillors.~~

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.**

~~Connect with and meet the needs of elected officials in advancing civic priorities by providing current and targeted information about the value of the library. This supports elected officials' interest in~~

Commented [KS1]: These sub-descriptors removed as objectives are self-explanatory

~~directly connecting with their constituents and increases their understanding of SL services.~~

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

~~Develop relationships with local decision makers and funders to ensure that the library remains 'top of mind' when exploring opportunities or funding decisions are being made.~~

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

~~Create cheat sheets with supporting documents targeted to different audiences.~~

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~~ a number of 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: ~~Host annual SL update lunch and learn at City Centre Library for Mayor, Councillors, and SD 36 School Trustees. 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: ~~Host annual SL update lunch and learn for Surrey-based MLAs, Minister of Education, and trustee invited guests (prominent community members). Provide an overview of current programs, services, and initiatives at the library, including successes and challenges, and Q&A.~~

Action 1.45: Invite Councillors, MLAs, and MPs, ~~and SD 36 School Trustees~~ 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 Kids Read Surrey Libraries EXPO.
Special events may be deferred due to the pandemic.
- ~~**Action 2.4:** Research the value of and process for creating a "Friends of the Library" organization.~~

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 ~~like Read2Baby~~.
- 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 ~~major~~ 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 number of relationships initiated.~~
- 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.)

Commented [KS2]: We don't have a way to track this so it's hard to set this as a measure.

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 ~~close to 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, 175,05465,692 children and youth participated in literacy and skills building library programs like storytimes, Summer Reading Club, and coding programs.
- Last year, over 2230,000 adults benefitted from library programs to enrich and support their learning. Programs like: English Language Learner (ELL) SL book clubs, English conversation ~~classcircles~~, 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 \$3.215 a month per citizen¹.
- Having a library card in the family is associated with better learning outcomes for children.
- ~~The library provides equitable access to resources, helping improve their lives and promoting economic vitality.~~
- Libraries contribute to both economic vitality and societal wellbeing².

The Library builds community.

- ~~The library acts as a gathering place for people of many ages, races ethnicity and socio-economic backgrounds. It is one of the last non-commercial public spaces in our society and it 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.

¹ SL 202018 budget: \$220,362180,000 divided by Surrey's population based on ~~2016 Census~~ COS Planning Department Sept 2019 estimate: 579,80017,887 = \$38.5796 per citizen/year / 12 = \$3.215

² <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 ~~hosts~~ celebrates a wide variety of cultural celebrations 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.

- ~~An estimated 40% of the Canadian workforce lacks the basic literacy and numeracy skills needed to succeed in the workplace.~~
- SL offers a wealth of print and online resources such as language learning platforms like Rosetta Stone or online training via Lynda.com.
- SL offers many programs to assist with literacy development – for children and adults – especially those new to Canada and developing their English language skills.

Commented [KS3]: This isn't a supporting fact for SL being a leader in literacy and unsure of source.

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 ~~180,000~~ 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%. About 12.4% of British Columbians access the internet at a public library; the biggest users of library internet access (28.4%) are young people between the ages of 16 and 24. Among low income young people, that number rises to 48.5%.
- Libraries provide services such as digital literacy training, access to the internet, and research assistance.

Commented [KS4]: This data is from a 2012 study. New data is from 2018.

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) ~~SL~~ 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.



Ministry of Education
Supporting Restoration of
Public Library Services During COVID-19 in BC
Guidance Framework for Public Library Systems

INTRODUCTION

Public libraries are playing an important role in helping families and people stay connected, informed and entertained during the COVID-19 pandemic. B.C.'s 71 public library systems with 249 branches also play a crucial role in providing access to public computing, community and legal information and literacy-based activities.

While remote services and online collections have supported entertainment, recreation and life-long learning, it is not ideal as a sole model for supporting families, seniors and vulnerable people. Restoring some in-person access and service is a crucial part of a plan for supporting the social system. This work includes developing plans and using alternative service delivery methods to provide access to library collections, programs, spaces and public computing. These plans are being developed under the guidance of public health officials to ensure delivery of services that keep library patrons and staff safe. Consistent application of preventative measures must remain top of mind.

Libraries are already considering flexible and innovative ways to address local community needs. It is important to acknowledge that local circumstances require different approaches and that that "learning involves patience and time" ([First Peoples Principles of Learning](#)). Examples of adapted services include, boosting outside WIFI signals, offering books on demand or grab bags, virtual story-times/craft activities, developing guides for online learning, and/or enhancing phone information and technology support services.

PURPOSE

The purpose of this framework is to support B.C.'s public library systems in developing plans to deliver remote access to collections/programs while working toward restoring in-person services and re-opening closed library spaces.

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Supporting Restoration of Public Library Services During COVID-19 in BC
Guidance and Planning Framework for Public Library Systems
Ministry of Education: Libraries Branch



This document is also intended to assist public library systems to maintain safe and healthy work environments for staff and library patrons during the COVID-19 pandemic. It has been prepared based on questions received from public libraries and existing guidelines from comparable services in B.C.

Given the evolving nature of the COVID-19 pandemic and the provincial response, the Ministry of Education (Libraries Branch) will continue to update this document with new information, resources and promising practices as they become available.

The strategies and actions needed to support the restoration of public access to library services during this pandemic are guided by the following principles:

- Informed by research, practices and guidance from other sectors (e.g. K-12, recreation centres) and jurisdictions in planning to reopen library spaces;
- Flexible to expand and contract to align with the health emergency measures as directed by the PHO;
- Encourage libraries to work with local government, health and other community partners when making access, space and service decisions;
- Involve voluntary levels of service based on community needs and capacity;
- Applied provincially, by system and/or on a local library branch basis depending on the status of COVID 19 outbreak.

CURRENT STATE

The Provincial Health Officer (PHO) has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the [essential services list](#) may open if they can adapt their services and workplace to the orders and recommendations of the PHO. WorkSafe BC has provided [guidance](#) on how to adapt services and workplaces in light of new health and safety requirements.

In the week of March 16, all 71 public libraries made local decisions to close library spaces. Since that time, libraries have adapted services, providing primarily remote/virtual delivery of library collections, services and programs.

Public libraries have not been ordered to close, nor are they listed as essential services, meaning that the question of closing and re-opening is a local decision. B.C. released information on its [Restart BC](#) plan on May 6th 2020. Libraries were identified in Phase 2 (May

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19th) in the restoration of services. Worksafe BC released new protocols for libraries on May 15th.

When making plans to open in-person services, libraries, like all other operations are expected to follow new health and safety recommendations and guidance from the PHO, BC Centre for Disease Control (BC CDC) and WorkSafe BC.

Public Libraries should continue to explore online/remote service delivery options, while planning for the return of some in-person services based on broad public guidance provided by the PHO, BC CDC and WorkSafe BC. These services may include:

- Contactless curbside pickup by request
- Boosted WIFI for outside use
- Home delivery services for homebound patrons
- Public computing with cleaning protocols, plastic covers
- Limited public access hours, protected hours for vulnerable visitors

It may take a while for public libraries to completely re-open and return to normal service levels. Libraries should consider a phased approach to the restoration of in-person services, public computing, collection browsing and events/programs. Where possible libraries should work locally to determine the areas of highest need (e.g. public computing) and plan accordingly.

GOVERNANCE AND LOCAL RELATIONSHIPS

The Library Act defines each library board as an independent corporation. The board is the employer of the public library and has fiduciary and accountability responsibilities.

The *Library Act* provides direction on the relationship between library boards and local governments. Local governments are the primary funder of public libraries. Establishing a collaborative and a strong working relationship between the library board, staff, and local government officials is an essential part of successful library governance. These relationships are even more important during an emergency. In some communities, library directors or other library staff take part in local [Emergency Operation Centres](#). This has enabled libraries to participate alongside other key public agencies in delivering and supporting community needs.

Reviewing and updating internal governance processes is another important step in the initial planning phases. Proactive measures involving the Library Board and senior

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management can help preserve community trust in vital leadership roles and model shifts in practice for the rest of the organization.

KEY CONSIDERATIONS

1. Public Libraries have flexibility in how they deliver library services in a manner that meets the unique needs and circumstances of their users and communities.
2. When making plans to open, libraries are expected to adapt services in light of the new health and safety recommendations and guidance from the BC Centre for Disease Control (CDC), Provincial Health Office and Worksafe BC.
3. It is up to library systems, through their local planning processes, to determine the optimal balance between virtual (remote) and in-person opportunities for services.
4. Public library leadership teams are encouraged to work with and liaise regularly with their local medical health officer in the health authority to ensure that protocols respect the guidelines provided by the PHO.
5. [BC CDC](#) provides guidance in a number of areas such as cleaning protocols, distancing and signage. You will find guidance documents, posters and information to support your planning and policy development.
6. The [guidance provided to K-12 Schools](#) is a useful companion document for planning for the restoration of in-person services, including current thinking on:
 - Maintaining cleaning and disinfecting policies,
 - Use of personal protective equipment (PPE)/masks,
 - COVID-19 viability on services/high touch surfaces,
 - Use and application of cleaning materials,
 - Cleaning of toys, electronics etc.
7. WorkSafeBC has issued resources for [COVID-19 and returning to safe operation](#), all of which must be considered by libraries as employers. There are specific [protocols identified for libraries](#).



8. All employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission.
9. Library Boards as employers are responsible for taking appropriate [preventive measures](#) in the workplace. For examples, ensuring employees who show any symptoms are supported to stay home and self-isolate for at least 10 days from onset of symptoms. Employees have the right to [refuse unsafe work](#).
10. Research is underway. Guidance may change as new information becomes available.

OPENING SPACES AND RESTORING IN-PERSON SERVICE

The PHO's [order](#) prohibiting gatherings of over 50 people is intended to prevent large groups of people from gathering in close quarters with one another, and does not necessarily apply to buildings where physical distancing is possible. There could be more than 50 patrons and staff in a large library building at any given time if they are not all in one area at the same time and are actively engaged in physical distancing.

To facilitate physical distancing in the library building, staff may consider measures like staggering visitors, changing furniture layout, providing visual indicators (e.g. tape on the floor) of appropriate spacing in line-up areas, and posting revised occupancy limits on small spaces such as elevators and meeting rooms. Expanded protocols and information are available from Worksafe BC. At the moment there is limited information on occupancy rates as they relate to libraries.

The following elements are expected be in place when libraries move to in-person service delivery:

- Measures to support physical distancing between library patrons and between library patrons and staff,
- Considerations of limited services hours or protected hours for vulnerable, community members,
- Enhanced cleaning protocols,
- Signage.



MATERIALS HANDLING

Managing inventory (e.g. returned items) and handling materials is a daily function of public libraries. [Research](#) is still emerging on the length of time COVID-19 lives on surfaces. Libraries are looking for guidance in mitigating risk to employees in handling collections and restoring in-person services. At this time there is no definitive evidence-based research on how long the virus may live on books and other types of library materials. Libraries may wish to consider isolating materials returned from library patrons for a minimum of 72 hours as a conservative estimate. Other cleaning protocols should also be used to protect staff and mitigate transmission.

SIGNAGE

If you decide to open a physical location to the public, post signage encouraging visitors to take the appropriate preventive measures. It will also help your library patrons understand how your services have changed and what they can do to support prevention and reduce risk.

The BC CDC and Public Health Canada have prepared a variety of posters, factsheets, and infographics about COVID-19 that can be displayed in public areas. ([CDC: Resources at a Glance](#)) ([Public Health Canada: Awareness Resources](#))

CLEANING AND DISINFECTING IN A PUBLIC SETTING

BC CDC provides detailed guidance for [cleaning and disinfecting in a public setting](#). These are the measures that organizations can take to prevent infection and transmission:

- **Cleaning:** Consider increasing routine cleaning practices – if you are cleaning and disinfecting frequently touched surfaces once a day, move to twice a day using the products you already use.
- **Space:** Consider the density of your business and provide additional space for customers and employees to interact; for example, consider how line ups or seating could be expanded so that people are able to put some distance – 1 to 2 metres – between one another.
- **Hand hygiene:** Ensure your washrooms remain stocked with soap and consider offering hand sanitizer at entrances.
- **Communication:** Show your customers, clients, members, and employees what you are doing to support the efforts to slow transmission of this virus by communicating online and at your place of business.

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- **Employees who feel unwell:** Support your employees to stay home if they are sick.
- **Public gatherings:** Events that bring more than 50 people closely together – indoors or outdoors – are ordered to be cancelled for now. This does not apply to buildings where the environment allows for distance between people.

The Public Health Agency of Canada has also posted guidance on [cleaning and disinfecting public spaces](#), including recommendations regarding cleaning procedures and protocols. There is also general guidance from the BC CDC for [cleaning in the home](#) which provides options for cleaning items such as toys and electronics.

PROVINCIAL INTERLIBRARY LOAN, BC ONECARD AND REGIONAL DELIVERY SYSTEMS (INTERLINK)

The Ministry of Education, in consultation with ABCPLD (Association of BC Public Library Directors), closed the provincial interlibrary loan and BC OneCard programs on March 16.

The ministry recognizes the restoration of interlibrary loan (ILL) and BC OneCard service will depend on each library's ability to manage locally. ILL and BC OneCard services will be restored when over 80% of libraries are providing some level of in-person services and have the capacity to process returns and requests safely. InterLINK may return to regional delivery in consultation with the Libraries Branch.

ADDITIONAL RESOURCES AND COMMUNITY SUPPORTS

Libraries should consult with their local Medical Health Officer regarding significant decisions related to COVID-19. To find your local Medical Health Officer:

- Fraser Health: 1-866-990-9941 or CDPHNs@fraserhealth.ca
- Interior Health: <https://www.interiorhealth.ca/AboutUs/Leadership/MHO/Pages/default.aspx>
- Island Health: <https://www.islandhealth.ca/about-us/medical-health-officers>
- Northern Health: <https://www.northernhealth.ca/about-us/leadership/medical-health-officers>
- Vancouver Coastal Health: <http://www.vch.ca/about-us/contact-us/medical-health-officers>



The Public Health Agency of Canada has released [community-based measures to mitigate the spread of COVID-19](#), including hygiene and respiratory etiquette, environmental cleaning, and mitigation measures that promote social distancing and decrease density.

HELPING BC PREVENT THE SPREAD OF COVID-19

Each of us has a role to play in reducing the spread of this virus and protecting the people we love. The most important things people can do to limit the spread of the virus are:

- Stay home as much as possible and limit contact with other people.
- Wash your hands frequently with soap and water, for at least 20 seconds.
- Avoid touching your face.

Libraries play an important role in helping people find information and access government services. Library staff are key information navigators and provide access to fact-based health, legal and government information. This is particularly important to people who do not have ready access to computers. Please continue to help us get the work out and help people find the information they need:

- B.C. has launched a non-medical information line for British Columbians who have questions about COVID-19: 1-888-COVID19. Phone lines are open 7 days a week from 7:30 AM to 8 PM, and information is available in more than 110 languages.
- B.C.'s COVID-19 website has many resources available at www.gov.bc.ca/covid19.
- The BC Centre for Disease Control (BCCDC) website also has many resources for British Columbians who want more information about COVID-19, at <http://covid-19.bccdc.ca/>.
- If you think you have symptoms the Ministry of Health has developed an online self-assessment tool at <https://bc.thrive.health/>.
- If you have symptoms associated with COVID-19, self-isolate and call 8-1-1 to pre-arrange health testing.
- For more information and latest updates on COVID-19, follow the BC Centre for Disease Control on Twitter @CDCofBC or visit its website: <http://www.bccdc.ca/>.
- Worksafe BC, provides information for employers and workers: <https://www.worksafebc.com/en/about-us/covid-19-updates>.



B.C.'S STRATEGIC PLAN FOR PUBLIC LIBRARY SERVICE

2020

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MESSAGE FROM THE MINISTER

Public libraries are an important part of our government's plan to make life better and more affordable for British Columbians of all ages. They improve the services people count on and help provide people with the skills they need to succeed as we work together to build a strong, sustainable economy throughout our province.

As vital community and learning hubs, libraries are valued for embracing diversity and providing trusted information and services. They are places for connecting, sharing and lifelong learning. For many people, libraries remove barriers and help close the gap between poverty and opportunity.

As a life-long library user, I am pleased to present our provincial strategy for public library service. This strategy will focus on making sure that British Columbians experience services that are engaging, accessible and responsive to their needs. We are committed to working with libraries, local governments, and other partners to ensure libraries remain inspiring community destinations where people of any age can learn and grow.

As many of you know, B.C. recently became the first province in Canada to implement the United Nations Declaration on the Rights of Indigenous Peoples. This is an important step toward true and lasting reconciliation and moves our province into a new era of rights and recognition. Libraries will play an important role in this journey as they bring people together every day, celebrate diversity, encourage dialogue and offer a place for all voices to be heard.

I would like to thank library boards, staff, volunteers, local governments and our many library partners throughout B.C. for their hard work and dedication in bringing these important services to our communities. Together we will deliver the support and access people need to thrive.

Rob Fleming

Minister of Education



EXECUTIVE SUMMARY

British Columbia's 71 public libraries play a crucial role in helping government fulfill its commitments to people from every background by providing vital access to information, programs and resources. People in all types of socio-economic circumstances rely on library services and staff to apply for jobs, access government information and develop the literacy skills needed to participate as educated and engaged individuals.

The Ministry of Education is focused on enabling learners of all ages to reach their full potential and acquire the knowledge and skills needed to participate in a healthy society and a prosperous and sustainable economy. This includes working to enhance the capacity of libraries to deliver services people rely on.

This strategic plan and vision framework outline how the ministry will establish priorities and deliver on our

mandate to support the intellectual, human, social and career development of all British Columbians. We are working so that everyone can maximize their potential as engaged and educated individuals who can thrive in a rapidly changing world. This is government's plan to support people through public library services throughout British Columbia.

Our work cannot be done alone. Library services are constantly evolving, and our four strategies are founded on established partnerships and successful collaborations. We will continue to work across government and with the library community, building on our collective accomplishments. We are further guided by government's commitments to inclusion, an economy that works for everyone and to true and lasting reconciliation with Indigenous Peoples in British Columbia.

Over the next few years, we will focus on four key strategies:

- » **Improving access for British Columbians**
Supporting a connected library network that leverages its strengths and structure to deliver user-centred programs and services through the province.
 - » **Building capacity**
Reducing barriers for library staff and board members to access training opportunities so that they can continue to provide quality and future-focused library services.
 - » **Advancing citizen engagement**
Increasing opportunities for people to access the information and resources they need to thrive as engaged individuals, workers and lifelong learners.
 - » **Enhancing governance**
Leading at the provincial level and supporting governance education.
-

STRATEGIC CONTEXT

Government is committed to making life more affordable, delivering the services people count on and building a strong, sustainable and innovative economy that works for everyone.

We have a renewed and clear mandate: to encourage every learner to maximize their potential. This work is outlined in the [Policy for Student Success](#) and fuels our passion and vision of having educated British Columbians who thrive in a rapidly changing world.

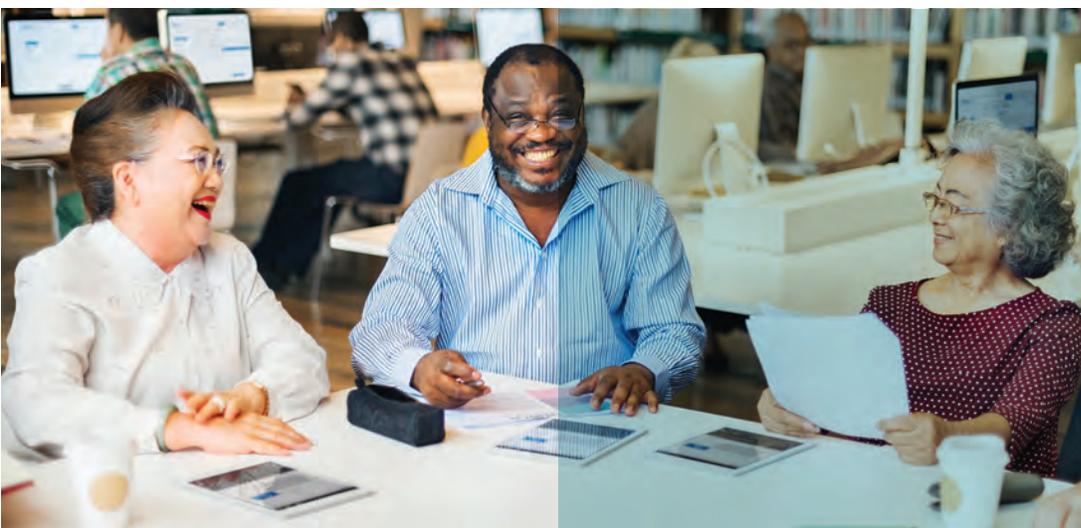
Our work is also informed by cross-government initiatives including [TogetherBC](#), the Province's first poverty reduction strategy, and [Building a Better BC](#), Government's vision to make the province truly inclusive by 2024.

New legislation establishes the United Nations Declaration on the Rights of Indigenous Peoples as the foundational framework for reconciliation in B.C. as called for by the Truth and Reconciliation Commission. The B.C. Declaration on the Rights of Indigenous Peoples Act recognizes and respects the human rights of Indigenous peoples. It brings Indigenous peoples to the table for the decisions that affect them, their families and their territories. It provides a way forward for reconciliation with a plan that will work for everyone.

Public libraries at the heart of communities

Libraries are the cornerstone of healthy and vibrant communities. People can come together and learn more about what matters to them. Libraries celebrate diversity and help create a sense of belonging through programs and partnerships. They help people by providing digital inclusion and ensuring ongoing access to information in its many forms.

Libraries are committed to free access and to serving their communities. Through libraries, people can share and demonstrate their creativity and culture. They are places of opportunity that reduce physical, social, financial and structural barriers.



Enabling learning and supporting people

In order to achieve our social and economic goals we need well-educated people who can think critically and creatively while adapting to change. As we focus on building our knowledge economy, libraries offer people a place to find information, learn and grow. They support adults and youth preparing to enter into the workforce or academic or career programs. Newcomers use libraries to learn about life in B.C. and find employment. Early years and school-aged educators are vital collaborators with libraries as we work together to promote children's social and emotional development, as well as fostering positive attitudes towards learning. Locally, libraries provide space for civic engagement and critical community conversations, bringing people of all generations together to share experiences and learn.



Libraries' role in reconciliation

B.C. is on a very important journey that starts with honouring the truth of our collective history related to Indigenous peoples in our province and our country. The legacy of residential schools and the generations of trauma are no longer ignored or forgotten in our province. Together, we must provide space for Indigenous voices and to hear the stories of the past before we can move forward on a path towards reconciliation. Libraries create connections and opportunities for those voices to be heard.

THE MINISTRY OF EDUCATION'S ROLE

In British Columbia the Library Act outlines how public libraries are established, locally governed and operated. Most libraries are governed by independent library boards and funded by local governments.

The Libraries Branch, within the Ministry of Education supports effective governance and accountability and works to ensure provincial funding helps to extend local services and improve access throughout the province.

OUR MANDATE:

- » Provide the regulatory structure that supports operation and governance.
- » Support service improvements and extend libraries.
- » Facilitate access to services in every corner of the province.

We promote equitable services through the province and contribute to the development of province-wide networks. This includes working across government to better leverage libraries as community hubs and places for learning.

Working together

We are committed to working with the library community to enable equitable access to services and to help create effective library programs and services that make people's lives better. Our role is to strengthen library networks by supporting collaboration, shared services and innovative programs.

The success of our library system is based on cooperation between governments, library boards, professional associations, federations and staff. Furthermore, we could not do this work without our partners, including the BC Library Association, BC Library Trustees Association, Association of BC Public Library Directors and BC Libraries Cooperative.



LIBRARIES TODAY

Libraries are dynamic, flexible gathering places. They contribute to the social, cultural and economic well-being of communities through dialogue and connecting people with government services. They are committed to ensuring equitable access and helping people, regardless of their circumstances, to participate in an increasingly digital world.

Through systemwide collaboration and by leveraging innovative technologies, libraries are expanding beyond their physical walls to offer eBooks, streaming content and online member services. At the same time, libraries remain key to supporting foundational skills including critical thinking, literacy and reading.

As a province, libraries are accessible to 99% of the population. Over 2 million people have library cards and access the services offered through 249 locations in British Columbia.

Libraries provide opportunities including:

- » Assistance in applying for jobs and accessing government services.
 - » Social spaces to meet other people and families through programs.
 - » Access to the latest technology including editing software, digitization and coding workshops.
 - » Partnering with Indigenous peoples and local First Nations to help our communities understand the importance of reconciliation and the Truth and Reconciliation Commission's Calls to Action.
 - » Hosting community and civic forums on topics including climate change, mental health, homelessness, healthy communities and poverty reduction.
 - » Providing child development activities, including family and parenting programs and supports for early years professionals.
-



LIBRARIES TOMORROW

The last decade has seen major economic changes, shifting employment opportunities and an evolution in finding and sharing information. These trends shape how libraries are delivering services, training staff and meeting people's growing expectations.

British Columbians will need different skills, knowledge and services to succeed and thrive. This preparation is critical to building a strong, sustainable, and prosperous economy for all. Through libraries, communities and government are investing in people's intellectual, cultural and economic futures.

Libraries are responding to societal and economic change by providing people with social connection, digital inclusion and engagement opportunities.

STRATEGIES AND ACTIONS

Library service is constantly evolving. These strategies are founded on established partnerships and ongoing, successful collaboration. We will continue to work with our partners and build on past accomplishments.

Our Key Objectives:

- » Support library services that are flexible, inclusive and responsive to people's needs.
- » Provide access to intellectual, human, social and career development opportunities through libraries.
- » Enable seamless access to online collections in formats that best suit people's information, learning and recreational needs.
- » Help government better engage its citizens and help people benefit from provincial services.
- » Demonstrate governance excellence and public accountability in library service.



STRATEGY

1

Improving Access for British Columbians

People need access to the internet and digital technologies. As community hubs, libraries are providing vital access and helping people connect and navigate the digital world. We will continue to facilitate resource-sharing and help the development of a reliable and equitable digital infrastructure for library services. This work is critical to ensuring a strong digital future for people in all areas of the province.



ACTIONS

- » Promote opportunities to improve the stability and dependability of high-speed, broadband internet service - particularly for libraries that have the greatest need.
- » Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of library collections, wherever they live.

STRATEGY

2

Building Capacity

To support the delivery of quality programs and services that people depend on, we will work with the library community to guide our investment in training and professional development opportunities.



ACTIONS

- » Develop a learning framework starting with an environmental scan and the creation of an inventory to guide the ministry's strategic involvement in capacity building.
- » Continue to collaborate on the development of ongoing professional learning and training programs.
- » Develop an orientation guide for new library directors that explains how provincial initiatives, services and legislation affects and supports their work.

STRATEGY

3

Advancing Citizen Engagement

Engaging citizens – listening to British Columbians and raising awareness - improves public service and makes people's lives better as they benefit from government programs and resources. Engagement creates social inclusion, greater transparency and helps ensure the perspectives of traditionally marginalized groups are heard. It leads to more inclusive institutions and services. In our communities, libraries provide these vital opportunities and help increase understanding. We will work with libraries and support their important role in engaging citizens.



ACTIONS

- » **Bring the library community together to foster knowledge-sharing, collaboration and lasting reconciliation with Indigenous peoples.**
- » **Promote libraries as spaces to engage people in conversations about the provincial programs, policies and services that affect their lives.**
- » **Work to improve people's access to government resources and tools.**

STRATEGY

4

Enhancing Governance

Successful leadership and library service excellence depend on effective governance and accountability. Boards provide strategic direction at the local level and are responsible for ensuring libraries meet their financial, legal and community obligations. We are providing strategic direction at the provincial level and will continue to support governance education.



ACTIONS

- » **Strengthen system governance by supporting board orientation, advising of best practices and by facilitating learning opportunities for sector leaders.**
- » **Improve the Annual Survey to better understand and address today's complex, social challenges.**
- » **Work with library stakeholders to revise the grant system so provincial library funding is more transparent, flexible, sustainable and equitable.**

OUR COMMITMENTS

Our strategic direction will progress over the next three years and is guided by our ongoing commitments to British Columbians. The Ministry of Education, through the Libraries Branch, is responsible for delivering on this plan. To measure our progress, we will use key metrics that were developed in conversation with library stakeholders; these are outlined in Appendix 1.

We will develop an operational plan to deliver on our actions. Our focus in the first year will be on enhancing the annual survey and reviewing the funding framework that determines how public library grants are allocated.

Building on the work that has already been accomplished, we will report on our progress and communicate the strategic importance of library service—their reach and value to British Columbians.

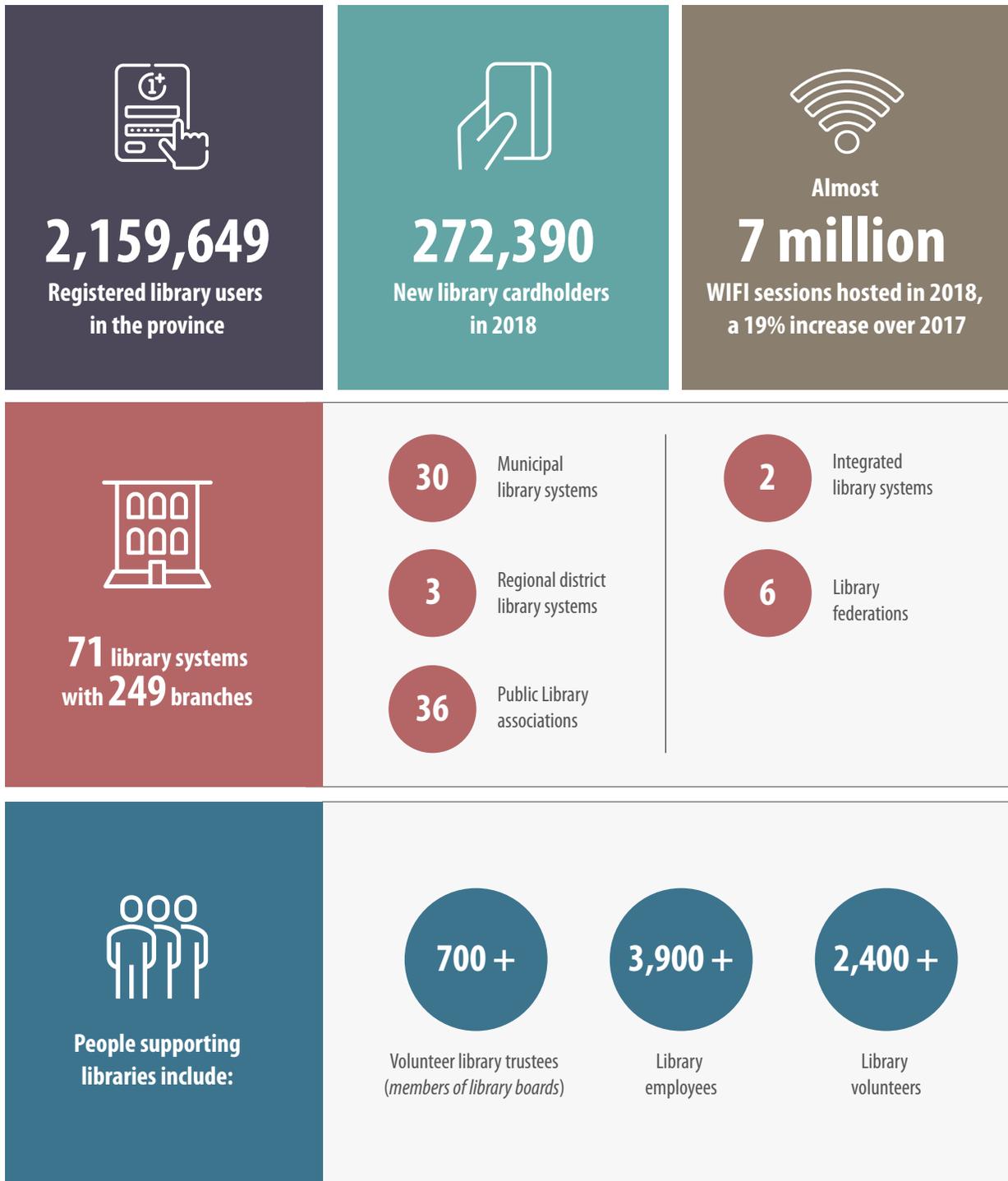


APPENDIX 1: OUTCOMES AND METRICS FRAMEWORK

We will be focused on delivering on the following 5 key outcomes over the next 3 years. A high-level operational plan will provide additional details regarding the associated metrics and reporting.

OUTCOMES	POTENTIAL METRICS	STRATEGY 1 IMPROVING ACCESS	STRATEGY 2 BUILDING CAPACITY	STRATEGY 3 ADVANCING ENGAGEMENT	STRATEGY 4 ENHANCING GOVERNANCE
1 Better access to digital resources	<ul style="list-style-type: none"> • Increase the number of electronic resources used by 10% • Increase users by 20% • Increased connectivity options for library use (qualitative) 	✓	✓		
2 Better availability of library materials in accessible formats	<ul style="list-style-type: none"> • Increase the number and use of accessible format materials by 20% • Increase the number of users by 10% 	✓		✓	
3 People and communities progress toward reconciliation by having improved access to tools, resources and programs	<ul style="list-style-type: none"> • Increase the number of resources and tools for library staff and boards that support communities in reconciliation work <ul style="list-style-type: none"> • 1 resource and workshop offered each year • Increase the number of collections, programs offered and people attending by 15% (qualitative/quantitative) • Increased participant understanding and learning (qualitative) 		✓	✓	
4 Improved access to training and development opportunities for the library community	<ul style="list-style-type: none"> • Increase the number of library staff and boards accessing and using training opportunities by 15% • Increase available learning resources by 20% 		✓		✓
5 Access to services people want through libraries	<ul style="list-style-type: none"> • Increase the number of government services or resources accessed through public libraries <ul style="list-style-type: none"> • 1 significant service offering • Increase number of government agencies/partners using libraries for engagement by 10% • Changes to library services (result of strategic planning, evaluation, needs assessments, community planning) (qualitative) 	✓		✓	✓

APPENDIX 2: LIBRARIES BY THE NUMBERS





2019

Report to Our Community



LAND ACKNOWLEDGEMENT

Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), ǫ́íćǎ́y (Katzie), kʷikʷə́łəm (Kwikwetlem), ǫ́ʷɑ:ńłəń (Kwantlen), ǫ́íǫ́y̓t (Qayqayt), xʷməθkʷə́y̓əm (Musqueam) First Nations and on the ancestral and traditional territory of the scəwaθən məsteyəxʷ (Tsawwassen) First Nation.

VISION

A literate, inclusive, thriving city.

MISSION

We connect people, spark curiosity, and inspire learning.

VALUES

COMMUNITY-FOCUS

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

INTELLECTUAL FREEDOM

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

SERVICE EXCELLENCE

We provide excellent, responsive service.

EQUITABLE ACCESS

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

CREATIVITY

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

COLLABORATION

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

MESSAGE FROM THE BOARD CHAIR AND CHIEF LIBRARIAN

This past year was an extremely productive one and we are proud of the work we accomplished. 2019 was the first year we implemented actions from our new strategic plan.

As one of our strategic themes, 'Literacy and Learning' continues to be a driving force for much of the work we do at Surrey Libraries. Programming to support and raise literacy levels for everyone from pre-schoolers to seniors continues to be a focus, as are literacy supports for newcomers and English language learners. The year also featured a new partnership with Google to lead a cohort of learners through the Google IT Support Certificate program.

A second strategic theme is 'Connections' and the year saw us developing new connections and supporting those we've always had. We were proud to receive a Surrey Housing and Homelessness award for our outreach to shelters and transition houses. We also reached out to our broader community through a 'Customer Satisfaction and Awareness' survey to gain a better understanding of how much the community knows about the services available at Surrey Libraries and how to serve our community better.

Our final strategic theme is 'Welcoming and Inclusive Spaces.' The stereotype that people only use libraries for borrowing books is eroding and one visit to our branches reveals that they're well-used community hubs. We embarked on a major structural renovation of the Cloverdale branch which saw the branch close for half the year. To allow for continued library services for the community, a Pop-up Library was launched at the Cloverdale Recreation Centre. Construction on a new library branch as part of the Clayton Community Centre also continued throughout the year.

We want to extend our thanks to the City of Surrey and the Province of British Columbia for recognizing the value of libraries in our communities. Thank you also to the many volunteers, donors, community partners, and patrons who support our libraries. Finally, we extend a heart-felt thanks to the Board and staff of Surrey Libraries for their ongoing dedication, enthusiasm and commitment to building a better community.



Neelam Sahota
Board Chair



Surinder Bhogal
Chief Librarian

MAYOR'S MESSAGE

On behalf of City Council, I congratulate Surrey Libraries on another successful year serving the needs of our diverse and growing community. Our libraries continue to provide important services to our city and are fast becoming vibrant community hubs. As part of the social fabric of Surrey, our libraries promote the City's mission to serve our community to improve the quality of life for everyone.

People of all ages go to the library to nurture their curiosity, attend programs, use the public computers, learn new skills, share ideas, and make friends. The Library encourages and supports life-long learning and contributes to the economic and social well-being of our citizens. Programs like English Conversation Circles and book clubs bring new Canadians together, exposing them to the rich cultural make up of Surrey.

Our libraries offer a lifetime of continual learning, creativity, and leisure, helping to strengthen our city. They're vital for members of our community who don't have access to computers and help bridge the 'digital divide.' Nearly 200,000 members of our community are active users of the library – I would love to see every Surrey resident use the library services available to them.

Library membership provides residents with free access to books, magazines, music, videos, programs as well as numerous online and digital resources such as streaming video, learning platforms, and career building resources. There is truly something for everyone to discover at the library. I encourage everyone to visit your local Surrey Libraries branch or visit online at surreylibraries.ca and start exploring all that Surrey Libraries has to offer.

Sincerely,
Doug McCallum
Mayor



Doug McCallum
Mayor

YEAR IN REVIEW

In an increasingly connected and busy world, public libraries play an important role, representing one of the few remaining democratic public spaces in our community.

Surrey Libraries serves one of the fastest growing cities in the country and in many respects, 2019 was a year of growth and change for us as we embarked on fulfilling the aspirations set in our new five-year strategic plan. The plan was developed under three broad strategic themes: “Literacy and Learning,” “Connections,” and “Welcoming and Inclusive Spaces.” For this report to our community, those themes are used to highlight the work we undertook in the first year of implementing the strategic plan.

Additionally, we conducted a customer satisfaction and awareness survey last year to help us understand how to better serve our community. You’ll see highlights from that survey in segments throughout this report under the heading “What You Told Us.”

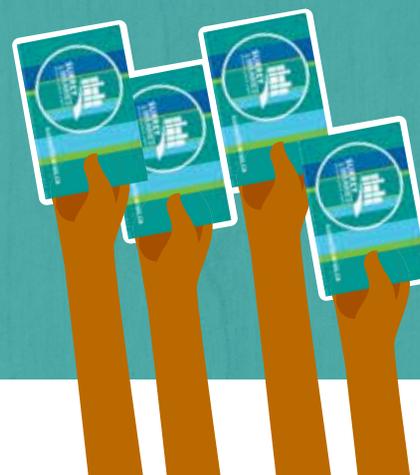
Over
2,500,000
in-person visits



Nearly
2,000,000
visits to website & catalogue



28,678
new library cards issued



A Typical Day in the Life of SURREY LIBRARIES

9,468
physical items
borrowed

7,300
people visit
our branches

590
people participate
in programs



1,252
questions
answered



5,694
visits to our website



82
new library
cards issued

1,714
eBooks & eAudiobooks
downloaded



LITERACY & LEARNING

As a public library, literacy and learning will always be the cornerstone of Surrey Libraries' work. From support of English language learners to storytimes for children to one-on-one technology support, the Library's programs support life-long learning and a range of literacies for young and old.

24%

increase in eBooks and eAudio circulation over 2018



Google IT Support Certificate Program

30,204

adults participated in Library programs such as book clubs, Maker Meetups, and English Conversation circles



English Conversation Circle, Newton Branch

175,054

children and youth participated in Library programs



Teen STEM Challenge, Fleetwood Branch

“This program was very well run and helpful in getting my foot in the door to IT. I received amazing support from Surrey Libraries, and I enjoyed a lot of aspects of how this course was set up and how it was executed. Having other learners to turn to weekly was very helpful in providing motivation, knowledge, and amusement. I feel more confident to be able to look for a job in the IT field.”

– Monica, Graduate of the Google IT Support Certificate Program

“The library has helped me develop my love of reading since I was 10 years old. I used to take out the max limit of books and spend hours at a time immersed in different stories. Eventually I started to volunteer for the library as well, starting in spring of 2017. I've volunteered multiple times for the Reading Buddies program and have loved it. I've built countless friendships with people involved with the library and I can say with confidence that I am a better person today because of this special place.” – Natasha



As a teacher and mother of two young children, Sara Oke knows that strong reading skills form the basis of learning and the importance of developing literacy skills early, “I started taking both of my kids when they were babies to baby storytime at the library, and we really enjoyed that.”

Recently, when her youngest, Avery, turned two, Oke found a new use for the library when planning a storybook-themed birthday party for her little one. Rather than purchasing books from a store, sourcing them from the library helped to ensure an affordable party. “Library staff were very helpful and I appreciated them taking the time to help me find specific stories to match elements of decor and food I wanted to incorporate,” says Oke.

The birthday girl’s favourite stories joined the party, including: *Green Eggs and Ham*, *The Very Hungry Caterpillar*, *The Rainbow Fish*, *Counting Kisses*, *The Three Little Pigs*, and *Tale of Peter Rabbit*. The books inspired party decor and a feast of snacks, and little bookworms enjoyed gummy worm treats and cupcakes topped with mini book covers for dessert.

“I really wanted the party to be imaginative and reflect my daughter’s interests, and she just loved it!” says Oke. “We love our local library and this is another example of why it’s such a great community resource. We’re looking forward to the new Clayton Community Centre library opening soon too.”

What You Told Us:



62%

strongly agree or agree that “Surrey Libraries is the Go to Place for Literacy and Learning.”

CONNECTIONS

The Library connects Surrey residents with resources and services that help enrich their lives and also connects people to others with similar interests. Our commitment to connection also means supporting efforts of reconciliation with Indigenous communities, as well as enhancing our community partnerships to advance shared priorities and leverage resources for greater community benefit.



“As a new mom with no mom-friends in the area, I started taking my newborn daughter to babytime on Thursdays to help her socialize. Almost three years later, my two daughters and I still walk to the library at least once or twice a week to borrow books and DVDs, attend storytime, and for get-togethers with some of the many friends that we have made there. It has been an amazing opportunity for my children to foster a love of reading, songs, games, and friendships.” – Jennifer



Surrey Libraries won this award for its outreach efforts. Staff make many community visits at places such as shelters, low income housing, food banks, recovery homes, resource fairs, festivals, community events, schools, and the Surrey Pretrial Centre to provide services to vulnerable and marginalized populations. Students, teachers, families, seniors, newcomers, refugees, Indigenous people, and LGBTQ2+ communities all benefit from Surrey Libraries' outreach efforts.

Surrey Housing & Homelessness Society Award



Repair it Café, City Centre Branch

Connecting our staff to the mission of the organization, the Library continued to prioritize staff development and provided funding for educational opportunities for staff including funding for credentialed courses, workshops, and conferences.



What You Told Us:



74%

Strongly agree or agree that Surrey Libraries Consistently Provides Good Service



76%

Strongly agree or agree that Surrey Libraries Staff Are Knowledgeable and Helpful



64%

Strongly agree or agree that they are Satisfied With the Range of Services Surrey Libraries Provides

Our Commitment to Reconciliation

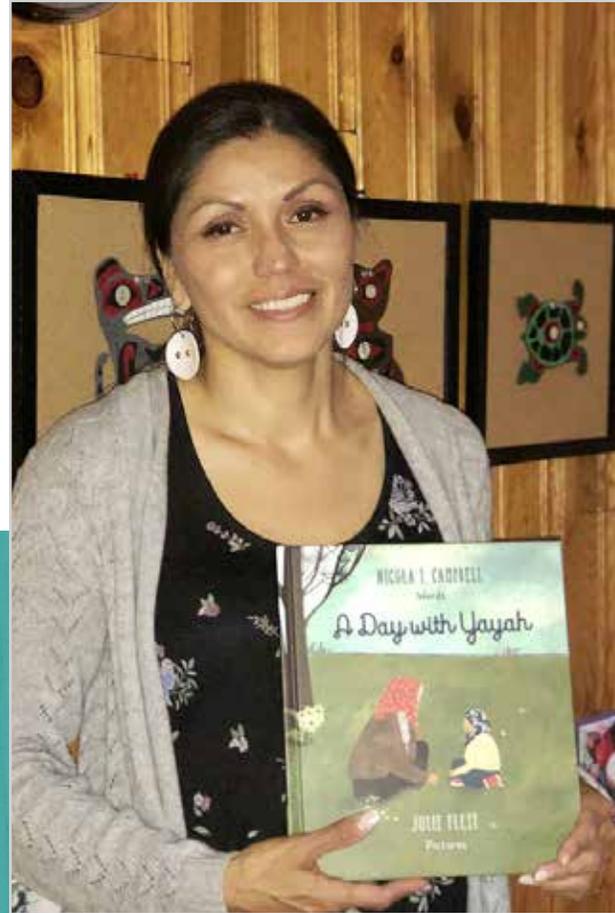
Surrey Libraries is committed to reconciliation and is working to respond to the Truth and Reconciliation Commission's Calls to Action. To build more meaningful connections with our Indigenous community, the Library set "Focus efforts on reconciliation with Indigenous communities" as a key strategic initiative, paving the way to undertake several actions to support reconciliation efforts and to help build the connections between the Library, the Indigenous community, and the citizens of Surrey.

wə ʔayəm kʷs niʔ ct ʔiməx We Walk Slowly
Indigenous medicinal plant walks





Let's Talk About Reconciliation
Indigenous film screenings and conversations



Author Nicola Campbell, *Indigenous Authors and Storytellers for Children* series

The Indigenous Authors and Storytellers for Children series brought four Indigenous authors and storytellers to many branches across the system as well as two community locations. In addition to the readings and storytelling, audiences received complimentary books, learned about Indigenous culture and resources, and had access to specialized Indigenous booklists created by staff.

WELCOMING AND INCLUSIVE SPACES

The Library is a “community living room” and we welcome everyone from newborns to seniors. We are continually working to ensure our facilities and our staff make individuals and families feel welcomed, safe, and comfortable. We joined the SafePlace program, promoting the Library as a place of refuge for the LGBTQ2+ community and also promoted the Library as a breastfeeding friendly space.

While the Cloverdale branch had to close mid-year for extensive renovations, we ensured the community was served through a Pop-up library in the Cloverdale Recreation Centre.



Cloverdale staff at the Pop-up branch housed at the Cloverdale Recreation Centre



Blankets Community Art Project
City Centre branch installation

“When I immigrated to Canada, the library was a lifeline. The support I received from staff in accessing services and materials to help improve my English helped me not only build my language skills, but also my confidence. I went on to university and was the first in my family to graduate. The library enriches our community’s economy, access to learning, and social well-being.” – Library patron



Clayton Community Centre
Branch construction

Delivered
20,111
library materials to
homebound, seniors,
and those with disabilities

Books & Films in
19
World Languages

What You Told Us:



76%
Strongly agree or agree that
Surrey Libraries is Welcoming
and Inclusive



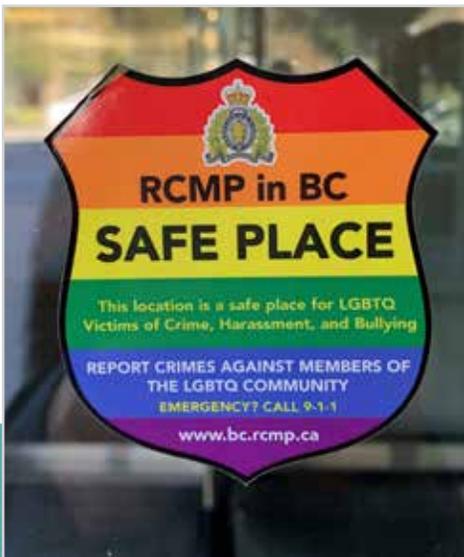
Our board chair, Karen Reid Sidhu, was named the 2019 Super Trustee by the BC Library Trustees Association for her tireless advocacy and support of Surrey Libraries.

“Surrey Libraries hosted three screenings of Sher Vancouver’s award-winning social justice documentary, *My Name Was January*, about issues facing transgender women of colour. With the support and assistance of many library staff, the screenings were well planned, well received, and well attended.

Surrey Libraries provides critical support to grassroots non-profits in the community, like Sher Vancouver, to help them share their programming with the community through its branches.

By supporting members of Sher Vancouver who are often marginalized, vulnerable, and alienated, Surrey Libraries demonstrates its commitment to diversity, inclusion, and the opening of doors to all and is a great equalizer in our city.”

Alex Sangha
Founder of Sher Vancouver
Producer of *My Name Was January*



Safe Place RCMP Stickers displayed on every branch entrance door



Everyone is Welcome entrance poster, Strawberry Hill Branch

LIBRARY OPERATIONS

Financial Summary for 2019

REVENUES

City of Surrey Transfers	19,066,214
Provincial & Federal Grants	985,542
Fines & Fees	619,575
Community Contributions	100,000
Other	201,715

EXPENDITURES

Human Resources	15,021,946
Materials, Supplies & Equipment	3,522,180
Branch Operations	1,799,434
Other	523,501

Full financial statements can be found at:
<https://www.surreylibraries.ca/about-us>

“The wealth of information and products available for a few dollars a year of my taxes—added up, all the resources I get from my local library are probably the best return on investment I’ve ever made in my life.” – Library Patron



196,583

Number of active cardholders
(38% of population)

2019 LIBRARY BOARD



(Left to Right) Top: Jack Hundial (Council Representative), Greg Down, Stanley Chang (Vice Chair), Michael Kendler, Simon Cumming, Austin Uzama, Bottom: Marilyn Herrmann, Jennifer Kimbley, Karen Reid Sidhu (Chair), Louise Hearty
Missing: Connie Hong, Neelam Sahota, Muzna Zafar

THANK YOU TO OUR DONORS AND VOLUNTEERS

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 BC Courthouse Library Society
 BC Lions Football Club
 Black Bond Books
 Black Press Media
 Canada-India Education Society
 Central City Films
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 Surrey City Development Corporation
 Surrey International Writers' Conference
 Turnbull Construction Project Managers Ltd.
 United Way
 Vancouver Kidsbooks
 Westminster Savings



SURREY LIBRARIES

discover·connect·inspire

EXECUTIVE SUMMARY

INTRODUCTION

In 2016, the Canadian Museums Association (CMA), in partnership with Library and Archives Canada, held a summit on the value of galleries, libraries, archives and museums (GLAMs). Oxford Economics participated in the discussion, recommending that “the broad [GLAM] community should consider actively working together to collect data and to carry out horizontal value studies.” In late 2018, the CMA, on behalf of the Ottawa Declaration Working Group, commissioned Oxford Economics to undertake a national study looking at the value of GLAMs in Canada.

Canadian GLAMs receive in the region of 150 million visits every year, but they are much more than simply visitor attractions. They preserve and promote Canadian heritage domestically and around the globe, while providing access to resources for education, research, learning and artistic creation. This report aims to capture the fundamental role played by non-profit GLAMs in Canada, using a combination of quantitative value metrics and qualitative assessments of societal values.

HOW WE ASSESS THE VALUE OF GALLERIES, LIBRARIES, ARCHIVES AND MUSEUMS

This study provides an assessment of the value of GLAMs using cost-benefit analysis (CBA) within an economic welfare framework.¹ It takes a Total Economic Value (TEV) approach, which measures the economic benefits accruing not just to direct beneficiaries such as GLAMs visitors, but to “non-users”—people who value GLAMs’ existence even if they have not recently visited one.

While assessing the costs of maintaining and operating GLAMs is relatively simple, quantifying the benefits is more difficult, requiring a range of economic techniques in line with the diversity of activities GLAMs undertake. These include a calculation of their value as visitor attractions—computed from what visitors actually pay to access GLAMs, but also an estimation of what visitors *would have been prepared to pay* over and above the ticket price (known as the “consumer surplus.”)

To capture the non-use and broader social value of GLAMs, we undertook a national survey of 2,045 Canadian residents (hereafter referred to as the “national survey.”) *Willingness to pay* questions were incorporated in this survey, and quotas were imposed by sex, age, education, language (English/French), and province and territory of residence to ensure a representative sample of the Canadian population.

VALUE OF GLAMs TO THEIR VISITORS

150 million

Estimated visits to Canadian galleries, libraries, archives and museums in one year.

Of these, over 100 million were to public libraries and over 30 million to museums.

\$4.0bn

Total annual “consumer surplus” of visitors to GLAMs in Canada.

This is the sum of the additional amounts these visitors would be willing to pay to visit GLAMs.

¹ It is important to distinguish an economic impact study (which measures jobs, GDP and multiplier impacts) from an economic

\$1.6bn

Total one-year value of GLAMs' online services.

The introduction of online services has seen much greater access to GLAMs information in recent years.

\$3.1bn

Total educational benefits to school students.

This is the value of GLAMs' educational contribution to the students and society as a whole.

Based on the most current data, an estimated 150 million visits are made to GLAMs by members of the public each year. Some visits required an entry fee, and hence produced operational revenues for the institution. For many others, such as libraries, entry was free of charge.

Researchers use a variety of approaches to estimate the value visitors place on GLAMs. The approach adopted for physical visits in this study is the Travel Cost Method (TCM), which estimates consumer surplus based on how demand would change if the costs of admission were to rise from current levels. **This approach suggests a total physical use consumer surplus for GLAMs of \$4.0 billion over a one-year timeframe.**²

NON-USE VALUE OF GLAMS

Beyond visitor benefits, another category of valuation represents the underlying values which Canadians hold for GLAMs whether or not they visit them. This represents the fact that, regardless of whether they visit them, Canadians value these institutions and want them to be supported. This so-called *non-use value* incorporates a number of components, including:

- the value that people attach to the existence of GLAMs whether or not they will ever visit them (existence value);
- the value placed on preserving GLAMs for the benefit of future generations (bequest value); and
- the value of having the option to visit GLAMs at some point in the future (option value).

To quantify these intrinsic values, our national survey explored the maximum amount people would pay each year as a donation to maintain all of Canada's non-profit GLAMs. Respondents who did not visit GLAMs over the past 12 months stated they would be willing to contribute \$22 per year for museums, \$17 for galleries and libraries, and \$14 for archives. Taking these values as an underlying non-use value of GLAMs for all Canadians 16 and above, **we estimate a total non-use value of \$2.2 billion for the entire GLAM sector in Canada.**

EDUCATIONAL VALUE OF GLAMS TO STUDENTS

GLAMs also generate significant educational benefits for Canada, including the learning that school visits provide to children across the country. While estimating returns to education is not straightforward, economists have long recognized and measured such returns as the value that education contributes to future wages.

We adopted this method to calculate a total value for GLAMs' educational benefits (as a result of school visits) of \$3.1 billion.

² All amounts are in Canadian dollars, expressed in 2019 prices, unless otherwise specified. This amount does not include the benefits of academic libraries, which are valued separately because of the different nature of the services they provide. The value of academic libraries to students and researchers is described and analysed in Section 4.3.

THE VALUE OF GLAMs' ONLINE CONTENT

Online visits are another way for users to interact directly with GLAMs, and so constitute another form of consumer surplus that needs to be taken into account in their total valuation. **We estimate GLAMs' online value (i.e. consumer surplus) is equivalent to \$1.6 billion per annum.** These results include visits to GLAMs' official websites, catalogues and Facebook, Twitter and Instagram usage, but exclude other social media portals.

\$1,440

Annual value to the average GLAMs user in improved wellbeing.

As measured through the health effects of GLAMs.

WIDER BENEFITS

Above and beyond the values described so far, GLAMs support wider benefits ("externalities") which may not be captured by a user's consumer surplus or other direct valuation approaches. Some of these wider benefits are difficult to incorporate into a cost-benefit analysis but are nevertheless important to recognize.

One wider benefit that we are able to quantify is the wellbeing effect of GLAMs. Regression modeling of our national survey data made it possible to provide monetary estimates of the equivalent wellbeing benefit conferred by GLAMs usage. **These suggest the annual value to an average GLAM user is equivalent to \$1,440 in improved wellbeing (as measured through health effects).** In other words, visiting GLAMs has the same wellbeing effect of receiving a monetary bonus of \$1,440 per annum.

MULTI-CRITERIA ANALYSIS

GLAMs provide intrinsic social values that economic frameworks cannot address. Accordingly, Multi-Criteria Analysis (MCA) was also used to assess the perceived importance and degree of effectiveness of these attributes. Our MCA shows the general public and GLAM stakeholders tending to agree on which objectives matter most for GLAMs: **while archives, galleries and museums play a key role in preserving Canadian heritage, libraries are crucial for access to research resources.**

COST-BENEFIT ANALYSIS OF GLAMs

Combining all value components we were able to quantify as benefits, the total gross value of GLAMs to Canada is \$11.7 billion a year (in 2019 prices). This estimated benefit was derived from annual costs (the operational expenditure needed to run GLAMs) of \$3.0 billion. Dividing the \$11.7 billion in benefits by the \$3.0 billion of costs gives a benefit-cost ratio (BCR) of 3.9. **This means that for every dollar invested in non-profit GLAMs, society gets nearly four dollars in return.** GLAMs perform very favourably when compared to other major social investments, such as transportation infrastructure.

It is also useful to highlight the net benefits of GLAMs; some prefer this approach as it indicates how much better off society is in aggregate. **We estimate that society gains \$8.6 billion from GLAMs' existence every year.**

BCR 3.9

For every dollar invested in GLAMs, society gets back nearly four.

Benefit cost ratio (BCR) of GLAMs.

Fig. 1. Summary of costs and benefits of GLAMs, 2019 prices

\$million 2019	Galleries	Libraries	Archives	Museums	All GLAMs
Revenue	222	31	22	451	727
Non-use value	536	537	446	693	2,212
Use value	615	1,797	185	1,374	3,972
Online usage	378	636	353	277	1,644
Educational value	435	1,361	41	1,271	3,108
Total benefits	2,185	4,362	1,047	4,067	11,662
Operating costs	556	955	395	1,106	3,012
Total costs	556	955	395	1,106	3,012
<i>Benefit-Cost Ratio (BCR)</i>	3.9	4.6	2.7	3.7	3.9
<i>Net benefits</i>	1,629	3,408	652	2,961	8,650

1.2.2 Libraries

Libraries are fundamental cornerstones for local communities. In addition to providing access to a wealth of resources for reading, education, and research, they help people further their skills, find jobs, and experience a strong sense of place, among many other things.

A recent study commissioned by the Arts Council of England reviewed the literature on the social and educational benefits of libraries and looked at five impact areas in detail.¹⁰

The first impact area concerns children's and young people's education and personal development. Through both their core offer and targeted activities for children and young people, libraries encourage reading,¹¹ which, in turn, promotes language development, literacy and thus general educational attainment.¹² At the same time, libraries also directly support educational attainment.¹³ Better educational attainment, in turn, leads to enhanced employability and improved health and wellbeing for children and young people as they develop.¹⁴ Improved employability then generates economic activity and tax revenues, in turn, as well as public savings through lower welfare benefits and public health expenditure.

The second impact area is adult education, skills and employability. Through the same channels described above, libraries encourage adult reading and learning and assist job seekers.¹⁵ These, in turn, lead to improved adult literacy and talents development, which then bring about increased levels of health, wellbeing and employability. In parallel, job seeking directly improves employability as well.¹⁶ Better employability generates increased economic activity, public savings and increased tax income.

The third impact area has to do with health and wellbeing. By furthering reading levels among children and adults, as well as via targeted health-related activities, libraries can promote mental and physical wellbeing and sustain health service

¹⁰ Arts Council England, "Evidence review of the economic contribution of libraries", June 2014.

¹¹ Bhatt, R., "The impact of public library use on reading, television, and academic outcomes", *Journal of Urban Economics*, 68 (2010): 148-66.

¹² MacLean, J., "Library preschool storytimes: Developing early literacy skills in children", in *Penn State College of Education* <<https://ed.psu.edu/goodling-institute/professional-development/judy-maclean-library-preschool-storytimes>> [accessed 3 June 2019]

¹³ Bhatt, R., "The impact of public library use on reading, television, and academic outcomes", *Journal of Urban Economics*, 68 (2010): 148-66.

¹⁴ BOP Consulting, "Capturing the Impact of Libraries", January 2009

¹⁵ Bhatt, R., "The impact of public library use on reading, television, and academic outcomes", *Journal of Urban Economics*, 68 (2010): 148-66.

¹⁶ Pew Research Center, "Library Services in the Digital Age", 22 January 2013.

partners in supplying their services.¹⁷ Evidence suggests that this furthers the so-called “prevention agenda,” for example via the promotion of physical activity, healthier diets, and information on the drivers of ill health.¹⁸ As noted above, this ultimately translates into public savings.

The fourth impact area is community support and cohesion. As neighbourhood hubs, libraries offer a free, open to all and welcoming space for their local communities and service providers, in addition to making local information available for all their visitors.¹⁹ Evidence suggests that this nurtures social capital, through higher levels of social mixing and augmented trust in people and institutions.²⁰

The fifth and last impact area is digital provision. Libraries sustain their communities’ digital inclusion by granting users basic access to computers connected to the Internet, as well as via targeted ICT (Information and Communication Technology) education programs.²¹ This service helps to bridge the digital divide, for example through granting access to online public services and welfare provision, and through giving users the possibility to partake in online-based public and civic life. This can translate into public savings.²²

¹⁷ BOP Consulting, "Capturing the Impact of Libraries", January 2009

¹⁸ Parker, R., "Library outreach: overcoming health literacy challenges", *Journal of the Medical Library Association*, 93(4) (2005).

¹⁹ Jared Bryson and Bob Usherwood, "Social Impact Audit for the South West Museums Libraries & Archives Council ", August 2002.

²⁰ Pew Research Center, "Library Services in the Digital Age", 22 January 2013. Vårheim, A., Steinmo, S. and Ide, E., "Do libraries matter? Public libraries and the creation of social capital", *Journal of Documentation*, 64(6) (2008): 877-92.

²¹ University of Washington Information School, "Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries", March 2010.

²² Digital Impact Group & Econsult Corporation, "The economic impact of digital exclusion", 2010.

²³ Elizabeth Yakel, Wendy Duff, Helen Tibbo, Adam Kriesberg, and Amber Cushing, "The Economic Impact of Archives: Surveys of Users of Government Archives in Canada and the United States", *The American Archivist*, 75 (2012): 297-325. Note that the published study combined Canadian and US data. The Yakel et al. data referred to in this report are derived from an unpublished extract relating to Canada alone.