

Surrey Public Library Board Regular Meeting
May 25, 2023 at 6:00 p.m.
Semiahmoo branch



A G E N D A

	PAGE	TIME
1. CALL TO ORDER & LAND ACKNOWLEDGEMENT		6:00
<i>Surrey Libraries recognizes that our work takes place on the traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Musqueam and Tsawwassen First Nations.</i>		
2. ADOPTION OF THE AGENDA		
3. ADOPTION OF THE CONSENT AGENDA		
<i>Trustees may adopt in one motion all items appearing in the Consent agenda or, prior to the vote, request an item be removed from the Consent agenda for discussion, voting in opposition to a recommendation, or declaring a conflict of interest with an item.</i>		
a) Minutes of April 6, 2023, Regular Meeting of the Surrey Public Library Board	1 – 3	
b) Financial Statement for the period ending April 30, 2023	4	
c) Thank you letter to Ministry of Municipal Affairs for 2023 Library Grants.	5	
4. NEW BUSINESS/DISCUSSION		6:05
a) Policy Review 1.2 Library Board Meetings	6 – 7	
<i>Recommended Motion:</i> To approve proposed revisions to policy 1.2 Library Board meetings		
b) Committee Terms of Reference	8 – 13	
<i>Recommended Motion:</i> To approve proposed revisions to Committee Terms of Reference		
5. INFORMATION ITEMS		6:20
a) Reports		
i. Value of Your Library Card	14 – 18	
b) Verbal Updates		
i. Committees: Executive; Finance; Governance; Planning & Advocacy		
ii. BCLTA: Trustee Maze		
iii. InterLINK: Trustee Maze		
iv. Chief Librarian		

c) Upcoming Events

- i. NewtoBC Library Champions 10-year celebration, June 15, 5:30-8pm
Vancouver Central Library, 350 West Georgia Street (By registration only)
- ii. Board Strategic Planning Session, Saturday June 17, 9:30-2pm, Newton branch
- iii. National Indigenous Peoples Day, Wednesday June 21, 3-8pm at Bill Reid
Millennium Amphitheatre, 17728 64 Ave
- iv. Surrey Pride, Saturday June 24, 3:30-9pm at Civic Plaza

Trustees invited to view the [events listing](#) and attend programs of interest.

6. NEXT LIBRARY BOARD MEETING

July 27, 6pm, Clayton branch

7. MOTION TO ADJOURN

6:30

TIME ALLOTTED: 30 MINUTES

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



Present: Councillor Kooner, Trustees Cuenca, Dhesa, Gillies, Gurm, Herrmann (Chair), Maze, Powell, Smith, Sohal, Werring
Regrets: Trustee Hearty, Saran
Staff: Surinder Bhogal, Chief Librarian
Michael Ho, Director, Administrative Services
Amy Ashmore, Director, Collections and Technology
Jenny Fry, Director, Programs and Partnerships
Seline, Director, Communications and Advancement
Nav Gill, Administrative Coordinator
Guest: Veronika Griffin, CUPE 402-02

M I N U T E S

1. CALL TO ORDER & LAND ACKNOWLEDGEMENT

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

2. ADOPTION OF THE AGENDA

MOTION: "That the Board adopts the agenda for its regular meeting scheduled for April 6, 2023."

Trustee Gurm moved and Trustee Smith seconded –

CARRIED

3. ADOPTION OF THE CONSENT AGENDA

- a) Minutes of February 23, 2023, Regular Meeting of the Surrey Public Library Board
- b) Financial Statement for the period ending February 28, 2023
- c) 2023 Library Grants Award Letter from Public Libraries Branch, Ministry Municipal Affairs

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

Trustee Gillies moved and Trustee Smith seconded –

CARRIED

4. DECISION/DISCUSSION

- a) 2022 Audited Financial Statements and Audit Findings: Director, Administrative Services & BDO Canada LLP, Kayan Yu, CPA, CA

Kayan Yu, BDO Auditor, presented audit findings report, concluding that the Library's financial statements were presented fairly, with no issues or errors, in all material respects, in accordance with the Canadian Public Sector Accounting Standards.

MOTION: "To approve 2022 Audited Financial Statements"

Trustee Smith moved and Trustee Gillies seconded –

CARRIED

- b) 2022 Statement of Financial Information: Director, Administrative Services

MOTION: "To approve 2022 Statement of Financial Information"

Trustee Werring moved and Trustee Powell seconded –

CARRIED

- c) Policy 1.8 Copyright

MOTION: "To approve proposed revisions to policy 1.8 Copyright"

Trustee Dhesa and Trustee Gurm seconded –

CARRIED

- d) Policy 3.7 Internet and Computer Usage

MOTION: "To approve proposed revisions to policy 3.7 Internet and Computer Usage"

Trustee Dhesa and Trustee Powell seconded –

CARRIED

- e) Draft 2023 Surrey Libraries Board Advocacy Plan

MOTION: "To approve the draft Surrey Libraries Board Advocacy Plan"

Trustee Powell and Trustee Smith seconded –

CARRIED

5. STAFF PRESENTATION

Jenny Fry, Director Programs and Partnerships, presented on the Community Connected Libraries Framework. The framework seeks to identify our community needs through ongoing dialogue between staff and the wide Surrey community with a focus on reaching out to make connections and create meaningful impact.

6. INFORMATION ITEMS

- a) **Reports**
i. 2022 Fund Development Activity Report

b) Verbal Updates

i. Committees:

Executive: Trustee Herrmann encouraged trustees to attend the May 25 regular meeting which will be followed by a customized board development session.

Planning & Advocacy: Trustee Powell reported that Advocacy Plan actions will be implemented now that plan has been approved.

ii. BCLTA: Trustee Maze reported that the BCLTA AGM in May.

iii. InterLINK: Trustee Maze reported that Interlink Executive Director search is underway.

iv. Chief Librarian reported:

1. Appreciation of provincial funding announcement and one-time grant. Staff will assess priorities based on the strategic plan. Some of the funding will be used to enhance service hours and operationalize mobile service.

2. City 2023 budget is scheduled to be approved at April 17 Council meeting. Once approved, staff will work with the City for allocations to Library.

3. 2023 is Surrey Libraries 40th anniversary. Low key activities have been planned through the year with a staff celebration in Q4, tied to the launch of the new strategic plan.

7. NEXT LIBRARY BOARD MEETING

May 25, 6pm, Semiahmoo Branch

8. MOTION TO ADJOURN

The Surrey Public Library Regular Board Meeting of April 6, 2023 was adjourned at 7:43 pm.

Trustee Gurm moved and Trustee Maze seconded

CARRIED

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

	ACTUAL YTD 2023	BUDGET YTD 2022	YTD Variance	ACTUAL YTD 2022	BUDGET 2023	ACTUAL 2022
Revenues						
City of Surrey Transfers	7,018,500	7,102,000	(83,500)	6,526,381	21,306,000	20,728,442
Provincial Government Grants	334,719	327,600	7,119	327,180	983,000	981,542
Fees & Charges	117,190	124,267	(7,077)	62,563	368,000	253,071
Other	70,630	12,612	58,018	67,475	35,000	72,972
Total Revenues	\$7,541,039	\$7,566,479	(\$25,440)	\$6,983,599	\$22,692,000	\$22,036,027
Expenditures						
Salaries and Benefits	5,768,777	5,993,600	(224,823)	5,132,407	18,507,000	16,995,933
Site Operations	702,811	784,440	(81,629)	736,181	2,324,705	2,260,221
Materials Collection	714,670	440,000	274,670	748,157	873,028	2,013,490
Supplies and Equipment	48,273	104,656	(56,383)	78,599	351,263	308,613
Professional Services	32,523	78,500	(45,977)	66,232	250,500	230,618
Interlibrary Services	229	98,000	(97,771)	8	100,000	79,171
Other	102,182	96,465	5,717	77,880	285,504	147,981
Total Expenditures	\$7,369,465	\$7,595,661	(\$226,196)	\$6,839,464	\$22,692,000	\$22,036,026
Period Ending Balance	\$171,574	(\$29,182)	\$200,756	\$144,135	\$0	\$0
OTHER FUND ACTIVITIES						
Operating Capital Fund						
Library Materials Collections & Equipment	\$533,180			\$598,683	\$2,100,000	\$2,169,381

NOTES TO THE STATEMENT:

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

Provincial Government Grants include ongoing grants such as per capita operating support and resource sharing as well as any one time grants.

Fees & Charges include printing, processing, programs, room & equipment rental, 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.



April 25, 2023

Honourable Anne Kang
Ministry of Municipal Affairs
VIA Email

Re: Three-year, \$45 million funding for public libraries from the Province

Dear Hon. Minister Kang,

On behalf of the Surrey Public Library Board, we'd like to thank you for the Province's investment of \$45 million over three years in public libraries. We hope your visit to our City Centre branch on January 26, 2023, demonstrated the impact libraries make in improving lives and creating opportunities for our community members.

As you saw during your visit, the library was vibrant – with families and children engaged with books and toys, students preparing for exams, and newcomers accessing the collections and technology. Our branches are well-used and loved by our growing community. The increase in the provincial grants will be applied to extend services and we are committed to supporting the Ministry's priorities for library services.

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 commitment to funding public libraries, and recognizing libraries' impact in improving the lives of people throughout the province.

Sincerely,

Marilyn Herrmann
Library Board Chair

Surinder Bhogal
Chief Librarian

Cc:

MLA for Surrey / Whalley – Hon. Bruce Ralston
MLA for Surrey / Cloverdale – Mike Starchuk
MLA for Surrey / Newton – Hon. Harry Bains
MLA for Surrey / Green Timbers – Rachna Singh
MLA for Surrey / Panorama – Jinny Sims

MLA for Surrey / Fleetwood – Jagrup Brar
MLA for Surrey / Guildford – Garry Begg
MLA for Surrey / White Rock – Trevor Halford
MLA for Surrey / South – Elenore Sturko
Director, Libraries Branch – Mari Martin

To: Surrey Public Library Board
From: Governance Committee
Date: May 25, 2023
Subject: Policy Review: 1.2 Library Board Meetings



RECOMMENDATION

To approve the proposed revisions to policy 1.2 Library Board Meetings.

BACKGROUND

Policies are periodically updated, and edits have been proposed to policy 1.2. There are no provisions in the Library Act for closed or in-camera meetings. The proposed edits update the policy with plain language and to be more consistent with the process followed by City of Surrey appointed boards and committees.

DISCUSSION

Original policy wording is in black font and proposed revisions are in red font.

Policy 1.2 Library Board Meetings

Board meetings are held according to the terms of the [Library Act of British Columbia](#). The Board must meet at least six (6) times a year. The majority of all the members of the Board is a quorum. **Regular Board meetings are open to members of the public.**

In Camera Meetings

The Board may pass a resolution to close the meeting to the public if the subject matter being considered relates to:

- a) the security of the Library.
- b) personal information of an individual including an employee of the Library;
- c) ~~the Chief Librarian's performance and pay review;~~ (revise bullet order below)**
- d) proposed or pending property acquisition;
- e) labour relations or negotiations;
- f) litigation, potential litigation or other legal matters;
- g) any matter that would cause financial or economic harm to the Library, or to the relationship between the Library and the government or other public bodies; or
- h) any other reason as described under section 90 of the [Community Charter](#).

A motion to move in camera will include ~~the reason for holding the meeting in camera and will include~~ the following statement:

"The Board proposes a motion to move in camera pursuant to **policy 1.2 Library Board Meetings.**"
~~Section 90 of the Community Charter and specifically, _____ (list the subsection of the Act that applies or general reason(s) as cited in the preceding paragraph.)"~~

Separate minutes of the in camera meeting are maintained, including all decisions made. The minutes of an in camera meeting are adopted within ~~another~~ the next scheduled in camera meeting, ~~with the Board going in camera in order to adopt the minutes and moving out of in camera once this has been done. Minutes of the in camera meeting and~~ are available only to the Chief Librarian and members of the Board, subject to the provisions of the [Freedom of Information and Protection of Privacy Act](#).

Revised February 28, 2019

CONCLUSION

It is recommended that the Board approve the proposed revisions to policy 1.2 Library Board Meetings.

To: Surrey Public Library Board
From: Governance Committee
Date: May 25, 2023
Subject: Board Committees Terms of Reference Review



RECOMMENDATION

To approve the proposed revisions to terms of reference for committees.

BACKGROUND

The Board has 4 standing committees and one ad-hoc nominations committee. Committees act in an advisory capacity and assist the Board in fulfilling its governance responsibilities. Terms of reference for the committees are periodically reviewed.

DISCUSSION

The Governance Committee met and reviewed the terms of reference for all committees. Proposed revisions are attached as Appendix I and denoted in **red** font.

CONCLUSION

It is recommended that the Board approve the proposed revisions to the committees' terms of reference.

Attachment:

Appendix I: Proposed Revisions to Committees Terms of Reference

Appendix I: Proposed Revisions to Committees Terms of Reference

EXECUTIVE COMMITTEE

Purpose

To provide general leadership to the Board, including performance and compensation review for the Chief Librarian, reviewing Board Goals, and conducting the annual Board performance evaluation.

Functions

1. Prepares for and conducts the Chief Librarian's annual performance and compensation review.
2. Leads the development, implementation and monitoring of the Board's development and growth.
3. Oversees the development, implementation and monitoring of the Board's ~~recruitment and~~ orientation plan.
4. Prepares and reviews Board goals.
- ~~5. Prepares for and conducts and annual Board performance review/evaluation.~~
5. Monitors the implementation of the Library's Strategic Plan.

Membership

- Minimum of 3 and maximum of 5 members, including the Board Chair and Vice Chair.
- A majority of members present constitutes quorum.
- The Chief Librarian or designate attends to support the committee and take minutes.

Chairperson responsibilities:

- Liaise with Chief Librarian to schedule meetings as needed and notify committee members.
- Guide the meeting according to the agenda and time available.
- Ensure discussion items end with a decision, action, or definite outcome.
- Report activities and recommendations back to the Board.

Meetings

Meets at least twice annually, via teleconference or in-person as needed, guided by Board annual priorities and committee responsibilities. Proposed schedule to be confirmed by Chair:

- February: Finalizing Board Goals
- June: Mid-Year goals ~~and Board recruitment~~
- November: ~~Board performance review,~~ Chief Librarian performance review, draft Board goals for next year

Revisions

Terms of reference are reviewed ~~periodically at least every two years~~ and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History:

- May 25, 2017
- April 11, 2019
- June 24, 2021
- May 25, 2023

FINANCE COMMITTEE

Purpose

To ensure the Board fulfills its fiduciary responsibilities by delivering services in a fiscally responsible manner.

Functions:

1. Reviews regular financial statements and reports.
2. Reviews the annual operating and capital budgets in relation to the strategic plan and Board annual priorities.
3. Reviews the Library's audited financial statements, and ensures there is an effective annual auditing process.

Membership

- Minimum of 3 and maximum of 5 members.
- A majority of members present constitutes quorum.
- The Board Chair and Vice Chair are ex-officio, non-voting members.
- The Chief Librarian or designate attends to support the committee and take minutes.

Chairperson responsibilities:

- Liaise with Chief Librarian to schedule meetings as needed and notify committee members.
- Guide the meeting according to the agenda and time available.
- Ensure discussion items end with a decision, action, or definite outcome.
- Report activities and recommendations back to the Board.

Meetings

Meets at least twice annually, via teleconference or in-person as needed, guided by Board annual priorities and committee responsibilities. Proposed schedule to be confirmed by Chair:

- March or early April: Review audited statements
- June: Review draft budget proposals
- September: Review annual budget

Revisions

Terms of reference are reviewed **periodically at least every two years** and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History:

- May 25, 2017
- April 11, 2019
- June 24, 2021
- **May 25, 2023**

GOVERNANCE COMMITTEE

Purpose

To ensure the Board fulfills its legal, ethical, and functional responsibilities through sound governance practices such as policy development, adequate guiding documents, recruitment strategies, and monitoring Board activities and processes.

Functions

1. Develops and recommends policies to ensure sound governance practices are in place.
2. Reviews adequacy and effectiveness of governance documents, including the policy manual, Board procedures manual, committee terms of reference.
3. Annually reviews size, composition, diversity, and structure of the Board regarding competencies and skills of its members as related to the current needs of the Board.
4. Prepares for and conducts and annual Board performance review/evaluation.
5. Appoints one committee member to the Ad-Hoc Nominations Committee.
6. Develops and guides the nomination and voting process for Board Chair and Vice Chair.
7. Supports the Chair and Chief Librarian in governance issues.

Membership

- Minimum of 3 and maximum of 5 members.
- A majority of members present constitutes quorum.
- The Board Chair and Vice Chair are ex-officio, non-voting members.
- The Chief Librarian or designate attends to support the committee and take minutes.

Chairperson responsibilities:

- Liaise with Chief Librarian to schedule meetings as needed and notify committee members.
- Guide the meeting according to the agenda and time available.
- Ensure discussion items end with a decision, action, or definite outcome.
- Report activities and recommendations back to the Board.

Meetings

Meets at least twice annually, via teleconference or in-person as needed, guided by Board annual priorities and committee responsibilities. Proposed schedule to be confirmed by Chair:

- March or early April: Review Board gaps matrix
- September or October: Board recruitment and Board performance review

Revisions

Terms of reference are reviewed **periodically at least every two years** and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History:

- Established June 24, 2021
- Revised May 25, 2023

PLANNING AND ADVOCACY COMMITTEE

Purpose

To oversee the Board's strategic and facility planning, and coordinate advocacy efforts with funders and other stakeholders.

Functions

• ~~Monitors the implementation of the Library's strategic plan.~~

1. Guides the development of the Library's Facilities Master Plan.
2. Promotes the Board's advocacy efforts, including annual review of the Advocacy Plan
3. Reviews the Library's relationship with external stakeholders, including elected officials at all levels of government, InterLINK and the BC Library Trustee Association.

Membership

- Minimum of 3 and maximum of 5 members.
- InterLINK Representative
- BCLTA director
- A majority of members present constitutes quorum.
- The Board Chair and Vice Chair are ex-officio, non-voting members.
- The Chief Librarian or designate attends to support the committee and take minutes.

Chairperson responsibilities:

- Liaise with Chief Librarian to schedule meetings as needed and notify committee members.
- Guide the meeting according to the agenda and time available.
- Ensure discussion items end with a decision, action, or definite outcome.
- Report activities and recommendations back to the Board.

Meetings

Meets at least twice annually, via teleconference or in-person as needed, guided by Board annual priorities and committee responsibilities. Proposed schedule below to be confirmed by Chair:

- February: Advocacy Plan revisions and priorities
- April: Plan implementation and support of advocacy actions

Revisions

Terms of reference are reviewed **periodically at least every two years** and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History:

- May 25, 2017
- April 11, 2019
- June 24, 2021
- May 25, 2023

Ad-Hoc Nominations Committee Terms of Reference

Purpose: Deals with matters relating to trustee nominations.
May increase/decrease the Board size (up to 13), based on quantity and quality of applicants received (~~Board Resolution September 26, 2019~~)
Term from ~~October~~ **September** - December

Membership: 3 trustees not seeking reappointment.
1 member of the Governance Committee
May include Board Chair and/or Vice-Chair.

Staff Liaison: Chief Librarian

Chairperson: Responsibilities include:

- Scheduling a meeting as needed and notifying committee members.
- Ensuring meeting ends with recommended candidates for the Board.
- Ensuring Chief Librarian communicates recommendations to Clerk's Office.
- Maintaining confidentiality of applicants and assessment discussions.
- Ensuring supporting documents are returned to Chief Librarian.

Functions:

- a) Reviews Board Skills, Strengths and Diversity matrix to determine gaps, based on Board priorities/goals.
- b) Reviews applicants to Library Board and ranks suitability based on determined gaps.
- c) Provides recommendation to Mayor and Council.

Amendments

Revisions: The terms of reference and skills matrix shall be reviewed **periodically at least every two years** and may be altered to meet the current needs of committee members, by agreement of the Board.

Revision History:

- Established November 28, 2019
- **September 26, 2019**
- **May 25, 2023**

To: Surrey Public Library Board
From: Seline Kutan, Director Communications and Advancement
Date: May 25, 2023
Subject: Value of Your Library Card Report



RECOMMENDATION

To be received for information.

BACKGROUND

In 2015, Surrey Libraries undertook some analysis and created a report outlining the value an average library member received annually from their library membership in 2014. The report followed the methodology outlined in [So Much More: The Economic Impact of Toronto Public Library on the City of Toronto](#) (Martin Prosperity Institute, December 2013).

Since much has changed since the original report was developed, we decided to recalculate the value figure using 2022 data. Results were as follows:

- The average Surrey Libraries cardholder received a total benefit of \$833 with their 2022 library membership, a 35% increase over 2014 where the annual benefit was \$610.
- Collectively, Surrey Libraries cardholders received a total benefit of \$128,444,985 because of their library membership in 2022. This is an increase of 15% over 2014.

STRATEGIC PLAN CONSIDERATIONS

A2: Strengthen strategic community engagement

C2: Broaden awareness of library services

CONCLUSION

The Value of Your Library Card Report is being shared with the Board for information. Data points from the report were highlighted in the Library's 2022 Annual Report to our Community, and can be used by Trustees as an advocacy proof point to support the claim that the Library offers great financial value to the community.

Attachment:

Appendix I – Value of Your Library Card Report

THE VALUE OF YOUR LIBRARY CARD REPORT

Prepared by Kevin Aldridge in 2015

Updated by Amy Ashmore, Aureole Johnstone, and Seline Kutan, April 2023

INTRODUCTION

This report examines the value of a library card based on Surrey Libraries' data from 2022. Some details have changed since a similar review was done in 2015, but efforts were made to provide meaningful insights into the current value of Surrey Libraries' services.

This exercise poses a simple question: "What would the average Surrey Libraries cardholder have to spend annually in order to receive the same benefits they receive from the Library?"

The benefits library members receive consist of various offerings including print materials, music and spoken word CDs, DVDs, audiobooks, eBooks and eAudiobooks, online newspapers and magazines, online databases and service platforms, adult and youth programs, reference and technology education services, Internet access using library computers and Wi-Fi, and many other services, some of which are incalculable.

Where offerings have been omitted it is because the necessary data has been difficult or impossible to establish, and/or the overall impact of such offerings has been found to be negligible. Other notable exclusions include:

- Meeting room space: Surrey Libraries provides meeting room rentals to the public as a fee-for-service. As the methodology uses comparable market value for free services, this category was removed.
- Study space: a space analysis was not conducted; therefore, use of study space value was not included.

Data has been drawn from several sources, and in some cases has been extrapolated from external sources. The original 2015 report followed much of the methodology outlined in the report, [So Much More: The Economic Impact of the Toronto Public Library on the City of Toronto](#) (Martin Prosperity Institute, December 2013). Usage statistics gathered are from Surrey Libraries' data.

This report provides a snapshot of some of the ways Surrey Libraries' patrons have been using the Library's free resources. We do not suggest that individuals would spend similar amounts of money to receive what they currently do from the Library. Further, this is not a cost-benefit analysis on library services. This report highlights how library membership enables patrons to benefit in ways that they otherwise would not, thus promoting literacy.

GENERAL DESCRIPTION OF BENEFITS

The average Surrey Libraries cardholder received a total benefit of \$833 with their 2022 library membership, a 35% increase over 2014 where the annual benefit was \$610.

Collectively, Surrey Libraries cardholders received a total benefit of \$128,444,985 because of their library membership in 2022. This is an increase of 15% over 2014¹.

¹ 2014 total benefit: \$111,399,234.48

Over the past few years, the proportion of borrowing and usage of electronic resources compared to physical materials has been increasing steadily. Over a third of the borrowing activity during 2022 was of eMaterials, especially eBooks and eAudiobooks.

The greatest portion of the benefit of library membership is still derived from the borrowing of physical library materials such as print books, paperbacks, audiobooks on CD, periodicals, music CDs, and DVDs. This is due to:

- the number of materials borrowed (1st checkout only): 2,136,787 in 2022,
- the relatively high cost of these materials if purchased individually, and
- the number of active cardholders using Surrey Libraries (154,267 in 2022).

CONCLUSION

Surrey Libraries members continue to receive substantial financial benefits from their Library membership. For each dollar invested in Surrey Libraries, \$5.30³ of value is generated for the community.

Surrey Libraries thanks the Toronto Public Library and the Martin Prosperity Institute for developing and sharing the methodology and framework on which this report is built.

² Surrey Public Library Circulation Statistics, December 2022

³ Total benefit value of \$128,444,985 divided by the Library's total annual expenses in 2022, \$24,188,394

VALUE OF LIBRARY USAGE PER CARDHOLDER: COST OF LIBRARY SERVICES IF OBTAINED ELSEWHERE

GROSS NUMBERS 2022 (est.) *Note: CKO is Checkouts*

<i>Physical Materials</i>	<i>Cost Elsewhere</i>	<i>Number of CKOs</i>	<i>Gross Benefit</i>
print materials	43.00	1,518,846	65,310,378
non-catalogued print (paperback etc)	16.00	327,227	5,235,632
audiovisual materials	40.00	226,993	9,079,600
devices (Chromebooks, Dash robots etc)	100.00	1,796	179,600
multilingual materials	40.00	61,925	2,477,000
PHYSICAL MATERIALS SUB-TOTAL		2,136,787	\$82,282,330
<i>eMaterials</i>	<i>Cost Elsewhere</i>	<i>Number of CKOs</i>	<i>Gross Benefit</i>
Online Resources	25.00	199,974	4,999,350
Online Streaming	20.00	134,046	2,680,920
Overdrive eBorrowing (eBooks, eAudio, eMagazines)	36.00	1,026,466	27,714,582
Other eBorrowing (Gale, O'Reilly, Naxos, EBSCO)	36.00	126,364	4,549,104
eMATERIALS SUB-TOTAL		1,152,830	\$39,943,956
<i>Programming</i>	<i>Cost Elsewhere</i>	<i>Attendees</i>	<i>Gross Benefit</i>
adult program session - online	25.00	4,003	100,075
adult program session	30.00	2,895	86,850
youth program session - online	12.50	9,503	118,787
youth program session	19.00	52,099	989,881
PROGRAMMING SUB-TOTAL		68,500	\$1,295,593
<i>Other services</i>	<i>Cost Elsewhere</i>	<i>Sessions</i>	
reference/info desk query	8.50	330,733	2,811,230
Internet use (PC)	5.00	150,360	751,800
Internet use (Wi-Fi)	6.25	217,612	1,360,075
OTHER SERVICES SUB-TOTAL			\$4,923,105
GRAND TOTAL			\$128,444,985
ACTIVE CARDHOLDERS	154,267		
BENEFIT PER CARDHOLDER			\$833
Average number of Checkouts per cardholder	25		

NOTES REGARDING THE TABLE

"Cost Elsewhere" This is the estimated average cost of an item in that format if it were purchased. Most figures are based on 2014 numbers after adjusting for inflation.

For programming, the price used is taken from that charged for similar programs delivered in Surrey and the Lower Mainland.

"Number of CKOs" shows the total number of checkouts by format in 2022. For physical materials, only the number of first checkouts is included since an individual would not buy additional copies of items to continue to access them. For Overdrive items, approximately 25% of all checked out items are renewals; therefore, the number of Overdrive checkouts has been factored by 75%.