On a regular basis, Library patrons provide positive feedback to the Board regarding the collections, programs and services offered by Burnaby Public Library. While we are delighted by such feedback, we also realize that we can’t rest on our laurels – the library must continue to look for ways of improving the service it offers to Burnaby residents.

Service improvement highlights from 2010 include:

- The launch of the Chinese Language Online Catalogue. This service improves access to the Library’s Chinese collection by allowing patrons to search the catalogue using Chinese characters.
- The introduction of My First Language Kits. Available in 25 languages, these kits provide teachers, parents and caregivers with materials and information to support home language development and cultural identity in the early years.
- The ongoing success of the Library’s Teen Services program. Teens borrowed 119,682 items in 2010, compared to just 61,924 items in 2006.
- The unveiling of the Fiction Book Club Sets. Consisting of 10 copies of a single title, a short review, author biography, and list of questions to get discussion started, these sets make it easy for people who want to start a book club or who are having trouble finding enough copies for all the people in their group.

I’d like to acknowledge trustees who ended their terms in December 2010. Iqbal Dhanani (Board Chair in 2009 and 2010), Linda Eaves (Board Vice-Chair in 2009 and 2010), and Andy Chiang each provided six years of dedicated service as Board members. We welcome to the Library Board David Ali, Satnam Johal, and Sheila Pierce, who were appointed by City Council to fill the vacant Board positions.

As for staff, Margaret Chase retired after nearly 29 years of service and Yvonne Foster after 23 years. We wish them all the best!

The majority of the Library’s funding comes from the City of Burnaby. We remain grateful for the City’s ongoing commitment to public library service.

Finally, on behalf of the Board, I would like to thank our dedicated Library staff, who continue to deliver exceptional service to the citizens of Burnaby.

Mondee Redman, Chair
Burnaby Public Library Board
Over the years, Burnaby Public Library services have been significantly improved through the generosity of thousands of Library supporters. Individuals and organizations have given of their time, their talent and their treasure to help ensure that the Library will continue to evolve and serve this community in the 21st century. The Library Board gratefully acknowledges the following for their significant support in 2010:

- Burnaby Professional Fire Fighters Association IAFF Local 323
- Community Access Program, Industry Canada
- McDonald’s
- Ministry of Education, Hon. George Abbott, Minister
- Royal Bank Financial Group Foundation
- Station Square Pub
- Telus Employees through the Telus Employee Charitable Giving Program
- United Way
- Mr. Astono
- Y.C. Chiew
- C. Clutchey
- C. Colley
- G. Harris
- R. E. Johnson
- H. Lim
- Charles Purpora
- V. Szeto

The Home Library Service received donations in 2010 through the Bridget Perrot Fund. Our generous donors were:

- M. Armour
- Mrs. Black
- CUPE Local 23
- M. Gardner
- Mr. Huynh
- Margaret Lang
- Berna MacKay
- B. McCormick
- G. Merali
- Jane Popp
- Jeannette Richardson
- M.J. Richardson
- Mr. & Mrs. B. Smith
- P. Tyler
- Mrs. Wammen
- Nan Wilson
## Financial Statistics

### REVENUE

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
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<tbody>
<tr>
<td>City Taxes</td>
<td>$10,039,138</td>
<td>$8,407,000</td>
</tr>
<tr>
<td>Library Fees and Fines</td>
<td>411,671</td>
<td>399,599</td>
</tr>
<tr>
<td>Provincial</td>
<td>496,067</td>
<td>562,160</td>
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<tr>
<td>Non-Resident Use</td>
<td>189,674</td>
<td>186,221</td>
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<tr>
<td>City Stabilization Funding</td>
<td>-</td>
<td>374,594</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>130,180</td>
<td>129,775</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$11,266,730</strong></td>
<td><strong>$10,559,349</strong></td>
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### EXPENDITURES

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<tr>
<th></th>
<th>2010</th>
<th>2009</th>
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</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$7,929,194</td>
<td>$7,643,374</td>
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<tr>
<td>Electronic Databases</td>
<td>102,881</td>
<td>107,976</td>
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<tr>
<td>Buildings</td>
<td>530,738</td>
<td>529,767</td>
</tr>
<tr>
<td>Capital Contribution for Collections**</td>
<td>-</td>
<td>1,432,700</td>
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<tr>
<td>Depreciation for Collections Assets**</td>
<td>1,186,069</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation for Other Assets</td>
<td>1,033,476</td>
<td>-</td>
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<tr>
<td>Other</td>
<td>469,811</td>
<td>447,215</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$11,252,169</strong></td>
<td><strong>$10,161,032</strong></td>
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</tbody>
</table>

Surplus for the year | 14,561 | (101,683)

**SURPLUS BEGINNING OF YEAR** | 407,633 | 509,316

**Total** | 422,194 | 407,633

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*28,800 deferred from 2010 for 2011 projects; includes $56,000 deferred from 2008 for 2009 projects.

**A change in accounting policy was implemented via the Public Sector Accounting Board (PSAB) re Tangible Capital Assets, resulting in governments having to record and amortize their tangible capital assets in financial statements, which, for the Library, includes our collections, ie books, periodicals, paperbacks, microforms, ESL CDs and spoken word, and DVDs. In 2009, $1,306,379 was spent on these collections, and in 2010, the expenditure was $1,310,438.
Beyond Belfast / Will Ferguson
Canadian humorist attempts to walk the entire Ulster Way, a 900 km path that circles Northern Ireland and encounters the offbeat, including his own family history.

The Bone Cage / Angie Abdou
Explores with realism and humour the blossoming relationship between two athletes training for what is probably their last Olympics.

Cool Water / Dianne Warren
Interlinked stories, covering 24 hours in the tiny town of Juliet, Saskatchewan, show that indeed there is a whole world in a grain of sand.

Every Lost Country / Steven Heighton
Canadian members of a Himalayan mountaineering expedition become involved in the fate of Tibetans fleeing Chinese soldiers; inspired by a true story.

The Good Son / Michael Gruber
Jungian analyst Sonia Laghari and eight fellow members of a peace symposium are kidnapped by terrorists in Pakistan; Sonia’s son, Theo, uses his military connections to try to find them.

Goodnight Tweetheart / Teresa Medeiros
Laugh-out-loud funny love story about Abigail Donovan who is encouraged by her publicist to open a Twitter account in the hopes it will help with the writer’s block which has hit after her very successful debut novel.

Just Kids / Patti Smith
Memoir of the rock singer’s early days in bohemian New York City with best friend photographer Robert Mapplethorpe.

Major Pettigrew’s Last Stand / Helen Simonson
His brother’s death sparks an unexpected friendship between retired Major Pettigrew and widow Jasmina Ali, the Pakistani shopkeeper in their little British village, a friendship which causes consternation among the friends and family of both.

The Man from Beijing / Henning Mankell
Judge Birgitta Roslin becomes personally involved in solving the mysterious torture and massacre of nineteen people in a small Swedish village; the only clue is a red ribbon.

Under Heaven / Guy Gavriel Kay
History and fantasy are combined in this epic narrative of Shen Tai, who has just been given the unheard gift of 250 Sardian horses by the White Jade Princess.
The New Tommy Douglas Library Wins Prestigious Library Award!

In April 2010, Burnaby Public Library was awarded the BC Library Association’s Award of Merit for Building Projects for the Tommy Douglas Library. The award recognizes outstanding achievement in a library building project.

The Tommy Douglas Library was designed in response to community-expressed needs for enhanced gathering and study spaces, collections, and technology. The branch is being used very much as it was envisioned. Students are finding the study spaces they need (and tweeting about it to each other!). Children are flocking to the children’s computers and enjoying the self-check station. Patrons are easily finding and using the dispersed public catalogues. All varieties of seating are being enjoyed. The meeting rooms are being very well used by local groups, and the library achieved LEED status for its environmental design.

Perhaps as important as these new spaces, expanded collections, computer access, and enhanced community services, is the simple fact that the new Tommy Douglas Library is a thing of beauty created in an inner-city neighbourhood. It has lifted community spirits and is proof that all Burnaby residents are valued. One patron enthused, “I love this library – it has great selection, service and friendly people. I have been so impressed!” Another said, “Sometimes I just drop in for the aesthetic of the new library.”
Summer Reading Club

Last year’s Summer Reading Club proclaimed that “Reading Rocks!”, and more than 6,400 Burnaby kids agreed. They accepted the challenge to read on 50 summer days, and more than 2,600 reached their goal. 725 children received their reading medals at the library’s annual ceremony in Civic Square, where the celebration included art activities, games, face painting, live music, and our 20th annual Pancake Breakfast. Medals were awarded to children of every age, from babies in strollers to teens who’ve been participating for years. Of the British Columbian kids who took part in the province-wide Summer Reading Club, almost 10% were from Burnaby.

The Summer Reading Club is sponsored by local libraries and the British Columbia Library Association, with support from Libraries and Literacy (formerly Public Library Services Branch), Ministry of Education, George Abbott, Minister. Burnaby Public Library gratefully acknowledges the support of the Royal Bank Financial Group, which provided the medals, and the Burnaby Fire Fighters, who flipped hundreds of delicious pancakes.
Hungry for a good story? Looking for a book you can sink your teeth into? Kids of all ages are invited to join this year’s Summer Reading Club and “Savour Each Word” as they read or listen to books all summer long. Reading for fun helps kids go bananas for books, and regular reading over the summer helps them maintain or improve their skills. Sign up started Monday, June 20 at all branches of the Library. Every club member who reads or is read to on 50 days will earn this year’s Summer Reading Club medal. Plan to come to the Medal Award Ceremony and Pancake Breakfast on Saturday, September 10 in Civic Square outside Bob Prittie Metrotown Library. And drop in to your branch for fabulous free programs throughout the summer months!
2010 - Year of the E-book!

There is little doubt that 2010 was the year of the e-book at BPL! An ever increasing number of Burnaby Public Library patrons are making the shift to e-readers and expressing their interest in learning more about e-books and audiobooks available from their public library. Last year, we saw an astonishing 84% increase in e-book downloads and a 34% increase in audiobook downloads by patrons using our collection. For 2011, we’ve doubled our budget for e-books and audiobooks in an effort to meet the demand for new titles and to decrease wait times for popular items.

Over the course of this past year, we helped countless patrons get started with e-books and audiobooks, offering information on e-readers and e-book formats, extending assistance with downloading materials, and holding our first-ever introductory e-book workshops and demos for patrons at our branches.

Library e-books and audiobooks come in multiple formats for use on mobile devices like the iPad, iPhone, iPod, Blackberry, Sony Reader, Kobo, MP3 players and more, so you can download from home and read or listen on the go. The collection includes books on a variety of subjects, from best-selling fiction titles, to books on business, current events, travel, health and more. To learn more about e-books and audiobooks at BPL, visit bpl.bc.ca/e-books-and-audiobooks.
Teen Summer Reading Club

Building on the success of the online 2010 Teen Reading Club, this summer Burnaby teens can watch out for the 2011 Teen Summer Reading Club, an eight-week-long reading club where teens can keep track of how much they read, attend events and enter to win prizes, including a grand prize draw for an iPod Touch!

Each week teens will receive a credit card sized reading record and will be eligible to enter weekly contests as well as the draw for the grand prize.

And check out the teen page of the BPL website at www.bpl.bc.ca/teens for more information about teen programs and services. You’ll also find great reading suggestions.

Digital Tattoo

Burnaby Public Library launched a variety of new programs for teens in 2010 – ranging from book cover design contests and craft events, to book swaps and poetry slams. One standout program was “Digital Tattoo” – a well-attended event for parents held at the Tommy Douglas Library in November that dealt with issues related to teen use of social media.

Just like a tattoo, your digital reputation is an expression of yourself. It is formed and added to by you and others over time. Your digital tattoo includes things like websites or blogs you’ve created, tweets, blog comments, your account or screen names, and everything else you’ve left on the Internet from your online activities. Just like a real tattoo, a digital tattoo is easy to create but extremely difficult to remove. But it's also unlike a tattoo in that it's not always in your control, since other people have the ability to post information about you online.

There is nothing wrong with having a digital tattoo – digital tattoos are not bad or dangerous, and positive posts can actually work to enhance your reputation. Plus, if there is anything negative about you, it helps to have some positive information to counterbalance it.

Information sessions for teens focusing on digital identity are currently in development, and they will be launched later in 2011.
### Library Board Members

- **IQBAL DHANANI**  
  Chairperson
- **LINDA EAVES**  
  Vice Chairperson
- **ANDY CHIANG**
- **ROBERTO FASCIANA**
- **SHARON FREEMAN**
- **LEE LOFTUS**
- **ERNIE MAITLAND**
- **MONDEE REDMAN**
- **COUNCILLOR ANNE KANG**

### Quick Facts

<table>
<thead>
<tr>
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<th>2010</th>
<th>2009</th>
<th>2010</th>
<th>2009</th>
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</thead>
<tbody>
<tr>
<td>Items Borrowed</td>
<td>3,982,449</td>
<td>3,798,656</td>
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<tr>
<td>Questions Asked</td>
<td>199,995</td>
<td>197,696</td>
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<tr>
<td>In-Person Visits</td>
<td>2,012,510</td>
<td>1,897,069</td>
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<tr>
<td>Visits to <a href="http://www.bpl.bc.ca">www.bpl.bc.ca</a></td>
<td>1,561,562</td>
<td>946,208</td>
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<td>Programs Presented</td>
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<td>1,271</td>
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<td>Program Attendance</td>
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<td>Items Purchased</td>
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<td>751,204</td>
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*Total value of items on loan at any given moment in 2010 - $3.7 million*