

# Library Services

**CityPlan**

*Riley Park/South Cambie* **RPSC**

## The City's Role

The City of Vancouver, through property taxes, funds over 88% of Vancouver Public Library's services to the public. In 2003, roughly \$31 million of the City's annual operating budget was apportioned to library services. Additional revenue sources include grants and donations, fines and printing, and contributions from the Provincial Government.

## The Vancouver Public Library System

The Vancouver Public Library is administered by the Vancouver Public Library Board of Trustees, a 13 member volunteer Board who, working together with the City Librarian and the Management Team, direct the operations of British Columbia's largest library system. Members of the Board are appointed by Vancouver City Council: 10 are members of the general public appointed for two-year terms; one member of Vancouver City Council is appointed annually; and, because the Library has joint operating agreements with the Park Board and School Board, Council appoints one member from each of these Boards to sit on the Library Board. The Board is responsible for developing library policy and for the expenditure of the money provided by the City of Vancouver for library purposes.

The Vancouver Public Library mission is:

"To Enrich All, To Reach All:  
We strive to enrich the life of every person in our community by providing access to the world's ideas and information. We maintain the finest possible collections, services, and technology. We provide caring and

expert service supportive of human differences. We promote lifelong learning, the love of reading and exploration of ideas, culture, and knowledge in a welcoming, lively atmosphere.

We belong to the community and are accountable, active participants within it. We encourage involvement from the broadest spectrum of users. We shape our collections and services in order to be sensitive and responsive to community needs and aspirations."

The Vancouver Public Library system is comprised of the Central Library, 20 branch libraries located in all local areas of Vancouver and Outreach Services providing service to library patrons with disabilities residing in Vancouver's diverse neighbourhoods.

### Collections

- There are 2.5 million items in the Library's collections
- Formats include books, magazines, newspapers, eBooks, videos, DVDs, compact discs, multi-media kits, CD-ROMs, and audio cassettes

### In 2002:

- There were 368,000 VPL card holders
- 6.1 million people visited the library
- Over 9.2 million items were borrowed
- The VPL web page ([www.vpl.ca](http://www.vpl.ca)) was accessed by the public a total of 11,493,800 times
- 163,500 people attended VPL's programs

### Other services include

- Author readings
- Book sales
- Career/Job Search Tours
- Electronic & on-line resources
- E-mail reference questions
- ESL and Adult Learning Centres

- Free access to the internet at all VPL Branches
- Finding health information on line
- Historical photographs
- InfoAction fee-based custom research
- Inter-library loans
- Internet training courses
- Meeting rooms/facilities rentals
- Pre literacy support
- Multilingual materials
- New Media Directory
- Public Computer Lab
- Quick Information Service
- Reference collections
- Senior's On-line Training
- Sequels information on books in series
- Subject specific & general librarian reference assistance
- Special programs and workshops

## Library Future Plans

The Vancouver Public Library Board approved a strategic space and service branch library development plan – "Area Services" in May 1997. This plan provides a model for four levels of service: Central Library acts as the resource library for the system and provides special collections and services not available elsewhere, in addition to serving its local community; Area Branches (of roughly 20,000 square feet) service their local communities and provide a complex reference service, materials and programs to a broader catchment area; Community Branches (of roughly 12,000 square feet) serve their local communities through a basic reference service and programs with a focus on recreational reading; and Neighbourhood Branches (of roughly 8,000 square feet) provide a library presence in the community and offer popular reading and children's materials and programming.

The Library's strategic plan for its branch facilities supports CityPlan Directions. The function of branch libraries conforms to the CityPlan vision for neighbourhood centers and accessible community-based services, as the branch library is an access point to the resources of the whole library system. In that context the Vancouver Public Library Board has identified seven priority branches for redevelopment over the next three capital plans (as outlined in the City of Vancouver Facilities Strategic Plan), and those branches are: Joe Fortes, Kensington, Kitsilano, Britannia, Strathcona/Downtown Eastside, Mount Pleasant, and Riley Park.

### Riley Park Branch Library

The Riley Park Library has a small storefront branch at 3981 Main Street. It has been sharing a facility with the Riley Park Neighbourhood House since 1981, and functions as a satellite to the Mount Pleasant Branch Library. Full access to the collections of the rest of the Vancouver Public Library is available through the online catalogue.

#### Hours

- Tues., Wed., Fri., Sat.: 10am–6pm
- Thursday: 12pm – 8pm
- Sunday and Monday: closed

#### Collection

The Riley Park Branch has approximately 21,000 volumes including:

- a browsing collection of popular children and adult material;
- a beginning DVD collection; and
- a spoken word CD collection.

#### Programs

- Babytimes: rhymes, bounces, songs, and stories for babies and their caregivers;
- Family storytimes: stories, songs, fingerplays, and rhymes for preschool children and their caregivers; and
- Summer Reading Club: for elementary school age children (Grades 1-8). This is a Province-wide programme which is mostly self-directed; that is, the children

are provided with tools to diarize their reading selections;

#### Library Computers

Riley Park Library has 2 public terminals with online public access catalogues which allow patrons to:

- search for books and other material anywhere in the VPL system, UBC and other libraries in the Lower Mainland;
- place holds on circulating material anywhere in the VPL system and pick-up holds at any VPL location;
- access various databases (e.g., Canadian and Business Current Affairs index, Consumer Index), and City Council minutes, etc.;
- check personal records (holds, overdues, etc.); and
- access the VPL system from home computers.

#### Internet Access

Access to the Internet is provided free of charge through 2 terminals equipped with Mozilla and Internet Explorer. Web access to other databases such as EBSCO (full text magazine articles), Electric Library Canada, Community Organization Director and the Red Book (Directory of Social Services) is also available.

#### Issues

The Riley Park Branch Library faces significant issues regarding functionality and crowding. It has floor space of just under 1,180 square feet, a limited book collection, a few computer stations, little programming or community meeting space, and the presence of a librarian on site only one day a week.

#### Sources

Vancouver Public Library homepage at <http://www.vpl.vancouver.bc.ca>

City of Vancouver 2003 Operating and Capital Budgets Booklet

Council Report - "Little Mountain Neighbourhood House - Partnership with Vancouver Public Library and a Capital Grant"