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# ANNUAL REPORT 2018



Raising literacy levels through <u>personal connection</u>!



Nicholas Hoare President

## **PRESIDENT'S REPORT**

In last year's annual report, I noted that Fraser Hickson's metamorphosis had been going from strength to strength "as the butterfly emerges".

During a year in which our *MINIBIBLIOplus* project is now present in 70+ sites (up from 45 at the end of 2017) on the island of Montreal alone, it would be fair to claim that the butterfly has indeed emerged; and a mighty handsome one it is. It would also be fair to claim that our anchor concept of taking books to the reader, rather than the reader to books, has not only consolidated its hold on the community, but captivated its imagination.

2018 was marked by unpredictable ups and downs internally, not least the unfortunate death of our senior staff member of more than two decades' standing, Alan Lindhorst, whose devoted attentions had shepherded us through our growing pains, in multiple settings, and were well nigh indispensable. More encouragingly, however, we faced a surge of interest in the form of a steadily expanding waiting list, together with a commensurate surge in partnerships. And it is partnerships that make the whole thing tick, both with our Minis and with like-minded organisations devoted to fostering literacy in the young.

In the latter regard, our joining forces with such literacy groups as First Book has begun to put us on a national stage, thereby opening a cornucopia of possibilities, on both a funding and operational level. Having more than justified our original decision to focus on children and "The First 1,000 Days", we continue to tailor, refine and revolve our collections in each of our Minis to customise the demands of each branch, thereby maximising their impact on thousands of children and the volunteers and parents who read to them, community by community. Accordingly, there is no reason why such a concept, similarly administered in other Provinces, could not have similar impact, particularly in rural areas ill served by fully fledged libraries.

Naturally, this would require separate funding, but given the comparatively modest setup expense each new Mini requires, the rewards to society have been proven disproportionate to cost. As the TD Bank graphically demonstrated some years ago, for every single percentage point improvement in national literacy levels (of which there are 5 grades), there would be no less than a \$32,000,000,000 improvement in GDP. This is, fundamentally, what drives us; and, given the lamentable literacy level of our own home Province, where a staggering fifth of the population is illiterate, and fully a third has serious reading difficulties, our national scope is enormous.

None of our own success to date would have been achieved, however, without our consistently generous and loyal donors, whose steadfast contributions have been our lifeblood. Nor would they have been achieved without a singular Board of Governors and a first-rate staff, whose indefatigable leader, Helen Fortin, has once again performed her wonders to behold.

To Helen, our trail-blazing CEO, and every last one involved with the good ship Fraser Hickson, the warmest of thanks and congratulations on a truly remarkable year. I look forward to 2019 with relish.

Miller Home



Helen Fortin CEO

## **CEO's REPORT**

Fraser Hickson continues to offer its free *MINIBIBLIOplus* programme to centres in and around Montreal focussing in more recent years on our home Borough of CDN/NDG. In this age of detachment, personal connection and a concentred focus on providing access to books is what makes our project work!

Thanks to our generous donors, volunteers and like-minded collaborators (e.g. Borough of CDN/NDG, First Book Canada, The Canadian Children's Literacy Foundation, TD, and YMCAs Quebec - to name but a few) we are breaking strides in literacy development and have sparked national attention. We are very proud that *MINIBIBLIOplus* is a Quebec initiative. Our goal for 2019 is to scale up and out all the while ensuring local partner satisfaction.

In 2018 we succeeded in mentoring our partners by providing access to appropriate books for their very early learners and by sending out a plethora of trained volunteers with our Early Literacy Toolkit to cater to their needs. Volunteers are also certified by *Communication-Jeunesse*, including our staff. We attended many local community events as well as attending the Salon du livre; presented at ABQLA (L'Association des bibliothécaires du Québec/Quebec Library Association); were invited to present at the 2019 OLA (Ontario Library Association) Super conference; and were profiled on Global news. Despite losing our precious Alan (please see below) we exceeded our expectations.

I want to thank every single member of the Fraser Hickson family for supporting us in our most important *mission of raising literacy levels by empowering partners to* **bring books to life** starting with the very young who are those who need them the most.

We still have a long way to go and our continued growth still depends on you! <u>www.fraserhickson.ca/support-us</u>

Respectfully submitted,

Helen Fortin

## In Memoriam



Alan Lindhorst was with Fraser Hickson for 23 years and when I took over as CEO five years ago he was always at my side. He was the kindest, most gentle soul I have ever had the good fortune to know. My own Radar from MASH...

He was hard-working, disciplined, reliable, organized, always one step ahead of what was needed and *no one* was as dedicated as Alan! He took care of all of us. He made us laugh, he made us cry, and, personally, he gave me the incentive to carry on when times got really hard. And they did get hard! At one point we were put in the very precarious position of having to run 35 MINIBIBLIOS, just me and him, but we knew we could do it and we did.

I want to thank my staff for holding each other up and acting as a team while we were all walking around in shell shock after Alan's sudden demise. We work really hard and we should all be proud that we got through it with such grace and humility, which of course we learned from Alan. He is now looking over us as we have installed a permanent exhibition of his photography in our service centre. Please contact us if you would like to visit!

## THE FAMILY

#### **Staff 2018**

Helen Fortin Raquel Fereira Alan Lindhorst Cathy Ransom John Symon Aki Tchitacov Barbara Whiston Niusha Zohoorian Fooladi

#### Volunteers 2018

Adrian Dragan Alexandra Chartrand Anastasia Artelaris-Sideris Anna Couch Angela Rahaniotis Anne Marie Asim Asma Benaziz Cara Tanzini **Carol Pascale Carolina** Choy David Andrelli David Givon **David Ramirez** Ghada Whaibe Jessica Gonzalez Jessica Tungpalan Joan Perry Ju Chen Judi Jandali Kaylyn Riccucci Lynn Jammal Mara Dupas Maria McRae Maude Rivest-Beaudoin Meenu Sriranjan Memuna Bah Mireille Wasfy Mrs. Joan Hongon **Odette Daviault** Olivia Balanga **Rachel Andren** Sephora Kangum Shamim Khan Stephanie Mackay Thiffany Belda **Thomas Bagg** 

#### Board

Nicholas Hoare (President) John Dinsmore (Past-President) John Hussey (Vice-President) Pierre Chanzonkov (Treasurer) Simon Abou-Fadel Celine Cooper Isabelle Laflèche François Morin Arthur Schweitzer Helen Fortin (CEO)

(In loving memory - Warren Allmand)

#### **Honorary Board**

Roch Carrier (Honorary Chair) John Dinsmore Anne Lagacé Dowson Barbara Drury **Brian Edwards** The Honourable Yves Fortier Michael Goldbloom Sheila Goldbloom **Robert Gordon** Scott Griffin Mitch Joel **Oliver** Jones David Laidley Andrew Molson Michael Novak Alex Paterson Senator André Pratte Peter Trent Stéphane Vaillancourt Manon Vennat Patterson Webster

## What do you think of *MINIBIBLIOplus?*

#### **Cookie Rossy - The Rossy Family Foundation**

'Congratulations on implementing a successful programme focussing on the concept that children are born to read! Literacy influences well-being and is closely linked to nearly all the major determinants of good health identified by Health Canada. I champion, as should others, the emphasis on reading to children in the First 1000 Days of Life to ensure Canada's cultural and economic prosperity!'

#### **NDG Y Ross Chechille - Executive Director**

'This initiative is an essential component of the YMCA's overall Mission to contribute to the development of spirit, mind, and body, and to the well-being of individuals, families, and communities. What better way to achieve this goal than through the strengthening of the mind through the written word!'

#### **Geraldine Pettersen - Parent**

'I greatly appreciate the presence and contribution the books. It is something we value and Emile is always excited to have to pick a "new book" every Monday. Emile comes back home anxious to share this new story with us. He even picks the same books over and over again and we get the sense that he is attached to these books.'

#### NDG YMCA Preschool

#### Lisa

"The families love the MINIBIBLIOplus program. The children are excited to hear a story read and always have great questions and comments to share. Since I began volunteering in December, parents regularly stop me to say that their child is looking forward to library day and is happy to have a book to bring home. The staff and volunteers are terrific! Thanks for loaning us books in both French and English to help our kids develop a helathy reading habit."

#### Louise Labory / Ancienne Directrice Bibliothèques -Service de la culture Ville de Montréal

«Je félicite la Fraser Hickson pour ses services innovateurs de MINIBIBLIOplus en partenariat avec des institutions communautaires à travers notre ville. C'est une addition importante à notre environnement formatif pour stimuler la lecture et le développement de nos compétences en litératie.»

#### St George's School - Ianna Breese

"I want to extend my sincere gratitude for letting us be a part of your organization and introducing the students to a new part of the Montreal community. I think they have learned a lot about what it takes to make communityoriented organizations work. They really enjoyed getting to feel like little kids again, exploring new books with childlike wonder."

#### **Teeanna Munro - Youth Worker**

'The Fraser Hickson library at DESTA Black Youth Network has enriched our community centre. Conversations around novels, historical and prominent figures, cook book recipes and more arise between not only the staff and participants but also among the participants themselves. Being able to change the collection from time to time has also helped to keep our community interested in the library and the conversations fresh.'

#### Meghan Quinn-Cardinal (MAB-Mackay Rehabilitation Center)

"On behalf of the MAB-Mackay Rehabilitation Centre, we would like to express our gratitude to the Fraser Hickson Library. We are making great use of MINIBIBLIOplus Books are being used in therapy sessions and are being checked-out for clients to use at home. One of our groups involves teaching parents how to read and interact with their children. For this purpose, these books have proved indispensable. Families can choose a book at Mackay and then continue to practice at home. We have only received positive feedback about this program"

#### **BIBLIOTHEQUE KAHNAWAKE LIBRARY** Melanie Phillips - Chief Librarian

'The children and their parents are enjoying the additional titles to our children's selection. They are read within the library and occasionally are brought home to enjoy further.'

#### PRÉVENTION CDN-NDG Tamar Wolofsky – Animator

'This is a really amazing project. It's totally innovative.'

#### JAMAICA ASSOCIATION OF MONTREAL Susan Hamilton – Au Futur Program Coordinator

'It's very interactive and enjoyable for the kids... "I really like the materials you have put together for the activities.. they can sit for longer than ten minutes!'

#### JE PASSE PARTOUT Isabelle Rodrigue, Coordonnatrice - Projet Partenaires

«Avoir une bibliothèque aussi remplie est une chance pour nous. Les jeunes, tant les élèves du primaire que ceux du secondaire, sont curieux de feuilleter de nouveaux livres et de découvrir de nouveaux genres littéraires. Avoir accès facilement à des livres est important pour donner le goût de lire aux jeunes qui fréquentent notre organisme, nous vous en sommes reconnaissants! »

#### MONTREAL FLUENCY CENTRE Toby Harper-Merrett - M.A., S.C.P.M. - Former Executive Director

'The Montreal Fluency Centre is proud to offer a free, multilingual, book-lending service through the MINIBIBLIOplus to low-income families who would not otherwise have access to language, literacy and learning resources.'

#### HOPITAL CHU SAINTE-JUSTINE Catherine Hogue - Coordonnatrice du plateau ambulatoire multifonction

«Les enfants soignés à la clinique externe de pédiatrie du CHU Sainte-Justine, ainsi que leurs parents et frère(s) et soeur(s) apprécient grandement pouvoir s'abandonner à une histoire lors de l'attente. D'autre part, l'équipe apprécie la bibliothèque considérant que nous continuons à prescrire la lecture à nos petits patients: la salle d'attente est donc cohérente avec notre philosophie.»

#### La Garderie Le Cocon du Bonheur 2 Dalila Meziani

"...on aime beaucoup l'idée pour faire aimer le goût du livres, s'évader dans l'imaginaire des récits, se faire une idée des personnages des contes et habituer l'oreille à entendre des nouveaux mots.... on prêtant des livres et en envoyant Mme Joan pour raconter de merveilleux contes. Les enfants ont beaucoup apprécié les histoires choisies Joan et sa manière de les raconter.

#### La Garderie Éducative Jardin des Fleurs Jolie

« ...par la présente vous remercie infiniment pour votre travail acharné à MINIBIBLIOplus pour initier les enfants à la lecture. Nous vous remercions également pour le temps de compte et nous espérons d'ailleurs que ce vendredi sera le bon selon la disponibilité de vos généreuses bénévoles. »

#### QUEBEC BOARD OF BLACK EDUCATORS Corey Seaton - Program Coordinator

'The Fraser Hickson Institute has been offering outstanding services to our organization for many years. The staff is responsive to the needs of our organization in providing innovative and educational reading materials to our students. The FHI has an excellent selection of books that is representative of the community it serves and the staff is always willing to take suggestions to further expand their catalogue of books.'

#### Zohra Yahiaoui – Bénévole

« J'ai eu l'occasion de parler avec les parents, ils m'ont dit qu'ils étaient surpris par le changement positif d'attitude des enfants vis à vis des livres. Les enfants prennent des livres à la maison et essayent de raconter des histoires ce que certains d'entre eux ne faisaient pas avant. »

#### Marilyn Polsky - YMCA Downtown

"Without them, the educators would not be able to demonstrate the spontaneous interests which arise on a daily basis. Our curriculum is "Learning through play" and the program is based on the children's interests. Books help the children to visualise, and the teachers scaffold and extend the learning through literacy. A great project and partnership!! **Couldn't live without it."** 

# MINIBIBLIOplus the personal touch!



**Royal Victoria Hospital Child Care Centre** 









# MINIBIBLIOplus on the move with volunteers extraordinaire!!





#### TD et ses partenaires Des histoires pour faire lire Apprenez-en plus sur des programmes importants d'alphabétisation des enfants





**Collaborators for the Cause** □ABRACADABRA **D**ABQLA □ ArtHives Borough CDN/NDG Canadian Children's Literacy Foundation (CCLF) Canadian Friends of Mountain Lake PBS □Communication-Jeunesse **CSI** (Community Services Initiative -Concordia University) Generation First Book Canada  $\Box$  GIV3 Montreal Association of Independent Libraries (MAIL) La Maison Bleue Les Partenaires de la bibliothèque Benny Lire/Imagine/Read (Montreal Children's Hospital) Literacy Quebec □McGill (Communication Sciences and Disorders) Renaissance □ Saison de la lecture (Bibliothèques de Montréal) □Salon du livre

TD Bank

Thomas More Institute
Yale University/ Haskins Laboratory
YMCAs Quebec

**G**60,000,000 Girls



ASSOCIATION OF FUNDRAISING PROFESSIONALS 20th ANNIVERSARY-DONORS AND BOARD MEMBERS

## **STAFF AND BOARD**



Staff with Raymond Carrier (CDN/NDG Borough) Raquel Fereira, Helen Fortin, Alan Lindhorst, Cathy Ransom, Barbara Whiston, Niusha Zohoorian Fooladi



Board: Celine Cooper, Arthur Shweitzer, Isabelle Laflèche, Simon Abou-Fadel, John Dinsmore, Helen Fortin, Nicholas Hoare.

Below: left to right : Pierre Chanzonkov, François Morin, John Hussey









## **TREASURER'S REPORT**

#### YEAR ENDED DECEMBER 31, 2018

With our transition well behind us, we saw 2018 bringing us a significant expansion of our sites. We also continued to benefit from cooperation from the Borough of CDN/NDG. Donations increased by 7% and municipal support also increased, allowing us to surpass total revenues from the prior year. Administrative costs were reduced by 31%, with human resources increasing by 34% to meet the growing demand for our services.

We started 2018 with a dedicated and motivated team, as well as a very efficient infrastructure. As predicted in last year's report, results have improved over last year, and we are confident that the trend for improvements will continue.

Respectfully submitted,

Pierre Chanzonkov

## **DONORS 2018**

### We couldn't do it without you!

- ✓ Borough CDN/NDG
- ✓ The Rossy Family Foundation
- ✓ TD
- ✓ Power Corporation
- ✓ Board Members
- ✓ Betty Lou Cowper estate
- ✓ David H. Laidley Foundation
- ✓ Eric T. Webster Foundation
- ✓ The Birks Family Foundation

- ✓ The Jarislowsky Foundation
- ✓ The Hylcan Foundation
- ✓ Simple Plan Foundation
- ✓ Hay Foundation
- ✓ Borden Ladner Gervais LLP
- ✓ Michael Novak Fund / Fondation du Grand Montreal
- ✓ Helgi Soutar
- ✓ An array of lovely individuals

## **BALANCE SHEET**

As at December 31, 2018

	2018 \$	2017 \$
ASSETS		
Current		
Cash	174,344	142,220
Term deposit (Note 3)	10,252	10,201
Accounts receivable	-	2,967
Sales taxes receivable	1,350	1,312
Prepaid expenses	17,027	20,199
	202,973	176,899
Marketable securities (Note 4)	337,760	369,674
Capital assets (Note 5)	143,379	146,454
	684,112	693,027
LIABILITIES		
Current		
Accounts payable and accrued liabilities	41,093	46,529
NET ASSETS		
Invested in capital assets	143,379	146,454
Endowments	792,996	792,996
Unrestricted	(293,356)	(292,952)
	643,019	646,498
	684,112	693,027

## STATEMENT OF CHANGES IN NET ASSETS

For the year ended December 31, 2018

	Invested in capital			٦	Fotal
	assets	Endowments	Unrestricted	2018	2017
	\$	\$	\$	\$	\$
Balance, beginning of year	146,454	792,996	(292,952)	646,498	571,554
Excess of revenue over expenses (Excess of expenses over					
revenue)	(3,075)	•	(404)	(3,479)	74,944
Balance, end of year	143,379	792,996	(293,356)	643,019	646,498

Endowments include the following bequests:

\$
606,993
56,676
68,186
61,141
792,996

## OPERATIONS

For the year ended December 31, 2018

	2018 \$	2017 \$
REVENUE	•	*
Donations	195,856	182,241
Municipal grants	94,750	51,050
Servitude	24,732	24,448
Proceeds on sales of antiquarian book collection	4,897	7,166
	320,235	264,905
EXPENSES		
Salaries and benefits		
Permanent staff	102,473	103,323
Temporary staff	77,212	37,875
Accounting services	5,346	5,088
Employee benefits and payroll fees	26,871	26,024
Contractual labour	15,895	7,500
	227,797	179,810
Administration and other		
Interest and bank charges	263	231
Insurance and taxes	2,969	2,964
Office and general	14,781	6,986
Repairs and maintenance	107	-
Books, cataloging and animation supplies	28,234	22,220
Business development	1,844	1,447
Fundraising expenses	6,284	5,137
Travelling expenses	3,728	280
Amortization of deferred rental commission	1,975	1,975
Amortization of capital assets	3,075	3,075
	63,260	44,315
Legal, professional and audit fees		
Legal fees	329	322
Audit fees	5,744	4,837
	6,073	5,159
TOTAL EXPENSES	297,130	229,284
EXCESS OF REVENUE OVER EXPENSES ON		
LIBRARY OPERATIONS	23,105	35,621
Other revenue (loss)		10.05
Investment revenue	14,302	13,954
Management fees	(6,474)	(6,209)
Net change in fair value of quoted securities	(34,412)	31,578
Total other revenue (loss)	(26,584)	39,323
EXCESS OF REVENUE OVER EXPENSES		
(EXCESS OF EXPENSES OVER REVENUE)	(3,479)	74,944

## STATEMENT OF CASH FLOWS

For the year ended December 31, 2018

	2018 \$	2017 \$
	•	
OPERATING ACTIVITIES		
Excess of revenue over expenses		
(Excess of expenses over revenue)	(3,479)	74,944
Items not affecting cash		,
Amortization	3,075	3,075
Net change in fair value of quoted securities	34,412	(31,578)
	34,008	46,441
Decrease (increase) in accounts receivable	2,967	(687)
Decrease in sales taxes receivable	(38)	527
Decrease in prepaid expenses	3,172	1,535
Decrease in accounts payable and accrued liabilities	(5,436)	(4,898)
	34,673	42,918
INVESTING ACTIVITIES		
Proceeds on disposal of quoted securities	292,051	87,070
Purchase of quoted securities	(294,549)	(98,512)
Term deposit	(51)	(50)
	(2,549)	(11,492)
NET CASH FLOW	32,124	31,426
CASH, BEGINNING OF YEAR	142,220	110,794
CASH, END OF YEAR	174,344	142,220

# Bringing our libraries to you! See you next year!



# MINIBIBLIOplus PARTNERS

DESTA

Ahl-Ill Bait IslamiqueAssociation des parents de CDN

Baobab FamilialBlack community resource center (BCRC)

Boys & Girls Club of Lasalle (2)

□ Centre Communautaire Mountain Sights / Mountain Sights Community Centre

□ CHU Sainte-Justine /CHU Centre de réadaption Marie Enfant -Fondation Mélio

Corporation de développement communautaire de (CDC-CDN)

CPE Château-des-neiges

□ CPE/Centre communautaire juif

CPE Jardin de Fruits

- CPE Les Amis de Promis
- CPE Les Copains d'Abord
- CPE Les Enfants de Paradis
- CPE Le Gardien des Rêves
- CPE HEC installation Louis-Colin
- CPE HEC installation Decelles
- CPE Le Pas De Géant
- CPE Les Petits Génies Inc
- CPE les P'tits Profs Inc
- CPE Notre-Dame-de Grâce
- Elizabeth House Generation Dr. Julien - Centre des services préventatifs a l'enfance Garderie | Académie préscolaire Smart Kids Garderie Bébé Sucré Pg Inc Garderie De Jour Playskool De Montréal Inc. Garderie Des Petits Trésors À Mina Inc Garderie Educative Jardin des Fleur Garderie Éducative Les Petits So urires Inc. Garderie Jeunes Decouvreurs 1 Inc Garderie Le Cocon Du Bonheur 2 Garderie Les Premiers Pas Garderie Mary Poppins NDG Garderie Maor Yisrael Garderie Metropolitain Garderie Vendôme Inc Imagination EAST □ Imagination WEST □ Iamaica Association of Montreal □ Je Passe Partout
- Kahnawake Library Le Relais Côte-des-Neiges Limmud Centre □ MAB-Mackay Re habilitation Centre □ Ma petite école Snowdon inc Maison Orchard III (Montessori)Maison bleue de Cotedes-Neiges Maison des Enfants Montessori Inc Maisons Transitionnelles 03 -On Our Own MINIBIBLIO Warren Allmand at New Hope Montreal Fluency Center □ MOTHERLAND DEP (Parents engagés pour la petite-enfance) • Ouebec Board of Black Educators RVH Child Care Centre U Walkley Centre UWesthaven Community Center □ St. Raymond's Community Centre □ YMCAs - Cartierville, Downtown, Du Parc Ubisoft, St. Viateur NDG, Saint Laurent, Westmount (2)