

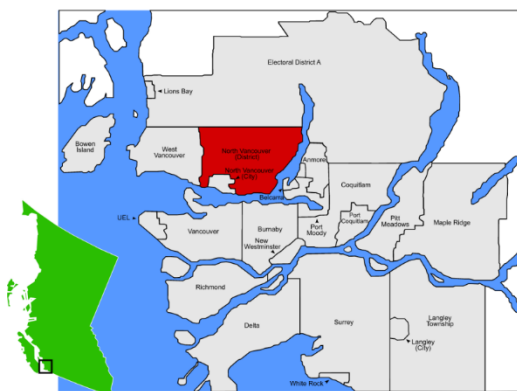
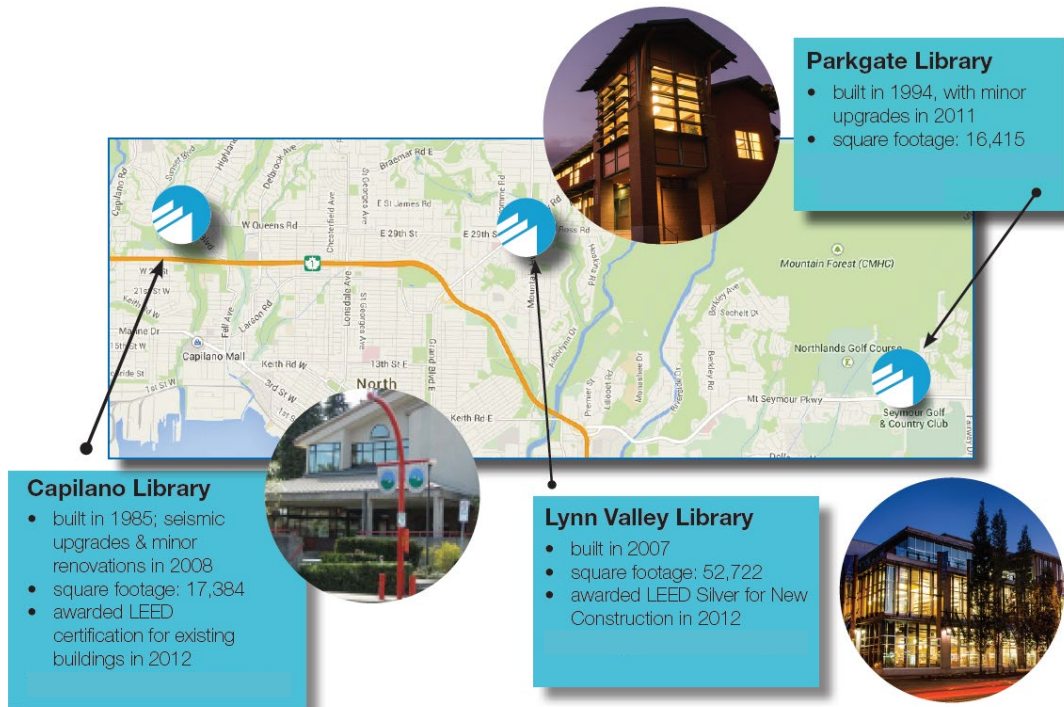
2020 Public Library Grants Report North Vancouver District Public Library



INTRODUCTION

Community Hub

North Vancouver District Public Library (NVDPL) serves a population of 90,814 (*BC Stats, 2019*) residents in the District of North Vancouver. North Vancouver District Public Library comprises three locations, which are located in key, central neighbourhoods across the District.

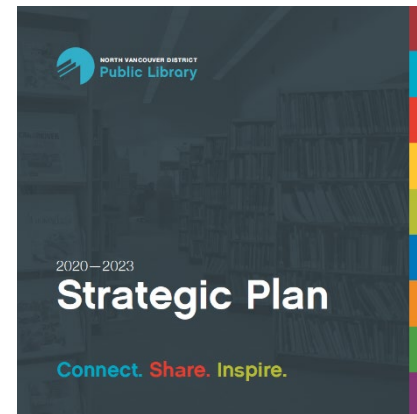


The District of North Vancouver, shown here as part of the Greater Vancouver Regional District.

Source: [commons.wikimedia.org/wiki/File%3AGVRD - North Van district.svg](https://commons.wikimedia.org/wiki/File%3AGVRD_-_North_Van_district.svg)

2020 Strategic Plan

The NVDPL Board launched its new 2020-2023 Strategic Plan in 2020, and began work on projects support our strategic priorities. Several were delayed/postponed or adapted due to COVID-19.



2020-2023 Strategic Plan: Priorities, Projects and Progress

STRATEGIC PRIORITY	GOAL	PROJECTS
CONNECT	Collaborate with our community	<ul style="list-style-type: none">• Innovate with partners to enhance use of our spaces and services• Develop a plan to build meaningful relationships and explore reconciliation opportunities with local First Nations• Implement the Community Contributions Plan, encouraging more people to share their time and expertise with the community• Explore facility options for Capilano Library in cooperation and consultation with the District of North Vancouver• Develop a strategy to further engage with and attract library donors
	Reach new audiences	<ul style="list-style-type: none">• Create a plan to attract non-library users and newcomers, and engage existing patrons• Create and execute an inclusivity strategy that reduces barriers to accessing NVDPL buildings, services and collections• Implement the Communications Strategy to tell the library story to the wider community• Activate new ways to measure library membership and how the community uses our collections, facilities and services
	Deliver services where and when they are needed	<ul style="list-style-type: none">• Develop and implement a roadmap to expand Home Library Services• Expand opportunities for “Library on Location”• Make a case to adapt library service hours based on evaluation and patron feedback• Launch and evaluate NVDPL’s first Express Library in the lower Capilano area

STRATEGIC PRIORITY	GOAL	PROJECTS
SHARE	Reimagine and enhance our spaces so that they are welcoming for all	<ul style="list-style-type: none"> Create flexible, adaptable, and vibrant spaces by implementing NVDPL Spaces Design Report Explore opportunities to reflect Indigenous perspectives in our spaces Create a Wayfinding Plan to make navigation of our spaces and collections more intuitive and discoverable
	Enhance the digital experience by advancing on our technology infrastructure and environments	<ul style="list-style-type: none"> Refresh our online presence to be more responsive, intuitive and easy to navigate Implement a training program to develop staff digital literacy skills Partner with the District of North Vancouver to ensure library locations connect to new broadband capability and seamless access to shared services
	Offer programming and collections that unite our community in shared learning	<ul style="list-style-type: none"> Augment existing learning opportunities with enriched content Expand community understanding of Indigenous and inter-cultural perspectives and experiences Develop and implement an Indigenous Collection Strategy Facilitate community dialogue on public discourse, promote citizenship and engagement
INSPIRE	Act as a catalyst to inspire a community of creators	<ul style="list-style-type: none"> Provide learning opportunities that facilitate digital and physical creation, including Writers and Creators in Residence, specialized workshops, film camps, and more Empower the community to capture digital stories in our StoryLab, and archive those stories for future generations
	Delight and inspire our community	<ul style="list-style-type: none"> Promote the library as the community's place to capture and showcase local stories Be the destination for our community to explore literacy in all forms Inspire our community with innovative programs and practices to mitigate and adapt to climate change Offer community-focused non-traditional collections
	Support and empower an inspired staff	<ul style="list-style-type: none"> Identify staff skills and experience to support patron learning and engagement and to increase job enrichment Implement the Service Excellence Strategy Improve the program to recruit, on-board, train, mentor, and retain staff Transform the work environment to increase flexibility and mobility in service delivery Provide quality training to support situational responsiveness and organizational resilience

2020 Challenges & Changes (non-COVID related)

Beyond adapting to COVID-19 and its related challenges, we faced a few other changes in 2020. Our largest location, the Lynn Valley Library, is part of the Lynn Valley Town Centre, where new developments of townhomes and condos are in the finishing stages of being built. As new residents move in, there are more library users looking for resources and space. We continue to

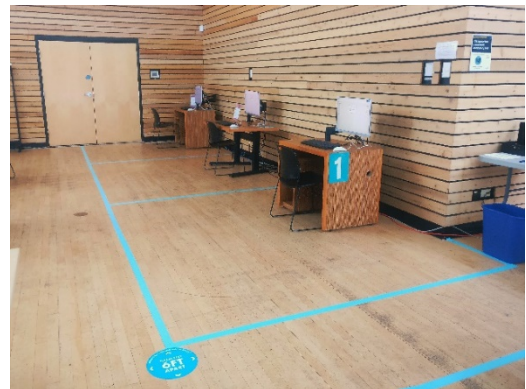
adapt all our locations to create more flexible spaces and balance the varying needs for space for people & learning, with spaces for collections.

2020 also saw the retirement of several long-serving staff members (some retirements were accelerated due to COVID-19). While this means the loss of accumulated knowledge and continuity, it is also a chance to bring new energy and vision into the organization.

SUPPORTING PROVINCIAL PRIORITIES

1) Improving Access for British Columbians

One of the most noticeable and distressing impacts of the closures and semi-closures caused by COVID-19, was the inability to provide internet access to some of our more vulnerable patrons. In the summer of 2020 we were able to use the Community Room next to the Lynn Valley Library to create a safe space and offer access to the internet and printing to those who rely on the library for all their computer-related needs. With the Technology Grant, we'll be expanding efforts to improve public supports for connectivity and equitable access to technology.



Resources & Activities

- Physically move computers out of the library to new location while NVDPL Express service was provided in the library (self-service holds pick-up, assistance with physical material and account services)
- Created safety plans and protocols to configure space
- Scheduling & training staff to provide support in the era of COVID-19

Outputs

- The library offered a safe space for patrons without the technology or resources to access internet, Wi-Fi & printing at home
- Registered new patrons to access library services barrier-free
- Staff available to assist patrons
- Throughout July, August and September (when temporary public computing was available), patrons utilized 34,757 hours on 6 computer stations

Immediate Outcomes

- Patrons without devices or access to Wi-Fi have a place to go even though most of the library is inaccessible and during a period of increased isolation

Intermediate Outcomes

- Library provides necessary service to community
- Staff build relationships with individuals & patrons feel more connected to the library

Ultimate Outcomes/Impact

- Helping to deliver the provincial strategic goal for public libraries to improve access for British Columbians

2) Building Capacity

We've found that staff training that has the most impact when it's done in-house, with time to discuss and learn from each other. We offered the Librarian's Guide to Homelessness Core Training to small groups of staff, who were able to talk about applying the learning in specific situations. We also had training from the Centre for Diversity and Innovation (North Shore Multicultural Society) that included small group discussion on issues of equity, diversity and inclusion in the workplace.



One other major aspect of capacity and skill building in 2020 was in relation to technology and digital content. Our staff quickly accelerated this training, learning how to produce digital content and host programs and distributing digital content on a variety of channels, from Facebook to Zoom to YouTube. In addition, the library hosted its first Virtual All-Staff Workshop, or NVDPL TV, which feature sessions on ergonomics, resiliency, and celebrate staff milestones. NVDPL's StoryLab facility provided the expert staff, equipment, and spaces to do this efficiently, professionally, and safely in the COVID-era.

Resources & Activities

- Source online training that meets staff needs
- Schedule staff to take training together

Outputs

- 25 staff took Librarian's Guide to Homelessness Core Training together in groups and several more staff took the training individually
- 66 staff took Identity, Inclusion and Diversity workshop
- Over 700 virtual programs offered
- Over 50 videos created

Immediate Outcomes

- Staff have more tools for dealing with difficult situations
- Staff are more aware of equity, diversity and inclusion in the workplace
- Staff are comfortable providing public programs via virtual platforms

Intermediate Outcomes

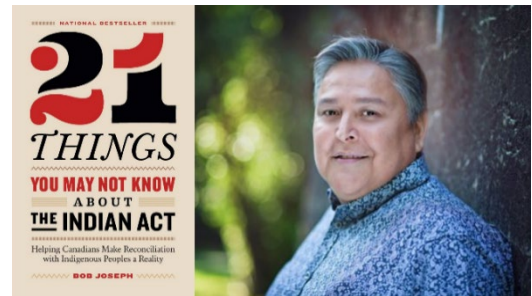
- Staff provide more consistent service and are more confident
- Staff have deeper understanding of their own unconscious biases

Ultimate Outcomes/Impact

- Helping to deliver the provincial strategy of investing in training and professional development opportunities

3) Advancing Citizen Engagement

We partnered with North Vancouver City Library and West Vancouver Memorial Library on a series of events with Indigenous Corporate Training including one large event for North Shore library staff and trustees on Indigenous Awareness and two public events featuring Bob Joseph, author of *21 Things You May Not Know About the Indian Act*.



In addition, the library supported community dialogue and engagement on issues relating to racism, the Black Lives Matter movement, and diversity, equity, and inclusion. We hosted a teen and adult Anti-Racist Book Club to promote titles by BIPOC creators and facilitated community discussions on that work. We also co-facilitated a community conversation on the book *So You Want To Talk About Race*, by Ijeoma Oluo with Kadin Burnett, a local writer. The library also promoted book lists and resources to support community learning on racial prejudice and injustice, racism, diversity, and inclusion.

Resources & Activities

- Working group to coordinate organization of events
- Contracting with Indigenous Corporate Training
- Scheduling staff and public events

Outputs

- Staff training session for 30 staff & Board members of 3 libraries
- Public event with 330 in attendance
- Book club discussion moderated by librarians from 3 libraries
- 10 extra copies of *21 Things You May Not Know About the Indian Act*

Immediate Outcomes

- Attendees at events gained a deeper understanding and appreciation of the intentions and long-lasting impacts of the Indian Act on Indigenous communities

- Staff gained more knowledge to help when planning programs with Indigenous content

Intermediate Outcomes

- Sparked deeper interest and commitment to personal and organizational Reconciliation journey and continuous learning
- Continue library partnership when serving Indigenous communities

Ultimate Outcomes/Impact

- Helping to deliver the provincial strategic goal to bring the library community together to foster knowledge-sharing, collaboration and lasting reconciliation with Indigenous peoples

4) Enhancing Governance

NVDPL's Library Board is comprised of highly engaged volunteers. New members benefit from the training offered by the BC Library Trustees Association (BCLTA), and are committed to providing library service to our community. Like everything else, Board and committee meetings went virtual in March, and we made good use of our policy guideline for Conducting Board Business by Email. The Board approved and supported the library's service restoration plans and showed support for staff throughout the year.



Resources & Activities

- Launch of 2020-2023 Strategic Plan
- BCLTA & InterLINK workshops, training and virtual meet-ups
- Personal learning around Reconciliation
- Oversight of COVID-19 closure and restoration plans

Outputs

- New Strategic Plan to guide library services and priorities
- Reports back to each other on training, etc.
- Better understanding of what Reconciliation looks like in library context
- Clear plan for responding to COVID-19

Immediate Outcomes

- Guide for library priorities for next four years
- Deeper understanding of Board role
- Support, trust, and encouragement for library staff

Intermediate Outcomes

- Strong governance going forward
- Deeper understanding of how to support staff

Ultimate Outcomes/Impacts

- Helping to deliver the provincial strategic goal of enhancing governance

Library Technology Grant Report

2021 status update

The North Vancouver District Public Library is a three-branch system located in a shared library use context on the North Shore. The citizens we support often cross over with our nearby library partners the City of North Vancouver (NVCL) and West Vancouver Memorial Library (WVML) and we worked together with those partners in meeting the goals of this grant, and in leveraging this grant to secure additional matching funds to expand our device lending project.

Funds received by the Library were apportioned to three areas of need in library technology services to the public:

Device lending – e-readers

NVDPL will extend our digital programming efficacy with easy-to-try preloaded devices. This supports our library strategic goal to increase access to shared content and enhancing the digital experiences we offer. This supports our library strategic goal to increase access to shared content and enhancing the digital experiences we offer.

The library selected and acquired various e-reading technology including KOBO devices, Kindles, and android tablets. These devices support readers new to electronic reading opportunities and create synergy between our digital services team, e-resources collections and especially our home services reluctant eBook users. The funding support to refresh device collections which were outdated and not funded through routine budget allocations was a great help to the Library.

Device lending – laptops

NVDPL will provide lending laptops for in-library use and for checkout to specific needs patrons. This initiative will reduce barriers to access for patrons who rely on the library for computers and the internet.

At time of writing, the library is waiting for new hardware to be deployed as lendable laptops. Staffing changes during COVID and supply issues for our procurement means we are delayed in launching this service but the library is happy to supply more information once launched.

Connectivity services

NVDPL will support the above two components of our grant spending with WiFi connected lendable devices for Internet access at home. This supports our shared strategic priorities to improve access and support equitable access for British Columbians, and aids us to fulfill our library strategic goal to advance technology infrastructure and access for our community.

In scoping the technology for this initiative, we consulted with the BC Libraries Cooperative connectivity consultant. For deployment, we will collaborate with other libraries on the North Shore around loan periods and service expectations.

We were grateful to secure 2020 Technology funding from the province to inspire new project work that keeps our operations fresh and equitable with other library service providers in BC. We offer a lot of core technology services and software with our standard spending but the enhancement this uplift brought offered us new opportunities to collaborate with partners and to enhance the hardware tools we have to offer patrons new to technologies or operating at the margins of the digital divide.

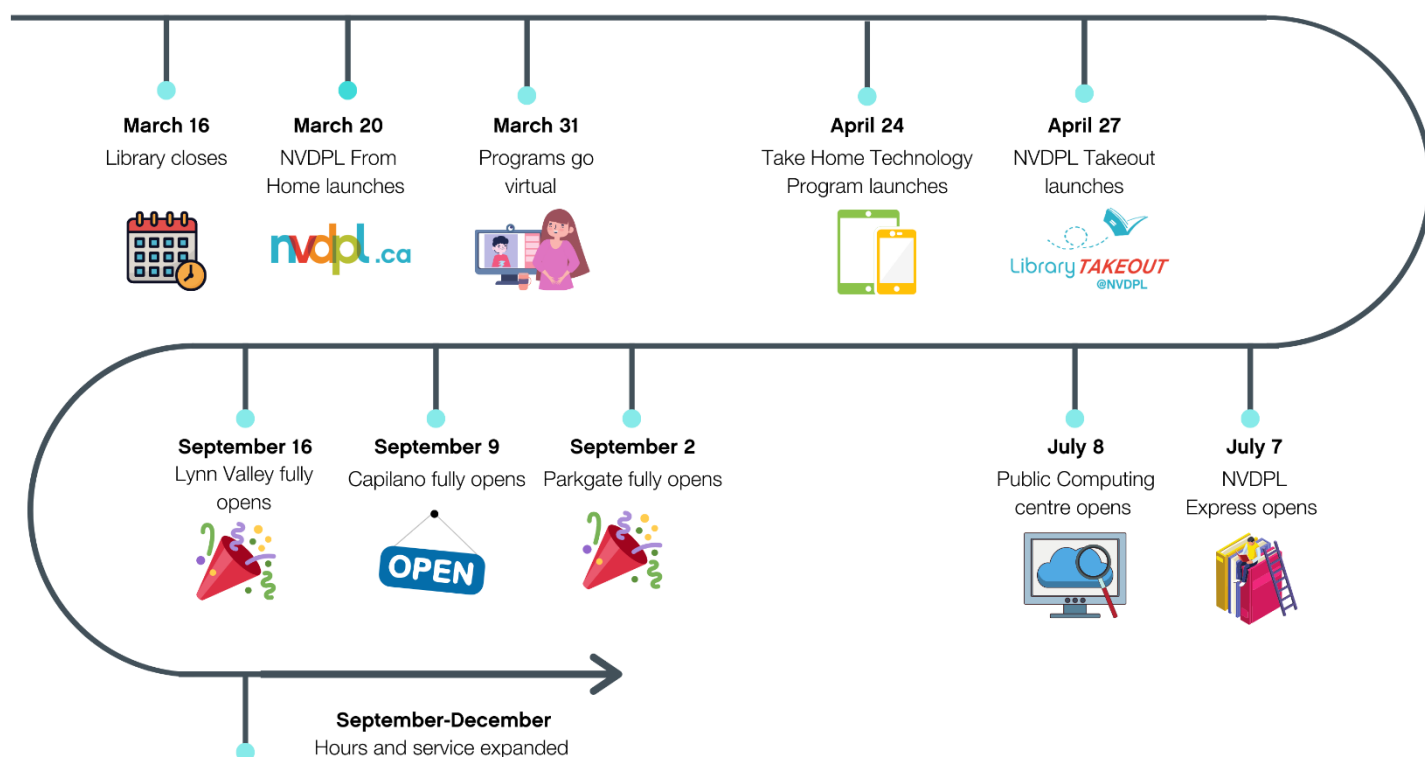
COVID-19 and Public Libraries

Supporting our Community Through COVID-19

Throughout 2020, many people in our community were impacted and challenged by the issues presented as a result of the COVID-19 pandemic. From social isolation caused by distancing, to financial implications of job loss or having to shutter local businesses, and for some, tragically losing loved ones as a result of the coronavirus disease.

During this time of encouraged social-distancing and increased isolation, connecting with our community's most vulnerable, and getting stories and resources into the hands of readers, has never been more crucial. When the challenges posed by COVID-19 reached our communities here on the North Shore, North Vancouver District Public Library quickly and proactively pivoted, retooling our services to help our community during a time when many services that they depend on were suspended. **Below is a comprehensive overview of how NVDPL has supported our community during this time.**

Timeline Overview



Innovative Services and Programs

- **NVDPL From Home**

Following the Library's closure on March 16, NVDPL shifted its services to help serve our community by offering assistance online and through phone service. Key services included:

- promoting access to digital services and resources from home, which prompted a surge in calls for support with accessing digital content.
- Providing reference assistance for community members with questions regarding coronavirus or those facing uncertainty by pairing them with appropriate resources.
- Offering selection and recommendation assistance for entertainment and learning purposes by launching NVDPL Personal Picks.
- Remote one-on-one device help for seniors and others who struggle with technology or are accessing e-resources for the first time. Assistance with information on government programs.

NVDPL accelerated a shift from physical to digital content to grow our digital offerings. Increasing the availability of digital materials was vital to ensuring continuity of excellent service and positive experiences by library users. Digital circulation increased by 60% almost immediately.

- **Library Takeout**

North Vancouver District Public Library was one of the first libraries across Canada to move its service delivery to a curbside or call-and-collect service, "Library Takeout". To ensure the program would comply with health and safety recommendations, the library sought advice from local health authorities and brought in experts from the community to provide feedback on the proposed plan. Library staff also received training on PPE from North Vancouver District Fire and Rescue staff. By early July, patrons were able to come in anytime during (restricted) open hours to pick up holds and browse small display collections as we gradually restored our services over time.

- **Virtual programs & staff meetings/training**

NVDPL retooled programming to be offered virtually in order to sustain and meet demand for programs. All public programming and staff meetings are now virtual, mostly through the Zoom platform. We have been able to keep up with all of our regular programs, and have been able to offer some things we couldn't in person. For example, for a virtual author visit, we were able to invite 30 classes to attend, where in-person we could only accommodate three. As another example, we invited Ontario author Waubgeshig Rice to join a NVDPL book club meeting to discuss his novel, *Moon of the Crusted Snow*.

- Take Home Technology Program with TELUS, North Vancouver City Library and West Vancouver Memorial Library**

In April 2020, staff from North Vancouver City Library, North Vancouver District Library and West Vancouver Memorial Library connected with TELUS to request a donation of devices to help support our most vulnerable residents. TELUS came though generously with a donation of 200 tablets and 200 mobile phones and the Take Home Tech initiative was born. Libraries then worked through the tri-municipal North Shore Emergency Operations Centre and community partners to distribute devices to those who needed them the most. The libraries also developed a package of training materials for new users, and provided one-on-one help for those who were new to the technology.
- Summer Reading Club packages/online**

The BC Summer Reading Club program had a virtual version, but all the materials had already been prepared, so we created fun packages that could be picked up outside the library. By the time readers had finished, they were able to come to the library to get their prizes in a safe way. Staff, trustees and VIPs had fun creating promotional and celebratory videos in lieu of our usual in-person events.
- Personal Picks**

For patrons who may not be looking for specific items, we started a service of created a personalized selection of items based on the criteria they supplied and have it signed out and bagged for easy & fast pick-up. This service is especially popular with families.
- Home Library Services**

Many of our patrons have mobility and visual and perceptual challenges that make it impossible for them to leave their homes. Even as a coronavirus outbreak took place in our community, NVDPL staff remained committed to supporting Home Library Service and Talking Books patrons. We checked in with care homes and individuals who we regularly deliver to and adapted our procedures to ensure that these patrons had access to the content they rely on for entertainment and mental health purposes.
- Partnering with our Community**

Across the North Shore, organizations banded together to ensure that our neighbours and friends are taken care of, and we remain resilient. NVDPL supported the North Shore Emergency Management Emergency Operations Centre by providing initial support to launch Connect North Shore, a digital repository of community resources and information relating to COVID-19, as well as referring patrons and promoting this resource to members of our community by operating phone lines.

- **Review of staff model**
The pandemic prompted a re-evaluation of our staffing model, as many of our auxiliary staff members were laid-off due to being closed to the public. Our library systems had to balance shifts of full-time and part-time staff across our organization, as well as adapt to new roles in service of public health and safety measures. The library also implemented new positions to support service excellence: Library Service Advisors.

Challenges Faced

Like all libraries, COVID-19 impacted every aspect of NVDPL's service. Some of the challenges faced:

- **Retirements**
There were 5 retirements of long-term staff, several of which would not have happened in 2020, resulting in more transitions and capacities to manage.
- **Laying off auxiliaries**
When libraries were shut down in March 2020, we were able to keep all regular part-time and full-time staff employed and working but all our auxiliary staff were laid off. We launched a Team NVDPL website to stay connected with auxiliary employees, and to provide COVID-19 training materials and other resources.
- **Postponed opening of digital creation space (StoryLab)**
We were poised to open StoryLab just as the library was forced to close; staff and a limited number of community partners have been using the equipment for virtual programming and promotion.
- **Home Library Services**
Home Library Services were constrained with lockdowns in seniors' facilities and the inability to meet in-person, but service continued to the greatest extent possible.
- **Pivot to emphasis on digital services**
Circulation of digital resources immediately increased by 60%, and we adjusted budgets accordingly. We also provided support by phone, mail and video conference.
- **Staff Wellness and Adapting to Constant Change**
Despite the increase in use of digital resources, patrons missed accessing physical items in the library most of all. As soon as we closed our doors, we started work on how to get items into the hands of patrons starting with Library Takeout, then limited opening, and then gradually opening up spaces as much as possible. The constant reinvention of library services to meet demands, coupled with evolving and

adapting Provincial Health Measures, was difficult. Our staff were resilient in the face of this constant adversity, but it was incredibly stressful for some to serving the public while navigating the personal losses and impacts of COVID-19.

Emerging Trends

- **More digital resources**
We will continue to allocate more resources to digital material. The move from physical to digital was already trending up, but now it's happening faster.
- **Continue offering virtual programs**
Virtual programs will continue until local and provincial health authorities allow gatherings. Even when we can go back to in-person programs, we will keep up with some virtual programs, as they provide access to patrons who have difficulty coming in to the library. Now that staff are comfortable in that modality, we anticipate that most cross-system staff meetings will remain virtual, to cut down on travel time and reduce environmental impacts.
- **Changing use patterns and patron behaviour**
Since the library's reopening, we are seeing that patron behaviour and use patterns have changed in the following ways:
 - Patrons are using more digital resources.
 - Patrons are visiting less frequently, but checking out more materials per hour open than previously recorded.
 - Patrons who have access to technology and NVDPL-From-Home are choosing to do so.
 - For those without the privilege of having consistent access to shelter and clean water, washrooms, technology, Wi-Fi, and resources they need to maintain their mental health, the library has been one of few open and freely-accessible community spaces. This is evidenced by many of the people who are visiting our physical spaces every day, and library staff are rising to the challenge of supporting all members of our community throughout these difficult times.

2020 Library Technology Report

The North Vancouver District Public Library is a three-branch system located in a shared library use context on the North Shore. The citizens we support often cross over with our nearby library partners the City of North Vancouver (NVCL) and West Vancouver Memorial Library (WVML). The rationale of our technology grant funding was to level up a few of our current services with device lending, in a manner offered at NVCL and WVML and to also add a few new ones in a co-ordinated and strategic fashion, with those other two libraries.

The growth of our own staff to work collaboratively in our context, to have innovative Digital Services librarians develop service plans together and to mature our confidence/capability to offer innovative device loan services will have a high impact with NVDPL for years to come. Devices lending projects include the additions of easy-to-try e-reader devices that will aid our seniors and home services patrons with e-reading tasks that are difficult for them to begin without the learning support work from the library. Rich e-reading content will be made more widely available through this program and we hope barriers to reading experiences will be overcome, whether they be digital literacy blocks, financial gaps or support deficits. We are committed to improving access to content for our community.

NVDPL is also very committed, through our own strategic plan and the vision of our municipal government funders to advance civic engagement and improve access to network opportunities for everyone. By investing in our own team's capacity to support lending laptops/devices, a new service from us, and to add hotspot lending, also new, we are enthused and excited to reach individuals that are at risk of falling into a digital divide. Whether it be a homebound patron with a public computing need or a youth studying at home without adequate network access, or a household that needs computing and/or network power bumps the library is working with our other neighbours to extend access and build capacity for citizens as they pursue their life goals; even in the most trying of times. With the world of learning, skills training and job or study access happening more and more through the library, online laptop lending and hotspot lending is an important place for libraries to step up and provide equipment and advice. We were grateful to secure 2020 Technology funding from the province to extend our projects in these areas this year and we look forward to developing and enhancing our capacity to support citizens in our community with digital services and tools.

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: NORTH VANCOUVER DISTRICT PUBLIC LIBRARY

Total Technology Grant Amount: \$26,548

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Patron hardware upgrades (public computers, printers, etc.) Lending Laptops	Lending laptops for in-library use and for checkout to specific needs patrons. Reduces barriers to access for patrons who rely on the library for computers and the internet	Direct survey to users for qualitative feedback on this innovative service.	Supports provincial strategic priorities to improve access and support equitable access for British Columbians.	Plan and procure laptops suitable for loaning. Configure for core digital literacy tasks and for library resource access.	Plan and collaborate for service design, communication and deploy with North Vancouver City Library & West Vancouver Memorial Library.	August/September 2020 research, plan and collaborate. Take delivery, stocks permitting by Dec 1. Full setup and use by January 31.	\$15,000 grant portion spending from the 2020 Library technology grant and \$15,000 from West Vancouver Community Foundation.	Matching Funds from the West Vancouver Memorial Library Foundation to make this a \$30,000 project	A North Shore libraries initiative
Patron hardware upgrades (public computers, printers, etc.) Preloaded ereaders	Extending our digital programming efficacy with easy-to-try preloaded devices.	Circulations will be tracked. As well as how many new to ereaders make the change with the device loans. And how supportive devices changed their confidence with devices and library eresources.	Supports our library strategic goal to increase access to shared content and enhancing the digital experiences we offer.	Plan and procure ereaders suitable for loaning. Setup systems to manage library resource content and access.		July-September 2020 research, plan and order. Take delivery, stocks permitting by Jan 1. Full setup and use by December 31.	\$3,500		
Connectivity (internet speed, connection capacity, etc.) Connectivity devices for checkout	Connectivity patrons can book out for 60-90 days when home network will not support work, study or other literacy needs. Or when patrons are new to home internet and library internet use is not applicable.	Direct survey to users for qualitative feedback.	Supports strategic priorities to improve access and support equitable access for British Columbians. Aids us to fulfil our library strategic goal to advance technology infrastructure and access for our community.	Plan and procure a few phone and hot spot devices for lending to patrons. Extend our mobile device management teamwork with departments like Home Services and Youth.	We have sought some advice with the BC Libraries Cooperative connectivity consultant. We will also collaborate with other Libraries on the North Shore around loan periods and service expectations	August/September 2020 research, plan and collaborate. Take delivery, stocks permitting by Dec 1. Full setup and use by January 31.	\$8,000		