



North Vancouver District
Public Library

CONNECTING COMMUNITY. FOSTERING KNOWLEDGE. INSPIRING STORIES

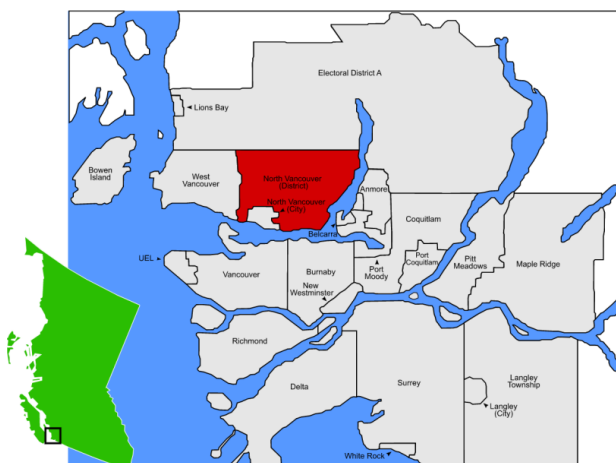


2019 Public Library Grants Report North Vancouver District Public Library

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. The 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

2019 Strategic Plan Accomplishments



OUR VISION:

Where we are going

Shaping the District of North Vancouver's future by inspiring learning, discovery, creativity, and collaboration.

OUR MISSION:

What we do

Connecting community. Sharing knowledge. Inspiring stories.

Informed by the needs of our community and inspired by changing digital landscapes, the Library's Strategic Plan for 2017-2019 laid out the guidelines and directions for NVDPL over the last three years. 2019 was the final year in one strategic plan, and saw the development of a new 4-year strategic plan for 2020-2023. The 2017-2019 Plan contained three strategic priorities with specific projects attached to each one.

Working towards a vision to shape the District of North Vancouver's future by inspiring learning, discovery, creativity, and collaboration in local residents, NVDPL made significant achievements in our three strategic priority areas:

2017-2019 Strategic Plan: Priorities, Projects and Achievements

STRATEGIC PRIORITY	PROJECT	ACHIEVEMENTS
Collaborate with our Community	Explore opportunities to engage community members in decision making	<ul style="list-style-type: none"> Focus groups for space planning Self-sustaining programs run by community members Nurtured and developed relationships with over 30 community partners Conducted User Experience Survey
	Facilitate more opportunities for people to share their knowledge or gain work experience	<ul style="list-style-type: none"> Community Contributions Strategy for individuals who want to share their knowledge
	Develop a service excellence strategy	<ul style="list-style-type: none"> Training in 2019, implementation in 2020
	Explore opportunities to increase our presence throughout the District of North Vancouver, particularly through the development of the "Express Library	<ul style="list-style-type: none"> Plans for physical space, equipment & programming for Express Library complete Project delayed until 2021 Library on Location: new outreach initiatives Books & Brews (author talks in local breweries) and Trail Tales (story walks in local parks)

STRATEGIC PRIORITY	PROJECT	ACHIEVEMENTS
	Refresh the Library's Brand	<ul style="list-style-type: none"> Conducted staff and board surveys to reinvigorate the Library's brand after 13 years Created new Brand Identity Guidelines to launch in 2020
Transform our Digital Environment	Expand the selection and range of our digital collection to support a community of learning	<ul style="list-style-type: none"> Continuous evaluation of available resources Added Lynda.com, Mango Languages, Niche Academy, RBDigital to digital resources
	Explore the opportunity to launch a digital creation lab	<ul style="list-style-type: none"> Created business case & secured funding Construction began October 2019
	Offer relevant, professional programming and digital creation tools for projects like self publishing, to support growth of digital literacy skills	<ul style="list-style-type: none"> Will begin when StoryLab complete
	Conduct a community assessment to ensure technology infrastructure meets the expectations of local residents	<ul style="list-style-type: none"> Improved technology infrastructure and workspaces Established a technology roadmap Focus groups for StoryLab Part of User Experience Survey
Expand Community Learning	Develop responsive community-led programming which is learning-centric	<ul style="list-style-type: none"> Added more MOOC offerings to meet demand Community-led World Affairs Forum, Talking Ted Talks, and Docutalks series among others
	Complete and implement an Interior Spaces Plan to ensure spaces meet the learning needs of our patrons	<ul style="list-style-type: none"> Space Plan completed
	Explore new book club innovations to increase NVDPL book club options for a greater variety of readers	<ul style="list-style-type: none"> Added two cookbook clubs Added three community-led book clubs Updated librarian-facilitated book clubs to be more inclusive Increased book club title choices for community book clubs
	Offer opportunities to support local authors	<ul style="list-style-type: none"> Worked in partnership with WVML & NVCL to create North Shore Authors Collections, with programming component
Organizational Strength	Increase organizational strength and capacity.	<ul style="list-style-type: none"> Created Asset Management Plans for library collections, technologies and furniture Developed a Risk Management Plan Aligned business practices with District of North Vancouver Developed a new Strategic Plan for 2020-2023 in consultation and collaboration with staff and Board

As a result of our 2017-2019 Strategic Plan, we are offering more library programs than ever before, have enhanced our digital collections, and have developed roadmaps to improve our spaces, services and technologies. We wanted to become more community-focused, collaborative, connected, and part of the digital world—and we're braced and excited to build on these achievements over the next four years.

2019 Challenges

A core foundational value of any library is sustainability, as after all, libraries are original recyclers and embody the essence of reuse and share. Sustainability is one of our values and guiding principles. We try hard to use green products, and explore options for reducing, reusing and recycling material. We have a staff Green Team, which has initiated projects such as recycling bins for public areas.

Books are not single-use; every title is kept for many years, and each item is enjoyed by multiple people. However, we are constantly taking in new materials and there are limited options for what to do with materials when they leave our shelves. Right now, books are not recyclable in B.C. In the past, we have worked with Discover Books to take what's left over after a book sale, but they don't provide that service anymore. Some charities distribute donated books in third world nations, but this is not sustainable in terms of delivery, nor does it serve the real needs of the recipients. The ability to recycle books locally would be a great service for all libraries.

Recruitment of qualified librarians, especially for specialized position continues to be a challenge. Unique to our situation is that North Shore employers in general find it difficult to recruit staff because of the affordability of living in North or West Vancouver, and the long commute times for getting to and from the North Shore from more affordable areas.

Timing for large projects, such as the construction of the StoryLab space and the opening of a new shared facility, is beyond the control of the library. The opening of new Lionsgate Community Recreation Centre, where the library will share space with North Vancouver Recreation and Culture and the Capilano Community Services Society was pushed back several times. We expected it to be open in 2019, but over the year we learned it will not be ready until possibly 2021. Construction on StoryLab did not begin until October 2019, and will not be ready to open until Spring 2020—we had been planning on beginning programming in a completed facility in the Fall of 2019.

DISCUSSION AND EXAMPLES

Provincial Vision Alignment

NVDPL's Strategic Priorities and organizational foundations align closely with the Provincial Priorities. Provincial funding helps us maintain our core services and meet our goals in a variety of areas.

1

Improving access:

In 2019, the Library began working on a long-term, multi-phased project to improve access and flexible use of library spaces. We worked with Urban Arts Architecture to begin looking at how we can reimagine our spaces to better meet community needs.

PHOTO: Space planning workshops with community partners, students, and other stakeholders.



OUTCOMES	OUTPUTS
<ul style="list-style-type: none">• Guide to follow to ensure ongoing, step by step changes• Community partners & patrons feel involved in process and more connected to library• Information desk staff closer to where patrons are and more integrated into the space	<ul style="list-style-type: none">• RFP process and contract with Urbans Arts Architecture to design reconfiguration of spaces• 4 focus groups with community agencies and library patrons• Multi-phased space plan for changes to two library locations• New location for one information desk

2

Developing Skills:

In 2019, there were opportunities for patrons and staff to learn above and beyond our regular staff training and public program offerings. Even though the physical space for StoryLab, our digital creation space, was not yet available, we held programs designed to teach digital literacy skills using equipment that will become available soon.



PHOTO: Local students film inside the Lynn Valley Library at Summer Film Camp.

OUTCOMES	OUTPUTS
<ul style="list-style-type: none">• Staff more confident in provide consistent customer service, aligned with	<ul style="list-style-type: none">• All full time, part time and auxiliary staff received Service Excellence training• 2 x Personal Health Technology programs

<p>other municipal departments and North Shore libraries</p> <ul style="list-style-type: none"> • Patrons more confident in navigating online health care • Patrons know more tips & tricks for digital photography and will be ready to use StoryLab equipment • Group discussion reinforces learning and creates sense of community 	<ul style="list-style-type: none"> • 2 x Photography 101 programs • New DocuTalks series; group discussion after viewing documentary; 10 sessions • Successful Film Camps for local youth
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3

Collaborating on Shared Goals

Expanding Community Knowledge and Collaborating With Our Community are closely linked strategic priorities, and align with the Provincial Vision of Collaborating on Shared Goals.

A project that encompassed all of these was the North Shore Authors Collection, launched in 2019. Working with our library neighbours, North Vancouver City Library and West Vancouver Memorial Library, writers working or living on the North Shore submit copies of their books which are specially catalogued and displayed in all three locations. A celebration of the launch of the program was hosted at West Vancouver Memorial Library in November 2019, in planning and partnership with North Vancouver District and City libraries. This project is based on an initiative of Greater Victoria Public Library, who generously shared their process and experience.

PHOTO: Over 100 people attended the unveiling of the North Shore Authors Collection launch in November 2019.



OUTCOMES	OUTPUTS
<ul style="list-style-type: none"> • Local authors (including self-published) are represented and highlighted in library collections • Libraries respond to local authors in a coordinated, efficient way • Patrons have easy access to local works • Authors feel more connected to local libraries 	<ul style="list-style-type: none"> • Creation of new collection of 135 titles • Display areas in libraries for works by local authors • Procedure for shared acquisition of new title by local authors • Procedure for shared cataloguing of works by local authors • Programs planned with local authors, including yearly launch of new items

4

Enhancing Governance:

The Library Board, Strategic Leadership Team, and library staff spent time in 2019 wrapping up and reviewing the successes of the 2017-2019 Strategic Plan and creating a new plan for the next four years. We will continue to Connect, Share and Inspire, building on what we've achieved and adapting to changes in our community and environment.

OUTCOMES	OUTPUTS
<ul style="list-style-type: none"> • 2020-2023 Strategic Plan that will guide library programming, services and resources • Clear vision for the future with achievable goals • Close alignment with District Council priorities 	<ul style="list-style-type: none"> • Consultation with staff through survey • Board retreat/workshop with consultant • Follow-up with consultant • Setting goals and actions • Presentation to District Council

LIBRARIES IN ACTION: SUCCESS STORIES

NVDPL has always been involved in the District of North Vancouver community, and participates in variety of larger and smaller neighbourhood-level events. Each year we are part of Lynn Valley Days, Blueridge Good Neighbour Day, Parkgate Community Day and the Canada Day celebrations. Our Summer Reading Club Medal Ceremony has also become a community event.

This year for the Lynn Valley Day parade, we decided to create more of a presence and bump up the energy by forming a “Library Book Cart Precision Drill Team”. Not to brag, but we were the hit of the parade! Community members really appreciate the library and the staff for all they do, and it showed. Following the parade, we had an exhibitor’s booth on the fairgrounds, and were busy all day signing up at least 100 children for Summer Reading Club, and handing out prizes for answering library-related trivia. **See the photos below!**



2019 IN PHOTOS

1. Celebrating Family Literacy Week in January 2019



2. Hosting a delegation of Korean officials and staff from Busan, South Korea.



3. Hosting the 20th anniversary of the North Shore Writers Festival at Lynn Valley Library, in partnership with West Vancouver Memorial Library and North Vancouver City Library.



4. Hosting Trail Tales, an interactive and outdoor literacy activity at Viewlynn Park in North Vancouver.



5. Brews and Books was a huge success! NVDPL hosted a series of author talks out at local breweries in the summer of 2019.



6. Celebrating Summer Reading Club with over 1,000 community members at the NVDPL SRC Medal Ceremony.



7. Celebrating milestones at Parkgate Library! In 2019, the Library celebrated 25 years of serving the community at its Parkgate location, alongside our partners celebrating 20 years of service at Parkgate, North Vancouver Recreation and Culture.



8. 75 children, parents, and caregivers participated in NVDPL's first Noon Year's Eve party. We hosted a special countdown and family dance party to celebrate the end of 2019 and welcome 2020!

