

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR) NORTH VANCOUVER DISTRICT PUBLIC LIBRARY

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but text boxes will expand as you type, so if needed, you can provide more detail. Click on a linked title in the list below to jump to that section of the document.

- ☐ [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
- ☐ [2. MAJOR PROJECTS/PROGRAMS](#)
- ☐ [3. KEY CHALLENGES](#)
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1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year (250-500 words).

North Vancouver District Public Library serves a population of 88,168 (2021 Census), an increase of 2.9% since the 2016 Census. We have 3 locations located in central neighbourhoods—Lynn Valley, Capilano and Parkgate— and will open a new boutique and express library service within the Lions Gate Community Recreation Centre in 2022. New condo and townhouse development in the Lynn Valley area has resulted in more densification and an 8.9% increase, while the population in the area served by Parkgate has decreased by over 5.4%.

A new staffing model including more para-professional positions completed a full year, and we continue to adapt roles & responsibilities to best serve our community and maximize staff potential.

In 2021, the ongoing pandemic and evolution of restrictions continues to affect use of physical library spaces, as well as the ability to fully launch NVDPL's new digital creation studio, StoryLab. The community of Lynn Valley was also deeply impacted by a tragic stabbing attack outside the library in March of 2021.

2. MAJOR PROJECTS/PROGRAMS

Please any new or major ongoing projects/programs the library has delivered in the past year. To report on multiple projects/programs, copy and paste the blank table. Use one table per project/program.

Project/Program Name :

Borrow a Device at NVDPL (pilot)

Provide a brief description of the activities involved in this project/program (250-500 words).

In 2021, NVDPL expanded non-traditional collections to include iPads and e-readers in order to expand access to commonly used technological devices and reduce the digital divide. As a pilot project, we reached out to the Tsleil-Waututh Nation Elders group as a new community partner. They were looking for ways to help community members feel less isolated and more connected to programs offered by the Nation. We lent out 12 iPads for 3 months, which were distributed to individuals by Tsleil-Waututh organizers. The Elders used the iPads to attend programming, connect

<p>with family & friends, and for health appointments. Library staff kept in touch over the period to see how the services were being received as well as technical support. It was a successful pilot and filled a real need in our community.</p>	
<p>How does this project/program support the library's strategic goals and/or community (250-500 words)?</p>	
<p>This project supported goals under the strategic priority of CONNECT: Develop a plan to build meaningful relationships and explore reconciliation opportunities with local First Nations; and INSPIRE: Offer community-focused non-traditional collections. It was a concrete way of showing how the library can support First Nations communities in reaching their goals, and it helped build relationships that will contribute to reconciliation.</p>	
<p>How does this project/program support the B.C.'s strategic goal(s) for public library service? Please list as many goals as needed (250-500 words per goal)?</p>	
<p>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>Provided access, tools, and connectivity for an isolated group with limited access to technology.</p>
<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>As a pilot project, we established new processes, trained and developed staff capacity to provide non-traditional collections.</p>
<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>Elders were able to participate in culturally meaningful programs and access government services. Library was able to build connections with new community group and show tangible support for local First Nations, supporting reconciliation efforts.</p>
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for information on short, medium, and long-term outcomes (500-1000 words).</p>	
<p>Immediate Outcomes: 12 iPads loaned for 3 months Intermediate Outcomes: 12 Tsleil-Waututh Elders learned how to use iPads to participate in community programs; connect with family and friends; and access critical services such as health appointments Ultimate Outcomes/Impact: Tsleil-Waututh Nation Elders have learned new skills; Library has established a new connection with a neighbouring First Nation group that will encourage further projects and relationship-building; improved connectivity and technology access to BC residents.</p>	
<p>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)? (Maximum 100 words.)</p>	

This pilot project was a great opportunity to collaborate with Tsleil-Waututh Nation, our partners on this initiative. The Library provided iPads, instructions, and some technical support, while our partners carried out the service among their Elder group.

Project/Program Name :	
Elimination of overdue fines	
Provide a brief description of the activities involved in this project/program (250-500 words).	
<p>In May 2021, NVDPL eliminated fines for overdue library materials. Fines for overdue items have been shown to be a barrier to accessing library collections and services, especially for more vulnerable groups in our community. Enforcing overdue fines can take up a significant amount of staff time, and also results in sometimes difficult interactions with patrons that inhibit community-building. This project was the culmination of months of research into other libraries' experiences, best practices, and budget implications. It also involved a team of staff from many areas including Circulation, Collections, IT and Communications, and approval and support from the Library Board as well as the District of North Vancouver municipality and Council.</p>	
How does this project/program support the library's strategic goals and/or community (250-500 words)?	
<p>The overdue fines-free project supports the Library's strategic goal of Connect: Reach new audiences</p> <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 	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please list as many goals as needed (250-500 words per goal)?	
1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	Removing barriers to access allows all members of the community to take advantage of all the library has to offer, including those who have never had a library card, or have not used the library for a long time because of overdue fines
2. Building Capacity for library staff and directors (e.g., training and professional development)	Library staff have learned new procedures, engaged in problem-solving, and adapted the details as necessary; now that patrons fully understand how the removal of daily fines differs from charges for lost materials, interactions with staff are more positive and staff can engage in more verbal promotions of additional membership benefits.
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	Library is seen as a place that is equitable and accessible for all
4. Enhancing Governance of the library system (e.g., board/trustee training,	Library Board received education on how overdue fines can be a barrier to access and how library funding and budgets are impacted by their removal

developing best practices, strategic planning)	
What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for information on short, medium, and long-term outcomes (500-1000 words).	
<p>Immediate Outcomes: elimination of overdue fines for material that is returned late</p> <p>Intermediate Outcomes: patrons understand how and why library has eliminated fines; project details are adapted after pilot period; positive patron interactions increase; less hesitation to use the library</p> <p>Ultimate Outcomes: a barrier to access is removed; patrons have more positive experiences and interactions with library staff and can spend more time discussing additional library services; help to deliver the provincial strategic goals to improve access for British Columbians and build capacity of staff.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)? (Maximum 100 words.)	
<p>We worked closely with our funding partner, District of North Vancouver, to understand the budget implications of this decision. We also consulted with neighbouring libraries who were in a similar position to learn from their experience and make sure our policies aligned.</p>	

Project/Program Name :
Building Meaningful Connections with local First Nations to support Reconciliation
Provide a brief description of the activities involved in this project/program (250-500 words).
<p>For the first National Day for Truth and Reconciliation, NVDPL organized three programs to help our community educate themselves about Indigenous issues, learn about resources available for starting their own Reconciliation journey, and have an opportunity to choose actions to move themselves forward. Working with the two other library systems on the North Shore, West Vancouver Memorial Library and North Vancouver City Library, we offered program on September 21 called "Relations First" with Ta7taliya Nahanee, "a virtual introduction to decolonizing your relations to this land, your work and your community". September 30 was declared a statutory holiday, but we felt it was important to keep the library open as a place to find learning resources. As well as staying open and featuring displays of Indigenous content, we also offered the chance to make a personal commitment to positive change, by creating a braided bracelet that incorporated a statement of a particular action towards Reconciliation. That same day, another virtual program was offered, "Getting Started: Truth & Reconciliation", where attendees were introduced to library resources to start their own self-directed learning plan that includes the history and legacy of residential schools.</p>
How does this project/program support the library's strategic goals and/or community (250-500 words)?
<p>This project supported the goals under the strategic priority of CONNECT: Develop a plan to build meaningful relationships and explore reconciliation opportunities with local First Nations; and SHARE: Expand community understanding of Indigenous and inter-cultural perspectives and Experiences.</p>
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please list as many goals as needed (250-500 words per goal)?

1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	
2. Building Capacity for library staff and directors (e.g., training and professional development)	As well as helping library patrons educate themselves, these programs also supported staff learning and development related to the Indigenous experience in Canada.
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	<p>These programs directly fostered community knowledge-sharing and supported reconciliation.</p> <p>A moment of silence enabled library visitors the opportunity to meaningfully engage and reflect on the lost lives of children at residential schools.</p>
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for information on short, medium, and long-term outcomes (500-1000 words).	
<p>Immediate Outcomes: 300 library users had the opportunity to learn and do personal reflection about reconciliation at NVDPL on the National Day for Truth and Reconciliation, and other reconciliation-focused programs.</p> <p>Intermediate Outcomes: patrons recognize library as the place to find resources and continue learning together</p> <p>Ultimate Outcomes: Advances citizen engagement and supports reconciliation.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)? (Maximum 100 words.)	
<p>We worked with the two other North Shore library systems (shared funding) and Nahanee Creative (service delivery) for the "Relations First" event and consulted with Reconciliation Canada for program content for "Getting Started".</p>	

Project/Program Name :
Digital Storyteller in Residence
Provide a brief description of the activities involved in this project/program (250-500 words).
<p>NVDPL was successful in applying for a Multiculturalism BC grant for BC's 150+ celebrations. We used the funding to hire a local videographer to be our first Digital Storyteller in Residence. Using the resources in our digital creation space, StoryLab, Sahand Mohajer create a short film about feeling</p>

connected to North Vancouver featuring IBPOC and newcomer voices. Because of COVID-19 restrictions, we couldn't have an event, but the film was launched on our social media channels.

How does this project/program support the library's strategic goals and/or community (250-500 words)?

This project supported the goals under the strategic priority of INSPIRE:

- 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

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please list as many goals as needed (250-500 words per goal)?

1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	
2. Building Capacity for library staff and directors (e.g., training and professional development)	Staff were able to learn from and with community members
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This project was intended to foster community knowledge and sharing, and to help North Vancouver residents feel more connected to their library and home.
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	

What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for information on short, medium, and long-term outcomes (500-1000 words).

Immediate Outcomes: hired Digital Storyteller in Residence

Intermediate Outcomes: short film created celebrating IBPOC and newcomer voices in North

Vancouver Ultimate Outcomes/Impact: In this short film, six individuals shared a small part of their unique and personal stories that celebrate a broader, more inclusive, and more vibrant understanding of the history of British Columbia. Participants and viewers feel more connected to library and community—and each other. This also supported the provincial strategic goal of advancing citizen engagement.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)? (Maximum 100 words.)

We partnered with Impact North Shore as a BIPOC-led organization to help us recruit a BIPOC videographer, and to distribute the film to their contacts.

3. KEY CHALLENGES

The following topics have been identified as recurring themes in previous years' PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year and provide a description of how the library addressed them. Leave any other listed topics blank if they did not significantly impact the library.

Use the 'Other' row to include any ongoing or past challenges that are not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.


Challenge	Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2021. Including examples or stories (optional) may also illustrate how service changes helped address this challenge. Please specify if any provincial funding was used (e.g., annual library funding, the technology grant, other provincial grants, or local grants). (Maximum 500 words per topic.)
COVID-19 (e.g., safety protocols, proof of vaccination)	2021 was in many ways an extension of 2020 in terms of the pandemic. The ongoing pandemic continues to impact library operations and services. For the majority of 2021, all our programming was virtual, which impacts daily visits to the library as well as human to human connection. Some limited in-person programs resumed in the fall, with reduced capacity, but were quickly rescheduled online due to rising Omicron cases. Safety protocols meant we could not fully launch our digital creation space, StoryLab, due to limited occupancy. Staff have learned a lot about best practices for offering programming virtually and tried to maintain community connections. In 2021, proof of vaccine was not required to enter the library or attend programming, and enforcing mask mandates became more difficult when they were reinstated. While most members of the community are happy to comply, the few who aren't take up a lot of staff time & energy, as well as verbally abuse or confront library staff. The constant changes and periods of isolation over the last 2 years are impacting staff and patron morale.
Emergency response (e.g., fires, floods, extreme weather)	During the extreme heat in the summer, the library was advertised as a place people could come for relief from the heat due to air conditioning. Because of the extreme temperatures, North Shore Emergency Management (NSEM) provided libraries with water and cookies to assist with vulnerable patrons who may be impacted by the heat. On two occasions, one NVDPL branch stayed open past usual closing time to act as a cooling centre. Public libraries are considered integral public spaces during heat emergencies from NSEM, by providing cool spaces, access to water through water fountains and washrooms.

	Libraries also post information about shelter spaces during periods of extreme weather, and are a place people experiencing homelessness can come during the day. As welcoming spaces for everyone, we're happy to provide safe, warm spaces. However, some patrons have mental health challenges that, even with regular training, present interactions that are challenging for staff to navigate. Unfortunately we do not have capacity to act as an emergency shelter.
Financial pressure (e.g., rising costs, reduced revenues)	Supply chain issues resulting from the pandemic started to impact costs in late 2021. However savings realized due to other aspects of the pandemic have allowed cost increases to be absorbed.
Staffing (e.g., recruitment and retention, mental health and wellness)	Several of our key staff positions had turnover in 2021, and due to COVID, some roles and responsibilities had to adapt. We were once again able to hire summer student assistants and an intern position with grants from Young Canada Works, which helped the library promote Summer Reading Club and focus on serving local youth. Staff mental health & wellness is an ongoing concern, and all frontline staff felt the effects of enforcing mask mandates and other various pandemic restrictions. A critical incident that resulted in one tragic death and several serious injuries outside one of our locations in March of 2021 had long-lasting effects on staff. Supporting staff morale, well being, and mental health, and continuing to build our organizational culture, will be something we continue to pay close attention to in the years to come.
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	Due to capacity of funding partners and supply chain issues, some scheduled renovations have been pushed back. Our newest location in a community recreation centre was originally schedule to open in 2020, but will not be open to the public until Spring 2022.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	Occasionally issues arise with patrons who may be experiencing precarious housing, mental health, addiction, or dementia-related issues, which add layers of complexity to the day to day management of public library spaces. Staff have training on building empathy and compassion, as well as de-escalating situations, but these scenarios can add extra stress on staff as they navigate the day to day operation of the library.

Other (please specify)	
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4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: _____

Date: March 17, 2022

Board Chair Signature: _____

Date: March 17, 2022