

Provincial Library Grant Report 2019

Introduction

In 2019, provincial funding strengthened and supported the Greater Victoria Public Library (GVPL) by increasing the Library's ability to be more responsive to our community, enhance the services people count on and extend access to our programs and resources.

More than 346,000 residents live in the 10 municipalities and five Indigenous communities that make up GVPL's service area.

Our service area includes:

- Central Saanich
- Colwood
- Esquimalt
- Highlands
- Langford
- Metchosin
- Oak Bay
- Saanich
- Victoria
- View Royal
- Beecher Bay Band land
- Esquimalt Band land
- Songhees Band land
- Tsartlip Band (South Saanich Indian Reserve)
- Tsawout Band (East Saanich Indian Reserve)

In 2019, the Greater Victoria Public Library completed the fourth year of its Strategic Plan 2016-2020, achieving many goals and new partnership opportunities. GVPL won the John Cotton Dana Award, provided in conjunction with the H.W. Wilson Foundation, the American Library Association and EBSCO, for the outstanding library public relations campaign "Change Your Mind." Staff delivered multiple presentations at library conferences throughout the year. Notably, GVPL's innovative Community-Inspired Library model received national and international acclaim. Expanded community partnership collaborations have assured that GVPL remains a community hub for newcomers, writers and creative people.

"We love the GVPL! Last year we made a goal to visit every branch, and succeeded :)"

From 2019 Twitter

Community-Inspired Library Service

GREATER VICTORIA PUBLIC LIBRARY'S STRATEGIC PLAN 2016 TO 2020

Key Priorities



Goals

1. **DEVELOP** local, community-inspired branch plans to increase the accessibility and impact of library services in Greater Victoria.
2. **CULTIVATE** the development of 21st century skills to bridge the digital divide in Greater Victoria.
3. **OFFER** new tools and learning opportunities that support the creativity and self-expression of individuals in our community.
4. **CONTINUE** investing in programs, services and collections for early learning and family literacy.
5. **INVEST** in new ways to extend the reach of the library beyond existing facilities and traditional venues.
6. **INCREASE** use and awareness of existing learning opportunities, leisure opportunities and resources the library has to offer.
7. **CELEBRATE** the unique local talents of the community by providing space, resources and opportunities to build connections.
8. **CULTIVATE** new supporters and engage existing donors, funders and members who expand the capacity of the library to meet community needs.
9. **CREATE** opportunities for staff to flourish in their roles through mentorship, leadership development and team building activities.



**GREATER VICTORIA
PUBLIC LIBRARY**

CONNECT WITH US!



greater victoria public library



@gvpl



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250-940-GVPL (4875)

PROVINCIAL STRATEGIC PRIORITY 1 - IMPROVING ACCESS

ALIGNMENT WITH GVPL KEY PRIORITY:

Inspire discovery through programs, collections and services that enhance literacy and lifelong learning



Throughout the year in 2019, GVPL inspired discovery through improved access to programs, services and collections by being out in the community and raising awareness to the resources and assets our library has to offer.

GVPL staff were networking, developing partnerships and offering pop-up libraries at events where communities gathered while drawing the community to the Library's physical and virtual branches by increasing awareness and offering compelling events. GVPL staff collaborated with community experts, offered information displays and improved discoverability of our collections. We also reviewed our subject headings and categories to enhance access to our resources.



Proud staff at Esquimalt Story Festival

GVPL Pop-up Libraries appeared at 31 community markets, music and story festivals, block parties and tea parties from Metchosin to the Peninsula. We connected with more than 5,700 enthusiastic library supporters at these events. Day or night, GVPL was in the community storytelling, interacting, checking out materials and updating accounts, the latter made possible with traveling kits that include an iPad, bar code scanner and Wi-Fi hotspot.

Partnerships with the University of Victoria's Institute on Aging and Lifelong Health, Silver Threads and James Bay New Horizons allowed GVPL to host expert-led educational and informational sessions. A two-day Health Coach training course supported seniors and people living with chronic health issues and seniors' resource information sessions helped combat social isolation.

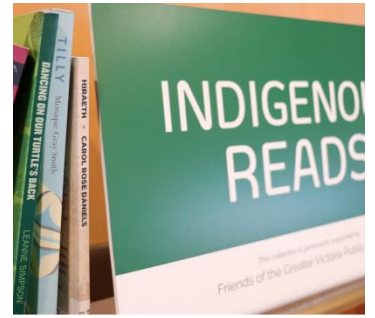
The spectacularly successful *Zine Daze: A Zine and Art Fair* drew local and international enthusiasts to the Central Branch from as far away as Dawson City, Toronto, Portland and Seattle to learn, share and celebrate, showcasing local creativity.

Partnerships with



2019 Key Facts and Figures

- The Library connected with 29,057 attendees of all ages at 528 different offsite events.
- “Indigenous Reads” displays at all 12 GVPL branch locations were financially supported by the fund-raising efforts of the Friends of the Greater Victoria Public Library and enhanced access to material in our collections for easy discovery.
- The redesigned CloudLibrary App enhanced our patrons’ ability to borrow digital titles resulting in checkouts of ebooks and e-audiobooks this summer surpassing all previous digital lending records (43.5K checkouts in July and August each). Circulation of this collection increased overall by 18% as compared to 2018.
- The DVD recategorization project improved access to material in this collection. Patrons searching the catalogue and browsing the shelves for TV series, documentaries, French and World Language materials can now find what they are looking for more easily.
- Our staff led an Indigenous Subject Heading project at GVPL to provide better alternatives to colonial traditional headings. GVPL staff presented their work at Canadian conferences to advance work in this important area.
- Microsoft O365 implementation increased staff access to additional tools for collaboration and teambuilding.
- Meetings with partners from BC Black History Awareness Society, Community Living BC, Victoria Conservatory of Music and Youth Services Provider Network improved access to programming and increased all partners’ capacity for growth.



GVPL Pop-Up Library in action

PROVINCIAL STRATEGIC PRIORITY 2 - DEVELOPING SKILLS

Alignment with GVPL KEY PRIORITY:

Create great library spaces to meet unique user needs

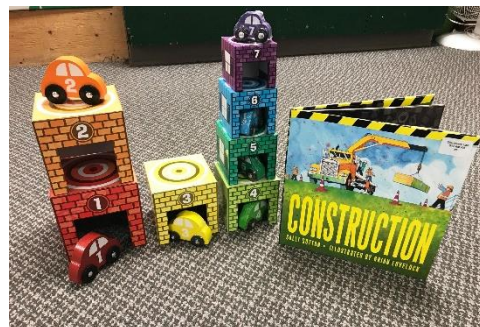


Paws and Tails Therapy dog reading program star, Ean the Bassett Hound promoting literacy

GVPL welcomed learners to our spaces in person and through our e-services, helping them to develop new skills and interests. Literacy and Science, Technology, Engineering, Arts and Math (STEAM), language learning, geocaching, gardening and Bollywood dancing were just a few of the learning opportunities offered in 2019 at GVPL.

As a coordinating organization, GVPL was proud to be part of the Your Literacy Connection Westshore which was awarded First Place for 2019 Best Community Literacy Event in BC by Decoda Literacy Solutions for the Family Learning Tour.

Other early learning opportunities for young children and their families in 2019 included the new Stay and Play curated kit/activities that emphasized the importance of the early development indicators: singing, talking, reading, writing and playing. Science, Technology, Engineering, Arts and Math (STEAM) programs continued to expand in 2019 with learning opportunities for all ages. Discovery Labs fostered preschoolers' interest in science and helped develop numeracy skills, while Pre-Coding Games for kids ages 5-8 allowed them to delve into the basics of computational thinking and simple coding concepts. Adding Ozobots to the DigiLab gave Teens opportunities to exploring virtual reality and robotics.

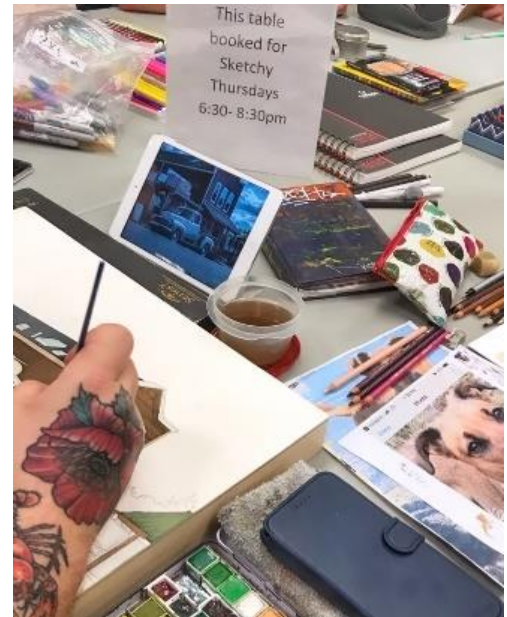


Discovery Lab

Adults also had the opportunity to learn new skills with ESL Conversation Classes and Virtual Reality Petting Zoos. The Food Education District (FED) Urban Learning Garden's new pollinator garden equipped with information guides supported individual learning that complemented programs delivered by Lifecycles and Master Gardeners. Expanding geocached items beyond the Central and Oak Bay branches to also include the Nellie McClung branch offered more self-paced learning opportunities. Geocaching is a real-world, outdoor treasure hunting game using Global Positioning System (GPS)-enabled devices. Participants learned to use a GPS receiver or mobile device to locate geocaches (containers) at specific locations while encouraging people to explore their communities.

2019 Facts and Figures

- Computer and technology programs for adults helped to develop skills for 628 individuals
- BC Summer Reading Club registration hit a new record of 9,052
- 5th Emerging Local Author Collection included 80 authors and 100 works
- Sketchy Thursdays encouraged artists of all skill levels to join a creative community and build their body of work
- 77 one-on-one sessions offered 380 individuals time with a librarian to answer their technology questions



Sketchy Thursday participant hard at work

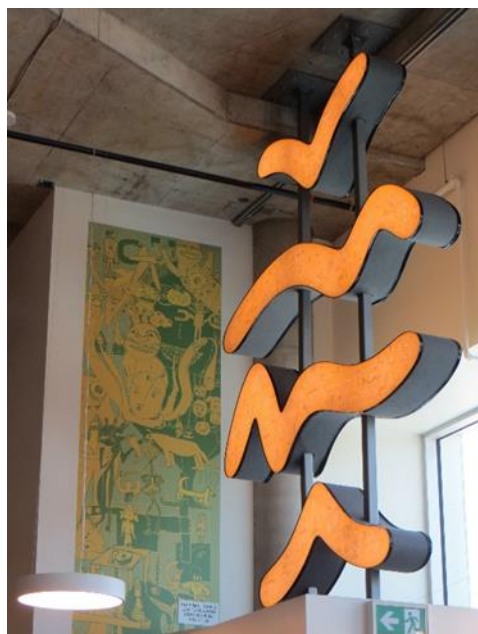
Submission to “Share your Story”, August 29, 2019

I immersed myself in to books the moment I could read. Having lost my mother at 5, books became my escape from the real world and into an imaginary one. It was a world where I saw magic, adventure, mystery and fairytales. It was my happy place, where I could open a book and see the story unfold and allow my mind to be challenged with its abilities of imagination. I think because of my love for books, I survived the most painful moments of my life and because of books, I tapped into the creative side of myself where I began to write poetry. Therefore, books should be an essential part of a childhood. They are the chapters that form your own chapters for the life ahead.

PROVINCIAL STRATEGIC PRIORITY 3 - COLLABORATING ON SHARED GOALS

GVPL KEY PRIORITY:

Engage passionate library members, funders and partners to expand the library's reach and impact



*Luke Ramsey installation at sx̱w̱əŋx̱w̱əŋ təŋəx̱w̱
James Bay branch*

In 2019, GVPL collaborated with partners, funders and library members on shared goals that expanded the library's reach and impact at home, across Canada and internationally.

In June, GVPL staff worked with the Canadian Urban Library Council (CULC) to organize the inaugural *One eRead Canada/Un livre! Canada*, a national reading and discussion program that promoted libraries and their digital collections. This program featured Indigenous author Dawn Dumont's *Glass Beads*.

GVPL joined other CULC members to participate in the Canadian National Institute for the Blind (CNIB) Phone It Forward Campaign which encouraged the donation of used mobile devices at local libraries across Canada. Phone It Forward is the first program of its kind worldwide.

GVPL collaborated with Vancouver Island libraries, hosting and facilitating the board and staff of IslandLink Federation's strategic planning sessions. The 5th Annual Vancouver Island Library Staff Conference, co-hosted by the University of Victoria, Camosun College and Greater Victoria Public Library, provided staff from across the island with a day of inspiration, learning and engagement.

In partnership with the City of Victoria, GVPL celebrated the municipality's Artist-in-Residence installation at the sx̱w̱əŋx̱w̱əŋ təŋəx̱w̱ James Bay branch (photo above).

Collaborations with local First Nations continued to build relationships and supported the shared literacy goals of the Songhees Wellness Center Summer Camp and Kwum Kwum Lelum Homework club.

By hosting the Tsawout First Nation Stories and Crafts programs, GVPL supported the Tsawout First Nation Cultural Elder in Residence program, Indigenous storytelling and crafts while honouring [need different word] SENĆOŦEN, the language of the Saanich People.



Tsawout Elder Anna Walkus sharing stories

2019 Key Facts and Figures

- During the One eRead Canada event in June there were 236 checkouts of *Glass Beads*.
- 102 community connections programs promoted the shared goals to inform and educate the public about community health and wellness programs and resources.
- GVPL's Books for Babies program received grant funding from the Times Colonist Literacy Society. This program provides each newborn in our service area with a bag containing a book, a music CD and literacy resources for families.
- GVPL's relationship with the Victoria Film Festival expanded to include workshops and hands-on virtual reality (VR) sessions at the Central branch during the Festival month in February.
- GVPL's partnership with the Victoria Festival of Authors included six programs for children and tweens featuring high-profile authors including Monique Gray Smith, Kari Jones, Richard van Camp, Sara Cassidy and Sean Rodman.
- Trans ID Clinic PACE Society and PEERS Victoria provided a two-day Trans ID clinic at the Central branch that assisted and covered the costs for those who wish to legally change their names and gender markers



GVPL's Booksmack team at Esquimalt High School

PROVINCIAL STRATEGIC PRIORITY 4 - ENHANCING GOVERNANCE

GVPL KEY PRIORITY:

Lead with support of innovative ideas, service models and governance

In 2019, GVPL enhanced governance through Board Trustee development, staff leadership and contributions to the broader library community. GVPL Trustees and the CEO attended the Union of BC Municipalities (UBCM) conference and participated in many B.C. public library related events and displays, including a clinic presentation entitled 'Libraries as Critical Infrastructure.' A GVPL trustee sits on the BCLTA executive. This work supported the role of public libraries across the province, while GVPL's membership in the South Island Prosperity Project (SIPP) further established the library as a key community contributor to economic and environmental sustainability.

2019 Key Facts and Figures

- Staff delivered ten conference presentations at the Ontario Library Association, American Library Association, Pacific Northwest Library Association, BC Library Association and Vancouver Island Library Staff Conference
- Two staff members were accepted into the 2019 cohort of the B.C. based Library Leaders Excellence and Development Canada (LLEAD)] program and another continued her participation in the Canadian Urban Library Council (CULC) Public Library Leaders (PLL) program. Both programs support the development of leadership capacity and expertise.
- GVPL, located in our capital city, was proud to represent libraries across the province during Education Minister Rob Fleming's declaration of BC Library Month at the BC Legislature in October.
- GVPL participated in the popular BC Book Day at the Legislature and showcased titles from the unique Emerging Local Authors Collection and our Indigenous Reads materials. We co-hosted a booth with the BC Library Association.
- GVPL Trustees participated in a strategic priority retreat at the University of Victoria to provide an opportunity for learning, engagement and board development.
- In 2019, the first cohort completed GVPL's Leadership Development Training Program which has been designed to build a foundational supervisory skillset for our employees. This program will increase the Library's ability to support succession planning and prepare staff for developmental roles.
- The 9th annual GVPL Staff Development Day took place in June with an engaging program of speakers and workshops. The goal of the day is to support staff engagement, increase collaboration and inform service delivery.



GVPL Board Chair Deborah Begoray (front, centre) and award-winning Canadian and American library staff at the John Cotton Dana award ceremony at the American Library Association conference.

Submission to “Share your Story” September 5, 2019

I do not have space to store all my favourite books, but I can always find them at the library if I need to read them again.



Staff at the Pacific Northwest Library Association Conference

LIBRARIES IN ACTION – SUCCESS STORIES FROM B.C.’S PUBLIC LIBRARIES



GVPL Expanded Services to Newcomers:

The BC Settlement and Integration Services program (BC SIS)

Overview

In partnership with Victoria Immigrant Refugee Center Society (VIRCS), GVPL developed a three-year BC Settlement and Integration Services program (BC SIS) that was launched in August 2018. This program continued to expand in 2019 and has positioned GVPL as a ‘community hub’ for newcomers.

The three-year project provides settlement and integration services at GVPL branches through VIRCS. The program supports the social and economic integration of newcomers to the province and targets newcomers who are not eligible for federal settlement services. Funding is provided by the Province of British Columbia Ministry of Jobs, Trade and Technology. Eligible clients include those who are:

- Temporary foreign workers
- International (post-secondary) students who are eligible to work in Canada*
- Refugee claimants
- Provincial nominees not yet approved for permanent residency
- Naturalized citizens looking for employment

*Transitioning to permanent residency or into the labour market through a post graduate work permit.

Description

Through the BC Settlement and Integration Services program VIRCS serves the community via a hub and spoke model at their new downtown location (North Park Street) and other community locations including six of GVPL branches: Esquimalt, Juan de Fuca, Langford Heritage, sxʷeŋxʷəŋ təŋəxʷ James Bay, Central and Nellie McClung Branches. The services delivered at the library include:

- English Language Training.
 - Formal Language Training: two levels of English as a Second Language classes are offered in 10-week series at Nellie McClung, Esquimalt, Central and sxʷeŋxʷəŋ təŋəxʷ James Bay Branches

- Informal Language Practice: offered in 10-week series at Nellie McClung, Esquimalt, Central and sxʷenɣwəŋ tənəxʷ James Bay Branches
- Standalone workshops offered on a variety of topics including employment, basic financial information and introduction to the library
- Two business development and project management series for newcomers
- Regular information tables held at the library connecting newcomers to resources

Outcome

- Increased literacy with over 200 English language learning and practice sessions with attendance of 2,891
- Social and economic integration of newcomers through:
 - 16 Entrepreneurship Development Training for Newcomers classes
 - 16 Strategic Business Development and Project Management for Newcomer classes
- Extended reach of VIRCS and the library through 126 Community Connection tables with 973 interactions
- Contributed to the goals of the Community Partnership Network and Greater Victoria Local Immigrant Partnership to make Victoria a welcoming community.
- Inspired other services for Newcomers:
 - In a new partnership with the Victoria Iranian-Persian Cultural Society, GVPL offered an eight-week series for newcomers "Laughing Out Loud - Laughter Therapy for Newcomers"
 - 16 VIRCS Beginner ESL Conversation classes at the library with attendance at 298
 - 7 Farsi language classes with attendance at 93.

We are in partnership with the Greater Victoria Public Library (GVPL)

BC SIS delivers services out of the following locations in partnership with the Greater Victoria Public Library

Join BC SIS staff to learn about the BC SIS program and ask your questions about settlement, immigration and employment.

***Nellie McClung Branch**

3950 Cedar Hill Rd. Victoria, BC V8P 3Z9

***Juan de Fuca Branch**

1759 Island Hwy. Victoria, BC V9B 1J1

***Central Branch**

735 Broughton St, Victoria, BC V8W 3H2

***Esquimalt Branch - by Appointment only**

1231 Esquimalt Rd, Victoria, BC V9A 3P2

***Langford Heritage Branch - by Appointment only**

102-1314 Lakepoint Way, Langford, BC V9B 0S2

***sxʷenɣwəŋ tənəxʷ James Bay Branch - by Appointment only**

385 Menzies St, Victoria, BC V8V 0C2



SUMMARY

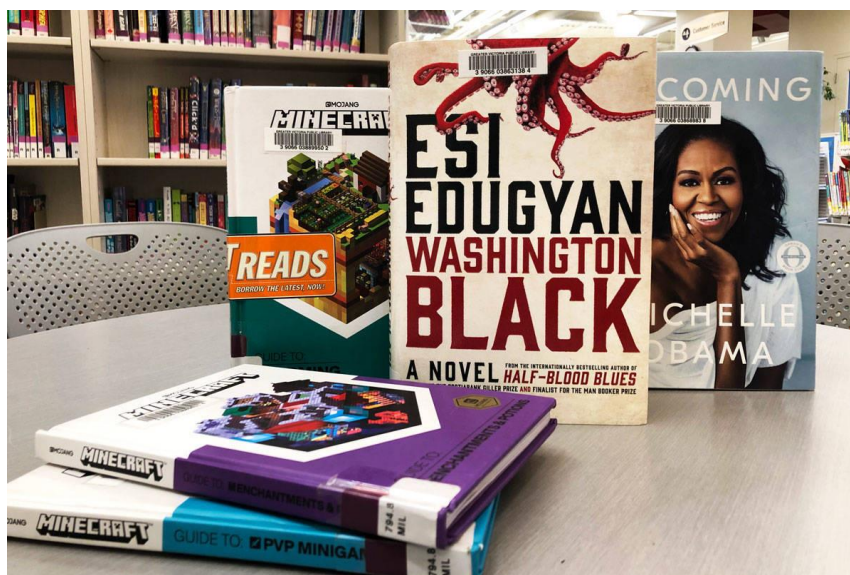
Throughout 2019, GVPL has improved access to library services, collaborated on shared goals with community partners and invested in strong library governance. We are meeting the challenge of planning a new digital media lab, inspired by our innovative travelling DigiLab -- the latter has grown from a pilot project to become operationalized and continues to inspire creativity. We continued to respond to the Truth and Reconciliation Commission's calls to action by building relationships and supporting Indigenous communities' goals. GVPL continued to share professional expertise and contributed to the wealth of knowledge in the library community.

Looking ahead to 2020, we are excited to see a new Esquimalt branch taking shape and the culmination of GVPL's 2016-2020 Strategic Plan. This of course leads to the highly anticipated preparation for a new strategic plan.

GVPL appreciates the ongoing support the Ministry of Education provides for public libraries in our community and across the province. Libraries 'make things better'.



Bollywood Dance Class



GVPL's Most Borrowed Books of 2019

Adult Fiction

1. *Washington Black* by Esi Edugyan
2. *Where the Crawdads Sing* by Delia Owens
3. *Normal People* by Sally Rooney
4. *Big Sky* by Kate Atkinson
5. *Kingdom of the Blind* by Louise Penny

Adult Non-Fiction

1. *Becoming* by Michelle Obama
2. *Educated* by Tara Westover
3. *The Library Book* by Susan Orlean
4. *21 Lessons for the 21st Century* by Yuval N. Harari
5. *12 Rules for Life: An Antidote to Chaos* by Jordan B. Peterson

Teen

1. *The Marrow Thieves* by Cherie Dimaline
2. *The Hate U Give* by Angie Thomas
3. *Two Can Keep a Secret* by Karen M. McManus
4. *On the Come Up* by Angie Thomas
5. *What If It's Us* by Becky Albertalli

Children

1. *Minecraft: Guide to Farming* by Alex Wiltshire
2. *Waiting is Not Easy!* by Mo Willems
3. *The Meltdown* by Jeff Kinney
4. *Bad Kitty Takes the Test* by Nick Bruel
5. *The Thank You Book* by Mo Willems