

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

North Vancouver City 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 feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- ✓ [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
- ✓ [2. MAJOR PROJECTS/PROGRAMS](#)
- ✓ [3. CHALLENGES](#)
- ✓ [4. COVID-19 RELIEF & RECOVERY – 2022 PROGRESS REPORT](#)
- ✓ [5. BOARD APPROVAL](#)

### INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year. If provincial funding is primarily used to support your library’s core operations, please include a general describe where it is applied (staffing, utilities, collections, etc.).

The City of North Vancouver (the “City”) is located on the unceded traditional territories of the Skwxwú7mesh (Squamish) Nation and Səl̓ílwətaʔ/Selilwitulh (Tsleil-Waututh) Nation, at the base of the North Shore mountains, bounded to the south by Burrard Inlet, and to the east and west by the District of North Vancouver. The 2021 census showed the City had a population of 58,120 people in a land area of 11.83 square kilometres. This is a 9.9% increase in population since 2016 – making the City of North Vancouver one of the fastest-growing communities in Canada.

The 2021 census tells us that 89% of the population speaks English regularly at home, with 32% identifying English as an additional language — 47% of City residents are multilingual! The most predominant languages after English are Iranian/Persian, Tagalog and Spanish. More than 6,500 newcomers and immigrants accessed services and programs provided by our local partner, Impact North Shore (formerly North Shore Multicultural Society), in 2021-2022.

North Vancouver City Library (“City Library”) is a 36,000 square foot single-site library system, located in the heart of the City. Situated on Civic Plaza across from City Hall, in one of the City’s densest neighbourhoods, it is easily accessible and within walking distance for residents of all ages.

While 2022 got off to a rocky start with the COVID-19 Omicron variant impacting operations, City Library operated with full staffing and operating hours, and over the course of the year, completed restoration of most services in compliance with public health guidelines. Use of the library increased significantly over the previous year, and in some cases to levels higher than even pre-pandemic. For example:

- Total borrowing (both print and digital) was up 9.4% over 2021, and up 14.6% over 2019

- Total visits increased over 20% to nearly 850,000 in 2022, down slightly from 1,050,000 pre-pandemic, but steadily increasing over the year. In-person visits were up 43.3%.
- Staff answered over 40,000 complex research and instructional questions – close to pre-pandemic numbers
- With the restoration of outreach activities, we connected with more than 6,500 community members outside our walls
- After a pandemic-related hiatus, we reopened meeting rooms for our community partners and hosted nearly 200 community meetings and events

Some services have evolved in response to changes in community behaviour — particularly explosive growth in demand for digital collections and continuing interest in virtual or hybrid programming.

City residents and visitors continue to value the library as critical social infrastructure, essential to their feelings of community connection. In our 2022 year-end survey, 97.1% of library customers indicated they would recommend the library to a friend or neighbour, 91.7% reported they feel more connected to their community as a result of their library use, and 95.9% reported they feel inspired to learn more as a result of using the library.

Provincial operating funding accounts for approximately 3% of City Library’s core operating budget and is applied broadly to costs for staff, collections, technology, building maintenance, utilities, insurance, supplies and other goods and services essential to day-to-day delivery of library service.

## 2. FEATURED PROJECTS/PROGRAMS

<b>Project/Program Name</b>
Open Door Community Hub
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
<p>Pre-pandemic, North Vancouver City Library hosted a weekly “warming station” during the winter months to allow for people experiencing or at risk of homelessness to get indoors, have a warm drink and snack, and connect with library services and other community service providers.</p> <p>With support from the Strengthening Communities Service grant (administered through UBCM), the library was able to operate an enhanced drop-in program and provide year-round, twice-weekly warming/cooling/clean air/safe space and services for unsheltered individuals throughout 2022.</p> <p>During Open Door Community Hub hours, augmented services are available. People who drop in can have a snack and a drink, and connect with library staff and other community members. Care packages with items like healthy snacks, hygiene supplies, fresh socks and weather-appropriate gear are available for free.</p> <p>Anyone is welcome to spend time in the space to read, work on a puzzle, or just relax. Popular activities have included solving the daily Wordle, trivia tournaments, and streaming events like the Olympics or the World Cup.</p>

Individuals can also get help in finding information they need, navigating online forms, and connecting with resources for housing, health and social services in the community — both from the Community Access Worker who operates the program day to day, and from other library staff.

There are often visits from community service providers to assist vulnerable community members in accessing helpful resources. Outreach workers from the local shelter visit regularly. In response to expressed needs from ODCH participants, the library has also organized programming with community partners including (so far) ID clinics, foot care clinics, art therapy, income tax support and programming about Reconciliation.

The Community Access Worker (funded through the grant) brings specialized skills, knowledge and training enabling them to better address the referral and service needs of individuals, coordinate effectively with other service providers in the community, and help to build the library's and staff's capacity to respond to the needs of individuals experiencing homelessness.

The City of North Vancouver is the lead partner on the Strengthening Communities' Services Grant and disperses the grant funds. City Library received just over \$40,000 for 2021-2022 and a further \$48,250 for 2022-2023 from the grant. The program funding ends July 31, 2023. Additional partners in the North Shore Strengthening Communities' Services grant project include: the municipalities of West Vancouver and North Vancouver District, Squamish Nation, Tsleil-Waututh Nation, and the Lookout Shelter Society.

Partners who support the Open Door Community Hub through visits and programming include:

- North Vancouver Fire & Rescue
- RCMP North Vancouver detachment
- North Shore Neighbourhood House
- Canadian Mental Health Association
- PACT (Peer Assisted Care Team)
- Vancouver Coastal Health
- North Shore Community Resources
- CRA Community Volunteer Income Tax Program
- Health Connection clinic
- Lookout Shelter Society

### **How does this project/program support the library's strategic goals?**

This program supports two of North Vancouver City Library's strategic goals:

**Create vibrant spaces** — setting aside comfortable, inclusive space that inspires connection and community building is consistent with our aspiration to be a welcoming, vibrant place with room for everyone, offering spaces for contemplation, discovery, creativity and engagement.

**Champion equity, diversity, access and inclusion** — the Open Door Community Hub is one avenue City Library utilizes to dismantle barriers to library spaces and services, and reflect the diversity of the community in its spaces and services. By listening to community members, we can ensure that programming reflects the specific needs and interests of individuals who are often marginalized based on their economic status.

**How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:**

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

A number of BC's strategic goals for public library service are met through this program.

**Improving access** - With this program, access to library services has improved for vulnerable people in our community. The Open Door Community Hub connects new library users to City Library, and helps longer-term users discover additional library services. In addition, the relationships our staff has made with people who use the space build trust, which helps reduce the number of challenging issues that, in the past, might have led to the temporary suspension of library privileges.

**Building capacity** - this program expands staff capacity, in part through grant-funded training that focuses on skills and knowledge to provide services for customers who are experiencing or are at risk of homelessness. The additional staff position — a part-time Community Access Worker — adds a staff person to our team who also works to increase staff knowledge about, and capacity to work with, vulnerable community members through information sharing and modelling. The participation of community partners in this program also increases staff knowledge about resources available in the community, making them better able to refer customers to services they may be seeking.

**Advancing citizen engagement** - frequent visits by community service providers to the program helps to connect participants with services that increase their connection with their wider community, lead to work opportunities, and build access to lifelong learning resources.

**What are the key outcomes of this project/program?**

In 2022, City Library welcomed nearly 2,200 visitors to 79 Open Door Community Hub sessions.

As a result of the Open Door Community Hub:

- People experiencing and at risk of homelessness feel welcome, seen and served in the library;
- People experiencing and at risk of homelessness are more aware of library services and resources that meet their needs, and of other community resources;
- More individuals are connected to the services they need, in the library or through interaction with library staff;
- There are stronger connections and increased collaboration between library staff and health and social service providers, Indigenous organizations, and others working on housing, homelessness and service provision to people experiencing homelessness;
- Library staff have stronger relationships with, and deeper appreciation of the needs and experiences of, library users experiencing homelessness;
- Library staff have increased capacity to provide trauma-informed, culturally safe services to people experiencing homelessness — both directly and through partnerships;
- There is an improved sense of community and belonging in the library for all library users.

**Did provincial grants enable this project/program? If so, how?**

Although administered by the Union of BC Municipalities, funding for the Strengthening Communities Services grant was provided by both the Province and the federal government. The funds provided through this grant are instrumental in enabling the library to offer this program. Without these funds, we would not be able to offer the robust and regular programming with a dedicated community access worker that participants have come to rely on.

**Project/Program Name**

After-school programming

**Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.**

Throughout 2022, City Library endeavoured to coordinate regular, free, in-library after-school programming targeted to children in the “middle years” (grades 4-7) as part of a City of North Vancouver-led effort to expand options for childcare. Although it is not the library’s mandate to offer licensed after-school care, we are well positioned to offer programs for young people who are old enough to be on their own in the library and who benefit from having access to directed activities and learning opportunities.

Starting in spring 2022, City Library staff piloted twice-weekly after school programs. These quickly grew in popularity and illustrated the need for activities for this age group.

In Fall 2022, the “Collaboratory Club” was added on two additional days, offering STEAM (science, technology, engineering, arts, math) themed programs in the library’s community technology learning space — giving tweens four days of dedicated, after-school programming.

The Collaboratory Club is a play-based learning program for young people ages 10-12, designed as an after-school program. Kids explore hands-on activities focused on coding, science, design and gaming. In each session, kids might spend time working on an experiment of their own design, or participate in “free play” with the available technology (like Kano kits, Lego Robotics, or stop motion animation. At the end of program, there are 15-20 minutes set aside for gaming on iPads or Nintendo Switch.

Programs are delivered by library staff, with assistance from teen volunteers (creating valuable after-school activities for older youth as well!)

The need for this programming was identified in consultation with partners including:

- City of North Vancouver
- School District 44
- North Shore Neighbourhood House

This programming is supported by existing staff and space resources. In 2023, City Library will receive one-time funding from the municipality to deliver two additional programs per week.

**How does this project/program support the library’s strategic goals?**

Expanded after school programming supports City Library’s strategic priority to **Inspire Learning, Discovery & Creation**. Programs align with our goals to devise learning experiences for all ages that inspire and motivate, to support digital skills development and application, and to actively weave 21<sup>st</sup> century learning skills into library programs.

**How does this project/program support the [B.C.’s strategic goal\(s\) for public library service](#) from the strategic plan, which include:**

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

This project supports the following provincial goals:

**Improving access** - free after-school programming at the library leverages the social and technology infrastructure of libraries to help meet the needs of families in an affordable manner and with a focus on digital technologies.

**Advancing citizen engagement** - by offering after-school programming at no cost to participants, the library extends access and increases inclusion for families who cannot afford or access formal childcare.

**What are the key outcomes of this project/program?**

During the pilot program from May-June 2022, we offered eight sessions for 32 attendees.

For the expanded program in September to December 2022, we averaged four programs a week for a total of 60 programs and saw approximately 450 attendees throughout the four months.

In addition, the program:

- Added new after-school options in the community for children who are ready for a degree of independence, but still need to be able to ask for help or support from trusted adults;
- Increased the overall capacity of after-school programming — opportunities like these mean that older children are able to vacate their spots for younger children who are not ready for the same degree of independence;
- Improved access to STEAM and other programming for families, especially those unable to afford private, for-fee programming;
- Created volunteer opportunities for teens.

**Did provincial grants enable this project/program? If so, how?**

Since this programming was delivered with core operating resources, and provincial grants account for approximately 3% of the library's operating revenue, Provincial grants have contributed to our ability to deliver this programming.

**Project/Program Name**

Display of Squamish Regalia

**Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.**

In 2022, City Library was fortunate to collaborate with Janine Salsi'miya Gonzales (Squamish) on a display of her regalia. The regalia included clothing, drums, rattles and clappers all designed and created by Ms. Gonzales. Much of the clothing was created while Ms. Gonzales was enrolled at the British Columbia Aboriginal Network on Disability Society (BCANDS) at Capilano University in the 1990s.

The display also included a statement from Ms. Gonzales about her artistic journey. It was featured prominently in the library's main lobby accompanied by a selection of books and materials about Squamish culture and Indigenous history.

Library staff worked closely with colleagues at the Museum and Archives of North Vancouver (MONOVA) in order to develop educational display boards to accompany the exhibit. Museum staff also offered guidance and curatorial advice to ensure the display was a success.

More info:

- "Arresting library exhibition pays homage to Squamish culture" (Dec. 1, 2022 North Shore News article)  
<https://www.nsnews.com/local-news/north-vancouver-city-library-janine-salsimiya-gonzales-6182236>



**How does this project/program support the library’s strategic goals?**

This project supports two of the library’s strategic goals:

**Honour Indigenous perspectives** - The regalia display brought Squamish culture and heritage into the library’s physical space. Its prominent location in the lobby was chosen to in order to honour Indigenous creators and culture. The creation of the display was done in close consultation and collaboration with its creator, Ms. Gonzales. Her expertise and advice provided library staff with the means to display her items in a culturally appropriate fashion.

**Inspire learning, discovery & creation** - Accompanying the regalia were interpretive display boards that described the history and cultural significance of the items including how and when they might be used in ceremony and celebration. Rounding out the display was a selection of books and other library materials about Indigenous arts and crafts, culture and history.

**How does this project/program support the [B.C.’s strategic goal\(s\) for public library service](#) from the strategic plan, which include:**

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance



This project aimed to **advance citizen engagement** by providing an opportunity for library visitors to encounter, explore and learn about Squamish culture in a busy community space. Visitors were able to experience the display at their own pace, then deepen their learning by exploring items from the library's collection by Indigenous authors and creators.

Additionally, the project demonstrated **enhanced governance** at the library through the collaborative and culturally sensitive nature of its creation. The project was only possible with the explicit endorsement and collaboration of its creator, Ms. Gonzales. Library staff also relied on the partnership and expertise of colleagues at the Museum and Archives of North Vancouver to ensure the regalia was appropriately and expertly displayed.

**What are the key outcomes of this project/program?**

Based on the library's gate count for the duration of the display, it is estimated that more than 25,000 visitors to the library viewed and engaged with the content.

The outcomes of this project were twofold:

1. The project increased **public awareness about Squamish culture** by displaying contemporary regalia in an intimate way: visitors were able to view the items up close and were permitted to photograph them — a rare opportunity that Ms. Gonzales was enthusiastic to support.
2. The project **strengthened relations** between library staff and an elder of Squamish Nation. This project enhanced our collaboration and brought more staff into relationship with Ms. Gonzales. In 2023, Ms. Gonzales will lead a sign language class for staff (Ms. Gonzales is hard of hearing), and we continue to explore further opportunities.

**Did provincial grants enable this project/program? If so, how?**

This programming was delivered with core operating resources, and provincial grants account for approximately 3% of the library's operating revenue.

**Project/Program Name**

Kits for Connection: First Language Kits and Memory Care Kits

**Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.**

In 2022, City Library launched new kits focused on literacy and connection.

**First Language kits** – like our popular storytime kits, these kits include selections of children’s books, songs, rhymes and finger plays, plus literacy-related materials like felt boards and puppets, all packed together in a durable grab-and-go bag. For the initial launch, kits were developed in the six most frequently spoken languages in our community: Farsi, Tagalog, Korean, Chinese, Spanish and French.

Staff are currently undertaking engaging with local First Nations to develop and source content for kits in Skwxwú7mesh snichim (Squamish language) and hən̓qəmin̓əm̓ (dialect spoken by Tsleil-Waututh and Musqueam Nations). With additional funding, kits in four additional languages — Cree (the most commonly spoken Indigenous language in our community), Michif, German and Japanese - are in development.

First Language kits were developed in response to staff observations and expressed needs in our community. Providing kits in more languages enables families to connect across generations and with culture embedded in language. Early literacy develops through exposure to language — any language — and these kits help families use and share language and culture.

These kits were developed in collaboration with North Vancouver District Public Library (staff shared responsibility for selecting content, processing and cataloguing). Each library system received two kits in each language.

**Memory Care kits** - designed for adults experiencing cognitive or neurological challenges (including memory loss and forms of dementia like Alzheimer’s disease) and their caregivers. Cognitive impairments can make it difficult and frustrating for individuals to have meaningful connections with family, friends and caretakers. Memory care kits address this common issue by providing opportunities for social engagement, conversation and reminiscence for individuals experiencing cognitive decline.

The kits are themed and contain:

- Interactive items like puzzles, games or sensory toys to increase cognitive stimulation;
- Busy blankets for focused activity and to relieve boredom;
- Books with colourful illustrations created specifically for people with memory loss;
- CDs with soothing, sing-along or memory-sparking music;
- Resources for caregivers, including books to read for their own support and to their loved one;
- Information on community resources for people with dementia and their caretakers.

**How does this project/program support the library’s strategic goals?**

This First Language Kits and Memory Care Kits support City Library's priority to **Champion equity, diversity, access and inclusion**. They:

- Give families from different socioeconomic backgrounds access to high quality literacy learning materials;
- Provide families with home languages other than English with access to literacy learning tools in their home language;
- Create learning tools specifically for people experiencing cognitive decline and their families/caretakers.

They also support our priority to **Inspire learning, discovery and creation** by:

- Adding learning materials for all ages from infants to elders;
- Encouraging families and loved ones to learn and read together.

**How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:**

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

The creation of these two kits support the provincial priority of **Advancing Citizen Engagement** with inspiring, informative resources that meet people where they are, and by connecting people through literacy, learning and imagination.

**What are the key outcomes of this project/program?**

Outcomes of creating these kits include:

- Families have more resources to share language and reading with their children in their home language;
- Strengthened early literacy skills;
- Stronger connections between caregivers and people experiencing cognitive decline;
- Improved quality of life for people experiencing cognitive decline.

In 2022, the library's storytime kits were circulated more than 900 times, and our inaugural 12 First Language kits circulated six times each in the last three months of 2022 (they were launched mid-September). Memory care kits will begin circulating in 2023.

**Did provincial grants enable this project/program? If so, how?**

Funding for kit contents and supplies was made possible by a Raise a Reader grant (First Language kits) and a donation from local business G3 Terminal (memory care kits). Staff work to research, identify and source materials was supported through core funding.

### 3. 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 that you wish to comment on. Leave any other listed topics blank. Use the 'Other' row to include any ongoing or past challenges that 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 2022. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic).
COVID-19 (e.g., safety protocols, proof of vaccination)	<p>The emergence of the COVID-19 Omicron variant impacted programming and a return to business as usual in early 2022 by:</p> <ul style="list-style-type: none"> <li>• Delaying the return of in-person programming and reducing attendance at in-person programs (due to public health requirements);</li> <li>• Requiring additional procedures to verify proof of vaccination at some programs.</li> </ul> <p>Enforcing the mask mandate, then removing the requirement to wear a mask in public places, were challenging for customers and staff alike. Some customers struggled to be civil, while some staff were exhausted and at the end of their patience.</p> <p>Virtual and hybrid programming have opened new avenues of programming that we didn't previously utilize. While hybrid programming can make our services more accessible, it also requires additional technology and staffing.</p>
Emergency response (e.g., fires, floods, extreme weather)	<p>City Library continues to participate in planning and debriefing for extreme weather responses with North Shore Emergency Management and other partners. City Library is a year-round refuge for community members to access technology, public seating, reading materials, long hours and a warm/cool space with clean air.</p> <p>Last summer, City Library was designated as an official cooling center July 29, 30 and 31, 2022 for the extreme heat response. In support, City Library:</p> <ul style="list-style-type: none"> <li>• Extended service hours;</li> <li>• Provided water and snacks to help people hydrate;</li> <li>• Offered a cool space for community members;</li> <li>• Coordinated with first responders to ensure individuals were transported to the facility or received prompt medical attention.</li> </ul> <p>In 2022, City Library in partnership with NSEM has developed an Active Threat Response plan that will be completed in early 2023.</p>
Financial pressure (e.g., rising costs, reduced revenues)	<p>City Library has experienced the same supply chain delays and inflationary pressures that are commonplace across many industries. Inflated construction costs have impacted a planned major repair and renovation of our main meeting room — requiring us to seek significant additional funding before we can proceed with the planned work. The delayed work impacts the amount and variety of programming and meeting room space available to the community.</p>
Staffing (e.g., recruitment and retention, mental health, and wellness)	<p>The pandemic re-focused both career and personal priorities for many City Library staff. Overall, staff continue to demonstrate their enthusiasm and support for the library's mission and values, but front-line work has been taxing.</p>

	<p>Societal and familial pressures such as uncertain housing and inflation in the prices of goods and services have also had an impact. Our ability to provide flexibility in work has been limited by both policy and the requirements of operating a physical facility on a fixed schedule of public hours.</p> <p>In response, we are actively seeking innovative ways to improve staff physical and mental wellbeing. The wellness fund (see CRRF report below) is one example. We continue to give thought to how to support staff in rebuilding their resiliency and mental wellness – as well as opportunities for increased flexibility and engagement.</p>
<p>Disappearing services in the community (e.g., government, banking, health)</p>	<p>The transition of many government, social and community services to the virtual sphere has had a significant impact on the type and complexity of inquiries staff receive. Library staff routinely act as the “front counter” for everything from immigration services to driver’s license exam scheduling to medical test booking. An ID clinic, where people can get help obtaining an official ID, annual income tax assistance, and similar offerings continue to be well utilized at City Library.</p>
<p>Connectivity (e.g., low bandwidth, lack of home internet in the community)</p>	<p>Access to fast, reliable Wi-Fi at the City Library is consistently in high demand. We know from past research that 10-15% of our residents rely on the library as their sole resource for internet access. Further, the demand on our Wi-Fi network has increased since the pandemic as many users pivoted from relying on library PCs to bringing their own wireless-enabled devices. To meet this demand, our Wi-Fi system was upgraded in 2022 through municipal funding.</p> <p>Additionally, we launched a Wi-Fi hotspot lending program in early 2022 in partnership with the North Shore Women’s Centre. Funding for this pilot was made possible by a previous technology grant; however, we’ve discovered that the limited monthly data plan is insufficient for modern Wi-Fi usage demands, particularly in households without any other Wi-Fi source.</p>
<p>Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)</p>	<p>Climate change continues to impact the City Library building. Extreme weather has placed unanticipated strains on the library’s heating, ventilation and cooling systems. The building’s ability to cool (and stay cool) or warm (and stay warm) is compromised. Our HVAC system needs to be professionally assessed and recommissioned. In addition, the main entry doors and vestibule need to be reconfigured to ensure the building runs efficiently.</p>
<p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p>	<p>City Library staff continue to hear from community members about the limited parking in and around the Lonsdale area where the library building is located. The pay parking below the library is a barrier for low-income families and those who struggle with mobility issues and there is limited free parking around the area.</p> <p>Additionally, the City of North Vancouver is a growing community — the Lower Lonsdale area is thriving. The steep hill that connects Lower Lonsdale to the Central Lonsdale neighbourhood (where the library is located) is a barrier for those wishing to visit, particularly those with mobility needs and young families.</p>

<p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p>	<p>City Library is noticeably busier as we ease out of the COVID pandemic. With this increase, there has been an increase in library use by customers who are vulnerable due to lack of housing, mental health issues, addiction and poverty. Many people are seeking basic needs like clean water, bathrooms, entertainment, internet access or a place to stay warm/cool and dry.</p> <p>Staff assist people with multiple and sometimes complex challenges who need support. Helping customers with services like applying for government benefits, obtaining identification, securing housing, and accessing physical and mental health supports, and employment services are regular requests we see at service desks. Responding to challenging behaviours and manifestations of severe mental illness can be especially difficult for frontline staff.</p>
<p>Other (please specify)</p>	

**4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT**

**Summary and Overview**

Please provide an executive summary (overview summary) on the library’s use of the COVID-19 Relief and Recovery Grants. The purpose of this section is not to duplicate the individual projects details, instead provide a short analysis and summary of your overall approach and progress. Please limit to 2 paragraphs and feel free to use bullet points.

<p><b>Summary and Overview</b></p>
<p>North Vancouver City Library will expend these funds in 2022 and 2023 to undertake a series of initiatives to promote staff and community recovery, resiliency, connectedness and community building. We have chosen these focus areas in acknowledgement of the toll that more than two years of pandemic response has taken on residents and staff alike. Our facility and our services have emerged intact, but people need additional time and support to recover. The projects outlined continue to focus on service to vulnerable community members and aim to create lasting impacts.</p> <p>Many of these projects fall into both recovery and emergency preparedness buckets, since they are focused on (re)building resiliency, strengthening community connections and ensuring we have a community that can survive and thrive together in challenging times.</p>

	Grant budget	Reallocated budget
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$56,118.46	\$63,000.00
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$18,706.15	\$11,824.61
<b>Total Grant Amount</b>	\$74,824.61	\$74,824.61

## Project Progress Report

Please use this section for:

1. Report progress on projects included interim report **and/ or**
2. New projects developed since interim report (copy and paste tables as needed)

<b>Project/Program/Activity</b>	Digital literacy credentialing program
<b>Rationale</b>	This funding supports additional staff capacity to work with Capilano University and Decoda Literacy Solutions to create and pilot a digital literacy credentialing program. While the library has historically supported technology learning through workshops and one-to-one tutoring, staff believe a structured program that supports learners from low digital literacy to basic workplace digital literacy will be a welcome and effective support for individuals looking to increase and apply their skills for education or employment. If successful, the program could be scaled up for continued delivery.
<b>Area of Need</b>	<b>COVID-19 Recovery</b> - COVID-19 revealed the stark digital divide in our community. Individuals without basic digital literacy were cut off from work, education, services and social connections. This will be a free program to support people in moving from no/low digital literacy to basic digital literacy in a stepped, scaffolded way. With a credential from a recognized post-secondary institution in our community, participants will be able to demonstrate their skills to potential employers.
<b>Action/Output/Deliverable</b>	A series of self-directed online learning modules integrated with a digital credentialing system.  In-person programs will support and scaffold learning.  On completion of the program, participants will receive a certificate from a recognized post-secondary institution.
<b>Outcome/Impact</b>	Built around established standards for adult digital literacy, the program will guide individuals in developing essential technology skills in a structured, supportive way that results in employable skills.  After completing the program, participants will be able to use basic technology with increased confidence and proficiency, and will be better able to seek employment, pursue education, or achieve daily online activities.
<b>Metrics</b>	At minimum, this funding will support a pilot program with a cohort of at least ten learners. If funding permits, a second cohort will be explored. The program will be assessed based on sustained and positive change in skill level among participants, completion of the program, and achievement of educational or employment goals as a result of the training.
<b>Collaborative Links (if applicable)</b>	Staff will work with Capilano University (support for credentialing) and Decoda Literacy Solutions (standards for adult digital literacy).



<b>Expenditure</b>	Budget: \$25,000 Expenditure: \$0.00 as of December 31, 2022
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Research has been conducted on the creation and maintenance of a micro-credentialing platform. Additionally, Capilano University has expressed their support for the initiative at a meeting that took place in 2022.  City Library staff have been identified to work on the project and have started researching micro-credentialing at other institutions in order to prepare to work on this initiative.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Extended hours for “Sensory Friendly Sundays”
<b>Rationale</b>	Drawing on the success of “sensory friendly mornings” at MONOVA, the Museum of North Vancouver, City Library staff will work with local organizations to design a monthly Sunday morning experience where neurodiverse individuals, their families and caregivers can visit the library in a calm, relaxed atmosphere. If successful, we would work to seek sustained funding
<b>Area of Need</b>	<b>COVID-19 Recovery</b> - through the pandemic we have learned to see and better understand the needs of neurodiverse residents. Public libraries are critical social infrastructure, especially during community emergencies, but when they are full and busy, they can be inaccessible to individuals who’d benefit from a different experience. This project will create a dedicated time and space better suited to the needs of those who need calm and quiet so they can access the resources and services they need.
<b>Action/Output/Deliverable</b>	Funding will support staffing to open the library for three additional hours on Sunday mornings once a month for 12-18 months, and program development and kits containing noise-cancelling headphones, maps, fidget toys and more.
<b>Outcome/Impact</b>	Neurodiverse individuals, their families and caregivers will feel welcome and supported to visit the library in a way that is comfortable and relaxing.
<b>Metrics</b>	Success will be assessed based on participation rates, anecdotal feedback from participants, staff observations, and assessment of defined outcomes.
<b>Collaborative Links (if applicable)</b>	We will seek advice from MONOVA and other libraries offering sensory-friendly services. We will also seek input and resources through the Pacific Autism Family Network and Canucks Autism Network.
<b>Expenditure</b>	Budget: \$15,000 Expenditure: \$0 as of December 31, 2022
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Staff have been assigned to take the lead on this project. It has been determined that the program will take place on Sundays one time a month.

	<p>Research has been conducted on best practices for sensory times, as well as the types of activities that make the most sense for this program.</p> <p>Next steps for 2023 for this project include meeting with MONOVA to learn about their provision of sensory-friendly times at the museum.</p>
<b>Comments (optional)</b>	This activity will take place in conjunction with training for staff on welcoming neuro-diverse customers to the library.

<b>Project/Program/Activity</b>	Community Sewing Project
<b>Rationale</b>	This community project will create a quilt out of cloth masks and/or other recycled materials. Program participants will learn basic sewing skills while working as a community to create a piece of art that commemorates the pandemic and can be displayed in the library. Following the project, the sewing machines would continue to be available to the community for making and mending programs.
<b>Area of Need</b>	<b>COVID-19 Recovery</b> - While building (re)connections among community members — which is a key indicator of overall community resiliency — this project will also create a tangible community memorial of the pandemic that can symbolize and inspire the way individuals supported one another through the pandemic.
<b>Action/Output/Deliverable</b>	The project will purchase sewing machines and supplies, commission a design for a community quilting project, and deliver programming to engage residents of all ages in creating a large quilt that can be displayed in the library.
<b>Outcome/Impact</b>	Program participants will learn basic sewing skills while building community connections. They will feel a stronger sense of community and belonging, and have a wider circle of acquaintances, as a result of participating in the project. A trauma-informed approach will be used to ensure residents feel supported
<b>Metrics</b>	The project will be evaluated based on the number of individuals contributing to the project, anecdotal feedback from participants and staff observations, and assessment of defined outcomes
<b>Collaborative Links (if applicable)</b>	We will work with the North Vancouver Public Art Officer to plan the project.
<b>Expenditure</b>	Budget: \$15,0000 Expenditure: \$3,524.52 as of December 31, 2022
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	<p>A set of four sewing machines has been purchased by the library to be used for this initiative. The machines have been tested to ensure they are suitable for a large scale quilting project.</p> <p>The next step will be meeting with the North Vancouver Public Art Officer for support with the project and identify a qualified NVCL staff person to be the library lead.</p>

<b>Comments (optional)</b>	
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<b>Project/Program/Activity</b>	Employee health and wellness fund
<b>Rationale</b>	This fund allows for staff to access up to \$300 each to use toward their own health and wellness — for example, gym membership, fitness class, swim lessons, personal coaching, nutrition coaching, yoga/Pilates mat, or bicycle.
<b>Area of Need</b>	<p><b>COVID-19 Recovery</b> - This project supports staff in rebuilding their own resiliency, which has been depleted over the course of the pandemic.</p> <p>Library staff have been on the front line of service to the community since the earliest days of the pandemic, while also juggling family obligations and health concerns like everyone else. Called on repeatedly to put the community’s needs first — through the pandemic and extreme weather events, and as community members struggle with their own resiliency — our staff’s ability to cope with and recover from stress has been impacted.</p>
<b>Action/Output/Deliverable</b>	This project funds reimbursements of up to \$300 for personal expenses that support employees’ health and wellness.
<b>Outcome/Impact</b>	Employees will feel valued and supported to take care of their mental and physical health. Employees will be more engaged and will have improved resiliency for responding to day-to-day challenges.
<b>Metrics</b>	Success will be evaluated through the annual staff engagement survey - both through analysis of year-to-year changes in engagement as well as with specific questions regarding the fund.
<b>Collaborative Links (if applicable)</b>	n/a
<b>Expenditure</b>	Budget: \$8,000 Expenditure: \$0 as of December 31, 2022
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	This project is in progress. The information was presented to staff in 2022, and the policy and accompanying reimbursement form were distributed early in 2023. The fund applies to all library staff including regular and temporary full-time, part-time, and auxiliary, both unionized and exempt.
<b>Comments (optional)</b>	The policy will exist for as long as reasonably necessary to facilitate one-time reimbursement for wellness-related activities, and will expire March 31, 2024 at the latest.

<b>Project/Program/Activity</b>	Emergency Preparedness Kits
<b>Rationale</b>	This funding supports the purchase of 72-hour kits for all library staff so they can feel confident of their household's well-being and report to work ready to help.
<b>Area of Need</b>	<b>Emergency Planning &amp; Preparedness</b> - In an emergency, we will need staff to be available to support the community and deliver critical services. However, in order to be able to assist others, staff need to be able to feel assured that their loved ones are safe and have what they need.
<b>Action/Output/Deliverable</b>	This project will fund the purchase of emergency kits to provide essential supplies for staff and their households for the first 72 hours of any emergency.
<b>Outcome/Impact</b>	Staff will have increased confidence that their loved ones will be supplied in the case of an emergency, and will be better equipped to come to the workplace and contribute to an emergency response.
<b>Metrics</b>	Success will be valued through successful distribution of kits and assessment of outcomes via specific questions on the year-end staff survey
<b>Collaborative Links (if applicable)</b>	We will work with North Shore Emergency Management (NSEM) to confirm and source kit contents
<b>Expenditure</b>	Budget: \$6,800 Expenditure: \$5,097.23 as of December 31, 2022
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	This project is in progress. The information was presented to staff in 2022, and a variety of one-person, two-person, three-person and four-person kits have been purchased. The next step is the adoption of a policy and the distribution of the kits.
<b>Comments (optional)</b>	The kits are 72-hour essential backpacks that are equipped with survival tools and advanced emergency preparedness items like food rations and water, emergency blankets, hooded rain ponchos, and a first aid kit.

<b>Project/Program/Activity</b>	Indigenous-led programming
<b>Rationale</b>	This project will create a program series, in partnership with local Nations or Indigenous service providers, that supports fellowship, learning and reconciliation in a culturally safe manner
<b>Area of Need</b>	<b>Emergency planning &amp; preparedness</b> - strengthening relationships among Indigenous community members, library staff and non-Indigenous community members builds stronger relationships, moves the work of reconciliation forward, creates spaces for healing, and contributes to community resiliency.
<b>Action/Output/Deliverable</b>	Regular (weekly or biweekly) Indigenous cultural programming, in partnership with a suitable organization.
<b>Outcome/Impact</b>	Indigenous community members will feel culturally safe while engaging in learning and connecting with other Indigenous and non-Indigenous folks in the library. Participants will feel they have meaningful input into program content. Participants will feel a sense of community as a result of participating in the ongoing program.
<b>Metrics</b>	Success will be measured through counts of attendance, including repeat attendance, feedback from participants and presenters, and staff observation. If appropriate, we will conduct a survey or other engagement to assess outcomes.
<b>Collaborative Links (if applicable)</b>	We will begin with partners in Squamish Nation, and may reach out to the Aboriginal Friendship Centre or Native Education College.
<b>Expenditure</b>	Budget: \$5,000 Expenditure: \$0 as of December 31, 2022
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	As of this report, no program series has been planned, however, staff have been working on relationship building with local Indigenous people. These relationships include individuals from the Squamish Nation, on whose land the library resides (along with the Tsleil-Waututh Nation), as well as local Métis individuals.  As these relationships have grown over the past year, we expect to have a program series in place in mid-2023 based on a foundation of “relations first.”
<b>Comments (optional)</b>	

## 5. BOARD APPROVAL

*Electronic signatures are acceptable where physical signatures are not feasible.*

Library Director Signature:  \_\_\_\_\_

Date: March 2, 2023

Board Chair Signature:  \_\_\_\_\_

Date: March 14, 2023