

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

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 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.).

At North Vancouver District Public Library, we inspire learning, discovery, creativity and collaboration in our community. Serving almost 90,000 residents at three full-service locations and one Express Library throughout the beautiful District of North Vancouver, we are proud to provide free and equitable access to welcoming spaces, diverse collections and digital resources, a wide range of technology and computers, including StoryLab, and so much more. Our libraries are the destination for our growing community to connect, share, and inspire.

Provincial funding is used to support core operations, including Collections, programming, and staffing.

In 2022, we returned to consistent in-person programming (although some remain virtual by preference) and larger events. For the first time since 2019 we were able to host Summer Reading Club Celebrations and Friends of the Library booksales. We opened a new location (described below). Staff wellness and resiliency was a concern as the cumulative effects of the past few years resulted in staff feeling tired and stressed. A consultant was contracted to do a safety audit at our largest branch, and the recommendations will be implemented in 2023.

2. FEATURED PROJECTS/PROGRAMS

Please describe any featured projects/programs the library has delivered in the past year. To report on multiple projects/programs, “copy” the blank table below and insert additional tables as needed using the “paste” function. Use one table per project/program. You do not need to report on every project/program, only highlights/notable examples.

Project/Program Name
Express Library at Lions Gate Community Recreation Centre
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
NVDPL's Express Library at Lions Gate Community Recreation Centre is a brand new facility and service model that opened in the Lions Gate Community Recreation Centre in the spring of 2022. The culmination of years of planning and preparation, and working closely with our District funding partner, the "express library" is a new concept of a boutique library service that features a collection of the latest in new and popular materials in a growing area of the District. The Express Library also features a Holds Pickup Locker allowing for convenient holds pick-up any time the Centre is open. Visitors can enjoy a small, welcoming library and living room with options to explore library materials or curl up with a good book while coming and going from health and recreational programs at the centre. The facility is managed by the North Vancouver Recreation and Culture Commission, and the Capilano Community Services Society is also housed there, offering a range of programming to their clients. The library is staffed 7 days a week, and supports programming of the other agencies.
How does this project/program support the library's strategic goals?
Opening a new location was a goal of the 2020-2023 Strategic Plan: <i>Deliver services where and when they are needed</i> <ul style="list-style-type: none"> • <i>Launch and evaluate NVDPL's first Express Library in the lower Capilano area:</i> the Express Library also includes a book locker system, where patrons can pickup and sign out material even when the library itself is not open. Lessons learned from the process of establishing this new model of library service will be incorporated into a planned unstaffed library space in another Community Recreation Centre currently under development.
How does this project/program support the B.C.'s strategic goal(s) for public library service from the strategic plan, which include:
<ol style="list-style-type: none"> 1. Improving Access 2. Building Capacity 3. Advancing Citizen Engagement 4. Enhancing Governance
The Express Library at Lions Gate Community Recreation Centres advances citizen engagement by a new space and new resources for people to easily access the information they need to thrive as engaged individuals and lifelong learners.

What are the key outcomes of this project/program?

A new library location provides public library services to an area that has grown significantly due to planned development in a previously underserved area. It is part of a hub of community services that is easily accessible by transit, bike or walking to those who live in the adjacent area, including seniors and young families.

We continue to develop relationships with the partners in the space to provide services that fill community-identified needs in an efficient way.

The Express Library offers a limited but highly-curated collection of new material, and is maintained according to community usage and expressed need.

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

While the provincial grants did not directly enable this project (it was funded through municipal growth revenue), opening a new library location was a major project and accomplishment of NVDPL in 2022, and the funding we receive from the Province allows us to expand our reach into the community and continue to provide needed library services.

Project/Program Name

Expansion of Non-Traditional Collections

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

In 2022 we added five new non-traditional collections to complement existing special collections like radon detectors, lendable devices and jigsaw puzzles:

- **Caring Community Kits:** backpacks containing books, resource lists, games & activities for children, adults and families on topics that promote community building, strengthen resilience, and increase understanding. These began as a donation from a local church with the goal of promoting community building; there were also donations from individuals. Beginning with 16 kits, we now have over 30.
- **CO2 Monitors:** lendable detectors for community members who want to try it out before purchasing, or will only use once. Purchased with the Covid-19 Relief and Recovery Grant and support from the vendor, we started with 7 and quickly added 7 more.
- **First Language Storytime Kits:** bags with books resource lists, and activities in languages other than English. These kits were a partnership with our neighbour North Vancouver City Library and a grant from Decoda Literacy Solutions.
- **Board Games:** lendable board games for all ages
- **Puppet Kits:** a picture book and a puppet that matches a character in the story to have a DIY storytime at home

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

These non-traditional collections support three specific goals in our Strategic Plan:

Reach New Audiences

- *Attract non-library users and newcomers:* non-traditional collections such as CO2 monitors bring in new patrons who may not be aware of many other library resources, and First Language Kits support families in using their home language

Offer collections unite our community in shared learning

- *Augment existing learning opportunities with enriched content:* Caring Community Kits help families and community groups enhance their learning beyond reading books, and promote group discussion
- *Expand community understanding of Indigenous and inter-cultural perspectives:* themes for Community Caring Kits include Reconciliation and Residential School, and several of the puppet kits feature Indigenous content

Delight and inspire our community

- *Be the destination for our community to explore literacy in all its forms:* board games and puppet kits support fun ways to develop reading and comprehension skills
- *Offer community-focused non-traditional collections*

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

Non-traditional collections support advancing citizen engagement by offering new ways to access information and resources, and allow library patron more opportunity to learn in different ways and to feel more connected in their communities.

It is always our goal to support a wide range of community interests, and help our community to learn, discover, create and collaborate in meaningful and relevant ways. We are proud to provide equitable access to resources and technologies that our community may not otherwise be able to afford or access, which is particularly essential these days.

What are the key outcomes of this project/program?

In 2022, 258 new non-traditional items were added to the collection; many of these have circulated multiple times already and are on hold, which demonstrates that they are filling a need in the community for shared resources and new learning opportunities. Continuing to add non-traditional collections expands the traditional meaning of library material, is responsive to interest in the sharing economy, and attracts new library users. Creating collections based on community involvement, such as the Caring Community Kits, increases a sense of community connections and belonging.

The success and popularity of these new collections illustrates how NVDPL staff support community learning, information sharing, and creating connections in a variety of ways—and in the ways that our community needs today!

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

The provincial grants support our core operations, including collection development.

Project/Program Name
Speed CandiDating: A Night with Municipal Election Candidates
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
Speed CandiDating was a program that ran in the lead-up to the municipal elections in October 2022. All candidates for Mayor, Council and School Board were invited to attend a session where community members could meet them and have a brief one-to-one chat before moving on to the next candidate. The room was set up in a circle, with the candidates staying where they were, and the community members moving around the room in 3 minute intervals. They could raise issues of concern to them or listen to the candidate’s views on municipal issues. This was an alternative to All Candidates Meetings, and a chance to be more informal and personal. The majority of candidates who were running came to Speed CandiDating.
How does this project/program support the library’s strategic goals?
This program directly support a goal in our strategic plan: <i>Offer programming that unite our community in shared learning</i> <ul style="list-style-type: none"> • <i>Facilitate community dialogue on public discourse, promote citizenship and engagement:</i> this program provided a dynamic way of hearing from candidates, and having an opportunity to hear their view on issues of particular concern. It also gave candidates a further chance to engage with voters. It gave more exposure to School Board candidates, who often don’t get invited to All Candidates meetings.
How does this project/program support the B.C.’s strategic goal(s) for public library service from the strategic plan, which include:
<ol style="list-style-type: none"> 1. Improving Access 2. Building Capacity 3. Advancing Citizen Engagement 4. Enhancing Governance
This program supported Advancing Citizen Engagement by providing a unique opportunity to engage with local candidates and make an informed choice.
What are the key outcomes of this project/program?
The key outcome was a more informed electorate. Community members who attended gave very positive feedback, and found the session useful when determining who they were going to vote for. The candidates themselves were also educated about issues of concern, and had a chance to interact with each other. School Board candidates were especially grateful to be able to share their message with voters.
Did provincial grants enable this project/program? If so, how?
The provincial grants support our core operations, including programming.

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)	Some staff and patrons are more comfortable continuing to wear masks, and the library still has plexiglass screens at most service points, and hand sanitizer is widely available. Circulation rates continue to rise, and are returning to pre-pandemic levels. Some patrons seem to have gotten out of the habit of regular library visits.
Emergency response (e.g., fires, floods, extreme weather)	The Library continues to coordinator with North Shore Emergency Management and other municipal agencies to respond to extreme weather, both heat and cold. The challenge is being able to reach out to those who need to know that the library is a space to come to cool off or warm up. In 2022 we did not need to extend hours in response to weather events.
Financial pressure (e.g., rising costs, reduced revenues)	
Staffing (e.g., recruitment and retention, mental health, and wellness)	Staff well-being and safety were a priority in 2022. Recruitment of qualified staff was a challenge, with a few positions remaining unfilled for longer than expected, which exacerbated the sense of being stretched thin.
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)	

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)	Vulnerable communities and community members experience overwhelming stress are growing, so we are noticing more negative interactions in our spaces. De-escalation training from a variety of sources help staff feel more resilient and able to cope, but it is hard trying to help people when they need much more that the library is capable of offering.
Other (please specify)	

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.

Summary and Overview
The COVID-19 Relief & Recovery, Emergency Planning & Preparedness Funding is timely and much appreciated, given the lived experiences of NVDPL during the pandemic, coupled with the subsequent ongoing impacts of the March 2021 tragedy on staff. A 2022 WPV Assessment resulted in a number of recommendations including space improvements for the second floor public service desk in Lynn Valley; working through this process collaboratively with staff and exploring solutions to improve safety resulted in a solid plan for a modest renovation to this area. A relocated and redesigned service desk and the additional public offerings for group study rooms will simultaneously improve staff safety and patron service. Additionally, the grant enabled improvements to our ability to offer hybrid public programming, to educate and facilitate patrons in monitoring air quality in their homes, and to support staff resiliency and wellness.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$62,171.33	\$60,362.89
Emergency Planning & Preparedness Grant Amount	\$20,724.11	\$22,533.55
Total Grant Amount	\$82,896.44	\$82,896.44

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)

Project/Program/Activity	The Meeting Owl
Rationale	Three locations were sharing one meeting owl – not only a logistical challenge, but didn't allow us to meet demand
Area of Need	COVID-19 Recovery
Action/Output/Deliverable	Purchase two units The Meeting Owl (2) and carrying kits / Provide more access for patrons to participate in virtual or hybrid programming. / One meeting owl available for each branch location
Outcome/Impact	To provide hybrid programs to our patrons and reach new audiences. / Patrons can now choose to participate virtually or in-person for discussion-based programs held at the Library.
Metrics	Increased program attendance at MOOCs and other discussion-based programming
Collaborative Links (if applicable)	N/A
Expenditure	\$3,488.13
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete and fully implemented.
Comments (optional)	Coming out of the pandemic, we can now simultaneously offer programs both in person and virtually, making library programs more accessible and extending our reach.

Project/Program/Activity	CO2 Monitor Kits
Rationale	The pandemic heightened the public's awareness of air quality and our patrons were asking us to stock the monitors.
Area of Need	Emergency Planning & Preparedness
Action/Output/Deliverable	Purchase 14 CO2 kits, brand them to our library, launch & market the kits in the community. Providing diverse wellness collections for our patrons, offering take home CO2 kits to test air quality in their homes.
Outcome/Impact	Offer community-focused non-traditional collections to our patrons supporting community preparedness
Metrics	Public demand measured by checkouts and holds
Collaborative Links (if applicable)	N/A
Expenditure	\$4,540.48
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete and fully implemented
Comments (optional)	The CO2 monitors were featured in a local media story and are proving to be exceptionally popular: the holds queue exceeds 100 and we've had to purchase more kits (from another budget).

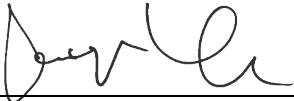
Project/Program/Activity	Supporting Staff Wellness & Resiliency
Rationale	Multiple surveys, general feedback and observed behaviours strongly indicate that staff are feeling depleted from three years of struggling with the fear, uncertainty, increase in workplace violence and the general challenges of life during COVID-19. Anything we can do to help “fill their buckets” and support staff resiliency is valuable and this grant affords us the ability to do a little extra at the most meaningful time we can imagine.
Area of Need	Emergency Planning & Preparedness
Action/Output/Deliverable	Staff will get to select which resiliency kit best suits their wellness goals through a survey. Based on results, kits will be ordered and distributed throughout the organization. Resiliency kits to support seven pillars of wellness; emergency preparedness, physical, mental, social, intellectual and environmental
Outcome/Impact	Staff continue to heal from the trauma of the COVID-19 pandemic and the tragic event at our library in March 2021. Building resiliency in our staff will be a long-term process and through our efforts we expect to see better employee retention and higher staff satisfaction results.
Metrics	Qualitative: Providing resiliency kits for staff in addition to the multiple efforts underway to support a physically safe and psychologically healthy work environment (e.g. WPV program, training, physical space improvements, strengthened leadership practices), we can measure ROI by improved handling of incidents by staff, reduction in staff sick leaves, and staff feedback.
Collaborative Links (if applicable)	N/A
Expenditure	\$6,874.76
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete and fully implemented
Comments (optional)	Aligns with our strategic goal to support and empower an inspired staff. We received a great deal of positive staff feedback for providing resiliency kits – they appreciated the generosity as well as having options based on the seven pillars of resiliency.

Project/Program/Activity	Adapting Lynn Valley Information Desk as per the safety recommendations from the WPV consultant
Rationale	The Workplace Prevention of Violence Assessment determined that the information desk required a relocation and redesign, but this presented significant design challenges considering current space configuration. Additionally, the WPV assessment recommended a second staff desk presence on LV2, ensuring that the two staff members are within eyesight and can work together to address issues as they arise with greater frequency.
Area of Need	Workplace safety and patron accessibility
Action/Output/Deliverable	Custom build an information desk with safety considerations, and fully height-adjustable features to address accessibility needs
Outcome/Impact	Staff will feel safer when they work on the public information desk, with improved sightlines of the spaces and to work colleagues; patron accessibility and staff ergonomics will be built into the design
Metrics	Stress reduction and improved staff handling of public incidents
Collaborative Links (if applicable)	N/A
Expenditure	\$17,500
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	In progress
Comments (optional)	The health and well-being of our staff and community is our number one priority. Like many public-serving organizations, we are experiencing an increase in concerning interactions between patrons and public-serving staff. The process of conducting a safety assessment with an outside consultant, the multiple consultation points with staff and others along the way, and now the implementation of a full program response to workplace violence has been the long and arduous yet rewarding. The improvements made to address workplace safety issues will vastly strengthen staff capacity and resilience in this increasingly challenging time of serving the public.


Project/Program/Activity	Improve work space offerings for the public
Rationale	As part of the Information Desk improvements project, a solid wall is required where there is currently no wall. For a wall to make sense in the recommended best space for sightlines (for safety and service), we will build two small group meeting rooms for public use and thus respond to a frequent public requests. Physical space improvements support our recovery efforts to help attract patrons back to the library following the pandemic restrictions which resulted in significantly reduced library attendance.
Area of Need	Staff safety, and more accessible and varied spaces for the public, in response to demand
Action/Output/Deliverable	Create two small group study rooms for public use, thereby creating the protective structure required for the information desk
Outcome/Impact	Small groups will be able to work collaboratively without disturbing other patrons
Metrics	Room usage counts
Collaborative Links (if applicable)	N/A
Expenditure	\$60,000
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	In progress
Comments (optional)	Space improvements to address a variety of library uses and accessibility needs should help increase library attendance and patron satisfaction.

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: February 28, 2023

Board Chair Signature: 

Date: February 28, 2023