

Annual Provincial Library Grant Report 2022 – for approval

Prepared by: S.Hall for the WVML Board

Motion Passed: February 15, 2023 Library Board Meeting

Moved by: C. Garton

Seconded by: B. Hafizi

THAT the Board approve the grant report for submission.

CARRIED

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

WEST VANCOUVER MEMORIAL 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.).

West Vancouver is situated on the traditional and unceded lands of the Squamish, Tsleil-Waututh, and Musqueam Nations, on the North Shore of Metro Vancouver. With a population of just over 45,000 as of the 2021 census (an increase of 4%), it enjoys cultural diversity, with over 4,000 residents speaking Mandarin at home, and over 2,500 speaking Farsi at home.

On average, census respondents in West Vancouver skewed significantly older and wealthier than the provincial or Metro Vancouver averages, but poverty, isolation, and the digital divide are all significant challenges for portions of the population. Many key social services are located in North Vancouver and do not maintain physical outposts in West Vancouver.

The District of West Vancouver has a challenging geography for maintaining infrastructure, and recent climate events have caused damage, particularly along waterways and the shoreline.

The West Vancouver Memorial Library enjoys high community support and usership, remaining one of the busiest libraries in BC. The library has pivoted with agility throughout

the pandemic, but due to the older population, has adopted a conservative approach to the reintroduction of some in person offerings, such as indoor programs.

Provincial funding is used to support the library's core operations, including staffing, operating, and administrative expenses such as cataloguing, utilities, and facility repairs and maintenance. The literacy/equity grants of \$4,500 are primarily used to purchase library collections.

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
Indigenous Knowledge and Climate Action
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
<p>1. Climate Writer in Residence</p> <p>To our knowledge, Katjã (Catherine) Lafferty was the first-ever Climate Writer in Residence in any public library anywhere!</p> <p>Lafferty is a northern Dene novelist from the Yellowknives Dene First Nation. Having grown up in Somba K'e (Yellowknife), Lafferty currently splits her time between her northern homeland and the traditional territories of the Coast Salish peoples in Esquimalt, British Columbia, where she is in her third year of the Juris Doctor in Common Law and Indigenous Legal Orders with the University of Victoria.</p> <p>As the Climate Writer in Residence, Lafferty gave voice to the climate emergency with an Indigenous perspective, both through her writing and through planning events and workshops for Library patrons, including youth and seniors.</p> <p>336 patrons attended her virtual events, 364 viewed the recordings on YouTube, and nearly 400 read her blog posts. During her residency, Lafferty built important community connections, including with Capilano University and Squamish Nation, and even landed her literary agent through Cooke McDermid.</p>
<p>2. Indigenous naming of our Rooftop Garden</p> <p>On October 4, Chepximiya Siyam' Chief Janice George of the Skwxwú7mesh Úxwumixw (Squamish Nation) honoured our rooftop community demonstration garden with a</p>

Skwxwú7mesh sníchim name: Swáywi temíxw. The place-based word Swáywi refers to the location of the garden and temíxw means land, dirt, or earth.

Skwetsimeltxw Willard 'Buddy' Joseph led a traditional naming ceremony in which Chief Janice spoke in front of witnesses, Library staff, students, and community members. Xwemelch'stn Etsímxwawtxw Capilano Littlest Ones sang and offered a blessing, followed by a spiritual cleansing of the garden with cedar boughs.

Our community demonstration garden aims to educate the community about the personal and environmental benefits of gardening, growing your own food, native plant gardening, and sustainable living.

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

These projects support our broad goal of Integrity, and within that goal, the themes of environmental sustainability and Reconciliation.

The climate writer program also supports our strategic goal of Learning, and within that goal, the theme of 'lifting up community voices', by encouraging community members to work on their environmental writing and expression.

The naming of the garden, in addition to supporting Reconciliation, also supports our goal of Community, as it is part of an overall place-making effort in this new space.

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 Climate writer program advances citizen engagement through:

- Encouraging citizens to write and work for positive change on climate issues
- Weaving a theme of Reconciliation into the climate discussion
- Creating connection points for Indigenous and non-Indigenous sectors of the community through programs, including an Indigenous climate panel featuring Xwechtaal Dennis Joseph, Brandi Morin, Panikpak Letitia Pokiak, and Dr. Nicole Redvers.

The Garden naming advances Reconciliation and Citizen Engagement.

What are the key outcomes of this project/program?

336 patrons attended the Climate Writer in Residence virtual events, including creative audience participation and developing their own written materials. 364 viewed the recordings on YouTube, and nearly 400 read her blog posts.

Over 100 people attended the garden naming ceremony, and the naming is a tangible and visible connection to the historic and current presence of the Squamish Nation on these lands.

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

Yes, the Climate Writer in Residence was funded by a COVID-19 Safe Restart Grant for Local Governments.

Please note – we have appended quarterly reports which provide additional examples tied to our strategic goals, and are happy to expand on any projects of interest.

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)	We continued to respond to changing provincial guidance in 2022. Increased community and staff illness continued to have an impact.
Emergency response (e.g., fires, floods, extreme weather)	The library acted as a cooling centre and warming centre again in 2022. Our library is equipped with a generator and a few other emergency systems. In consideration of our role as a cooling centre, the library board decided to close one hour earlier each evening in order to be able to be open on Sundays in the summer.
Financial pressure (e.g., rising costs, reduced revenues)	Inflation was a key pressure. Lack of indexing on provincial funding continues to be a major challenge as well. 2023 is a bargaining year which may add additional pressures.
Staffing (e.g., recruitment and retention, mental health, and wellness)	Recruitment and turnover were major drains on capacity. Staff resilience was not recovering, so mental wellness became a key priority. Three group sessions with a highly trained mental health practitioner were hosted. Staff feedback was extremely positive – these sessions were badly needed.
Disappearing services in the community (e.g., government, banking, health)	Throughout the pandemic, we have been active in teaching and supporting users with their devices, lending devices and so on.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Provincial funds were used to extend our pilot on Wi-Fi hotspot lending for a second year. This popular program provided connectivity to those in need, and demand was strong, with over a 6 month wait for the devices. Unfortunately, due to high cost and the lack of ongoing funding, this program had to be cut at the end of 2022.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	Our facility has numerous challenges and several million dollars in identified deferred maintenance. Infrastructure work undertaken in 2022 included repairing a dangerous loose railing on a footbridge, repairing crumbling exterior concrete stairs, replacing an end-of-life cooling tower/chiller (29 tons of GHG savings annually).
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	An accessible exterior book drop was added. Our former manual book drop was not accessible, with three stairs to reach it.

<p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p>	<p>The library continues its ongoing work to support vulnerable communities. One key change in 2022 was the elimination of daily late fees. In 2023 we are ready to launch a low barrier card.</p> <p>As we restored services and hours, the library became busier, and experienced a predictable uptick in the number of patron incidents. Provincial one-time funding enabled us to hire a facilitator to conduct much needed safety training.</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.

Summary and Overview

As shared in earlier reporting, prior to receiving this grant, the Library expended more than the grant amount in direct Covid response activity, and therefore, according to the terms of the grant, we understand that we have some flexibility in how to apply these current funds.

The Library wanted to use the COVID-19 Relief and Recovery Grant to provide the biggest impact to staff, patrons, and the community. We have so far used the Grant to assist our Librarians in Community outreach, to provide internet connectivity throughout the library, to perform a facility building enclosure assessment to identify energy efficiency improvements, to have staff workplace violence prevention and mental health workshops, to improve our staff wellness room, and to improve outdoor programming through the purchase of new equipment and materials.

The Library is planning to use remaining funds for consulting on Indigenous art placement, to make services, programs, and collections more inclusive and accessible, and to invest in additional staff training and learning.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$53,907.84	\$67,490.52
Emergency Planning & Preparedness Grant Amount	\$17,969.28	\$4,386.6
Total Grant Amount	\$71,877.12	\$71,877.12

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)
- (substantive changes within projects are highlighted)

Project/Program/Activity	<i>Extend wifi hotspot pilot</i>
Rationale	Covid 19 Recovery - Digital divide
Area of Need	Provide one year of connectivity charges to enable extension of wifi hotspot pilot previously funded by the provincial Tech Grant
Action/Output/Deliverable	Provide portable connectivity to individuals and non-profit agencies
Outcome/Impact	Provide one year of wifi device lending (10 devices)
Metrics	<p>Quantitative:</p> <ul style="list-style-type: none"> - All units were in constant use over the period, with a six month backlog of people waiting. - Cost for the service was relatively high and required an ongoing stable funding source to continue. <p>Qualitative:</p> <ul style="list-style-type: none"> - User feedback was positive – the devices gave temporary connectivity and helped people understand the flexible options that could be made available.
Collaborative Links (if applicable)	N/A
Expenditure	2022
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete. Although there was a six month waiting list, no further funding has been found for this service, so it was discontinued at the end of 2022.
Comments (optional)	Determine if this is a viable service that meets the desired goal of supporting vulnerable populations. While the devices were helpful to vulnerable populations, the service was higher cost and unstable due to lack of funding source. This is something we may look at again in the future in specialized situations, such as agency to agency temporary support.

Project/Program/Activity	<i>Support outdoor programming and outreach</i>
Rationale	Covid 19 Recovery - address changing community needs due to Covid through outdoor programming and increased outreach
Area of Need	Purchase of speakers, amplification, and portable power for outdoor settings
Action/Output/Deliverable	Enable outdoor program accessibility and community outreach
Outcome/Impact	Purchase of speakers and power pack
Metrics	<p>Quantitative</p> <ul style="list-style-type: none"> - Numerous programs were hosted outside, from a traditional naming ceremony on our rooftop community demonstration garden (now called <i>Swáywi temíxw</i>), to Summer Reading Club, to Adopt-a-Fish, to an outdoor concert series - All in all, well over a thousand residents enjoyed enhanced outdoor programming as a result of this equipment - Programs on our rooftop had the added benefit of exposing the public to a community demonstration garden and environmental gardening practices <p>Qualitative</p> <ul style="list-style-type: none"> - Feedback on outdoor events was extremely positive, including many comments from immune compromised individuals who are not comfortable with indoor programming
Collaborative Links (if applicable)	N/A
Expenditure	2022
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	Each year WVML programming and outreach reach tens of thousands of attendees

Project/Program/Activity	<i>Enable deferred staff trainings and supports for mental health and workplace violence prevention</i>
Rationale	Covid 19 Recovery Emergency preparedness – Workplace violence prevention training
Area of Need	Staff will receive training
Action/Output/Deliverable	<ul style="list-style-type: none"> - Expanded staff toolkit for preserving mental health and resilience - Improvements to staff wellness room - Expanded staff toolkit for preventing workplace violence
Outcome/Impact	Training delivered through staff development day and quarterly wellness circles
Metrics	<p>Quantitative</p> <ul style="list-style-type: none"> - A mandatory safety training was provided for all staff, including casuals. This critical training was overdue due to capacity and funding shortages. We really appreciate this support. - 2 staff mental wellness sessions were held with a registered psychologist, focussing on trauma informed workplace practices. - Wellness room improvements implemented <p>Qualitative</p> <ul style="list-style-type: none"> - Staff feedback indicated that these interventions were essential in this difficult era
Collaborative Links (if applicable)	N/A
Expenditure	2022/2023
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	In progress – improvements to staff wellness room have been completed, training for workplace violence safety training completed and mental health training workshops undertaken. Further training is pending.
Comments (optional)	As the community contended with the changes of Covid, frontline service agencies like libraries bore the brunt of shared stress, leaving workers with depleted reserves. Workplace violence safety training had been delayed due to budget changes through Covid – this funding enables this necessary training to happen now.

Project/Program/Activity	<i>Support reconciliation, inclusion, and accessibility initiatives</i>
Rationale	Covid 19 Recovery – reconciliation, inclusion, and accessibility
Area of Need	<ul style="list-style-type: none"> - indigenous space plan walkthrough - indigenous welcoming element - accessibility and inclusive improvements to additional programs and services
Action/Output/Deliverable	This grant will create a more welcoming and inclusive environment in our library
Outcome/Impact	<ul style="list-style-type: none"> - contract with indigenous firm to provide insights on our new space plan with an indigenous lens - introduce a welcoming indigenous element (art, sculpture, or other, as advised) in a strategic location - Accessibility: purchase automatic door openers to provide enhanced accessibility to new library recording studio
Metrics	<p>Quantitative</p> <p>:</p> <ul style="list-style-type: none"> - An indigenous walkthrough helped us see our space in a new way, and identified an important artwork that could be moved to provide a welcoming element. This work is now being planned in consultation with the original indigenous artist. - A community recording studio is under construction, to launch later this year. Through this grant, we are able to install accessible door openers to enable all to use the space. <p>Qualitative</p> <ul style="list-style-type: none"> - community feedback TBD
Collaborative Links (if applicable)	N/A
Expenditure	2022/2023
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	In progress – walkthrough of library with indigenous firm completed, other outcomes are pending.
Comments (optional)	These funds restore funds that were spent on Covid responses and enable us to pursue tangible inclusion, accessibility, and reconciliation improvements. We have additional accessibility needs which are over and above the capacity of this grant (example, accessible lift to our readers’ rooftop patio), so we will likely pursue those through other means.

Project/Program/Activity	<i>Facility environmental analysis – building enclosure</i>
Rationale	Covid 19 Recovery – climate emergency
Area of Need	report analyzing opportunities for reduction in GHGs
Action/Output/Deliverable	Roadmap of low-hanging fruit to pursue to lessen environmental impact
Outcome/Impact	Contract for environmental assessment
Metrics	Qualitative <ul style="list-style-type: none"> - report received identifying opportunities for GHG reductions over multiple years: implementation of recommendations (will likely be beyond reporting scope for this grant)
Collaborative Links (if applicable)	N/A
Expenditure	2022/2023
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	The WVML has aggressively pursued environmental sustainability over the past decade – diverting many tons of waste, and most recently hosting the first ever climate writer in residence and implementing an improvement to HVAC systems that will save just under 30 tons of GHGs per year.

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: Feb 15, 2023

Board Chair Signature: 

Date: Feb 15, 2023

DIRECTOR'S

Q1 Report

January 1 – March 31, 2022



Library Director: STEPHANIE HALL

Library Board: Alastair Nimmons (Chair), Cynthia Garton (Vice-Chair), Petra Cottier, Dieter Diedericks, Richard Fisher, Nora Gambioli (Council Representative), Andrew Krawczyk, Sahar Sanajou, Koichi Ronald Shimoda, Jatinder Sidhu, Tracy Wachmann, Lorena Yu, Felicia Zhu.



INSPIRING STORIES

Katłjà (Catherine) Lafferty was our first-ever Climate Writer in Residence!

Lafferty is a northern Dene novelist from the Yellowknives Dene First Nation. Having grown up in Somba K'e (Yellowknife), Lafferty currently splits her time between her northern homeland and the traditional territories of the Coast Salish peoples in Esquimalt, British Columbia, where she is in her third year of the Juris Doctor in Common Law and Indigenous Legal Orders with the University of Victoria.

As the Climate Writer in Residence, Lafferty gave voice to the climate emergency with an Indigenous perspective, both through her writing and through planning events and workshops for Library patrons, including youth and seniors.

336 patrons attended her virtual events, 364 viewed the recordings on YouTube, and nearly 400 read her blog posts. During her residency, Lafferty built important community connections, including with Capilano University and Squamish Nation, and even landed her literary agent through Cooke McDermid.

"I just want to say thank you so much to Katłjà. I really enjoyed this (and just went online and ordered her book from a local shop) and thank you to the West Vancouver Memorial Library for this really important initiative. I look forward to getting a chance to support your work this year"



OVERVIEW

Due to changing COVID-19 restrictions and emerging variants, we delayed our return to in-person programs until spring. Our staff continued to offer a wide range of virtual programs, from Booktopia: A Literary Festival for Young People, to Excel Essentials, to English Conversation Online, to Book Club Socials, and more.

"This is the best facility in our community and its staff must be congratulated for creating amazing programs...even through COVID they continued their energy and creativity."

Our Board welcomed four new Trustees:

Dieter Diedericks
Professional Engineer
and Project Management
Professional

Richard Fisher
brevityco.ca
Communications
Consultant, writer,
and speaker

Sahar Sanajou
CIBC Customer Service
Representative

Lorena Yu
Entrepreneur and WVML
Foundation Director

STRATEGIC HIGHLIGHTS

Learning

- Our Youth Department offered a ton of virtual programs over Spring Break, including **Code a Cool Pattern with Python**, **Tell Your Story: Nature as Character**, **Make Music with BeastBox**, and so much more.
- We added **32 Launchpads** (pre-loaded tablets with curated educational videos) to our Youth collection. They were all checked out within the first four days of being on the shelf.
- Our first **adult Mason Bee lecture** and house lending program was a hit. We had **62** people in total joining from Whistler, Quesnel, Williams Lake, 100 Mile, Campbell River, and Burnaby. We have loaned out **20** bee houses to the community.



Inclusion

- We formed an **Equity, Diversity, and Inclusion (EDI) staff committee**, which will work on identifying and addressing barriers and providing advice and recommendations on things like policy and staff training.



- Our latest cohort of **Library Champions** had their last meeting in January. The Library Champions Project is a three-month volunteer program for new immigrants.

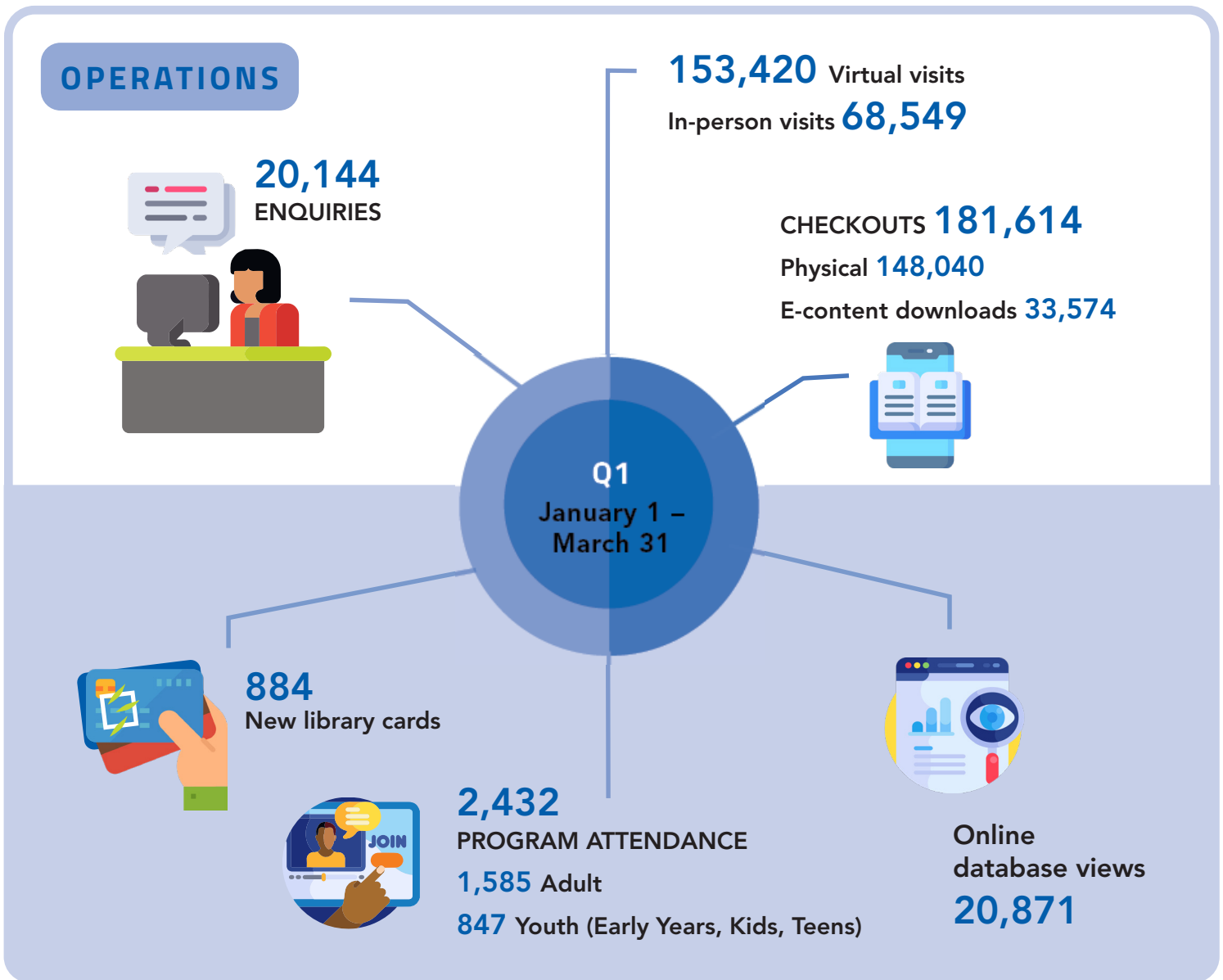
One North Shore Library Champion said:

"This program makes me feel like I am part of the community."

- We launched a new **Welcome email campaign**, with translations in Farsi and Chinese, to showcase what new cardholders can do with their WVML card. So far, this email has an open rate of **58%**. Studies have shown the average email open rate to be around **21%** across all industries.

Community

- Staff and community volunteers decorated the Library for **Lunar New Year** and **Norooz**. We also presented musical offerings, storytimes, and book displays for both holidays.
- **70** people joined a **Story Walk** in partnership with **Strengthening Early Years to Kindergarten Transitions (SEY2K)**.
- Youth and Customer & Community Experience librarians met with the **Squamish Nation Grades K-4 Advocate** to learn about the needs of the youth and their families. The Advocate had no idea WVML offered things like lendable technology and immediately thought of two families for whom this would be life changing.



- In February, we hosted our most popular virtual concert yet: **Queer as Funk**. There were **180** viewers for the livestream, and over **1,000** views of the recording.

“Such uplifting, toe-tapping, sing-along music fronted by two incredible vocalists and backed by a lively talented band. We loved it. Many thanks for arranging this wonderful opportunity.”

Integrity

- Work has begun to replace our cooling tower and chiller with air-cooled heat pumps. This reduction in natural gas usage will save approximately **29.4** tonnes of greenhouse gas emissions annually.
- We **renovated** the 2nd floor **East Wing washrooms**

to update fixtures and countertops and make the washrooms fully accessible.

- On January 18, we combined both desks on the Main Floor into one: the new **Help Desk**. Now, patrons can have all their questions answered from one place on the Main Floor.





WVML FOUNDATION

In 2020, West Vancouver Schools teacher-librarians asked if the Library could offer support in lending sets of books for teachers to use for Literature Circles in their classrooms, as there was no longer funding available for schools to purchase these sets.

Thanks to funding from the WVML Foundation, our Youth Department is circulating **Lit Circle Kits!** The titles for these sets were chosen in consultation with teacher-librarians from SD45.

While these book sets were developed with teacher-librarians, they are also available to the public to borrow, including families, home learning groups, and book clubs.

FRIENDS



The Friends of the Library have been busy preparing for another Shred-It fundraiser!

Saturday, May 14, 10 a.m. – 2 p.m.

Library Parking Lot, Rain or Shine

Suggested donation: \$5/bag, \$10/box (cash only)

All proceeds support Library programs like the **North Shore Writers Festival**, **Summer Reading Club**, and more.



DIRECTOR'S

Q2 Report

April 1 – June 30, 2022



INSPIRING STORIES

We went late fee free!

Of our **35,234** adult cardholders, **1,486** had been blocked due to outstanding fines. On May 3, we eliminated late fees—unblocking these accounts and waiving fees from tens of thousands more accounts.

We heard from one patron who was grateful for this change, because her husband has Alzheimer's and returning books on time can be challenging for them.

Another said:

"There are many reasons that a person may not be able to bring back the materials on time. Wow. So impressed by this decision."

OVERVIEW



April saw the joyful return of in-person programs and outreach for WVML. More than **1,300** patrons attended in-person programs at the Library, from **Paws 4 Stories**, to **Book Club Socials**, to **Digitization Drop-Ins**, and more. In addition, meeting room and seating capacity has increased. This means that our Library's services have now returned to pre-pandemic levels.

We also continued to offer livestreamed and asynchronous programs. The 2022 **North Shore**

Writers Festival, funded by the Friends of the Library, returned to its virtual format, and more than **200** people tuned in live to the events. Attendees enjoyed a dynamic conversation between author Kim Thúy and Margaret Gallagher; a jovial discussion between author David A. Robertson and Michael Redhead Champaigne; an inspiring workshop with the **North Shore Writers' Association** featuring the talents of author and playwright Testuro Shigematsu; a heartfelt and fun evening with Amber Dawn, moderated by Jen Sookfong Lee; and an engaging and inspiring event with multi-talented writer and moderator JJ Lee. The ninth annual Literary Trivia Night, hosted by Grant Lawrence yet again, returned in-person this year.

"Very cool to interact with creative sorts all over, especially being in Ontario!"

STRATEGIC HIGHLIGHTS

Learning



- The Youth Department's **Build + Play** kits containing a STEAM building toy and a book to inspire play have been popular, circulating **40** times so far.
- This year's **Reading Link Challenge**, a partnership with West Vancouver Schools to celebrate the sport of reading, reached **353** student participants from **11** schools. Because it was virtual this year, Bowen Island Community School was able to compete for the first year ever.

"Thank you for creating an amazing liaison between our local library and schools!"

- Thanks to a collaboration among BC libraries, we can now provide access to more than **125** years of digital news archives from three of BC's oldest and most respected newspapers: *The Province*, *The Times-Colonist*, and *The Vancouver Sun*.
- Staff resumed one-on-one, in-person **Device Clinics** with many appreciative patrons:

"I could not have had a more patient or articulate teacher."

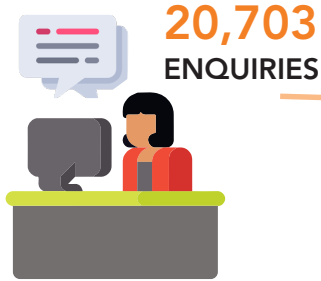
Inclusion

- We translated the signage for our **World Language** collections. Now, these signs are in the language of the collection to better serve more members of our community.



- The Library coordinated four sessions of **Indigenous Storytelling** by Ta Síi'yuxwa tl'a S'kw'xwú7meshulh (The Elders of the Squamish People) at Chief Joe Mathias Recreation Centre, Squamish Public Library, and WVML. More than **180** grateful patrons attended these sessions, including three West Vancouver Schools classes.

OPERATIONS



143,972 Virtual visits
In-person visits 75,972



CHECKOUTS 194,578
Physical 162,048
E-content downloads 32,530

Q2
April 1 –
June 30



8,805
PROGRAM ATTENDANCE
2,545 Adult
6,260 Youth (Early Years, Kids,
Teens)



Online
database views
18,401



- Our ever-popular English language learning program, **English Corner**, returned to the Welsh Hall, while our virtual **English Conversation Online** class continued. One virtual participant said:

"These virtual classes had been amazing and my dad looks forward to each and every one of them since they started... it's been more than just learning English for him—it's been a window to the world."

- Our **Equity, Diversity, and Inclusion (EDI) Committee** embarked on the process of evaluating the Library's inclusion efforts using the Global Diversity, Equity, Inclusion Benchmarks, with support from **Commons Consulting**.

Community

- In partnership with **Diving In, West Vancouver Community Arts Council**, and **West Vancouver Schools**, we presented **Renewal: Teen Eco-Art Exhibit** in our gallery, featuring impactful works of art created with collected trash.
- **Adopt-a-Fish**, hosted in partnership with the **West Vancouver Streamkeepers**,

was a huge success! Many families attended to release more than **300** smolts into the river and enjoy a Fishy Family Fun Storytime on our rooftop.

- In-person outreach activities resumed. Staff visited the **Seniors' Activity Centre; Walk for Alzheimer's; Ready, Set, Learn;** and the **Bridge Festival**, offering materials for borrow, new library card sign up, Summer Reading Club registration, and more.



- During June's heat warning, the Library served as a **cooling centre** for the weekend. Our year-round seven-day-a-week regular open hours were approved by the Library Board in November 2021.

Integrity

- We hosted **TED 2022: A New Era**, streamed live from the Vancouver Convention Centre April 11 – 13. More than **300** attendees enjoyed talks on medicine, artificial intelligence, clean energy, and more. One patron travelled from Yukon to attend:

"I would like to extend my sincere gratitude to you, the WVML Foundation and the West Van Library for offering this stimulating offering."



- Our second **Big Ideas** lecture, funded by the WVML Foundation, featured **Dr. Melissa Lem** in conversation with **Dr. Kaylee Byers** on the topic of climate change and your health.
- **Friday Night Music** concerts resumed with vintage jazz group Black Gardenia. Nearly **200** patrons attended in the Main Hall, with just under **40** tuning into the livestream from home.

WVML FOUNDATION

Four new Directors were appointed for their first two-year term, and two directors re-elected for further two-year terms at the Foundation's Annual General Meeting. **Heather Kaart** was re-appointed Chair of the Foundation.

We are delighted to welcome **Carol Chestnut**, **Andrew Tao**, and **Sarah Zhang**. The Foundation is also happy to welcome **Ronald Shimoda** who will serve as Trustee Liaison. The two re-elected directors are **Douglas Brown** and **Rosemary Murchison**.



The Foundation is still seeking applications from those with financial backgrounds. Please consider applying at wvml.ca/foundation.

FRIENDS

The Friends of the Library hosted another **Shred-It** fundraiser on Saturday, May 14 and raised over **\$3,000**. These funds support Library programs like **Summer Reading Club**. This important program, which already has more than **1,000** kids registered for this summer, is designed to help stop summer learning loss.



DIRECTOR'S

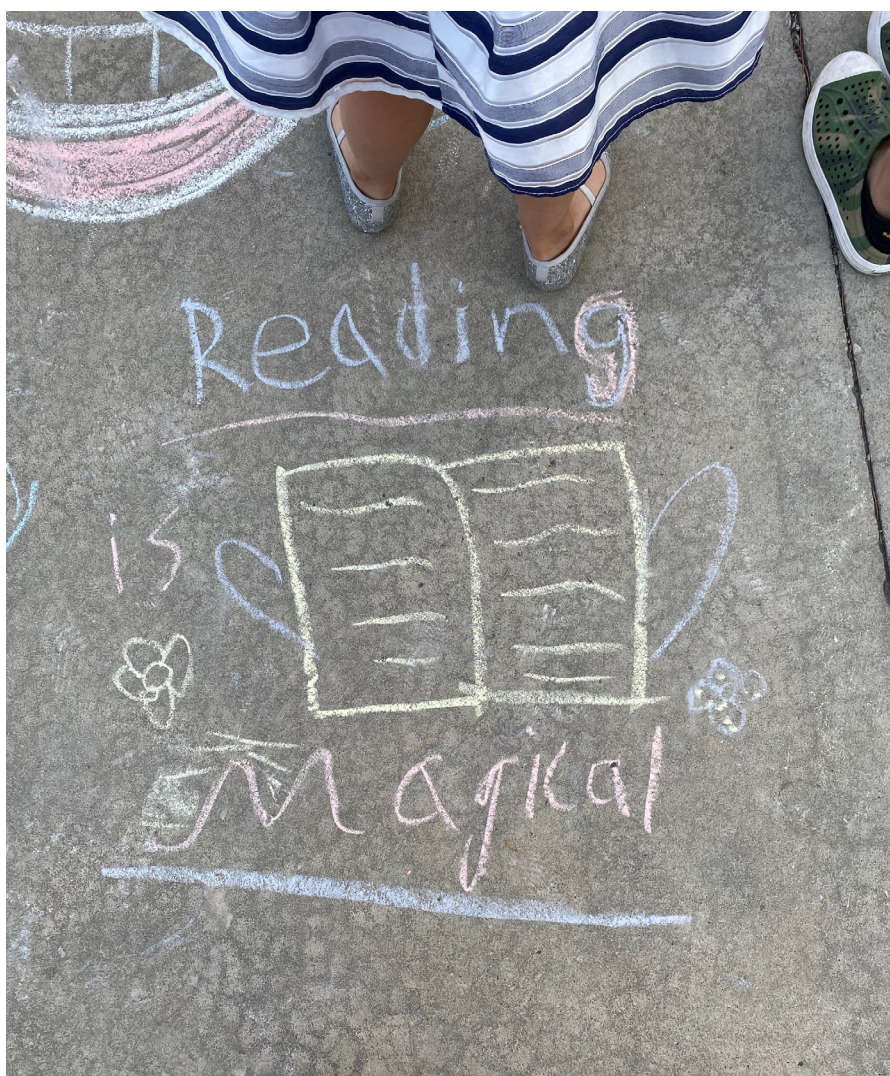
Q3 Report

July 1 – September 30, 2022



Library Director: STEPHANIE HALL

Library Board: Alastair Nimmons (Chair), Cynthia Garton (Vice-Chair), Petra Cottier, Dieter Diedericks, Richard Fisher, Nora Gambioli (Council Representative), Andrew Krawczyk, Sahar Sanajou, Koichi Ronald Shimoda, Jatinder Sidhu, Tracy Wachmann, Lorena Yu, Felicia Zhu.



INSPIRING STORIES

For the first time since 2019, we hosted our **Summer Reading Club medal ceremony** in person! Over **300** young readers attended to receive their medals. West Vancouver firefighters and Library dignitaries were also in attendance. Designed to help stop summer learning loss, Summer Reading Club encourages kids to read at least 15 minutes a day. More than **1,700** kids participated this summer.

“Just this morning I heard from a parent about how much they and their kids valued the summer reading club and enjoyed the medal ceremony.”

Thank you to the **Friends of the Library** for supporting this important program.

OVERVIEW

This summer, we saw the benefit of last year's decision to open **seven days a week year-round**. This enabled the Library to quickly serve as a cooling centre during more extreme heat events in July and August. One patron told us:

"Love love love the year-round Sunday opening! Thank you!"

The Library closed for **National Day of Mourning** on September 19, marking the passing of Her Majesty Queen Elizabeth II after over 70 years as monarch.

The Library remained open on September 30 and offered events, resources, and educational opportunities to support community members in observing **National Day for Truth and Reconciliation**. Our resource topic page had over **100** views. **38** people attended a virtual program on cedar harvesting and **40** joined a family storytime with Lisa Lewis. More than **950** people visited the Library on this day.



STRATEGIC HIGHLIGHTS

Learning

- We hosted an event for newcomers and first-time voters on September 26 with former West Vancouver mayor **Pamela Goldsmith-Jones**. Our recommended resource page on the municipal election was accessed over **500** times in the lead up to voting day.
- Components of our **new recording studio** arrived, and construction began. The studio is scheduled to open in early **2023**.
- Community-engaged environmental artist **Juliana Bedoya** presented a workshop called **"Harvesting Colour from the Garden"**, teaching participants how to extract colours from home-grown flowers, food scraps, and other plant materials like roots and barks. The workshop corresponded with a show in our **Art Gallery**, called **Pigments: Grown and Ground**.

"This library does the most amazing programs! Such remarkable community engagement."

- We welcomed a group of **School District 45 international students** for a visit. One teacher said:

"Thanks again for supporting SD45's international programming. You once again provided an amazing experience for our students. I look forward to continuing our partnership in the future."



Inclusion

- We joined in on **Welcoming Week**, a Citizenship and Immigration Canada initiative to help everyone feel welcome and that they belong in their local community, with a book display. One patron commented:

"You (the staff) are already doing everything to make us welcome. This is the MOST welcoming place in the Lower Mainland. Truly!"

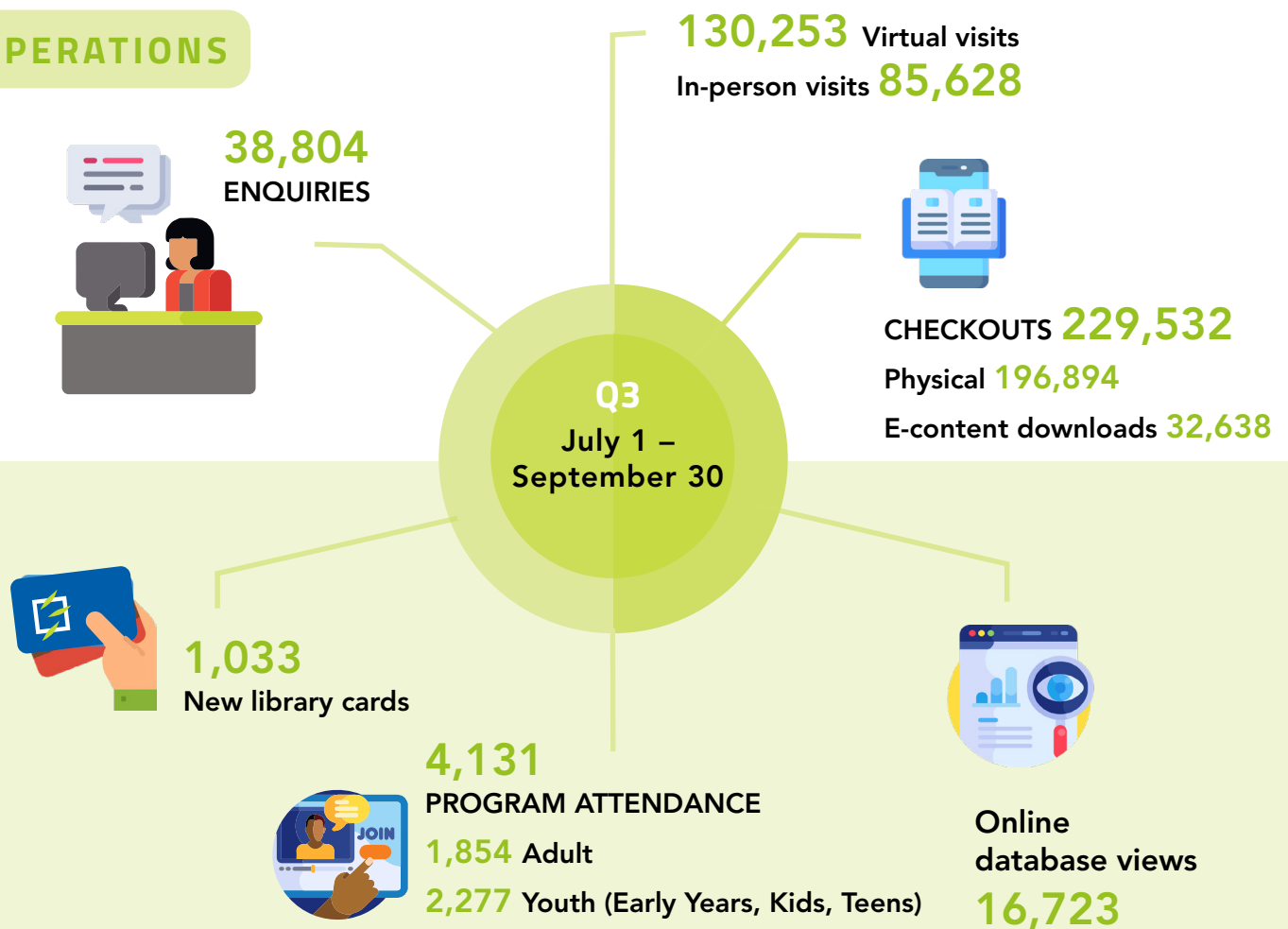
- Our **Equity, Diversity, and Inclusion staff committee** organized an all-staff training session entitled **Leading from the Intersections: Identity, Privilege, and Power**.
- Our full suite of English language learning programs returned: **Let's Talk, English Corner**, and **ELL Book Club**. We're still offering **English Conversation Online** as a virtual option.

"The classes helped newcomers like me to be more familiar with Canadian culture and more confident to communicate with others! I wouldn't have enough courage to apply for jobs without the practice and knowledge I got in the class."

Community

- We partnered with the **West Vancouver Art Museum** on **West Coast Modern Week**. Together, we presented **John Fulker: North Shore Modern** in our Art Gallery, showcasing the architectural photography of John Fulker, as well as a

OPERATIONS



West Coast Jazz concert with the **Cory Weeds Sextet** for an audience of **160**.

“Great community engagement being done by the West Vancouver Memorial Library in recognizing BC’s architectural heritage and in evolving the role of libraries in the community.”

- September and the return to school meant the launch of the **School Library Card** project in partnership with **West Vancouver Schools**. Students are encouraged to fill out an online form to sign up for a WVML card and ensure they have access to all our online

resources. Nearly **700** students will receive their WVML card this fall.

- The **Accessible Services** team organized a tour of the Library for **Hollyburn residents**, highlighting programs, services, and the diverse collections we have (including our lendable technology).
- Our staff ran many outreach activities, including a pop-up library at the **Squamish Nation Elders Centre**, a table at **Coho Festival** after a two-year hiatus, and a series of programs on advanced care planning at the **Seniors’ Activity Centre**.
- We contributed to the first **Poverty Reduction Strategy for the North Shore** with the **North Shore Poverty**

Reduction Task Force, along with representatives of the District of West Vancouver, the City of North Vancouver, the District of North Vancouver, Squamish Nation, and Tsleil-Waututh Nation.



Integrity

- For the first time, we presented a series of hybrid music lectures. **Neil Ritchie** delighted an audience of over **50**—part in the Welsh Hall, and part at home on Zoom.

“Thanks so much to you for putting on these sessions and for somehow managing the technical side of hybrid classes. We feel very lucky indeed!”

- Our **Readers’ Rooftop** reopened for another summer and hosted several events, including **Memory Cafes** for people experiencing dementia, family storytimes, concerts, and author talks.
- The **British Columbia Library Association’s Climate Action Interest Group** highlighted our



Library’s Climate Future programming (including our **Writer in Residence program**), displays, resource lists, and booklists as part of their inaugural **Climate Action Week**, September 23 – 29.

WVML FOUNDATION

This summer, three young library lovers raised over **\$300** for the Library with their lemonade stand, which was then matched by an anonymous donor! Please join us in thanking **Mallika, Arsha, and Liana** for their generous community service and contribution.

Donations to the West Vancouver Memorial Library Foundation support projects like **The Lab, Booktopia: A Literary Arts Festival for Young People**, our **Friday Night Concert** series, and more.

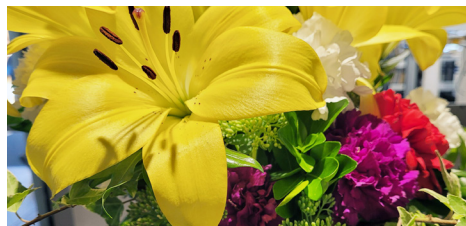
Learn more about the WVML Foundation at wvml.ca/foundation.



FRIENDS

The Friends have been back doing what they do best: contributing to our Library’s hospitality. You may have seen them at the **Summer Reading Club** medal ceremony or a **Friday Night Concert**. You’ll also see them for their Remembrance Day reception on November 11.

Additionally, the Friends keep the floral arrangements around the Library fresh, with florals courtesy of Loblaws City Market.



WVML FOUNDATION

On November 3, the Foundation hosted their first major fundraising event in three years with bestselling author and former **Supreme Court Justice Beverley McLachlin**.

It was a wonderful conversation, expertly moderated by **WVML Director Stephanie Hall**, about Beverley's experiences growing up, her time on the Supreme Court of Canada, and her work as an author.

With your support, we raised over **\$47,000**. Thank you to all who bought tickets and donated, especially our sponsors: **British Pacific Properties, Grosvenor, Lawson Lundell, North Shore News, Roper Greyell, Leith Wheeler Investment Counsel, and Westerleigh PARC.**



Thanks to a generous donation, a group of UBC law students attended (pictured here with Beverley – center).



FRIENDS

The Friends' **Remembrance Day reception** returned in 2022 after a three-year hiatus. More than **400** people gathered in the Library after the ceremony and enjoyed coffee, tea, and cookies,

while the **Lions Gate Brass quintet** performed and made the event even more memorable. We're so happy this important tradition—which began in 1975—has returned.

DIRECTOR'S Q4 Report

October 1 – December 31, 2022



Library Director: STEPHANIE HALL

Library Board: Alastair Nimmons (Chair), Cynthia Garton (Vice-Chair), Petra Cottier, Dieter Diedericks, Richard Fisher, Nora Gambioli (Council Representative), Andrew Krawczyk, Sahar Sanajou, Koichi Ronald Shimoda, Jatinder Sidhu, Tracy Wachmann, Lorena Yu, Felicia Zhu.



OVERVIEW

This quarter was chock-full of events, featuring authors **Ivan Coyote, Jody Wilson-Raybould, Bob McDonald, Rod Day, and Sareh Farmand.**

On October 4, **Chepximiya Siyam' Chief Janice George** of the Skwxwú7mesh Úxwumixw (Squamish Nation) honoured our **rooftop community demonstration garden** with a Skwxwú7mesh sníchim name: **Swáywi temíxw**. The place-based word Swáywi refers to the location of the garden and temíxw means land, dirt, or earth.

Skwetsimeltxw Willard 'Buddy' Joseph led a traditional naming ceremony in which Chief Janice spoke in front of witnesses, Library staff, students, and community members. **Xwemelch'stn Etsímxwawtxw Capilano Littlest Ones** sang and offered a blessing, followed by a spiritual cleansing of the garden with cedar boughs.

Our community demonstration garden aims to educate the community about the personal and environmental benefits of gardening, growing your own food, native plant gardening, and sustainable living.



INSPIRING STORIES

We created a resource topic page on our website to help patrons understand the protests in Iran and around the world. The page has more than **200** views.

Community members partnered with us to offer a support group in Farsi to provide emotional support and self-regulation tools to help community members cope. One attendee said:

“Almost everyone expressed gratitude for the space and the event saying it gave them a sense of community and a chance to get away from the home and work life and come to a space to help uplift them.”

“I am very grateful to you and the West Vancouver Library for allowing us to use this space, always having it perfectly set up for it, and greeting us with smiles and kind words.”

STRATEGIC HIGHLIGHTS

Learning

- After hundreds of sessions, **Instagram Storytime** came to an end. We heard from many patrons about how this was a treasured part of their family’s weekly routines:

“THANK YOU!!!!!! My daughter loved storytime and it really helped us through the start of the pandemic.”

- Our Technology team launched **Connect with Confidence**, a series of small-group social sessions to help develop tech knowledge and skills.
- For our final lecture in the **Big Ideas** series, we hosted the Honourable **Jody Wilson-Raybould** in conversation with award-winning journalist **Angela Sterritt**. More than 200 patrons attended, and one said:

“Fabulous discussion— brilliant, rational, measured, diplomatic, great humour and nailed the essence of reconciliation. An honour be there.”



Honourable Jody Wilson-Raybould.

Inclusion

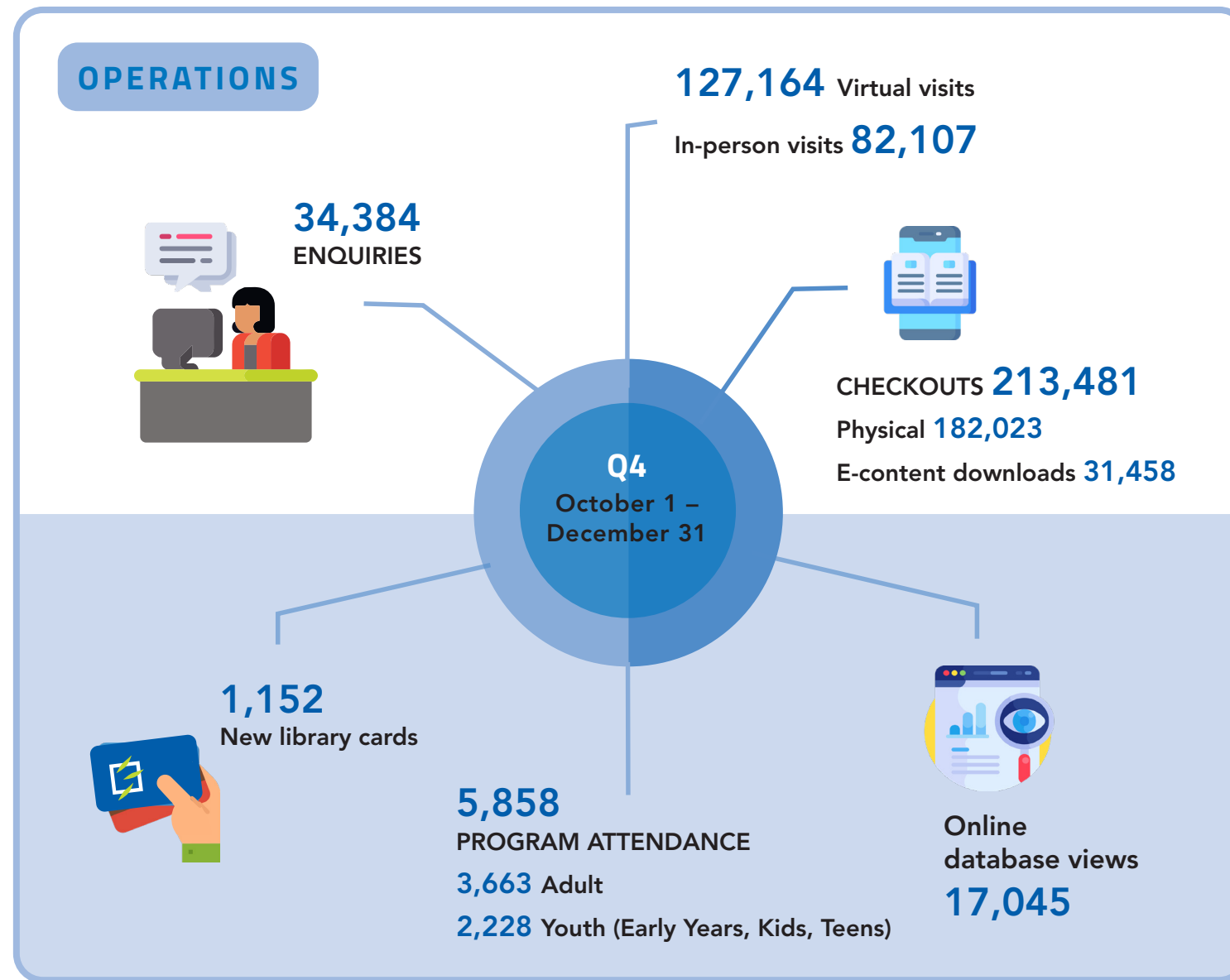
- After completing the Global Diversity, Equity, and Inclusion Benchmarks assessment, our **EDI Committee** developed priorities for 2023 and drafted a report for all staff and the Library Board.
- Staff organized transportation to and from the **Squamish Elders Centre** for An Evening with Jody Wilson-Raybould, enabling more than 30 Elders to attend.
- We offered one-on-one assistive technology tutorials in partnership with **CNIB**. Eleven patrons booked a tutorial and learned about the accessibility settings on their device and how to access further training.

Community

- Our librarians attended outreach events with **Hollyburn House, North Shore Volunteers for Seniors, North Shore Poverty Reduction Strategy Task Force, Squamish Nation**, and the **West Vancouver Chamber of Commerce**.
- We started a weekly drop-in French conversation event in partnership with the **West Vancouver chapter of Canadian Parents for French**.
- The **2022 North Shore Authors Collection** launched at the three North Shore libraries. One author shared with us:

“My love of reading and writing began from all the library trips my parents took my brother and me on—this really feels like a full-circle moment. I’m so grateful that my book is more accessible as part of the North Shore Authors Collection”

OPERATIONS



Integrity

- Our **cooling tower/chiller replacement** project was completed and both heat pumps are now operational. This project will result in an annual GHG savings of approximately **29.4 tonnes CO₂e**.
- We added **carbon dioxide monitors** and **light therapy lamps** to our collection this fall—timely additions as flu season peaked and the days became shorter. These items have been popular and were all checked out within the first week of launch.



- This year for **Remembrance Day** we assembled a Veteran to Remember display featuring **Squamish Nation veteran James Patrick Nahanee**, who served in WWII.

- In partnership with the **West Vancouver Archives**, we presented **West Vancouver: Our Changing Coastline** in our gallery. The exhibit featured over **20** archival photos dating back to the late 1800s. Ten prints were sold.
- We installed a new **Help Desk**, which provides a more ergonomic and practical setup for our staff to better help our patrons.



REUSE, RECYCLE, AND RENEW!

For 2023, we are taking a good thing and making it better. For our facility, this means getting started on a few strategic projects (funding dependent):

- An **inexpensive shift** in where our **main Help Desk** sits that will radically improve our seating layout for concerts and large gatherings
- **Seismic upgrades** that will extend the life of our South Block
- **Re-envisioning** the layout and features of our **Youth and Tech floors**, and checking in with the community to see what they think
- **Seeking federal funding** to completely divest **from Natural Gas** in our building systems

As an employer it means foundational work on our commitment to Equity, Diversity, and Inclusion. It means evaluating structural changes, implementing workplace violence prevention strategies, and supporting productivity through changes to our software environment. As a library focused on patron learning, creativity, and personal growth, it means launching a new community recording studio, hosting the North Shore Authors Collection, and refreshing our ever-changing selection of brilliant and exciting public lectures, concerts, and classes.





We maintain a high standard of integrity and quality in our practices and services.

2023 GOALS

- **Facility renewal [major]: Help Desk relocation** (2023) seismic upgrade to Mezzanine (late 2023/2024 completion). Funding dependent. Plan renovation to minimize disruption to service.
- **Facility renewal:** phasing and funding plan
- **Climate Futures and Sustainable Operations**
 - Swáywi temíxw – further development: new elements, placemaking, educational signage
 - Perimeter heating – natural gas to electric
 - Strategic partnership programming (example: EV petting zoo, repair café)
 - Move to EV for library vehicle
- **Honouring Reconciliation**
 - Improve the welcoming nature of our space for Indigenous patrons
 - Community programming and collections (prep for visiting installation in 2024)
 - Create action items from UNDRIP recommendations
- **Transition staff** to new productivity/collaboration software environment
- **Create a suite of asynchronous** staff training options (Niche Academy) for the staff onboarding process
- **Refresh Business Continuity Plan**
- **Internal assessment work**
 - Workplace violence prevention assessment
 - Privacy Impact Assessments
 - Structural/organizational change: 6-month review completion

A LEARNING CULTURE

We foster the joy of learning and growth, both in our community and within our staff.

2023 GOALS

- **Update learning frameworks** to inform detailed space planning for Youth and Technology floors.
- Seek funding source for **solo conferencing spaces** (zoom booth) on Mezzanine
- **Programs/partnerships** to support economic development and workforce skills
- Second year of **'Big Ideas'** lecture series
- Host year: **North Shore Authors Collection**
- Continue to **foster the love of reading and learning** through high impact programs including major partnership events: West Coast Modern Week, North Shore Writers Festival
- Continue to **foster creativity and the love of art and music** through innovative programming, exhibits, and the launch of our community recording studio
- **Partner with West Vancouver Schools (WVS)** on Successful Early Years to Kindergarten Transitions (SE2YK), School Library Card Project, Booktopia, DPAC EDI Committee, Summer Reading Club, Reading Link Challenge, and more

COMMUNITY



Community needs are at the centre of all we do. We tailor our services and spaces to those needs.

2023 GOALS

- **External analysis of non-users/low-use** portions of our community with demographic profile (user survey planned for 2024)
- **Share and receive community feedback** on our space plan, revise as appropriate.
- **Move Help Desk** to improve concert and gathering space in main hall
- New C&CE librarian portfolios – foundational work (philosophy, systematization, and evaluation plan)
- **Explore the feasibility** of maintaining an in-Library community office for multiple service providers

INCLUSION



Our Library's mandate is to support all people in our community through our services.

2023 GOALS

- **Implement recommendation of Equity, Diversity, and Inclusion (EDI) Steering Committee** to engage in foundational EDI work for our workplace
- **Establish Accessibility plan and committee** (may be shared) in alignment with our values and new legislation. Address known accessibility challenges:
 - Book-drops
 - Rooftop garden access (funding dependent)
- **Expand support** to people living with dementia and their caregivers
- **Provide increased support** for West Vancouver Schools French Immersion families