**Submitted date:** 2025-02-28 16:24:57 Eastern Standard Time

# 2024 Provincial Public Library Grant Report (PLGR)

## Privacy Notice

Your responses are collected by the Ministry of Housing and Municipal Affairs under sections 26 (c) and (e) of the *Freedom of Information and Protection of Privacy Act* for the purposes of grant reporting and accountability.

**To protect your own privacy and the privacy of others, please do not include any personal information such as non-business contact details.**

If you have any questions regarding the collection of personal/business information, please contact PUBLIB@gov.bc.ca.

## Overview

### Library Name

*North Vancouver District Public Library*

### Library and Community Profile

Provide a brief description of your library and the community it serves (e.g., demographics, local economy, governmental relations, historical context, current issues, 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 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 much more. Our libraries are the destination for our growing community to connect, share, and inspire.*

*With an operating budget of $8,000,000, we have a collection of approximately 250,000 physical items (plus digital resources, e-books and e-audio) with circulation of over 1.2 million items in 2024.*

*Residents of the District of North Vancouver are very supportive of their library, and NVDPL was at the top of a satisfaction survey of services provided by the District.*

### 2024 Year in Review

Highlight activities and accomplishments that the library has focused on this year. Briefly outline how library funding (local, provincial, annual, one-time/targeted) has been used or earmarked for library services and/or special initiatives to meet community needs. Use the Featured Initiatives section starting on the next page to go into more detail on specific projects.

*In 2024, NVDPL undertook a comprehensive overhaul of many technologies and tools that support our daily operations with a new Library Services Platform, including a new Integrated Library System, website, discovery layer catalogue, event management platform, mobile app, and more, to keep pace with evolving technology requirements and to enhance the user experience and streamline operations. These changes impacted every staff member in our organization and required an organic and seamless collaboration of staff at every level to roll-out. Planning, preparing, implementing and fine-tuning took up the majority of the year. The project was supported by one-time funding from the District of North Vancouver.*

*Other highlights for 2024 include using the Provincial Enhancement Grant to create positions in Teen Services, Collections, and Communications. This additional capacity enabled more support for children's collections, which have the highest circulation of any library material at NVDPL; allowed us to introduce a new 3D printing service; and provided for greater engagement with our community.*

*NVDPL also implemented a new "call booth" service, which provides private spaces for individuals to take and make calls/video conferencing, meetings, interviews etc. This was in response to community need demonstrated by the increase in patrons using the library as a 3rd space or working space.*

### Major Themes

Use the checkboxes below to indicate which areas your library primarily focused on this year. These themes should be reflected in the Featured Initiatives section starting on the next page, and/or in the Year in Review section above. We recommend choosing only the top 3-5 most relevant themes.

- Staffing
- Facilities
- Technology

## Featured Initiatives

Use this section to provide detail on up to four significant initiatives the library has undertaken in the past year, focusing particularly on use of the Enhancement Grants. Use one page per initiative. To add more pages, select Yes for "I have more initiatives to report" at the bottom of this page.

### Initiative Title #1

Enter a brief, descriptive title for your initiative.

*Staffing Support*

## Summary

Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.

*In 2024, NVDPL utilized Enhancement Grant funds to establish and temporarily support three key staff positions, enabling the library to address growing community needs and gaps in support for these areas:*

- *Collection Services and Evaluation Librarian (21 hr/week)*
- *Teen Support (para-professional 21 hr/week)*
- *Communications Assistant (auxiliary)*

*Adding these positions was crucial for managing the evolving patron needs and staff workloads. The funding enables the library to demonstrate the impacts of this increased capacity so we can make a case for longer-term permanent positions to be supported by our municipality.*

## Timeline and Progress Report

What is the expected timeline for this initiative? What is the current status (e.g. planning, implementation, complete, ongoing). If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?

*The goal is to be able to have all 3 positions as ongoing; while they were not designed for specific projects, they all make strong contributions to library operations in 2024.*

*The Enhancement Grant funding is covering the salary for these positions in 2024, and will continue through to 2026.*

## Budgetary Information

Please outline whether/how provincial funding (annual or one-time/targeted e.g., Enhancement Grants) contributes to the estimated cost of this initiative.

*Enhancement grant funding covered the salaries of the three positions in 2024:*
*o Collection Services and Evaluation Librarian: $15,444.54 from September 20, 2024*
*o Teen Support: $30,760.84 from March 2, 2024*
*o Communications Assistant: $21,927.32 from June 19, 2024*

## Rationale

Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)

*Collection Services & Evaluation (CSE) Libarian: to give Children's Librarians more flexibility for programming and community engagement and outreach, the collection selection element of their role was reassigned to this new part-time position. The CSE position will also assist with building new non-traditional and community-focused collections, and with collection projects that coincide with facilities and spaces renovations.*

*Teen Support: in 2022 and 2023 NVDPL successfully used Young Canada Works grants to hire interns for short-term projects. With three full full-sized branches and only one Teen Engagement Librarian, this extra support helped in the success of the Teen Summer Reading Club program. With the Enhancement Grant funds, a temporary position has been created to extend the support of teen services, allowing us to offer more teen programs and to streamline processes around such initiatives as teen volunteer work, which is a high demand request for our library.*

*Communications Assistant: Communications plays a role serving all library departments. As library services, offerings & strategic initiatives accelerate and expand, communications resources remained stagnant and insufficient to meet current demands and future growth. With the launch of new digital tools and a new Strategic Plan in 2024, there was high demand for communications support to configure and launch new technologies, as well as communicate with patrons to help guide them through the changes, communicate about outages and disruptions to service, while maintaining core communications tasks of promoting services, programs, and more. Investing additional resources with an auxiliary position gives us the flexibility to respond to needs and get information out more nimbly than we previously could. As we explore the capabilities of our new website and program platform, there will be more opportunities to reach out to existing and new patrons.*

## What impacts does/will this initiative have on the library and/or the community?

Please include any applicable metrics or quantitative data to demonstrate impact.

*Funding these positions helps us address the changing demands for services, programs, and collections. The demonstrated and future benefits will be included in business cases to make each position permanent and funded by an increase to the library's regular staff budget. Some of the positive impacts include:*

*Teen Services were able to start Teen Advisory Groups in all branches, coordinate a successful Teen Summer Reading Challenge in collaboration with North Vancouver City Library, work with the Children's Librarians to create volunteer opportunities for teens, and more. All of this means we can reach more local teens, in the ways that are meaningful for them, and support them with their lifelong learning and literacy needs.*

*Having a separate collections role for children's materials means that Children's Librarians have more time and flexibility to spend on developing programs and community outreach beyond our physical walls. At the same time, there is more time to devote to ensuring that the Children's Collections, which are the highest circulating area at our library, remain up-to-date and include more non-traditional items such as puppet kits, board games and puzzles.*

*Extra hours in Communications has increased capacity to support all of the new and evolving channels to supporting communications with patrons, increased our capacity to respond to urgent matters and initiatives, and is starting to decrease the internal backlog and shorten the lead time for projects requiring communications support. Specifically, this has helped support patrons and staff with the changes that came with the implementation of the new Library Services Platform, and there is more capacity to explore new options for keeping in touch with patrons. In 2024 we were also able to create more content for our social media channels, which allowed us to highlight our library's resources and collections while engaging more directly with patrons.*

## I have more initiatives to report:

Yes

# Featured Initiatives

Use this section to provide detail on up to four significant initiatives the library has undertaken in the past year, focusing particularly on use of the Enhancement Grants. Use one page per initiative. To add more pages, select Yes for "I have more initiatives to report" at the bottom of this page.

## Initiative Title #2

Enter a brief, descriptive title for your initiative.

*Implement a new Library Services Platform, including ILS, Discovery Catalogue, Website, and Mobile App*

## Summary

Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.

*In 2023, the library started work to replace the legacy Horizon ILS with Innovative's Polaris Library Services Platform (LSP). At the same time, we replaced Bibliocommons with Vega Discover, rebuilt our library's web site on a Wix platform, and acquired and launched a new mobile app. This work was completed, and new components of the project were launched, throughout 2024. All products are under the Clarivate/Innovative umbrella, which allows us to share data between platforms and provide a more uniform digital experience.*

## Timeline and Progress Report

What is the expected timeline for this initiative? What is the current status (e.g. planning, implementation, complete, ongoing). If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?

*The implementation of this new system and components is complete, with ongoing tweaks to improve the user experience. Project kickoff was August 2023. Launch of the LSP, Vega Discovery Catalogue, Vega Program and mobile app was March 2024. The library web site was launched in July 2024. Staff are preparing to switch over to the new e-mail notification and newsletter platform in the first quarter of 2025.*

## Budgetary Information

Please outline whether/how provincial funding (annual or one-time/targeted e.g., Enhancement Grants) contributes to the estimated cost of this initiative.

*The capital funding for this project was provided by the District of North Vancouver. The total cost was approximately $190,000 including implementation fees and year-one licensing for the core LSP, a new web site, discovery catalogue, mobile app and patron engagement tools.*

## Rationale

Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)

*This initiative was prioritized due to the legacy performance of our previous Horizon ILS and need to move our web site off deprecated software. The library had an urgent need to decommission servers identified as vulnerable under cybersecurity recommendations. We also wanted to take the opportunity to improve the tools we use to engage with our patrons. The mobile app has introduced electronic membership barcodes and has provided a new means of connecting with smartphone users. The new web site includes accessibility features we did not offer before. With data transfer and API capabilities between platforms, staff only need to enter information once and then can reuse it on various platforms. Overall, the new system is built on modern technology and is future-ready.*

What impacts does/will this initiative have on the library and/or the community?
Please include any applicable metrics or quantitative data to demonstrate impact.

*Benefits to Community*
*• Library website has more accessibility features and is easier to navigate*
*• The new suite of web-based products allows for more outreach engagements with patrons such as remote registrations and checkouts.*
*• Easier to communicate with program registrants, and promote programs to the community*
*• Almost 2,000 patrons have downloaded the mobile app and have reported they enjoy the convenience of the digital library card on their phones. Another popular feature is the ability to scan items in bookstores and check immediately to see if the library carries a copy.*

*Benefits to the Library*
*• Training is much easier for staff due to cleaner, intuitive interfaces*
*• The new system introduces streamlined processes for acquisitions, cataloguing, circulation and communications*
*• From a cost-benefit perspective, the library is getting much better value for money. Although the new discovery catalogue doesn't have all the features of BiblioCommons, it retains most of the functionality for a much more reasonable cost. The library has access to a cloud-based, modern LSP, new promotional and engagement tools, plus a modern web site and cross-platform integration for little more than what was being spent on maintaining our former core ILS system.*

I have more initiatives to report:

Yes

# Featured Initiatives

Use this section to provide detail on up to four significant initiatives the library has undertaken in the past year, focusing particularly on use of the Enhancement Grants. Use one page per initiative. To add more pages, select Yes for "I have more initiatives to report" at the bottom of this page.

Initiative Title #3
Enter a brief, descriptive title for your initiative.

*Call Booths: new patron space for videoconferencing*

Summary
Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.

*Funds from the BC Covid-19 and BC Emergency Preparedness Grant were used to purchase two call booths —single-use, soundproof space, with height-adjustable desk and chair, lighting and air circulation; and access to power and wifi. Patrons can reserve time to use the booth to make audio and/or video calls, attend meetings, conduct interviews, etc. They have privacy for their call, do not disturb others around them, and are not disturbed by others using the surrounding space. Both are located at our Lynn Valley Library branch.*

Timeline and Progress Report
What is the expected timeline for this initiative? What is the current status (e.g. planning, implementation, complete, ongoing). If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?

*This initiative was completed in 2024. The booths were installed in April.*

Budgetary Information
Please outline whether/how provincial funding (annual or one-time/targeted e.g., Enhancement Grants) contributes to the estimated cost of this initiative.

*The purchase and installation of 2 booths was covered by $40,000 of funds from both the BC Covid-19 and BC Emergency Preparedness grants*

Rationale
Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)

*There has always been some tension in public library spaces between those looking for spaces for silent reading and study; those wanting to do collaborative work which necessarily involves conversation or use of devices; and those needing a separate space for privacy and concentration. Often these are the same people with different needs at different times. Post-Covid, we have noticed more patrons looking for a space outside of an office or home to conduct business, make calls, take interviews, etc. These kinds of activities can be disruptive to others sharing the space, and other patrons around them can be distracting. The call booths help by creating separate spaces, allowing the library to balance differing needs of individual users.*

What impacts does/will this initiative have on the library and/or the community?
Please include any applicable metrics or quantitative data to demonstrate impact.

*The booths were immediately popular as soon as they were installed. After an initial period of first-come-first-serve, patrons can now use a booking system on our website to reserve time in advance for meetings, interviews, etc. When they are not booked, they are available for drop-in, so we can redirect people to the booths when they are taking calls in other more open spaces. We started online tracking of the booking system in November; in the last two months of 2024, there were 257 individual bookings. We are now in the process of acquiring another booth for one of our branches.*

I have more initiatives to report:

No

# Challenges

The following topics have been identified as recurrent themes in prior years' PLGRs, along with challenges that have surfaced throughout the current year. Select the level of concern each challenge presents for your library.

Financial pressure (e.g., rising costs, reduced revenues, forecasting uncertainty, local budget)

High Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*As financial pressure and cost of living increase, we are having to make hard decisions about how to balance rising costs, increased demand, and potential budget cuts while continuing to serve the public effectively. As an additional pressure, staff compensation was increased to meet the thresholds of inflation under the collective agreement. This year, our library navigated the challenges with relatively minor impacts, but these potential strains are a high concern we will be monitoring closely as financial pressures continue to increase.*

Governance (e.g., changes on the library board, relationship/conversations with local government)

Low Concern

Emergency response (e.g., fires, floods, extreme weather)

Low Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*The frequency of emergency responses are rising, but we feel we are well positioned and supported to respond to these challenges, so we have indicated a low concern. Through strong partnerships with North Shore Emergency Management and other municipal partners as well as the Squamish and Tsleil-Waututh First Nations, we're nurturing community resiliency to position us well for future catastrophic emergencies. These collaborations ensure we are preparing our community and our staff for future emergencies.*

Staffing (e.g., recruitment and retention, mental health, and wellness)

Moderate Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*Competitive job markets and rising living costs make hiring and retaining qualified staff challenging, especially on the North Shore which is geographically a commuting challenge and due to housing costs. Evolving community needs can add pressure, which could impact mental health and wellness.*

*To combat this, we are constantly assessing and improving recruitment processes; providing training to support resiliency and mental wellness.*

Connectivity (e.g., low bandwidth, lack of home internet in the community)

Low Concern

Infrastructure/facilities (e.g., aging/damaged, renovations, new builds/upgrades/expansions)

Moderate Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*As the library is filling more roles and community are living in smaller spaces, limited space and outdated design impact our ability to deliver services, host programs, and meet evolving community needs.*
*To address this, we are conducting critical repairs and upgrades at one location, while the Library Board is advocating for a new facility that would better service the public and address essential repairs at our oldest facility. We are also developing a Facilities Master Plan to guide long-term improvements with the municipality, particularly as provincial legislation requires increased population targets.*

Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)

Moderate Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*Our oldest facility presents serious accessibility issues for patrons with mobility challenges. As well, the high-growth areas of the District have little or no easily accessible library services. The intended purpose of our new facilities master plan will be to assist with future planning and advocacy efforts in order to ensure accessible library services across the District.*

Disappearing services in the community (e.g., government, banking, health)

Low Concern

Public health (e.g., COVID-19, vaccinations, access to Telehealth)

Low Concern

Regulatory impacts (e.g., accessibility, privacy, employment standards)

Moderate Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*With new regulations around privacy, accessibility, positive workplace, safety and other regulatory and non-regulatory (DEI, Reconciliation, etc.) impacts, our on-boarding process has become longer and more complicated. We are working on ways to streamline training so staff get the level of training they require for their position, and to create a schedule for when refreshers are needed. Also if there are budget implications for complying with Accessibility Plans, etc. they will need to be addressed.*

Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)

Moderate Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*We work with North Shore Emergency Management during extreme weather events to inform vulnerable patrons about options during hot & cold spells, and offer social connection programs for those dealing with precarious housing and social isolation. We do have patrons who are experiencing homelessness and/or mental health conditions; for the most part, there are no issues. Two of our branches host a weekly Open Door Community Hub, where patrons facing precarious housing or social isolation can connect with each other, and we can connect them to other agencies.*

*Occasionally there are people who need supports & services we cannot supply, or they are not willing to accept referrals.*

Sociopolitical tensions (e.g. intellectual freedom, protests, global events, racism, homophobia)

Moderate Concern

Describe how the challenge has affected your library in the past year, and what actions your library has taken to address it. If no action was taken, explain what the barriers are. If the issue is of low concern, you may leave this field blank.

*As sociopolitical tensions have grown over the past few years, we are becoming aware of the balance of intellectual freedom issues vs staff safety concerns, and expression of personal views vs representing the library while at work. In 2024 we prepared some in-house training on intellectual freedom and response to challenges, which will be rolled out in 2025.*

# Board Approval

Download the board approval signature form from the Public Libraries Branch website here: https://www2.gov.bc.ca/gov/content/sports-culture/arts-culture/public-libraries/tool-resources-library-administrators/reporting-accountability

Upload the signed form by clicking the button below.

Upload Board Approval Signature Form

*2025 PLGR Board Approval Form_Signed.pdf*

# Your 2024 Public Library Grant Report is almost complete.

Once you click Submit, you will no longer be able to edit your report.

You may use the download options at the bottom of this page to save a copy of your report before submitting.

If you need to edit your report after submitting, please contact the Public Libraries Branch at PUBLIB@gov.bc.ca.