

## INTRODUCTION

### **ABOUT FRASER VALLEY REGIONAL LIBRARY**

Fraser Valley Regional Library (FVRL), with 25 libraries and a central administrative centre, serves over 750,000 residents spread over 13,000 square kilometers that are governed by 15 municipalities and regional districts. In each of our communities, the local library is a trusted partner and is recognized as a vital community destination and resource for literacy, recreation, and informed decision making.

The communities and local governments we serve grapple with the same long list of huge challenges that impact our province and our nation: globalization, socio-economic change, sustainability, big data and smart technology, lifelong learning, aging demographics, and financing the future.

Spread across our region are people groups that are reflective of past and continued immigration to British Columbia, as well as industries that are both new and old – agriculture, forestry, and fishing to tourism, entertainment, and technology. The communities are dense and urban, as well as scattered and rural. Neighbourhoods are posh and upscale as well as humble and neglected. Roads are occupied by pedestrians and cyclists, mini-cars and buses, SUVs and pick-up trucks, delivery vehicles and semi-trailers. A snapshot of Fraser Valley Regional Library is a picture of the splendor and complexity of British Columbia society today.

### **FVRL'S STRATEGIC DIRECTIONS FOR 2018**

1. **Inspiration:** Our staff, combined with our technologies and resources, encourage strong economic, creative and social growth in our communities, families and individuals.
2. **Welcoming Place:** Fraser Valley Regional Library is an essential destination connecting people living, working or studying in our communities. We provide a fun, friendly environment focused on knowledge, creativity and experiences that transform lives.
3. **Partnerships:** Our libraries are integral to sparking the potential of individuals and their communities through meaningful connections and relationships.
4. **Engaging Staff:** Our staff continue to grow their expertise and confidence needed to meet evolving customer needs.
5. **Know us. Love us.:** We are known and celebrated for providing a broad and dynamic range of services. Our customers appreciate the friendly and personalized Fraser Valley Regional Library experience. Those who know us, love us.

### **FVRL'S MISSION**

Opening minds. Enabling dreams.

### **FVRL'S VISION**

Improving the quality of life for our communities through knowledge, ideas and experiences.

### **FVRL'S VALLUES**

1. We value development that invests in the enjoyment, lifelong learning, literacy, and the vibrant health of communities.
2. We value open access to library services and materials that remove barriers associated with education, technology, culture, economics, and physical disadvantage.
3. We value and celebrate diversity as integral to an inclusive, vibrant community.
4. We value our responsive, courteous, and friendly staff as the foundation of FVRL's service and success.

5. We seek collaboration and partnerships to maximize our potential to serve our customers and communities.
6. We value innovation as it gives us freedom to grow and take risks to find creative solutions and better serve our public in a fiscally responsible manner.

## DISCUSSION AND EXAMPLES

### FOSTERING CONNECTED COMMUNITIES

#### Inclusive Programming

##### How FVRL Supports Provincial Plan

1. FVRL Strategic Theme: Inspiration - Our staff, combined with our technologies and resources, encourage strong economic, creative and social growth in our communities, families and individuals.
2. FVRL Strategic Theme: Welcoming Place - Fraser Valley Regional Library is an essential destination connecting people living, working or studying in our communities. We provide a fun, friendly environment focused on knowledge, creativity and experiences that transform lives.
3. FVRL Strategic Theme: Know Us. Love Us - We are known and celebrated for providing a broad and dynamic range of services. Our customers appreciate the friendly and personalized Fraser Valley Regional Library experience. Those who know us, love us.
4. FVRL Value: We value open access to library services and materials that remove barriers associated with education, technology, culture, economics and physical disadvantage.
5. FVRL Value: We value and celebrate diversity as integral to an inclusive, vibrant community.

##### FVRL Program/Service

FVRL offers several programs with the aim of including, supporting and connecting teens and adults in our communities who have developmental disabilities. Two such examples are Terrific Tuesdays and Wednesday Wonders, which have been offered monthly at Terry Fox Library and City of Langley Library, respectively since 2016.

These popular programs offer teens and adults with developmental disabilities and their caregivers an opportunity to be social, play games, sing songs and work on crafts together. Library staff also regularly incorporate fun technologies from FVRL's Playground like Sphero SPRK+ robots and Makey Makey invention kits into these sessions. It is critical and meaningful that people of all abilities in our communities get a chance to join in the wonder and excitement of learning new things via the Playground.

Another example is the Next Chapter Book Club, which has been running weekly at both Ladner Pioneer Library and George Mackie Library since 2012. This book club offers an opportunity for adults with developmental disabilities to read and learn together, talk about books, make friends and have fun in a relaxed community setting. The activities at each meeting include sharing the highlights of the week, reading a poem, making predictions about the book, reading a chapter out loud, doing a related word search and then finishing off with a game. This program is all about making friends and building confidence in literacy skills. Volunteers, some of whom have disabilities themselves, help lead the program alongside library staff, so it also provides a valuable leadership opportunity.

##### Key FVRL Partnerships

Many individual teens and adults with developmental disabilities visit our libraries every day with their care workers. These care workers often participate alongside their clients in the programs we offer. Though the programs are aimed at the clients, a secondary benefit is the opportunity for these service providers to bond with their clients over shared experiences. This serves to enhance the important relationships between them.

Groups from Kinsight also often partake in the Terrific Tuesdays program as part of their activities together out in the community.

### **FVRL Outcomes**

Genuine relationships along with a sense of belonging are both part of a diverse and inclusive community. These programs succeed in their goals to make sure people with developmental disabilities in our communities feel welcome, connected and included in our libraries and programming.

An average of eight people (up to almost twenty at times) attend Terrific Tuesdays and Wednesday Wonders, and both weekly sessions of the Next Chapter Book Club draw an average of twelve attendees each. Participants and library staff involved in these ongoing programs have developed friendships based on respect, inclusion and lots of fun. For some participants, these programs represent their only formal opportunity to interact with their peers, and they are always very happy to see their friends when the next one rolls around.

Participants and their parents or care workers report that they are more comfortable coming to the library and speaking with the staff since they started attending these programs. Staff make personal connections via these programs, and they enjoy being able to greet the participants by name when they see them in the library, or even out in the community.

One caregiver thanked library staff for giving her client the opportunity to try out the Sphero SPRK+ robots. She said that adults with special needs do not usually attend adult programs at the library because they may be uncomfortable with other adults. They see Wednesday Wonders as a safe space where they are familiar with most attendees, and where they do not feel shy or scared to try out new experiences and technologies.

We recently received a touching card from one longtime group participant, which reinforced for us the positive outcomes these programs have in our communities. This young man, who is a regular library visitor in addition to program attendee, wrote the card himself. He insisted that it be forwarded to FVRL's Administrative Centre. It reads as follows: "To Fraser Valley Regional Library. Thank you for supporting public education and respecting people with limitations."

## It's a Crime Not to Read

### How FVRL Supports Provincial Plan

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2. FVRL Strategic Theme: Partnerships – Our libraries are integral to sparking the potential of individuals and their communities through meaningful connections and relationships.
3. FVRL Strategic Theme: Know us. Love us. – We are known and celebrated for providing a broad and dynamic range of services. Our customers appreciate the friendly and personalized Fraser Valley Regional Library experience. Those who know us, love us.
4. FVRL Initiative: Identify and explore non-traditional library collections and experiences.
5. FVRL Initiative: Build a strong partnership infrastructure.
6. FVRL Initiative: Support community partnerships

### FVRL Program/Service

It's a Crime Not to Read is a literacy program for grade 3 students aimed to get kids excited about reading and to enable them to form positive relationships with local police and with FVRL. The program helps support middle years learning and aims to support connections between schools and the community. While the program is intended for grade 3 students, split classes are accommodated.

Over the course of the school year RCMP and Mission library staff visit participating schools in Mission once a month to read stories, to talk about reading, and to give students a chance to ask questions about the police force. Inside the library, a crime scene is staged. During the visits, library staff also read a chapter of a fictional crime scene story to the students and a new clue is released in the library for children to come and find. The crime scene and story are also available for the public to read and participate in, to collect clues, and guess who they think committed the crime.

In May, the Library holds an End of School Year Celebration where all of the students and their families are welcome to join us for a special evening. Officers are invited and encouraged to include a special treat for students such as providing vehicle tours, bringing police dogs, or having extra officers come to celebrate and read.

### Key FVRL Partnerships

FVRL has developed a strong working relationship with local RCMP in Mission and with School District 75. Library staff act as the point of contact for the program and communicate frequently with the RCMP Youth Liaison Officer and with school principals to organize the visits. Each year we reach out to the RCMP and to schools in the district to encourage participation.

### FVRL Outcomes

The library's efforts and partnership with RCMP help increase student awareness on the importance of literacy and instill an enjoyment for reading and discussing stories. We visited 6 schools in SD75 this year with a total of 179 participants. Library staff worked closely with schools and RCMP, strengthening our relationships. Continued interest, positive feedback, and increasing demand from other Elementary schools within Mission to participate in the program highlight the positive perception of the library as a partner and a key player in the community. With around 40 people from the general public also visiting the library to engage with the crime scene, staff often have the pleasure of witnessing parents read the story to their children and walk them through collecting clues.

## BUILDING CAPACITY

### Virtual Reality Programming

#### How FVRL Supports Provincial Plan

1. FVRL Strategic Theme: Welcome Place: Fraser Valley Regional Library is an essential destination connecting people living, working or studying in our communities. We provide a fun, friendly environment focused on knowledge, creativity and experiences that transform lives.
2. FVRL Strategic Theme: Partnerships: Our libraries are integral to sparking the potential of individuals and their communities through meaningful connections and partnerships.
3. FVRL Strategic Theme: Engaging Staff: Our staff continue to grow their expertise and confidence need to meet evolving customer needs.
4. FVRL Strategic Theme: Inspiration: Our staff, combined with our technologies and resources, encourage strong economic, creative and social growth in our communities, families and individuals.
5. FVRL Initiative: Identify and explore non-traditional library collections and experiences.
6. FVRL Initiative: Build a strong partnership infrastructure.
7. FVRL Initiative: Support community partnerships.
8. FVRL Value: We value innovation as it gives us the freedom to grow, and we take risks to find creative solutions and better serve our public in a fiscally responsible manner.
9. FVRL Value: We value development that invests in the enjoyment, lifelong learning, literacy, and the vibrant health of communities.
10. FVRL Value: We value open access to library services and materials that remove barriers associated with education, technology, culture, economics and physical disadvantage.
11. FVRL Value: We value our responsive, courteous and friendly staff as the foundation of Fraser Valley Regional Library's services and success.
12. FVRL Value: We seek collaboration and partnerships to maximize our potential to serve our customers and communities.

#### FVRL Program/Service

Virtual reality (VR) is still relatively new and expensive, and therefore unavailable to many in our service area. Further, virtual reality has the potential to offer incredible inspiration – uses range from gaming, to industrial training, to storytelling, to offering travel or fantasy experiences to those with physical, fiscal or other disadvantage. Virtual reality experiences come in many formats suitable to libraries, including: simple VR demos; interactive and creative environments; stories and narratives; documentaries; puzzles, problem solving and computational thinking challenges; cooperative and competitive opportunities; and more.

By offering VR at the library, FVRL hopes to offer the VR experience to our customers who may not otherwise have access, therefore making life more affordable for these customers. Further, VR at the library enables these customers to experience, prepare for and participate in the coming digital economy through our crucial value of inspiration - VR really is out of this world!

In 2018 centralized FVRL staff trained programming staff throughout our 25 libraries in the use of HTC Vive virtual reality. We prepared four portable VR kits, including gaming equipment, gaming laptops with all experiences preloaded, and a VR Staff Handbook. Those staff in turn presented public virtual reality programming, sharing the experiences and games in our virtual reality library with hundreds of customers. Furthermore, FVRL worked with Bradfield Narrative Designs Inc to test and present the newest episode in the Inanimate Alice saga, a virtual reality experience titled Perpetual Nomads, as well as prepare a library model for offering the Inanimate Alice suite in public libraries. Lastly, our largest opportunity to share virtual reality with customers came in the form of Public Library Day at the PNE, where we set up the equipment in a booth at the fair all day long and let PNE visitors try VR for free.

### **Key FVRL Partnerships**

FVRL staff welcomed the opportunity to work with Ian Harper of Bradfield Narrative Designs of Vancouver Island and Mez Breeze of Bespoke Digital in Australia on the Inanimate Alice project. Inanimate Alice tells the story of a globe-trotting girl growing up dreaming of becoming a game designer one day – however it is told in a cross-media format, the modes growing more complex as Alice ages across the episodes. Perpetual Nomads is the first Inanimate Alice episode to be published in virtual reality, and FVRL was the first public library to present it, in partnership with the designers. FVRL staff explored ways to make the episodes available, explored library programming possibilities to present Perpetual Nomads, and prepared a library model for expanding Inanimate Alice to other public libraries throughout North America.

### **FVRL Outcomes**

FVRL staff prepared an outcomes-based program plan, including evaluation, and gathered the following observations and conclusions:

### **By the Numbers**

- 339 Customers completed our Virtual Reality Program at FVRL Customer Survey.
- 50 Customers completed our Inanimate Alice Virtual Reality Program at FVRL Customer Survey.
- 51 Staff trained to use HTC Vive virtual reality equipment to offer public VR programs.
- 21 Staff completed our Virtual Reality Training Staff Survey.
- 35+ Days of virtual reality programming in 2018.
- Est. 600-900 Customers tried VR at the library in 2018.

### **Staff Skills Training**

- Intended Outcome: Increase VR programming at FVRL: YES.
  - Within 6-12 months of receiving training, a third of trainees had participated in offering 1 VR program, another third had offered 2, and the last third had offered 3 or more public VR programs.
- Intended Outcome: Increase staff confidence using VR equipment and hosting public VR programs in our libraries: YES.
  - Within 6-12 months of receiving training, 72% of trainees said they feel somewhat or very confident in running a VR program.

- Intended Outcome: Increase our knowledge about how to further support staff to offer VR programs: YES.
  - Within 6-12 months of receiving training, 62% of trainees said they would benefit from more time for hands-on practice in their location.
- Notable staff comments: “Thank you for the training and for facilitating such a great technology!” “Great fun. Customers love it!”

### Public Virtual Reality Programs at FVRL

- Intended Outcome: Increased customer base: YES
  - 5% of VR survey respondents said they became a new library customer as a result of the VR programs at the library.
- Intended Outcome: Increased perception of FVRL as an innovative organization: YES
  - 75% of Inanimate Alice survey respondents said they discovered FVRL is doing new and interesting things.
  - 84% of Inanimate Alice survey respondents said the technology used to host the VR programs was impressive.
  - 97% of VR survey respondents said they would recommend FVRL to friends and family.
  - Notable customer comments:
    - “Thanks for offering something different and fun!”
    - “VR is very interesting and cool!”
    - “This was a really cool chance to try out new tech. Thanks”
  - Broad media and social media pickup about our library programs and Inanimate Alice partnerships: e.g. [Library brings virtual reality to life](#); [Virtual reality experience for teens and tweens at library](#); [Canada’s Fraser Valley Regional Library Announces VR Partnership for ‘Inanimate Alice’](#)
- Intended Outcome: Increased access to VR experience for our customers: YES
  - 72% of VR survey respondents said they tried VR for the first time as a result of the VR programs at the library.
- Intended Outcome: Increased access to tools for growth and learning: YES
  - 46% of VR survey respondents said they learned something new as a result of the VR programs at the library.
- Intended Outcome: Increased customers’ awareness of FVRL’s services and collections
  - 30% of VR survey respondents said they discovered something new about the library as a result of the VR programs.
- Intended Outcome: Increased customers’ opportunities for play: YES
  - 84% of VR survey respondents said they had fun at the library VR program!
- Intended Outcome: Increased knowledge about how to offer VR programming at the library: YES
  - We gathered feedback from staff receiving and hosting training as well as those hosting public library programs. We have prepared a VR Staff Handbook, a living document we continue to update to collate what we’ve learned so all our staff can benefit from the latest best practices.
- Unintended Outcomes: Engage families in VR programming: YES

- We hosted groups of 4 to experience the Inanimate Alice experience together, and were surprised to find teens and parents attending together, both bonding and having fun as a family, but also making friends with other families!
- Other notable customer comments:
  - “That was the best thing on Earth!”
  - “Really appreciate interactive experiences that FVRL has provided our family. Thank you.”
  - “I want more time!!!”
  - “This would be great for senior homes and hospitals :)”
  - “I love all the new programming and science week activities!”
  - “The ocean simulation was so much fun! Thanks for the awesome experience.”

## WORKING TOGETHER

### Telescopes at FVRL

#### How FVRL Supports Provincial Plan

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4. FVRL Strategic Theme: Engaging Staff: Our staff continue to grow their expertise and confidence need to meet evolving customer needs.
5. FVRL Initiative: Identify and explore non-traditional library collections and experiences.
6. FVRL Initiative: Build a strong partnership infrastructure.
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#### FVRL Program/Service

In 2017 the Mission Heritage Association approached FVRL with the hope of sharing their love of astronomy with the community, and an offer of donation for 7 large tripod-style telescopes. FVRL responded by making the donated tripod telescopes available for library programs throughout our 25 locations, and raised the bar by launching a complementary lending collection of 65 table-top telescopes. Each telescope kit comes with a copy of the [Pocket Guide to the Night Sky of North America](#), as well as two eyepieces (wide angle and high magnification) and a robust carrying case for nighttime adventures. The response was overwhelming: within weeks the holds list ballooned to 800, eventually topping out at over 1200. We have since begun the process of adding more telescopes to the collection.

We also engaged the Royal Astronomical Society of Canada, Vancouver Chapter, for staff training, and the Fraser Valley Astronomers Society to host public library programming. The input of these two groups contributed immensely to helping us convey the magic and wonder of astronomy to customers young and old, who may not otherwise have had the experience of using a telescope.

#### Key FVRL Partnerships in Telescopes

The education co-chairs for the Royal Astronomical Society of Canada, Robert Conrad and Andrew Krysa, hosted a few library staff for 2 4-hour sessions to share the basics of astronomy, how to use a telescopes, how to find

celestial bodies, star-hop and use a virtual planetarium software called Stellarium. In turn, these library staff hosted 3 training sessions for programming staff throughout out libraries, reaching a further 50 staff. Staff began to host telescope programs for the public in our libraries, also reaching out to the Fraser Valley Astronomers Society education coordinators to help further educate and inspire our customers. In this way our partnerships with these organizations contributed directly to the love of astronomy of both our staff and our customers, many of who may not otherwise have had the opportunity to try a telescope.

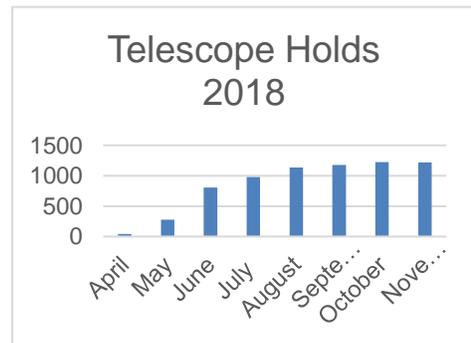
In addition to partnering with local astronomy clubs, we also partnered with UBC by inviting Christa Van Laerhoven, a UBC fellow and Jacob White, a PHD student, to present public astronomy programs at the grand launch of the telescope lending initiative, as well as during Science Literacy Week.

Lastly, we were invited by Manning Park Lodge to participate in the Dark Sky Weekend, an event also made possible by the Royal Astronomical Society of Canada, Vancouver Chapter, and heavily attended by Fraser Valley customers. FVRL staff had the opportunity to show off our new telescopes and host tables at the Cascade Lookout and Lightning Lake events.

**FVRL Outcomes**

**By the Numbers**

- Telescope hold requests grew quickly immediately upon launch of the lending collection to a high of 1223 (and remain high today) – see chart Telescope Holds 2018.
- Lending tabletop telescopes at launch: 65. Additional order under way: 35. Total will be 100.
- Public telescope programs in 2018: 17
- Customers completing telescope kit survey: 50
- Staff trained in telescope and astronomy basics: 55
- Staff completing telescope training survey: 45



**Outcomes - Customers**

- Increase customers’ access to tools for personal growth and learning: YES
  - 66% of kit survey respondents said they learned something new because of the kits.
  - 54% of kit survey respondents said they became more interested in astronomy because of the kits.
  - 48% of kit survey respondents said they tried a telescope for the first time because of the kits.
  - 30% of kit survey respondents said they borrowed or will borrow more books or DVDs on astronomy topics as a result of the telescope kits.
  - Notable customer comments:
    - “Jan 20, 2019 saw the lunar eclipse! Excellent with telescope.”
    - “I’m so happy to get to try a telescope”
    - “Fun and educational experience!”
- Increase customers’ sense of social connection and/or decrease customers’ social isolation: YES
  - 66% of kit survey respondents said they spent time with family or friends because of the kits.
  - 8% of kit survey respondents said they made a new friend because of the kits.
- Increase customers’ awareness of FVRL collections and/or services: YES
  - 46% of kit survey respondents said they learned something new about their library because of the kits.

- Increase collection circulation: YES
  - 46% of kit survey respondents said they borrowed or will borrow more materials from FVRL as a result of the telescope kits.
  - 30% of kit survey respondents said they borrowed or will borrow more books or DVDs on astronomy topics as a result of the telescope kits.
- Increase customer base: YES, a little
  - 2% of kit survey respondents said they became a new library member because of the telescope kits.
- Increased popular awareness of FVRL as an innovative organization: YES
  - 46% of kit survey respondents said they discovered FVRL is doing new and interesting things as a result of the telescope kits.
  - FVRL published two videos about the project, both receiving massive exposure on social media and YouTube: [Wonders of the Night Sky](#) (4000+ views), [Stars Aligned](#).
  - Notable customer comments:
    - “I feel very lucky to have libraries like this. Thank you so much!!!”
    - “Keep bringing in new items to experiment! <3 the Ukes, Spheros, & Telescopes”
- Increase customer opportunities for play: YES
  - 82% of kit survey respondents said they had fun with the kit.
  - Telescope giveaway contest received 7031 entries, the highest for all our 2018 contests.

### Outcomes - Customers

- Increased FVRL staff interest in astronomy: YES
  - Average staff rating before: 3.6/5
  - Average staff rating after: 3.8/5
- Increased FVRL staff knowledge about astronomy: YES
  - Average staff rating before: 1.9/5
  - Average staff rating after: 2.9/5
- Increased FVRL staff confidence assembling and using a telescope: YES
  - Average staff rating before: 2.4/5
  - Average staff rating after: 3.9/5
- Increased FVRL staff confidence conducting astronomy programming at the library: YES
  - Average staff rating before: 2.2/5
  - Average staff rating after: 3.4/5
- Increased FVRL knowledge about the lending of telescopes: YES
  - Programming and frontline lending staff are sharing feedback and stories as they arise, and our support services staff are sharing feedback about any corrections we need to make with the kits. We have a living Telescope Staff Handbook and a Telescope FAQ document to guide staff and are updating it as we learn, so all staff can benefit from current best practices.

### Outcomes - Partners

- Strengthened community partnerships: YES
  - We have learned the astronomy community is knowledgeable and passionate, and more than willing to share their time and resources for the benefit of astronomy.
  - Astronomy club members report enjoying their time and being thankful to the library for supporting this incredible project.

## SUSTAINING OUR SUCCESS

### FVRL Playground at UBCM

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5. FVRL Initiative: Identify and explore non-traditional library collections and experiences.
6. FVRL Initiative: Feasibility study for a mobile makerspace/creativity lab
7. FVRL Initiative: Build a strong partnership infrastructure.
8. FVRL Initiative: Support community partnerships.
9. FVRL Initiative: Promote an environment that supports staff in doing their best work.
10. FVRL Initiative: Increase public awareness and delight with our services.
11. FVRL Initiative: Enhance the reputation of the Fraser Valley Regional Library and the value of libraries.
12. FVRL Value: We value innovation as it gives us the freedom to grow, and we take risks to find creative solutions and better serve our public in a fiscally responsible manner.
13. FVRL Value: We value development that invests in the enjoyment, lifelong learning, literacy, and the vibrant health of communities.
14. FVRL Value: We value open access to library services and materials that remove barriers associated with education, technology, culture, economics and physical disadvantage.
15. FVRL Value: We value our responsive, courteous and friendly staff as the foundation of Fraser Valley Regional Library's services and success.
16. FVRL Value: We seek collaboration and partnerships to maximize our potential to serve our customers and communities.

#### FVRL Program/Service

In September 2018 FVRL staff had the privilege of presenting our FVRL Playground to delegates attending the Union of British Columbia Municipalities (UBCM) conference held in Whistler BC. This event was hosted in cooperation with the BC Libraries Cooperative (BCLC), the BC Libraries Association (BCLA), the Association of BC Public Library Directors (ABCPLD), and the Whistler Public Library. The theme of our 3-hour event was *Future Focused*, and was an opportunity to showcase what libraries are offering customers in the areas of STEAM and other future-oriented services and programming.

To present the FVRL Playground at UBCM, FVRL staff transported the following equipment to the Whistler Public Library:

- Green Screen: Green screen cloth, tripods, lights and tablet
- Keva Planks: Maple building blocks for engineering/construction learning, light balls for contraption testing
- Library Live and On Tour: Surprising little vehicle with very 'un-library'-like enhancements

- Makey Makey: Circuit board invention kits, laptops, bananas and other accessories
- Podcasting: Sound booths, microphones, laptops
- Spheros: App-enabled robotic balls, ramps, chariots, tablets
- Telescopes: Tabletop telescopes, wide-angle and high magnification lenses, handbooks
- Ukuleles: Soprano-size ukuleles in fun colours, music stands
- Virtual Reality (VR): HTC Vive Virtual Reality gaming sets, high-powered gaming laptops, projectors
- Banners and posters announcing the Future Focused theme

Accompanying this equipment were 25 FVRL library staff, knowledgeable and skilled in hosting library programs with each item. FVRL staff helped Whistler Library staff clear a large space in the library, and set up the equipment in a sophisticated environment of black tablecloths and prominent signage. We were delighted to offer a private slideshow and presentation to Rob Fleming, the Minister of Education and Scott MacDonald, the Deputy Minister of Education, highlighting the experiences public libraries are offering our customers, to help prepare our citizens to succeed in economy of the future. Soon the UBCM delegates arrived, and we had a chance to demonstrate our FVRL Playground equipment, and highlight our work using the STEAM (Science, Technology, Engineering, Arts and Mathematics) framework for digital and multiple literacies. We further demonstrated our expertise in the areas of child development and the Early Learning Framework. Since the library was open at them time, we were lucky to have a few young customers also demonstrate the equipment, such as the Spheros and Green Screen! UBCM delegates had a chance to try VR, and the Minister of Education even recorded a short podcast!

### **Key FVRL Partnerships in our FVRL Playground Presentation at UBCM**

FVRL enjoyed working with a number of organizations to present this UBCM event. We hosted in cooperation with the BC Libraries Cooperative (BCLC), the BC Libraries Association (BCLA), the Association of BC Public Library Directors (ABCPLD), and the Whistler Public Library. Whistler Public Library contributed the space in which we presented the FVRL Playground and were gracious hosts throughout.

### **FVRL Outcomes for our UBCM Presentation**

- Intended Outcome: Increase UBCM delegate awareness of future-focused public library programs and services: YES
  - Over 100 UBCM delegates attended our Future Focused event and tried the FVRL Playground equipment.
  - Janeen Parent, hosting the Library Live and On Tour vehicle on the library plaza outside, asked delegates leaving the event what they enjoyed. Notable comments include:
    - About the Spheros: “Cute robots.” [Big smile]”
    - About the Makey Makey: a man instantly said, “That piano thing... with the bananas ... it was very cool.”
    - About the VR: “Becoming a Jedi in the Virtual Reality!” [He practiced his stance and took a couple of swings. Very jovial.]
  - Social media postings further spread awareness of the event. E.g.:



Minister Rob Fleming trying the Makey Makey at #UBCM2018 @WhistlerPL @BCLibrariesCoop @BCLTA



3:46 PM - 12 Sep 2018 from Whistler, British Columbia



Minister @Rob\_Fleming recorded a #ReadRadio podcast. Stay tuned to hear the podcast in the very near future! #UBCM2018 @WhistlerPL @BCLTA @BCLibrariesCoop #UBCMFVRLEvent18 #futurefocused



Jane Thornthwaite @jthornthwaite · 12 Sep 2018  
Virtual reality, technology and the sharing economy is today's Libraries  
#UBCMFVRLEvent18 #UBCM2018 #FutureFocused



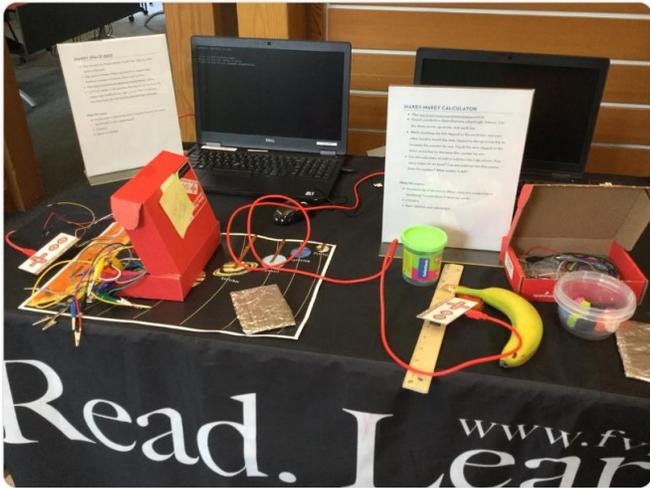
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 **BCLibrariesCoop** @BCLibrariesCoop · 12 Sep 2018

BC public libraries are future focused! BC Public Library Partner orgs @BCLTA @BCLibrariesCoop ABCPLD @bclaconnect and our hosts @ReadLearnPlay @WhistlerPL are excited to show the possibilities for digital literacy programs in our communities #UBCM2018

 **FVRL** @ReadLearnPlay · 12 Sep 2018

Makey Makey station is close to being setup and we are looking forward to #UBCM2018 @WhistlerPL #UBCMFVRLEvent18



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**lewis v** @lewdawg74 · 12 Sep 2018

#UBCM2018 #ubcmfvrlEvent18 ready for some playtime!



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 **FVRL** @ReadLearnPlay

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Staff setting up for #UBCM2018 at @WhistlerPL 😊 #UBCMFVRLEvent18



1:43 PM - 12 Sep 2018 from Whistler, British Columbia

4 Likes    

- Intended Outcome: Increase strength of partnerships with other BC library associations: YES
  - Participating association representatives reported a positive experience.
  - Participating association representatives reported a desire to continue to find ways to work together.
  - Social media posts demonstrate enthusiasm for the partnership and the event. E.g.:
  
- Unintended Outcome: Increase public library customer awareness of future-focused public library programs and services: YES
  - A number of public library customers spoke with our Library Live and On Tour coordinator, Janeen Parent. Notable conversations:
    - Member of the public entering to use the library. She was curious as to what was happening. Conversation about public libraries and how vibrant they are.
    - Adult family of 3 from Nebraska and Portland! Visiting Whistler for the Day, and chatted about Vancouver, Portland, Texas, and Nebraska. The father was also very impressed with the amount of recycling in the library and throughout Vancouver.

## SUMMARY

Fraser Valley Regional Library has continued its efforts to support our communities with strong leadership, transformative programming, and innovative services and collections. We focus on both traditional and new literacies that are key to knowledge creation and creativity as our communities increasingly engage with the new economy. Partnerships are a key foundation to supporting successful initiatives, and we continue to be heavily engaged with all levels of government, community organizations and our municipalities.

2018 marked the first year of our new strategic plan for 2018-2023. Science, Technology, Engineering, Arts and Math (STEAM) are the focus of The Playground, our platform for new services and collections. Notable additions to our STEAM initiatives included telescope lending and virtual reality programming. Programs and collections such as these represent a constant challenge to traditional library operations, requiring continuous infrastructure and process evolution, but offer amazing opportunities for our communities.

Underlying all our efforts is a continued emphasis on improved impact measurement, effective governance and increased business efficiency. All of these were built into FVRL's strategic plan, itself an example of our commitment to stronger governance and better management practice. Funding for libraries and other public services remains at a premium, and is expected to remain so through the duration of FVRL's next strategic plan. To provide the services that our communities need, FVRL will continue to work closely with local and provincial government to ensure that we successfully meet the challenges ahead.