PUBLIC LIBRARY INTERLINK
PROVINCIAL LIBRARY GRANTS REPORT 2018

INTRODUCTION

Public Library InterLINK (InterLINK) was established April 1st, 1994, growing from the foundations of the Greater Vancouver Library Federation, which operated from 1975-1994. InterLINK is a successful federation of eighteen public libraries, operating in accordance with the Library Act of British Columbia and governed by a Board of Directors. InterLINK’s member libraries include those in Metro Vancouver, in the Fraser Valley, along Highway 99 north to Lillooet and on the Sunshine Coast. InterLINK’s service area is home to approximately two-thirds of the population of BC.

INTERLINK STRATEGIC PLAN

2018 was year three of InterLINK’s 2016-2019 Strategic Plan. InterLINK's Strategic Plan is supported by annual operations plans that are approved by the Board.

A major undertaking during this strategic planning cycle was a review of InterLINK governance structure and documentation. This led to the development of a Board Governance Manual and in 2018 the 18 member libraries and the Minister of Education approved the revised InterLINK Agreement.

MISSION AND VALUES

InterLINK’s Vision: Vibrant communities supported by strong public libraries

InterLINK’s Mission: Supporting public libraries through resource sharing and collaborative programs

InterLINK’s Values:

• **Collaboration** – We believe that working together increases the reach and effectiveness of libraries.
• **Equality** – We believe that member libraries have equal voice in the decision making process at the InterLINK table.
• **Innovation** – We encourage creativity, experimentation and the generation of new ideas.
• **Stewardship** – We manage our resources in a manner that brings maximum benefit to member libraries.
• **Accountability** – We are open, transparent and committed to demonstrating our impact to members and funders.

STRATEGIC PLAN 2016-2019

InterLINK Strategic Directions:

Strategic Direction #1 - Enhancing Patron Experience

Objective: Improved resource sharing among member libraries
Actions:

- Work with member libraries to implement recommendations arising from the Interlibrary Loan (ILL) survey.
- Work with Libraries Branch and Outlook Online (OLOL) Administration Centre to transition ILL hosting

Report on 2018 Action Items

Supporting improved resource sharing among member libraries and across the province is an ongoing goal of Public Library InterLINK. 2018 marked the fourth year of InterLINK's commitment to supporting Canadian hosting of the SHARE-it resource sharing software.

InterLINK's focus in 2018 was supporting the transition of the Canadian hosting from commercial servers to Simon Fraser University's new state-of-the-art cloud server facility.

InterLINK supported the ongoing work to implement system enhancements. As of December 31, 16 member libraries had implemented patron-initiated ILL; all 16 in compliance with privacy legislation, and live shelf check had been implemented by 11 member libraries.

In November 2018, InterLINK hosted a meeting of member library ILL staff. The goal of the meeting was to discuss how system enhancements had impacted service delivery, to hear directly from OLOL Admin Staff regarding plans for further system development, and to provide an opportunity for staff to share best practices regarding the system.

Outcomes:

- Interlibrary loan service to patrons will be timelier.
- ILL staff in all libraries will realize efficiencies in workflows.
- Service is in compliance with privacy legislation, potential for NCIP.
- InterLINK's investment in ILL infrastructure will provide benefit to libraries across the province in both the public and post-secondary library sectors.
- Interlibrary loan staff report greater awareness of benefits of the system after meeting with Admin staff and staff from other member libraries.

Key Partnerships:

InterLINK continues to work closely with member libraries, the Libraries Branch, the BC Electronic Library Network (OLOL Administration Centre), the BC Libraries Cooperative and the post-secondary library sector to improve resource sharing and work towards seamless service.

Strategic Direction #2 - Building Member Library Capacity

Public Library InterLINK continues to provide programs and services to member libraries that showcase the value of the Federation. In addition, InterLINK's commitment to the development of skills and knowledge at all levels remains in alignment with the commitment of the Libraries Branch in these vital areas.

Objective: Member library staff receives training appropriate to contribute to their library’s success

2018 Action Items:

- Develop Board and member library staff development strategy.
• Schedule coaching workshops for member libraries in Spring 2018 and if demand exists, Fall 2018.
• Offer additional staff development opportunities as per staff development survey results.
• Identify Board development opportunities and offer a Board development session.
• Facilitate LLEAD II monthly sessions

Supporting member library staff development remains an ongoing strategic direction for Public Library InterLINK. Since 2013 the InterLINK Board has earmarked funding federation-wide staff development on subjects deemed a priority to member libraries. In setting the Federation's 2018 budget, the Board increased available funding for member library staff development by maintaining the $40,000 in funding that had previously supported delivery of Project LLEAD (funds for the 2017-2018 LLEAD cohort were earmarked in the 2017 budget) and directing that funding to support other federation-wide staff and board development opportunities.

Report on Action Items

Board and Member Library Staff Development

Program: Board Development

Late in 2017, the InterLINK Board instituted its first evaluation process. This process included a self-evaluation survey tool as well as a board skills inventory matrix. The results of the 2017 evaluation were presented to the Board in November 2017. The skills inventory process identified two areas that the Board regarded as potential subjects for development sessions: financial acumen and children’s services. In response, a session on children's services and InterLINK's Youth Services Committee activities was presented at the May Board meeting and a session on finances was presented at the November Board meeting.

Outcomes:

• Board members have a greater awareness of their role regarding financial oversight of the Federation.
• Board members have a greater understanding of current development regarding how libraries are serving children and teens.
• Board members have a greater understanding of the role that InterLINK's Youth Services Committee plays in supporting collaborative services and programs for all member libraries.

Program: Coaching for Library Managers

Libraries are challenged to deliver high-level service in an always changing, increasingly complex environment. This challenge extends to staff. Library staff are asked to continuously adapt to the changing demands of their jobs. Coaching is an important tool for library managers who are tasked with leading the organization in this environment. In 2016, InterLINK began working with facilitators Alison van Buuren and Simon Goland to offer two-day Coaching for Library Managers sessions for library staff. Two sessions were offered in both 2016 and 2017. One two-day session was offered in 2018. Registration for the coaching is limited to 18, as the session is developed for intensive, small group interaction. Pre-work is assigned to registrants and sessions are scheduled one month apart with practice, led by the facilitators, required between the two sessions. Feedback continues to be extremely positive.
Outcomes:
2018 Coaching for Library Managers participants were surveyed to obtain feedback on the impact the session had on their practice and the workplace. Results from the survey indicate that:

- On a scale from 1-5, 94% of respondents rate their ability to coach as 3 or higher and 75% noted that had changed after attending the session.
- 82% of respondents noted that they used the skills learned in the session "sometimes", "often" or "everyday".
- 82% stated that they had adjusted their management style to incorporate coaching between a score of 3 and a score of 5.

Comments to the open-ended question regarding the session's impact on the attendee included:

- Has given me a broader range of skills for working with staff which helps my effectiveness as a manager.
- Made me more aware, definitely want to use the techniques with other supervisors who can then use it with their staff.
- The techniques have given me options to approach certain workplace situations and directions.
- Significant, with demonstrable positive effects on my ability to direct, support, and mentor my staff.
- It has given me a practical tool to help focus staff on objectives and to help them to steer themselves toward achievable goals related to them.
- Allowed more breathing room when staff come to me with crises. Made interactions with staff less stressful.
- Made me more thoughtful, deliberate, and purposeful in conversations with staff.
- I am more thoughtful about my language when speaking with colleagues and the public.
- It has been tremendously helpful and my direct reports have now been trained to use it as well so we are speaking the same language. Also, I recognize when my supervisor and peers are coaching me.

Comments to the open-ended question regarding the session's impact on the library included:

- Gives staff more independence and confidence to pursue goals (organizational or personal).
- It's a start, for sure. Not much of it, in my opinion, existed before so at least this has helped to make a change in my own department and how I handle situations with those I supervise.
- Better communication.
- The biggest impact has been on two staff members who have become aligned with our culture and are making a stronger overall contribution to the Library. Also, we have many new supervisors who are establishing their style and practice and have benefited greatly from the techniques.
- Hard to say, but as several of my colleagues have taken the training, even the little applied from one manager can be multiplied by the others and the impact I am sure is greater.
- Hopefully, some impact on the direct reports - but hard to ascertain at this point.
Program: Customer Service Training

For some time InterLINK has been investigating how best to support customer service training for member libraries. In 2017, Elizabeth Tracy, Chief Librarian at Whistler Public Library, provided library directors with information on the Whistler Chamber of Commerce's award winning customer service training program The Whistler Experience. Subsequently a group of staff from a number of member libraries were invited to attend a session entitled 3Rs of Service Excellence: Be Reliable, Be Responsive and Build Relationships, presented by Dr. Mark Colgate from the University of Victoria's Gustavson School of Business and to make recommendations as to whether the session was a suitable staff development opportunity for InterLINK.

There was broad support for InterLINK working with Dr. Colgate to offer a session based on his 3Rs research to member libraries. Three “Introduction to Customer Service Excellence” sessions were scheduled to be held in October and November. Separate sessions were held for specific audiences: Senior Management, Supervisors and Frontline Staff.

Feedback for the sessions was very positive. On a 1-5 scale, the sessions averaged a 4.6 in terms of value.

Comments included:

• Good pace. Energetic great humour. Material was excellent and well delivered. Relevant to our field.
• Good tools to take away and facilitate.
• Enthusiastic and interesting presenter. Very practical video and examples. Good book recommendations
• Very relatable and colloquial. There were great nuggets of info easy to remember and to decide how to implement.
• Interactive. Chance to reflect on experience/ opportunities. Engaging with humour/ visuals/ well paced.
• Trainer engaging. Nice to look at the psychology of customer service. Not having to do role playing.
• Much different than other customer service classes have taken before.
• Evidence based, can be applied regardless of position in library. Recognizes human behaviour.

Outcomes:

Even though these sessions were a pilot delivered to member libraries in order to determine the suitability for a longer-term contract with Dr. Colgate, some outcomes are already evident:

• Member libraries have a "shared" language regarding customer service that makes measurement and reporting more straightforward and increases ability to share information and compare.
• Staff who attend report that concepts used in training (3Rs, Moments of Power) have positively impacted their customer service delivery.

Program: Autism Awareness Training

In 2018, InterLINK partnered with the Pacific Autism Family Network (PAFN) to present an autism awareness "train-the-trainer" session for member libraries. The session was modeled on the training that the PAFN has provided to first responders (police, fire, ambulance, etc.) across BC. By the end of 2018, 10 of the 18 member libraries had received autism awareness training based on the PAFN training. InterLINK is working with the PAFN to make the training available to all libraries via webinar.
Comments regarding the training included:

- The videos were especially helpful as were the scenarios where staff had the opportunity to discuss experiences from our patrons. We received positive feedback from staff following the session.
- We have been focusing on how we can serve all of our patrons and be inclusive and this was a great addition to our training.
- We have an autistic page on staff and with the help of his worker, and the information from the workshop, we all have a firm understanding of how to deal with individuals with disabilities.

Outcomes:

- Patrons on the autism spectrum (and their families) have more positive experiences when visiting their public library.
- Libraries are more inclusive.
- Library staff report increased understanding of positive ways to interact with patrons on the autism spectrum.
- Skills learned in the autism awareness session are transferable to situations with other groups (patrons with mental health challenges, for example).

Program: Mental Wellness Working Group

Mental health is an issue that impacts every workplace in Canada. The workplace can contribute positively or negatively to a person’s mental health. Libraries are no different than other workplaces in this regard. As the nature of library work adapts to changing service demands, staff are challenged to adjust to meet those demands. That can result in a number of "stressors" that affect an employee's mental well being. Additional stress can also come from dealing with patrons with their own mental health or addiction challenges.

Employers and employees both benefit from a psychologically healthy workplace. In this workplace, there is improved employee engagement, morale, job satisfaction and productivity. Benefits for the library include reduced absenteeism, medical leaves, and health costs and overall better service to the community.

In 2018, InterLINK struck a Mental Wellness Working Group to investigate the potential for an InterLINK-wide approach to providing support for member library staff through the provision of mental health programs.

The Working Group was tasked with:

- Development of Terms of Reference for the Working Group
- Determine outcomes for the project
- Research the possibilities that exist regarding mental health training
- Development of an outline for an InterLINK mental wellness staff program
- Other deliverables as determined by the working group
- Recommendations for the AAG

Deliverables in this area will be reported on in 2019.
Program: Project LLEAD

InterLINK began offering the LLEAD (Library Leadership Excellence and Development) program in 2016.

The intent of the LLEAD program is to identify, develop and encourage staff from member libraries that are seen to have potential to become leaders within their organizations. Nominations from across the province and from outside the public library sector are encouraged.

Background:

LLEAD participants are expected to practice and improve skills that are directly transferable to the library environment in organizational leadership, teamwork, finance, human resources management, and advocacy. At the end of the yearlong program, successful LLEAD participants will demonstrate the resilience, self-awareness and abilities to influence strategic outcomes at the organizational and community level.

Program Components

- Leadership Development Institute - a five-day institute based on current research and focused on transformational leadership with emphasis on organizational, strategic and personal leadership.
- Leadership Council – Facilitated discussions of unique issues with presentations on management and leadership best practices by local leaders. Discussions are scheduled monthly for the program’s duration.
- Mentorship – participants would be “assigned” a mentor from outside their organization. Mentors would be at the Director or Deputy Director level and could be from outside the Federation.
- Coaching – coaches would be participants' supervisors or another appropriate person from within the participant’s organization.
- Organizational Projects – a major project approved by the sponsoring library is presented and adjudicated. These projects may be of an extended nature that would continue past the duration of the program.

The second LLEAD cohort was comprised of 14 professional librarians. Eleven were from InterLINK member libraries and three were from academic libraries in the Metro Vancouver region. The Leadership Development Institute was held in November 2017 and monthly meetings took place in 2018.

Outcomes:

- Libraries have access to a program that encourages senior staff to aspire to leadership roles within the library.
- LLEAD members gain greater knowledge for and appreciation of the skills required to serve in a senior leadership role and can apply that knowledge in their organization, or in subsequent leadership positions.
- Libraries have access to a cohort of suitable applicants for senior management positions, reducing the need for expensive searches when positions become available.
- Of the 30 members of the first two LLEAD cohorts, 15 have moved into positions of greater responsibility.
**Program: Youth Services Committee Workshops**

InterLINK's Youth Services Committee (YSC) has existed since the Federation was established and is an excellent example of how sharing information regarding best practices and programs leads to ongoing collaboration. As detailed in the YSC's terms of reference, the Committee is responsible for facilitating federation-wide sharing of program ideas, author visits, and children and teen services resources. The YSC also organizes staff development opportunities that focus on children’s and teen services.

In November the YSC organized a "Working Respectfully with Indigenous Knowledge and Perspectives" workshop. This experiential workshop focused on building knowledge and understanding of how to work respectfully and fully with Indigenous knowledge and perspectives, and increased awareness of how Indigenous world views are now reflected in the BC Redesigned Curriculum. There was also discussion of new resources and their implications for collection development and library programming.

In addition, the YSC organized a workshop in December called "Thrive" which focused on positive youth development, mindfulness and resilience for teens.

The YSC committee also collaborated on an "All Aboard For Kindergarten" brochure.

**Outcomes:**

- Youth services staff develop skills that increase their effectiveness.
- Youth services staff engage in the reconciliation process.
- Member libraries have access to resources created by the YSC.

**Objective: Realize cost efficiencies through consortial purchasing programs**

**2018 Action Items:**

- Manage 2018 patron card order...expand to interested libraries outside of InterLINK.
- Manage 2018 world language project.
- Investigate additional methods for collaborative world language collection development.
- Manage centrally located collection of restricted audiobooks for member library outreach departments.
- Manage provision of physical copies of National Network for Equitable Library Service (NNELS) titles for all BC libraries.

**Program: Consortial Purchasing of Patron Library Cards**

In 2018, eight InterLINK member libraries participated in the consortial purchase of patron cards, organized by the InterLINK office. In addition, libraries across BC were invited to participate. Invermere Public Library and Kitimat Public Library took advantage of the opportunity. InterLINK again worked with Canadian supplier Dynamic Imaging on this consortial project. 72,000 standard cards were ordered at a cost of 15.65 cents per card. In addition, 31,000 key fob cards were ordered at a cost of 28.90 cents per card.

By collaborating on this purchase, all participating libraries realized savings in the cost of cards over ordering on their own. Dynamic Imaging has a pricing agreement for one-off orders that any BC library can access at any time (as opposed to joining InterLINK's once per year order).
Smaller libraries on the other hand realized savings that are much larger as a percentage of what they would pay ordering on their own. If the Invermere and Kitimat libraries had ordered their 1,000 fob cards independently, the price would have been 55 cents per card. By joining the consortial order, they saved nearly 72%. If West Vancouver had ordered fob cards on their own, they would have paid 41.5 cents per card. By participating in the consortial order, they saved 30%.

In addition, the cost savings noted are on the product alone and do not reflect the staff savings realized by participating libraries by having InterLINK coordinate the purchase.

**Outcomes:**

- Participating libraries realize cost savings by purchasing cards on a consortial basis.
- Participating libraries were able to repurpose resources for other priorities.
- Smaller InterLINK libraries are able to benefit from participating in programs that provide economies of scale.

**Program: World Languages Collection Development**

In 2018, InterLINK continued to facilitate and manage a consortial purchase of selected shelf-ready world language materials for participating libraries.

InterLINK contracted with Multilingual Books and Videos for the 2018 World Languages project.

Five InterLINK libraries participated, providing an overall budget of $44,400 for the 2018 program.

In total, approximately 1400 items in ten languages were added to the world languages collections in the participating libraries.

While participating libraries realize savings on cataloguing and processing of world language materials, the most important aspect of the program is that it allows libraries without the capacity to process materials in languages other than English the ability to have world language material collections fully accessible in their catalogues. These libraries also realize savings on staff time by having InterLINK coordinate the purchase.

**Outcomes:**

- Participating libraries realize cost savings by purchasing materials (including cataloguing and processing) on a consortial basis.
- Participating libraries were able to respond to community needs regarding world language collections in a more timely fashion.
- Participating libraries were able to repurpose resources for other priorities.

**Program: Audiobooks**

The consortial purchase of audiobooks for use by member libraries as restricted collections (outreach departments) is one of InterLINK's longest standing consortial programs. In 2018, 890 titles were purchased, adding 2,052 (1952 Mp3 – 100 digital) copies to the collections of member libraries.

In addition, InterLINK continues to support the NNELS service. InterLINK and NNELS have collaborated on the conversion of titles from InterLINK's audiobook collection (in cassette format) to Mp3 for inclusion in the NNELS catalogue. To date, 114 titles have been converted. InterLINK also has taken on the role of creating "hard copies" (on CD) of NNELS titles for
libraries across BC whose clients request them. In 2018, 162 CDs were created and shipped to requesting libraries.

In 2018, Interlink took on responsibility for brokering Interlibrary loans from the audiobook and the Children's Print-Braille collection for non-federation libraries.

As of December 31, 2018 the audiobook collections held 12,508 titles (27,357 volumes) and nearly 1500 patrons were registered for the service. Circulation for 2018 was 41,682.

Outcomes:

• Participating libraries realize cost savings by purchasing materials (including cataloguing and processing) on a consortial basis. Participating libraries were able to repurpose resources for other priorities.
• NNELS collection was strengthened by the conversion of InterLINK owned materials (primarily BC subjects and Canadiana).
• Libraries are able to provide clients with hard copies of NNELS titles.

Objective: Enhanced library capacity achieved through collaborative programs and the sharing of best practices and expertise

Actions:

• Manage year two of 2017-2020 NewToBC program
• Plan Development session for AAG meeting
• Work with Pacific National Exhibition to present "Library Day at the Fair at PNE" in August 2018

Report on Action Items

Program: NewToBC

NewToBC works with partner libraries to support the settlement and integration of newcomer immigrants as well as to facilitate the forging of mutually beneficial relationships between public libraries and other settlement and integration service provider organizations.

2018 was the second year of the current new three-year contribution agreement (2017-2020) with Immigration, Refugees and Citizenship Canada (IRCC).

Key aspects of the NewToBC program in 2018:

NewToBC Website & Social Media Presence

Launched in July 2013, the website (www.newtobc.ca) serves as both a tool for library staff, staff at settlement and integration service provider organizations and a key information source for newcomers as they work to integrate into their new communities. As part of InterLINK’s contribution agreement with IRCC, NewToBC sets targets for the number of views of the website. Since the website’s launch, those targets have been exceeded. Total page views since the website’s launch are 385,000, with 85,514 visits occurring in 2018. NewToBC’s social media presence also continues to grow, with 17,385 Facebook "likes" (more than any public library in BC) and 1,630 Twitter followers.

Library Champions Project

The Library Champions Project recruits, trains, equips, and supports newcomer Library Champions who are then deployed into their communities to share information about public
libraries and to spread awareness about settlement services with other newcomers. Since its launch, approximately 1,300 Library Champions have received training (175 in 2018). In turn, those Champions have contacted approximately 75,000 newcomers to introduce library services. Finally, over 5,000 organizations have been contacted by Library Champions.

Comments from past Library Champions illustrate the impact of the program:

- I am commencing my MA in Counseling Psychology and I am really excited to move forward in that direction. I think the training received with the Library Champions program really re-instated my belief that this is the right decision for me.
- I gained a lot from Library Champion Project. It's meaningful and instructive program. It opens a door for us to reach to the communities and integrate into society. Although this term project is going to end, I will continue to share that information to my friends and neighbours.
- Besides learning about library, I got connected with so many people. LCP is such a clever idea, because library is the first place where people go. But they don’t know about programs that can help them. By sharing, you improve yourself, you become stronger and more able. This was a very good opportunity.
- When I came to Canada, after a while I became really depressed. Was not sure that I can talk with others and was hesitating to do it. Now, I am convinced I can do it. Being a library champion built my confidence. Off now to volunteering at another place in the community. I can do it.

Outcomes:

- Newcomers’ settlement and integration into their communities is facilitated.
- Newcomers have better access to information about settlement services and library services.
- Library staff has increased understanding of the multicultural aspects of their communities.
- Outreach beyond individual newcomer groups takes place.
- Library staff has an increased understanding of the needs of newcomers.
- Library staff has an increased capacity to provide appropriate information, referrals and outreach to newcomers in the library.
- Knowledge transfer, sharing of best practices and relationship building occurs between library staff and settlement agencies.
- Library staff and settlement agencies have an increased understanding of each other’s areas of expertise and how they can mutually meet the needs of newcomers.

Key Partnerships:

InterLINK’s key partners in NewToBC are member libraries and Immigration, Refugees and Citizenship Canada. NewToBC libraries continue to develop new relationships and build on existing relationships between libraries and immigrant service organizations in their communities. These organizations include, but are not restricted to, Immigrant Services Society of BC, MOSAIC, S.U.C.C.E.S.S., Neighbourhood Houses, public schools and post-secondary institutions.
**Program: Administrators Advisory Group Development**

In addition to its vital advisory role, a key function of the AAG is the information exchange that occurs between directors. Directors are able to bring any topic to the table and seek advice from their peers. Directors also see this meeting time as an opportunity to hold skills development sessions of interest. Discussions on appropriate topics and best timing resulted in a session being offered in March 2018, with regular development opportunities to follow.

**Outcomes:**

- Knowledge transfer, sharing of best practices and relationship building occurs among library directors.
- Library directors are able to focus on skills development opportunities that they have identified.
- Directors are better equipped to lead their libraries.

**Program: Library Day at the Fair at PNE**

2018 marked the second year that InterLINK partnered with the Pacific National Exhibition to present *Library Day at the Fair at PNE*, a showcase for public libraries to share some of the amazing programs and services they offer. Library Day is held the first Wednesday of the Fair. Fair attendees could take advantage of a $5 entrance fee if they showed their library card. The Vancouver Canucks, Raise a Reader and Tim Hortons were designated sponsors of Library Day. Members of the Canucks (past and present) did storytimes. Member library staff were on site from 11:00 am until 9:00 pm. Libraries collaborated on a large activity zone with literacy games, pop up storytimes, maker activities and other activities. The day was publicized by the PNE and participating libraries.

*Library Day at the Fair at PNE* will continue in 2019.

Statistics provided by the PNE indicated:

- Total number of Library Card redemptions was 4974
- Total attendance for that day was 35,103
- Library Card members represented 14% of total gate attendance that day.
- Total number of "walk-bys": 22,784 guests
- Average time in that area on Library Day was 11.4 minutes

Statistics for activities:

- Makey Makey and Spheros: 200
- Chicken Toss: 85
- Craft Table: 120
- Telescopes/Ukuleles/Virtual Reality: 300
- Book Chariot: 460
- Green Screen: 60
- Book Bike: 100
- Plinko: 700
- Outreach/Wheel Spin: 420

**Outcomes:**

- Development of a new partnership to promote literacy (Tim Hortons).
• Members of the public (who may not all be library users) get exposure to the types of activities that are available at public libraries.
• Libraries connected to a major provincial summer event with close to one million attendees.

Program: Youth Services Committee

Youth services staff from member libraries sit on the Youth Services Committee. This program organizes staff development opportunities for youth services staff from member libraries, collaborates on programs that provide benefit to all participating libraries and hosts federation-wide author readings. The committee meets four times annually to share best practices and programming ideas.

Outcomes:
• Youth services staff from InterLINK member libraries have the opportunity to learn from each other and improve programming in their library.
• Cooperating on author readings and collaborative programs allows member libraries to stretch budgets in these areas and participate in programming that might not otherwise be available.

Program: Audiobooks

In addition to its consortial purchasing aspects, the audiobook program is an excellent example of collaboration across the Federation. A committee comprised of outreach staff from member libraries and the InterLINK Program Coordinator is responsible for collection development. InterLINK provides all processing of the materials and website enhancement for the program.

Outcomes:
• Outreach patrons have a much broader selection of materials to choose from.
• Member libraries save money on the consortial purchase of materials.
• Libraries across BC have access to hard copies of NNELS titles when required.

Program: Books for Babies

The North East Library Federation organizes this annual program. Board books, CDs and a carrying bag are part of a consortial purchase for libraries that offer a Books for Babies program. A number of InterLINK libraries take part, and InterLINK provides logistical assistance through shipping of the bags to all participating libraries in British Columbia.

Key Partnerships:

InterLINK’s consortial purchasing projects and collaborative programs illustrate the partnership that exists among 18 diverse and independent public libraries and the ability for those partners to work towards consensus in order to provide benefit to all member libraries. While these programs are developed by InterLINK in response to federation needs, they could be extended to any public library in the province. The Books for Babies program is an excellent example of how federations cooperate to extend programs across the province.
Strategic Direction #3 - Increasing Awareness of the Impact of Public Libraries

Objective: Communities have an increased awareness of the impact of public libraries

Actions:

• Support the Libraries Branch strategies regarding demonstrating impact.

Report on 2018 Action Items

In 2017, InterLINK’s Outcome-Based Evaluation Working Group examined the potential for an InterLINK-wide approach to measuring the impact of programs that member libraries have in common. The working group determined that Public Library Association’s Project Outcome was an appropriate starting point. Three member libraries (Vancouver, Surrey and North Vancouver District) agreed to utilize Project Outcome’s Early Childhood Literacy survey to measure the impact of their baby story times project. Vancouver and Surrey reported to the group that overall using Project Outcome’s tools was an effective way to measure outcomes.

Vancouver and Surrey are expanding their use of Project Outcome. The Working Group will be continuing to examine ways to expand use of Project Outcome across InterLINK.

Working Group members from Vancouver and Surrey will be sharing their experiences with Project Outcome at the 2019 BC Library Conference.

As part of an InterLINK outcome-based evaluation project, Surrey Libraries and Vancouver are expanding their use of Project Outcome to the measurement of other programs.

Outcomes:

• Member libraries (board, administration and staff) will ultimately have access to common tools for collecting data and reporting on outcomes.

Actions:

Establish working group to review member library use of reporting data and develop recommendations for areas of cooperation

Report on 2018 Action Items

A common topic among member libraries is the amount of reporting to funders that is required. For most member libraries, there are multiple reports to complete. Discussion led to the creation of an AAG Data Review Working Group to determine whether InterLINK could/should play a role in determining which data points are most useful for libraries in demonstrating impact, what other agencies are collecting (and whether there was potential for merging of the two systems, and what recommendations (if any, to make the Libraries Branch).

Terms of Reference for the working group are:

• To investigate what data is currently collected and determine what are the most common points used by libraries in reporting on impact.

• To conduct research into the data collected (including how the categories are defined) to determine any commonalties.
• Determining a suitable process for the development of InterLINK data collection standards.
• Development of recommendations for the AAG for next steps.
• Development of recommendations (if appropriate) for the Libraries Branch. Recommendations from the working group will be presented in 2019.

**Key Partnerships:**

In addition to member libraries, the Libraries Branch is InterLINK's key partner in the work regarding demonstrating value and impact. There is synchronicity in the InterLINK and Branch strategic plan. As the largest federation in the province, InterLINK can provide leadership and support for the Branch's efforts to demonstrate the impact of public libraries in the communities they serve. The impact of Branch funding is evident throughout this report. All of InterLINK's work on behalf of member libraries is reliant on Branch support.

**ALIGNMENT WITH INSPIRING LIBRARIES, CONNECTING COMMUNITIES STRATEGIC PLAN**

### FOSTERING CONNECTED COMMUNITIES

As libraries continue to adjust and adapt to changing demands, circulation of physical materials remains a core aspect of service to the public. Supporting resource sharing remains a key part of InterLINK's service to its members and its partners. InterLINK libraries provide open access to their collections to any resident of InterLINK's service area through their membership in the InterLINK federation and to all residents of the province through participation in the provincial One Card and interlibrary loan programs. InterLINK continues to support Canadian hosting of provincial interlibrary loan software, promoting effective resource sharing across the province for all library sectors.

NewToBC is another example of how the work of InterLINK and its member libraries fosters connectedness. NewToBC assists newcomers as they integrate into their new communities. As the number of new immigrants assisted by NewToBC continues to grow, we see these newcomers moving from integration to being a truly integral part of their communities, contributing to the economy, and in some cases, giving back through serving on their local library board.

**BUILDING CAPACITY**

In 2018, InterLINK focused its efforts in supporting capacity building among member libraries through the provision of programs where the federation provides value to its member libraries. Development programs such as Coaching for Managers, Project LEAD continue to be offered because of the high demand. New programs, such as customer service and autism awareness training, are examples of how InterLINK can adjust to support member libraries in addressing emerging needs. Consortial programs such as the World Language Collections or patron card purchase program allow member libraries to leverage buying power in order to reallocate resources to other priorities. Finally, through programs like NewToBC, and the mental wellness initiative, InterLINK allows libraries to identify organizational and community needs and work collaboratively to meet those needs.
WORKING TOGETHER

As referenced throughout this report, InterLINK and its member libraries are committed to developing relationships both within the library community and in the broader community. InterLINK works closely with other library federations, the post-secondary library sector, the BC Libraries Co-op and the Libraries Branch to develop points of connection and take advantage of opportunities to collaborate. Through its programs and services, InterLINK has developed relationships with the settlement sector and agencies such as the PNE and Raise a Reader. InterLINK will actively continue to seek out partnerships to benefit our member libraries and the communities they serve.

SUSTAINING OUR SUCCESS

InterLINK and its member libraries must play a leadership role in the implementation of effective impact measurement tools and outcomes that enable informed decisions and align services with the needs of the community. The work of the Outcome-Based Evaluation and Data Review Working Group are examples of InterLINK's commitment to that role. InterLINK contributed to work on ensuring effective governance in 2018, by completing a revision of the InterLINK Agreement, the legal document that binds member libraries as a Federation. InterLINK continues to review its policies, crafting new policy as needed and reviewing current policies as necessary. InterLINK will continue to seek out development opportunities for its board members to ensure that those board members can effectively lead the Federation in the pursuit of its mission.

SUMMARY

In 2018, Public Library InterLINK continued to deliver programs and services that provide value to members and demonstrated the Federation's commitment to its partnership with the Libraries Branch and the province’s other library federations. InterLINK continues to focus on its key mission of supporting resource sharing both within the federation and across the province, and offering staff development opportunities that build capacity and aid libraries in their pursuit of excellent service to their communities.

Public Library InterLINK would like to take this opportunity to thank the Ministry of Education and the Minister for the financial support received from the Province in 2018.