



North Vancouver District
Public Library

CONNECTING COMMUNITY. FOSTERING KNOWLEDGE. INSPIRING STORIES



2018 Public Library Grants Report North Vancouver District Public Library

INTRODUCTION

Community Hub

North Vancouver District Public Library (NVDPL) serves a population of 90,814. (*BC Stats, 2019*) residents in the District of North Vancouver. The North Vancouver District Public Library comprises three locations, which are located in key, central neighbourhoods across the District.

Capilano Library

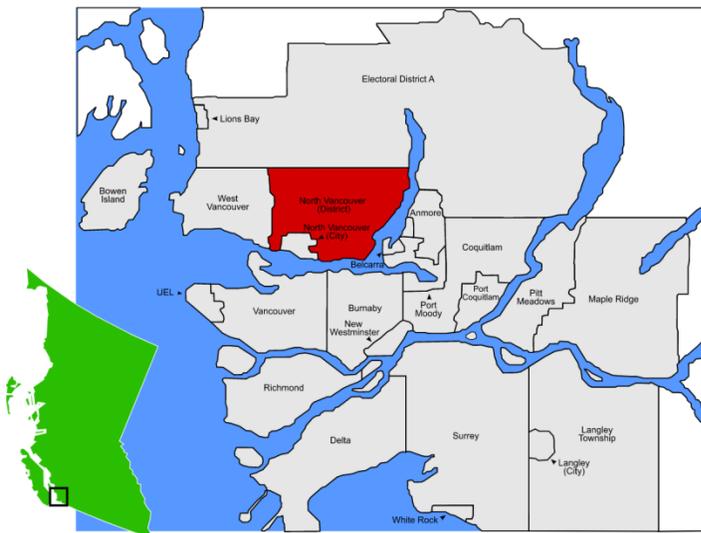
- Built in 1985
- 2018 walk-in traffic: 206,646

Lynn Valley Library

- Built in 2007
- 2018 walk-in traffic: 455,446

Parkgate Library

- Built in 1994
- 2018 walk-in traffic: 201,766



The District of North Vancouver, shown here as part of the Greater Vancouver Regional District.

Source:
[commons.wikimedia.org/wiki/File%3AGV RD - North Van district.svg](https://commons.wikimedia.org/wiki/File%3AGV_RD_-_North_Van_district.svg)

Strategic Plan



OUR VISION:

Where we are going

Shaping the District of North Vancouver's future by inspiring learning, discovery, creativity, and collaboration.

OUR MISSION:

What we do

Connecting community. Sharing knowledge. Inspiring stories.

The Library is currently halfway through the 2017-2019 Strategic Plan, and is on track for reaching the goals outlined in this guiding document.

2018 Strategic Plan Accomplishments

Collaborating with Our Community

One of NVDPL's Strategic Priorities is to collaborate with our community. The library resolves to build on a culture of community collaboration, be deeply embedded in our community to grow relationships and champion community-led practices. Working with local organizations strengthens the fabric of our community and aids in the development of collaborative, efficient, and cost-effective programs for our patrons.

In 2018, the Library continued to partner with over 20 local organizations, including other North Shore library systems, the North Vancouver School District #44, North Vancouver Recreation and Culture Commission, local First Nations organizations, and more.

The library also actively participated in neighbourhood community days, Canada Day celebrations, and Ready Set Learn sessions, among others. The Summer Reading Club medal ceremony was a huge success and one of the biggest community events of the year, drawing in over 1000 people to the Lynn Valley Village Plaza to celebrate our community's youngest readers.

During the summer of 2018, NVDPL also hosted several "Library on Location" events, moving our regular one-to-one computer support out to local coffee shops for pop-up events, and having local authors speak in local craft breweries.

We continued to work with our District and community agency partners to advance the planning of a community recreation centre which will open in 2019. We were able to confirm funding which allows us

to add new team members who will work specifically in this library space, and our staff worked with partner agencies in determining programming plans and opportunities for collaboration in the shared space.

NVDPL is proud to be an active and engaged member of the communities where each of our libraries resides, as well as the greater North Shore area, and library community beyond Metro Vancouver.

Transforming our Digital Environment

This strategic priority area focuses on supporting our community's ability to navigate the digital world by providing programs and resources to nurture digital literacy and creation skills.

In 2018, we were successful in ensuring a new staff position that will be integral to the success of a major project which will help make technology and digital literacy more accessible to our community: the StoryLab, a digital creation space. Technological elements were procured, and the groundwork was laid to start the physical transformation of the space. By redistributing workstations in a computer lab, we created a flexible space that will become a component of StoryLab. It is currently available for individual and group use, as well as for collaborative learning opportunities for staff and the public.

Organizational Structure Evolution

Our integrated management approach continues to evolve, as new managers join the team. We are modelling how our various teams can work together on projects such as StoryLab that involve all staff at some level.

Challenges

Like many other public facilities, the Library's infrastructure is aging, and in 2018 significant repairs were required at our Capilano Library that affected the main entrance and restricted use of the meeting room for several months. Our Parkgate Library turns 25 in 2019, and is due for a refresh. We are grateful for our good relationship with the District of North Vancouver and having Asset Management Plans that ensure necessary work is scheduled.

Keeping Library spaces flexible enough to meet changing community needs is an ongoing process. As the library becomes more of a place to engage with other community members, there are changing demands for group interaction, quieter zones, staff spaces, etc.

2018 also saw several staff changes in our Strategic Leadership Team. During the transition time, some projects were slowed down. Once new staff were onboarded, progress continued, but there is still some catch-up happening.

DISCUSSION AND EXAMPLES

NVDPL's Strategic Priorities and organizational foundations align closely with the Provincial Strategic Plan. Provincial funding is helping us maintain our core services and meet our goals in a variety of areas. The goals and projects listed below come directly from NVDPL's Strategic Plan, and are a small indication of how the NVDPL is working towards supporting the Province's [*Inspiring Libraries Connecting Communities: a vision for public library service in British Columbia*](#).

Provincial Vision Alignment

1

Fostering Connected Communities: *advancing access to information and resources*

This provincial priority aligns closely with NVDPL's goal to expand digital resources and digital skills for all learners. One of the ways NVDPL will accomplish this is by improving technology infrastructure and workspaces.

How are we working towards this?

In anticipation of the new StoryLab space that will begin construction in 2019, we repurposed a computer lab in the Lynn Valley Library into a flexible space. As more people are coming to the library with their own devices, we no longer need a room that just houses workstations for individual use, or works as a classroom. The computers were redistributed around the library, and the room itself now has flexible furniture that can be reconfigured in multiple ways and has an A/V system. We also have a collection of laptops that can be used for group training. The new space has been used for Sphero programs, film camps, book club meetings, English conversation circles, staff training sessions and more. When not being used for programming, the space is available for individual study and group project work. We will continue to use this space for innovative programming that will introduce the community to the kinds of activities that will be taking place in StoryLab.

2

Building Capacity: *enabling inspiration and innovation*

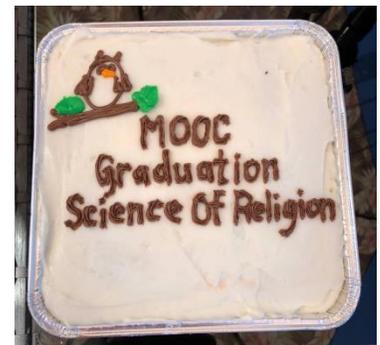
The provincial priority regarding creativity, innovation and knowledge creation aligns closely with NVDPL’s strategic priority to Expand Community Learning. One of the ways NVDPL will accomplish this is by developing responsive community-led programming which is learning-centric.

How are we working towards this?

For the past 4 years we have offered a group MOOC at our Parkgate Library: community members come together weekly to watch lectures and discuss what they’ve seen. This added element of group discussion helps participants complete and get more out of the course. Depending on the number of videos in the chosen course, each MOOC can last up to 3 months. The MOOCs are very popular, and often there are people on a wait list. Pictured below is a cake that recent participants made when they “graduated” from the course!

In 2018, we were able to offer two additional MOOCs. One was a second session of a popular course, and it was able to be offered because one of our Student Librarians facilitated it as a Work Experience project, and was able to get credit for her coursework at UBC. During the sessions, Podcasts as a source of information came up, and for several participants this was a new concept. The student created a guide to Podcasts with a list of suggested programs, and was able to introduce some people to a new way of learning. The guide is now available in all of our locations.

The second MOOC was able to happen because one of the community members who has been part of the MOOC for several years is a member of a BC First Nation, and has experience with facilitating group discussions. She offered to facilitate the Indigenous Canada MOOC for nine sessions, and with her specific knowledge of the BC context was able to enhance the videos and guide deeper discussion. We also had two screenings of the movie *Indian Horse*, and she graciously offered to lead a discussion after, which helped viewers process what they had seen, and hopefully added to their individual Reconciliation journey.



3

Working Together: creating lasting and sustainable partnerships

This provincial priority is closely aligned with two of NVDPL's strategic priorities: Expand Community Learning and Collaborate with our Community. We work to nurture and develop ongoing partnerships with community partners to guide service priorities and decision-making. Since adopting this community collaboration framework, the library has extended its reach in the community.

From 2012 to 2018 the library doubled program offerings, and has seen a 32% increase in program attendance.

How are we working towards this?

An example of a new partnership that has led to a new service happened in March of 2018, when we were approached by The Cinematheque, a local organization whose mandate includes film and media education, about using Library space for a teen film camp over Spring Break. This led to a further partnership in the summer: the Library applied for funding from the municipality to be able to host a free film camp for tweens in our newly transformed space. The student learners registered through the library, the library provided the space and Cinematheque provided staff to facilitate the program. The tweens had a chance to create a short film and present it to their family and friends at a special screening event. The film camp was so successful and there was such high demand, we were able to receive further funding and run it again. The films created at the second camp were showcased during Culture Days, in conjunction with North Vancouver Recreation and Culture. The Cinematheque is eager to continue the partnership, and planning has already begun for further collaboration in 2019, including film programs for adults.

4

Sustaining Our Success: enhancing governance and demonstrating impact

This provincial priority is closely aligned with NVDPL's strategic priority to Collaborate with our Community. NVDPL endeavours to nurture and develop ongoing partnerships with the District and other community partners to guide service priorities and decision-making. Some of the ways NVDPL is working towards this is by telling the Library story and engaging in conversations. By implementing the Library's Communications Strategy and expanding advocacy efforts, the NVDPL can support this area of the Province's strategic plan.

How are we working towards this?

Board Advocacy and Governance

Library Board members continued their “buddy system” with municipal councillors and school trustees to connect our organizations and create awareness for library programs and services. Using monthly “Inspiring Stories” that showcase NVDPL highlights as talking points, Board members have the opportunity to meet with a council member or school trustee to share information and advocate for the library. The NVDPL Board is constantly looks for ways to enhance their governance and effectiveness, and promote library services in the community.

In April of 2018, the Library hosted a successful joint meeting with the North Vancouver School District Board and senior staff at Capilano Library on April 10. It was a great opportunity for shared learning, discussing how our organizations support one another’s visions for our community, and to discuss potential partnership opportunities in the future.

Meeting with Minister of Education Rob Fleming

On June 12, Board Chair Mike Little, Vice Chair Linda Munro, Council Representative Jim Hanson, and Library Director Jacqueline van Dyk hosted the Honourable Rob Fleming, the Minister of Education, at Lynn Valley Library.

The Minister was interested to learn about our library system and how our library works to support residents of all ages in BC, and more specifically, North Vancouver. Trustees toured the Minister through the Lynn Valley Library, showcasing the Children’s Department, sharing plans for the StoryLab, and talking about the variety of programs and services we provide. It was a great opportunity to advocate for library services and demonstrate our impact in the community.



Outcomes Based Evaluation

The library is in the process of re-developing a database of statistics and rethinking our collection of data on a daily basis. In refreshing our system for collecting and using statistical information, we can illustrate and highlight the impacts the library is making in our community, as well as use the information collected to inform important decisions about library operations.

Working with the District of North Vancouver: New Facility

Throughout the last two years, that library has been working closely with the District of North Vancouver and North Vancouver Recreation and Culture on the construction of a brand new facility which will include an NVDPL Express Library. This new facility will be located in the community centre of a new town centre. The “library without walls” will help stretch the library brand beyond our local branch service point model.



We will staff and develop a library service delivered in a concierge in-person style, joined to a collaborative service with partners at the shared site, and supported by smart blend of innovative on-demand self-service delivery systems. While the facility is slated for opening in early 2020, this has been a significant major project of the library in 2018.

Working with the District of North Vancouver: Asset Management Plans

Over the last two years, the Library Board has been working closely with the District of North Vancouver on the creation of Asset Management Plans for NVDPL. These plans provide information for asset replacement, upgrade, expansion, and decommissioning decisions, to ensure adequate provision is made for the long-term replacement of the assets, including technology infrastructure, furniture and collections. This strategic approach to asset management ensures that the District of North Vancouver and the Library delivers the highest appropriate level of service, which will positively impact members of the public, businesses and staff.

LIBRARIES IN ACTION: SUCCESS STORIES

Supporting the National Network for Equitable Library Service (NNELS) & NNELS Announcement Event

In 2018, NVDPL initiated a staff campaign to support the production of materials for the visually impaired by recording audiobooks for the National Network of Equitable Library Service. The library even hosted a special guest: a local voice actor, Tosca Hopkins, who is pictured here.



Following this, NVDPL was privileged to be asked to host site for a special funding announcement for the National Network for Equitable Library Service (NNELS), delivered by Minister Carla Qualtrough, Federal Minister of Public Services and Procurement and Accessibility.

The library was joined on November 14th by District of North Vancouver Mayor Mike Little; Dr Diana Davidson the Provincial Librarian from the Province of Alberta; Mary Ellen Gabias from the Canadian Federation of the Blind; and Kevin Millsip from the BC Libraries Cooperative. All pictured here.

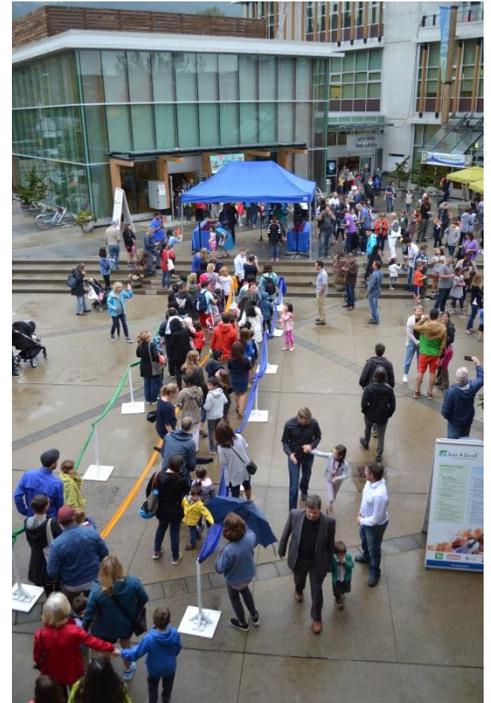
NVDPL staff then provided a tour for the Minister and other attendees to showcase the work we do at NVDPL in providing access to library materials for the visually impaired, how we have begun to create accessible books that contribute to the NNELS database, and highlight our plans for StoryLab and digital content creation. The Library is thrilled about the ways we can support initiatives like this in the future.

Summer Reading Club Medal Ceremony

The NVDPL's 3rd annual Summer Reading Club Medal Ceremony was the most successful ceremony to date. 4,000 children registered at take part in the BC Summer Reading Club at NVDPL—that's around 35% of the local school population!

And a dreary night in September didn't deter over 1,000 people from coming out to the Lynn Valley Village plaza and luckily the rain stopped just in time for the medal ceremony to begin. MLAs Ralph Sultan and Jane Thornthwaite, Councillor Robin Hicks, a representative from sponsor RBC, and NVDPL Trustees Mike Little and Valerie Dong handed out just over 500 medals to eager readers, while RCMP Superintendent Chris Kennedy and DNV Fire Department Assistant Chief of Public Safety Haida Siegmann took pictures with medal recipients.

The event was a very visual illustration of how our staff are inspiring a culture of reading in our community and making a tremendous impact on our community's youngest readers.



SUMMARY

Looking Back

2018 was representative of the library in the 21st Century: we needed to be flexible, to adapt, and to be as nimble as possible in an environment that is constantly changing. Staff members are learning to be resilient and comfortable with ambiguity, and to working with colleagues in new collaborative ways. Our support and investment in staff enables the Library to respond to community needs, continually evolve our unique programs and services in strategic ways and remain successful in achieving our mission.

The Year Ahead

The seeds that have been sown over the past several years will bear fruit in 2019—as we enter the third year of our strategic plan, significant projects are underway. We are eagerly looking forward to seeing the StoryLab in action, to opening a new service point, and to refreshing our spaces to make them more responsive to community needs. We are also looking forward to designing a service excellence strategy for staff that will help us to continue to support our community in exciting new ways.

In 2019, the Board and Staff will also lay the foundations for a new strategic plan to build on these new foundations and take us into the future.