INTRODUCTION

West Vancouver Memorial Library’s 2016-2020 Strategic Plan focuses on four priorities: Support 21st Century Learning; Deepen and Extend Community Collaboration; Sustain and Enhance our Physical Space; and Develop and Integrate our Digital Platform. These priorities are in alignment with the strategies of the Provincial Strategic Plan - Inspiring Libraries, Connecting Communities (2016). Our Library is responsive to economic, demographic, and technological changes and is well positioned to foster intellectual, social and cultural capital in our community.

The Library has established partnerships in the community, across the North Shore and the Lower Mainland with 53 program partners, 3 education partners, 18 library partners, and 19 community organizations in 2018. The Library and our network of partner organizations are facing many of the same challenges: increasing facility infrastructure needs and costs; insufficient technological infrastructure to meet demand and prepare for expansion; increasing diversity in the cultural composition of our community; and adapting to a 21st century learning environment.

West Vancouver Memorial Library received a total of $107,438 from the Province in 2018, 2.3% of our total operating budget. The percentage of our total operating budget that the provincial funding supports has declined each year since the grant is not indexed for an inflationary increase. Provincial revenue supports public service hours of 66 hours a week September through June and 59 in July and August.

West Vancouver Memorial Library is a member of the Association of British Columbia Public Library Directors (ABCPLD), the British Columbia Library Association (BCLA), the British Columbia Library Trustees Association (BCLTA, and participates in shared services delivered through the British Columbia Libraries Cooperative (BCLC). We fully support the recommendations that these partners make to the Ministry of Education.

GOVERNMENT PRIORITIES

1. FOSTERING CONNECTED COMMUNITIES: ADVANCING ACCESS TO INFORMATION AND RESOURCES

Library Goal that supports the priority:

The West Vancouver Memorial Library’s 2016-2020 Strategic Plan supports efforts to enhance equitable public access to all types of information and tools, both physical and digital, through our Strategic Priorities of Deepen and Extended Community Collaboration, Sustain and Enhance our Physical Space, Develop and Integrate our Digital Platform and our Value of Inclusiveness.

Goals supporting this priority that the West Vancouver Memorial Library focused on in 2018 include:
• Increase communications with community service providers and cultural groups to improve planning and mutual understanding of service delivery
• Optimize partnerships with community groups and individuals to bring local knowledge and expertise to the larger community
• Expand selection and availability of digital collections

Programs and/or Services that align with the priority:

In 2018 the Library undertook multiple initiatives to improve service to older adults and people with print disabilities. By joining the National Network for Equitable Library Service (NNELS) and the Centre for Equitable Library Access, patrons now have access to more than 500,000 titles in accessible formats.

The West Van Reads Aloud project engaged local volunteers in the recording and production of an audiobook version of Pat Carney’s *On Island: Life Among the Coast Dwellers* which was subsequently uploaded to NNELS to be shared with people across Canada who use the service. Volunteers were used to audition readers as well as to record the audiobook and they learned to use audio recording software in the process.

The Library collaborated with the West Vancouver Seniors’ Activity Centre (SAC) to create and promote the *Library Bound Book Club*. Each month, the SAC bus picks up older adults who find it difficult to travel to the Library so that they can participate in a book discussion led by Library staff. Materials in accessible formats are provided in advance and the group members are able to enjoy lively discussions and social time.

2. **BUILDING CAPACITY: ENABLING INSPIRATION AND INNOVATION**

Library Goal that supports the priority:

The West Vancouver Memorial Library’s 2016-2020 Strategic Plan supports this priority through our Strategic Priorities of Support 21st Century Learning, Sustain and Enhance our Physical Space, Develop and Integrate our Digital Platform, and our Values of Excellence and Innovation.

Goals supporting this priority that the West Vancouver Memorial Library focused on in 2018 include:

• Address existing and new space needs at our current facility through interior renovation
• Evolve technological infrastructure to ensure delivery of reliable and secure connectivity, and capacity for growth
• Develop digital functionality that responds to changing technologies
• Foster technological skills, digital literacy, digital content creation and computational literacy for learners of all ages
• Provide library services that develop critical thinking, communication, creativity, self-regulation and self-assessment so youth can effectively use information and create knowledge
• Support adults with their learning and creative aspirations
Programs and/or Services connected with the priority:

In March 2018 the Library launched the Lab: West Vancouver’s Digital Learning Place, a flexible learning space for learners of all ages, interests and skill levels to gain new digital skills. These programs allow our community the opportunity to develop the skills required to achieve their goals and pursue their interests through technology. The Library offered over 70 new technology and digital learning programs for youth and adults in 2018.

For Adults
We offer digital learning programs in five different streams for adults: Use It, Share It, Develop It, Create IT, and Imagine It, which are categorizations that provide opportunities to learn the skills required to participate fully in society. Programs offered range from computer essentials, to creating a photobook, programming a robot, or recording and editing sound and video.

The curriculum and classes focus on hands-on learning opportunities with sessions held at different times of day and week to allow for maximum participation, as well as different learning formats from more self-guided and peer-learning opportunities like the Learning Circles, multi-week programs like iPad Essentials, or task-based sessions such as “Scan and Organize Your Tax Documents.”

In 2018, the Library developed and offered over 40 new programs for adults. This included: three “Share It” memory programs, 16 “Develop It” programs and two new “Imagine It” programs. Participants have rated the effectiveness of the programs at an average of 4.65 out of 5, and commented often about increased confidence, appreciation about the ability to practice and get questions answered.

“I love coming to the library tech workshops because they are always interesting and useful. They provide just the right amount of knowledge to get started with a new application and the confidence to start exploring. And I know that more specific help is available if I get stuck, or am ready to move beyond the basics. The instructors are pretty great too - knowledgeable, clear, and kind!”

For Youth and Families
We offer digital learning programs in four different streams for youth: Develop It, Create It, Imagine It and Drop-Ins. These streams foster development in competency areas like critical thinking, creativity and communication. All programs provide opportunities for play, curiosity, child-led learning and working together in groups of two or more, including several family programs where 4-9 year olds work alongside adult family members and older siblings.

In 2018, the Library developed and offered over 30 new programs for youth in the areas of computational thinking (including screen-free options for the early years), coding robotics and video production to almost 1500 participants.

The outcomes of this substantial new programming initiative in the Lab include increasing digital literacy competence and confidence in our community’s youth, offering equal access to learning technologies, deepening the partnership with our local School District by extending Lab opportunities to school classes and fostering a larger sense of community that extends beyond digital learning. One staff program facilitator noted:

“Five women came with five kids specifically for the Make and Play screen-free program. I said ‘Salam’ to the one I recognized who I knew spoke Farsi from the week before and she said she told her friends about...”
this program and they all came together. Everyone was playing with blocks and practising English and teaching me Farsi expressions. It was really nice.”

We will continue to grow and evolve in this area, offering new learning streams, an expanded selection of programming, and building a more robust school visit program.

3. WORKING TOGETHER: CREATING LASTING AND SUSTAINABLE PARTNERSHIPS

Library Goal that supports the priority:

The West Vancouver Memorial Library’s 2016-2020 Strategic Plan supports this priority through our Strategic Priorities of Support 21st Century Learning, Deepen and Extend Community Collaboration, Sustain and Enhance our Physical Space and our Value of Sustainability.

Goals supporting this priority that the West Vancouver Memorial Library focused on in 2018 include:

- Support youth and adults to increase their knowledge and understanding of the history of Canada
- Manage arrangement and scope of physical collections to support the learning and personal enrichment needs of our community

Programs and/or Services connected to the priority:

The second year of the Library’s Honouring Reconciliation initiative was planned and implemented in consultation with a Squamish Nation Cultural Advisor who recommended that our programming reflect the resilience and strength shown by Indigenous peoples in the face tremendous challenges. In partnership with Reconciliation Canada, community members were encouraged to take a Reading Challenge based on Chief Robert Josephs’ reconciliation reading list. Participants had the opportunity to discuss two of the books in Reading Circles facilitated by Library staff. During the course of the challenge, the titles in the list circulated more than 300 times. In a series of Learning Circles, Library patrons learned about language revitalization, Coast Salish weaving and Indigenous plant practices. The KAIROS Blanket Exercise provided an opportunity to experience Canadian history from an Indigenous perspective. In partnership with the Kay Meek Centre, a screening of the film Indian Horse was accompanied by ceremonial songs and dances presented by a local Squamish Nation cultural group.

The Library undertook an evaluation of the Adult and Youth Indigenous non-fiction collections. Using best practices and recommendations from Indigenous organizations and professionals, staff created new youth collection profiles and used them to evaluate the current collection while also assessing options for future reclassification and/or reorganization to improve accessibility for patrons. For the adult collection, staff reviewed subject headings and adjusted collection locations. These are the first steps in an ongoing process to ensure our Indigenous collections are culturally sensitive and safe, respectful and accurate.

West Vancouver Memorial Library recognizes that Reconciliation is an ongoing practice that will shape our community for generations to come.
4. SUSTAINING OUR SUCCESS: ENHANCING GOVERNANCE AND DEMONSTRATING IMPACT

Library Goal that supports the priority:
The West Vancouver Memorial Library’s 2016-2020 Strategic Plan supports this priority through our values of sustainability and trust.

Programs and/or Services connected with the priority:

In 2018, the Library completed outcome assessments of three Service Models: Early Years (ages 0-5), Kids (ages 6-12) and Teens (ages 13-18). Each Service Model articulates intended outcomes, service delivery philosophy, descriptions of public services offered and the resources that are allocated to support them. 2018 marked the first year that comparative data on the outcomes from all three service models was completed.

Thirty-four indicators, all directly linked to each Service Model’s outcomes, were measured. Services met or exceeded ambitious benchmarks in 25/34 indicator areas, and were very close to reaching benchmarks in an additional 5 indicator areas. Highlights included:

As a result of using our Early Years Services:
- Parents reported participating more in their child’s language and literacy development:
  - 92% felt more confident sharing songs, rhymes and finger plays with their child
  - 95% read more with their child
  - 82% of parents noticed their child engaging with them more during read-alouds
- 98% of parents reported feeling more connected to the community and 95% saw their child interacting more positively with others

As a result of using our Kids Services:
- 6-12 year-olds reported being more passionate, self-motivated readers:
  - 83% felt more excited about reading
  - 85% wanted to read more
- 6-12 years-old are moving towards information independence:
  - 80% felt that the Library helps them find out more about things they are interested in
  - 77% can find a book to read for fun on their own

As a result of using our Teen Services:
- 13-18 year olds reported being more passionate and self-motivated to pursue their interests:
  - 81% reported that the Library helps them achieve their goals
  - 86% reported that the Library helps them explore their passions
  - 74% reported that the Library helps them do better on school assignments
- 13-18 year olds engage meaningfully with the Library:
  - 79% said that the Library makes them feel like part of the West Vancouver community.

As a result of conducting the evaluation, staff will be:
• Implementing service adjustments to ensure activities and intended results correspond with one another and better achieve the desired outcomes;
• Aligning the Service Models and evaluation survey with service changes that have been implemented over the last several years, particularly in regards to technology and content creation; and
• Integrating opportunities through the 2021-2026 Strategic Plan Youth Community Engagement process to gather input and feedback that can contribute to improvements of the Service Models, especially for teens.

SUMMARY

In the third year of our 5-year Strategic Plan, West Vancouver Memorial Library forged ahead with infrastructure improvements and new services that support our strategic directions and service model outcomes. The launch of The Lab and the Honouring Reconciliation program in particular have been recognized and appreciated by our community.

By bringing digital learning into the Library, we have made it a lifelong learning opportunity for everyone in our community. Digital skills are essential for using, understanding and creating the technology of today and tomorrow. These skills support success in school and at work and are also critical for people to feel included in today’s world.

Our Library advanced knowledge and dialogue about Reconciliation by bringing people together in a safe and trusted place that supports learning about culture and history. The Honouring Reconciliation activities honoured the experiences of Indigenous peoples in Canada, facilitated shared community learning and celebrated local Indigenous culture and traditions. Through these meaningful activities, we have deepened our relationship with the Squamish First Nation and established a mutual commitment to ongoing practice.

In general, we support the provincial government’s key commitments of making life more affordable and delivering services people can count on daily. Through our expert staff, technological infrastructure and welcoming public space, we provide equitable access and connect people to educational opportunities, the job market, online government services, and community-based social services.

Our most significant limitation is operational funding which has been impacted by the lack of any increase from the Province for more than a decade. The Library has demands that exceed capacity in many areas including:

• Digital life skills training for all ages
• Personalized assistance with technological equipment and applications
• Youth after school programming
• Staff information assistance for older adults and lifelong learning

We also continue to be limited by the telecommunications infrastructure to the North Shore. Expanding our network capacity will be necessary to realize the opportunities that new technologies offer and yet, the cost of doing so through commercial providers is prohibitive. The lack of a public fibre connection, or rate controlled service, between municipal facilities and the Internet Exchange in Downtown Vancouver, compromises our ability to support provincial priorities.