



North Vancouver District
Public Library

CONNECTING COMMUNITY. SHARING KNOWLEDGE. INSPIRING STORIES.

2017 BRIEFING BOOK





Context

“A library in the middle of a community is a cross between an emergency exit, a life-raft and a festival. They are cathedrals of the mind; hospitals of the soul; theme parks of the imagination. On a cold rainy island, they are the only sheltered public spaces where you are not a consumer, but a citizen instead.” - **Caitlin Moran**

The District of North Vancouver

DNV VISION: Inspired by nature, enriched by people

DNV MISSION:

Provide leadership and exemplary service that supports our community's needs today and aspirations for tomorrow

DNV VALUES:

Integrity, Respect, Accountability, Team Work, Innovation, Goal Oriented, Sustainability, Caring for the Future

The North Vancouver District Public Library works closely with our valued community partner and funder, the District of North Vancouver.

NVDPL's libraries are places of knowledge building, spaces for cultural expression, hubs for health and social well-being, and cores of community connection; all of which are in line with the Official Community Plan (2030) for the District of North Vancouver. NVDPL's strategic goals are developed with the OCP in mind and seek to achieve the goals set out to achieve the Community Vision of the District of North Vancouver.

District of North Van

POPULATION: 86,623*

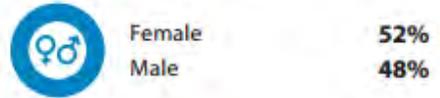
Geographic name	Total families	Married-couple families		Common-law-couple families		Lone-parent families	
		number	%	number	%	number	%
North Vancouver, DM	24,355	19,065	78.3	2,060	8.5	3,230	13.3

- Land area is 160.76 sq. kms, with a population density of 525 persons per sq. km
- The District of North Vancouver contains an older population, with 69% over the age of 40
- 60% of households earn \$80,000 + per annum
- The District of North Vancouver has more families and a higher percentage of Married or Common-Law households

*Estimated 2014 total from BC Stats: www.bcstats.gov.bc.ca/StatisticsBySubject/Demography/PopulationEstimates.aspx

COMMUNITY DEMOGRAPHICS

GENDER



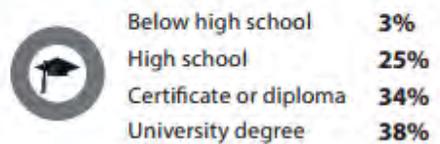
AGE (YEARS)



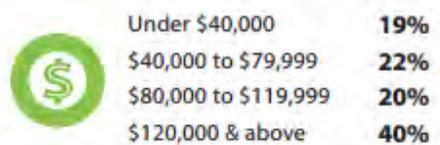
BIRTH PLACE



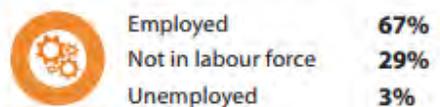
EDUCATION



HOUSEHOLD INCOME



EMPLOYMENT



ETHNICITY



Source: myhealthmycommunity.org

NVDPL Strategic Plan 2017-2019

MISSION

Connecting community. Sharing knowledge. Inspiring stories.

VISION

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

VALUES

We believe in

- Supporting human potential and enabling excellence
- Building community and relationships
- Nurturing innovation while honouring tradition
- Embracing exploration, creativity and fun

Our guiding principles

- Intellectual freedom
- Lifelong learning and the love of reading
- Equitable access for all
- Sustainability

Our strengths

- Welcoming, inclusive place for all
- Diverse collections, programs and services that are responsive to community needs
- Current, relevant and adaptable technology
- Workplace culture of supported and empowered staff

STRATEGIC PRIORITY:

Collaborate with our Community

Build on culture of community collaboration. We will be deeply embedded in our community, growing our relationships and championing community-led practices.

We will:

- Nurture and develop ongoing partnerships with the District of North Vancouver and other community partners to guide service priorities and decision-making
- Develop a strategy to support individuals who want to contribute to their community through the Library
- Focus on the Library's readiness to respond to local development and growth
- Engage in conversations

STRATEGIC PRIORITY:

Transform our digital environment

Support our community's ability to navigate the digital world by providing programs and resources to nurture digital literacy and creation skills. We will be the voice for increased connectivity, advancing initiatives that support our community to participate and innovate.

We will:

- Improve technology infrastructure and workspaces
- Expand digital resources and digital skills for all learners

STRATEGIC PRIORITY:

Expand community learning

Act as a catalyst to inspire and support a community of learning and culture of reading. We will be the informal learning centre for the District, delighting and engaging our community with incredible content, resources, tools, spaces and programs.

We will:

- Develop a reputation as a social leisure reading locus
- Expand the range of blended learning opportunities
- Establish a staff learning and coaching culture
- Develop and increase spaces that support a community of learning



Adopted September 2016

NVDPL at a Glance

875,000+ visits in 2016

365
Seats



157,936 Questions
answered in 2016

Open 7
days a
week at 3
branches



1200+ Programs in 2016
Attended by **37,000** People

KEY ACCOMPLISHMENTS 2014-2016

- Continued support of the DNV's OCP
- Celebrated 50th anniversary (1964-2014) of serving North Vancouver
- In 2016, author Dave Obee won a District of North Vancouver Heritage Award for his work on the NVDPL's book *Fifty! With a Fabulous Future: A History of the North Vancouver District Public Library* which was published in 2014
- Established the groundwork for library transformation by focusing on staff development and support
- Implemented a cross-system integrated team approach to library operations
- Adopted an innovative and outward approach to programming to increase effectiveness and efficient use of resources
- Hosted 2014 Open Data Camp, which focused on open data, mapping and GIS, library technologies, and tools and strategies for preparation and consumption of data
- Working with local groups on programming initiatives, including NVSD #44, North Vancouver Recreation and Culture, North Shore Community Resources, Capilano University, North Shore Multicultural Society, the North Vancouver City Library, the West Vancouver Memorial Library, and more
- Expanded the Library's collection of digital resources and services
- Increased our social engagement through a variety of media platforms
- Hosted after hours events including a Book Launch Soirée and Whisky Library Fundraiser
- Established an annual all-staff workshop, provided increased access to training and development workshops, conducted staff surveys including a Cultural Values Assessment, embarked on an overhaul and automation of operational procedures
- Participated in community events, bringing innovative and mobile technologies for community use
- New self-checkout machines to improve staff efficiency and the patron experience
- Introduced teen Tech Tutors and digital literacy based programs and workshops
- Launched a new website that was created in-house, using the expertise of library staff
- Commenced a wholesale policy refresh project
- Consulted and collaborated with staff on renovation plans: Circulation Mock Up and more!



The NVDPL: Past & Future

TOP PRIORITIES FOR 2017

- Lead service transformation in alignment with the Strategic Plan 2017-2019: Collaborate with our Community, Transform our Digital Environment, and Expand Community Learning.
- Continue aligning our Library with the expectations of our funding partner and community.
- Continue to lead organization development that will increase capacity and stability.

OVER THE YEARS



1

Library-published book

3

Locations

4

Staff and Trustee Published Authors

5

Chief Librarians

17

Borrowed Items Per Capita in 2016
(4.5 Books in 1964)

100+

Trustees

10,000+

Storytimes

380,000+

Collection Size in 2016
(28,000 Books in 1964)

500,000+

Program Attendees

1.2 Million+

Books Purchased

50 Million+

Items Borrowed

(And fortunately, only **1** Sniper Shooting!)

The Library Network

The library ecosystem is a sensitive network of library systems from across British Columbia and the NVDPL is an important piece of this intricate puzzle. Our services have an impact and conversely other libraries have an impact on our services.

While libraries in British Columbia are autonomous systems they all share the same core values: **Intellectual Freedom, equitable access for all, privacy, lifelong learning, and more.**

The NVDPL is proud to work with the BC Library Community, including InterLINK and the BC Libraries Cooperative, to efficiently provide shared services that benefit the entire BC Library system and ensure the productive use of public funds.

The NVDPL also works with local organizations to maximize use of taxpayer dollars. Throughout 2015, the Library worked with the North Vancouver School District, North Vancouver Recreation and Culture Commission, North Shore Multicultural Society, North Shore Immigrant Inclusion Partnership, the North Vancouver Community Arts Council, North Shore Community Resources, Reconciliation Canada, North Vancouver Museum and Archives, North Vancouver City Library, West Vancouver Memorial Library, and more.

Working with local organizations strengthens the fabric of our community and aids in the development of collaborative, efficient, and cost-effective programs for our community members.



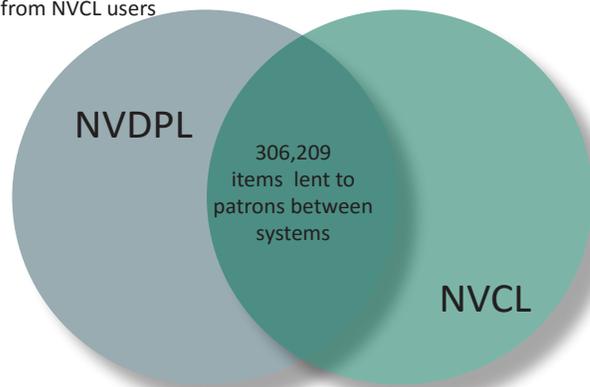
Our services have impact - NVDPL & NVCL

Libraries exist in the context of the wider library community; the effects of the interdependent relationships can easily be underestimated. The close proximity of the two North Vancouver libraries is particularly symbiotic and the impacts of service and policy decisions of one library on the other can be profound.

The two North Vancouver libraries share patrons: many District residents regularly use the City Library, and many City residents regularly use the District Library. In 2014, NVDPL lent 170,797 items to City residents and District residents borrowed 135,412 items from the City Library. Our combined collections serve to collectively meet the needs of the entire North Vancouver community.

NVDPL's recent shift to a culture of sharing, learning and innovation now lends itself to closer collaboration with NVCL. With renewed leadership capacity and a strategic focus on community connections, the two libraries have partnered effectively over the past three years in meaningful and mutually beneficial ways to improve the quality of our services and the efficiency of our operations.

11.4% of total circulation
(1,499,303) is from NVCL users



Graph: 2015 Data

20.3% of total circulation
(667,989)
is NVDPL users

2015 Statement of Revenue and Expenditures

Operating

Revenue	2015	2014
District of North Vancouver	\$ 5,742,324	\$ 5,476,225
Provincial government grants	211,647	210,882
Donations	15,420	16,909
Book fines, photocopy charges and sundry	246,835	234,008
Total Revenue	<u>6,216,226</u>	<u>5,938,024</u>

Expenditures

Salaries and benefits	4,478,300	4,419,172
Facility rent, operations & maintenance	627,143	632,891
Administrative costs & professional services	366,154	333,453
Library subscriptions & digital materials	132,534	123,353
Depreciation & loss on disposal of capital assets	646,523	672,565
Total Expenditures	<u>\$ 6,250,654</u>	<u>6,181,434</u>

Capital

Revenue	2015	2014
District of North Vancouver	\$ 562,020	551,000
Committed capital	71,280	0
Other	12,535	11,854
Total Revenue	<u>645,835</u>	<u>562,854</u>

Expenditures

Library collection	470,586	468,637
Information technology, furniture & vehicle	69,149	22,017
Work in progress	545	920
Committed capital	105,555	71,280
Total Expenditures	<u>\$ 645,835</u>	<u>562,854</u>

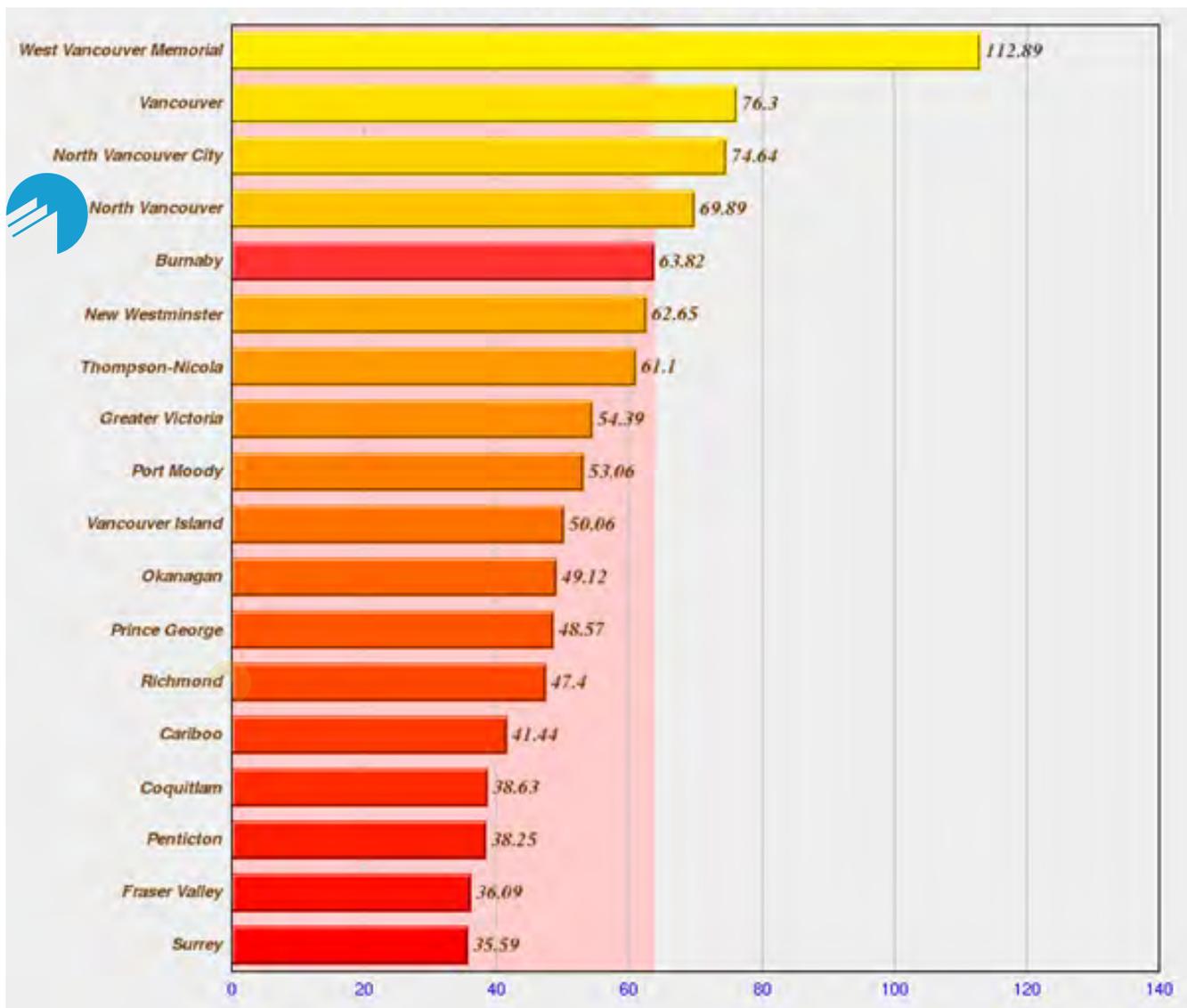
Additional Provincial Support

- InterLINK Library Federation
- BC Libraries Cooperative
- Consortial Licensing of Digital Resources
- Inter Library Loans Network
- Summer Reading Club
- Trustee Orientation Program
- BC Library Act

How We “Stack” Up: Total Revenue

This graph shows the revenue per capita for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

TOTAL REVENUE PER CAPITA



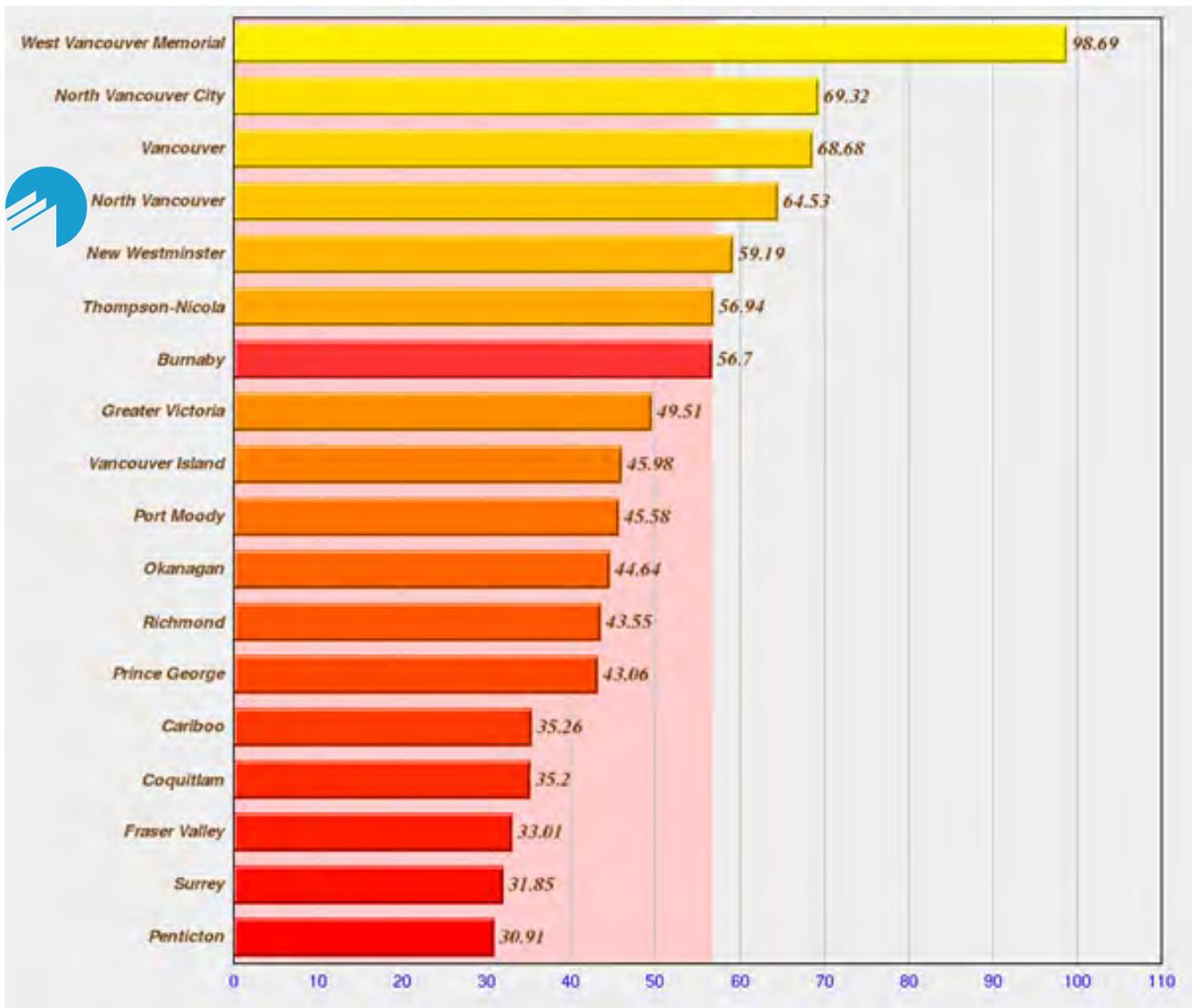
Based on 2015 Provincial reporting. Source: countingopinions.com.



How We “Stack” Up: Local Government Support

This graph shows the local government support per capita for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

LOCAL GOVERNMENT SUPPORT PER CAPITA



Based on 2015 Provincial reporting. Source: countingopinions.com.

People

“The most important asset of any library goes home at night – the library staff.”

- **Timothy Healy**

Staff

Our schedules and service hours aim to provide the best coverage to meet the levels of activity we anticipate. We schedule staff for the daytime, evenings and weekends too. Some interesting facts about us:

- Our librarians have Master in Library and Information Studies degrees (MLIS or MLS) – 2 year graduate program
- Our library technicians have Diploma in Library and Information Technology – 2-year college program
- We contribute to the training and education of up and coming library professionals, hosting practicum students from the local library education programs, and we hire library school librarians in training from UBC to assist us on Sundays.
- Our staff have many talents beyond the straight performance of their jobs. For example we have had artists, writers, musicians, interior designers and a lawyer on staff.
- The Library’s first collective agreement, with CUPE local 389, was signed in 2009.

Staffing as of December 2016

Support Staff	Library Assistants	32
	Library Technicians	9
	Pages	31
	Administration and maintenance/delivery	7
Professional Staff	Managers	6
	Librarians	32
	Student librarians	6
Total		123

37
Reg F/T

22
Reg P/T

37
Students

27
On Call

At the BCLA Conference in 2016, the NVDPL presented a panel discussion “Under the Hood: Honest Stories of Disruptive Change in a Public Library”. The NVDPL team was a representative cross-section of the incredibly talented NVDPL staff, which included the Library Director, an NVDPL patron, Management, Circulation staff, and Librarians. The session was an honest, behind the scenes story of what transformative change looks like in the public library sector. It really resonated with conference attendees and a strong buzz was maintained throughout the entire conference as a result of the NVDPL’s session. Here’s what one staff member had to say:

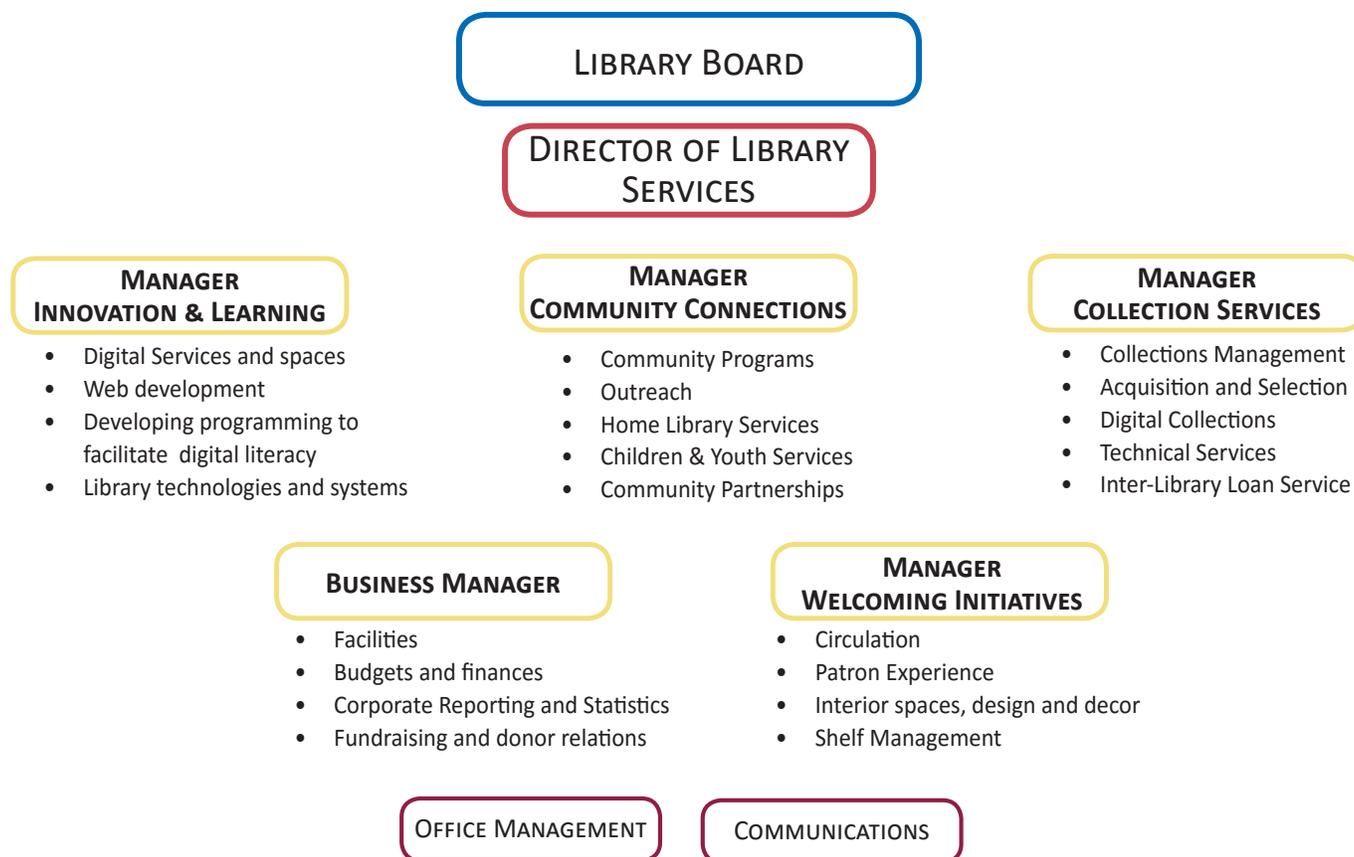
“I’m thankful that I was given the opportunity to express what in years past I had long thought to be a disparity in our work environment, one which ignored skills, experience and quite frankly, loyalty. Antiquated conditions that hindered rather than supported a library wanting to thrive. *Jacqueline encouraged open and honest discourse*, which has been, and continues to be the catalyst for our journey from disruption to transformation. We’ve become an organization that values and exemplifies the contribution and integrity of each and every staff member; **a library that other libraries in BC can watch and learn from.**”



The Management Team

The management team shares a philosophical approach that supports the development and success of all NVDPL staff. Over the past three years, staff culture has seen dramatic and positive change.

ORGANIZATIONAL STRUCTURE



Jacqueline van Dyk Director, Library Services



Jacqueline is proud to lead a strong community-focused library with a talented and capable staff. She rejoined the Library in 2013 after a 15 year hiatus. In the 1990s, she was the Library's manager of Systems and Technology, responsible for (among many other things) the Library's first hand-coded website. Jacqueline moved from NVDPL to lead the Library Systems department at Vancouver Community College, where she developed and supported systems-related services for the students, faculty and staff.

Following VCC, Jacqueline led the provincial government's Libraries and Literacy branch, formerly known as the Public Library Services Branch, where she worked to ensure that all British Columbians have increased library access. As the provincial librarian, she was responsible for provincial investments in libraries and literacy, including shared systems, infrastructure projects, policy and legislation.

Jacqueline brings passion, energy and fresh perspectives to the transformative work of public libraries.

She lives in north Burnaby with her husband, teen son and daughter, and is passionate about the creative arts, learning and reading.

Alison Campbell**Manager, Community Connections**

Alison connects, consults and collaborates with community members in order to understand community needs and to inform the direction of library services and policies. She provides leadership in the provision of community-centred service and the promotion and delivery of library services in the community.

Alison has spent her career at NVDPL, starting as a book shelper when she was in high school. She has been a Children's Librarian and Assistant Branch Manager at Parkgate and Lynn Valley, and the Outreach Coordinator for Children and Teens for the system.

She enjoys building community partnerships, sharing her love of children's literature and not-overly-energetic outdoor activities.

Adam Farrell**Manager, Innovation and Learning**

Adam Farrell is a professional librarian and archivist. He holds a degree in English, a Masters in Library and Information Sciences and a Masters in Archival Sciences. Adam has over 18 years' experience in various libraries including public, government, hospital, health sciences, business, and various academic libraries.

He has archival experience with the City of Richmond Archives and the InterPARES Project, which aims at developing the knowledge essential to the long-term preservation of authentic records created and/or maintained in digital.

Adam's interests include oral histories, information literacy, copyright, innovation, and emerging technologies.

Deborah Hudson**Business Manager**

Deborah provides leadership for the Library's business functions, contributing to the development and implementation of organizational strategies, policies and practices, and supporting strategic projects and corporate services. Working with our District of North Vancouver partner, her role includes the coordination of capital projects, budgets, financial controls and compliance systems.

Deborah brings two decades of management and leadership experience in cultural sector government and not-for-profit organizations, including facility and project management for municipal and community museums, galleries, and historic sites.

Deborah's passions include travel, photography, reading, drawing, and gallery hopping. She is interested in the history of art, architecture, and children's book illustration, and enjoys kayaking, beach walking, and exploring B.C.'s great waterscapes.

Corinne McConchie**Manager, Welcoming Initiatives**

Corinne is responsible for the Library's Welcoming Initiatives, and in her role she ensures the library's welcoming environment for all activities that take place within it such as facilities and operations coordination and improvements, collection retailing, promotions and circulation, staff scheduling oversight, and development and supervision of the circulation staff and auxiliary pool.

Corinne joined NVDPL in 2008 as Manager of Technical Services and also served as Manager of Collections between 2013-2016. Prior to coming to NVDPL, she held senior management roles in other public library systems such as Greater Victoria and Surrey. She has also worked for post-secondary libraries such as those at UBC and SFU and has a teaching background having been an instructor for the University of the Fraser Valley's Library Technology program.

Corinne's personal interests include photography and digital art, animal welfare, nature and personal growth.

Vacant**Manager, Collections Services**

Shifting Forward



Source of Word Cloud: NVDPL Employee “Cultural Values” Survey 2014

The hallmark of an organization successfully engaging with a future of change, uncertainty and technological change is its ability to learn.

Throughout the last three years, many changes and events took place to test our learning orientation. For example, we experienced numerous staff changes, management reorganizing, and new ways to communicate and work together.

Culture shift by definition is a work in progress.

Examples of our culture shift in action:

- New ideas for programs arising from staff skills, abilities, and creativity including technology programs, reading promotions, discussion groups, MOOCs, and more
- Creation of staff-led committees and initiatives, including the Green Team and an in-house website redesign
- Established an All Staff Workshops to bring together cross-system collaboration
- Increased focus on employee development and training
- Leading from Any Position staff workshop series
- Enhanced staff engagement with community round-tables and outside organizations
- Staff-led presentations to the Library Board to inform the Board of operational and organizational success
- Development of a one-on-one and group chat series with the Library Director, Jacqueline van Dyk
- Increased staff engagement in collaborative programming and services

Collections & Circulation

“To build up a library is to create a life. It's never just a random collection of books.”

- **Carlos María Domínguez**

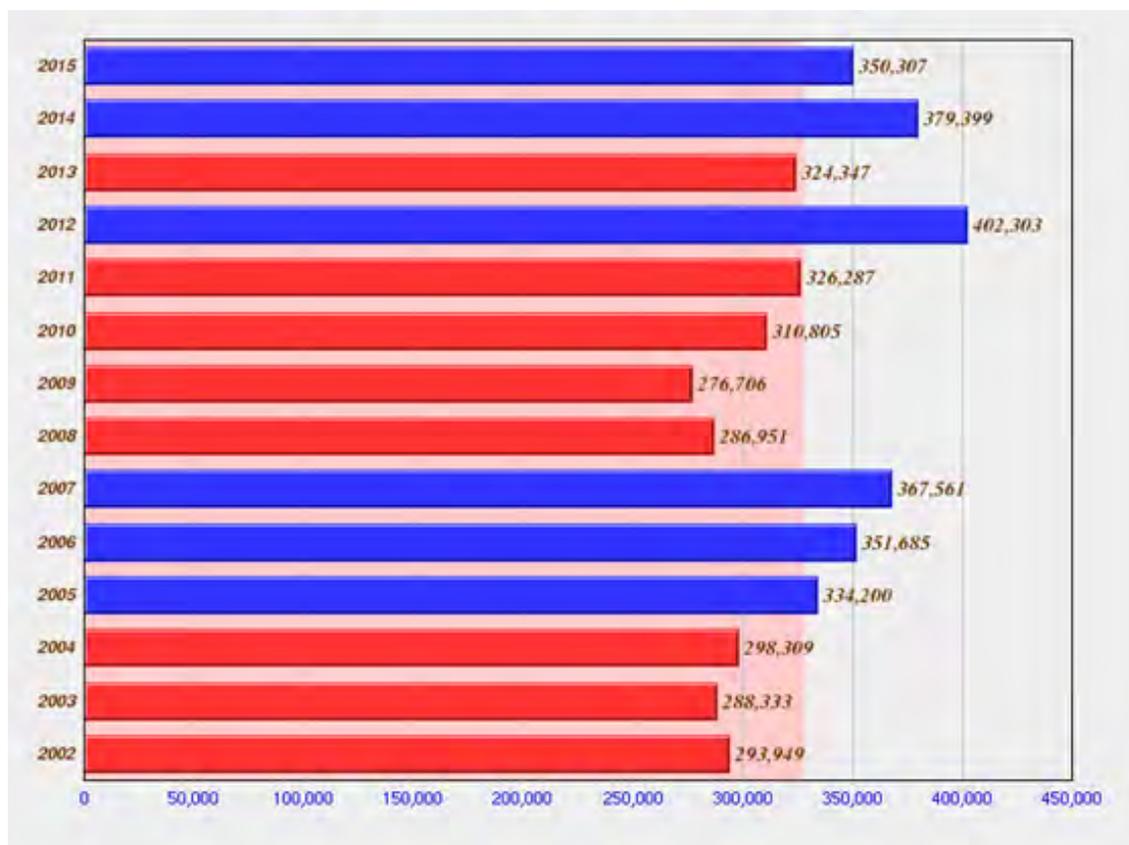
Collections

Collection content is curated by our professional librarians using formal criteria and reviews, guided by the collection policy and budget allocations. Their selections are also informed by publishing trends, what's hot, patrons' ideas, staff suggestions, and donated books.

We purchase extra copies where we can to meet demand for hot items, within limits and budget constraints. We think about our packaging and preparation of items, aiming for a durable item that will withstand multiple uses and lots of handling. We list everything in the online catalogue so that people can see what's available where, and can manage their holds and see when materials are due back.

ITEMS IN COLLECTION

2015 Collection Totals: 350,307

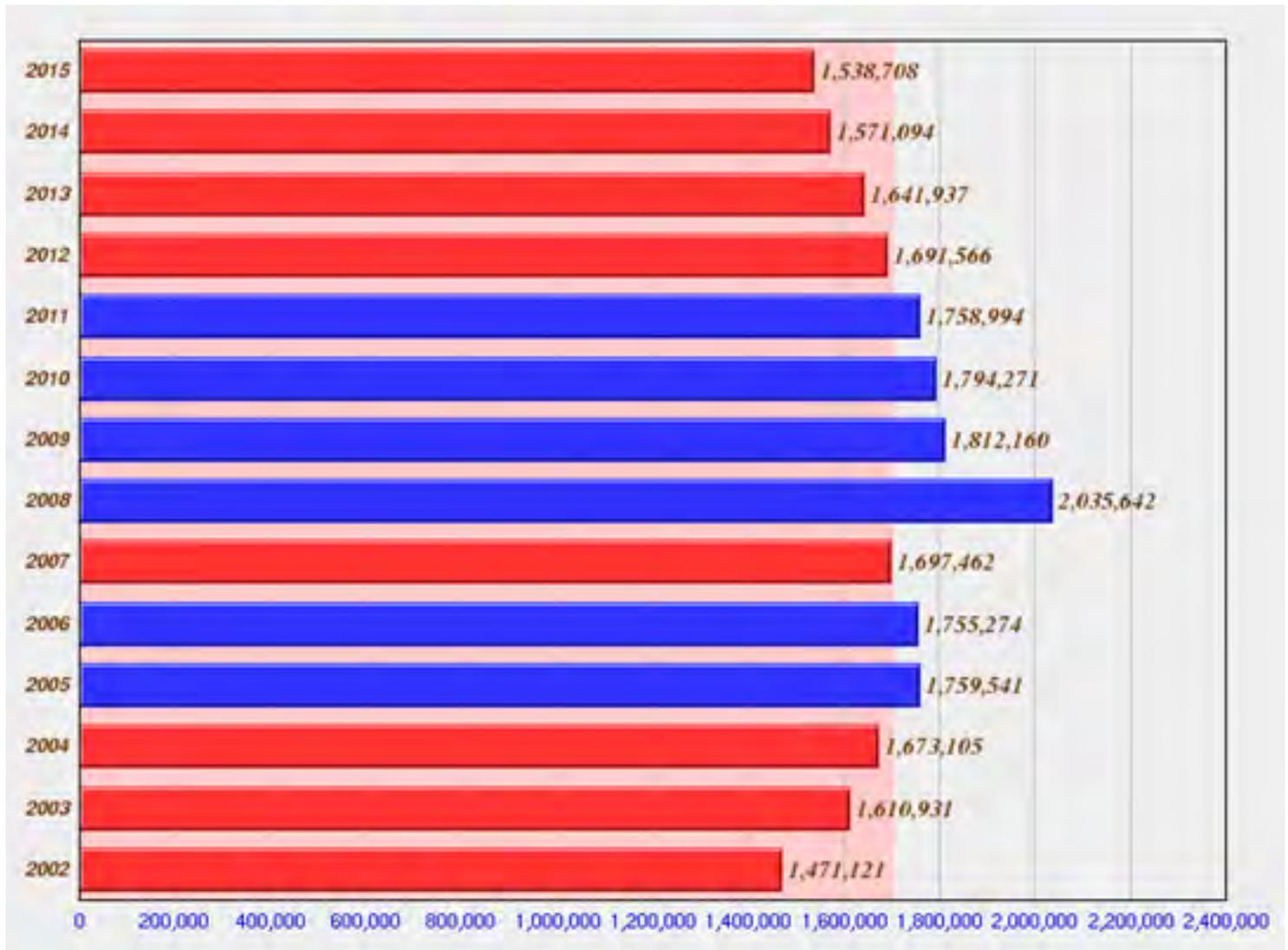


Interlibrary Loan Service

Sometimes we can't buy items people would like to see—the items may be too old and no longer for sale, not suitable for a public library collection or of limited use. Our Interlibrary Loan service is here to fill in that gap. We can borrow many items we don't own ourselves, through our network of participating libraries.

Circulation of All Materials 2002-2015

This graph shows the circulation trends from 2002-2015 at North Vancouver District Public Library.

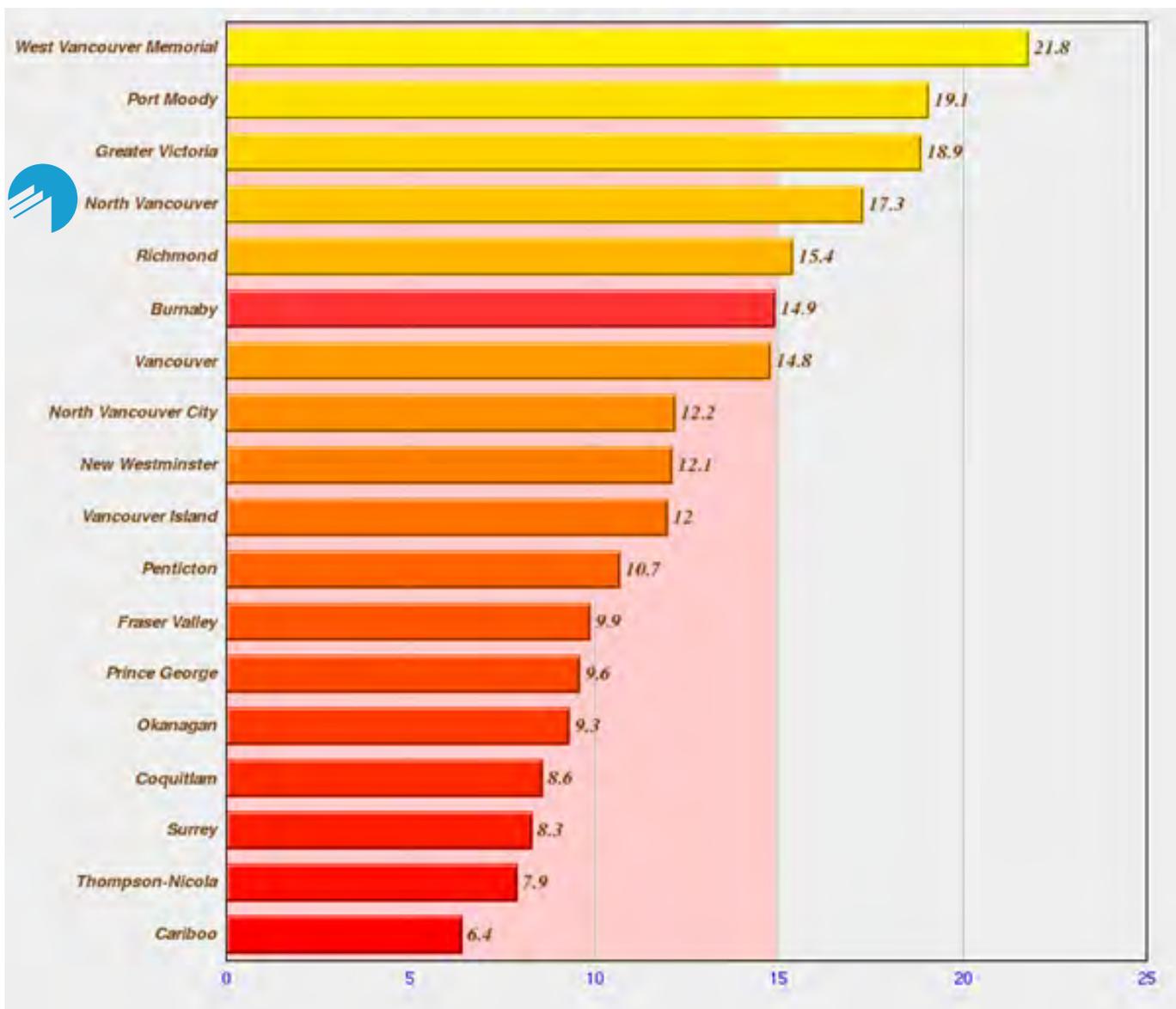


Based on 2015 Provincial reporting. Source: countingopinions.com.

How We “Stack” Up: Circulation

This graph shows the circulation per capita for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

CIRCULATION OF ALL MATERIALS PER CAPITA



Based on 2015 Provincial reporting. Source: countingopinions.com.

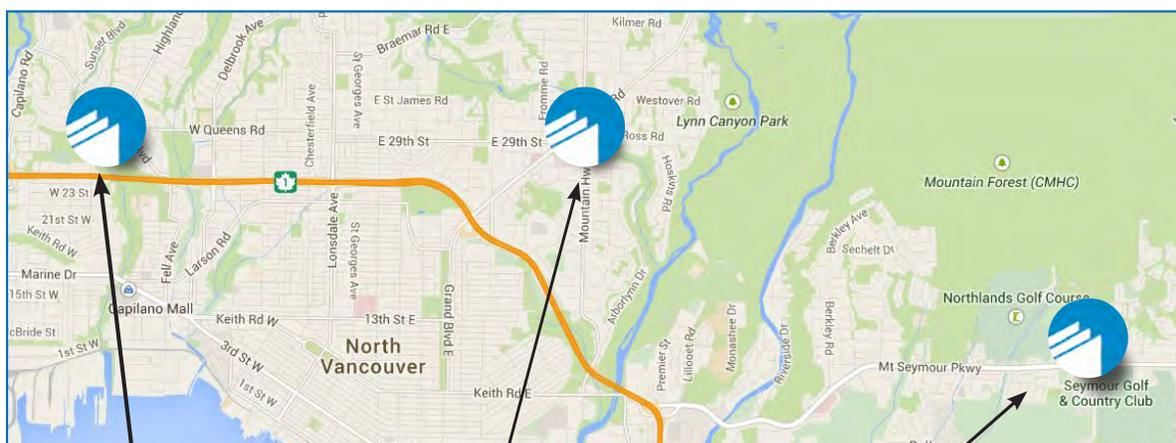
Spaces & Vision

“The next library is a place, still. A place where people come together to do co-working and coordinate and invent projects worth working on together.” - **Seth Godin**

NVDPL Facilities

The North Vancouver District Public Library has a long history serving and connecting the community through its lending services, research facilities, and public events. It has evolved over the past 50 years from a small, part-time book resource, to a world class lending service with state-of-the-art technology. The community is well served by three fully functioning library branches at Capilano, Lynn Valley, and Parkgate, with Central Administrative Services based on the 3rd Floor of Lynn Valley Library. The Library works closely within the community, forging partnerships and collaborative initiatives to maximize its service potential throughout the District of North Vancouver.

In the 21st century, public libraries continue to be places of knowledge and culture, where every citizen can learn and have access to information. A recent survey of NVDPL patrons indicated that in addition to browsing and borrowing traditional library materials, our community also comes to the library to study, to work, to use the computers, to tutor/be tutored, to attend programs, to read with their children, and to meet with each other. In recognition of this wide variety of activities, the vision statements for our library spaces are currently being renewed. We value flexibility, accessibility, and responsiveness in order to support our North Shore community in learning, discovering their creativity, and connecting with each other.



Capilano Library

- built in 1985; seismic upgrades & minor renovations in 2008
- square footage: 17,384
- awarded LEED Certified for Existing Buildings Operations and Maintenance in 2012
- 2016 gate count = 216,911

Lynn Valley Library

- built in 2007
- square footage: 52,722
- awarded LEED Silver for New Construction in 2012
- 2016 gate count = 443,869

Parkgate Library

- built in 1994, with minor upgrades performed in 2011
- square footage: 16,415
- 2015 gate count = 217,946



Programs

“A librarian is a data hound, a guide, a Sherpa and a teacher. The librarian is the interface between reams of data and the untrained but motivated user”

- **Seth Godin**

NVDPL Programs

Public programs offered across three Library branches have diversified beyond the view of a traditional library. Over 1200 programs were delivered in 2016, with a wide variety of offerings from Baby Tales to “Future Planning: The Time to Plan is Now!”. A 14% increase in program attendance in 2015 reflects: a significant increase in the number of children’s programs; the popularity of English Language Learning programs and events for Newcomers; and innovative adult programs such as Truth and Reconciliation programs, TED Talks streaming, and Massive Open Online Courses (MOOCs). 2016 totals remain consistent.

2014-2016 PROGRAM HIGHLIGHTS

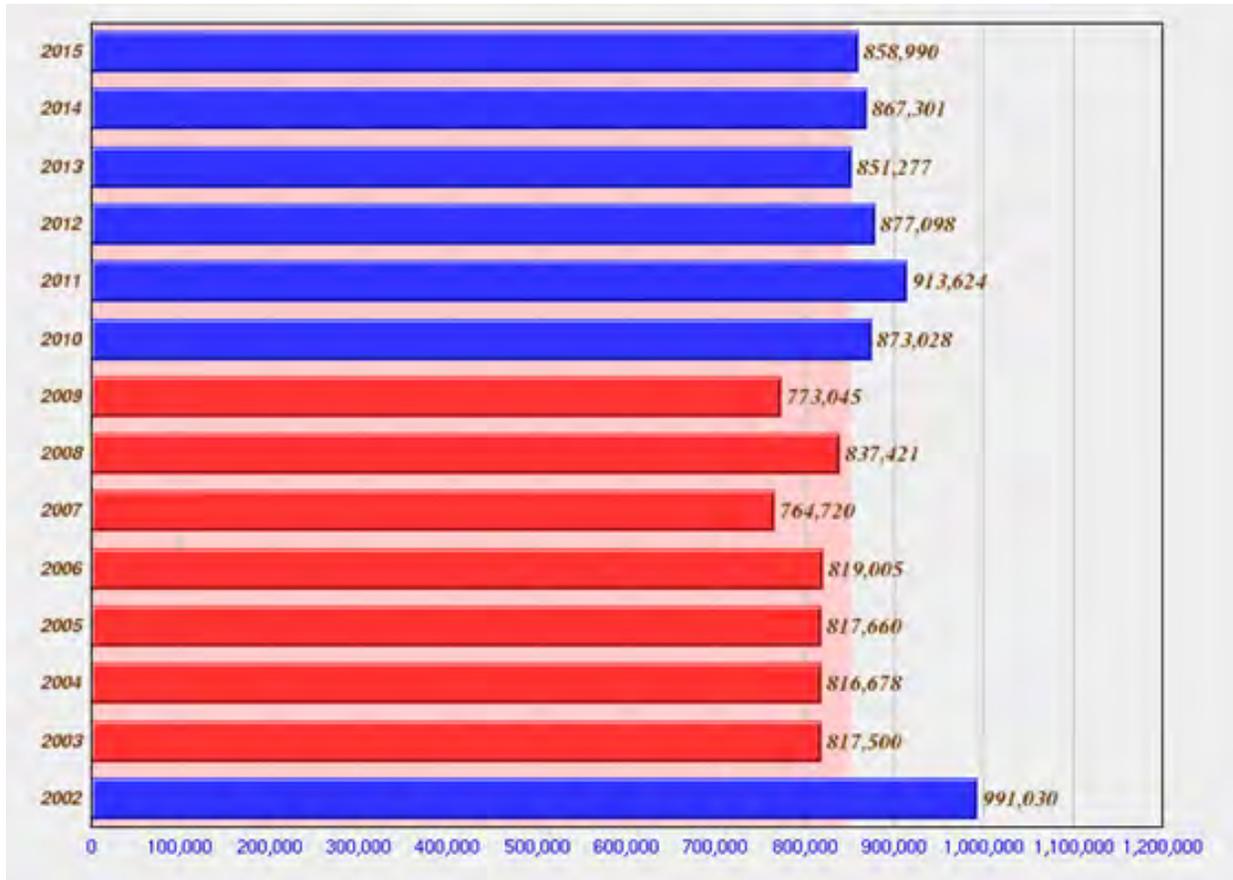
- TED Livestreaming
- Google Expeditions
- Community Unconference
- An Evening in Honour of Reconciliation
- One on One Technology Training and Tech Tutors
- The North Shore Writers Festival
- The Whisky Library Fundraiser
- Meet Your Mayor Sessions
- Book Clubs for all ages
- Democracy Café
- Philosophers Café
- Job Search Skills and Networking Club
- English Conversation Corner
- Culture Days Host
- Comic Book Making workshop
- Retirement Planning workshops
- Advanced Care Planning seminars
- Networking with Local Businesses event
- Lego Robotics programs
- Storytimes
- Parent Child Mother-Goose at the Lynn Valley Care Centre
- Online learning courses (MOOCs)
- Monthly Author Talks



Visits: 2002-2015

Walk in traffic remains consistent from 2002-2015.

IN PERSON VISITS- NVDPL

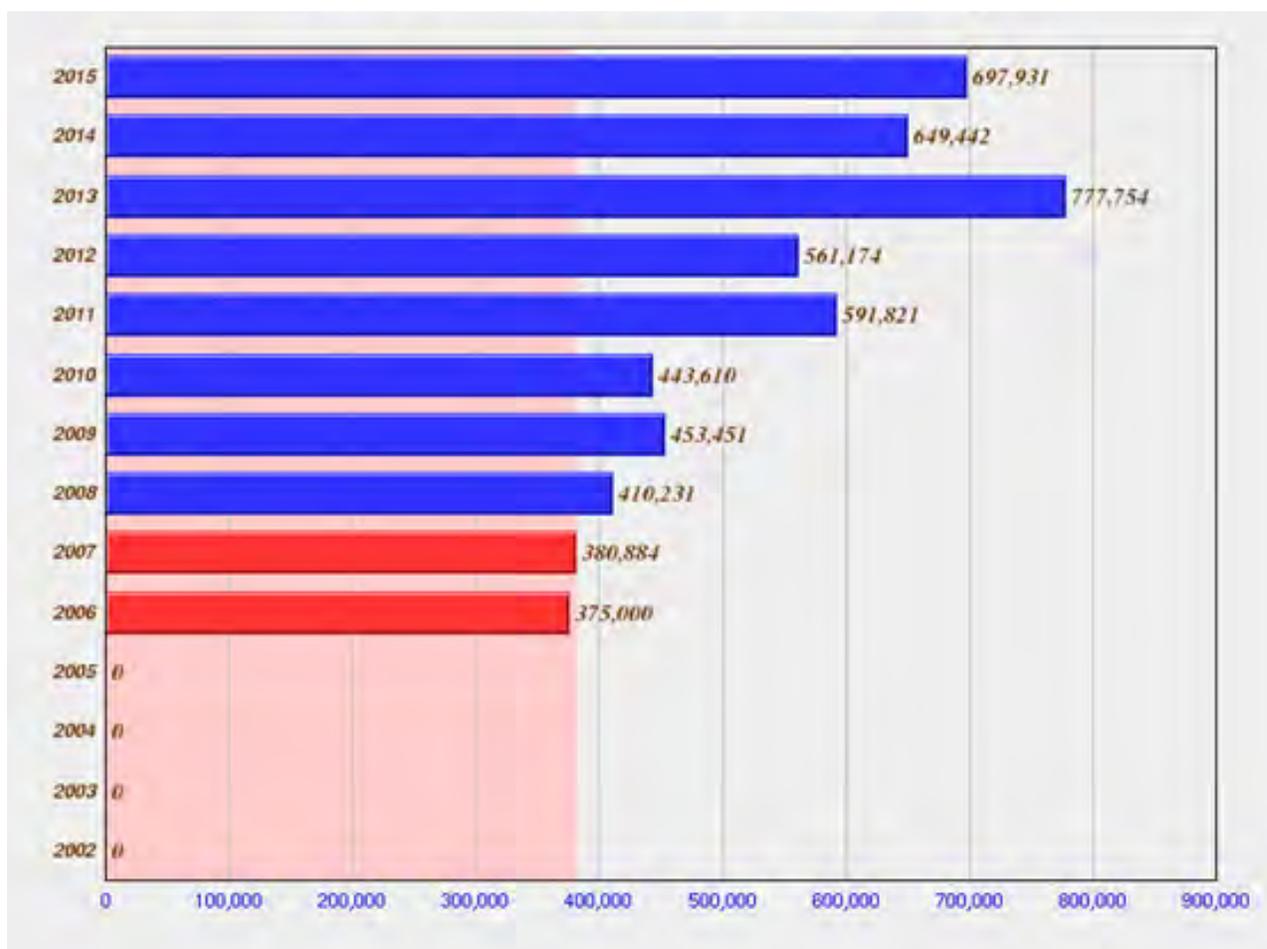


Based on 2015 Provincial reporting. Source: countingopinions.com.

Virtual Visits: 2006-2015

Virtual visits to www.nvdpl.ca and the NVDPL Catalogue increase steadily year after year. In 2014, the NVDPL launched a brand new website, which we attribute the slight decrease in 2014 virtual visits to.

LIBRARY VISITS (WEB & CATALOGUE)- NVDPL



Based on 2015 Provincial reporting. Source: countingopinions.com.

“My two favourite things in life are libraries and bicycles. They both move people forward without wasting anything.” - **Peter Golkin**