

# 2017–2019 **Strategic Plan**



North Vancouver District  
Public Library

Connecting Community  
Sharing Knowledge  
Inspiring Stories

## A Year at NVDPL

**45,000+** cardholders

**1.5M+** visits annually

In-person visits: **858,990**

Digital visits: **697,931**

**1,538,708** items borrowed in 2015

Physical items: **1,451,262**

Digital materials: **87,466**

Days open: **333** at each branch

Hours open: **10,010**

Questions answered: **118,018**

Over **1,100** programs

with over **34,000** attendees

**36%** of the local elementary school population registers in the Summer Reading Club

# Message from the Mayor



At the heart of our thriving community lies an integrated network of organizations that work efficiently and resourcefully to expand and enhance recreational, cultural, and intellectual activities for our residents. Our libraries are one of these foundational resources that help support our intellectual and social health—a key component of the District's Official Community Plan.

Our libraries are spaces for community gathering and cultural expression, connective hubs that propel social well-being and serve as informal learning centres. You'll find a carefully curated collection books at NVDPL, but also eBooks, audiobooks, accessible formats, diverse and unique programming, and a variety of inclusive activities—all of which are vital components to an engaged, informed, and healthy community.

On behalf of the District of North Vancouver Council, we commend the North Vancouver District Public Library on its new Strategic Plan.

A handwritten signature in black ink, appearing to read "Richard Walton".

**RICHARD WALTON**  
Mayor, District of North Vancouver

# Message from the Board Chair



The North Vancouver District Public Library Board is thrilled to present its new Strategic Plan that will guide our decisions throughout 2017-2019. It reflects NVDPL's guiding principles, engages our strengths, and encourages action in our areas of opportunity. It comprises bold, achievable, and carefully considered opportunities, and we are eager and excited to deliver on these commitments to residents and stakeholders in the District of North Vancouver.

The document is the outcome of a dedicated, attentive process; we've undertaken collaborative strategic workshops, consulted data and research from patron satisfaction surveys, sought counsel from organizations and colleagues, consulted organizational strategy leaders, and collected thoughts from our accomplished NVDPL management team. The NVDPL will be a connected, current, and leading learning hub.

On behalf of the North Vancouver District Public Library Board, I would like to thank all those who have contributed to the creation of this guiding document. In particular, I would like to thank the District of North Vancouver, as well as North Vancouver District Public Library Trustees and staff. We are confident the operational changes implemented will enrich the lives of current and future patrons and we are excited to facilitate the collective success of our community.

A handwritten signature in black ink, appearing to read "David Porter".

**DAVID PORTER**  
Board Chair

# Message from the Director of Library Services



The North Vancouver District Public Library is proud to support a culture of learning and a love of reading in our diverse community of almost 90,000 residents. Since the adoption of a transformative Strategic Framework in 2014, NVDPL has reoriented its programming and services to be more community-focused, connecting and partnering in new ways. This reorientation lays the groundwork for success—success that we will build upon in the next three years.

We know that a rapidly evolving knowledge economy demands more of learners, and learners demand more of the library. A new strategic plan will inspire service initiatives that support local residents and NVDPL's refreshed vision: to shape the District of North Vancouver's future by inspiring learning, discovery, creativity, and collaboration in local residents.

As we progress, we will honour fundamental library services while embracing emerging technologies and trends to enhance our future Library. Engaging with our community, we'll continue to build a comprehensive collection of physical titles and offer a diverse range of programs and events. We will facilitate lifelong learning and literacy. We will build on a culture of community collaboration. We'll connect

our community to the tools and resources required to navigate and succeed in the digital world, to expand and grow our community's knowledge base. These are some of the goals we will work to fulfill throughout the next three years.

Our new plan is informed by current needs identified by our community, inspired by changing digital landscapes, and remains adaptive to accommodate future trends. On behalf of the Strategic Leadership Team and all Library staff, I would like to commend the hard work of everyone involved in bringing this vision document to life.

We welcome our revitalized framework with enthusiasm and we look forward to implementing performance-oriented work plans that will ensure our continued success in years to come.

A handwritten signature in white ink, appearing to read 'Jacqueline Van Dyk', set against the green background of the right side of the page.

**JACQUELINE VAN DYK**  
Director of Library Services

## **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.



## **OUR VALUES:**

# Who we are

### ***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 and 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

**PROJECTS:**

- Explore opportunities to engage community members in decision-making
- Facilitate more opportunities for people to volunteer to share their knowledge or gain work experience
- Develop a service excellence strategy
- Explore opportunities to increase our presence throughout the District of North Vancouver, particularly through the development of the "Express Library"

**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

**PROJECTS:**

- Expand the selection and range of our digital collection to support a community of learning
- Explore the opportunity to launch a digital creation lab
- Offer relevant, professional programming and digital creation tools, for projects like self-publishing, to support growth of digital literacy and skills
- Conduct a community assessment to ensure technology infrastructure meets the expectations of local residents



## 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

## PROJECTS:

- Develop responsive community-led programming which is learning-centric
- Complete and implement an Interior Spaces Plan to ensure spaces meet the learning needs of our patrons
- Explore new book club innovations to increase NVDPL book club options for a greater variety of readers
- Offer opportunities to support local authors



# Get in touch

## **Lynn Valley Library**

1277 Lynn Valley Road  
North Vancouver, BC, V7J 0A2  
604-984-0286

## **Capilano Library**

3045 Highland Boulevard  
North Vancouver, BC, V7R 2X4  
604-987-4471

## **Parkgate Library**

3675 Banff Court  
North Vancouver, BC, V7H 2Z8  
604-929-3727

## **Library Administration**

604-990-5800

## **Find us online**

[www.nvdpl.ca](http://www.nvdpl.ca)



North Vancouver District  
Public Library