



North Vancouver District
Public Library



2011 ANNUAL REPORT

*Your Library:
The place you want to be*



Mayor Richard Walton

Message from the Mayor

Our superb libraries are an essential part of what makes North Vancouver District such a great place to live. Serving as hubs for our communities, they are inclusive places where all are invited, regardless of background, ability or life circumstance, to learn, connect with others and explore ideas.

On behalf of the District of North Vancouver and all members of Council, I would like to thank the Board, staff and volunteers who give their time and dedication toward making the North Vancouver District's libraries such welcoming places for all residents of our municipality.

Richard Walton
Mayor, District of North Vancouver



North Vancouver District Public Library Board of Trustees



Clockwise, starting at front: Lucy Cayuela (Board Chair), Gopi Chande, Sanford Osler, Mike McGraw, Councillor Alan Nixon, Fiona Kelly, Ken Lim. Missing from photo: Matthew DeBock, Frank Sullivan



North Vancouver District
Public Library

Message from the Library Board Chair and Director



Lucy Cayuela, Board Chair

In 2011 the Library launched its new *Strategic Plan: the Priorities of a Community Inspired Library*, and inspiring our community was exactly what we achieved.

Early in the year, the Library hosted an eXperience eReaders event with over 300 community members attending to learn about e-readers and ebooks. Our staff members have become digital literacy guides, helping our patrons experience the love of reading in many formats, be it traditional or digital.



Heather Scoular, Library
Director

Partnerships allowed us to offer more value by enhancing our programs and facilities. Our collaboration with Capilano University, which created the Capilano Universe Lecture Series, is one example of the successes partnership can bring. Another long-standing, successful partnership of the Library's is with the Friends of the Library. In 2011 the Friends raised over \$88,000 for the Library. Much of this money came from a federal grant that went toward enhancing library access for people with disabilities.

This past year the Board said goodbye to four trustees: Areef Abraham, Helio Lopes da Costa Jr., Colleen Drain and Councillor Robin Hicks. We thank these trustees for their many contributions and for their part in creating the Library's strategic plan.

We want to thank our talented staff who animate our collections and facilities and make NVDPL truly the place the community wants to be. We also wish to acknowledge the ongoing support of the District of North Vancouver and the Province's Libraries and Literacy Branch. Finally, thank you to all of our patrons, who make us a vibrant community hub.

Lucy Cayuela, Chair, NVDPL Board of Trustees
Heather Scoular, Director of Library Services

2011 Strategic Plan Achievements

Community Hub

We are committed to becoming a vital part of the infrastructure that anchors and inspires our community



Accessibility
Improvements to
Entire System
see page 9

Community-
Building Programs
see page 14

Partnerships
Cultivated
see pages 12 and 15

Social Well-Being

We are committed to fostering social well-being in the community



Public
Training in
Digital Content
see page 6

Sustainability
Initiatives
see page 10

Supporting
New Immigrants
see page 12

Outreach to
First Nations
see page 13

Service
for Seniors and those
who are Homebound
see page 13

After extensive community consultation, NVDPL's Board adopted the *Strategic Plan 2011-2013: Priorities of a Community-Inspired Library* in mid-2011. This plan, which serves as a road map for Library services, outlines four strategic themes to help guide the Library through the three years of the plan.

Strong Organization

We are committed to strengthening and increasing collections, professional services and access.



Community and Government Relations

We are committed to demonstrating the Library's value



Each of these four themes is illustrated above along with strategic plan achievements accomplished in 2011. Page numbers are indicated for each one so that you can read about specific achievements in this annual report.

The strategic plan can be viewed at www.nvdpl.ca/about/reports.

Digital Services and Resources

As technologies such as e-readers, ebooks, social media and mobile devices come onto the scene and increase in popularity, NVDPL is making sure all community members can access and benefit from these new formats and devices.

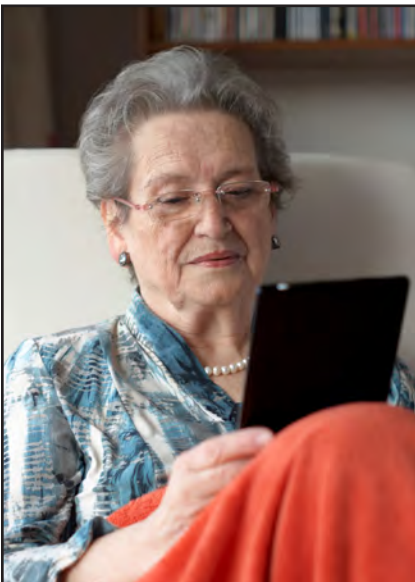
E-reader, Ebook and Social Media Education

In addition to regular computer, Internet and email training classes, NVDPL hosted two well-attended digital literacy training events pertaining to e-readers and social media in 2011.

On January 22, over 300 community members attended NVDPL's eXperience eReaders event. On May 1, NVDPL held a Social Media Awareness workshop where 65 parents and interested adults learned about personal privacy online and social media safety.



300 interested community members attended our eXperience eReaders event to learn all about e-readers and ebooks at the Library.



Providing Access to Digital Content and Devices

In November, NVDPL launched a six-month pilot project to lend e-readers. 12 e-readers were made available for borrowing: four Kindles, four Kobos and four Sony Pocket Readers.

In September, NVDPL expanded its online digital offerings. In addition to audiobook and ebook downloads available through British Columbia's Library to Go, NVDPL started offering patrons free music downloads through a service called Freegal. 4,119 songs were downloaded from Freegal by NVDPL patrons in 2011.

Since the launch of NVDPL's e-reader pilot project, demand for each of the devices has been high, with each device averaging 53 holds.

Connecting On the Web and On the Go

Not only is NVDPL providing public education and access to new technologies, it is also using these technologies to allow patrons to connect to library services wherever and whenever they want.

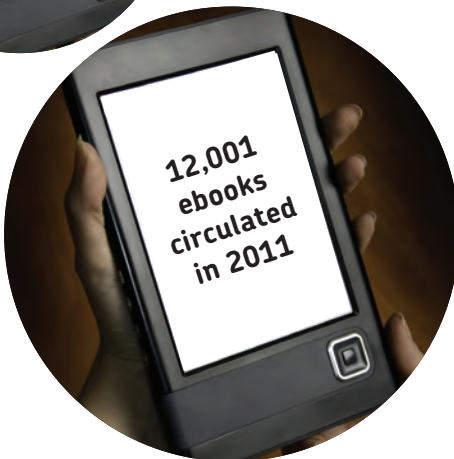
Now, in addition to connecting with the Library through the website, through Facebook or Twitter, patrons can access the Library's catalogue using their smartphone, tablet or other mobile device thanks to a new app.

Library patrons with library questions can now find answers online through a new chat service introduced in September called Just Ask! This new service is provided cooperatively through Public Library InterLINK.

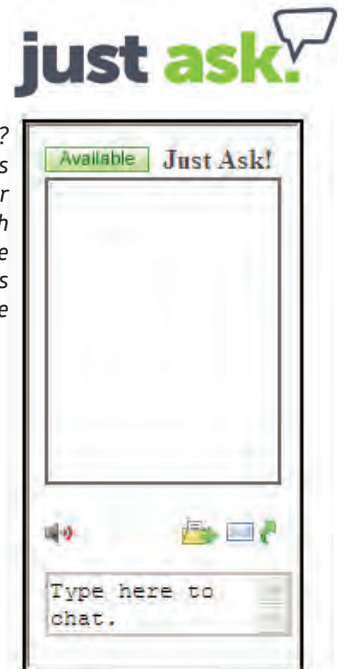


With the Library Anywhere app, patrons can access the Library's catalogue on their mobile devices. Use the QR code to the left to access Library Anywhere.

Ebook circulation



Have a question? Just Ask! Librarians are ready to answer your questions through a chat service available on the Library's website



Friends of the Library

The Friends of the North Vancouver District Public Library is an outstanding group of volunteers dedicated to the support and enhancement of NVDPL's facilities, services and programs. Here is how the Friends made a difference for the Library in 2011.

Fundraising to Excite Your Library Experience

In 2011 the Friends raised \$15,150 for the Library, mostly through three book sales.

Money raised went towards the "Excite Your Library Experience" campaign, which aims to raise money for improvements to the Library's public spaces.

Through this campaign, the Friends purchased in 2011 furniture for a new seminar room at Parkgate Branch Library, furniture for a cozy reading area at Capilano Branch Library and book baskets on wheels for patrons to use.

The Friends' donations also helped supply paperback book prizes for the Library's Summer Reading club, and for "The Trick is to Read" giveaway on Halloween.



Friends of the Library Executive Chair Meghan Radomske showcases the new book baskets donated to the Library by the Friends.

*Where would we be
without our Friends?
You can recognize the
Friends' initiatives when
you see their logo.*



**Friends of the
North Vancouver
District Public Library**

Funding Accessibility Improvements

Also in 2011, the Friends of the Library received a \$73,353 grant from the Government of Canada's Enabling Accessibility Fund to help make NVDPL more accessible for people with disabilities.

The grant was used to purchase automatic door openers for public washrooms for each branch; an accessible self-checkout station; mp3 players; cassette players and Kindles for loan to Library patrons with disabilities; additional mp3 content; magnification viewers for each branch; and three large-font computer monitors for specific workstations within the branches.



Attendees at NVDPL's "Celebrate Accessibility @ Your Library" event learn all about new accessibility features made possible by a grant from the Government of Canada's Enabling Accessibility Fund.

How the Friends Raised Money for NVDPL in 2011



Book Sales
\$15,150



Grant applications
\$73,353

Total = \$88,503

Sustainable is Attainable

NVDPL is committed to fostering social well-being in the community. Part of this commitment means that the Library models sustainability by caring for its community, its context and its environment. Here are a few of NVDPL's sustainability achievements in 2011.

Lynn Valley Main Library is LEED Canada Certified

In 2011 the Canada Green Building Council officially awarded NVDPL's Lynn Valley Main Library with LEED (Leadership in Efficiency and Environmental Design) certification.

This certification recognizes the green design of Lynn Valley Main Library, which was built with many sustainable features including low-flow plumbing, dual flush toilets, efficient heating and air conditioning, low-emitting carpets, paints, sealants and wood finishings, and more.

Sustainable Site

Lynn Valley Main Library is centrally located close to transit. Patrons can easily get to the Library by bus, bike or foot - all sustainable options.



North Vancouver District
Public Library
STAFF GREEN TEAM

Sustainable is Attainable

*Want to know how your Library is sustainable?
Check out the signs posted at each of our locations.*



Promoting Sustainability

Green Team members at a North Shore Green Market at Lynn Valley Village, educating the public about sustainability and the Library.

Diverting Waste from the Landfill

In January, NVDPL's staff green team initiated the "Get rid of it responsibly" campaign to increase the Library's recycling so as to reduce the waste the Library sends to the landfill. Through increased signage for recycling bins, programs to recycle batteries and plastics not accepted in blue bins, and regular waste audits to monitor recycling levels, the green team's efforts have paid off, resulting in the Library diverting 67 per cent of its waste from the landfill in 2011.

Library waste
diverted from
landfill
67%



Library waste
sent to landfill
33%

The Green Team's motto is "sustainable is attainable!" You can recognize Green Team initiatives in the Library when you see the Green Team's logo.



**North Vancouver District
Public Library**
Sustainable is Attainable!

Reaching Out

NVDPL's vision is to be the place you want to be. Fulfilling this vision means providing services that enrich the lives of every member of our community – whether these services are provided at our branches, or whether they are delivered out in the community.

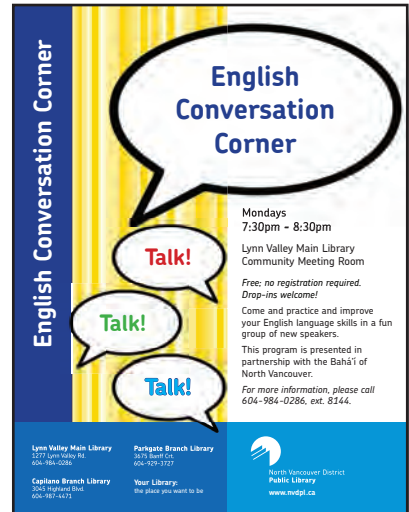
Here are a few examples of the ways the Library reached out in 2011.

New Immigrants

In 2011, NVDPL worked with North Vancouver School District 44 and the North Shore Multicultural Society to participate in the Immigrant Parents as Literacy Supports (IPALS) program.

In this 10-session bi-weekly program, new Canadians with Korean or Farsi as their first language were introduced to ways they can help their children be ready to learn when they start school. Library staff attended these sessions to teach parents about library programs and services and to present storytimes to the children.

Towards the end of the year, NVDPL developed a partnership with the North Shore Multicultural Society that has initiated plans to start hosting regular tours of the library for new immigrants.



English Conversation Corner

English Conversation Corner

Mondays
7:30pm - 8:30pm

Lynn Valley Main Library
Community Meeting Room

Free: no registration required.
Drop-ins welcome!

Come and practice and improve your English language skills in a fun group of new speakers.

This program is presented in partnership with the Bahá'í of North Vancouver.

For more information, please call 604-984-0286, ext. 8144.

Lynn Valley Main Library
1577 Lynn Valley Rd.
604-966-0286

Periwinkle Branch Library
9430 160 St.
604-929-1727

Capilano Branch Library
2905 Highway 104
604-987-4473

Your Library:
the place you need to be

North Vancouver District
Public Library
www.nvdppl.ca

Throughout 2011, the Library partnered with the Bahá'í of North Vancouver to deliver a weekly English Conversation Corner program where participants came to practise their English-language skills.



Our Library branches feature a host of resources for newcomers to Canada.

Home Library Service

NVDPL reaches out to those who are homebound or living in senior's residences with its Home Library Service. Those who qualify receive visits from a librarian who delivers a selection of library materials based on interests or specific requests.

In 2011, NVDPL made 100 visits to individuals and 119 visits to groups (serving 1,051 people in total) to deliver material through its Home Library Service.



17,741 items



6,592 items

Talking Books

NVDPL serves those who cannot read books because of a visual, physical or perceptual disability through its Talking Books service. Through this service, eligible patrons can borrow unabridged recorded books and the technology to play these books.

Talking Books are either delivered to those who are homebound, or patrons come to the branches to borrow the Talking Books themselves. In 2011, NVDPL made 408 visits to Talking Books patrons.

First Nations

Part of NVDPL's outreach involves making regular visits to First Nations communities. In 2011, NVDPL's children's librarians continued to make monthly visits to present storytimes to Xwemelch'sten and Tsleil'Waututh preschool and Kindergarten groups.

As a result of these visits, groups from the Xwemelch'sten started making regular visits to Capilano Branch Library for storytimes and to exchange books.

Building Community

Each of the four strategic themes outlined in the Library's strategic plan underscores the importance of fostering partnerships so as to enrich and build the community.

Fostering community connections is an important activity that helps the Library achieve its mission: to enrich and inform by connecting our community to a wealth of information, ideas and experiences.

Here is how the Library worked in 2011 to build community and strengthen community connections.

Events for All Ages

Throughout the year, the Library hosted public events for community members of all ages. These events encourage lifelong learning, support the educational needs of the community, promote the love of reading and bring the community together.

A few notable events held in 2011 by the Library included Helping your Executor workshops held at each branch, a family film night series held in the fall, ongoing Internet and email training for beginners, and various author visits for both children and adults.



Family Film Night Series

Family Film Night Series

It's family film night - for the whole community!

This fall, the Library is hosting a series of free family film nights at **Lynn Valley Main Library**. Come by with the whole family to watch on the big screen in the Community Meeting Room. **All films start at 6:30pm and run until approximately 8:30pm.**

Registration required. To register, call 604-984-0286, ext. 8141.

Series Schedule

- **Tuesday, September 20**
Tangled
- **Tuesday, October 4**
Gnomeo and Juliet
- **Tuesday, October 18**
Despicable Me
- **Tuesday, November 1**
Toy Story 3
- **Tuesday, November 15**
Cars 2
- **Tuesday, November 29**
To be announced

Lynn Valley Main Library
1277 Lynn Valley Rd.
604-984-0286

Parkgate Branch Library
3475 Banff Cr.
604-929-3727

Capilano Branch Library
3045 Highland Blvd.
604-987-4475

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North Vancouver District Public Library
www.nvdpil.ca

The Library's Family Film Night Series, held in the fall, was a hit with families.

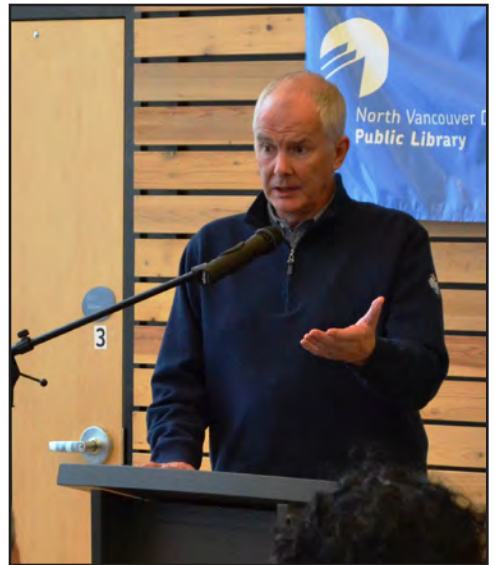
Partnering with Community Organizations

In 2011, NVDPL hosted several very successful events in partnership with other organizations. All these events were well attended and served to strengthen the bonds between community organizations.

In April, the Library took part in the North Shore Writers Festival, an annual festival hosted by all three libraries on the North Shore.

Early in the year, the Library partnered with Capilano University to launch the new Capilano Universe Lecture Series.

In September, NVDPL held a series of “My Mother’s Story” workshops in partnership with the Presentation House Theatre and Mothership Stories Society.



John Furlong speaks to an audience of 115 at the Lynn Valley Main Library as part of the North Shore Writers Festival. Authors Dianne Warren and Ryan Knighton also spoke at NVDPL as part of the festival.



The Capilano Universe Lecture Series featured lectures from Capilano University faculty at each of NVDPL’s branches. Here (left to right, top to bottom) are presenters Dr. Rajiv Jhangiani, Michelle Mason, Sandra Seekins and Dr. Stanley Greenspoon.

Programs and Outreach for Children and Teens

One of NVDPL's core values is supporting lifelong learning and the love of reading. Here are a few of the ways the Library fostered the personal and intellectual growth of its youngest patrons.

Parent-Child Mother Goose

Parent-Child Mother Goose is a national program that helps parents and babies bond through the teaching of rhymes, songs and lullabies. In 2011, the Library presented 52 Parent-Child Mother Goose sessions with a total attendance for all sessions of 1,740.



A group of parents and babies at a 2011 Parent-Child Mother Goose session held at Lynn Valley Main Library.

Storytimes

Throughout the year, each NVDPL branch hosts regular storytimes for children. Sessions are held for babies, toddlers and children under the age of five. In 2011, the Library held a total of 260 regular storytime sessions with a total attendance of 10,041.

Summer Reading Club

To help encourage reading among children and teens, NVDPL hosted once again its popular Summer Reading Club, a province-wide program that encourages children and teens to commit to reading 15 minutes a day for the 50 days of summer. NVDPL signed up 3,598 children and teens for the program in 2011.



North Vancouver District Mayor Richard Walton at the Summer Reading Club Celebration event held in August.

Children's Outreach

In 2011, our librarians made a total of 104 visits to 8,381 children in preschools, daycares, elementary schools and community programs to promote literacy and encourage new readers. Included among these are visits to First Nations preschools, visits to promote the Summer Reading Club, and visits to StrongStart BC Early Learning Centres.

2011 in Review

Items borrowed: over 1.7 million

Visits to the Library: 913,624

New Library cards issued: 5,689

Questions answered: 92,351

Items owned: 303,494

New items added: 39,902

Children and teens registered in the
Summer Reading Club: 3,598

Average storytime session attendance: 38

Library program sessions: 702 (with a
total of 30,932 attendees)

Visits to www.nvdpl.ca: 591,821



Our circulation
would stack up to
be as high as 28
Grouse Mountains

Assuming each item circulated in 2011 was 2 centimetres thick, our stack of 1.7 million items circulated would be approximately as high as 28 Grouse Mountains.



In 2011 North Vancouver District Public Library issued 5,689 new Library cards.

Visits to the Library



Savour Each Word was the theme for the 2011 Summer Reading Club. In 2011, 3,598 children and teens registered.

Financial Highlights

Revenues

District of North Vancouver	\$ 5,351,334
Provincial Grants	\$ 216,436
Donations	\$ 42,571
Other	\$ 342,406
Total Revenues	\$ 5,952,747

Expenditures

Salaries and Benefits	\$ 3,903,843
Library Books and Materials	\$ 679,468
Building Operations and Maintenance	\$ 629,318
Other	\$ 367,368
Total Expenses	\$ 5,579,997



The percentage increase in visits to www.nvdpl.ca from 2010 to 2011.

Thank You!

North Vancouver District Public Library gratefully acknowledges support from the following in 2011

District of North Vancouver • Libraries and Literacy Branch, Ministry of Education • The Friends of the North Vancouver District Public Library • BC Courthouse Library • Mark Bradwell • Capilano Rock & Gem • In memory of Bob Cornish (Barbara Inkster, John Kelly, Mary Luethe and Doug Moore, Wilson McKinnon, Sylvia Turton) • Yvonne Hayden • Barbara Lea Ellen Paul • Serge Biln • Helen Muirhead • Lark Noble • Pacific Arbour Retirement Communities • Lions Gate Quilters Guild • Lynn Valley Garden Club • Roseline McKibbin • North Shore Multicultural Society • Rita Thompson • United Way • Djalma Villa

North Vancouver District Public Library is a registered charity. We issue tax receipts for donations of \$25 or more. Contact us today to find out how you can support your Library and make a positive difference in your community.



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Public Library

Lynn Valley Main Library
1277 Lynn Valley Road
604-984-0286

Parkgate Branch Library
3675 Banff Crt.
604-929-3727

Capilano Branch Library
3045 Highland Blvd.
604-987-4471

Library Administration
604-990-5800

www.nvdpl.ca
www.facebook.com/nvdpl
www.twitter.com/nvdpl



Library Director Heather Scoular beside the donor board at Lynn Valley Main Library. The Library values its donors. Learn how you can become a donor at www.nvdpl.ca/supportus.