



North Vancouver District
Public Library

2012 ANNUAL REPORT

Your Library:

The place you want to be

*Photo taken at NVDPL's First Nations Culture Celebration,
which took place during Culture Days.*

Message from the Mayor



North Vancouver District supports its public libraries because doing so is a direct investment in the positive health of the community we love. Our residents enjoy one of the highest levels of ‘connectedness to their community’ in Canada, according to recent research presented by our Chief Medical Health Officer. Learning centres are places where people can share time together, read quietly or explore galaxies, jungles and regions of the mind. And with our changing media tools, libraries can become even more relevant as they shift to new media and modes of learning and relaxation.

On behalf of North Vancouver District Council and all of our residents, I would like to thank our dedicated Library Board of Trustees, staff and volunteers who contribute their time toward the ongoing good health of us all. May our public learning spaces be welcoming, peaceful and inspiring into eternity.

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
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Message from the Library Board Chair and Director of Library Services



Lucy Cayuela,
Board Chair

This year's annual report demonstrates North Vancouver District Public Library's commitment to deliver and report on the strategic priorities outlined in the Library's *Strategic Plan 2011-2013: Priorities of a Community-Inspired Library*.

In the past year, we focused on supporting the community's digital literacy by increasing public training in computers and e-readers by 205%. We also added exciting new digital resources, such as Ancestry Library Edition and Mango Languages, which were instantly popular with our patrons.

Providing programs that build community was another way that we delivered on our promise of becoming a community hub. Programs for adults, seniors, children and teens resulted in over 27,000 attendees.

One program deserving special mention was our First Nations Culture Celebration. At this event, the Library invited the community to participate in First Nations dance, storytelling and art. Many of our programs this past year were delivered in partnership with other organizations, helping to ensure that the Library remains a vital part of its community.

Creating flexible and appealing spaces was another priority. The improved Lynn Valley Main Library lobby was made possible by a generous donation from the Friends of the Library. The lobby has seen increased use and has become a vibrant spot in the Library.

We want to thank our resourceful staff for successfully implementing the Library's Strategic Plan and for inspiring our patrons. 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 our patrons for making us the place you want to be!

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



Heather Scoular,
Director of Library
Services

Supporting our Community's Digital Literacy

Providing Access to Digital Content

In today's world, providing an enriching environment for our Library patrons means not only offering access to physical books, but offering access to digital content, which is offered free to NVDPL cardholders.

In 2012, NVDPL added four new digital resources to its already fantastic arsenal of online offerings:



Ancestry Library Edition

Learn more about your family history with this popular database for genealogical research.



Career Cruising

Get help with your career search with Career Cruising, a career exploration tool that is full of useful real-world career information.



Natural Standard

This tool provides high-quality, evidence-based information about complementary and alternative medicine, including dietary supplements and integrative therapies.



Mango Languages

Mango Languages is an online language learning tool to help you learn practical conversation skills for the world's most popular languages.



7,241 = the number of people who accessed these four new digital resources in the three months following their launch



In 2012, NVDPL improved access to its online music downloading resource, Freegal. Now, patrons no longer have limits on the number of songs they can download per week.

Link

Access all the resources described on this page, and find information about Library to Go, our free ebook and audiobook downloading resource at www.nvdpl.ca/research

Training for the Digital Age

When it comes to supporting digital literacy, providing access to digital content is only one side of the coin. Not only is NVDPL committed to making sure that the best digital resources are available to its patrons, it is also committed to providing training to community members – so that they can make the best of what is offered!

What Computer and E-reader Training Looked Like in 2012



We introduced our one-on-one computer training program, where participants signed up to receive a half hour of personalized help from the Library.



We conducted introductory computer training courses for email, the Internet, Facebook and Craigslist.

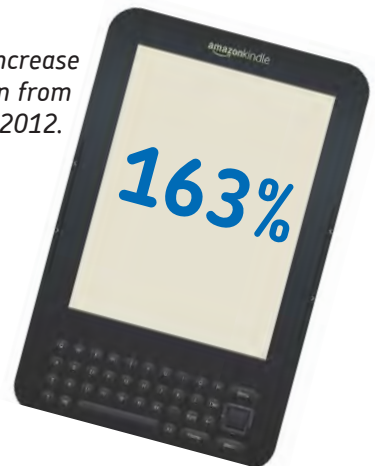


We conducted Ease Into Ebooks training sessions to teach patrons how to download free ebooks and audiobooks from the Library through Library to Go.



The percentage increase in the number of people we trained in computers and e-readers from 2011 to 2012.

The percentage increase in ebook circulation from 2011 to 2012.




Providing Programs that Build Community

NVDPL's *Strategic Plan 2011-2013* outlines that the Library is committed to becoming a hub in the community, a vital part of what anchors and inspires our municipality. To achieve the goal of becoming a community hub, and to ensure that the Library remains a strong organization, the Library provides community building programs.

Here are a few program highlights from 2012:

Programs for Adults

Culture Days at the Library



Artist Lolash Nakase

First Nations Culture Celebration

Saturday, September 29
11:00am - 3:00pm
Lynn Valley Main Library
Free, no registration required.

Join NVDPL for Culture Days! Members of First Nations and Squamish/Heiltsuk/Usuwimix (Squamish Nation) will be highlighting aspects of First Nations culture at the Library.

Drop in for a part of the day or the whole celebration!

Culture Days at NVDPL will feature:

- a welcome ceremony (at 11:00am)
- performances by the Ayas Men Men Dancers
- storytelling
- interactive mural painting with artist Lolash Nakase
- displays and demonstrations in the library featuring arts and crafts
- First Nations vendors in the plaza selling artwork

To learn more about Culture Days, visit www.culturedays.ca.

September 28, 29 & 30, 2012

Lynn Valley Main Library
1207 Lynn Valley Rd.
604-966-0288

Partridge Branch Library
2615 Brent St.
604-967-1177

Capilano Branch Library
2005 Ingersoll Blvd.
604-967-1477

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www.nvdpl.ca

Key programs for adults included our Capilano Universe Lecture Series, the North Shore Writers Festival and our First Nations Culture Celebration. Many of these programs were delivered in partnership with other organizations.

Programs for Seniors

Steadyfeet



Steadyfeet

Thursday, June 28
11:00am - 12:00pm
Capilano Branch Library
Free, registration required. To register, call 604-967-4477.

Join us to learn about Steadyfeet, a balance and mobility training program endorsed by Vancouver Coastal Health.

Steadyfeet emphasizes fall and injury prevention for older adults at moderate to high risk for falls.

Attend this session to learn how you can:

- fine tune flexibility,
- lower fall risk, and
- regain independence.

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Programs for seniors included an author talk with Naomi Beth Wakan, titled *A Roller-coaster Ride: Thoughts on Aging*, as well as a program designed to help keep seniors stable on their feet, called Steadyfeet.

Programs for Children

Parent-Child Mother Goose



Parent-Child Mother Goose Program

The Parent-Child Mother Goose Program is a fun group experience for parents and their babies (from birth to 12 months) that focuses on the pleasure and power of learning rhymes, songs and stories.

Schedule and Registration Info

Capilano Branch Library

- Wednesdays, 10:30am - 11:30am
- October 24 to December 12 (8 weeks)
- Register starting Wednesday, October 20 at 9:00am at 604-966-0288, ext 8214 or in person at Capilano Branch Library.

Lynn Valley Main Library

- Thursdays, 10:00am - 11:00am
- October 25 to December 13 (8 weeks)
- Register starting Wednesday, October 20 at 9:00am at 604-966-0288, ext 8214 or in person at Lynn Valley Main Library.

Space is limited. No registration by email. Please register at one location only. Registrants may not register on behalf of others.

Registration Opens Wednesday, October 10

www.nvdpl.ca/children

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NVDPL offered 327 sessions of storytimes for children with a total of 12,273 participants. These storytimes included sessions of the Parent Child Mother Goose Program and storytimes for children ages birth to five years.

Programs for Teens

All about The Hunger Games



All about The Hunger Games

Tuesday, April 3
3:30pm - 5:30pm
Partridge Branch Library
Free, registration required. Call 604-967-3727 to register.

Are you a fan of Suzanne Collins' hugely popular young adult series?

Come to the library to:

- test your knowledge in a book trivia challenge,
- participate in a survival-themed activity,
- share your thoughts about the first book and the movie adaptation.

Kids or teens who have read the first book are welcome to attend! *"May the odds be ever in your favor!"*

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One highlight for teen programming was Book Buddies, a program that matches children ages six to 10 with teen reading mentors. Other highlights included a Hunger Games theme night, a teen board games night, and the Teen Reading Club.

Link Find current event and program listings on the Library's homepage at www.nvdpl.ca.

Creating Flexible and Appealing Spaces

The Library's *Strategic Plan 2011-2013* explains that the Library is to be the community's "third place," a place beyond the home or the workplace where people congregate, and where friendships and partnerships flourish.

Part of being the community's third place is creating adaptable and flexible spaces. Here are two ways NVDPL has been working to improve its physical spaces in 2012:

Improved Lynn Valley Main Library Lobby

Thanks to a generous donation from the Friends of the North Vancouver District Public Library, through their "Excite Your Library Experience" fundraising campaign, improvements were made to Lynn Valley Main Library's lobby area. With dynamic seating, new benches, and a television highlighting Library programs and announcements.



Left: Since the improvements, the Lynn Valley Main Library lobby has seen increased use.

Right: One of our young patrons enjoying the new furniture in the improved Lynn Valley Main Library lobby.



To learn more about the Friends, visit www.nvdpl.ca/about/friends.

Community Pod Idea is Born



Photo provided courtesy of Turnstone.

NVDPL was honoured to be chosen to present its winning Community Pod idea at the SFU Community Summit in September. The audience loved it, and the concept garnered a \$10,000 Vancouver Foundation Grant.

Watch for the Community Pod opening at NVDPL's Capilano Branch in Spring 2013. Connect, share and learn at the Pod.

The Community Pod will be a physical space where community members can connect for the purpose of sharing information and knowledge.

Fostering Social Well-Being

NVDPL's commitment to fostering the social well-being of its community members means not only reaching out and providing an enriching and welcoming environment, but modeling sustainability, caring for its community, its context and its environment.

Here are two ways the Library worked to foster social well-being in 2012:

Becoming as Welcoming as Possible



NVDPL staff at a social inclusion training event.

NVDPL conducted two surveys to help find out how the Library can become as welcoming as possible for everyone, regardless of age, ethnicity, language, educational level or comfort with technology.

Survey results pointed to the need for the Library to raise awareness of its digital resources. Results also showed that there are groups (such as First Nations, low income families, people with literacy challenges and the unemployed) that the Library may currently not be reaching.

Raising awareness of digital resources and reaching out to groups underserved by the Library will be a key focus for the Library as it moves forward with its goal of becoming more welcoming and more socially inclusive.



Over 1,300 community members completed NVDPL's two social inclusion surveys. One survey was for people who already use the Library, the other survey sought responses from those who have not used NVDPL in the past year



Find reports on the Library's two social inclusion surveys at www.nvdpl.ca/about/reports.

Modeling Sustainability

In 2012, NVDPL's Capilano Branch Library joined Lynn Valley Main Library in being awarded official LEED® certification. Capilano Branch Library has been awarded LEED Certified for Existing Buildings Operations and Maintenance.



The LEED® plaque proudly on display at Capilano Branch Library



Learn more about sustainability at NVDPL at www.nvdpl.ca/about/sustainability.

Library waste diverted from landfill 85%

NVDPL conducts yearly waste audits to monitor recycling levels. In 2012, the Library diverted 85 per cent of its waste from the landfill. The Library achieved this result by increasing signage for recycling bins and implementing programs to recycle batteries and plastics not accepted in blue bins.



2012 Strategic Plan Achievements

North Vancouver District Public Library's *Strategic Plan 2011-2013: Priorities of a Community-Inspired Library* outlines four strategic themes to help guide the Library through the three years of the plan. Each of these four themes is illustrated below along with strategic plan achievements accomplished in 2012.



Community Hub

- NVDPL has worked toward identifying underserved regions and populations (see page 8)
- NVDPL has updated existing spaces to enhance ambiance and function (see page 7)
- NVDPL has cultivated strategic partnerships (see page 6)



Social Well-Being

- NVDPL has acquired LEED® certification for Capilano Branch Library (see page 8)
- NVDPL has supported the community's digital literacy by providing programs, training and access to digital content (see page 4)
- NVDPL is researching how it can become more socially inclusive (see page 8)



Strong Organization

- NVDPL has added new digital resources (see page 4)
- NVDPL is providing programs that build community (see page 6)
- NVDPL has developed a fundraising plan (see www.nvdpl.ca/supportus)



Community and Government Relations

- NVDPL is working to increase engagement with community partners, associations and local boards (see page 6)



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

2012 in Review

Items borrowed: over 1.6 million

Visits to the Library: 877,098

New Library cards issued: 5,183

Questions answered: 98,517

Items owned: 297,393

New items added: 34,634

Children registered in the
Summer Reading Club: 3,557

Average storytime session attendance: 37

Library program sessions: 697 (with a total
of 27,202 attendees)

Visits to www.nvdpl.ca: 515,439



Strange... But True? was the theme for the 2012 Summer Reading Club. In 2012, 3,557 children registered.

Financial Highlights

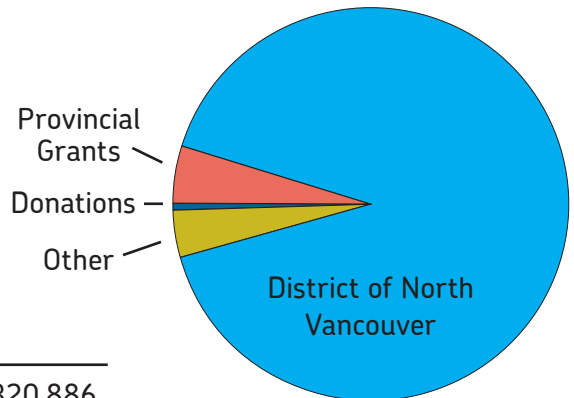
Revenues

District of North Vancouver	\$5,320,886
Provincial Grants	\$225,435
Donations	\$30,771
Other	\$280,261
Total Revenues	\$5,857,353

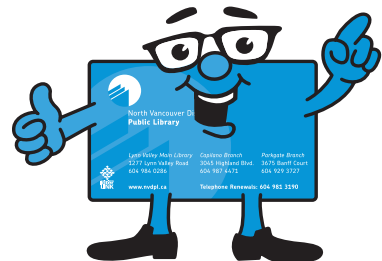
Expenditures

Salaries and Benefits	\$4,155,287
Library Books and Materials	\$680,206
Building Operations and Maintenance	\$621,306
Other	\$377,657
Total Expenses	\$5,834,456

NVDPL's Revenues



Graph depicting NVDPL's revenues in 2012.



In 2012 North Vancouver District Public Library issued 5,183 new Library cards.

Thank You!

North Vancouver District Public Library gratefully acknowledges support from the following in 2012

District of North Vancouver • Libraries and Literacy Branch, Ministry of Education • The Friends of the North Vancouver District Public Library • L. Anderson • M. Bradwell • K. Dawson • J. Eckersley • Estate of M. G. von Zuben • S. and Y. Hayden • S. S. Huang • T. A. Hughes • J. Kelly • Law Matters • Lynn Valley Garden Club • W. and R. McKibbin • L. Noble • North Shore Credit Union • B. E. Paul • N. Poulin • R. Sultan • United Way • D. Williams • N. Wong

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.



Learn how you can support NVDPL at www.nvdpl.ca/about/sustainability.



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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



Lynn Valley Main Library Branch Manager Penny Forsyth Manchester, Director of Library Services Heather Scoular, Capilano Branch Library Manager Susan Larsen and North Vancouver District Mayor Richard Walton stand beside a plaque and a certificate acknowledging the LEED® certification of Lynn Valley Main Library and Capilano Branch Library.