



North Vancouver District
Public Library

2013 ANNUAL REPORT



*Your Library:
The place you want to be*

Message from the Mayor



Richard Walton
Mayor, District of
North Vancouver



Peaceful refuges in a hectic world. That is how I would describe the District's public libraries. They provide access to literature, information on every topic imaginable, and help increase our community's knowledge and understanding of technology. But the role of our public libraries is changing quite dramatically. As new technology becomes more mainstream, the libraries are adapting and embracing it. They will be the forefront of technological change within our community, while ensuring they remain a refuge for everyone to enjoy.

On behalf of North Vancouver District Council I would like to thank the Library Board, staff and volunteers, who work tirelessly to ensure our library is welcoming, engaging and remains relevant in our ever-changing society.

Richard Walton
Mayor, North Vancouver District

North Vancouver District Public Library Board of Trustees



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

Message from the Library Board Chair



*Lucy Cayuela,
Board Chair*

In 2013, the Library saw many changes, the majority in staffing and building upgrades, but our regular programming and events continued unabated with a staggering 979 sessions run across the system.

Heather Scoular stepped down as the Director of Library Services in April and, during the recruitment process, Corinne McConchie, Manager, Collections Management and Access, and later Helen Kaiser, Branch Manager of Lynn Valley Main Library, oversaw the running of the Library. The Board wishes to thank them both for their commitment and dedication during this time. The Board also wishes to formally introduce and welcome Jacqueline van Dyk, the new Director of Library Services. Jacqueline joined the Library in October, and she has introduced many positive changes in her short tenure.

With regards to building upgrades, we continue on our path of ensuring the Library is meeting its sustainability goals. Parkgate Branch Library had a mini makeover with upgrades to the fireplace room, interior and exterior lighting (to become more energy efficient), as well as an extensive redesign of the Lantern Room. The results are spectacular.

Message from the Director of Library Services



*Jacqueline van Dyk
Director of Library Services*

The role of the Library is changing, shifting and morphing from a place of books to a place focused on learning and collaboration, digital materials and training, and exploration. To build the library of tomorrow, we need staff that are enthusiastic, dedicated, creative and professional. At NVDPL, we have staff like that.

I previously worked here, at the Lynn Valley branch, between 1991 and 1998. In 2013 I returned to the Library, and in my short time back I have been impressed and excited by the quality of the staff. They are fantastically talented, supportive and have made me so welcome on my return to the Library.

We have a strong future. While always mindful of our enduring traditional role, I look forward to working with, supporting and drawing upon the many strengths and talents of the staff and board as we build and develop the library that will meet and exceed the demands of tomorrow.

Social Well-Being

The Community Pod is Born

The Community Pod, a space to share and learn, was made possible by a generous grant from the Vancouver Foundation.

The idea of the Pod was to create a place where people could meet, interact and learn from one another in a safe environment. This would result in an increase in a sense of belonging among community members, raise the number of personal connections between our patrons and ensure that the library is recognized as a welcoming and inclusive place.

The establishment of the Community Pod has gone a long way to achieve the Social Well-Being priority of Social Inclusion as set

out in the Library's 2011-2013 Strategic Plan.

The Community Pod was officially opened in June with a ribbon cutting ceremony attended by Ralph Sultan, MLA West Vancouver-Capilano, and Peter Jackman from the Vancouver Foundation. Prior to the opening, Susan Larsen, Capilano Branch Manager was interviewed about the Pod by CBC's Stephen Quinn on the *On the Coast* show.

The Community Pod has seen many transactions of knowledge and learning since its official opening. Sessions have run exploring knitting, genealogy, computers, gardening, language, learning and more.



L to R: Lucy Cayuela, Library Board Chair; Ralph Sultan, MLA West Vancouver-Capilano; Corinne McConchie, Acting Director Library Services; Peter Jackman, Director, Development & Donor Services, Vancouver Foundation; & Susan Larsen, Capilano Branch Manager.



Community Pod regular Nancy Tarter settles in for another session on genealogy with a fellow enthusiast. Nancy has used the Pod five times since its inception.

Community Connections

The Salmon People

In February 2013, a wonderful new piece of art, “The Salmon People,” by local Squamish Nation Artist, Maurice Latash Nahanee was unveiled at Capilano Branch.

The piece had been commissioned by the Library as part of the 2012 Culture Days, and was paid for by a generous donation from Blueshore Financial (formally North Shore Credit Union).

The unveiling ceremony included native storytelling by Storyteller William Nahanee, drumming, dancing and singing, including a special song from the Capilano Little Ones.

The District borders two First Nations communities: Squamish First Nation to the

west and Tsleil-Wauthuth to the east. Both communities are physically isolated from the Library and little served by transit.

Capilano Little Ones (Xwemelch’sten Etsimxwawtxw) is a school located on the Squamish First Nation land that enjoys weekly trips to Capilano Branch for storytime and book selection.

To the east, Parkgate Branch librarians visit the Tsleil-Waututh Child and Family Development Centre twice a month engaging in storytimes and promoting early literacy skills.

By working with these communities, we are working towards attaining our strategic goal of social well-being and social inclusion.



Capilano Little Ones, dignitaries, members of the public and library staff enjoyed the drumming and first nations storytelling.



Maurice Latash Nahanee signs the mural at the launch. The mural is rich in Squamish Nation symbolism, depicting five swimming fish, which represent the five types of salmon in the Pacific Ocean: sockeye, chinook, coho, chum and pink.

Sustainable is Attainable

Building Upgrades

Lynn Valley and Capilano Branch libraries are Leed Certified buildings and Parkgate Branch Library undertook some improvements in 2013, which will help it on the path to becoming certified in the future.

An extensive lighting retrofit was conducted inside and outside the building. The lighting is more energy efficient but has also given the library a fresh, more streamlined, look inside.

Parkgate also benefited from some additional upgrades to the Lantern Room, and to their Fireplace Room, ensuring that this little reading nook is warm and cozy during the winter months.



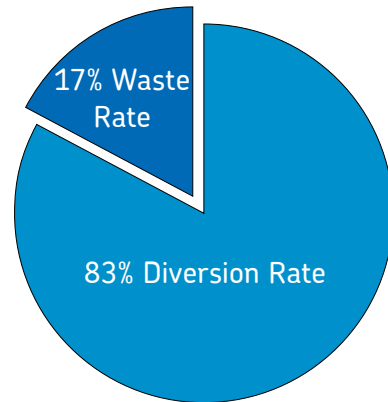
The newly refurbished Lantern Room, an under-utilized space transformed into a cosy, versatile, relaxing and comfortable reading nook. There has been a marked uptake in the use of this area post renovation.

Waste Audit

A waste audit is conducted each September by the Green Team. The audit is done at the same time each year for comparison reasons. The audit enables the Library to see where there is room for improvement. Between 2012 and 2013, Capilano and Parkgate branches saw a significant increase in their diversion rates due to greater staff training and awareness.

Diversion Rate	2012	2013
Lynn Valley	90%	*81%
Capilano	30%	75%
Parkgate	55%	83%

* Lynn Valley's rate reduced because an abnormally large amount of paper was recycled in 2012, which inflated the data.



- Library Waste sent to Landfill
- Library Waste Diverted from Landfill

It is hoped that with the introduction of composting at all branches, the collective diversion rate for the Library will significantly increase and food waste will be minimal.

Everybody Needs Friends

Sales and Donations

The Friends of the North Vancouver District Public Library is a group of dedicated, enthusiastic volunteers who donate their time and energy for the betterment of the Library.

In 2013, the Friends held three book sales, which raised a staggering \$14,414.00.

Funds raised from the sales and other Friends initiatives will be funneled back into the Library through donations and gifts during the coming years.

In 2013, the Friends generously donated \$9,700 to the Library. This was used to purchase and fund the following:

- Three television screens, one for each branch, which are installed in prominent locations. The screens help to promote the many wonderful programs and events held within the library system.
- Print quality reproductions of “The Salmon People” mural were purchased and made available for sale to patrons.
- A financial contribution to the Library’s Summer Reading Club program and the North Shore Writers Festival. Both these programs could not be made possible without the generous contribution from our Friends.



Friends helping at a recent sale: Michael Pogue, Christine Cheveldave and Donald Ellwood.



Wonderful books for sale.

Retirements

2013 was a year of change at the Library, and we said goodbye and happy retirement to several key members of staff within the library. The following people retired after many years of service to the Library.

- Penny Forsyth Manchester, Lynn Valley Branch Manager
- David Johnstone, Audiovisual Coordinator
- Anne Raabe, Library Assistant II

Although not a retirement, after 20 years working as Parkgate's Branch Manager, Helen Kaiser formally left the branch. Since April 2013, Helen had been overseeing the management of Lynn Valley Main Library as well as Parkgate. At the end of December, Helen made the permanent move to Lynn Valley.



Anne Raabe at her retirement tea, October 2013.

Saying Goodbye

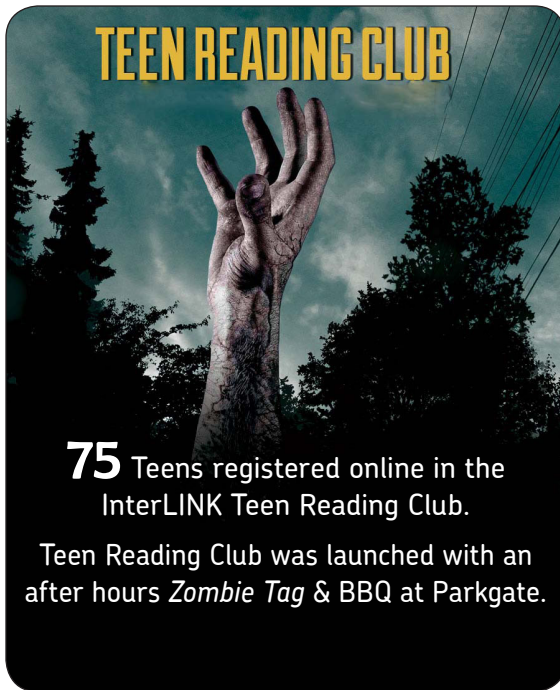
During the summer of 2013, the Library said goodbye to two very dear employees who sadly both lost their battle with cancer: Donna Ehl, Library Assistant of Inter Library Loans, and Katherine Chan, Lynn Valley Circulation Assistant.

Donna and Katherine are greatly missed by their colleagues and friends at the Library, and our deepest sympathies are with their family and friends.

Floral arrangements and memorial donations were sent to the two families on behalf of staff and the Library Board.



Teens at the Library



Teen Advisory Group

The Teen Advisory Group (TAG) started in May. TAG is the perfect way to engage with teens, gain insight into what they think the library should be doing, the books we should add to our collection and what events we should be hosting. All with the aim of attracting more teens into or back to the library.

At the end of the year, TAG members and Alison Campbell, Outreach Coordinator for Children and Teens, went on a book-buying mission at a local bookstore, purchasing a selection of books, novels and other materials that they felt were missing from the collection.

TAG members have made Halloween buttons, designed and painted their nails with literary themes, played after-hours *Zombie Tag*, snapped photos and “shopped ‘till they dropped.” More interaction and excitement is planned for 2014.

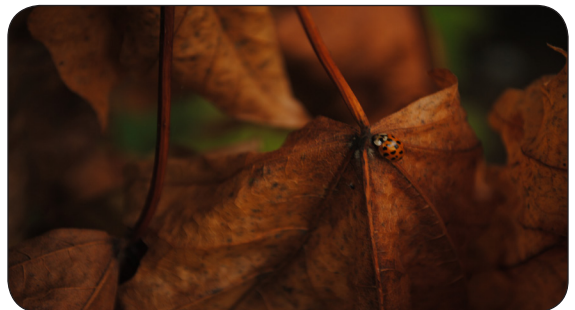
Book Buddies

21 Teens volunteered as Book Buddies completing 20 hours of volunteering at the Library.

Teen Photography Competition

12 Teens registered in a teen photography workshop as part of Culture Days and learned how to make a pinhole camera.

40 Teens entered the Teen Photography Competition, sponsored by London Drugs. The top 20 photos were displayed at the District Library Gallery from November to the end of February 2014.



Winning Photograph by Argyle Secondary student, Aiden Dion. Photo inspired by “The Grouchy Ladybird.”

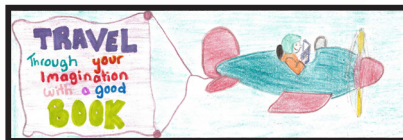
Summer Reading Club - Up, Up and Away!

3468 Children registered in 2013 with a completion rate of 38.6%

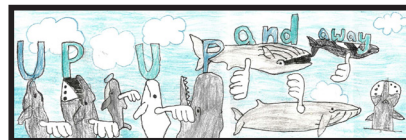


150 Children attended the SRC Celebration Party held at Parkgate Branch, where they were entertained by magician Tricky Ricky. The winners of the bookmark competition were also announced.

Bookmark Competition Winners



Mary England



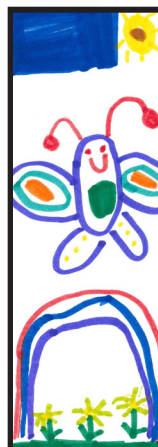
Benson Ng



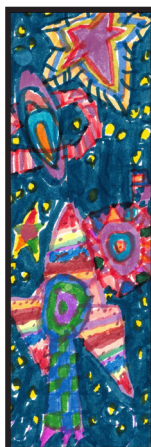
Ava Robertson



Sydney Conbere



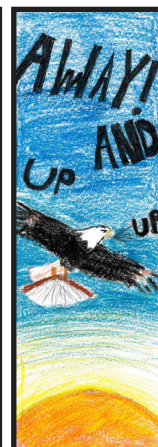
Lucy Smerchanski



Oliver Kiff



Rhian Peterson



Zoe Kortje



Hailey Hrvatin

2013 in Review

Numbers at a Glance

Items Borrowed: **1.6 Million**
 Visits to the Library: **851,277**
 New Library Cards Issued: **5,951**
 Questions Answered: **104,029**
 Physical & Digital Items Owned: **362,672**
 New Physical & Digital Items Added: **37,032**
 Summer Reading Club Registration: **3,468**
 Average Storytime Session Attendance: **39**
 Library Program Sessions Run: **979**
 (with a total of **26,011** Attendees)
 Total Virtual Visits to www.nvdp.ca & the
 Catalogue: **1,127,622**

Financial Highlights

Revenues

District of North Vancouver	\$5,363,470
Provincial Grants	\$217,719
Donations	\$26,377
Other	\$248,478
Total Revenues	\$5,856,044

Expenditures

Salaries & Benefits	\$4,048,239
Library Books & Materials	\$181,283
Operations & Maintenance	\$618,939
Other	\$921,765
Total Expenses	\$5,770,226

Most Requested Books

A House in the Sky by Amanda Lindhout
And the Mountains Echoed by Khaled Hosseini
The Goldfinch by Donna Tartt
The Luminaries by Eleanor Catton
The Orenda by Joseph Boyden

For Teens

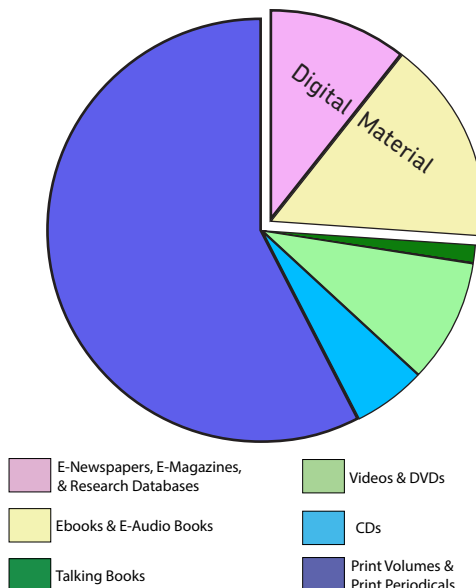
Divergent (series) by Veronica Roth
Eleanor and Park by Rainbow Rowell
The Fault of our Stars by John Green

For Children

Building Our House by Jonathan Bean
Flora and the Flamingo by Molly Idle
House of Hades by Rick Riordan

Collections Breakdown

Roughly a quarter of our collection is now digital, and it continues to grow.



Thank You!

North Vancouver District Public Library gratefully acknowledges support from the following in 2013

District of North Vancouver • Libraries and Literacy Branch, Ministry of Education • The Friends of the North Vancouver District Public Library • M. Bradwell • B. Brown • Bob Cornish Fund • B. Dickinson • C. Dickinson • Estate of M. G. von Zuben • T. Gerath • S. & Y. Hayden • K. Kaiser • P. Kelly • Law Matters • Lynn Valley Garden Club • Maple Leaf Garden Centre • W. & R. McKibbin • T. McMordie Memorial Fund • L. Noble • North Shore Community Foundation • J. Rainer • J. Tucker • United Way • Vancouver Foundation • D. Warren • Mr. Weaver • Yeats Studio Gallery

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.



North Vancouver District
Public Library

Lynn Valley
1277 Lynn Valley Road
604-984-0286

Parkgate
3675 Banff Crt.
604-929-3727

Capilano
3045 Highland Blvd.
604-987-4471

Administration
1277 Lynn Valley Road
604-990-5800

nvdpl.ca

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"Storytime at the Firehall", August 2013.

Children and caregivers were delighted by stories, felt board songs and games, and a chance to get up close with the firefighters and their equipment at the Deep Cove/Seymour Firehall.

