



2016
Annual Report



North Vancouver District
Public Library

Connecting Community
Sharing Knowledge
Inspiring Stories

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Love to spend rainy afternoons browsing the stacks. The library is like an old friend. Very comfortable place to hang out for an hour or two.



“

I love the children's section and watching my children get excited about the summer reading program. I also love that the librarians say hi to my son by name.

Cover photo: Library Director Jacqueline van Dyk, Manager of Community Connections Alison Campbell, and Aidan King show off Summer Reading Club medals. Photo: North Shore News.



Richard Walton
Mayor, District of North Vancouver

A message from the Mayor

The District of North Vancouver celebrated its milestone 125th Anniversary in 2016. Through those many years we have always had a strong tradition of public service excellence at the District, and the public library system not only holds a significant place in our community's history, but also exemplifies the spirit of service.

Our library system started in 1964 and expanded to the three branch system we know today as our community grew. Today we are reaching new generations with new technologies, and offering rich programming that connects our community in shared knowledge and learning. And while technology brings us greater capacity for information sharing, we will always value opportunities for face-to-face dialogue and interaction. I participate by visiting the Lynn Valley Library once a month for Meet the Mayor sessions to connect with citizens one-on-one. I find these sessions highly informative and truly appreciate

DISTRICT OF
**NORTH
VANCOUVER**



the welcoming atmosphere of the library as a great place to have local-issue conversations with people.

On behalf of the District of North Vancouver, thank you to the staff and Board for your dedication to our public library system. Our community is enriched by your commitment to public service.

A handwritten signature in white ink, which appears to read 'Richard Walton'.

RICHARD WALTON
Mayor, District of North Vancouver



David Porter
2016 Board Chair

A message from the Board Chair

Over the past three years, the NVDPL Board and staff have been working diligently on an organizational transformation, shifting to an integrated, collaborative system that has embraced new community-centric service and programming models. These changes are laying the groundwork for future success.

Throughout 2016, the North Vancouver District Public Library Board achieved a significant portfolio of tasks. Some of these accomplishments included establishing and implementing a new Strategic Plan to guide the work of the Library in 2017—2019, meeting with North Vancouver District Council, taking part in a visioning session with Mayor Richard Walton, and participating in Summer Reading Club as Honourary Librarians.

Guided by our new mission statement, the Library will realize our vision to shape the District of North Vancouver's future by inspiring learning, discovery,



***From left to right:** Board Chair David Porter, Ken Lim, Phil Webber, Allison Rzen, Mark Jefferson, Vice Chair Linda Munro, and Kristine Mactaggart Wright.*

creativity, and collaboration. We'll get there by connecting community, sharing knowledge, and inspiring stories.

On behalf of the NVDPL Board, I would like to thank our community for their ongoing support and love for the Library. I would also like to thank the District of North Vancouver Council, Mayor Richard Walton, the Director of Library Services Jacqueline van Dyk, Library management and staff, and our community partners and donors. The contributions you make are paramount to the achievements of our library. Thank you.

DAVID PORTER
2016 Board Chair



North Vancouver District
Public Library



Jacqueline van Dyk
Director of Library Services

A message from the Director of Library Services

“Your library has provided me with an opportunity to grow as a person. The availability of books that are either new or of lasting value is especially evident...You are indeed making it a joy to be living in this community. Without your resources and dedication to the public, North Vancouver would be a sadder place to reside.”

- NVDPL User

We thrive on feedback such as this because it helps to remind us why we are here—to strive for excellence in our service to the community. This Annual Report describes a remarkable year for the library, a year that saw innovation and recognition as we built on our past successes!

During 2016, NVDPL continued its efforts to champion community-led discussion programs. We tested new models for our book clubs and made strides to improve digital offerings and technology. We hosted special events such as

Library Director Jacqueline van Dyk with Artist Clancy Dennehy and a new piece of donated art from Dave Perfitt. Photo: North Shore News.



the Champagne & Chocolate book launch for the District of North Vancouver's anniversary book, a Whisky Library fundraiser, and the North Shore Writers Festival. We also presented a team-led session at the BC Library Association's annual conference, and our 50th anniversary book, written by Dave Obee, won a North Vancouver Community Heritage Award. Some personal favourite memories of mine? More than 4,100 local children participated in our Summer Reading Club, and we collaborated with our Board to develop a Strategic Plan for 2017—2019.

As we look to the future, we are committed to making an impact and meeting the needs of our community. We will continue to integrate new technologies that build on our strong traditions. We will continue to navigate and balance our services to meet the diverse needs of our expanding and evolving municipality.

On behalf of the Library, I would like to thank our funding partners and congratulate the District of North Vancouver on celebrating their 125th anniversary in 2016.

To our community: we are indebted to you—our passionate patrons, community partners, volunteers, and donor—for your continuous support and feedback. I would also like to express my gratitude for the devotion, experience, and talent of our staff and the Library Board. Your work and commitment to excellence make our Library what it is today.

Here's to supporting a flourishing community that connects more, learns more, and inspires more!

JACQUELINE VAN DYK
Director of Library Services

2016: A Snapshot



1,578,297
visits (in-person and online)



\$4,004

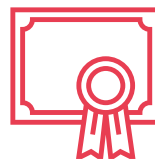
saved by the average family of four using NVDPL in borrowing 120 books and 56 DVDs



333
days open at each branch



34,000+
children attended NVDPL programs



1,247
programs
41,429
attendees



20+
local organizations collaborated and partnered with NVDPL



4,100+
participated in Summer Reading Club at NVDPL



1,599
Facebook friends



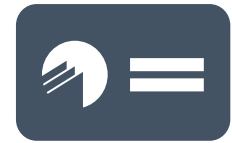
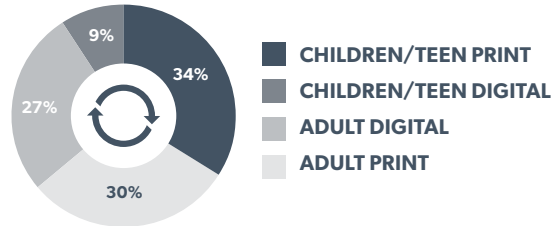
2,100
Twitter friends

find us at @NVDPL!



275,000
items in the collection

1,702,872
total circulation



44,000+
cardholders



96,165
digital items borrowed,
including ebooks,
e-audio, and e-learning



1,395,207
physical items borrowed,
including books, audiobooks,
DVDs, and CDs



211,500
items used in
the library

Top Requested Books in 2016:



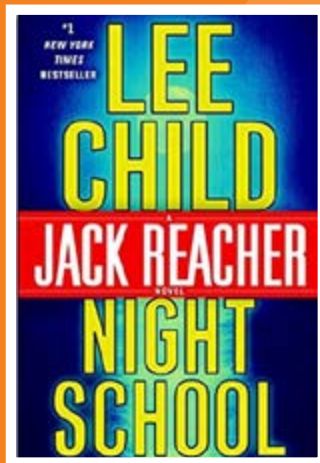
Do Not Say We Have Nothing
by Madeleine Thien



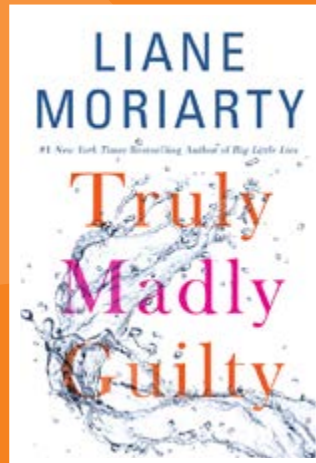
A Great Reckoning
by Louise Penny



The Nest
by Cynthia D'Apris Sweeney



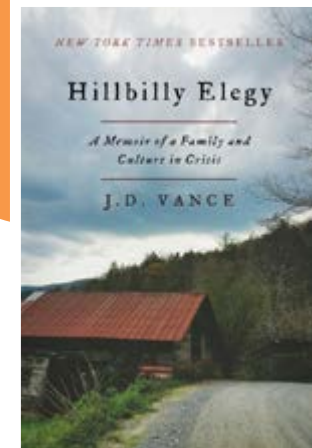
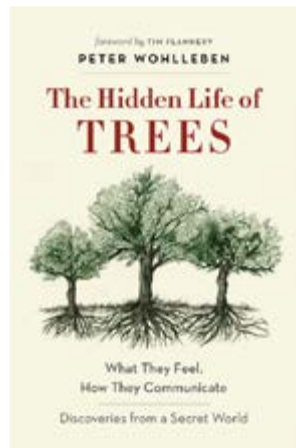
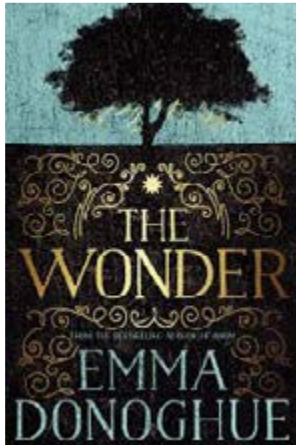
Night School
by Lee Child



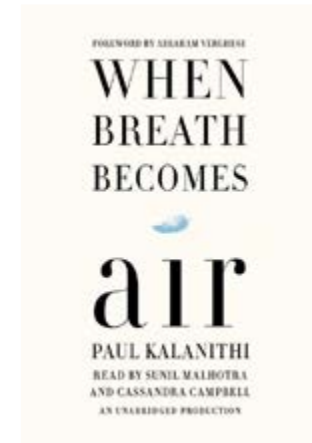
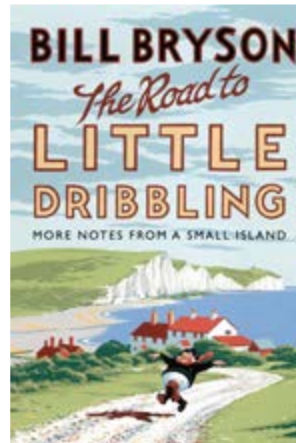
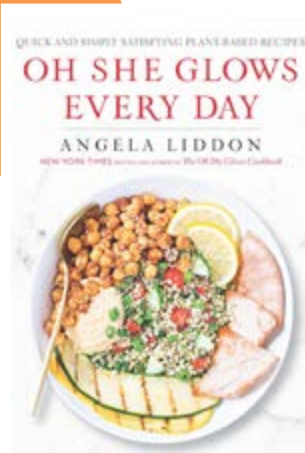
Truly Madly Guilty
by Liane Moriarty



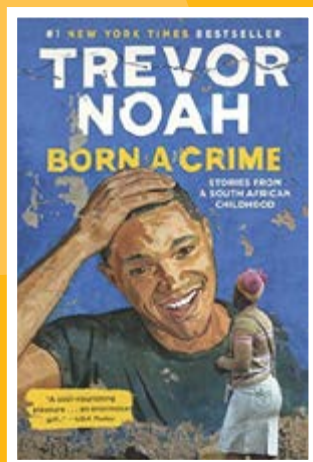
When the Music's Over
by Peter Robinson



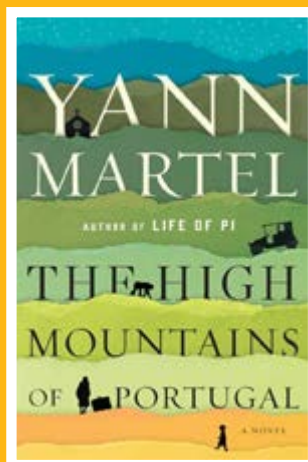
by



Staff Favourites:



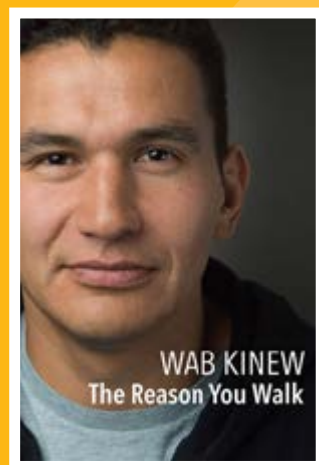
Born a Crime
by Trevor Noah



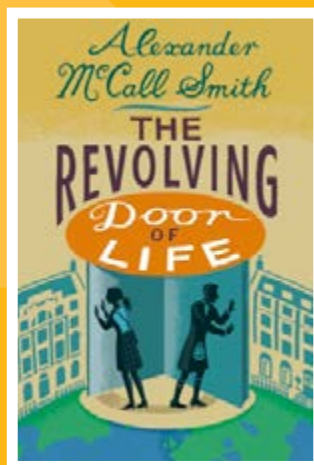
High Mountains of Portugal
by Yann Martel



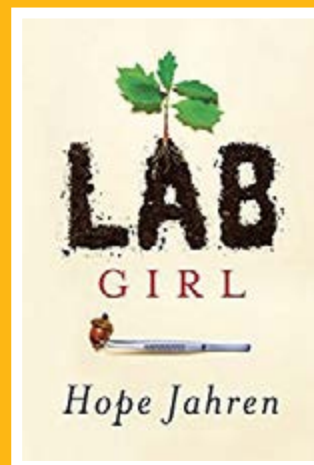
All the Light We Cannot See
by Anthony Doerr



The Reason You Walk
by Wab Kinew



The Revolving Door of Life
by Alexander McCall Smith



Lab Girl
by Hope Jahren



Connecting Community

District of North Vancouver's 125th Anniversary Book Launch Gala

In celebration of the District of North Vancouver's 125th anniversary and the anniversary book titled *Where Mountains Meet the Sea: An Illustrated History of the District of North Vancouver* by Daniel Francis, the Library co-hosted a Champagne & Chocolate book launch "in the stacks" of Lynn Valley Library. Attendees enjoyed refreshments, food, and a behind-the-book talk from author Daniel Francis. Many even dressed up as characters from bygone eras!

Parent Child Mother-Goose at the Lynn Valley Care Centre

The Library and North Shore Community Resources switched it up in 2016 by hosting Parent-Child Mother Goose[®] sessions at an assisted living facility for seniors with complex care needs. The Parent-Child Mother Goose Program[®], typically held at the Library, introduces babies to the pleasure and power of using rhymes, songs and stories together to create positive family patterns during early-learning years. Offering the program in this way at the Lynn Valley Care Centre creates opportunities to forge intergenerational connections. It was a heart-warming way to run this program and was enjoyed by all participants!



Canada Day at Waterfront Park

NVDPL took part in Canada Day festivities at Waterfront Park with North Vancouver City Library on July 1. We had a wonderful display promoting Summer Reading Club and our Library, and a fantastic prize wheel attracted over 1,000 people to our booth! It was an awesome day celebrating Summer Reading Club and Canada Day.

Other Connecting Community Events and Programs:

- Meet Your Mayor Sessions
- Postures and Prompts
- SFU Philosophers Café
- Capilano Universe Lecture Series
- English Conversation Corner
- Refugee Resettlement program
- Job Search Skills & Networking Club



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Without the staff's help we would not have completed our summer reading goal.
Great help here.

Sharing Knowledge

Shelf Talkers and Readalikes

Wondering what to read next?! Look no further than the NVDPL stacks! In 2016, the Library launched two exciting campaigns to highlight our fantastic collection of materials: Shelf Talkers and Readalikes. NVDPL staff love to read and we also love to recommend titles to our patrons! What better way to enhance the serendipitous experience of browsing our collection than by placing suggestions right on the shelves?

Take a wander through the stacks of your local library and keep your eyes peeled for recommendations. You just might end up finding something you love!

North Shore Writers Festival

Lynn Valley Library was abuzz with the energy of 500 attendees at the 17th annual North Shore Writers Festival. The weekend featured an inspiring workshop on self-publishing, an entertaining and hilarious talk from comic-artist Lynn Johnston, a poetic performance from Nisga'a writer Jordan Abel, and an intimate conversation on memoir-writing with best-selling author Camilla Gibb and CBC's JJ Lee. And not to "toot our own horn" but NVDPL's team defended their title as North Shore Literary Trivia Quiz Champions at the trivia night hosted by Grant Lawrence!

Authors Camilla Gibb and JJ Lee at the North Shore Writers Festival.



BCLA Conference

North Vancouver District Public Library presented a candid and inspiring session at the 2016 British Columbia Library Association Conference. A cross-section of talented NVDPL staff, and even one of our patrons, told the behind-the-scenes story of what transformative change looks like in a public library system. It was an NVDPL first and was a big hit at the conference!

Other Sharing Knowledge Events:

- TED 2016 livestream & discussions
- Death Cafés
- One-on-One Technology Training and Tech Tutors
- Ease into Ebooks
- Understanding Dementia
- Unblocking Creativity
- Lego Robotics
- Online learning courses (MOOCs)



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I love the new vibrancy of the library: community involvement posters, workshops, and the wealth of materials. Thank you.

Inspiring Stories

Summer Reading Clubs 2016

Everyone's favourite summer reading club returned with the Book a Trip theme in 2016. NVDPL recruited Honourary Librarians, including: MLA Jane Thornthwaite; RBC Representatives; RCMP members; Library Board Members; and local Teacher Librarians, to help sign up over 4,100 children!

We wrapped up the season at the District of North Vancouver's Party in the Park event with a spectacular Medal Ceremony attended by Mayor Richard Walton and local Councillors. Not even a rainy afternoon at Cates Park/Whey-ah-Wichen could stop over 200 little local readers from walking across the stage to receive medals! A big thank you goes out to the Province of BC, Royal Bank of Canada, and the Friends of the North Vancouver District Public Library, for their funding and support of the Summer Reading Club.

Our very own Teen Advisory Group also created their own Teen Summer Reading Club in 2016 which drew in over 100 local teens. And let's not forget the adults! Over 100 people participated in Book a Trip Adult Summer Reading Club Bingo.



Andrea Winterbottom leads patron Ross Dunnet through a Postures and Prompts session at Parkgate Library. Photo: North Shore News.

A Whisky Library 2016

On Saturday, May 7, the Lynn Valley Library was transported to Scotland for an evening of celtic music, delicious food, live Scottish pipers, literature readings, and of course WHISKY. Attendees heard readings from the 2016 Whisky Literature advocates: Mayor Richard Walton, author Grant Lawrence, local media personality Cat Barr, local resident and author Matt Finden, and author KC Dyer. Over \$6000 was raised for the Trish McMordie Memorial Fund which benefits the Library's Youth Services Department. NVDPL is thrilled to work in collaboration with dedicated community members—like the McMordie family—on special events that support both the Library and the community.



Storytime on the Trails

Parkgate Library hosted a brand-new storytime in partnership with the North Shore Mountain Bike Association (NSMBA) in 2016. Despite some rain, happy groups of participants enjoyed stories on the trails at the Old Buck Trailhead. Following storytime, NSMBA talked about trails in BC, good trail etiquette, and sustainability in our local forests!

Ready 2 Read Kits

The “Ready 2 Read” program was developed to engage new readers and to help them improve their literacy skills. NVDPL created reading kits, each with five books on exciting topics like dogs, oceans, dinosaurs, and super-heroes! The convenient, take-home kits are a fun way to pick out books that are appropriate for new readers and help get children excited about reading. Come check one out today!

Other Inspiring Stories Events:

- ‘Google Expeditions’ Day
- Talks with Cea Sunrise Person, Michael Kusugak, and Kyo Maclear
- Programs with Barkley Marathon runner Gary Robbins
- An Evening of Community Storytelling
- Postures and Prompts

2016 Statement of Revenue and Expenditures

Operating

Revenue

	<u>2016</u>	<u>2015</u>
District of North Vancouver*	\$ 5,713,134	\$ 5,742,324
Provincial government grants	218,301	211,647
Donations	35,736	15,420
Book fines, photocopy charges and sundry	254,170	246,835
Total Revenue	<u><u>6,221,341</u></u>	<u><u>6,216,226</u></u>

Expenditures

Salaries and benefits	4,385,462	4,478,300
Facility rent, operations & maintenance	702,347	627,143
Administrative costs & professional services	230,201	366,154
Library subscriptions & digital materials	139,529	132,534
Depreciation & loss on disposal of capital assets	623,052	646,523
Total Expenditures	<u><u>\$ 6,080,591</u></u>	<u><u>\$ 6,250,654</u></u>

Capital

Revenue

	<u>2016</u>	<u>2015</u>
District of North Vancouver	\$ 648,730	\$ 562,020
Committed capital	105,555	71,280
Other	29,377	12,535
Total Revenue	<u><u>783,662</u></u>	<u><u>645,835</u></u>

Expenditures

Library collection	561,064	470,586
Information technology, furniture & vehicle	156,113	69,149
Work in progress	(1,465)	545
Acquisition of tangible capital assets	715,712	540,280
Committed capital	67,950	105,555
Total Expenditures	<u><u>\$ 783,662</u></u>	<u><u>\$ 645,835</u></u>

* Operating Revenue from the District of North Vancouver also includes the Capital Revenue shown separately.



“

I have been in Canada for the past 20 years and ever since, this library has been an integrated part of life. It plays such an important part in every community. A neighbourhood with no library is a sad place to live in.

With Gratitude

Our Donors

Thank you to our community members and patrons for your generous contributions to the Library throughout 2016. These contributions support the Library in providing services, programs, and resources to our community.

Our 2016 Donors include:

Ann Marie Mossman • Anne Marie Ferguson • Barbara E. Brown • BC Playthings • Brian and Kim Thom Capilano Audi • Daphne Leask • David Perfitt • Dawn Cooper • Dr. David Vass • Fireside Book Club Franca Marziali • Gail and Claude Lalonde • Gayl Benedict • Georgia Wood • Grosvenor Canada Harris Family • Isabel McDonald • James Almrud • James and Jean Roberts • Joan McLeod Kidsbooks • Laurel Winzler • Louise Petersen • Lynn Valley Garden Club • Margaret Wood and James Brown Mary Jane and Pete Gagan • Midge Mason Nancy Brick • North Shore Community Foundation • Patricia Kelly Penelope Rutherford • Ritchie Bros. • Roberta Teahen • Shiow-Yun Pan • Sondra Shaw Hardy The McMordie Family • Tian Qian Xie • Toni ZoBell • Verne McGough • Wilson Heithaus

The North Vancouver District Public Library is a registered charity. We issue tax receipts for donations \$25 or more. To contribute, please visit us at any NVDPL location or visit us online at www.nvdpl.ca/donating-library

Our Community Partners

Working with local organizations strengthens the fabric of our community and aids in the development of collaborative, efficient, and cost-effective programs for our patrons. It's a pleasure to work with such resourceful, accomplished, and enthusiastic local groups.

- Capilano University
- District of North Vancouver
- Family Services North Shore
- Friends of the North Vancouver District Public Library
- North Vancouver City Library
- North Vancouver Community Arts Council
- North Vancouver District Fire & Rescue
- North Vancouver Museum and Archives
- North Vancouver School District # 44
- North Vancouver Recreation and Culture Commission
- North Shore Community Resources
- North Shore Immigrant Inclusion Partnership
- North Shore Mountain Biking Association
- North Shore Multicultural Society
- North Shore Neighbourhood House
- North Shore Writers Association
- RCMP
- SFU Philosophers' Café
- səl'iwətaʔt (Tsleil-Waututh Nation)
- Skwxwú7mesh Úxwumixw (Squamish Nation) and the Chief Joe Mathias Centre
- Tech Tutors Volunteers
- West Vancouver Memorial Library
- Xwemelch'stn Etsimxwawtxw (Capilano Little Ones School)

Interested in a joint program or project?
Get in touch at www.nvdpl.ca

“

When I was very ill and almost housebound for 3 years, your library provided me with hundreds of books and DVDs.



“

The NVDPL feels like an extension of my community. I am a regular visitor for 27 years.



“

Book Buddies increased my daughter's confidence so much. Her buddy was amazing. Great program.

Connect with us

Lynn Valley Library

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

Parkgate Library

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

Find us online

www.nvdpl.ca



North Vancouver District
Public Library



Capilano Library

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

Library Administration

604-990-5800