



NORTH VANCOUVER DISTRICT
Public Library

2020

Annual Report



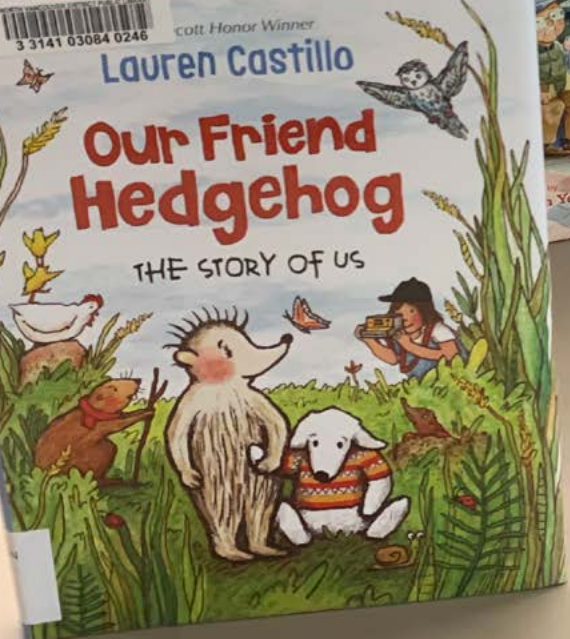
3 3141 03084 0246

cott Honor Winner

Lauren Castillo

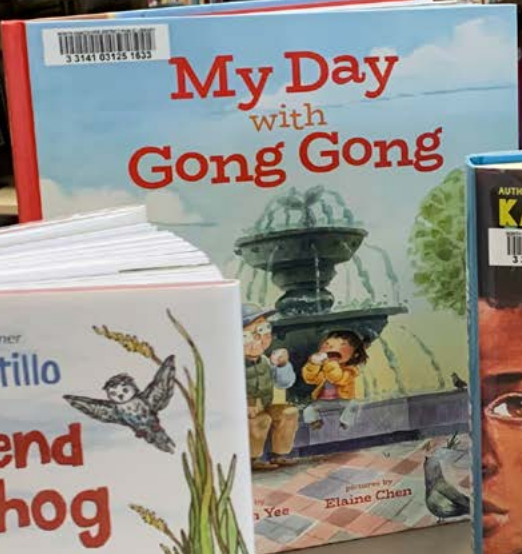
Our Friend Hedgehog

THE STORY OF US



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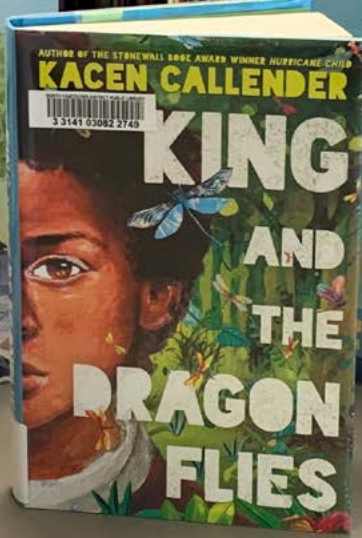
My Day with Gong Gong



AUTHOR OF THE STONEWALL BOOK AWARD WINNER HURRICANE CHIL
KACEN CALLENDER

3 3141 03082 2748

KING AND THE DRAGON FLIES



THE OLDEST STUDENT

HOW MARY WALKER LEARNED TO READ



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THE GR... DAVID

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Message from the Mayor



Mike Little

Mayor, District of North Vancouver

In 2020, the North Vancouver District Public Library skillfully adapted to the pandemic reality by offering new services, programs and safety protocols so it could continue offering our community a place to connect, share and be inspired.

When COVID-19 forced libraries to close their doors, librarians hosted virtual sessions to teach District residents about all the digital resources and content offered by the NVDPL, from ebooks and e-magazines to free e-learning platforms.

Book clubs and other library programs and events also went virtual, so anyone with a library card could continue learning and engaging from the comfort of their own homes and stay connected during a time when many felt isolated. Later, NVDPL launched a takeout service for those who preferred physical books and materials.

I am incredibly proud of the expanded access and innovative programming our libraries offered to meet the varied needs of our community members during a tough time.

Our public libraries are community hubs that offer free and equitable access to a diverse collection of high-quality materials to borrow—both in-person and online—and a variety of other important resources, like Wi-Fi and computer stations.

Despite the COVID-19-related challenges in 2020, the NVDPL's core values of accessibility, diversity and sustainability remained at the forefront. We learned that the value of our libraries transcends the books on their shelves.

On behalf of Council and the District of North Vancouver, I would like to express my gratitude to the NVDPL Board, leadership team and staff for their unwavering dedication to nurturing the intellectual and social health of District of North Vancouver residents during a particularly challenging year.



Mike Little

Mayor, District of North Vancouver

DISTRICT OF
**NORTH
VANCOUVER**



Message from the Director and Board Chair



Jacqueline van Dyk
Director of Library Services



Kristine Mactaggart Wright
2020 Board Chair

2020 impacted and challenged our community in ways that were out of our realm of comprehension prior to March 2020. Despite this, North Vancouver District Public Library leaned into our vision of inspiring learning, discovery, creativity and collaboration in our community.

As fear and uncertainty about the pandemic accelerated in March, NVDPL staff courageously, safely and rapidly shifted how we deliver core services to support our community. We created NVDPL from Home and invested in digital resources. We preserved community learning and connection with innovative virtual programs, and we kept patrons smiling with lighthearted “window librarianship”. We collaborated with our local network to offer services to our community’s most vulnerable and provided access to technology. We’re proud to say we were one of the first libraries in the country to creatively develop Library Takeout, a ‘curbside’ model of library service—all while ensuring the health and safety of our staff and community.

We also launched NVDPL’s 2020-2023 Strategic Plan, reaffirming our commitment to addressing social inequity and racism, and unveiling a refreshed brand to better reflect the vibrancy and essence of the ever-evolving role we play in our community.

In 2020, getting stories into the hands of readers and providing access to resources and information had never been more crucial—and it simply would not have been possible without the support of a strong network of contributors.

We’re particularly grateful for the support and leadership from the District of North Vancouver and NVDPL Trustees. We are thankful to the Province of British Columbia, the Friends of the Library, TELUS, and the West Vancouver Foundation’s Emergency Community Support Fund for additional financial support. We’d also thank our community for rallying behind your library and supporting us through a challenging year.

Our amazing staff met challenges head-on. Thank you for your dedication, innovation, and resilience during this inconceivable year. Despite all of the hurdles, you connected, you shared, and you inspired in 2020—and your contributions made a difference in the lives of our patrons.



Jacqueline van Dyk, Director of Library Services



Kristine Mactaggart Wright, 2020 Board Chair

2020 by the numbers



41,470

cardholders



2,495

new library cards



64,333

items borrowed through
Library Takeout



92,320

reference questions
answered



977,839

visits in person and online



275,141

items in the collection



13,611

computer sessions



133,658

WiFi sessions

1,074,530

total circulation



333,939

digital items



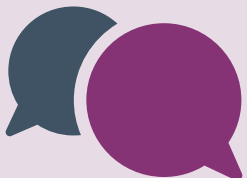
740,591

physical items



2,772

Summer Reading
Club participants



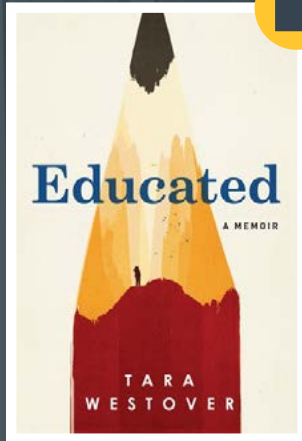
12,907

virtual program
attendees

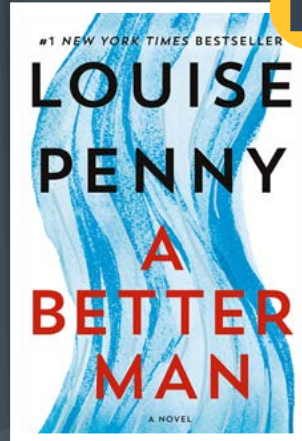


Most Borrowed in 2020

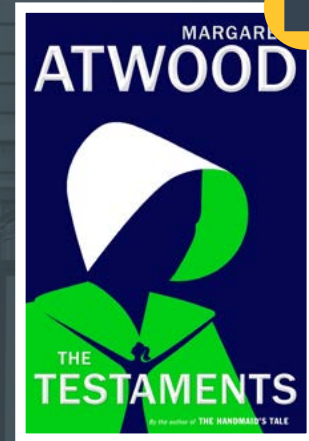
ADULTS



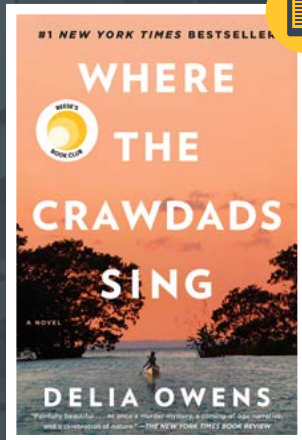
Educated
Tara Westover



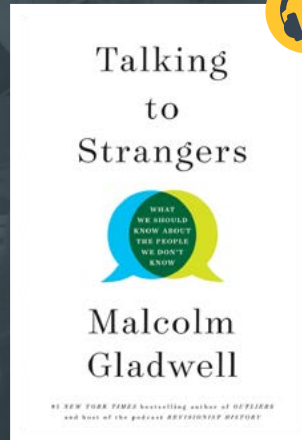
A Better Man
Louise Penny



The Testaments
Margaret Atwood



Where the Crawdads Sing
Delia Owens

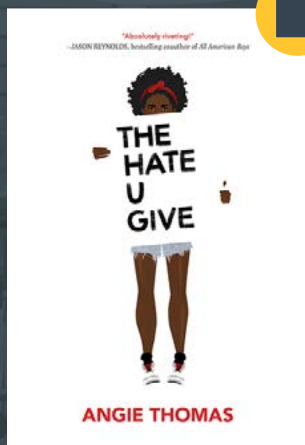


Talking to Strangers
Malcolm Gladwell



Parasite

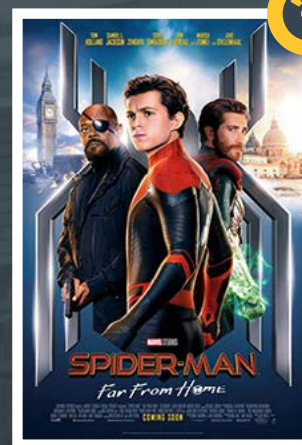
TEENS



The Hate U Give
Angie Thomas



Funny, You Don't Look Autistic
Michael McCreary

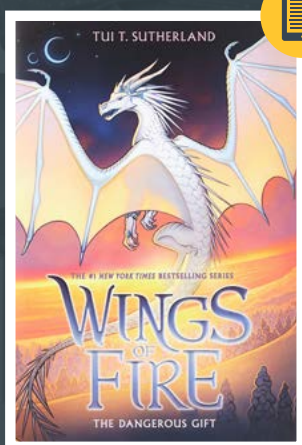


Spider-Man: Far From Home

CHILDREN



Elephant & Piggie series
Mo Willems



Wings of Fire series
Tui T. Sutherland

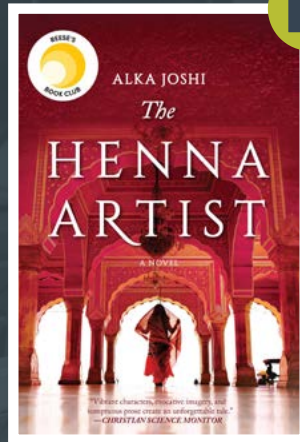


Just Breathe
Mallika Chopra

Staff Favourites from 2020



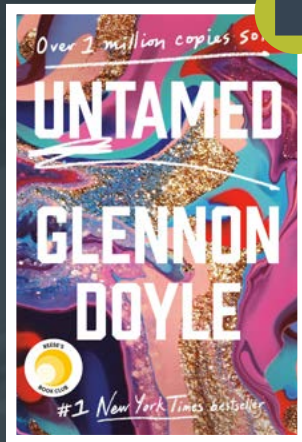
That Can Be Arranged: A Muslim Love Story
by Huda Fahmy



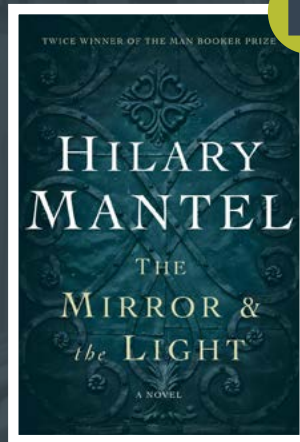
The Henna Artist
Alka Joshi



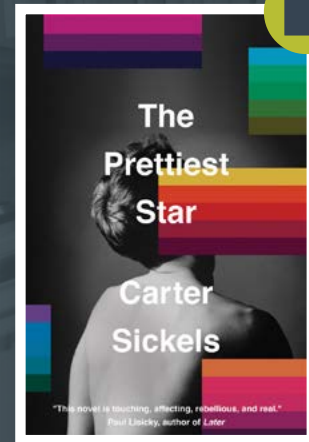
Hamnet & Judith
Maggie O'Farrell



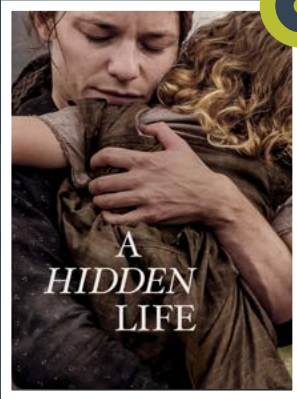
Untamed
Glennon Doyle



The Mirror and the Light
Hilary Mantel



The Prettiest Star
Carter Sickels



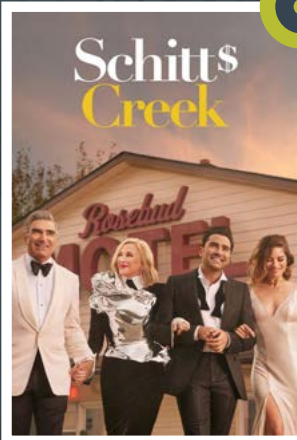
A Hidden Life



Little Women



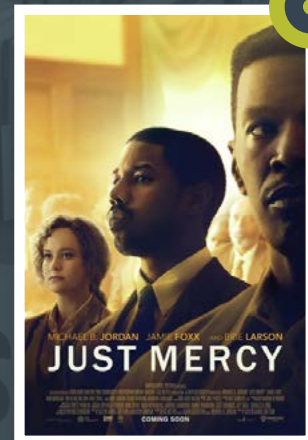
Dark Waters



Schitt's Creek



Tenet



Just Mercy

Staff Stories

“2020 was a blur! I especially remember, for the period we were closed and getting Takeout up and running, it really felt like we meshed as a team. Everyone pitched in to do whatever needed to be done. It was busy and chaotic, and of course the outside world was a pretty scary place, but it seemed like inside the library we had this wonderful purpose-driven cohesive team that could do anything! With the bonus of knowing that we were able to bring just a little joy and normalcy for our patrons.”

Carys, Capilano Branch Coordinator



“2020 was a tough year. What saved me was getting to work with such thoughtful, dedicated people who showed up every day to provide excellent service in spite of extremely challenging conditions.”

**Rebekah, Lynn Valley
Branch Coordinator**

“The pandemic has in a large way been about making adjustments to how we live our lives, and many of them felt unwelcome though necessary. For me, as an Adult Services Librarian who loves facilitating discussion programs, doing our programs over Zoom was a big adjustment. In spring 2020 when we started virtual programs, meeting over Zoom felt unnatural – and many attendees had trouble getting help with the technology so that they could participate. But something shifted by late summer – most of our regular program attendees had picked up the skill. People from all over the Lower Mainland and beyond were joining programs, and what once felt artificial started to feel, well, pretty fun!”

Sara, Adult Services Librarian



“I remember back in our early days of closures and Library Takeout, we missed seeing our regulars so much that when we got a Library Takeout order from a familiar family, it was such a pleasure to put together a bag with extra treats in it for our young patrons who rely on the library for a steady stream of books! It was so fun to add personalized notes. Whenever I hear the sound of paper bags being shuffled or carried I am immediately transported back to that time when we were providing such a valuable service at a tough time for everyone, especially little kids.”

Rachel, Children’s Librarian

“During the Library Takeout days, I would often tuck a doodle or note into the takeout bags I packed. With so many requests coming in, I wouldn’t usually get the same patron twice, so you can picture my excitement when a young patron actually responded back to one of my notes! I’d write a letter when she placed takeout orders and she would send me a response with her returned books. Our letter conversations were a highlight to my day!

We kept up the correspondence throughout the pandemic, and while I don’t pick her books anymore like I did during our closure, we continue to write to each other! My letters get tucked away into one of her hold books and her letters are returned via the book drop! It’s pretty darn magical.”

Kaley, Children’s Librarian







Community Comments

“ I hope you all know how particularly important your services are to us when so many other activities were restricted. As long as we had access to good books, life could still be good.



“ Always look on the library as an essential service for my wellbeing. Such friendly and helpful staff.





“ I couldn't survive all of this without your library. You have my thanks and encouragement!

“ My family was thrilled to have library service from the very beginning of the pandemic when our friends had no such service. We are so grateful that our library was able to find a way of providing such a valuable service. We could not have gone without it. Thank you!



“ Having access to reading materials helped my mental state. I love being able to escape into books. Thank you.





2020 Statement of Operations

Operating

Revenue	2020	2019
District of North Vancouver contribution*	\$ 7,274,747	6,404,444
Government grants	198,538	208,475
Donations	21,329	21,316
Book fines, photocopy charges & sundry	100,563	235,756
Total Revenue	\$ 7,595,177	6,869,991

Expenses

Salaries and benefits	4,597,360	4,781,153
Facility rent, operations & maintenance	730,957	648,216
Administrative costs & professional services	524,801	383,763
Library subscriptions & digital materials	246,640	215,511
Depreciation & loss on disposal of capital assets	616,437	601,428
Total Expenses	\$ 6,716,195	6,630,071

Annual surplus	\$ 878,982	239,920
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* The District of North Vancouver revenue includes both Operating and Capital funding.

Capital

Expenses	2020	2019
Library collection	\$ 549,554	588,857
Information technology, furniture & vehicle	308,834	160,413
Work in progress—net change	137,915	9,992
Acquisition of tangible capital assets	\$ 996,303	759,262



With Gratitude

Our Donors

We're grateful to receive additional financial support from those who are in a position to do so—especially during a challenging year. Thank you to the many generous community members and organizations who provided financial contributions and gifts in kind to the Library in 2020.

David Hunter

Elyse Therrien

Franca Marziali

*Friends of the North Vancouver
District Public Library*

Gary L. Korstrom

Isabel S. McDonald

John Craver

Joyce Teevan

Kerry Johnson

Lynn Valley Garden Club

M. Giardini

Margie Ellis

Margot Thomson

Marilyn Janice Books

Michael Dolan

Mike Shore

*North Shore Community
Foundation*

Robert Muir

West Vancouver Foundation

*Emergency Community
Support Fund*

*Province of British Columbia
2020 Technology Grant*

TELUS for Good

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

Community Partners

We are privileged to connect and collaborate with our community!

Thank you to the community partners we worked with in 2020:

- *Baha'is of the North Shore*
- *BC Adventure Smart*
- *BC SPCA*
- *Capilano University*
- *Family Services of the North Shore*
- *Family Services of Greater Vancouver*
- *NNELS, BC Libraries Co-op, and Service Canada*
- *North Shore Community Resources*
- *North Shore Emergency Management (NSEM)*
- *North Shore Immigrant Inclusion Partnership*
- *North Shore Kindness Cards (City of North Vancouver, District of North Vancouver, North Vancouver City Library, Silver Harbour Seniors Centre, West Vancouver Memorial Library)*
- *North Van Arts*
- *North Vancouver City Library*
- *North Vancouver District Fire and Rescue Services*
- *North Vancouver Museum and Archives*
- *North Vancouver RCMP*
- *North Vancouver Recreation and Culture*
- *North Vancouver School District #44*
- *Seniors' Health and Wellness Institute*
- *SFU Philosophers' Café*
- *The District of North Vancouver*
- *TELUS*
- *West Vancouver Memorial Library*

Interested collaborating on a program or project?

We'd love to hear from you! Get in touch at www.nvdpl.ca

I so appreciated the opportunity to access crucial resources while everything was shut down. The approach NVDPL took was innovative, public spirited, and a vital service to this community.



Connect.



Library Takeout

We know books can lift our spirits, provide refuge, and connect us in difficult times, but in the early stages of the pandemic, when digital resource use soared, there were many people cut off from critical access to physical materials. Our staff proactively developed a brand new service model: Library Takeout. NVDPL's expert staff pulled requests and selected materials, packaged them up, and then provided a safe pickup time for a contactless experience.

As one of the first libraries in Canada to develop a takeout model of service, the demand was overwhelming and the response was heartening. In the first week alone, the Library safely delivered thousands of items and fulfilled nearly 1,000 orders!

At a time when people were encouraged to stay home, Library Takeout at NVDPL gave our community somewhere to go by diving into the pages of a book!



Window Librarianship

The library doors may have closed on March 17, 2020, but there was still so much goodness happening behind-the-scenes. When anxiety and fear were growing, NVDPL librarians took it upon themselves to make sure our community was smiling with Window Librarianship. Windows turned into places where people could find book recommendations, take a peek at what hijinks our stuffed animal friends were getting up to, or take part in physical literacy activities. Even through glass, NVDPL staff found ways to connect with our community.

Serving Seniors

Even as a coronavirus outbreak took place in our community, NVDPL staff remained committed to supporting Home Library Service and Talking Books patrons. By checking in with care homes and individuals who we regularly delivered to, NVDPL adapted procedures to ensure our community's most isolated and vulnerable patrons had access to the content they relied on for entertainment and mental health purposes.

NVDPL Takeout during the lockdown was a god-send!



Share.

NVDPL from Home

Following a total Library closure in March, NVDPL shifted its services to help serve our community by offering assistance online and through phone service. By providing vital access to digital services, members of our communities had uninterrupted access to a vast collection of ebooks, e-audiobooks, e-magazines and e-newspapers, movies, learning resources, and so much more. Digital resource use in 2020 soared, resulting in a 70% increase of engagement with online resources.



Going Virtual

When facilities closed, the way our community interacts, connects, and engages with one another changed too. NVDPL retooled programming to be offered virtually in order to sustain and meet demand for programs while our community stayed closer to home. From online trivia nights, to social media storytime, to a virtual petting zoo, patrons had fun and friendly ways to connect with each other from afar.

Learning and Unlearning

As part of our collective reconciliation journeys and inspired by the work of Bob Joseph, author of “21 Things You Didn’t Know About the Indian Act”, the three North Shore library systems provided a virtual opportunity to share in civic learning—and unlearning—about Indigenous perspectives and experiences. Bob Joseph, member of the Gwawaenuk Nation, author, and founder of Indigenous Corporate Training Inc., thoughtfully presented complex Indigenous issues and demonstrated why learning about the Indian Act’s cruel, enduring legacy is essential for us to move forward with reconciliation. 330 attendees took part in this learning, which was followed by a meaningful discussion with Alexander Dirksen of Métis Nation BC. Library staff and trustees were also invited to attend Indigenous awareness training to further build a foundation of understanding as North Shore libraries continue work to centre and highlight Indigenous voices.

Jessie, NVDPL’s Teen Librarian, has done the impossible! Through her kind leadership, I’ve grown to adore the library more than I ever thought possible. During the pandemic, TAG and the ARC book club have never failed to be the highlight of my month and Jessie is so skilled at making us all feel so welcomed and at ease. Thank you!

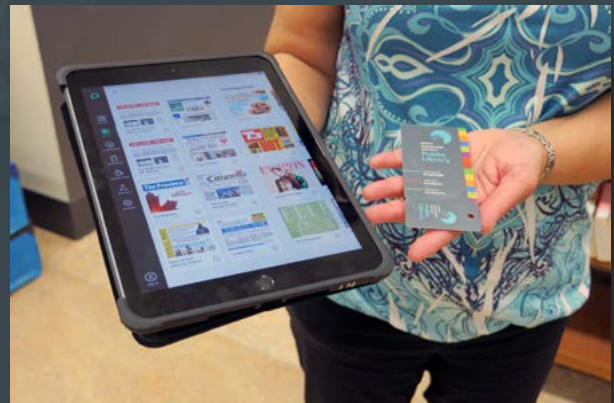
Inspire.

Take Home Technology

When North Shore libraries closed their doors to the public, most services, from device help to events and programs, moved online. For those without access to technology, there were people who were instantly cut off from important services and social interactions.

Spearheaded by staff at West Vancouver Memorial Library, the three North Shore libraries received a donation of phones and tablets from TELUS that the libraries distributed through local community agencies to those in need. Library staff provided ongoing user support online and by phone, along with access to a wide array of free downloadable books, movies, music, and classes. This important initiative helped combat isolation by connecting people with friends, family, and library and government resources.

The provision of reading and watching material has been very important during the pandemic. Thank you for making it possible for us to keep borrowing in these challenging times.



Building Better Communities

Together with Librarian Paul Taylor, NVDPL was honoured with the British Columbia Library Association's Building Better Communities Award in 2020. The award recognizes recipients for efforts to increase the relevancy and impact of library service through partnership, collaboration, and building trust where little had previously existed.

NVDPL and Paul Taylor curated a unique series of community learning programs called MOOCs (Massive Open Online Courses). During a time when many social issues and crises are gaining significance and, at times, becoming divisive, Paul Taylor and the library created safe spaces to discuss contentious topics or share new ideas that helped combat isolation and build a sense of community for patrons of all walks of life.



I so appreciated the opportunity to access crucial resources while everything was shut down. The approach NVDPL took was innovative, public spirited, and a vital service to this community.

Connect with us

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

300-1277 Lynn Valley Road
North Vancouver, BC, V7J 0A2
604-990-5800

Find us online

www.nvdpl.ca



 **nvdpl.ca**