



NORTH VANCOUVER DISTRICT
Public Library

2020—2023

Strategic Plan

Connect. Share. Inspire.



A year at NVDPL



42,536
members



open
333 days
per year



1.4M items
borrowed



1.8M visits in
person and online



209,000
holds filled



93,000
questions answered



45,879
computer sessions



4,155

Children and Teen Summer
Reading Club participants



72
community
contributors



1,700+
programs

37,700+
attendees



Message from the Mayor



Mike Little

Mayor, District of North Vancouver

For the past several years, I have had the distinct pleasure to attend and hand out medals at the North Vancouver District Public Library's Summer Reading Club medal ceremonies. I know from these experiences that our libraries are treasured in the hearts of so many of our community members here in the District of North Vancouver.

Our local public libraries are touchstones of knowledge and culture, where every citizen can learn and have access to a collection of robust and diverse materials and resources that support civic, digital, traditional, and early literacies. They are equipped with resources and technology to help residents of all ages thrive in 21st century society. They provide a wide range of programming and learning opportunities that contribute to an engaged, informed community.

More than “just books”, our libraries are places for people. They are where people connect; where learning takes place; where stories are told. Our libraries enrich the lives of all those who use them.

On behalf of District Council, I would like to commend the Library Board and Staff on the new 2020-2023 Strategic Plan that will provide the roadmap to serve the needs of our community over the next four years. Thank you for connecting our community, sharing knowledge, and inspiring stories in our community.



Mike Little

Mayor, District of North Vancouver

Message from the Director and Board Chair



Jacqueline van Dyk
Director of Library Services



Kristine Mactaggart Wright
Board Chair

For 55 years, North Vancouver District Public Library has provided exceptional service to patrons in the District of North Vancouver.

Connecting community, sharing knowledge, and inspiring stories is at the core of all that we do.

Over the past decade in particular, library services have been redefined by changing digital, social, and economic landscapes. Today, our library fulfills multiple roles in the community: as a traditional repository, providing access to a rich collection of physical material; as a contemporary library, enabling and encouraging access to digital resources both on- and off-site; and as a community hub for learning, offering welcoming and well-used public spaces that support people and experiences.

Here, you'll find a carefully curated collection of books, ebooks, audiobooks, accessible formats, audio-visual and digital resources for all ages. You'll find inclusive and unique programming. You'll find a rich variety of information services provided by expert staff. All of these are vital supports for an engaged, connected, and informed community.

The Library's Strategic Plan for 2017-2019 laid out the guidelines and directions for NVDPL over the last three years. We wanted to become more community-focused, collaborative, connected, and part of the digital world—and we're braced and excited to build on these achievements in our next chapter.

Our library is a lifeline to the world and all the information in it and we have set the stage for a strong future. We are excited to continue our work of retooling and re-imagining our core services to ensure that our community can thrive in this rapidly evolving world.



Jacqueline van Dyk

Director of Library Services



Kristine Mactaggart Wright

Board Chair

Vision

Where we are going

Inspiring learning, discovery, creativity and collaboration in the District of North Vancouver.

Mission

What we do

Connecting community. Sharing knowledge. Inspiring stories.

Values

Who we are

We believe in:

- Building community and relationships
- Nurturing innovation while honouring tradition
- Embracing exploration, creativity, and fun
- Supporting human potential and enabling excellence

Our guiding principles:

- Lifelong learning and the love of reading
- Equitable access for all
- Intellectual freedom
- Sustainability

Our strengths:

- Responsive to our community
- Diverse collections, programs, and services
- Workplace culture of supported and empowered staff
- Welcoming and inclusive place for all



Strategic Priorities 2020–2023

A large crowd of people of various ages and ethnicities is gathered outdoors, possibly at a community event or festival. The image is overlaid with a semi-transparent blue filter. The people are engaged in various activities, some looking towards the camera, others talking or looking away. The background shows buildings and trees, suggesting an urban or suburban setting.

Strategic Priority #1:

Connect

Our libraries have the ability to enrich lives, expand horizons and reduce isolation. Collaborating with local organizations is paramount to leveraging resources that contribute to the overall health of the community. We will continue to embed ourselves in our community, grow our relationships and champion community-led initiatives and practices—all in an effort to amplify the Library's reach and provide tools and opportunities for all residents to live meaningful, connected lives.

Goal 1:

Collaborate with our community

- Innovate with partners to enhance use of our spaces and services
- Develop a plan to build meaningful relationships and explore reconciliation opportunities with local First Nations
- Implement the Community Contributions Plan, encouraging more people to share their time and expertise with the community
- Explore facility options for Capilano Library in cooperation and consultation with the District of North Vancouver
- Develop a strategy to further engage with, attract, and express gratitude to library donors

Goal 2:

Reach new audiences

- Create a plan to attract non-library users and newcomers, and engage existing patrons
- Create and execute an inclusivity strategy that reduces barriers to accessing NVDPL buildings, services and collections
- Implement the Communications Strategy to tell the library story to the wider community
- Activate new ways to measure library membership and how the community uses our collections, facilities, and services

Goal 3:

Deliver services where and when they are needed

- Develop and implement a roadmap to expand Home Library Services
- Expand opportunities for “Library on Location”
- Make a case to adapt library service hours based on evaluation and patron feedback
- Launch and evaluate NVDPL’s first Express Library in the lower Capilano area



Strategic Priority #2:

Share

Sharing is at the heart of what we do. We share our spaces, inviting the community into our friendly community hubs. We share information, offering a diverse range of programming opportunities and a rich collection of learning materials. We will continue to share our incredible spaces, resources, staff expertise and exceptional experiences so we can fulfil our promise to the community.

Goal 1:

Reimagine and enhance our spaces so that they are welcoming for all

- Create flexible, adaptable, and vibrant spaces by implementing the NVDPL Spaces Design Report
- Explore opportunities to reflect Indigenous perspectives in our spaces
- Create a Wayfinding Plan to make navigation of our spaces and collections more intuitive and discoverable
- Evaluate inclusive policies for space use and room bookings

Goal 2:

Enhance the digital experience by advancing on our technology infrastructure and environments

- Refresh our online presence to be more responsive, intuitive and easy to navigate
- Implement a training program to develop staff digital literacy skills
- Partner with the District of North Vancouver to ensure library locations connect to new broadband capability and seamless access to shared services

Goal 3:

Offer programming and collections that unite our community in shared learning

- Augment existing learning opportunities with enriched content
- Expand community understanding of Indigenous and inter-cultural perspectives and experiences
- Develop and implement an Indigenous Collection Strategy
- Facilitate community dialogue on public discourse, promote citizenship and engagement



Strategic Priority #3:

Inspire

To inspire is to influence, guide, and spark interest. We will encourage and promote discovery, and advance initiatives that support our community to create, make, play, participate and innovate. We will experiment with unconventional library services. We will empower our talented staff to enhance the patron experience, and guide our community in finding what they need.

Goal 1:

Act as a catalyst to inspire a community of creators

- Provide learning opportunities that facilitate digital and physical creation, including Writers and Creators In-Residence, specialized workshops, film camps, and more
- Empower the community to capture digital stories in our StoryLab, and archive those stories for future generations

Goal 2:

Delight and inspire our community

- Promote the library as the community's place to capture and showcase local stories
- Be the destination for our community to explore literacy in all forms
- Inspire our community with innovative programs and practices to mitigate and adapt to climate change
- Offer community-focused non-traditional collections

Goal 3:

Support and empower an inspired staff

- Identify staff skills and experience to support patron learning and engagement and to increase job enrichment
- Implement the Service Excellence Strategy
- Improve the program to recruit, on-board, train, mentor, and retain staff
- Transform the work environment to increase flexibility and mobility in service delivery
- Provide quality training to support situational responsiveness and organizational resilience



Get in touch

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Parkgate Library

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604-929-3727

Capilano Library

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North Vancouver, BC, V7R 2X4
604-987-4471

Library Administration

604-990-5800

Find us online



nvdpl.ca