



NORTH VANCOUVER DISTRICT
Public Library

2021

Annual Report





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Love Lives Here



We couldn't begin this annual report without acknowledging the tragic and fatal attack that unfolded on the steps of Lynn Valley Library and Lynn Valley Village on March 27, 2021. First and foremost, we want our community to know that our hearts will forever be holding space for the woman who lost her life and the victims and their families.

We will forever be humbled by the courage and bravery of our staff, the Friends of the Library, Lynn Valley Village merchants, the first responders, and everyone in our community who witnessed what took place.

And we will forever be grateful to those who showed support for the library and our community

in the days and weeks that followed. In particular, the NVDPL Board, District of North Vancouver, District of North Vancouver Fire and Rescue Services, North Vancouver RCMP, North Shore Emergency Management, Peggy Trendell-Jensen and St. Clement's Anglican Church, Berene Campbell and the North Vancouver Recreation and Culture Community Art Program, Caroline Liggett and the United Way of BC (Lower Mainland), MONOVA and Tsawasiya Spukwus, Diana Zoe Coop, Barb Craxton, Upper Lynn Elementary School, the North Van Cares Foundation, the Lynn Valley Lions, InterLINK, and every single person who reached out to let us know that our community was in their hearts.

There is no shortage of stories of the heroism, courage, resilience and bravery displayed by so many people that day. And in the wake of the expression of our collective grief, the community came together to show love to Lynn Valley and the victims, expressed through a wide range of initiatives, in an effort to reclaim a much loved civic and community space.

What happened that day was the exact opposite of love, but in the days and weeks that followed, the hands and hearts from people near and far reminded us that **love lives here.**



Message from the Mayor



Mike Little

Mayor, District of North Vancouver

The North Vancouver District Public Library's 2021 Annual Report reflects the innovation and responsiveness our libraries are known for. In 2021 NVDPL continued to help build and strengthen our community by adapting services to inspire learning, spark curiosity and connect people – all while navigating the challenges of a global pandemic. Guided by compassion, resiliency and adaptability, the NVDPL found new and innovative ways to serve and support our residents.

The District is committed to providing barrier free access to high quality public resources. The NVDPL's elimination of daily late fines and the opening of its StoryLab facility are a testament to that commitment.

Our libraries not only foster a community of lifelong readers, they also create spaces for our community to come together. As times change, so do our libraries; they have become social hubs, places where we can meet, be inspired and share with one another.

I'd be remiss not to mention the tragic events of March 27, 2021 that impacted many people across the District, including the NVDPL staff. As our community continues to heal, it looks to the library as a source of strength and connection, and as a symbol of unity. I am grateful to all library staff for helping to create a space where our residents continue to feel welcome and supported.

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 dedication to nurturing the intellectual and social health of the District of North Vancouver residents and for their continued commitment to our community.



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



Lara Greguric
2021 Board Chair

Just when we thought we were through one of the busiest and most challenging years, our team at NVDPL faced a new set of obstacles to overcome in 2021. As the pandemic entered its 2nd year, our staff adapted to change after change. As our Lynn Valley community was dealt an unimaginable tragedy, our staff united with compassion and care—for each other and for our community.

Despite every hurdle, our staff connected with our community. We implemented an Indigenous land acknowledgement statement, eliminated late fines, expanded service hours, opened year-round on Sundays, and resumed in-person storytimes! We were honoured with the BCLA Building Better Communities Award in partnership with North Shore libraries and the BCLA Community Story Award.

Our staff shared. We celebrated and honoured diverse voices. We co-hosted the first virtual edition of the North Shore Writers Festival and the first-ever North Shore Reads community book club. We launched new digital resources and developed a summer book subscription for teens!

And throughout it all, our staff inspired. We opened up our doors to StoryLab and hosted NVDPL's first ever Digital Storyteller-in-Residence program. We launched community-focused special collections, from puzzles to e-readers and more.

We're grateful to the District of North Vancouver for their financial support and partnership.

We're thankful for additional financial support from the Province of BC and for the NVDPL funding special initiatives and collections.

We are incredibly grateful to the many hands and hearts that supported our community, volunteers, and staff in the wake of tragedy. Your gracious gifts—of art, of community, of emotional support and more—helped us during a time of community healing, and your generosity of spirit from near and far was deeply felt by our community in North Vancouver. Thank you.

To our amazing staff who instill the love of reading and bring comfort, entertainment, and joy to our community—you are the foundation of every memorable and magical library experience. You navigated every hurdle with empathy and sincere care for one another and the community we serve, and your work makes such a difference in the lives of others. Thank you, thank you, thank you.



Jacqueline van Dyk, Director of Library Services



Lara Greguric, 2021 Board Chair

2021 by the Numbers



37,040

cardholders



4,335

new library cards



125,254

reference questions answered



1,166,041

visits in person and online



324,607

items in the collection



19,581

computer sessions



46,800

WiFi sessions

1,498,743

total circulation



298,364

digital items



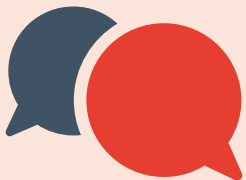
1,200,379

physical items



3,160

Summer Reading
Club participants



18,387

virtual program
attendees

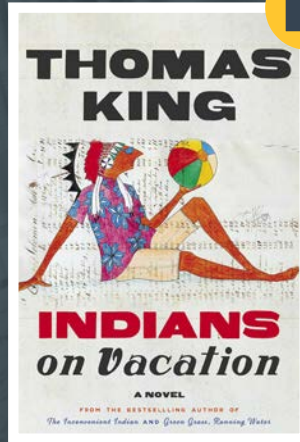


Most Borrowed in 2021

ADULTS



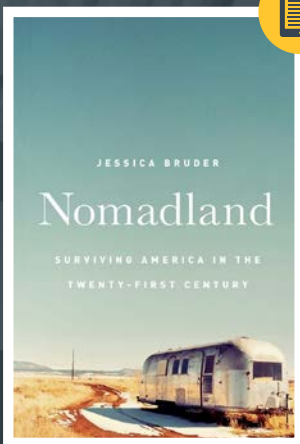
The Pull of the Stars
Emma Donoghue



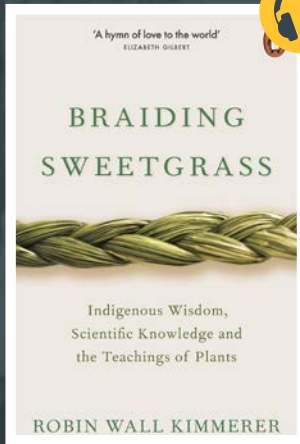
Indians on Vacation
Thomas King



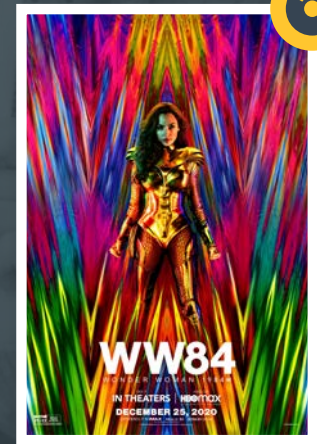
A Promised Land
Barack Obama



Nomadland
Jessica Bruder

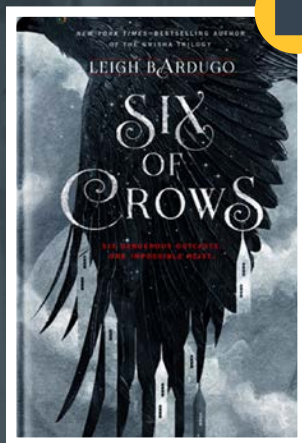


Braiding Sweetgrass
Robin Wall Kimmerer



Wonder Woman 1984

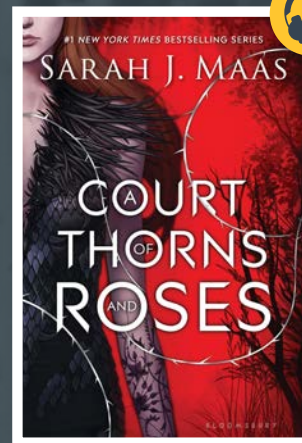
TEENS



Six of Crows
Leigh Bardugo

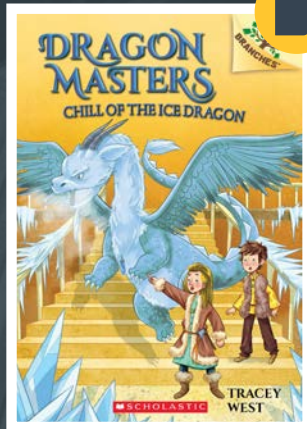


Five Total Strangers
Natalie D. Richards

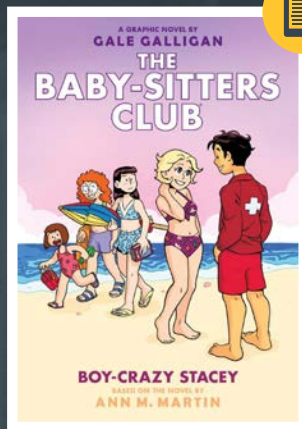


A Court of Thorns and Roses
Sarah Maas

CHILDREN



Chill of the Ice Dragon
Tracey West

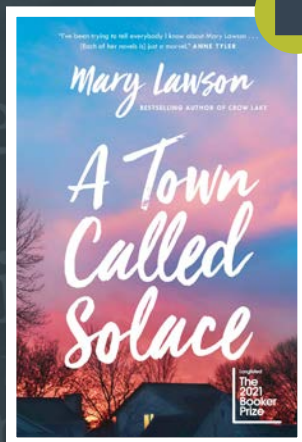


Boy-Crazy Stacey
Ann M. Martin

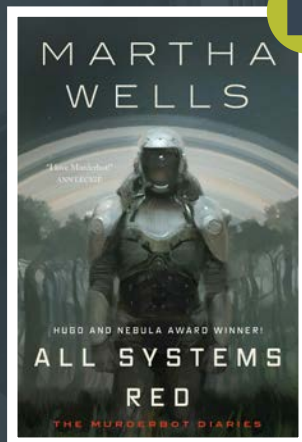


Mulan

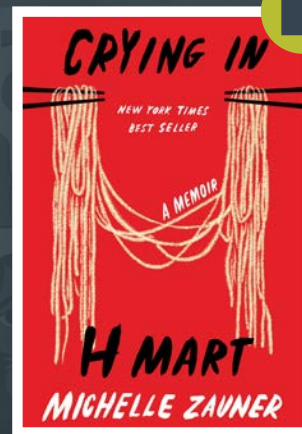
Staff Favourites from 2021



A Town Called Solace
Mary Lawson



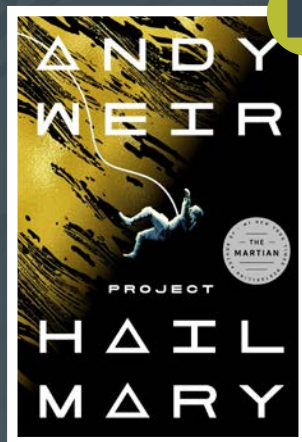
All Systems Red
Martha Wells



Crying in H Mart
Michelle Zauner



Finding the Mother Tree
Suzanne Simard



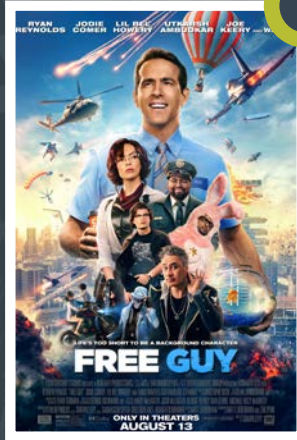
Project Hail Mary
Andy Weir



The Vanishing Half
Brit Bennett



Dune



Free Guy



Minari



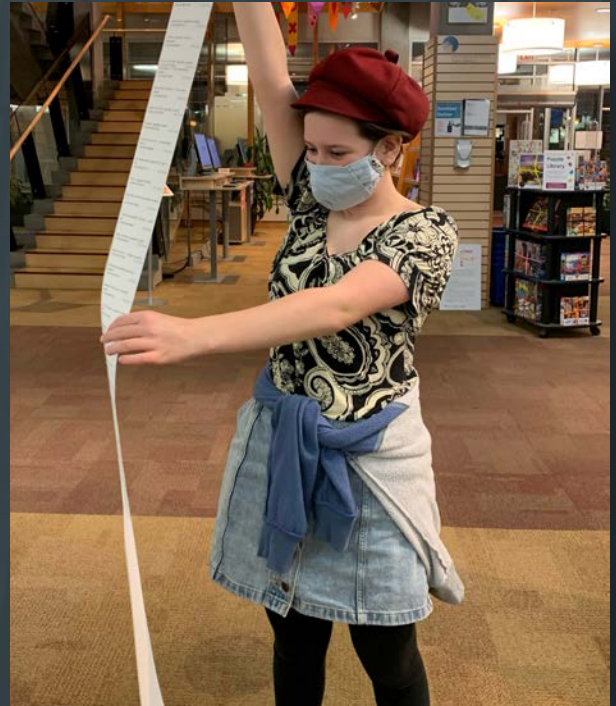
Nomadland



Shang-Chi and the Legend of the Ten Rings



Succession





Community Comments



The magic of libraries—
entrancing, liberating and
uplifting—is truly evident here.
Bless you for the gift of this place
that you steward for us all.



I want to commend the
library's Home Library
Service for supplying
books to residents at Lynn Valley
Care Centre (including my mom,
who at 100, is still an avid reader).
This library extension is invaluable.



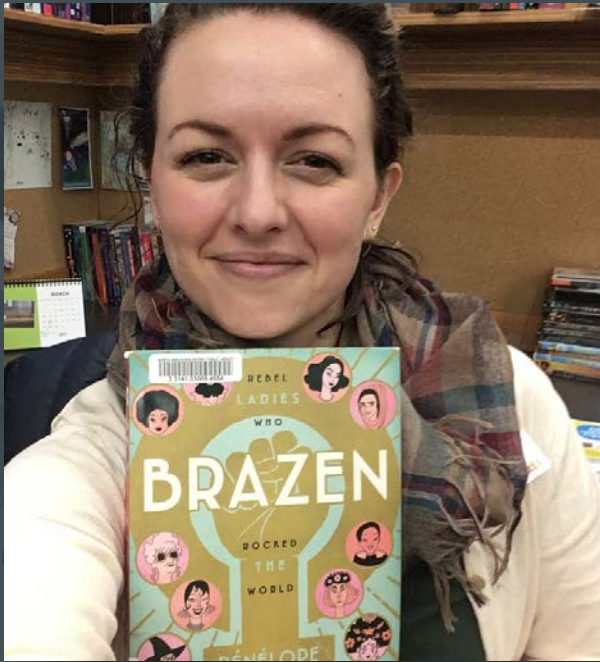
“ Outstanding service. Thank you for everything you have all done during the pandemic to make books available to all.

“ Onsite service is wonderful, especially during the extreme heat dome recently. Without the library cooling centre, I would have been quite ill. I love my Library!



“ Thank you for all the work you do coordinating and facilitating virtual presentations. I am ever so grateful to library staff. What would I do without the Library?





2021 Statement of Operations

Operating

Revenue	2021	2020
District of North Vancouver contribution*	\$ 7,246,683	7,274,747
Government grants	252,074	198,538
Donations	42,543	21,329
Book fines, photocopy charges & sundry	115,905	100,563
Total Revenue	\$ 7,657,205	7,595,177
Expenses		
Salaries and benefits	5,001,912	4,597,360
Facility rent, operations & maintenance	694,791	730,957
Administrative costs & professional services	322,946	524,801
Library subscriptions & digital materials	244,675	246,640
Depreciation & loss on disposal of capital assets	625,424	616,437
Total Expenses	\$ 6,889,748	6,716,195
Annual surplus	\$ 767,457	878,982

* The District of North Vancouver revenue includes both Operating and Capital funding.

Capital

Expenses	2021	2020
Library collection	\$ 600,866	549,554
Information technology, furniture & vehicle	252,018	308,834
Work in progress—net change	(113,209)	137,915
Acquisition of tangible capital assets	\$ 739,675	996,303

Kindness Starts Here!

KINDNESS AND
COMPASSION

KINDNESS AND
COMPASSION

HUG MACHINE

FINDING
Kindness

WHERE
PINK SWEEA?

EBORAH UNDERWOOD

illustrated by IRENE CHAN

Nicola Slater

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 2021.

Adrienne Quane

Ally Monahan

Andrew Mayer

Ann McKinnon

Ann Tuck

Barb Craxton

Barb & Rick Lawrie

Bonnie McDonald

Carol Jensen

Danielle Sharp

David Gelinis

David Perfitt

Diana Zoe Coop Nerman

Einar Hansen

Elizabeth Warren

Fenneke Tjallingii-Brocken

Friends of the Library

Gayle L. Korstrom

Gayle Poznikoff

Harley Stanfield

Houman Keyani

InterLINK

Isabel S. McDonald

Jill & Joe O'Carroll

Joseph Ablitt

Joseph Planta

Judith Brain

Linda Acosta

Lynn Valley Garden club

Marcia Stephenson

Margot Thomson

Nancy Kirkpatrick

Pamela Douglas

Peggy Trendall-Jensen

Raymond Charles Foundation

Robert Muir

Roger Eastwood

Rubyana Jinnah

Sam Bedry

St. Clement's Anglican Church

Sharon Gerbasi

Sharon O'Brien

*Upper Lynn Elementary School Staff
and Students*

Variath M. Kutty

*West Vancouver Foundation and
Canada's Emergency Community
Support Fund*

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 2021:

- *Baha'is of the North Shore*
- *BC Libraries Cooperative*
- *Capilano University*
- *Family Services of the North Shore*
- *Family Services of Greater Vancouver*
- *Impact North Shore*
- *InterLINK*
- *National Network for Equitable Library Service (NNELS)*
- *North Shore Community Resources*
- *North Shore Emergency Management (NSEM)*
- *North Shore Immigrant Inclusion Partnership*
- *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*
- *Service Canada*
- *SFU Philosophers' Café*
- *The District of North Vancouver*
- *The United Way of British Columbia, Lower Mainland*
- *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

We LOVE our library and librarians!!



Connect.



Goodbye, late fines!

Go on, do your happy dance—we officially eliminated late fines for overdue material in May 2021! Daily late fines, while intended to encourage the return of library materials, actually created financial and social barriers that discouraged library use—and these barriers disproportionately impacted people in our community who need library services the most. All NVDPL cardholders were given a clean slate on late fines! We are grateful to the Library Board and North Vancouver District Council for supporting the elimination of late fines at NVDPL. If you haven't come see us in a while due to fines on your account, drop by and say hello!

All of the staff in the children's department are the most efficient, friendly, helpful. It makes trips to the library with my grandchildren a great pleasure.





Celebrating diversity, self-love, and PRIDE!

NVDPL staff have a vision to support the building of inclusive communities through innovative and connection-building programming. All throughout Pride Month in Vancouver, library staff curated information and resources for interactive displays, featuring books, recorded book and film recommendations, and more.

NVDPL also hosted its first-ever Drag Queen Storytime, in partnership with the Storytelling with Drag Queens Foundation. Our community was overflowing with interest and support for the child-friendly stories and songs. We're thrilled to provide opportunities for our staff and communities to embrace self-love and celebrate diversity with PRIDE.

North Shore Reads

Initiated by NVDPL staff member Sara, the first ever North Shore Reads event was brought to life in collaboration with North Vancouver City Library and West Vancouver Memorial Library. Following the “One City, One Book” model, the event brought together 418 attendees from the North Shore and beyond for a special evening with Dr. Suzanne Simard, Shelagh Rogers, and Tsitsayxemaat Rebecca Duncan. This year’s featured book was *Finding the Mother Tree* by UBC researcher Dr. Suzanne Simard. The book is an illuminating look into the mysterious and inspiring world of trees, paired with personal and heartfelt inclusions about Dr. Simard’s own life. Many local residents care deeply about nature, forests, environmental issues and climate change, making the book a natural choice for the inaugural event.



Share.



Honouring and Celebrating Indigenous Voices

To support and honour our commitment to Reconciliation, NVDPL officially adopted its land acknowledgement recognizing and respecting the Indigenous Peoples and communities that have always been, and continue to be, in relationship with this land. The statement pays homage to the deep-rooted history of the land that we are privileged to live, work, and play on, and expresses deep gratitude for the opportunity to connect community, share knowledge and inspire stories on the traditional territories of the Skwx̓wú7mesh (Squamish),

and səł'lwətaʔɫ/Selilwitulh (Tseil-Waututh), and x̓w̓məθk̓w̓əy̓əm (Musqueam) First Nations.

On Canada's National Day for Truth and Reconciliation, NVDPL libraries opened their doors for learning and reflection. Community members were invited to create personal Reconciliation Commitment Bracelet, attend a 'Getting Started with Reconciliation' program, as well as observe a moment of silence at 2:15pm to pay respects to the victims of the residential school system and their families following the discoveries across Canada of the unmarked graves of children.

In partnership with North Shore Libraries and Ta7talíya Nahanee, over 175 community members took part in an educational program on how to work to decolonize relations to this land, work and community. A traditional welcome was given by Chief Janice George, and the event was hosted by NVDPL Board Chair, Lara Greguric.

NVDPL remains committed to developing meaningful opportunities for our community to unite in shared learning, and move forward in good relations on their Reconciliation journeys.

Devices, puzzles, and games—oh my!

Libraries have always been about sharing resources—we're proud to offer books, films, magazines, accessible formats, and digital resources. In 2021, we added puzzles, Dungeons and Dragons Starter Kits, and Kobo eReaders to the menu and these new collections are flying off the shelves!

By being responsive to our community, we can support learning and information sharing in a variety of ways—and in the ways that our community needs. And we get to do it by fulfilling living our values of embracing exploration, creativity, and fun!

We're grateful for community donations and grant funding from the Government of Canada's Emergency Community Support Fund (ECSF), the Province of British Columbia, and the West Vancouver Foundation for their support of these initiatives.



**Thank you for
being a source of
enjoyment and hope
during this pandemic! I
am most grateful to have a
wonderful library and great
staff to keep us reading.
Thank you.**



Inspire.

Teen Book Boxes

Thanks to the clever thinking of Jessie, Teen Engagement Librarian, NVDPL gifted 62 book subscription boxes to teens in the summer. Each box included a craft, tasty treats, stickers, pins and other swag, an Advanced Reader Copy of a teen novel (theirs to keep), and five books checked out and ready to read. The subscriptions 'sold out' quickly and dedicated teens read a whopping 310 teen books all summer long. Not only did they keep teens engaged and reading over the summer, but one teen even said they were introduced to their favourite book through the Book Box: music to a librarian's ears!



I love your books so much—I want to read every book in here!





Made in StoryLab

This summer marked a new first for our Library: we hosted NVDPL's first **Digital Storyteller in Residence**, Sahand Mohajer. Sahand, a Persian-Canadian artist and filmmaker, spent the summer connecting with individuals with intersecting connections to the North Shore. The result? A short film featuring the unique and personal stories of six individuals that celebrate a broader, more inclusive, and more vibrant understanding of the history of British Columbia. This project was made possible by support from the Province of BC's Multiculturalism Grants

Program, with additional partnership support from the North Shore Multicultural Society. Watch 'Celebrating BC 150+: Stories of the North Shore'.

NVDPL Youth Services staff member Celeste also developed an **introduction to podcasting** program with local youth. The delightful series of podcasts had kids sharing all kinds of life hacks. They shared favourite literature characters, literacy tips for kids by kids, the best kind of weather, and more—and wow, do kids say the darnedest things!



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

