



2014

NORTH VANCOUVER DISTRICT PUBLIC LIBRARY **Annual Report**

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Richard Walton
Mayor, District of North Vancouver

A message from the Mayor

**“Shhhhh!
Quiet!”**

Fifty years ago, this was a regularly uttered directive from librarians. Things have really changed, and libraries in the twenty-first century are completely different places.

Over the past decade in particular, libraries have morphed into multi-faceted community hubs. Gone are the days of silently picking out a book to take home to read. Nowadays, the North Vancouver District Public Library is so much more than that: there’s an art gallery; quiet study refuges; spaces dedicated to teens, children and adults; corners for technology-use; learning programs; fireplaces to relax by; and outreach services to ensure all members of the community can benefit from the facilities. The library even caters to the ubiquitously mobile life. You can access our library system on-the-go with its expansive and growing digital collection.

DISTRICT OF
**NORTH
VANCOUVER**



This is what makes the North Vancouver District Library provide an important part of our community. It is constantly in a state of ongoing improvement, catering to the needs of our growing and diverse population. Our library is continuously adapting and changing to ensure its continuation as a vital base of knowledge, learning and community connection.

On behalf of the District of North Vancouver, I extend a heartfelt thanks to the library board, staff and volunteers for the tremendous value they bring to the very fabric of our community. Their work to create meaningful programs that engage and inspire our community is nothing short of essential.

RICHARD WALTON
Mayor, District of North Vancouver



Lucy Cayuela
Board Chair

A message from the Board Chair

2014. What a year of many tremendous accomplishments for the Library and the Board. From celebrating fifty years as North Vancouver's centre of learning, to adopting a new Strategic Framework, to ending the year with a published book from the Library, and even one from Board Trustee Sanford Osler.

Even in this time of great success, the library space is shifting. Libraries are now spaces for engagement, connection, continuing education, innovation and more. In 2014, the Board was proud to implement a new Strategic Framework to help guide our journey in the digital age; on our journey to support intellectual freedom, lifelong learning, accessibility and sustainability in our community.

Through this new framework, we aim to inspire and support a community of learning, and a culture of reading; provide engaging spaces to create knowledge and share stories; support



North Vancouver District
Public Library



From left to right: Fiona Kelly, Sanford Osler, Matt DeBock, Mike McGraw, Lucy Cayuela. Missing from photo: Gopi Chande, Ken Lim, Frank Sullivan, Alan Nixon (Council Representative)

human potential by cultivating innovation while honouring tradition; foster a culture of community collaboration; and nurture an engaged, adaptive organization.

We are extremely excited about the forthcoming changes over the next several years, and look forward to putting the policies in place to generate success.

On behalf of the Library Board, I would like to personally thank our funders, donors, Friends of the Library, and all the NVDPL staff and volunteers for their efforts in making the Library's 50th year a memorable one. We look forward to 2015!

LUCY CAYUELA
Board Chair



Jacqueline van Dyk
Director of Library Services

A message from the Director of Library Services

In 2014 we pushed ahead, transforming the service we provide to the community and setting the stage for a strong future – and we paused a couple of times to see how far we have come.

Since 1964, the NVDPL – like other public libraries around the world – has been cherished for its collections and connections. It provides an important role as a gateway to personal and community learning and development.

We experienced a system-wide shift and transformation over the year, morphing into a highly collaborative, community-focused library that seeks to honour our traditional role and meet the community's expectations for the future.

We spent much of the year looking back in celebration of our fifty year story. Events to honour our past were held throughout the year, including: 1964 Days events, a fabulous 50th Birthday Party, an incredible historical fashion show, a Golden



Library Card competition, and an after-hours event celebrating the launch of our very own book, *Fifty! With a Fabulous Future*.

We also focused on our future by adopting a new Strategic Framework, observing retirements, welcoming 32 new members of staff, and forming a new leadership team, who you will meet in the pages of this annual report. Our refreshed work environment will enable us to work more closely with community partners to become even better!

I would like to personally thank the dedicated, accomplished, and adaptive members of our staff and Library Board. It is my honour and privilege to lead this exceptional library and I am enormously proud of the people who work here. When we bring both our hearts and minds to our work, we know we are contributing enormous value to the community.

I look forward to working with you to connect more, learn more, and inspire more; to build upon the intellectual foundation of our community and be a part this exceptional forward-forging journey into the transformative, digital world.

Here's to the next chapter of this exciting NVDPL story!

JACQUELINE VAN DYK
Director of Library Services



A library is one of the few places left where a person is treated as an individual; it meets man's need for information and recreation on a personal level. It is a refuge for the independent spirit and inquiring mind.

– Enid Dearing, the first Chief Librarian of the North Vancouver District Public Library, writing in 1971

Throughout the years

"Without libraries, what have we?
We have no past and no future."

– Ray Bradbury



1 library-published book



3 locations



4 staff & trustee authors



5 chief librarians



10,000+ storytimes



500,000 program attendees



1.2M books purchased



50M items borrowed



and fortunately...only **1**
sniper shooting*

*On July 16, 1971, twelve rounds of .22 calibre bullets were fired into the Lynn Valley Library by a patron. Luckily, only a few books were damaged! Read more about it in our history book: *Fifty! With a Fabulous Future* by Dave Obee.



In the early 1950s, a small group of women in Capilano Highlands came up with a plan to get a book service. As they admitted later, they didn't know much about what they were doing—but they made up for that lack of knowledge with determination and dedication.

The little library they created in a private home grew quickly, moved first to another home, then to spare shelves in a store, to a portable shack, to a spare room in a new fire hall and then into a dedicated building—all in less than nine years.

In 1964, their Capilano community library formed the basis for the North Vancouver District Library. Today's thriving institution owes its start to the women who volunteered their time to make the District a better place—and who inspired a level of library service that continues to this day.

–An excerpt from *Fifty! With a Fabulous Future: A History of the North Vancouver District Public Library* by Dave Obee





Celebrating a milestone

In 2014...we CELEBRATED! Turning fifty gave the Library a great opportunity to celebrate our past and humble beginnings, but also to look to the future as the Library develops and adapts to our ever changing digital environment.

The year was scattered with festivities—celebrations for the Library, for the community, for everyone!

1964 Days

From fitted dresses to sharp suits, and even the “flower-power” hippie clothing—we travelled back to the 1960s five times throughout 2014 and saw it all when staff donned their best outfits from the 1960s!

50 and Fabulous: a Fashion Show Fundraiser

Local fashion historian Ivan Sayers showed vintage pieces from his collection, while interweaving stories of fashion, history, and life in North Vancouver into this fashion show.

The Lynn Valley Village Plaza is alive with Library spirit at our 50th Birthday Party!

Fifty! With a Fabulous Future author Dave Obee, District of North Vancouver Mayor Richard Walton, and Alan Nixon, North Vancouver District Council Representative look intrigued as Director of Library Services, Jacqueline van Dyk, shows off a piece of Library history: a book damaged in the 1971 Lynn Valley Library Sniper shooting.



Book Launch Soirée

The community came together to celebrate the launch of the first ever Library-published book: *Fifty! With a Fabulous Future*. Award-winning author Dave Obee chronicled and wrote our history into this wonderful piece of memorabilia. The book is a detailed account of the Library—from an unassuming volunteer start-up to a modern and integrated Library system. Without the community’s support, there would be no Library!

50th Anniversary totes bags and limited edition Library cards were also used to commemorate this special year!



The Library in 2014



1.5M+ items borrowed



867,301 visits to the library



5,666 new library cards



100,000+ questions answered



2,751 children & 49 teens registered for Summer Reading Club



32,000+ people attended **1,059** programs



10,010 hours of operation

"The only thing that you absolutely have to know, is the location of the library"

- Albert Einstein



NVDPL Strategic Framework

(Approved September 11, 2014)

What we do

Connecting community, fostering knowledge, inspiring stories.

Where we're going

A flourishing community connects more, learns more, inspires more.

Who we are

We believe in

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

Our guiding principles

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

Our strengths

- The Library as a welcoming, inclusive place
- A diverse collection that is responsive to community needs
- Current and adaptable technology
- Supported and empowered staff



How do we get there?

1. Inspire and support a community of learning and culture of reading

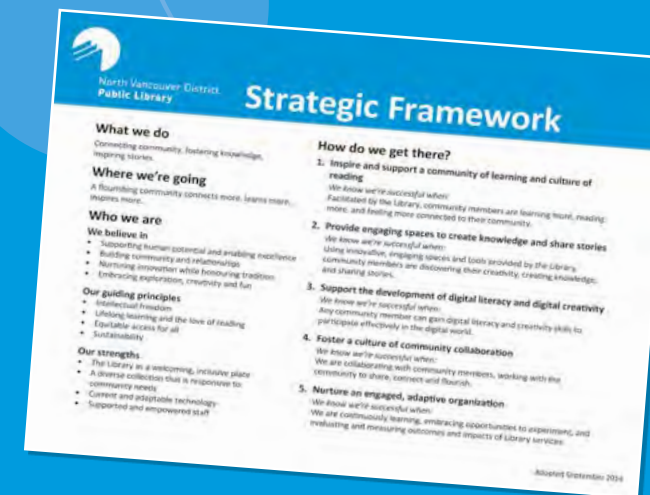
We know we're successful when: Facilitated by the Library, community members are learning more, reading more, and feeling more connected to their community.

2. Provide engaging spaces to create knowledge and share stories

We know we're successful when: Using innovative, engaging spaces and tools provided by the Library, community members are discovering their creativity, creating knowledge, and sharing stories.

3. Support the development of digital literacy and digital creativity

We know we're successful when: Any community member can gain digital literacy and creativity skills to participate effectively in the digital world.



4. Foster a culture of community collaboration

We know we're successful when: We are collaborating with community members, working with the community to share, connect and flourish.

5. Nurture an engaged, adaptive organization

We know we're successful when: We are continuously learning, embracing opportunities to experiment, and evaluating and measuring outcomes and impacts of Library services.



Andrea Freeman
Manager of Welcoming Initiatives

A welcoming Library

“I love the Library. These gals always have a smile for me,” said a Lynn Valley resident. I often walk the floors of our libraries, talking with patrons and listening to their interactions with each other and our staff. You only have to speak with our “regulars” for a moment to learn that the Library is deeply appreciated in our community. Over 2,500 visitors walk through our doors every day. Why? Well, that’s where the concept of a “welcoming library” comes in.

What makes the NVDPL a welcoming Library?

- An extensive, beautifully showcased and broad collection of materials
- Engaging community-inspired programs
- Consistent, friendly and warm customer service
- Lovely spaces that patrons want to spend time in
- Adaptable and flexible spaces that encourage exploration, creativity and fun



- Furniture, lighting and technology that supports work, regardless of age, accessibility needs, or ability level
- Warm and friendly signs
- Engaging displays that teach, inspire, and delight

At the end of November 2014, I started as the new Manager of Welcoming Initiatives. In addition to complementing welcoming initiatives across our library system, I oversee Circulation and staff. I look forward to what the future holds for this welcoming Library.

ANDREA FREEMAN
Manager of Welcoming Initiatives

Our **46,435** Library members average almost 20 visits per year.



Barbara Kelly
Manager of Community Engagement

An engaged Library

I joined the North Vancouver District Public Library as the Manager of Community Engagement in April 2014. It has been a real pleasure to work with the talented and dedicated staff at the Library as we develop new types of programming, strengthen our relationships with community members and partners, and showcase how our skills and abilities have value within and outside the Library.

2014 was a tremendous year! We looked beyond the walls of the Library to engage, connect, and collaborate with the community. This happened through rigorous and rewarding work of co-developing programs with the community, solidifying key partnerships with the North Vancouver School District and the North Vancouver Recreation and Culture Commission, and being the type of learning organization that leads the exploration of community aspirations, assesses risks and opportunities, and evaluates our contributions to community outcomes.

I am looking forward to continuing on this path of engaging with our community.

Barbara Kelly

BARBARA KELLY
Manager of Community Engagement



Displays, displays, displays!

Our incredibly talented and creative staff come up with themed displays throughout the year. Sometimes they match up with special days, like Pink Shirt Day, and sometimes they support a program that's happening at the Library, like live-streaming the 2014 Winter Olympics.

Keep an eye out for beautiful displays at all Library locations, and take a peek at some of our favourite interactive and engaging displays from 2014.



Bringing awareness to
Anti-Bullying: Pink Shirt Day



International Day of
the Honey Bee



Celebrating Pride:
Standing in solidarity with
our diverse community



Connecting with the community

Launching NNELS

When the Library launched a new website in July 2014, we also introduced the National Network for Equitable Library Service (NNELS) to our community through our updated Digital Services and Home Librarians. We're proud to offer this to our patrons who are not able read traditional print resources!

Working With North Shore Newcomers

In spring 2014 the Library welcomed Library Champions to the District. This New-to-BC initiative provided the Library with the unique opportunity to work with, and learn from, newcomers who underwent training and development to become strong advocates of the Library in the community.

We also started a series of Community Conversations for newcomers, helping newcomers engage in a conversation that is purposefully formatted to elicit the needs and aspirations of the participants.

We are already hearing that our awareness and efforts are making a difference in the lives of our community members and new families to North Vancouver.

Edcamp 2014

Working with the North Vancouver School District #44, we held an Edcamp on issues regarding social media and technology! The Library was filled with students, teachers, staff, and community members who came out to participate. The Library spaces came alive with conversation, the sharing of ideas, and the community creation of knowledge. It was fantastic!



Summer Reading Club 2014: Funny Business!

We had large turn-outs for the annual Summer Reading Club. The theme was Funny Business! and our libraries were filled with jokes, giggle-filled programming, and children asking us for more books. We also had a Teen Summer Reading Club and an Adult Summer Reading Club! This community loves to read and we love being here to support and celebrate this important element of the good life here in the District.

These are just a few of the highlights of how we like to connect with our community members. We also participated in Culture Days, hosted a Poetry Flash Mob at each of the Library's locations with readings of "The Canoe he called Loo Taas," spent time with students and teachers from Xwemelch'stn Etsímxwawtxw Capilano Little Ones School and Tsleil-Waututh Child and Family Development Centre, ran "Start Grade 8 with a Clean Slate", a fee amnesty initiative with the goal of having all grade 8 students begin high school with a working library card, and more!



Technology volunteers show off their skills at Edcamp 2014.



Drew Jackson
Manager of Innovation and Learning

In the digital world

What a year in support of the Library's new Strategic Framework! We **launched a new website** with a responsive and modern design, increased our digital literacy training, and experimented with innovative programs. Here's a snapshot of our 2014 tech accomplishments!

- Expanded one-on-one technology assistance with NVDPL staff, as well as established a Tech Tutors program, which pairs teen volunteers with those seeking to become more tech savvy.
- Brought our digital expertise into the community, partnering with Lionsview Seniors' Planning Society. We now offer digital literacy workshops for Farsi-speaking seniors.
- Strengthened our programs on educating the community about how to access our growing digital collections, like ebooks on Library2Go; magazines on Zinio; digital movies; and TV shows, music and audiobooks on Hoopla—our newest digital streaming service!



In 2014 we had **649,442** visits to our website and catalogue. That's over **1,700** per day!

- Experimented with programs that support the creation of knowledge and develop digital literacy skills, like a workshop series on building your own website and information sessions on how to take photos with personal electronic devices.
- Offered free access to world-class technology, entertainment and design talks as we livestreamed the 2014 TED conference in the Library.
- Teamed up with the District of North Vancouver to host DataCamp, a one-day conference exploring open data. The open data movement promotes the sharing of data to increase transparency, improve decision-making, and spark innovation. The dynamic conversations that took place were a vivid example of the Library serving as a space where communities come together, work on ideas, and experiment!
- Deepened our in-house technology skills, launching a brand new website with improved navigation, a modern look and feel, and a mobile friendly layout that is responsive to all devices. This website was designed entirely with the expertise of our own staff! The result was an amazing collaborative effort across the organization, and a more engaging and responsive website for patrons.

Here's to another year furthering our advancements in the digital world!

DREW JACKSON
Manager of Innovation and Learning



Corinne McConchie
Manager, Collections Management
and Access

Our collections

As Collections Manager at the North Vancouver District Public Library, I've found it an honour to be part of a Library renowned for its rich and interesting collection of books, media, magazines, and digital resources. These collections are here for all residents to share, learn from, and enjoy.

Here are a few of our Collections highlights from 2014!

CORINNE MCCONCHIE
Manager, Collections Management and Access

Top Requested Books in 2014:



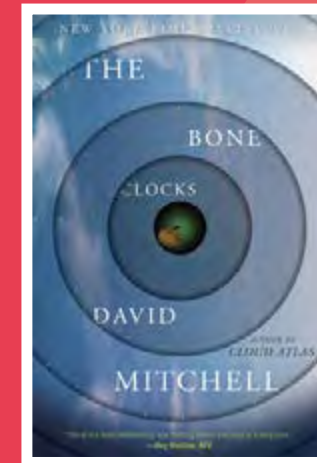
All the Light We Cannot See
by Anthony Doerr



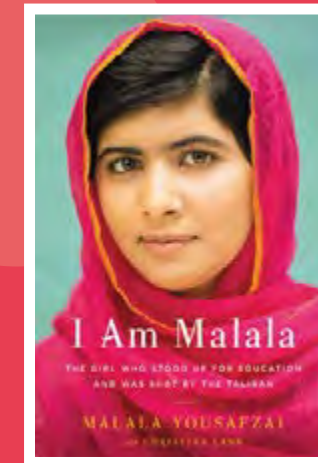
Flash Boys
by Michael Lewis



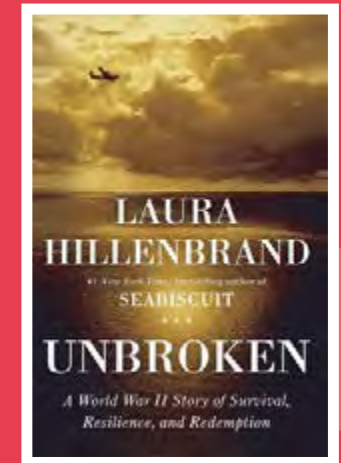
Orphan Train
by Christina Baker Kline



The Bone Clocks
by David Mitchell



I am Malala
by Malala Yousafzai



Unbroken
by Laura Hillenbrand

Books, books, books & more!

Our 2014 collection highlights

- In 2014, we launched Hoopla, a digital streaming service, like Netflix for libraries! No late fees and no waiting to borrow titles—complementing our shelves with digital additions!
- We added 35,190 new items in 2014.
- We expanded our language collections with Persian and Chinese items—over 2,100 of them!

“To build up a library is to create a life. It’s never just a random collection of books.”

– *Carlos María Domínguez*

The choice is yours:

- Print books: hardcover, softcover, rare or mass market—we’ve got it all!
- Digital collections: eBooks, audiobooks, DVDs, CDs, and more!
- Accessible formats: English Language Learning, talking books, large print, NNELS access, a home Library service, and beyond!

An average of **4,440** items are borrowed each day!





Nicola McLaren
Business Manager

Financial highlights

When I started as the first ever Business Manager at NVDPL in May 2014, the rough outline of my work here had been sketched. This past year has involved adding the details and colour to the role, and determining how best to add my emerging picture to the collage created by the rest of the management and leadership team. NVDPL is fortunate to have such great buildings, collections, staff and patrons, and I am pleased to add my support in the areas of finance and facilities management.

NICOLA McLAREN, CPA,CA
Business Manager



"A library is not a luxury but one of the necessities of life."

– Henry Ward Beecher

Operating:

Revenue

District of North Vancouver
Provincial grants
Fines and other income
Donations

Expenditures

Salaries and benefits
Library subscriptions and digital materials
Premises operations and maintenance
Administration and other costs

Capital:

Revenue

District of North Vancouver

Expenditures

Library books and collections materials
Technology purchased

Adjustments to Library Assets:

Depreciation and collection adjustments

	Dec 31, 2014	Dec 31, 2013 *
	(audited)	
	\$	\$
District of North Vancouver	4,925,225	4,838,430
Provincial grants	210,882	213,951
Fines and other income	234,008	248,478
Donations	21,581	30,770
	<u>5,391,696</u>	<u>5,331,629</u>
Salaries and benefits	4,419,172	4,048,239
Library subscriptions and digital materials	123,353	113,087
Premises operations and maintenance	632,891	618,939
Administration and other costs	333,453	304,847
	<u>5,508,869</u>	<u>5,085,112</u>
District of North Vancouver	<u>551,000</u>	<u>525,040</u>
Library books and collections materials	468,637	461,240
Technology purchased	22,927	52,112
	<u>491,564</u>	<u>513,352</u>
Depreciation and collection adjustments	<u>672,565</u>	<u>685,114</u>

* Comparative figures have been reclassified to conform to the current year's presentation.

Donation highlights

As a touching example of our community's support, NVDPL was the fortunate recipient of an outpouring of generosity in support of the Trish McMordie Memorial Fund. It started with a collection of many individual donations to purchase a large play snake for the Lynn Valley children's department. A "name the snake" competition produced many entries, and the McMordie family chose "Piper". The official unveiling of Piper the Snake involved a snake themed party with music, stories and activities run by the library staff – even Mayor Richard Walton joined in the fun and read stories to the young patrons!



Thank you to our donors!

The North Vancouver District Public Library would like to gratefully acknowledge support from the following in 2014:

*District of North Vancouver
Libraries and Literacy Branch, Ministry of Education
The Friends of the North Vancouver District Public Library
David Perfitt
Allan McMordie
Law Foundation of BC
Lark Noble
Larson Elementary School, Sunshine Committee
James A. and Doreen F. Rainier
Tracey Todd
Hilary Matts
Michael Edwards
Selina Smith
Norman Guindon
Sterling Land Wealth Advisory Group
Merlyn and Dean Rix
Joanne Smith
Deirdre Duncan
Monica MacDonald
Susan Lucas
Nancy Read*

*Peter and Susan Bernard
Lola Palik
Debra Walsh
William and Frances Metcalf
Lynn Valley Garden Club
Donald E. Harder
Art and Janice McQuade
Royal Canadian Legion
Todd Wong
Roseling and William McKibbin
William and Daisy Skinner
Mardell and Verlyn Olson
Killaine Sharman and Guy Trotter
Janet Valair
Ivan Peter Deltchev
Rosemary Postlethwaite
Gerald Brewer
Patricia Kelly
Mark Bradwell
Bruna Martinuzzi*

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, or visit us at www.nvdpl.ca/donating-library



Friends of the Library



Friends of the North Vancouver District Public Library

We are fortunate to enjoy the ongoing support of the Friends of the Library. In 2014, they once again sponsored the book prizes for successful completers of the Summer Reading Club, as well as the prizes for the inaugural Adult Summer Reading Club. Their contributions towards furniture and play equipment in the children's areas are much appreciated by staff and patrons. Thank you to our Friends!

"Libraries are our friends."
- Neil Gaiman



A caring Library: NVDPL staff

In 2014, we celebrated many retirements, baby showers, and birthdays, as well as took the opportunity to facilitate staff development and education. We held the first All Staff Development workshop and conducted a workplace Cultural Values assessment. These opened up dialogue and gave a voice to each and every NVDPL staff member. The result? An increasingly inspired and passionate staff!

We're here to meet the needs of our community and love to see you! Come say "Hi!" to us at the Lynn Valley, Capilano, or Parkgate Library!



"Librarians are tour guides for all knowledge"
– **Patrick Ness**

"Everything you need for a better future and success has already been written. And guess what? All you have to do is go to the library"
– **Henri Frederic Amiel**



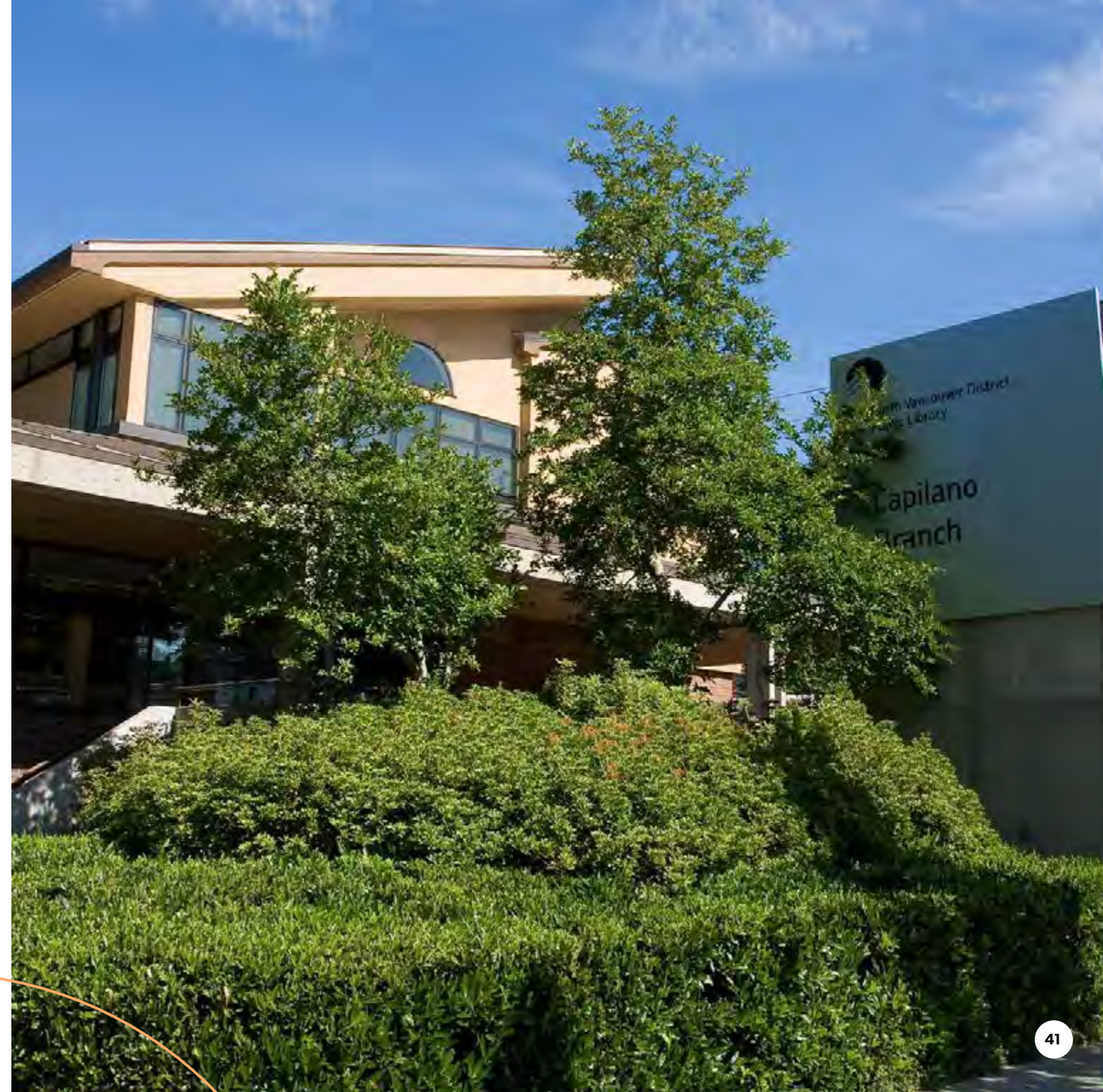
"The most important asset of any library goes home at night—the library staff"
– **Patrick Healy**

Sustainability at the Library

Sustainability and the environment are important to us! Our NVDPL Green Team works hard to ensure that the NVDPL is doing its best for the environment and our community.

Check out our 2014 Sustainability highlights:

- All locations of the Library participate in the Green Can composting program and maintain our recycling programs to divert as much waste from landfills as possible!
- In 2014, our focus was education! We themed a variety of programs to help our community understand that sustainable...is...attainable! We held programs like: Understanding Food Sensitivities; SFU Philosophers' Cafe: Should Genetically Modified Foods Exist; Invasive Plants; Gardens, Community, and You; and Edible Gardening.
- Celebrated Earth Day, the Day of the Honey Bee, Bird Week, Earth Hour, and World Environment Day in 2014.
- Increased our collection to provide the community with the latest and best resources to make a difference in their own daily lives. You can find a large collection of print, digital, and audiovisual titles on environmental issues and sustainability at all locations, or view documents online.





Connect with us

Lynn Valley Library

1277 Lynn Valley Road
604-984-0286

Parkgate Library

3675 Banff Court
604-929-3727

Capilano Library

3045 Highland Boulevard
604-987-4471

Library Administration

604-990-5800

Let us know your thoughts! Did you read something and love it? Have a recommendation? Want to stay informed on events and programs? Just want to say hi?

Find us online

www.nvdpl.ca



North Vancouver District
Public Library