



North Vancouver District  
Public Library

Connecting Community. Fostering Knowledge. Inspiring Stories.

# Inspiring Stories

May 2016

## Under the Hood

North Vancouver District Public Library solidified ourselves as an “Employer of First Choice” amongst the BC library community as we presented “Under the Hood: Honest Stories of Disruptive Change in a Public Library” at the BC Library Conference, which took place May 11-May 13 in Richmond, BC. The “Under the Hood” presentation was an honest, behind the scenes story of what transformative change looks like in the public library sector. It really resonated with conference attendees and a strong buzz was maintained throughout the entire conference as a result of the NVDPL’s session.

The presentation group, a representative cross-section of the incredibly talented NVDPL staff, was made up of Jacqueline van Dyk, Director of Library Services; Sabina Burnett, Library Assistant; Ashika Debba, Circulation Supervisor; Andrea Freeman, Manager of Welcoming Initiatives; Jacqui Jones-Cox, Librarian; Jennifer O’Donnell, Digital Services and Resources Librarian; Krista Scanlon, Adult Collection Services & Evaluation Librarian; Paul Taylor, Librarian; and Ross Dunnet, NVDPL Patron.

### What We’ve Heard from Attendees

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“You’ve finally said what I’ve been thinking all along.”

“That was the **BEST SESSION I’VE EVER SEEN** at a library conference.”

“My heart felt so *heavy* while I was listening.”

“I didn’t expect to cry so early in the morning.”

“Our library is going through changes too, but we’re having trouble moving forward.”

### What We’ve Heard Online

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“This session on change management is hitting a little too close to home. #bclc2016”

“@nvdpl excellent presentation today!! #bclc2016”

“Love it! **A library patron on the podium**. Bravo @nvdpl #bclc2016 #disruptandtransform”

“Making a cardboard mock up of proposed work area redesign-brilliant! #bclc2016”

“**Definitely an eye opener**. It’s nice knowing other libraries go through periods of disruptive change too”

### What We’ve Heard from Staff

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“I’m thankful that I was given the opportunity to express what in years past I had long thought to be a disparity in our work environment, one which ignored skills, experience and quite frankly, loyalty. Antiquated conditions that hindered rather than supported a library wanting to thrive. Jacqueline *encouraged open and honest discourse*, which has been, and continues to be the catalyst for our journey from disruption to transformation. We’ve become an organization that values and exemplifies the contribution and integrity of each and every staff member; **a library that other libraries in BC can watch and learn from.**”



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## Photos



*L to R: Jennifer O'Donnell, Krista Scanlon, Jacqui Jones-Cox, Ashika Debba, Andrea Freeman, Jacqueline van Dyk, Sabina Burnett, Paul Taylor, Adam Farrell and Ross Dunnett.*



*Krista Scanlon*



*Ross Dunnett*



*Ashika Debba*