



NORTH VANCOUVER DISTRICT  
**Public Library**

# 2020 BRIEFING BOOK



CONNECT

SHARE

INSPIRE

# CONTEXT

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“A library in the middle of a community is a cross between an emergency exit, a life-raft and a festival. They are cathedrals of the mind; hospitals of the soul; theme parks of the imagination. On a cold rainy island, they are the only sheltered public spaces where you are not a consumer, but a citizen instead.” - Caitlin Moran

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# The District of North Vancouver

**DNV VISION:** Inspired by nature, enriched by people

The North Vancouver District Public Library works closely with our valued community partner and funder, the District of North Vancouver.

NVDPL's libraries are places of knowledge building, spaces for cultural expression, hubs for health and social well-being, and cores of community connection; all of which are in line with the Official Community Plan (2030) for the District of North Vancouver.

NVDPL's strategic goals are developed with the OCP in mind and seek to achieve the goals set out to achieve the Community Vision of the District of North Vancouver.

## Census Information

POPULATION: 85,395\*

Geographic name	Total families	Married-couple families		Common-law-couple families		Lone-parent families	
		number	%	number	%	number	%
North Vancouver, DM	24,355	19,065	78.3	2,060	8.5	3,230	13.3

- Land area is 160.76 sq. kms, with a population density of 534 persons per sq. km
- The District of North Vancouver contains an older population, with 50% over the age of 40
- 60% of households earn \$80,000 + per annum
- The District of North Vancouver has more families and a higher percentage of Married or Common-Law households

\*Information from the 2016 Census

## COMMUNITY DEMOGRAPHICS

### GENDER



Female **52%**  
Male **48%**

### AGE (YEARS)



18-39 **31%**  
40-64 **50%**  
65+ **19%**

### BIRTH PLACE



Born in Canada **69%**

### EDUCATION



Below high school **3%**  
High school **25%**  
Certificate or diploma **34%**  
University degree **38%**

### HOUSEHOLD INCOME



Under \$40,000 **19%**  
\$40,000 to \$79,999 **22%**  
\$80,000 to \$119,999 **20%**  
\$120,000 & above **40%**

### EMPLOYMENT



Employed **67%**  
Not in labour force **29%**  
Unemployed **3%**

### ETHNICITY



Aboriginal **4%**  
Caucasian **81%**  
Chinese **5%**  
South Asian **1%**  
Other **9%**

Source:  
[myhealthmycommunity.org](http://myhealthmycommunity.org)

# 2020-2023 Strategic Plan

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## Vision: Where we are going

Inspire 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 strengths:

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

Our guiding principles:

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

## CONNECT

1. Collaborate with our community.
2. Reach new audiences.
3. Deliver services where & when they are needed.

## SHARE

1. Reimagine & enhance our spaces so that they are welcoming for all.
2. Enhance the digital experience by advancing our technology infrastructure & environments.
3. Offer programming & collections that unite our community in shared learning.

## INSPIRE

1. Act as a catalyst to inspire a community of creators.
2. Delight and inspire our community.
3. Support and empower an inspired staff.

# NVDPL at a Glance



**333**  
days open at  
each branch



**1,501,677 visits**

(864,274 in person + 637,403 online)



**1,537**  
programs  
**38,412**  
attendees



**4,171**  
Summer Reading  
Club participants  
at NVDPL



**42,536**  
members

## Key Accomplishments 2014-2019

- Established a culture of consultation and collaboration, using an integrated cross-system approach to library operations
- Developed and launched unique programming, like Trail Tales, Brews & Books and Paws 4 Stories
- Hosted the 20<sup>th</sup> anniversary of the North Shore Authors Festival and launched in the North Shore Authors Collection in partnership with North Vancouver City and West Vancouver Memorial Libraries
- Received two awards from the American Library Association for public relations materials
- Welcomed two delegations of South Korean City Officials from Busan and Guro
- Annually engage thousands of children - 36% of the local elementary school population - in the BC Summer Reading Program at NVDPL
- NVDPL's book *Fifty! With a Fabulous Future: A History of the North Vancouver District Public Library*, written by Dave Obee, won a District of North Vancouver Heritage Award
- Adopted an outward approach to programming to increase effectiveness and efficient use of resources, and actively partnered with local groups on programming initiatives, including NVSD #44, North Vancouver Recreation and Culture, North Shore Community Resources, Capilano University, North Shore Multicultural Society, the North Vancouver City Library, the West Vancouver Memorial Library, and more
- Hosted successful after-hours events, including book launches and Whisky Library Fundraisers
- Established the groundwork for library transformation by establishing an annual all-staff workshop for staff collaboration, creating a professional development and training procedures to support professional growth, conducting staff surveys including a Cultural Values Assessment, and embarking on an overhaul and automation of operational procedures
- Participated in community events, bringing innovative and mobile technologies for community use
- Celebrated milestone 50th anniversary (1964-2014)
- Introduced teen Tech Tutors and digital literacy based programs and workshops
- Launched a website that was created in-house, using the expertise of library staff
- Worked with the Board to complete a policy refresh project

# NVDPL: Past & Future

## Top Priorities for 2020

- Introduce and operationalize the 2020-2023 Strategic Plan
- Implement initial phases of space plan enhancements to create flexible, adaptable, and vibrant spaces
- Focus on developing and inspiring staff
- Launch StoryLab at NVDPL



## Over the years...

1	Library-published book
3	Locations
4	Staff and Trustee Published Authors
5	Chief Librarians
17	Borrowed Items Per Capita in 2019 (4.5 Books in 1964)
100+	Trustees
10,000+	Storytimes
360,000+	Collection Size in 2019 (28,000 Books in 1964)
600,000+	Program Attendees
1.2 Million+	Books Purchased
56 Million+	Items Borrowed
(And 1	Sniper Shooting)

# 2018 Statement of Operations

## Operating

### Revenue

	2018	2017
District of North Vancouver*	\$ 6,135,163	5,996,607
Provincial government grants	220,775	215,559
Donations	54,282	31,389
Book fines, photocopy charges and sundry	231,324	246,324
<b>Total Revenue</b>	<b>\$ 6,641,544</b>	<b>6,489,879</b>

### Expenses

Salaries and benefits	4,651,196	4,444,873
Facility rent, operations & maintenance	665,093	703,168
Administrative costs & professional services	235,794	405,900
Library subscriptions & digital materials	194,131	155,930
Depreciation & loss on disposal of capital assets	580,845	617,961
<b>Total Expenses</b>	<b>\$ 6,327,059</b>	<b>6,327,832</b>

### Annual surplus

<b>314,485</b>	<b>162,047</b>
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\* The District of North Vancouver revenue includes both Operating and Capital funding.

## Capital

### Expenses

	2018	2017
Library collection	\$ 583,569	570,161
Information technology, furniture & vehicle	39,432	126,174
Net change in work in progress	25,923	70,836
<b>Acquisition of tangible capital assets</b>	<b>\$ 648,924</b>	<b>767,171</b>

## Additional Provincial Support

- InterLINK Library Federation
- BC Libraries Cooperative
- Consortial Licensing of Digital Resources
- Inter Library Loans Network
- BC Summer Reading Club
- Trustee Orientation Program
- BC Library Act
- National Network for Equitable Library Service (NNELS)

# PEOPLE

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“The most important asset of any library goes home at night – the library staff.”

- Timothy Healy

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# NVDPL Staff

## Some interesting facts about us:

- Our librarians have Masters degrees in Library and Information Studies (MLIS or MLS)
- Our library technicians have college Diplomas in Library and Information Technology
- NVDPL employs and trains a number of local highschool students and youth as Pages to reshelve materials
- We contribute to the training and education of up and coming library professionals, hosting practicum students from library education programs, and hire library school librarians in training from UBC to assist us on Sundays
- Our staff have many talents beyond the straight performance of their jobs. We have had artists, writers, musicians, interior designers and a lawyer on staff.
- The Library's first collective agreement, with CUPE local 389, was signed in 2009.

Our schedules and service hours aim to provide the best coverage to meet the levels of activity we anticipate. We schedule staff for the daytime, evenings and weekends.

At the BCLA Conference in 2016, NVDPL presented "Under the Hood: Honest Stories of Disruptive Change in a Public Library". The NVDPL team was a representative cross-section of the talented NVDPL staff, which included the Library Director, an NVDPL patron, managers, library assistants, and Librarians. The session 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. Here's what one staff member had to say:

"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."

Employee Type	Regular	Auxiliary
Administrative Assistant	2	
Circulation Staff	18	11
Communications	1	1
Executive Assistant	1	
Librarians	15	15
Library Technicians	9	
Maintenance Staff	3	2
Management	6	
Digital Services Assistant	1	2
Students: Librarians		9
Students: Pages		32
<b>Total</b>	<b>56</b>	<b>72</b>



# Organizational Structure

## Library Board

### Director of Library Services

#### Manager Community Connections

- Community programs & partnerships
- Children & Teen Services
- Adult Services
- Outreach
- Home Library Services

#### Manager Innovation & Learning

- Digital services & spaces
- Web development
- Developing programming to facilitate digital literacy
- Library technologies & systems

#### Manager Collection Services

- Collections management
- Acquisitions & selection
- Digital collections
- Technical services
- Inter-Library Loan Service

#### Business Manager

- Facilities
- Budgets and finances
- Corporate reporting & statistics
- Fundraising & donor relations

#### Manager Welcoming Initiatives

- Service desks
- Patron experience & customer service
- Interior spaces management
- Day-to-day operations

#### Executive Assistant

- Supports the Director of Library Services
- Board Meeting preparation
- Day-to-day administrative support

#### Communications Coordinator

- Communications strategy development & implementation
- Coordination of special events
- Media relations and marketing

# The Exempt Team

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The management team shares a philosophical approach that supports the development and success of all NVDPL staff.



**Jacqueline van Dyk**

Director of  
Library Services



**Alison Campbell**

Manager  
Community Connections



**Maryann Kempthorne**

Manager  
Innovation & Learning



**Deborah Hudson**

Business  
Manager



**Sandi Burgess**

Manager  
Welcoming Initiatives



**Krista Scanlon**

Manager  
Collection Services



**Sarka Navratil**

Executive  
Assistant



**Meghan Crowe**

Communications  
& Events Coordinator

# Shifting Forward



Source of Word Cloud: NVDPL Employee "Cultural Values" Survey 2014

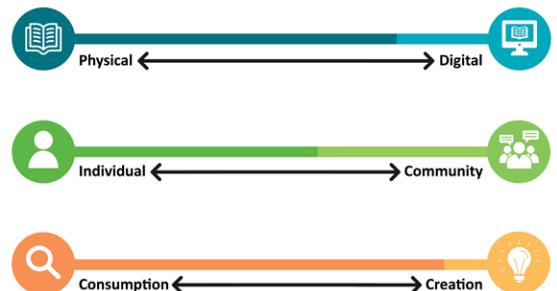
Public libraries face increasing pressure to adapt to change. We know that in addition to browsing and borrowing traditional library materials, our community also comes here to study, to work, to use the computers, to tutor/be tutored, to attend programs, to read with their children, and to meet with each other.

In addition to traditional library uses, patrons are now borrowing digital materials, are using the library as a community gathering place, and are using the library to create their own content.

Furthermore, as housing availability and needs change, more people are looking for a '3rd space' away from home and work where they can reflect, study, read, learn, and connect. The public library is also a place of refuge for people experiencing homelessness and other life challenges.

As such, there is also an evolving need to engage staff at all levels of our libraries, and to prepare them to provide high level library service in the face of those changes. These changes are not unique to NVDPL libraries. Culture shift by definition is a work in progress, and it is something we continue to practice and implement in our day-to-to-day operations.

## Library Shifts



# The Library Network

The library ecosystem is a network of library systems from across British Columbia and the NVDPL is an important piece of this intricate puzzle. Our services have an impact on other libraries and conversely other libraries have an impact on ours. While libraries in BC are autonomous systems, we all share the same core values: **Intellectual Freedom, equitable access for all, privacy, lifelong learning, and strong public service ethic.** The NVDPL is proud to work with the BC Library Community, including InterLINK and the BC Libraries Cooperative, to efficiently provide shared services that benefit the entire BC Library system and ensure the productive use of public funds.



NVDPL also works closely with local organizations in our community, including North Vancouver City Library, West Vancouver Memorial Library, the North Vancouver School District, North Vancouver Recreation and Culture Commission, North Shore Multicultural Society, North Shore Immigrant Inclusion Partnership, the North Vancouver Community Arts Council, North Shore Community Resources, Reconciliation Canada, North Vancouver Museum and Archives, and more. Working with local organizations strengthens the fabric of our community and aids in the development of collaborative, efficient, and cost-effective programs for our community members.

## Our services have impact

Libraries exist in the context of the wider library community and the effects of the interdependent relationships can easily be underestimated. NVDPL is a member of InterLINK, a cooperative federation of 18 participating BC library systems that advocates for all libraries, supports Interlibrary Loan services across BC, coordinates collaborative activities, and more. Through BC-wide resource sharing, member libraries can provide open access to materials to residents across the province.

The close proximity of the three North Shore libraries creates a particularly symbiotic relationship as residents regularly use all three systems. The impacts of service and policy decisions of one library on the other can be profound. Partnering effectively with other libraries in meaningful and mutually beneficial ways can improve the quality of our services and the efficiency of our operations. For example, in 2017 North Vancouver District Public Library lent over 230,000 items to InterLINK member libraries, and of that, 176,313 items were lent to the two other North Shore library systems. In return, NVDPL patrons borrowed a total of just over 200,000 items from InterLINK libraries, of which 169,383 items were borrowed from the North Shore library systems. As the NVDPL borrowed less materials than it lent, the Library is designated as a 'net provider' and receives compensation for services.

Province of BC also compensates for participation in province-wide initiatives, like the BC OneCard program that allows residents to access and borrow from any participating library in BC, and Inter Library Loan services, which allows patrons to borrow materials that are unavailable at their home library system by requesting it from another library system.

# PROGRAMS

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“A librarian is a data hound, a guide, a Sherpa and a teacher. The librarian is the interface between reams of data and the untrained but motivated user”  
- Seth Godin

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# NVDPL Programs

Public programs offered across three Library branches in the community have diversified beyond the view of a traditional library. Over 1700 programs were delivered in 2019, with over 41,000 attendees!

## A selection of Library programs 2014-2019:

- Youth Film Camp
- Author Readings
- The Whisky Library Fundraiser
- Teen Advisory Groups
- Summer Reading Club Medal Ceremonies
- The Human Library Event
- Paws 4 Stories
- Library outreach programs: Trail Tales and Brews & Books
- 11 drop-in Book Clubs
- Massive Open Online Courses (MOOCs)
- Outreach to Strongstart centres, daycares and preschools
- One on One Technology Training and Tech Tutors
- The North Shore Writers Festival
- The Whisky Library Fundraiser
- Teen Advisory Groups
- Book Buddies reading mentoring program
- Retirement Planning workshops
- Advanced Care Planning seminars
- Intergenerational Parent Child Mother-Goose at local senior centres
- English Conversation Corner
- Earthquake Hazards & Risks and Earthquake Preparedness
- Networking with Local Businesses event
- Job Search Skills and Networking Club
- Philosophers Café, World Affairs Forum & Discussion Lounges
- Immigrant Parent as Literacy Supporters (IPALS) program
- Democracy Café
- Google Expeditions
- An Evening in Honour of Reconciliation
- Culture Days
- Lego Robotics
- Storytimes
- Open-Mic poetry nights
- Free movie nights



# SPACES

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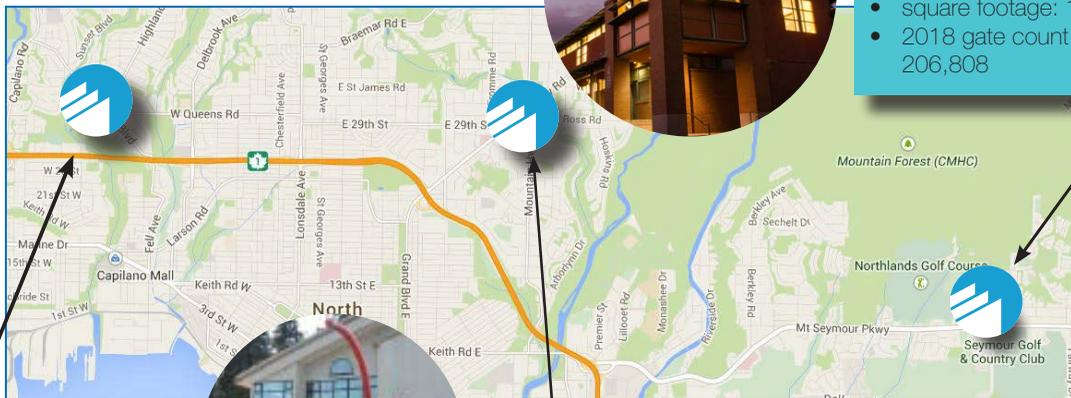
“The next library is a place, still. A place where people come together to do co-working and coordinate and invent projects worth working on together.”  
- Seth Godin

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# NVDPL Facilities

The North Vancouver District Public Library has a long history serving and connecting the community through its lending services, research facilities, and public events. It has evolved over the past 50 years from a small, part-time book resource, to a world class lending service with state-of-the-art technology. The community is well served by three fully functioning library branches at Capilano, Lynn Valley, and Parkgate, with Central Administrative Services based on the 3<sup>rd</sup> Floor of Lynn Valley Library. All NVDPL locations are District of North Vancouver buildings. Library staff help support the day-to-day maintenance of the facilities, like general building repairs and janitorial services.

As our community changes, we need to expect and respond to new needs and interests. In recognition of this wide variety of activities and uses, the vision for our library spaces is currently being renewed in order to adapt to the changing needs of our community and continue to be a welcoming place for everyone. We plan to improve our spaces, and enhance service provision, access, and inclusion. We value flexibility, accessibility, and responsiveness in order to support our North Shore community in learning, discovering their creativity, and connecting with each other.



### Parkgate Library

- built in 1994, with minor upgrades in 2011
- square footage: 16,415
- 2018 gate count = 206,808



### Capilano Library

- built in 1985; seismic upgrades & minor renovations in 2008
- square footage: 17,384
- awarded LEED certification for existing buildings in 2012
- 2018 gate count = 206,778



### Lynn Valley Library

- built in 2007
- square footage: 52,722
- awarded LEED Silver for New Construction in 2012
- 2018 gate count = 404,858



# OUR FRIENDS

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“My two favourite things in life are libraries and bicycles. They both move people forward without wasting anything.”  
- Peter Golkin

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# Friends of the Library

The Library gets by with a little help from our Friends! The Friends of the Library are a group of community members who are dedicated to the support and enhancement of North Vancouver District Public Library facilities, services and programs.

## In 2019, the Friends:

- Hosted 3 Big Book Sales
- Raised \$15,000 for NVDPL to allocate to special projects
- Contributed \$5,000 to sponsor prizes for Summer Reading Club
- Contributed \$2,300 to help fund the North Shore Writers Festival
- Volunteered at and attended Library events
- Hosted 4 Opening Art Reception for the District Library Gallery

Since 1995, the Friends have donated more than \$160,000 to the North Vancouver District Public Library. In addition to annual contributions for Summer Reading Club and the North Shore Writers Festival, the Friends have financially supported the purchase of:

- Activities and furniture for all NVDPL Children's Departments
- Fireplace Reading Lounges
- District Library Gallery installation equipment
- The Dana Irving mural in the Lynn Valley Program Room
- Book shopping carts
- Digital signage monitors installed at all locations



# STATISTICS

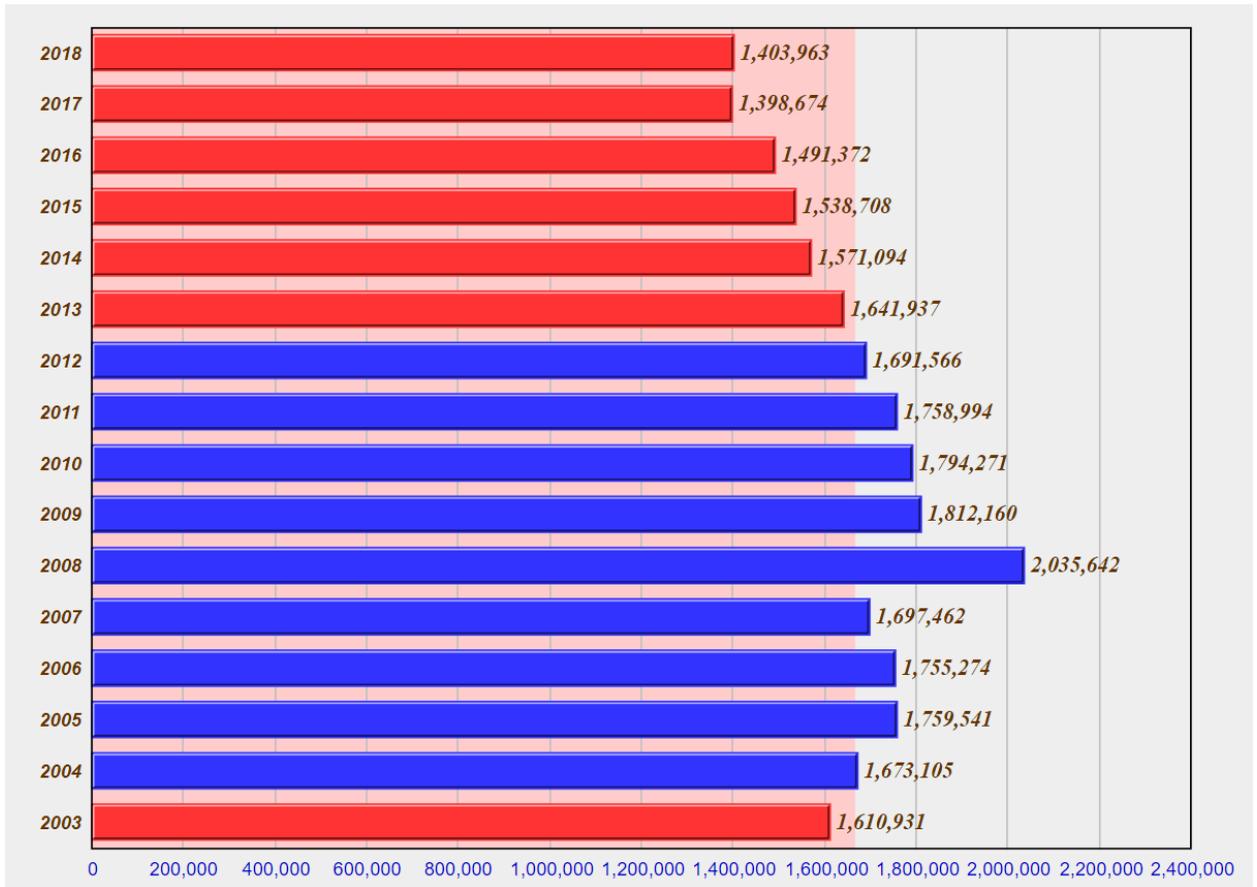
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“To build up a library is to create a life. It’s never just a random collection of books.”  
- Carlos María Domínguez

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# Circulation of All Materials 2003-2018

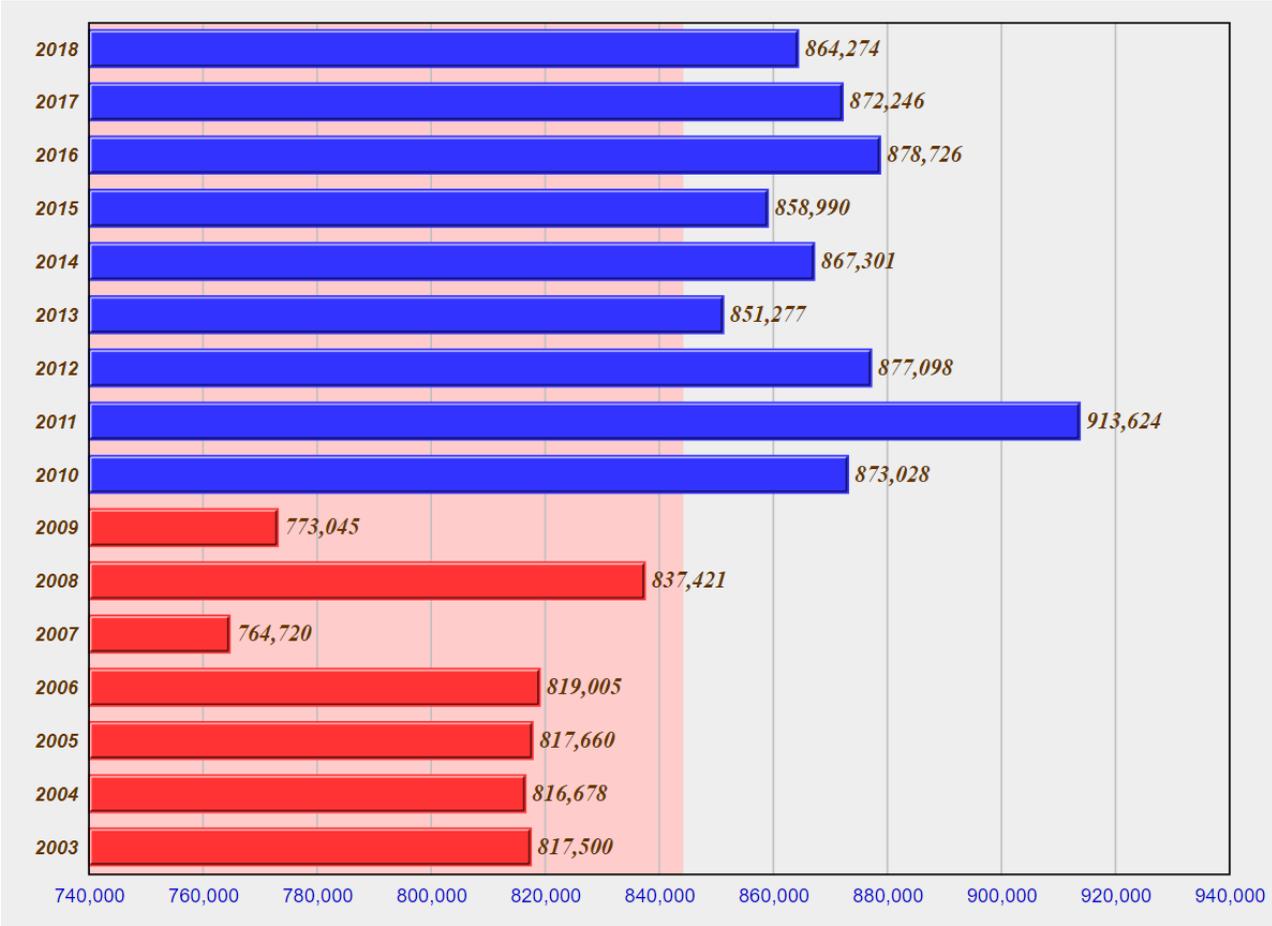
This graph shows the circulation trends from 2002-2018 at North Vancouver District Public Library.



Based on 2018 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# Visits: 2003-2018

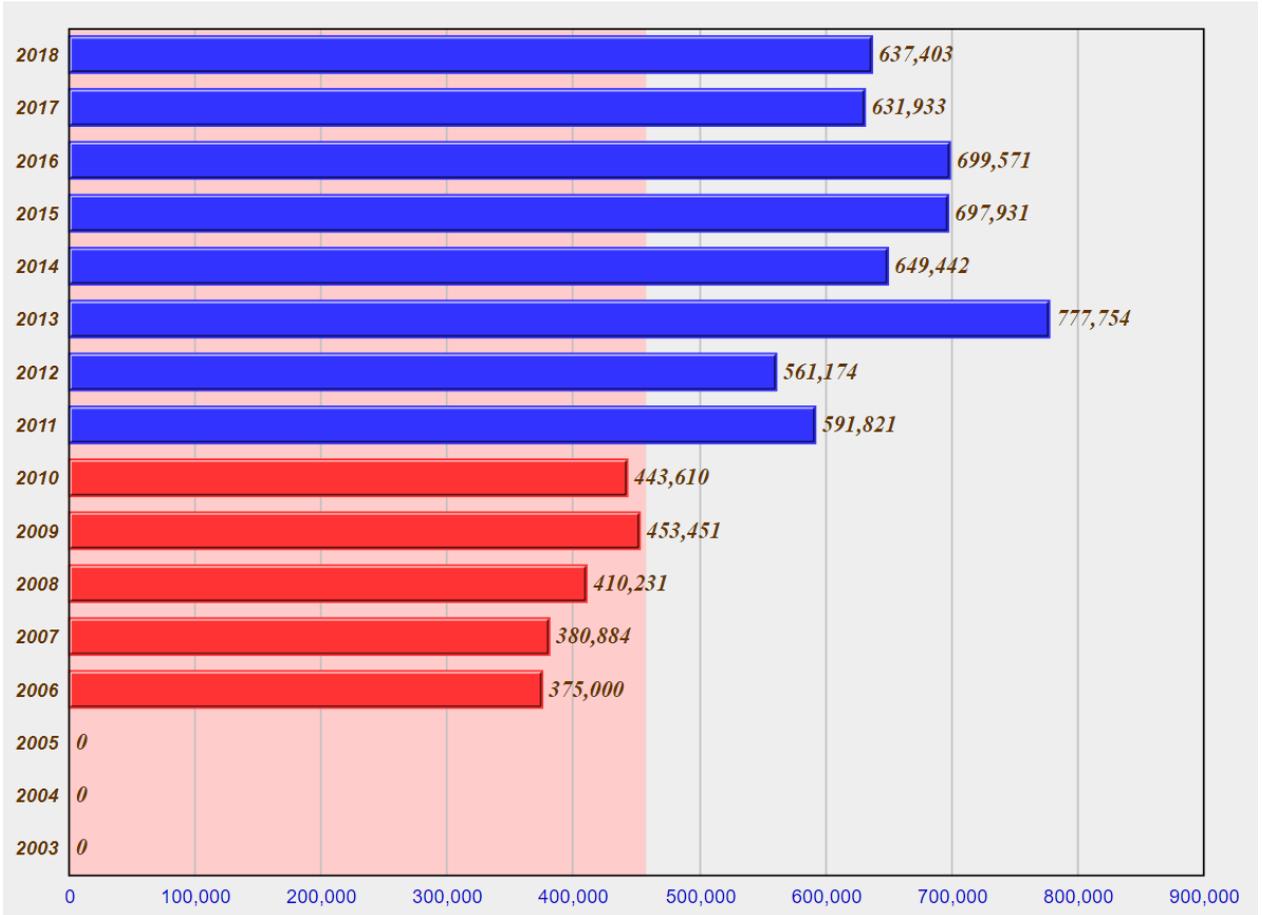
Walk in traffic remains consistent from 2003-2018.



Based on 2018 Provincial reporting. Source: countingopinions.com.

# Virtual Visits: 2006-2018

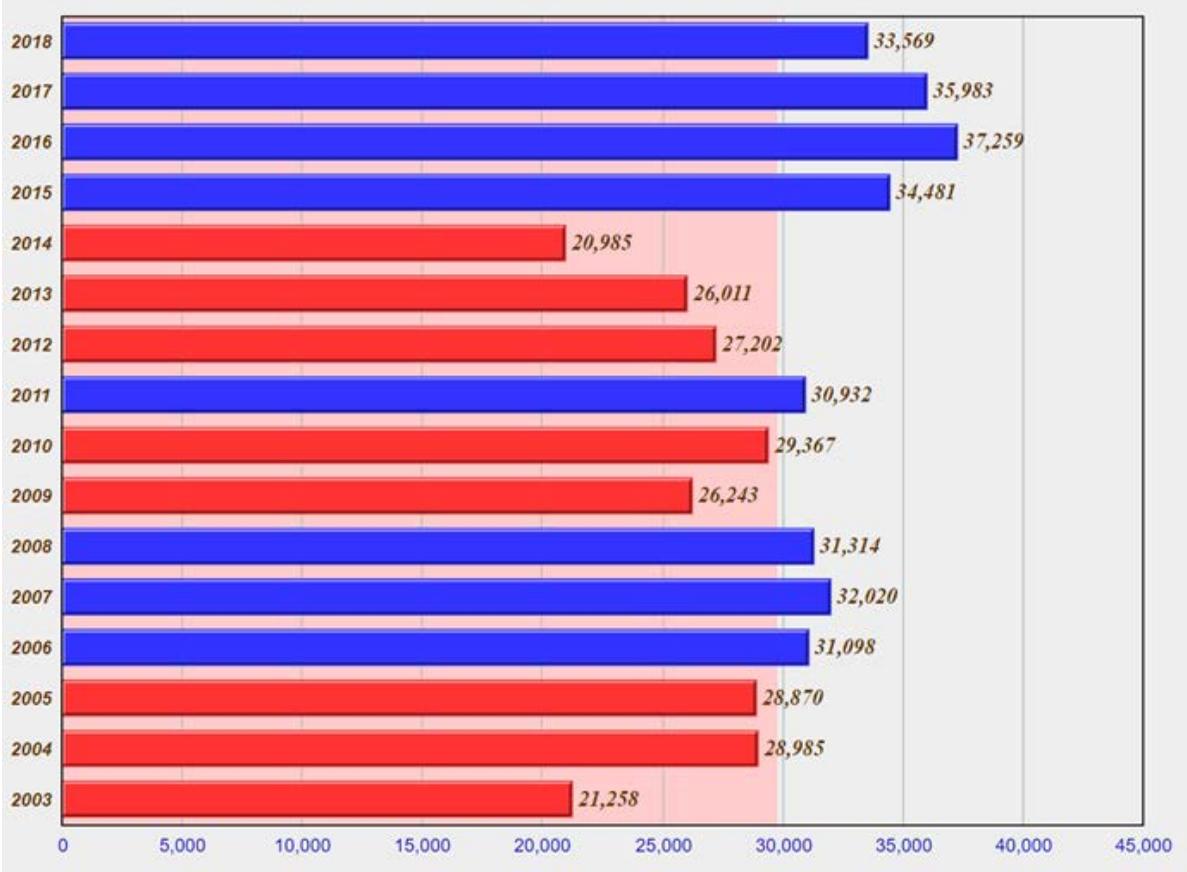
Virtual visits to the Library's website and catalogue remain steady.



Based on 2018 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# Program Attendance: 2003-2018

This graph shows programming attendance per capita for NVDPL



Based on 2018 Provincial reporting. Source: countingopinions.com.

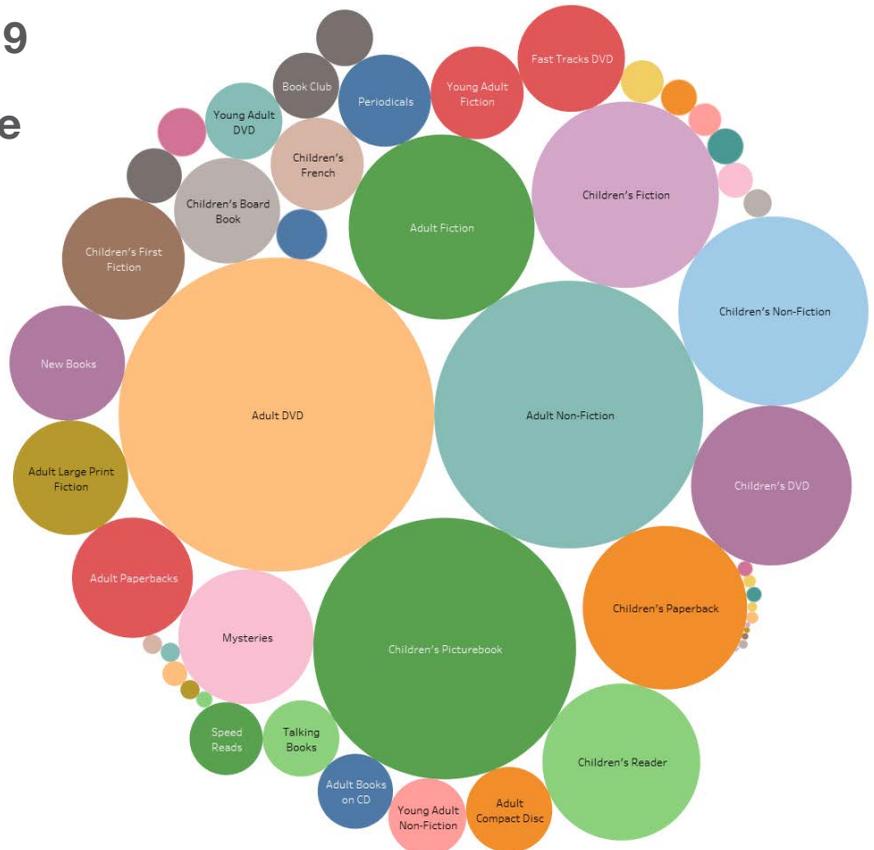
# NVDPL Collections

NVDPL has approximately 360,000 items in its collection. Collection content is curated by our professional librarians using formal criteria and reviews, guided by the collection policy and budget allocations. Their selections are also informed by publishing trends, patrons' ideas, staff suggestions, and donated books. We purchase extra copies where we can to meet demand for hot items, within limits and budget. We think about our packaging and preparation of items, aiming for a durable item that will withstand multiple uses and lots of handling. We list everything in the online catalogue so that people can see what's available where, and can manage their holds and see when materials are due back.

Sometimes we can't buy items people would like to see—the items may be too old and no longer for sale, not suitable for a public library collection or of limited use. Interlibrary Loan Service fills in that gap. We can borrow many items we don't own ourselves, through our network of participating libraries.

The Library also accepts new books and used books in good condition from community members. These donations can help supplement its collection, especially in regards to new and popular titles.

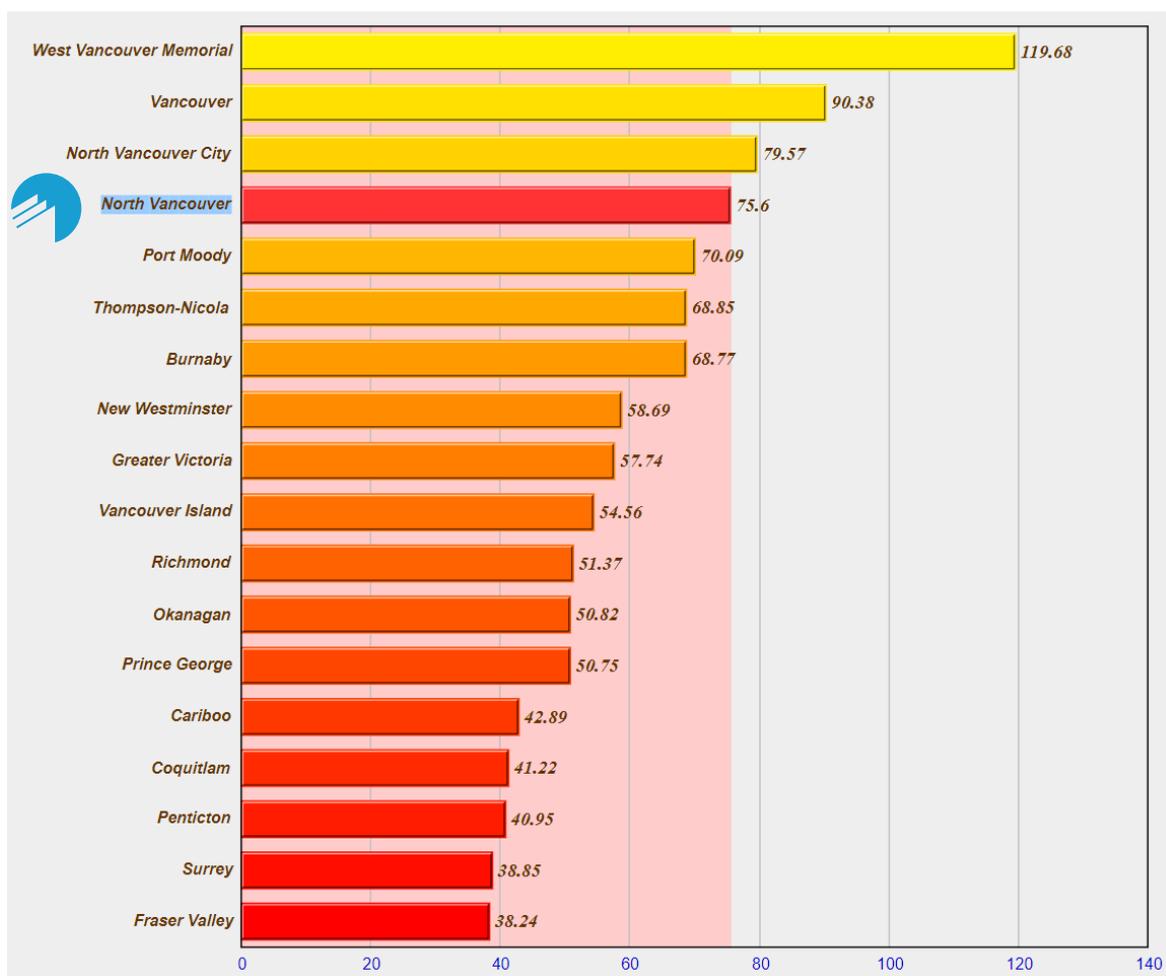
## Percentage of 2019 Circulation by Collection Code



# How We “Stack” Up: Revenue

This graph shows the revenue per capita for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

## Total Revenue from all funding sources (Provincial & Municipal Support, fines & fees)

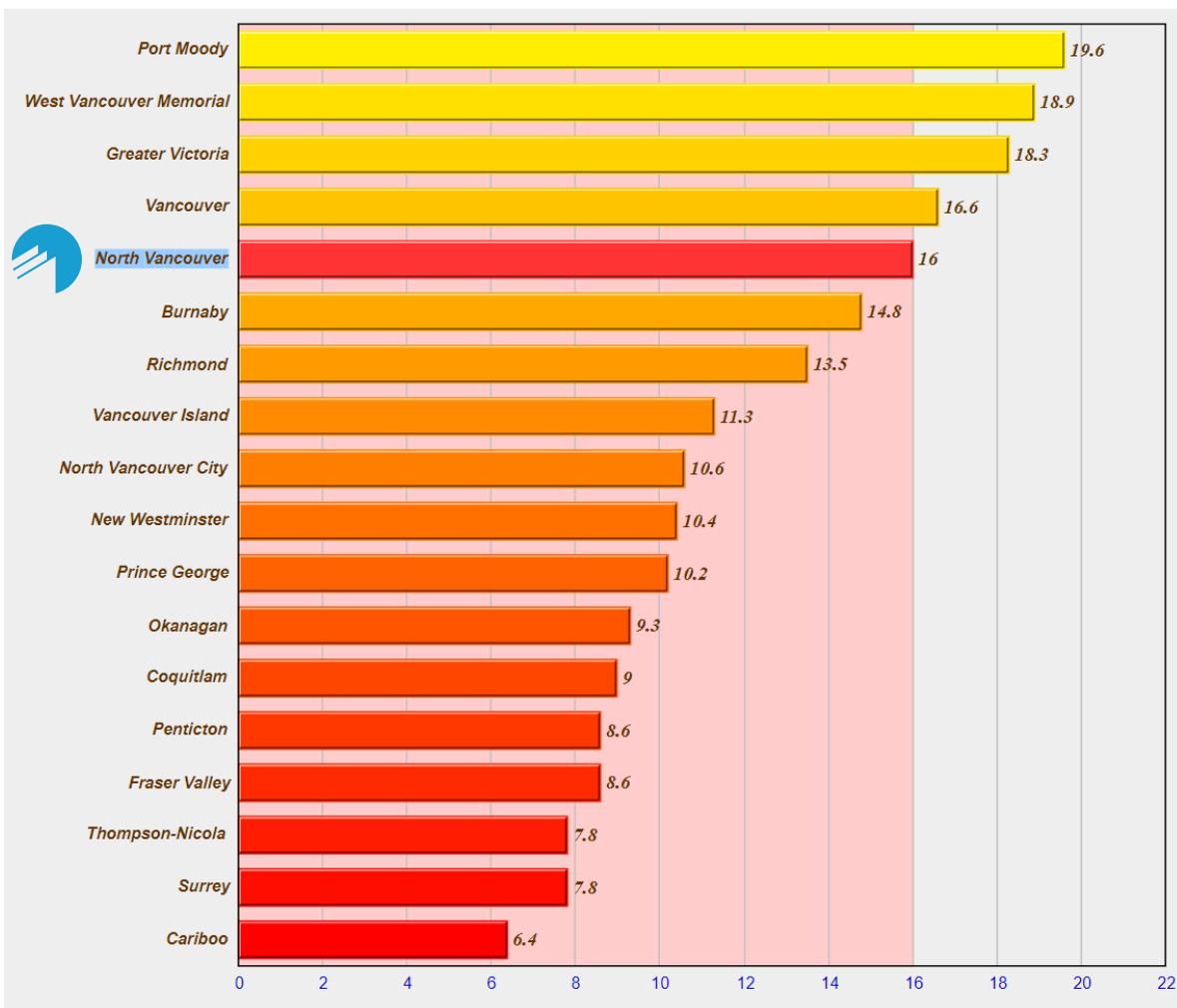


Based on 2018 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# How We “Stack” Up: Circulation

This graph shows the circulation per capita for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

## Circulation of All Materials Per Capita



Based on 2018 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

