



North Vancouver District  
Public Library

# Inspiring Stories

September 2015

## The Library as Shelter



On Saturday, August 29, a wind and rain storm “hit” the Lower Mainland. It has been called, by some, the worst storm to reach this area in almost ten years. This BC storm left close to half a million people without power—some for several days. As a result of the intense wind and rain much of North Vancouver was affected by broken branches and debris scattered across the District and City. The immense amount of debris caused power outages, clogged drains, traffic delays and accidents, and more.

It is difficult to predict what will happen in the case of an emergency. As a public gathering place and a hub for information, however, we know that our community will look to us for assistance. Even without significant experience in these types of situations, it is comforting to know that the dedicated and hands-on NVDPL staff are always available to aid where they can.

**Barbara Kelly’s summarizes the attentive actions by our Library staff during the storm:**

*“Even with flickering lights, power outages, leaks, and jammed elevators we were a shelter from the storm. Hats off to the Saturday folks who set up impromptu craft tables, lent out charge cables, soothed frenzied crowds, closed parkade gates by hand, and kept library service humming along as usual.”*

It’s inspiring that even in a time of crisis our compassionate staff make every effort to ensure the safety, security, and comfort of our patrons. Going above and beyond their call of duty, NVDPL employees adapted to the situation and showed the nurturing nature of the Library. These events highlight the NVDPL as a community place, and our quick attention in this time of emergency reminds the local residents that we serve the community in many more ways than just as a place to “get books.”

What our patrons are saying about NVDPL

### COMMUNITY COMMENTS

*“ I so appreciate the HOLD system! Particularly when I had small children dangling off my hip, having the books on hold and plucked from the shelf for me has been such a blessing. The content blows my mind! Anything I want to read or watch is here for “free”! I love the community boards in the plaza, the special events like the treasure book hunts. I love the displays in the glass. I enjoy the bundled books and entrance way displays! Appreciate the kids summer reading club and visits from the librarian to kindergarten!  
**ALL GOOD and thanks for keeping this library a community!** ”*