

# LIBRARY UPDATE: 2022

BOARD GREETINGS, DIRECTOR UPDATE, AWARD PRESENTATION



## VISION

Where wonder sparks, possibilities emerge, and minds thrive. Our Library inspires people to grow in a dynamic world.

## MISSION

Our Library connects people with ideas, the world of imagination, and each other.

# A WORD OF APPRECIATION

BOARD CHAIR, ALASTAIR NIMMONS



## 2021 - YEAR IN REVIEW

- Constant change, significant staffing turnover
- Foundational work accomplished (strategy, restructuring, space planning)
- Remained responsive to community needs throughout



# STRATEGIC FRAMEWORK

NEW FRAMEWORK LAUNCHED IN 2021



## INCLUSION

Our Library's mandate is to support all people in our community through our services.

## A LEARNING CULTURE

We foster the joy of learning and growth, both in our community and within our staff.



## VALUES

Our values prioritize our work

## INTEGRITY

We maintain a high standard of integrity and quality in our practices and services.



## COMMUNITY

Community needs are at the centre of all we do. We tailor our services and spaces to those needs.

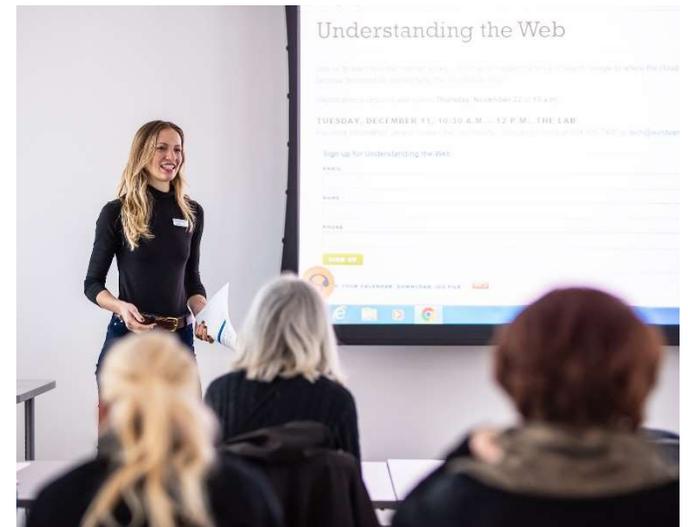


# RESTRUCTURING

In 2021/2, the Library reviewed its staffing structure and made changes to:

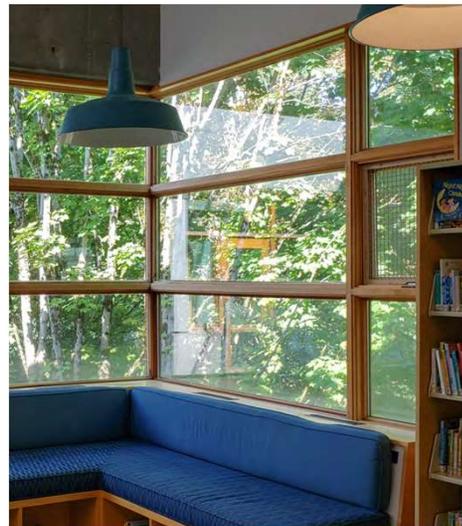
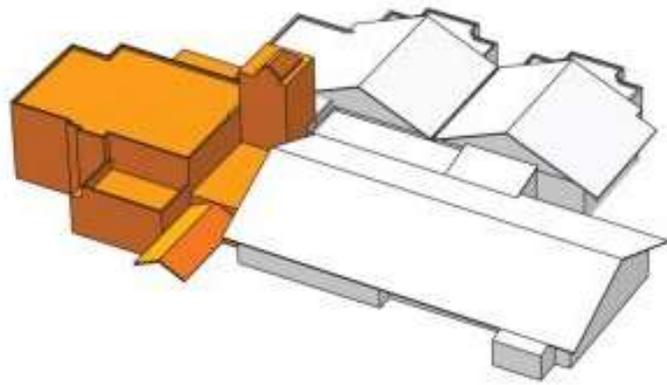
- Address a significant casual staffing budget **shortfall**
- Expand our **tech support**, better integrate with other departments
- Provide librarians with more time for **community work**
- Enable **cross-training**
- Introduce **student shelvers**

This restructuring was **revenue neutral**.



# SPACE PLANNING

- Goal is to create a roadmap for the **best use of our current space**
- Recognize we will be in current location for a while
- Envision a series of smaller projects, grant or fundraising eligible
- Support **evolving community needs**
- Community agencies consulted, public surveyed
- Currently in **design phase**
- Design options will be shared in **public open house** once complete



lounge. Two  
f users, groups  
three wanting  
at and then  
group reading.  
nd issues.

performance  
and exhibition  
and arts  
spaces

need better  
concert  
space

would love to  
see improved  
exhibition  
space for art  
and artefacts

there is so much  
beauty but is  
wayfinding lost -  
where do I



# COMMUNITY RESPONSIVENESS



2021 saw significant change and turmoil, coupled with general pandemic fatigue. A key priority for the Library was to respond to emerging community needs, for example:

- Introduction of **Dial-a-Story**, a program for people who have trouble using technology, including partnership with Squamish elders
  - Introduction of demonstration **garden boxes** on rooftop patio, in partnership with the Master Gardeners (thank you!)
  - Opening as West Vancouver's **cooling centre** during the heat dome, with hundreds making use of the Library, as power outages in multiple towers created a risky situation (thanks to NSEM for support)
  - Printing and laminating **vaccine passports** for the public
  - Re-allocated operational savings to allow us to open and offer programming on the **National Day for Truth & Reconciliation** with little notice
  - Launch of **chromebook and wifi hotspot lending**
- 

## AWARD-WINNING SERVICE



2021

- ✓ **W. Kaye Lamb Award** (CFLA – national award) recognizing our Assistive Services and innovative service to seniors
- ✓ **Building Better Communities Award** (BCLA - provincial award recognizing NS libraries / Take Home Technology partnership)
- ✓ **Community Spirit Award** (NSCR recognizing volunteer facilitators of our English Conversation Online program)

2020

- ✓ **Young Adult and Children's Services Award** (BCLA - provincial award recognizing excellence, innovation, and COVID leadership)

2019

- ✓ **Building Better Communities Award** (BCLA - provincial award recognizing WVML's Honouring Reconciliation programming)



# 2022 - YEAR AHEAD

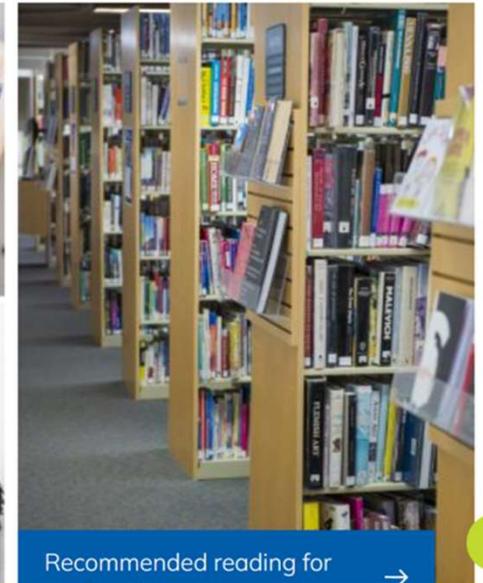
- **2022 Business Plan** sets forth our objectives in detail
- Complete foundational projects (**restructuring, space planning**)
- Uphold commitments to **Climate, Reconciliation, and Equity, Diversity and Inclusion**. Seeking to reduce barriers to library service. Infrastructure upgrade will reduce GHGs by 29 tonnes per year.
- Continue responsive community programs and service in a time of ongoing change. Restore in person programming.



Climate Writer in Residence Launch:  
An Afternoon with Katlìà (Catherine)  
Lafferty hosted by Shelagh Rogers  
[VIRTUAL]



Upcoming Music Talks with →



Recommended reading for →

# QUESTIONS?

Our **sincere appreciation** to all who make our service possible:

- Once again, to District staff and Council
- To our Library Foundation and Friends
- To the Province of BC, the West Vancouver Community Foundation, and the many other donors and supporters
- To our staff, volunteers, and committed board
- To our library members and our valued community partners, includ

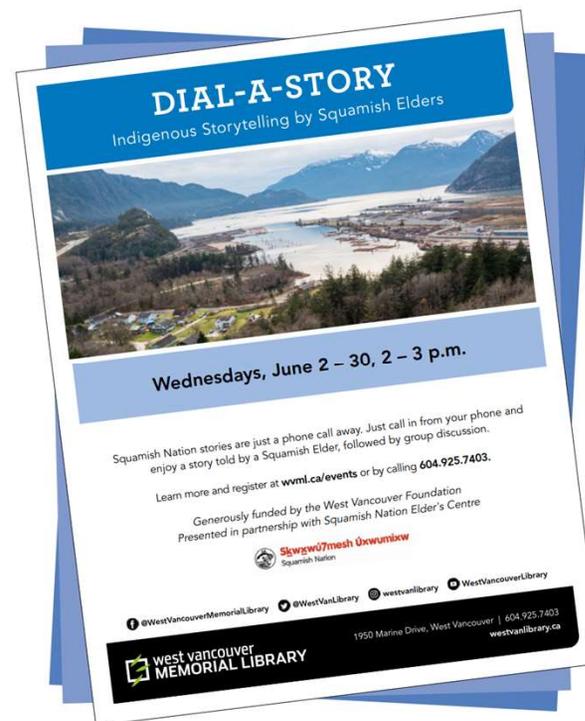


# AWARD PRESENTATION

Deb Thomas, on behalf of the Canadian Federation of Library Associations, will present the W. Kaye Lamb award, a national award recognizing innovation and excellence in services to seniors. We are sincerely honoured!

Library staff members will be present to receive the award for their outstanding service.

West Vancouver library is now loaning special pastime kits for people living with dementia [dlvr.it/Rnp5GS](http://dlvr.it/Rnp5GS)



## INSPIRING STORIES

In June, we presented a new phone-in program called **Dial-a-Story: Indigenous Storytelling by Squamish Elders**, in partnership with the Squamish Elder's Centre. This program sought to reach out to community members who are not able to connect with Library programs online. The sessions were all fully registered and had lengthy waitlists.

One participant said:

*"Thank you so much for organizing such a beautiful program in this Indigenous History Month. Storyteller Elder William Nahanee's talk was really an amazing story."*