

2021
Report to our Community



The North Vancouver City Library is grateful for the opportunity to learn and grow on the traditional, ancestral and unceded lands of the Coast Salish Peoples including the territories of the Skwxwú7mesh Úxwumixw (Squamish Nation) and sə́lilwətaʔ (Tsleil-Waututh Nation).



Above: Grade 9 student Natascha Borromeo delivers dozens of handmade paper flowers she crafted to City Library last March. The flowers were packaged with meals going to homebound seniors throughout the community.

Cover: Iconic performer Conni Smudge greets fans after premiering in City Library's drag queen storytime last summer. Mz. Smudge produced a series of video storytimes in addition to reading aloud at the Shipyards during the 2021 North Shore Pride festivities. Cover photo by Taehoon Kim.

// A NOTE FROM THE BOARD CHAIR & CHIEF LIBRARIAN

2021 at City Library was a year of **restoration, resiliency and reflection.**

Staff worked determinedly throughout the year to **restore library services** — and by September, we were back to full hours. While navigating successive waves of the pandemic, we opened the Collaboratory — a dedicated technology learning space — and rolled out laptop lending, STEAM kits for loan, and more than 80 “Year of Science” programs to **inspire and support community members** of all ages.

Against the backdrop of the unfolding pandemic and extreme weather events, the importance of the library as a **place of refuge and a source of community resilience** emerged. During a few days at the end of June, thousands of residents came to City Library to seek relief from record-breaking heat. A second heat wave, November’s windstorm and power outage, and December’s extreme cold snap saw people continue to come to the library for shelter, comfort and connection.

2021 was also the fourth year of City Library’s 2018-2021 Strategic Plan. Reflecting on the structural inequity and discrimination that exist and impact our community, the Board of Trustees decided to **extend the strategic plan** through 2023 and refresh our priorities with a **renewed emphasis on equity, inclusion, accessibility and decolonization.**

As ever, we are deeply grateful for the foundational support of the City of North Vancouver and the Province of British Columbia, the many generous gifts from donors that allow us to go above and beyond, and the collaboration of our community partners.

We would also like to hold up our hands in gratitude to the library’s staff, who have provided compassionate, patient and professional help to community members with everything from logging onto Zoom for the first time, to downloading their vaccine passport, to finding a new job or place to live, to discovering a good book to lose themselves in. Library staff make the difference, every day, for people seeking connection and belonging.

Brendan Harvey
BOARD CHAIR

Deb Hutchison Koep
CHIEF LIBRARIAN

Digital learning lab opens, connecting community and technology

What do you get when you build a dedicated technology learning lab that inspires and connects the community? A Collaboratory!

City Library celebrated the opening of the Collaboratory, a hands-on digital learning lab that occupies the former third floor terrace, in summer 2021.

City councillors and library trustees helped launch this bright, inspiring space filled with brand new specialized equipment and software.

Since opening, the Collaboratory has become a hub of learning and discovery for all ages: from small group technology learning circles, to craft and coding workshops, to Minecraft building and gaming.

The lab's schedule includes coding courses, computer classes, robot-building workshops and drop-in computing time. At a "petting zoo," visitors to City Library could learn how to use a variety of new technology, then check it out and take it home.

With access to this additional 700 square feet of dedicated technology learning space, community members can improve their skills, enjoy access to specialized software and equipment, and feel inspired to come together to innovate and create.

Funding for the lab was made possible by the City of North Vancouver. Its realization strengthens the library's ongoing commitment to helping the community build lifelong digital literacy skills. ■

Tools in the Collaboratory

Here's a partial list of software and devices available:

STEAM Learning

- Bristlebots
- Digital microscopes
- Makedo kits
- VR science kits

Hardware

- Chromebooks
- Green screen
- iPads & iPhones
- Public PCs & laptops

Coding & programming

- Arduino programming kits
- Code & Go robot mouse
- Code-a-pillar
- Kano computer kits

Robotics

- Dash robots
- Lego Inventor robotics kits
- Lego WeDo kits
- Minecraft

Photo editing & video production

- Adobe Creative Suite
- Apexcam "GoPro" cameras
- Hand-held video cameras
- Hue animation kits
- Snaptain drones

Graphic design

- Fusion360 CAD software
- Inkspace
- Krita
- Wacom drawing tablets



New library cards remove barriers for those experiencing homelessness

The ability to access the library and use its services has never been more important. In 2019, City Library initiated work to reduce barriers to library membership for people experiencing homelessness on the North Shore.

Historically, to get a library card, people needed to provide proof of a fixed address and an accompanying piece of identification. However, this practice made it challenging for community members without housing or those with temporary shelter to get a card.

After learning from other libraries across the Lower Mainland, our community partners and library users, City

Library introduced "access cards" in 2021. These cards are available to people who do not have identification or proof of residence and allow the holder to check out materials and use public computers — the same access available to all library cardholders.

Cards are valid for six months and can then be changed to a regular library card with full privileges or extended for a further six months.

Access cards debuted to our community in October 2021. By year-end, 12 cards had already been activated throughout the city. ■



- ▶ City Library's welcome brochures have been professionally translated into some of the most-spoken languages in our community in addition to English: Chinese, Farsi, French and Korean. The brochures contain basic library information and key contacts, and are given to everyone who signs up for a new library card.



"The cooling centre this past summer was vital to those in the community during the heat dome. The library is a wonderful place to visit, especially during the pandemic."

City Library became a refuge for the community during the record-breaking heatwave in June 2021. More than 4,000 people were welcomed into the library during the hottest days of the year. Staff distributed cold water and offered visitors respite from the heat. The board game and puzzle collection was also a nice distraction for many!

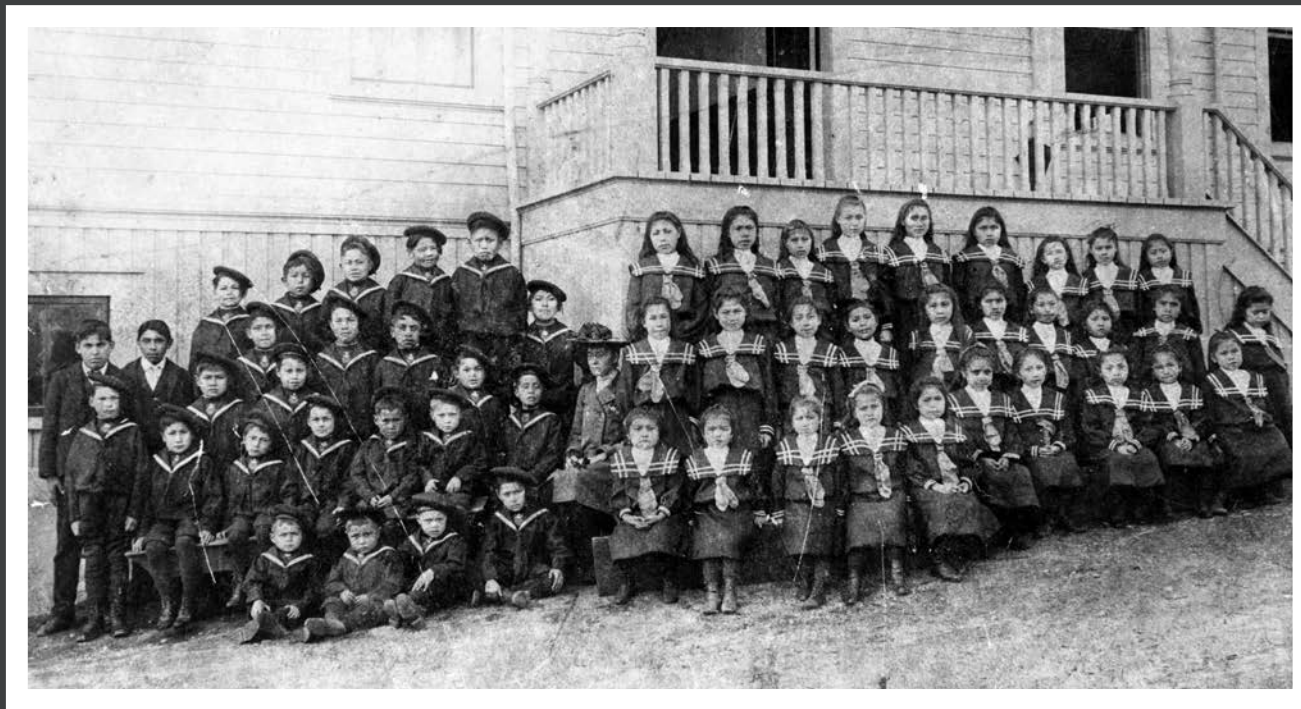
Close to home

Residential schools in our community

For a period of more than 150 years, First Nations, Inuit and Métis Nation children were taken from their families and communities to attend schools which were often located far from their homes. More than 150,000 children attended Indian Residential Schools.

Many never returned.

In North Vancouver, St. Paul's Residential School operated for more than 50 years before the building was condemned and closed in 1959. In 1931, the local Indian Agent reported that he suspected the children were not being fed properly. In 1933, the Indian Commissioner for British Columbia described the school as a "death-trap" and a "fire-trap."



Primary pupils outside St. Paul's Indian Residential School, ca. 1905. Photo courtesy of William Nahanee. MONOVA: Archives of North Vancouver, NVMA [4839].

The first church-run Indian Residential School was opened in 1831. By the 1880s, the federal government had adopted an official policy of funding residential schools across Canada. The explicit intent was to separate these children from their families and cultures. In 1920, the Indian Act made attendance at Indian Residential Schools compulsory for Treaty-status children between the ages of 7 and 15.

government-sponsored attempt to destroy Aboriginal cultures and languages and to assimilate Aboriginal peoples so that they no longer existed as distinct peoples." The TRC characterized this intent as "cultural genocide."

The schools were often underfunded and overcrowded. The quality of education was substandard. Children were harshly punished for speaking their own languages. Staff were not held accountable for how they treated the children.

The Truth and Reconciliation Commission of Canada (TRC) concluded that residential schools were "a systematic,

— The National Centre for Truth and Reconciliation

Walking in good relations

City Library remained open as a space for learning and reflection on the first federally declared National Day for Truth and Reconciliation on Sept. 30, 2021.

To encourage community learning around the day, library staff organized a variety of programming for all ages including an interactive virtual tour with the Squamish Lil'wat Cultural Centre, an introductory seminar on decolonizing practices led by Ta7'taliya Michelle Nahanee (Squamish Nation), and an evening of stargazing with Indigenous star lore expert Wilfred Buck (Opaskwayak Cree Nation). An exhibit about St. Paul's Residential School featuring archival photos from

MONOVA was also on display to invite library visitors to reckon with the very local history of residential schools.

Inside the library, work is ongoing to "decolonize" the collection. This includes re-cataloguing materials and retiring archaic terminology as well as expanding the selection of works by Indigenous authors and resources about Indigenous history and culture.

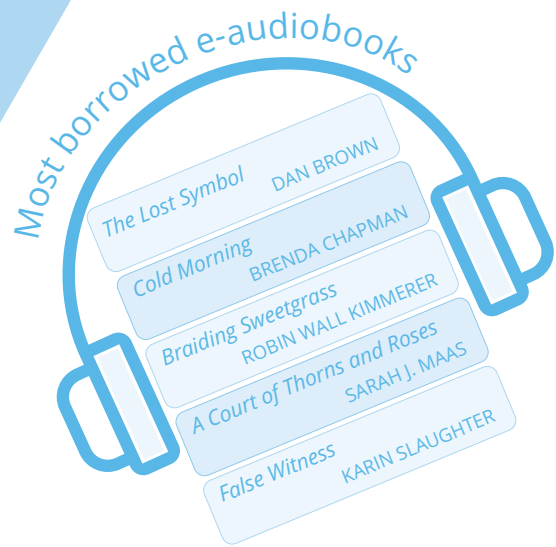
Staff continue to develop their learning and knowledge of decolonizing practices and of Squamish, Tsleil-Waututh and other Indigenous cultures and protocols. We remain committed to supporting community members in their own decolonizing journeys with programming and resources. ■

RECOMMENDED READING

Indigenous authors and stories in City Library's collection



Left: An excerpt from the "Close to Home" archival photo display in the library. For toolkits, online courses and additional resources curated by library staff, please visit nvcl.ca/indigenous.

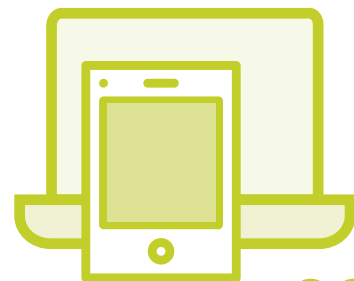


111,804
total ebooks &
e-audiobooks
checked out



YOUR
Library
~ IN NUMBERS ~
2021

189 Chromebooks
borrowed



164
iPads borrowed

29
STEAM kits
borrowed



64
Minecraft
open gaming
participants

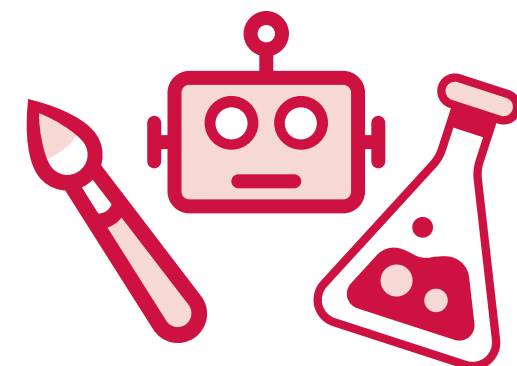


57,663
digital library
online courses taken

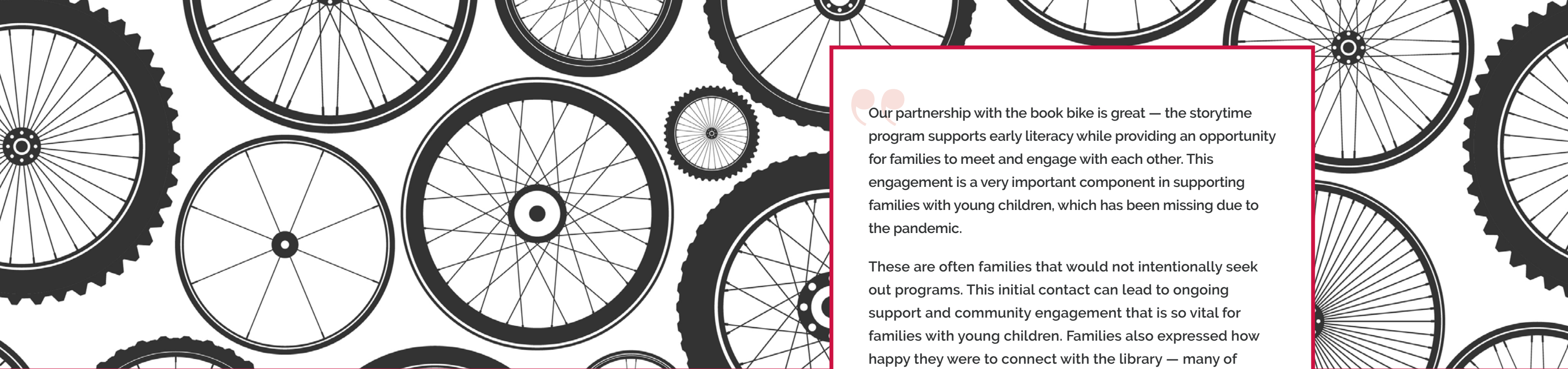


5,393
digital newspapers & magazines
in our collection

93,237
articles read



1,092
programs for all ages



// CREATE VIBRANT SPACES

Summer of SPOKES 'n' WORDS

Since its inaugural season in 2018, City Library's book bike, Spokes 'n' Words, has been a popular summer sight in North Vancouver.

In 2021, thanks to a funding boost from the City, we hired a full-time "book bike ambassador" to spend the summer riding around the city's neighbourhoods, bringing the library to parks, plazas and events.

The book bike helps connect people — some who might not be able to make it into the library — with the resources they need right in their neighbourhood. The fun and friendly appeal of Spokes 'n' Words makes library services more approachable, too.

For each Spokes 'n' Words outing, the book bike ambassador

brings along a mini library with materials specially selected for the event. For example, at visits to the Pride Parklet on Lonsdale Avenue, we brought 2SLGBTQIA+ books for kids, teens and adults. At Rivers Day at Wagg Creek Park, we brought the seed library and books about climate, the environment and ecology for all ages.

A stop by the book bike opens up a myriad of library services. People can get a library card, check out materials or join in a storytime. It's also a great way to make social connections and find out about other resources in the community since the book bike often partners up with organizations like North Shore Neighbourhood House and North Shore Community Resources. ■

Our partnership with the book bike is great — the storytime program supports early literacy while providing an opportunity for families to meet and engage with each other. This engagement is a very important component in supporting families with young children, which has been missing due to the pandemic.

These are often families that would not intentionally seek out programs. This initial contact can lead to ongoing support and community engagement that is so vital for families with young children. Families also expressed how happy they were to connect with the library — many of whom got library cards for the first time.

— North Shore Community Resources



 **1,400**
COMMUNITY CONNECTIONS

 **50**
NEW LIBRARY CARDS

 **216**
KMs RIDDEN

 **350**
QUESTIONS ANSWERED

 **530**
ITEMS LOANED



A grand supporter

The Bookworms have descended onto the library for a pizza party. And medals, but pizza is paramount. The six-member team has arrived at City Library to be recognized for their second place finish in the annual regional Reading Link Grand Challenge, thanks to longtime library supporter and volunteer, Rita Nash.

Rita has been a library benefactor for nearly 15 years. Her decades of dedication, in time and money, have made her a stalwart of local community organizations — like English conversation clubs, where she helps newcomers to Canada practise English and prepare for citizenship. Or community centres, where she assists seniors learning to use computers. And City Library, where her ongoing financial commitment to the annual Reading Link Challenge gives local children the edge they need for literary competition.

The Reading Link Challenge is an annual provincial contest designed to help kids become lifelong readers through literary trivia

and friendly competition. Each academic year, a set of six new books is selected, and teams are supported by local libraries. With Rita's helping hand, City Library supported 33 teams in 2021. One of those teams, The Bookworms, won second place in this year's Grand Challenge — a competition involving libraries around the Lower Mainland and Fraser Valley.

Free books for the annual challenge are provided each year thanks to Rita's support. Once competition has concluded in the spring, teams get to keep their books. There's only one condition — Rita gets a copy as well.

"I like being behind the scenes, so I want the chance to read all the books before the competition," she said. "These kids though, they are so sharp! They can remember all of these details about the books and the stories and answer the questions so fast."

Rita has been a library donor since 2009, when she was exploring opportunities to keep her active and engaged.

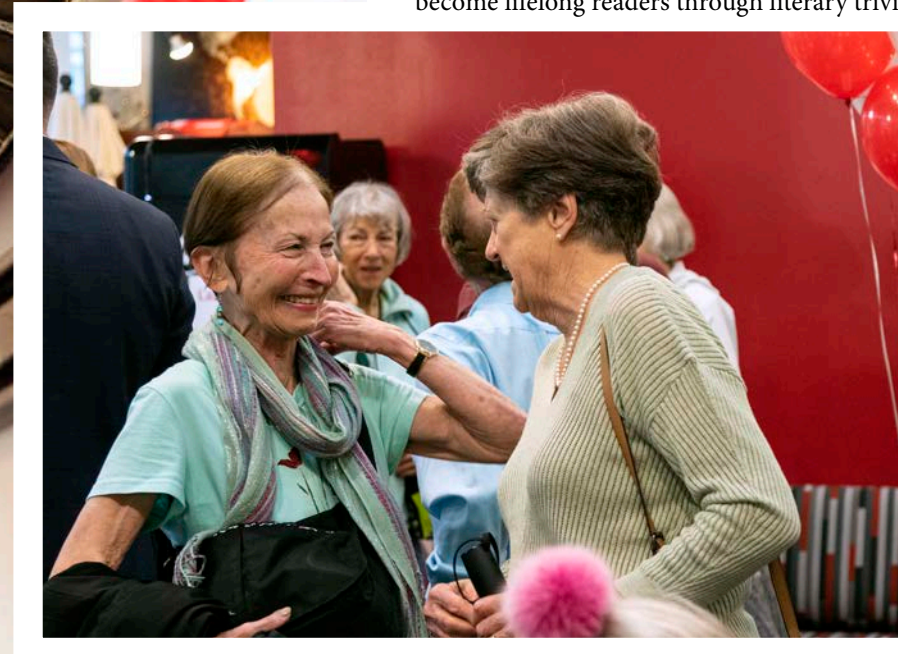
"I wanted to give back in some way and support something at the library that wasn't already in the budget," she said.

When a librarian mentioned the reading challenge, it clicked.

"I thought that was perfect — I am thrilled that these kids have a reading challenge with physical books."

A lifelong learner herself, Rita credits her Grade 1 teacher for instilling a sense of pride and curiosity. That curiosity carried her through a diverse career in medical administration. She has worked and lived in Nova Scotia, Ontario and her hometown in Victoria before settling in North Vancouver in 2004.

"My life began when I retired," she said. "It gives me so much fulfillment to be involved in the community and in the library." ■



Rita Nash at the opening of the library's Café Connection in 2019.

We gratefully acknowledge the people and organizations who have financially contributed to the successes of City Library in the last year.

\$10,000+

E.A. Farmer
G3 Terminal Vancouver
West Vancouver Community
Foundation

\$1,000 - \$9,999

Anonymous
Jean Hamilton
Law Foundation of BC
Raise-a-Reader / Decoda
Rita Nash

\$301 - \$999

Anonymous
Ian & Jean Bateson
Shirley Cumberbatch

Christine Lilley
Ann McKinnon
Margaret McPherson

UP TO \$300

Anonymous (16)
Wendy Alden
David Alexander
Nancy Allan
Adriana Arias
Eleanor Armour
Michael Aze
Barbara Backer
Virginia Baldwin
Kathleen Best
Leanne Boguski
Bill Brent
Kathy Brett
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Mary Downey
Desiree Drewitt
Brian Dusting
Barry Epstein
John R. Giles
Eileen Giuliani
Arthur Hastings
Ajit Hathiramani
William Hawke
Louise Henderson
Marjorie Hirst
Betty Holmes
S.W. Holmes
Crystal Hurdle
Deb Hutchison Koep
Moe Jones
Houman Keyani
Anthony Kucera
Annie Lam
Keith Lee

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Mark Marshall
Ann McCabe
Douglas McQueen
Martin Meissner
Frederick Metcalfe
Jean Meyer
Maria Morriveau
Paulette Morton
Andrew Naiberg
Rhelda Nicholson
Eileen Pattison
Fonda Patzke
David Perfitt
Pinton, Forrest & Madden
Group
Beverly Provost
June Redekop

Wayne Renwick
E. Jane Robertson
Jeffrey Rushen
Louise Salmon
Gloria Secora
Stephen Smith
J.P. Smith
Carol Sogawa
Paul Stevenson
Doreen Stokes
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Stella Tossell
Amy Turcotte
Shelley VanderWal
Viking Alexander Metal
Products, Ltd.
Dorothy Watters
Iona Wishaw
Keith Wong
Darby Wong

SUSTAINING SUPPORT

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Province of British Columbia

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City Library staff sport their red attire in celebration of Lunar New Year.

Every December, City Library asks the community to provide feedback on our services. A few comments from 2021:

Library personnel are always helpful and friendly. This is so important during these hard times.

A wonderful place to visit especially during the pandemic. We could be a little less isolated, if only for a short visit.

I love the library. I visit before a hospital or appointment/procedure so I'm calm before the time I see the doctor.

Thank God for NVCL! I am homeless, but have my laptop handy and it is such a help to me that I can connect to the library's free Wi-Fi service and have a quiet place to study, read, pay my bills online and communicate with friends, family and coworkers and so forth! Thank you all so much for making this service available to the public.



2021 was the **Year of Science** at City Library

Hundreds of participants of all ages joined us for science programming, including astronomy for beginners, climate action workshops, local forest ecology and a virtual plant walk. A highlight of the year was a virtual author visit with Dr. Suzanne Simard, author of *Finding the Mother Tree*.

Throughout the year, City Library also ran a **citizen science biodiversity observation project** to awaken the scientist in all of us.



Species sighted in our community:

Great blue heron



Lazuli bunting



River otter



Western painted turtle



Evening grosbeak



Japanese knotweed, an invasive species, was discovered in three North Shore locations by citizen scientists! Reported to City Parks for further investigation.

470,368 citizen observations made
2,708 species identified
1,654 program attendees
87 science-based programs