

STRATEGIC PRIORITIES 2022–2023

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 (Squamish) Nation and sə́ilwətaʔ (Tsleil-Waututh) Nation.

In 2018, we proudly shared our 2018-2021 Strategic Plan with you, putting forward a mission, vision and strategic priorities that arose out of in-depth research and community consultation.

The plan has guided our work for four years and continues to inspire us.

There is still more to do to achieve the aspirations described in the 2018-2021 Strategic Plan. The unfolding pandemic and recent extreme heat events have underlined the critical importance of the library — as a shelter and a refuge, and as a catalyst for learning, connection and community.

We have also begun the work of coming to terms with **structural inequity and discrimination** in our institution. Much more work is necessary to ensure the library is truly open and welcoming to everyone in our community.

As a result, City Library has decided to extend our plan through 2023 and refresh our priorities with a renewed emphasis on equity, inclusion, accessibility and decolonization.

We sincerely hope this plan continues to resonate for you as it does for us.

Leane Neufeld
BOARD CHAIR



Deb Hutchison Koep
CHIEF LIBRARIAN



INSPIRE LEARNING, DISCOVERY & CREATION

CREATE VIBRANT SPACES

HONOUR INDIGENOUS PERSPECTIVES

CHAMPION EQUITY, DIVERSITY, ACCESS & INCLUSION

HONOUR INDIGENOUS PERSPECTIVES



Libraries are natural places for dialogue and learning.

As Indigenous Peoples' cultures have been deliberately suppressed in our heritage institutions, it is vital for libraries to actively participate in reconciliation. Listening, learning and following the lead of Indigenous communities are essential for building relationships of trust and respect.

"Reconciliation begins with each and every one of us."

Final Report, Truth and Reconciliation Commission of Canada

ASPIRATION

Indigenous community members will see themselves respectfully reflected in library spaces, services and staff. The library will be a partner authentically committed to reconciliation and decolonization. Staff will be knowledgeable about the cultures and priorities of local Nations and be able to provide culturally sensitive services to Indigenous community members.

WE WILL

- Respectfully approach and actively consult with elders, knowledge keepers and community leaders
- Collaborate and connect with Indigenous community members in a respectful and inclusive way
- Honour Indigenous voices, knowledge and cultures in library spaces and services
- Support staff and community learning about the impacts and legacy of colonialism and the principles of reconciliation

SOME OF WHAT YOU WILL SEE...

- Coast Salish art installations
- Community programming around reconciliation and resurgence
- Collections and programs that amplify Indigenous voices
- Indigenization of the library catalogue
- Engagement with cultural advisers

CHAMPION EQUITY, DIVERSITY, ACCESS & INCLUSION

Connectedness and engagement are vital to the well-being of communities.

Our library plays an important role in welcoming newcomers, supporting family literacy, engaging seniors, holding space for community dialogue and supporting people in times of change and uncertainty. However, systemic barriers stand in the way of universal accessibility and equity.

ASPIRATION

Members of our community, in all their diversity, will see their lived experiences reflected in library spaces, collections, programs, services and staff, including leadership. Accessing library services will be barrier-free, seamless and intuitive, both in person and online. People using the library will feel recognized, respected and a sense of community belonging.

WE WILL

- Reflect the diversity of the community in library spaces, services and staff
- Embed equity and inclusion in our policies and decision making
- Dismantle structural and systemic barriers to library spaces and services
- Amplify the voices of people marginalized on the basis of sexual orientation, gender identity, racialization, abilities and other discriminatory grounds

SOME OF WHAT YOU WILL SEE...

- Library information translated into additional languages
- Enhancement of spaces and services for accessibility and inclusion
- Implementation of inclusive and anti-racist employment policies and practices
- Warming and cooling station for unsheltered residents

CONNECTING PEOPLE TO IDEAS, INFORMATION AND ONE ANOTHER

City Library is critical social infrastructure for the residents of North Vancouver, promoting resilience and social connection through learning, shared space and reading. At the library, neighbours encounter the rich diversity of people, ideas and experiences in their community.

A CITY FOR PEOPLE

City Library is committed to being an inclusive and welcoming space for everyone and champions free and equitable access to information and ideas. Services, programs and collections support lifelong learning — helping people to achieve success in school, develop workplace skills, cope with life challenges and explore new perspectives.

A LIVEABLE CITY

The LEED Gold certified City Library supports global citizenship and public education about climate change and sustainability through programming and collections that promote reduced energy consumption and the 3Rs. As a public lending library — the original “share economy” — City Library provides residents with more than 300,000 items to borrow including seeds and power meters.

A VIBRANT CITY

City Library is a vibrant living room for the community where all are welcome. Programming and services aim to reflect the diversity of residents and inspire library visitors to share their unique stories and connect with one another. We also strive to be active outside our walls, animating and activating public spaces with a library presence.

A CONNECTED CITY

City Library’s location in Central Lonsdale, close to a major transit corridor and with walking and cycling infrastructure nearby, makes it easy for many residents to reach us via sustainable and active transportation modes. For those unable to travel to the Central Lonsdale location, City Library strives to bring library services to them.

A PROSPEROUS CITY

In addition to welcoming more than 1,000 visitors a day to the Central Lonsdale area, City Library supports economic development, small businesses, employment and entrepreneurship in our community with information resources, research and referral services and facilities.

COUNCIL’S VISION AND PRIORITIES

LIBRARY PRIORITIES	A City for People	A Liveable City	A Vibrant City	A Connected City	A Prosperous City
Inspire learning, discovery & creation	✓	✓	✓		✓
Create vibrant spaces	✓	✓	✓	✓	✓
Honour Indigenous perspectives	✓		✓		
Champion equity, diversity, access & inclusion	✓		✓	✓	