



STRATEGIC PLAN 2018-2021



We are grateful to work and live on the unceded and traditional territories of the Coast Salish peoples and the s̓k̓w̓x̓w̓ú7mesh (Squamish) and sə́l̓ílwətaʔt̓ (Tsleil-Waututh) nations.

We are proud to share our 2018–2021 Strategic Plan with you. To develop this plan, we completed in-depth research on major drivers of change in our community and engaged with nearly 2,000 residents about their library use, needs and aspirations. We learned:

Our library is a place of learning, helping people to achieve success in school, develop workplace skills, cope with life challenges, and explore new perspectives. We facilitate discovery.

Our library builds community, offering a vibrant place to connect with others and reflecting our diversity. We work in partnership with a network of local agencies to serve the community.

Our library has a role to play in reconciliation, joining with other libraries to promote the lessons of the Truth and Reconciliation Commission. Namwayut. We are all one.

Our library is for everyone, championing free and equitable access to information and ideas in a safe and compassionate environment. We are a first stop for newcomers, new parents and those embarking on new stages in life.

The City Library's 2018–2021 Strategic Plan builds on our role as a learning institution and challenges us to become a source of inspiration and empowerment for the community as we face our futures together. We sincerely hope you all find something in this plan that resonates for you.

STEPHEN SMITH
Chair
North Vancouver City Library Board

DEB HUTCHISON KOEP
Chief Librarian
North Vancouver City Library

MISSION

Our purpose, our reason for being

We foster the love of learning in all its forms, connecting people to ideas, experiences and one another.

VISION

What we aspire to be and do

We will be the welcoming, vibrant hub of a thriving community by:



Empowering
growth



Sparking
curiosity



Fostering
creativity &
innovation



Galvanizing
community
potential



VALUES

*Our deeply held beliefs
that guide our decision making*

LEARNING & INNOVATION

We believe learning is the key to navigating change successfully. We encourage creativity and experimentation as we learn from experience and strive for continuous improvement.

COMMUNITY FOCUS

We put our customers and community at the centre of everything we do. We engage with our community to understand their needs, and deliver services that satisfy and delight.

WORKING TOGETHER

We work in collaboration and partnership, recognizing we are stronger together. We work toward common goals and collective impact while building on our unique strengths.

INTENTION

We act with purpose, seeking to focus our energy where it makes the greatest difference. We start with the end in mind and use evidence to support our decisions.

SUSTAINABILITY

We seek to achieve maximum social impact with minimum environmental impact, and to optimize our capacity to deliver services in a financially responsible manner.

BEING WELCOMING & INCLUSIVE

We work to make everyone feel safe, welcome and comfortable. We endeavour to reflect and respect the diversity in our community.

INTELLECTUAL FREEDOM

We support and facilitate free and equitable access to knowledge and ideas in all their forms. We respect and defend individual rights to privacy and choice.

BALANCE

We strive for balance between traditional and emerging services, between our resources and our ambitions, and among the competing needs of diverse customers.



Inspire Learning, Discovery & Creation

Create Vibrant Spaces

Honour Indigenous Perspectives

CITY LIBRARY

Enhance Access & Inclusion

STRATEGIC PRIORITIES

*Where we will focus in order to achieve our mission,
move toward our vision, and reflect our values*



INSPIRE LEARNING, DISCOVERY & CREATION

“This library serves as my stairway. It takes me to different areas of life unknown to me.”

Key skills for learning in the 21st century include creativity, collaboration, communication and critical thinking.

With the rapid pace of change, the ability to learn is an essential skill for our time. Our library is a platform for learning, discovery and connection, offering access to information and technology, support for skills development, programs that inspire, and space to gather and study.

ASPIRATION

Our library will be a creative hub and an engine for community innovation and problem solving. We will empower discovery and inspire creativity. Library spaces, technology and resources will support learners of all types in a variety of learning contexts. Community members will recognize our library as a key source of support and inspiration as they navigate personal and technological change.

WE WILL:

- › Become a centre for lifelong, self-directed and self-paced learning
- › Devise learning experiences for all ages that inspire and motivate
- › Actively weave 21st century learning skills into library programs
- › Support digital skills development and application
- › Create a dedicated, inspiring space for learning and innovation

SOME OF WHAT YOU WILL SEE...

- › Coding classes for all ages
- › Tools for digital storytelling
- › Opportunities to earn certificates



CREATE VIBRANT SPACES

“I love the space. It’s friendly, beautiful and bright. I walk here for exercise and cultural stimulation.”

Our library is a “community living room”, loved for its light-filled spaces.

As library use evolves, the layout of the library needs to evolve as well. Rapid change and growth in our community has translated to greater demand for free, welcoming, accessible spaces like ours. Yet access to our central location is still a challenge for many.

ASPIRATION

Our library will be a welcoming, vibrant place with room for everyone, offering spaces for contemplation, discovery, creativity and engagement. We will be active outside our walls, bringing the library to all corners of our community. Through engagement, we will understand community needs for library services, and we will begin work to deliver services where and when they are needed.

WE WILL:

- › Pursue opportunities to improve service to underserved neighbourhoods
- › Animate and activate public spaces with a library presence in partnership with the City of North Vancouver
- › Enrich and expand regular outreach services
- › Optimize library spaces to meet changing needs

SOME OF WHAT YOU WILL SEE...

- › Bicycle-powered mobile library
- › Pop-up libraries in parks and public spaces
- › Library space assessment and plan

HONOUR INDIGENOUS PERSPECTIVES

“Reconciliation begins with each and every one of us.” Final Report, Truth and Reconciliation Commission of Canada

“My People Will Rise Up”
Artist: Marianne Nicolson
Photo by: David Watkins

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 and building relationships of trust are essential, and our staff need education and support as they seek to make connections.

ASPIRATION

Indigenous community members will feel comfortable and see themselves reflected in library spaces and services. Our library will be viewed as a partner authentically committed to reconciliation. Staff will appreciate the experience of Indigenous communities, have the knowledge they need to provide culturally sensitive services, and have respectful personal connections with Indigenous community members.

WE WILL:

- › Respectfully approach and actively consult with Elders and community leaders
- › Seek to connect with Indigenous community members in a meaningful, respectful and inclusive way
- › Work together on library services that honour Indigenous voices and history
- › Train staff and trustees about Indigenous history and experience, and the principles of reconciliation

SOME OF WHAT YOU WILL SEE...

- › Indigenous author, artist or storyteller in residence
- › Library presence at local First Nations events
- › Community programming around reconciliation



ENHANCE ACCESS & INCLUSION

“This library showed us how welcoming our new home was going to be.”

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

Our library plays an important role in welcoming newcomers, supporting early learning, engaging seniors, providing space for community meetings, and supporting people in navigating change. Despite the library's central location and 72 open hours, many community members struggle to access our services.

ASPIRATION

Members of our community, in all their diversity, will feel a sense of community and belonging in the library. Interactions with library services and staff will be seamless, easy and intuitive, both in person and online. There will be improved access to library services for those who are challenged by distance, transportation, disability, or poverty.

WE WILL:

- › Promote dialogue about issues that matter to our community
- › Improve the library's digital experience
- › Work to identify and resolve barriers to accessing library services

SOME OF WHAT YOU WILL SEE...

- › Welcome brochure translated into other languages
- › Programs on key community issues
- › Expanded home services



FUNDAMENTALS

The resources, infrastructure and activities that support everything we do

Practical, meaningful staff training and development — to empower staff and equip them with the skills and knowledge they need

Effective, strategic communications and advocacy — to tell our story, demonstrate impact and sustain funding

Robust, well-maintained facilities and infrastructure — to support service delivery and ensure capacity for future development

Powerful, up-to-date technology — to meet community expectations and enable innovative, efficient service delivery

Responsive, current physical and digital collections — to reflect the changing needs and interests of the community

WORKING TOGETHER

We believe in the power of partnerships

The City of North Vancouver Library's 2018–2021 Strategic Plan connects to key municipal and provincial strategies and contributes to their impact. Working together, we can leverage our individual strengths to achieve collective impacts.

CITY LIBRARY STRATEGIC PLAN 2018–2021 PRIORITIES	CITY OF NORTH VANCOUVER STRATEGIES						Vision for Public Library Service in BC (Ministry of Education)
	Official Community Plan	Sustainable City Framework	CNV4ME: Child, Youth & Family Friendly Strategy	Play CNV	Economic Development Strategy	Social Plan	
Inspire learning, discovery and creation	✓	✓	✓		✓		✓
Create vibrant spaces	✓	✓	✓	✓		✓	
Honour Indigenous perspectives		✓				✓	
Enhance access and inclusion	✓	✓	✓	✓		✓	✓

City Library representatives participate at community tables focused on topics as diverse as literacy, health, and services to youth, seniors, newcomers and families. We also pursue partnerships with local enterprises and educational institutions.

ENRICHING LIVES, INSPIRING STORIES



ON A TYPICAL DAY:



1,375
library visits

14

new library
card signups

1

community
meeting hosted

7

literacy & learning
programs delivered

250

customer
questions
answered

1,425

books, movies
& magazines
borrowed

60

children attend
literacy-based
programs

8

items delivered
to patrons with
disabilities



1,600
nvcl.ca visits

190

ebooks and
eaudiobooks
borrowed

60

online
classes
taken

180

public
computer
users

370

public WiFi
sessions