

2023

# Report to our Community



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

## WALKING IN GOOD RELATIONS

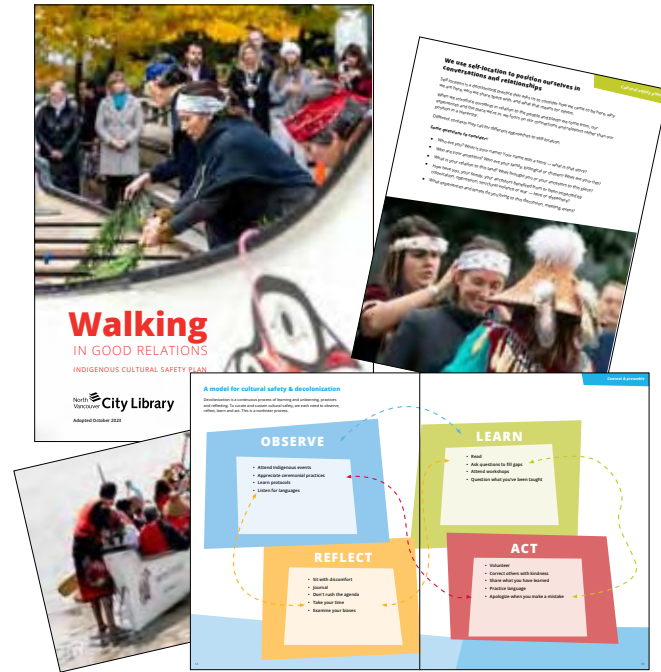
We are pleased and excited to share that North Vancouver City Library adopted an **Indigenous cultural safety plan** in 2023.

As a memory and learning institution that is committed to truth and reconciliation and aspires to be community-centred, inclusive and welcoming, City Library is committed to serving and engaging with Indigenous people in culturally appropriate ways.

The Indigenous cultural safety plan outlines how City Library will work to create an environment that is culturally safe for Indigenous staff and library users. The plan includes guidance for service provision and partnerships, practical steps for decolonizing library services and policies, and clear standards and expectations.

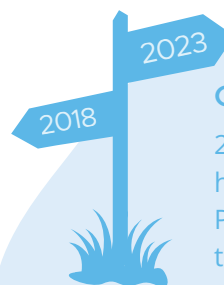
This is part of the library's work to embed our commitment to honour Indigenous perspectives in our policies and practices — and to fulfill our obligation to respond to the Truth and Reconciliation Commission of Canada Calls to Action.

The Indigenous cultural safety plan was co-created by a team of Indigenous and non-Indigenous staff over more than a year. The plan is a living document, and as we roll it out, we hope and expect that staff and community members will contribute additional perspectives that will be incorporated into future versions.



We would like to honour and respect Ta7taliya Michelle Nahanee, CEO Nahanee Creative (Skwxwú7mesh Úxwumixw), whose resources and workshops inspired and informed the development of the plan.

Cover: Chepximiya Siyam' Chief Janice George and Skwetsimeltxw Willard "Buddy" Joseph at the weaving reception in May 2023.



### OUR JOURNEY

2023 was also a year for us to review what we have accomplished since we adopted our Strategic Plan in 2018. As you read, look for highlights from the past six years in addition to stories from 2023.

## /// A NOTE FROM THE BOARD CHAIR & CHIEF LIBRARIAN

After several years of pandemic-related restrictions, 2023 marked our **first full year of full service** and saw activity levels return to, or even exceed, pre-pandemic levels.

In addition to **hosting over one million library visits and lending over 750,000 books and digital titles**, City Library worked to mitigate the impact of the rising cost of living, increased polarization and social isolation arising from the pandemic.

2023 projects included **spaces and programs that promote connection, belonging and inclusion**. Renovations in the main lobby created a vibrant, welcoming, versatile community space. New sewing programs brought generations together while providing means to save money and increase sustainability. Incorporation of sign language into storytimes and introduction of storytime kits in non-English languages helped families to connect with each other and across generations through shared language.

A highlight of 2023 was the installation of *Honouring the Ancestors* and *Honouring our Former Leaders* — two Coast Salish weavings created by Chepximiya Siyam' Chief Janice George and Skwetsimeltxw Willard "Buddy" Joseph of the Skwxwú7mesh Úxwumixw (Squamish Nation). These weavings hang in our lobby to **acknowledge the land and the history and resiliency of the Coast Salish peoples** who have stewarded these lands since time immemorial.

We are deeply grateful to everyone who has supported our work, from the foundational support of the City of North Vancouver and the Province of British Columbia, to the generous gifts from donors that enable us to go above and beyond, to the collaborations of our community partners. We cannot thank our creative and caring staff enough for all they do to make the library a vibrant, inclusive place for everyone.

As we write this, it is 2024 and we are developing a **new strategic plan** to take us into the future. We look forward to sharing the new directions that are emerging from our research and engagement with you.

Brendan Harvey  
BOARD CHAIR

Deb Hutchison Koep  
CHIEF LIBRARIAN

# INSPIRE LEARNING, DISCOVERY & CREATION

## IN 2018 WE ENVISIONED...

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.



## SINCE 2018 WE HAVE...

- Opened a **recording booth**, complete with audio and video production and editing software and hardware.
- Launched the **North Shore Authors Collection** to highlight and promote authors in our midst.
- Developed **STEAM** (science, technology, engineering, arts and mathematics) programming and created kits for loan to support equitable access and skills development.
- Launched an **adult summer reading club**.
- Rolled out a **laptop lending** program to support equitable access and help community members build skills and connect to services.
- Enclosed the library's terrace to create **The Collaboratory**, a community learning space.



Left: Tween regulars build and code in the after-school Collaboratory Club.

Right: Lendable technology builds skills and enables community members to connect to services from home.



Librarian Annie guides a teen participant in a summer sewing workshop.

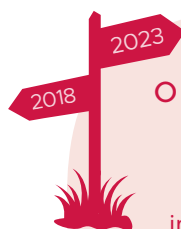
2023

## And sew it begins

City Library's basic mending and creative sewing programs helped community members become "sew-it-alls" in 2023! With the rising cost of living and growing concerns about waste and sustainability, more and more community members have expressed interest in learning to sew and mend. Thanks to provincial funds, City Library purchased a collection of sewing machines and a healthy stock of sewing supplies to support sustainable sewing and mending programs and sewing drop-ins in partnership with the local community.

Programs introduced participants to the basics of using a sewing machine with a series of simple sewing projects. An intergenerational Halloween program brought together children and their caregivers with experienced sewers from Silver Harbour Seniors' Activity Centre to design and sew their own costumes for trick-or-treating.

City Library's sewing resources have proven to be popular with community members of all ages, supporting a growing interest in hands-on skills building and sustainable mending, not ending.



### OUR JOURNEY

**95.8%**  
of library visitors feel inspired to learn more as a result of using the library



**264,365**  
community members participated in **13,165** programs

# CREATE VIBRANT SPACES

## IN 2018 WE ENVISIONED...

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.

Redesigned lobby area allows for informal gathering, checkout and return of materials, and holds pick-up.



## SINCE 2018 WE HAVE...

- Launched a library book bike, **Spokes 'N' Words**.
- Programmed **pop-up libraries** in parks and public spaces.
- Completed a **community engagement and feasibility** study for future library services.
- Formed a new **community living room** space next to the café.
- Created the **Fresh Air Library**, an outdoor gathering area.
- Upgraded **study rooms** to provide improved accessibility and acoustic comfort.
- Completed a **functional program assessment** to identify opportunities in the library to improve acoustics, accessibility, wayfinding and user comfort.

Top: Book bike ambassador Coco leads a storytime in the park.

Bottom: Upgraded study rooms provide a soundproof environment for quiet study and online meetings.

## 2023

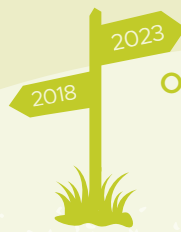
### A welcoming redesign

During the pandemic, City Library adapted its services and transformed the lobby area into a safe, accessible, self-service configuration. With the return to normal activity after the pandemic, demand for spaces to sit and read or meet with others also returned. We were able to observe usage patterns and test different layouts to ensure the space evolved to meet the changing needs of the community.

When display shelving reached its end of life, we used the opportunity to thoughtfully reimagine the library's lobby to better serve the community.

The outcome of these efforts is a fresh, new "grab-and-go" layout so customers can conveniently drop off materials, pick up holds, and check out items — all in one streamlined location. A key feature of this redesign is the introduction of flexible shelving, allowing for versatile space configurations as needs change.

In addition, we installed a variety of welcoming and comfortable seating so people can read a newspaper, meet a friend, study or just watch the world go by.



### OUR JOURNEY

**7,296,994**  
in-person & digital library visits — averaging over 1.2 million visits per year



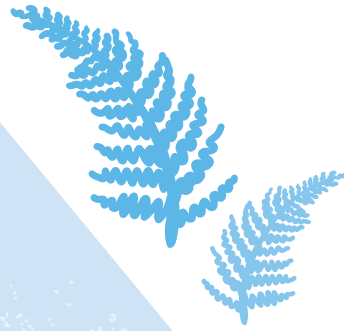
**2,586**  
community meeting room bookings

**56,234** connections made outside our walls

# HONOUR INDIGENOUS PERSPECTIVES

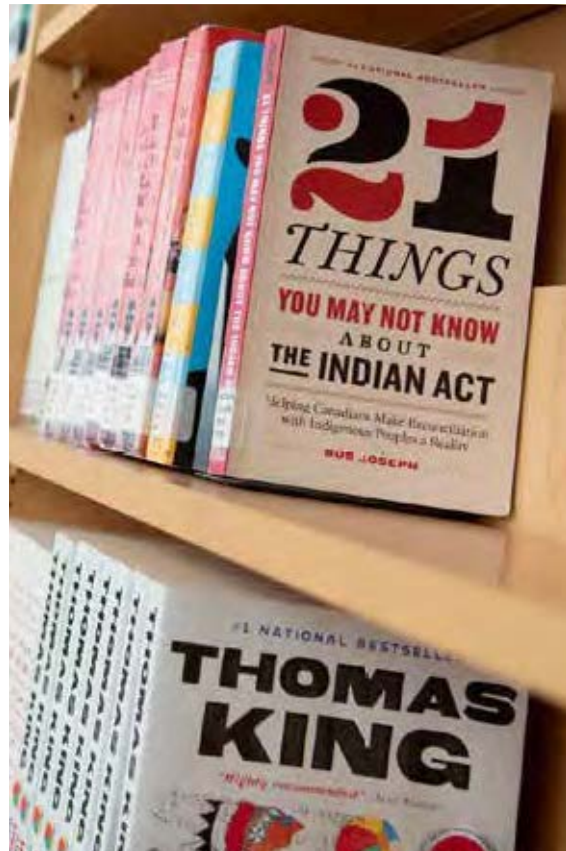
## IN 2018 WE ENVISIONED...

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 cultures and priorities of local Nations and be able to provide culturally sensitive services to Indigenous community members.

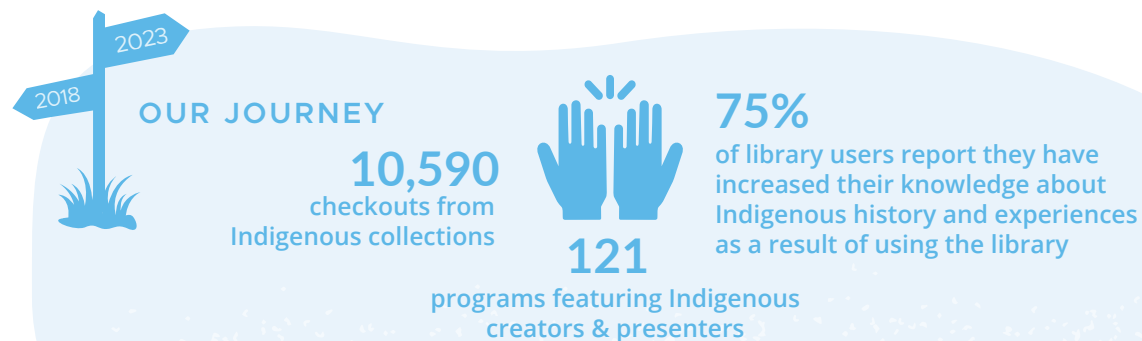


## SINCE 2018 WE HAVE...

- Adopted **territorial acknowledgement protocols** for meetings, events and programs.
- Expanded community programming to **increase representation** of Indigenous creators, presenters and content.
- Joined the **Semá7maka** canoe family, participated in annual Pulling Together Canoe Journeys, and hosted canoe awakening and sleeping ceremonies.
- Collaborated with North Shore libraries to host employee and Board trustee training and virtual community programs with **Bob Joseph**, author of *21 Things You May Not Know About the Indian Act*.
- Made significant progress towards **decolonizing the library catalogue**, ensuring peoples and content are reflected accurately and respectfully.
- Introduced an **Indigenous Storyteller in Residence** program.
- Initiated an audit of our response to the **Truth and Reconciliation Commission of Canada Calls to Action**.



Above: Book club sets available to borrow include Indigenous authors and content.



2023

## Artful weavings

Chepximiya Siyam' Chief Janice George and Skwetsimeltxw Willard "Buddy" Joseph are members of the Skwxwú7mesh Úxwumixw (Squamish Nation) and renowned Coast Salish weavers who have been instrumental in reviving the cultural and art form. City Library is privileged to now have two of their weavings hanging in our library café area as part of a public art installation.

Weaving is one of the oldest creative arts used by Coast Salish Peoples. In addition to their practical use to combat cold, blankets serve many purposes: they indicate the social status of the wearer; they can be used as currency; they provide spiritual protection and are used in ceremony.

The red, green and black triangles in one piece represent the amalgamation of the three Squamish reserves, Señákw, Squamish Valley and Sunshine Coast, and 16 families (or Bands) into one Squamish Nation in 1923. The second piece is inspired by the woven design in the robes worn by Sa7plek Chief Joe Capilano.

We are grateful to Chief Janice and Buddy for their beautiful work, and for their generosity in sharing traditional welcomes, blessings and cultural support for library programs.

Above: Chepximiya Siyam' Chief Janice George welcomes participants to the weaving reception.



# CHAMPION EQUITY, DIVERSITY, ACCESS & INCLUSION



## IN 2018 WE ENVISIONED...

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.

Library staff learn sign language with Janine Salsímiya Gonzales (Squamish).



## SINCE 2018 WE HAVE...

- Expanded weekly **open door community hub** drop-in to decrease barriers to access for vulnerable community members, and implemented library cards for individuals with no fixed address.
- Inventoried all **languages spoken** by staff to improve our ability to deliver services in other languages. In 2023, 13 different languages were spoken by staff.
- Updated the **welcome wall and welcome brochure** to more fully reflect the languages spoken in our community.
- Supported **pandemic and extreme weather responses** with partners.
- Launched **memory care kits** to support individuals living with dementias and other cognitive decline and their caregivers.
- Implemented **fine-free lending** and streamlined loan periods to reduce barriers to access.
- Refreshed our website** with an accessible design, robust functionality and a better user experience.
- Offered **sign language instruction** to employees and sign language storytimes for community.

## 2023

### Signing for staff

City Library has been fortunate to make a connection with Janine Salsímiya Gonzales through our involvement with the Semá7maḵa canoe family, of which Janine is a member. Janine is an elder from Sk̓w̓x̓wú7mesh Úxwumixw (Squamish Nation), and through many coffees and conversations our bond has grown and strengthened.

Janine is hearing impaired and uses sign language for much of her communication, and recognized that deaf and hard of hearing community members could benefit from an increase in accessible communication. City Library jumped at the opportunity for Janine to teach basic sign language skills to library staff and then to the community at large.

As a result of Janine's instruction, library staff are incorporating sign language into programs and everyday interactions in the library — positively impacting the accessibility of library services for those who use sign language. In addition, library staff have benefited immensely from Janine's teachings.



Top: The welcome wall greets community members in multiple languages.

Bottom: Memory care kits support and promote brain health.



### OUR JOURNEY

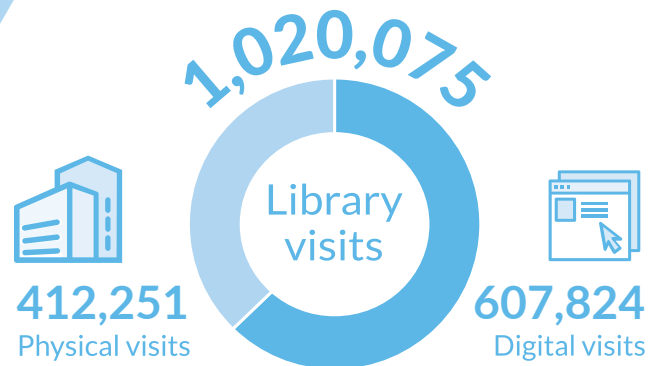
**28,516**  
people attended  
newcomer &  
language programs



**92.6%**  
of customers feel  
a greater sense  
of community  
belonging as a result  
of using the library



**59,197**  
items borrowed in  
accessible formats



**91%** of customers with disabilities said the library was accessible to them

**483** room bookings by community organizations

**41,290** logins on public computers

**49,292** digital library courses accessed

**1,203** creation station bookings

**150,916** Wi-Fi sessions

YOUR *Library* IN NUMBERS 2023

Most borrowed ebooks

- Lessons in Chemistry BONNIE GARMUS
- Murder in an Irish Village CARLENE O'CONNOR
- The Seven Husbands of Evelyn Hugo: A Novel TAYLOR JENKINS REID
- It Starts with Us COLLEEN HOOVER
- The Last Goodnight: A Riveting New Thriller KAT MARTIN

Most borrowed physical books

- Spare PRINCE HARRY
- Dog Man: Brawl of the wild DAV PILK
- It ends with us COLLEEN HOOVER
- The very hungry caterpillar ERIC CARLE
- Lessons in chemistry BONNIE GARMUS

**760,046** items borrowed

**68** km ridden on the book bike

**175** book bike community visits

**1,398** summer reading club participants

**3,971** seed packets checked out

**49,282** research questions asked = **1** tough question asked every **4** minutes

**6,436** new library cardholders

**21,471** active cardholders

**3,431** attendees at tech workshops

## 2023 DONORS

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

### \$1,000 – \$9,999

Anonymous	Kitty Heller Memorial Fund (Vancouver Foundation)
Ann McKinnon	Friends of the North Vancouver City Library
Rita Nash	

### \$301 – \$999

Ian & Jean Bateson	Christine Lilley	Theo Melo
Shirley Cumberbatch	Lynn Valley Garden Club	Margaret McPherson

### UP TO \$300

Wendy Alden	Brian Dusting	Ingrid Jonsson	Richard Mundie
In memory of Elmer Baer	Gilian Dusting	Louvaine Kadonaga	Kim Olson
Sahar Banisoltan	Barry Epstein	Ian Kew	Marcie Outerbridge
Sandra Bateman	Patricia Gares	Houman Keyani	C. Michele Payne
Yvette Behnsen	Anthony Gilbert	Sarah Khan	Mina Petrovich
Kathleen Best	Rory Gill	Catherine Kierans	PFM Executive Search
Bill Brent	Linda Gour	Edna Larsen	David Powell
Alison Brookfield	MaryEllen Guay	Gail Lawson	Beverley Provost
Duncan Brown	Elaine Giuliani	Kathleen Leonard	Banafsheh Sokhansanj
Andrea Butt	Larry Haines	L. Wayne Liddle	Heather Taylor
Lynn Campbell	Marjorie Hampton	Monique Liddle	Jesse Tham
Joan Carlile	Paul Hansed	Eva Luptakova	Athena Theodorakaki
Marlene Chazot	Kim Hislop	Katherine Mak	Sam Trethewey
Nick Collings	Clare Keating-Husk	Meghan Mathieson	Katherine Walker
Julia Covell	Deb Hutchison Koep	Gail McBride	Alison Watt
Deborah Crozier	Ray Irvin	Ann McCabe	Dorothy Watters
Kathryn Davenport	Valerie Ish	Ken McKillop	Keith Wong
Debbie Dowler	Elaine James	Douglas McQueen	Roger Wong
Mary Downey	Morris Johnson	Frederick Metcalfe	Katherine Wright

### SUSTAINING SUPPORT

City of North Vancouver  
Province of British Columbia

### GRANTS

Canada Revenue Agency — Community Volunteer Income Tax Program  
Canadian Heritage — Young Canada Works  
Courthouse Libraries BC — Law Matters  
Decoda — Raise a Reader  
SPARC BC — Homelessness Community Action  
Union of BC Municipalities — Strengthening Communities' Services

## 2023 BOARD OF TRUSTEES

<b>Brendan Harvey</b> CHAIR	<b>Tony Valente</b> CITY COUNCIL REPRESENTATIVE	<b>Joanna Linsangan</b> TRUSTEE	<b>Bitu Yadegari</b> STUDENT ADVISORY TRUSTEE (JAN – JUN)
<b>Rubina Jamal</b> VICE CHAIR	<b>Stephanie Bolton</b> TRUSTEE	<b>Eva Luptakova</b> TRUSTEE	<b>Zeyus Spenta</b> STUDENT ADVISORY TRUSTEE (SEP – DEC)
<b>Amir Hazfi</b> FINANCE CHAIR	<b>Rebecca Bouchard</b> TRUSTEE	<b>Parveen Somji</b> TRUSTEE	

## 2023 CITY LIBRARY STAFF

**Deb Hutchison Koep**  
CHIEF LIBRARIAN

<b>Loredana Altieri</b>	<b>Monica Emme</b>	<b>Anthea Leung</b>	<b>CJ Pentland</b>	<b>Sarah Tarcea</b>
<b>Kat Andrechuk</b>	<b>Lily Farpour</b>	<b>Monique Liddle</b>	<b>David Powell</b>	<b>Meredith Temple</b>
<b>Rakhshanda Ansari</b>	<b>Jason Filippone</b>	<b>Erin Little</b>	<b>Jennifer Pride</b>	<b>Angie Thitchener</b>
<b>Diane Asconi</b>	<b>Linda Fox</b>	<b>Kate Longley</b>	<b>Chris Reimer</b>	<b>Hannah Toms</b>
<b>Grayson Bertrand</b>	<b>Madeleine Fyffe</b>	<b>Kat Lucas</b>	<b>Logan Rempel</b>	<b>Andrea Tsamis</b>
<b>Kayleigh Boylan</b>	<b>Elijah Galinato</b>	<b>Annie Macanulty</b>	<b>Faezeh Rezaeian</b>	<b>Kendra Tubbs</b>
<b>Nathan Bulmer</b>	<b>Azar Ghahremani</b>	<b>Graham Macdonald</b>	<b>Brittany Robinson</b>	<b>Charlotte Watson</b>
<b>Sandy Cameron</b>	<b>Megan Griffiths</b>	<b>Leslie Mackenzie</b>	<b>Brigitte Sagadore</b>	<b>Ruth Wong</b>
<b>Karen Coyne</b>	<b>McKelle Hansen</b>	<b>Wafaa Masri</b>	<b>Niceta Scherger</b>	<b>Leanna Wright</b>
<b>Shirley Cumberbatch</b>	<b>Aylenna Holland</b>	<b>Lisa M.</b>	<b>Bingmei Sheng</b>	<b>Walter Zicha</b>
<b>Audrey Diamond</b>	<b>Michael Kerr</b>	<b>Courtney Miller</b>	<b>Steven Slaney</b>	
<b>Karla DiGregorio</b>	<b>Rebecca Knight</b>	<b>Kimberley Monteith</b>	<b>Michael Swanson</b>	
<b>Elyse Doyle</b>	<b>Emily Kwok-Choon</b>	<b>Coco Nielsen</b>	<b>Shideh Taleban</b>	

## Connecting people with partners

In 2023, City Library visitors connected with community partners through more than 600 collaborative programs.



**100%** of our partners in 2023 said that connecting with the Library amplifies their impact.



*City Library's First Language kits are designed for caregivers and little ones to share and learn in the languages most often spoken in the community, other than English.*

*Kits are currently available in 中文 (Chinese), Español (Spanish), Français (French), 한국어 (Korean), زبان فارسی (Persian) and Tagalog. Kits in hənqəmiñəm (Halkomelem), Michif and Skwxwú7mesh Sníchim (Squamish) will launch in 2024.*



North Vancouver City Library  
120 14th St. West  
North Vancouver, B.C. V7M 1N9  
Canada

