Our 2013 accomplishments realize our vision of the Library as a dynamic space that inspires discovery and connection, as well as our strategic priorities of supporting our community’s growth and learning in our rapidly changing environment.

With the opening of Room 14, our teens created a 21st century space that is fun, bright and welcoming. Room 14 invites exploration of its amenities, including a robust collection of physical materials, as well as a digital infrastructure that fosters both content creation and information gathering. The space has quickly become a favourite for studying and socializing, and is much the envy of those who are too young or too old for it.

Our new website redefines our digital presence into a rich experience that is interactive and easy to navigate. Visitors to westvanlibrary.ca will find a new space to share, learn, explore and discover.

We are very grateful to those who ensure that our Library is, year after year, one of the best in Canada. The Board of Trustees, our Mayor and Council, the provincial Ministry of Education, the WVML Foundation, the Friends of the Library, our teen and adult volunteers, and of course, our exceptional staff are all to be congratulated.
Our Library is responding to an evolving abundance of information where a trillion web pages, a million books in English and countless data sets are published each year. Within this environment, our role remains the same as it has for generations: to respond to our community’s voracious appetite for knowledge, stories and connections to others.

In 2013, our successes reflect our dedication to exceptional customer service. Staff connected personally with almost a fifth of our one million total visitors, satisfying their requests for meaningful information and inspiring them to explore personal interests and new ideas. We have supported our community’s rapid adoption of mobile devices through step-by-step learning resources, personalized instruction and growing digital collections.

I am honoured to work with a talented senior management team that dreams big and has the perspective, insights, intellectual capital and brain power to execute those dreams. Above all, I am proud of our staff for their steadfastness and flexibility in a year of many changes.

This year we have been gifted with many compliments from visitors, supporters and our professional community for our work. Thank you for your appreciation and your ongoing support of our Library.
2013 Accomplishments

Supporting 21st Century Learners

Room 14, a new space created by teens for teens, opened in March. The space strikes an inviting balance between scholarly pursuits and personal passions with five distinct zones: a hangout pad, a cozy reading nook, tables for group projects, individual study stations and a meeting room bathed in natural light.

Room 14 features:
• Bright overstuffed bean bag chairs
• Ample outlets for electronic devices and free Wi-Fi
• PC and Mac computers supporting digital content creation and traditional text formats
• A 55” multifunctional video display to showcase digital creations

Rich physical collections on a broad range of topics cover the walls of Room 14 and are complemented by robust downloadable offerings. Teens are sure to find selections that suit their interests and tastes.

The WVML Foundation and the District of West Vancouver generously contributed the funding for Room 14 and the Library’s new website.
Building Our Digital Experience

The Library launched a new mobile-friendly website with a fresh design that brings online the building’s cozy elegance and the friendly faces of Library staff. The site is home to a repository of trusted resources curated by staff and a growing online community.

New pages include Technology Help on topics from computer basics to social media, and Explore Your Topic with the best of our databases, physical collections and recommended sites. More than 30,000 downloadable ebooks, audiobooks and millions of e-music tracks are available, in addition to online magazines and newspapers. A new interactive catalogue lets users rate and review favourites, make lists and keep digital shelves.

Sustaining Our Facility

Historical components of the Library’s Main Hall, constructed in 1950, have been restored to sustain a seismic load, thanks to the District of West Vancouver. The stones were removed, the walls and arches reinforced, and the stones reassembled precisely in their original formation. The Library’s precious stained glass window, Harmony, has a new secure case with improved lighting.

The fourth year of the Retrofit Capital Project included the replacement of the West Wing air handling unit and the removal of the 1976 boiler. The Domestic Water Distribution Project included replacements of the water lines, electric water heaters and drinking fountains, and a renovation of the lower level washrooms.
Welcoming Newcomers

“As a Library Champion, I gained a deep knowledge about the range of services that public libraries can offer. I was delighted to share this valuable information with other newcomers in my community and I enjoyed every single moment of volunteering. It gave me a great feeling of satisfaction to contribute to something that many people could benefit from.”

Fereshteh Tajer-Ardebily, Library Champion

The Library Champions Program is part of an innovative new service model, NewToBC, piloted by 10 Lower Mainland libraries and funded by the Provincial and Federal Governments.
Discovering Mobile Content

The Youth Department launched an app advisory service and became the go-to source for kids, teens, parents and educators exploring these new containers of information and their content. Staff applied tried and true library principles to develop the service and made the collection discoverable entirely through a 21st century tool: Tumblr.

This new “technographic” resource was featured in the Canadian Library Association’s journal Feliciter and will be presented at the 2014 British Columbia Library Association Conference.
Did You Know?

- The 2013 West Vancouver Community Survey reported a 98 per cent satisfaction rate with Library services
- In 2013, the Library received over one million visits — in person and to our website and catalogue
- 300 physical items, including books, magazines and DVDs, are checked out each hour
- Usage of ebooks and e-music has almost tripled in the last five years
In 2013, we answered one question per minute in the following categories:

**Requests**
for locating print, media, and online materials

- **Kids**: 16,652
- **Adults**: 26,803

**Instruction**
on technology and information searching

- **Kids**: 1,382
- **Adults**: 8,875

**Recommendations**
for reading, listening and viewing

- **Kids**: 4,209
- **Adults**: 20,195

**Researching topics**

- **Kids**: 1,669
- **Adults**: 19,141

**General questions**

- **Kids**: 7,770
- **Adults**: 39,895

**Program**
information and registrations

- **Kids**: 7,101
- **Adults**: 1,023

**Technical assistance**

- **Adults**: 30,258

*Infographic icons courtesy of flaticon.com*
## 2013 Resources

### Finances

#### Operating Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal</td>
<td>3,536,984</td>
</tr>
<tr>
<td>WVML Foundation and WVML Friends</td>
<td>123,544</td>
</tr>
<tr>
<td>Earned Income</td>
<td>157,069</td>
</tr>
<tr>
<td>Provincial Grants</td>
<td>123,181</td>
</tr>
<tr>
<td>Other Grants &amp; Services</td>
<td>67,697</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>$4,008,475</strong></td>
</tr>
</tbody>
</table>

#### Capital

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal</td>
<td>1,053,406</td>
</tr>
<tr>
<td>WVML Foundation and WVML Friends</td>
<td>133,262</td>
</tr>
<tr>
<td>Grants &amp; Other Contributions</td>
<td>4,500</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>$1,191,168</strong></td>
</tr>
</tbody>
</table>

### Operating Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>464,857</td>
</tr>
<tr>
<td>Circulation</td>
<td>539,111</td>
</tr>
<tr>
<td>Information Services</td>
<td>791,575</td>
</tr>
<tr>
<td>Technical Services</td>
<td>534,885</td>
</tr>
<tr>
<td>Technology &amp; Communications</td>
<td>851,223</td>
</tr>
<tr>
<td>Youth Services</td>
<td>346,152</td>
</tr>
<tr>
<td>Operations Support</td>
<td>332,700</td>
</tr>
<tr>
<td>Third Party Funded Projects</td>
<td>147,972</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>$4,008,475</strong></td>
</tr>
</tbody>
</table>
In-Kind Contributions

Partnerships

In 2013, West Vancouver Memorial Library worked with 32 program partners, eight education partners, 13 library partners and 17 community organizations. Through these partnerships the Library made purchases collaboratively, delivered services through resource sharing models and received contributions of goods and services.

Volunteers

**WVML Board** – The 11 member Library Board upholds the ideals of a free, democratic society by promoting intellectual freedom and providing free, equitable access to knowledge and ideas. The Trustees ensure that the leadership, policies, relationships, financial resources and infrastructure are in place to support the success of the Library.

**WVML Foundation** – The Foundation raises funds for enhancements to the Library, including facility improvements, equipment and furnishings, as well as collections and programs. The Foundation manages over $4M in donations, bequests and fundraised proceeds. In the past five years, $1.75M has been transferred to the Library.

**Friends of the WVML** – The Friends, a group of 170 volunteers, fundraise through book sales, sidewalk sales and the book cart.

**Teen Advisory Group (TAG) and the Teen Volunteer program** – The TAG generates program ideas, suggests collection purchases and works at popular events. The Teen Volunteer program participants shelve books, shelf-read, assist librarians with special projects and act as Book Buddies to struggling readers in Grades 1 – 7.

**Volunteer Program** – Adult volunteers shelve paperbacks, shelf-read specific sections of the collection and process discarded materials.

**Digital Buddies** – Digital Buddies are senior high school students who assist adults with email in the Community Computing Centre.
Library Board
Kirsty Farquharson  
Chair
Mary Jo Campbell  
Vice-Chair
Anjili Bahadoorsingh
David Carter  
Councillor Craig Cameron
Eric Fiss
Geoff Jopson
Joanne McKenna  
Jan Pezarro
Deborah Ryan
Teresa Syrnyk

Special Thanks
West Vancouver Memorial Library Foundation
Friends of the Library

Senior Staff
Jenny Benedict  
Director of Library Services
Deb Hutchison Koep  
Deputy Director
Shannon Oziyny  
Youth Services Head
Cheryl McGregor (January – June)
Margaret Mould (Acting, July – November)
Pat Cumming (December –)
Information Services Head
Lauren Henderson  
Operations Manager
Ted Benson  
Technical Services Head

1950 Marine Drive, West Vancouver  |  604.925.7400  |  info@westvanlibrary.ca  |  westvanlibrary.ca