Our 2018 accomplishments highlight the changing role of our Library. While staying true to our mission of being open and welcoming to all, we continue to grow in our role as a gathering place that embraces different backgrounds and generations. We have become integral to building an inclusive community.

In March, we opened West Vancouver’s Digital Learning Place, The Lab. Connecting people with information, the world of imagination and each other has new meaning in today’s digital world. In this new space, we are responding to our community’s growing need for the technology tools and staff support that foster online participation.

More than ever, our Library is seen as a trusted and reliable partner. Our physical collections are still highly valued but, above all, it is our staff that are the trusted resources.

We are thankful for the investments made in our Library this year. In particular, we recognize our funders, the District of West Vancouver, the BC Ministry of Education, WVML Foundation and Friends of the Library and the West Vancouver Historical Society.

The Library Board of Trustees is committed to providing strong leadership and recognizes the contribution of our many dedicated volunteers. We are fortunate so many care deeply about preserving and protecting the legacy and future of our Library.
## WVML Board

The 13-member, Council-appointed **Library Board of Trustees** is instrumental in ensuring that the leadership, policies, relationships, financial resources and infrastructure are in place to support the Library’s success. The Trustees set the strategic direction for the Library’s development and establish policies that guide the effective operation of the Library.

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## Volunteers

Each of our volunteer groups works in their own special way, contributing time and expertise to make our Library exceptional. Our **English Language Learning program volunteers** are welcoming, skilled facilitators of book clubs and conversation circles for English language learners. Our **shelving volunteers** keep the popular paperbacks in order on the spinners. Our **Teen volunteers** serve as Digital Buddies, as Book Buddies and on the Teen Advisory Group.

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## Friends of the Library

Founded in 1951, the **Friends of the Library** are energetic supporters of the Library, many of whom have volunteered for decades. They contribute all the proceeds from their book sales, sidewalk sales, Shred-It day and book cart sales back to the Library. The **Friends** fund programs, collections and projects, as well as contribute to the welcoming character of the Library with hospitality and floral arrangements. The **Friends** host and fund the annual Remembrance Day open house each November 11.

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## WVML Foundation

The **Foundation** provides an avenue for private donors and corporate sponsors to partner in a legacy of giving. Generous contributions to the **Foundation** have transformed physical spaces including the Welsh Hall, Room 14, the courtyard, the Musto Lounge and most recently, The Lab. Bequests and donations administered by the **Foundation** provide sustained funding for music, as well as collections for older adults. The **Foundation’s** current focus is on increasing support for digital learning.
Support 21st Century Learning

Student-led Learning
After learning from professional poets in the classroom, Westcot Elementary students staged a poetry reading in the Library from their chapbook, which has been added to our collections. In June, Grade 4/5 students from École Pauline Johnson hosted Human Books: Reconciliation, an event with two speakers, or “human books,” sharing stories about residential schools.

Expanded Access to Accessible Formats
New memberships in NNELS and CELA have added 500,000+ titles in accessible formats to our online collections, ensuring equitable access for people with print disabilities. We contributed a new title to the NNELS collection thanks to community volunteers who recorded our first audiobook of the West Van Reads Aloud project.

Honouring Reconciliation
2018 Honouring Reconciliation activities focused on expanding awareness of the resilience of Indigenous Peoples. Community members were invited to participate in a Reading Challenge from a list created by Chief Robert Joseph of Reconciliation Canada. Chief Janice George and other members of the Squamish Nation led community learning of local Indigenous cultural traditions.

West Van Schools Joint Projects
Events showcasing elementary students included the Library Final of the 2017/2018 Reading Link Challenge in which almost 300 Grade 4 and 5 students participated. In May, we hosted the second annual Coding Arcade, featuring video games and animations designed and developed by 105 students in 11 elementary schools.
The Launch of The Lab
On March 1, the Library launched West Vancouver’s Digital Learning Place, The Lab. At the opening ceremony, the grand reveal produced a collective gasp of astonishment and amazement. Lit by daylight spectrum light boxes and large screen monitors, the custom-built space is flexible and adaptable for individual and collaborative learning for people of all ages, interests and skill levels.

Security Systems Renewal
Renewal of key components of the fire alarm and security systems have made the facility more secure for the public and staff. The new systems ensure appropriate notification in the event of an emergency and protect the collections and equipment after hours.

Research to Remember: In Their Own Words
This recorded history project commemorated the 100th anniversary of the Armistice of the First World War with in-depth video interviews of three West Vancouver veterans. The interviews preserve for future generations the histories of veterans in our community in a permanent online exhibition. They will be featured in Remembrance Day commemorations in the Library and in the Research to Remember school program for secondary students.

digital.westvanlibrary.ca
The 1926 to 1933 editions of the community newspaper, The West Vancouver News, have been digitized and added to our online historical collection. They can be searched by keyword and viewed as they were printed, providing a glimpse into the daily lives and social activities of residents.
Digital Learning in The Lab

Technology is a major force driving change and transforming how we live, work and play at every stage of our lives. Digital skills are essential for achieving success in school and at work and for people to feel included in today’s world.

On March 1, 2018, the Library made digital learning a lifelong learning opportunity for everyone in our community. We opened West Vancouver’s Digital Learning Place, The Lab. Digital learning programs in The Lab support community members in learning to use new tools and skills for digitizing personal and local history, creating digital media, learning to write code for computers and electronic circuit boards and exploring emerging technologies.

Since the opening, almost 1000 adults have participated in digital learning programs in The Lab. They have:

• Converted movies, slides, photographs and family recipes into digital files
• Created blogs, videos and websites
• Written basic code, scripts and programs for microcomputers and robots
• Learned about drones and artificial intelligence

Along the way, they enjoyed sharing stories about their learning and making connections with other community members.

“I love coming to the library tech workshops because they are always interesting and useful. They provide just the right amount of knowledge to get started with a new application and the confidence to start exploring. And I know that more specific help is available if I get stuck, or am ready to move beyond the basics.”
Kids in The Lab

The Lab experience for kids and families is interactive, energetic, collaborative and playful! Learning in The Lab balances the use of digital and screen-free technologies, involves parents and caregivers in programs for the whole family and gives young people equal access to the world of robotics, coding, video production and more.

Kids can choose from digital learning programs in four different streams: Develop It, Create It, Imagine It and Drop-Ins. These streams foster development in critical thinking, creativity and communication.

Since the opening, almost 1500 young people have attended programs designed just for them.

Some program highlights were:

• Family 1-2-3- Code: In this screen-free program, 4–8-year-olds built computational thinking skills alongside their parent/caregiver.

• Family Stop-Motion Animation: 6–9-year-olds worked collaboratively with parents and caregivers to plan and film a stop-motion movie. Film subjects ranged from LEGO ducks to World Cup soccer.

• Design Challenges: Structures! Kids worked in pairs to build small earthquake-proof structures that could withstand 15 seconds of earthquake simulation on a shake table.

• Tinker Time with littleBits: Kids built, tested and re-built inventions with hundreds of mini snap-together circuits.

• Robotics: From sports like bowling and mini golf to bridge building and fashion shows, kids coded Sphero and Dash & Dot robots to complete tasks, solve problems and have a blast!

“The technology lab is a gift to the community.”
IN THE LIBRARY

Visitors welcomed
- Personal assistance provided
  - Program registration + 39%
  - Technology assistance + 28%
  - Account enquiries + 30%

Public Internet accessed
- Wireless sessions + 7%
- 1,775 per day + 2%

Physical materials borrowed
- Annual circulation
  - 2018
  - 2017
  - 2016

Visitor statistics including visits welcomed, personal assistance provided, and internet access statistics.
**E-Newsletters sent**

13,628 monthly subscribers

+ 9%

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**Digital resources**

- **Ebooks and digital audiobooks**
  - 64,958 downloads
  - + 29%

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**Average monthly visits**

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<th>Year</th>
<th>Homepage</th>
<th>Catalogue</th>
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<tbody>
<tr>
<td>2018</td>
<td><img src="chart.png" alt="Chart" /></td>
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<tr>
<td>2016</td>
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**Online historical collection**

- 48,077 visits
- + 26%
### Operating Revenue

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<th>Service</th>
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<tbody>
<tr>
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<td>WVML Foundation</td>
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<td>&amp; WVML Friends</td>
<td>(22,108)</td>
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<td>Earned Income</td>
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<td>Provincial Grants</td>
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<td>Other Grants &amp; Services</td>
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<td><strong>$4,649,708</strong></td>
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### Operating Expenses

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<td>Account Services</td>
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<tr>
<td>Customer &amp; Community Experience</td>
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<td>- Adult Information Assistance, Programs, Assistive Services</td>
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<td>Collections</td>
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<td>- Materials Management</td>
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<td>Technology &amp; Communications</td>
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<tr>
<td>- Technology Information Assistance, Systems, Public Computing, Print and Web Communications</td>
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<td>Youth Services</td>
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<td>- Youth Information Assistance, Programs, Outreach</td>
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<td>Finance &amp; Facilities</td>
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<td>- Projects, Facility Maintenance</td>
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<td>Third Party Funded Projects</td>
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<td><strong>TOTAL:</strong></td>
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### Capital

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<td>&amp; WVML Friends</td>
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<td>Grants &amp; Other Contributions</td>
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### Community Partners

Our Library has well-established partnerships in the community and welcomes new ones each year with organizations and groups that have common missions, values and strategies.

In 2018, we worked with 53 program partners and 19 community organizations to deliver high-quality exhibitions, classes, concerts, discussions and presentations in the following areas:

- Business
- Civic engagement
- Environmental sustainability
- Health and wellness
- Literary, performing and visual arts
- Local history and genealogy
- Music
- Newcomer settlement and integration
- Reconciliation
- Social services
- Technology

In combining our talents and resources, we effectively collaborate to build community, promote literacy and lifelong learning, teach new skills, connect people with ideas and culture and foster public discourse.

### Education Partners

Our Library partners with educational institutions from pre-school through post-secondary in our community, the North Shore and throughout the Lower Mainland. We are particularly grateful to the administrators and staff of:

- West Vancouver Schools
- West Vancouver Child and Family Hub
- Capilano University
- The University of British Columbia
- Simon Fraser University

### Library Partners

Our Library is a member of Public Library InterLINK, a federation of Lower Mainland public libraries. All cardholders of our Library have reciprocal borrowing privileges at the other 17 member libraries.

NewToBC is a signature project of the federation, fostering newcomer settlement and integration through the Library Champions program, the newtobc.ca website and social media.
2018 marked the 65th anniversary of the Korean War Armistice, the 10th anniversary of National Peacekeepers’ Day and the 100th anniversary of Canada’s Hundred Days and the Armistice of the First World War. At the Library’s annual Remembrance Day open house in November 2018, with Director Jenny Benedict serving as the MC, the community gathered to commemorate and honour those who served in the armed forces.