

DIRECTOR'S

Q2 Report

April 1 – June 30, 2021



Library Director: STEPHANIE HALL

Library Board: Alastair Nimmons (Chair), Cynthia Garton (Vice-Chair), Petra Cottier, Nora Gambioli (Council Representative), Andrew Krawczyk, Koichi Ronald Shimoda, Jatinder Sidhu, Jillian Stirk, Nazlin Sunderji, Tracy Wachmann, Felicia Zhu.

DIAL-A-STORY
Indigenous Storytelling by Squamish Elders

Wednesdays, June 2 – 30, 2 – 3 p.m.

Squamish Nation stories are just a phone call away. Just call in from your phone and enjoy a story told by a Squamish Elder, followed by group discussion.

Learn more and register at wvml.ca/events or by calling 604.925.7403.

Generously funded by the West Vancouver Foundation
Presented in partnership with Squamish Nation Elder's Centre

 **Skwxwú7mesh Úxwumixw**
Squamish Nation

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1950 Marine Drive, West Vancouver | 604.925.7403
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INSPIRING STORIES

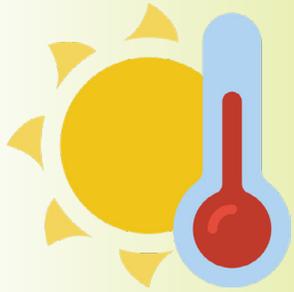
In June, we presented a new phone-in program called **Dial-a-Story: Indigenous Storytelling by Squamish Elders**, in partnership with the Squamish Elder's Centre. This program sought to reach out to community members who are not able to connect with Library programs online. The sessions were all fully registered and had lengthy waitlists.

One participant said:

"Thank you so much for organizing such a beautiful program in this Indigenous History Month. Storyteller Elder William Nahanee's talk was really an amazing story."

OVERVIEW

On **June 7**, we reintroduced a limited number of individual study spaces.

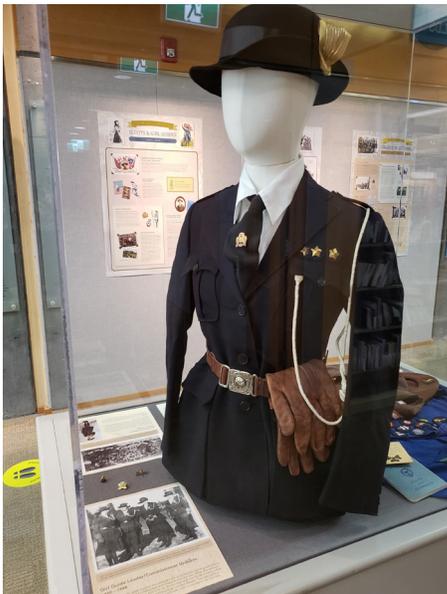


During the extreme heat advisory, the Library was the only designated cooling centre in West Vancouver. The day the highest temperatures were recorded (June 28) was our busiest day since Easter, as people took refuge from the heat.

STRATEGIC HIGHLIGHTS

Learning

- Thanks to our partners at the **West Vancouver Historical Society**, we presented **West Vancouver Girl Guides: A Centennial Celebration** in our Art Gallery space. This show featured archival photos, vintage uniforms, and guiding memorabilia.



- In May, we hosted local fashion historian **Ivan Sayers** for a lecture on **Fashions of the West Vancouver Pioneers**. The program received such an

overwhelming response that we ran it a second time and shared a recording of the lecture. As a result, over 400 people were able to enjoy it.



- Our large-scale virtual programs for kids and teens thrived. Almost **400 students** from 11 different West Vancouver elementary schools participated in the **Reading Link Challenge**. We also launched our second fully virtualized **Summer Reading Club**, with over **1,700** kids and teens registered, compared to 1,000 registrants in 2020.

- In this quarter, our Technology department ran **64 programs** for adults, including **41 one-on-one device clinics**.

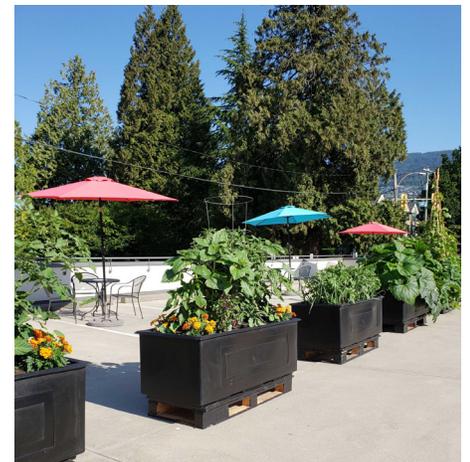
"Thank you for these webinars to expose us to using technology"

Inclusion

- A new partnership with the **Squamish Nation Elder's Center** has led to promotion of Library services in a flyer that was distributed to all Squamish Nation Elders.
- We added to our collection of lendable technology and started loaning **WiFi hotspots** and **pre-loaded iPods**.
- Thanks to our **Interlibrary Loan program** and access to Persian materials, we loaned several books from our Persian collection to patrons at the Whitehorse Public Library.

Community

- The North Shore libraries held the first-ever virtual edition of the **North Shore Writers Festival** in April 2021 and it was a huge success, with over 570 attendees tuning into six livestreamed events.
- Sponsored by the WVML Foundation, the popular **Readers' Rooftop patio** reopened for the summer, now featuring a rooftop garden maintained by the Master Gardeners.



OPERATIONS

28,081
ENQUIRIES



149,890 Virtual visits
In-person visits 49,204

CHECKOUTS 192,137
Physical 157,477

E-content downloads 34,660



Q2
April 1 –
June 30

597
New library cards
processed



4,283
PROGRAM ATTENDANCE

2,574 Adult

1,709 Youth (Early Years, Kids, Teens)



Online
database views
24,741



- Our English language learning volunteers won a very well-deserved **North Shore Community Resources Community Spirit Award** for their work facilitating our **English Conversation Online** program.
- The Youth Department resumed outreach efforts, including two drive-through events with **West Vancouver Schools (WVS)**, over a dozen virtual **Summer Reading Club visits**, and WVS' virtual **Kindergarten Connections** program for 50 families.

Integrity

- We took our librarians' expertise in readers' advisory online with the launch of our new **BookMatch** service. Patrons can now simply fill out an online form with their reading preferences to receive personalized recommendations.
- We launched our **Climate Future: Climate Action Toolkit**, outlining achievable individual actions to take in the areas of food, stuff, transportation, buildings, and nature.
- Thanks to funding from the WVML Foundation, we introduced the new **Kids Lucky**

Day Collection, to make very popular books available for kids and families who come into the Library to browse.

- The three North Shore libraries won the **British Columbia Library Association Building Better Communities Award** for their **Take-Home Tech** initiative. Thanks to a grant secured by WVML's Head of Technology Sarah Felkar, the initiative delivered **400 TELUS-donated devices** to vulnerable residents last spring.

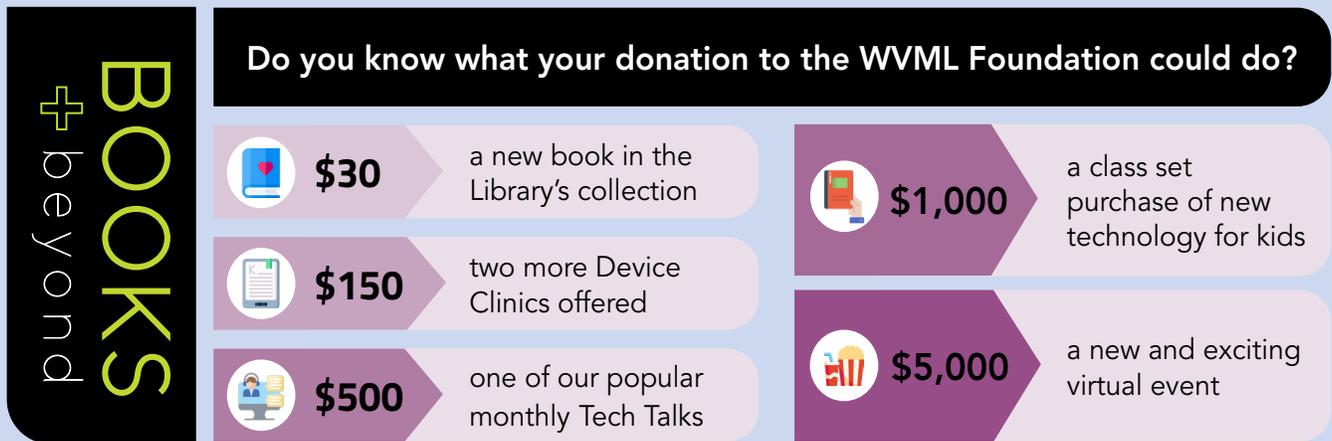


WVML FOUNDATION

This time last year, the WVML Foundation committed over \$400,000 in donations from donors to support the Library's response to COVID-19 and the pivot to virtual service for the rest of the year. These donations supported increased virtual programs, collections, and a variety of other initiatives, including the first-ever

WVML Foundation Signature Series of virtual concerts and author talks.

We're in a new year, and the demand for collections (particularly ebooks and downloadable audiobooks), tech support, and virtual programs is still high. Consider donating to the **BOOKS + beyond** campaign:



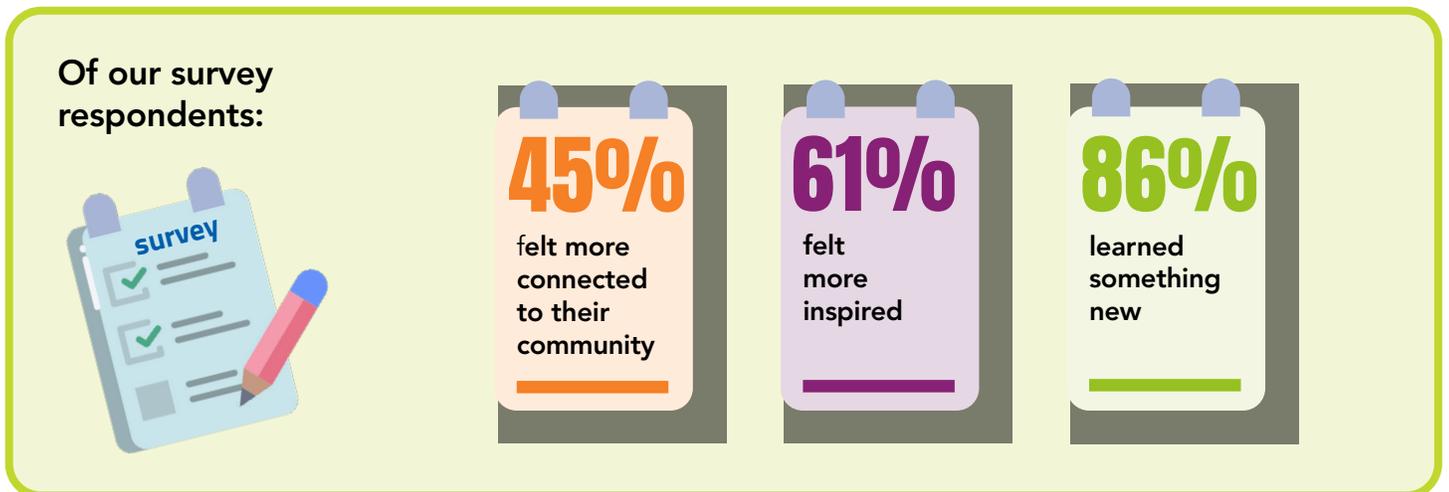
BOOKS + beyond

Do you know what your donation to the WVML Foundation could do?

 \$30	a new book in the Library's collection	 \$1,000	a class set purchase of new technology for kids
 \$150	two more Device Clinics offered	 \$5,000	a new and exciting virtual event
 \$500	one of our popular monthly Tech Talks		

FRIENDS

We are so thankful for the Friends of the Library, who each year sponsor the **North Shore Writers Festival**. 2021 was no different, and the virtual edition of the festival was a great success. Attendees joined in from all over BC, with some participants joining from Ontario, Alberta, and even the United States.



Of our survey respondents:



45% felt more connected to their community	61% felt more inspired	86% learned something new
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"Libraries are a life-saver and how you link up our community is wonderful!"

"Even though it was online, in some ways it felt more personal than watching people up on a stage."

"I really appreciated that the North Shore Writers Festival could be delivered virtually this year. With so many community events cancelled due to COVID I feel that this festival was really enjoyed by people living on the North Shore."