



## **Prognosis, 2022: yet another year of rapidly changing conditions...**

As we enter the third year of the pandemic, conditions continue to change unexpectedly. For public service providers like the Library, this means continuously assessing what services to restore, withdraw, or maintain to balance safety with service excellence. This work creates a significant draw on resources. Nonetheless, in 2021, we were able to bring in innovative and award-winning programs and services and do some of the heavy lifting on preparing for structural changes that will enable us to respond to changing community needs. The final pieces of our new structure will be put in place in Q1, 2022, with goals including:

- Expanding tech support to the public and better integrating this role with Youth and Customer and Community Experience (Adult Services) departments
- Expanding our capacity to develop outreach and partnerships in the community
- Addressing a casual staffing shortfall
- Increasing cross-training for frontline staff

In completing these pieces of the re-structuring puzzle, the Library as an organization will also have an important goal of supporting staff through all of these changes. We'll also undertake needed internal work on creating a stable ongoing structure for addressing needs in reconciliation, equity, diversity, and inclusion. Given recent severe climate events, another part of our necessary behind-the-scenes work will be assessing the Library's role in community

emergency responses, and this year we will see a change in hours to reflect year-round Sunday openings, a need that became starkly evident during the heat dome of 2021.

Finally, we look forward to hosting our first ever Climate Writer in Residence, expanding our garden pilot on the Readers' Rooftop patio, and, as always, to hosting a diverse array of exciting new programs, such as the anticipated 'Big Ideas' lecture series.



## INTEGRITY

*We maintain a high standard of integrity and quality in our practices and services.*

### 2022 goals

- Safe reintroduction of services
- Complete and share the community-informed plan for revitalizing our space
- Supply and installation of new cooling and heating system, which will result in an estimated greenhouse gas savings of 29.4 tonnes CO<sub>2</sub>e annually.
- Launch Climate Writer in Residence, continue Climate Futures campaign
- Honouring Reconciliation
  - Community programming and collections
  - Developing relationships
  - Examining what the UNDRIP recommendations mean for our library
  - NS Libraries partnership activities
- Implement new structure, support staff through changes
- Transition to new staff productivity/collaboration software environment
- Refresh our continuity of services planning and role in community emergency support
- Reconfigure hours of opening to ensure we are open Sundays year round



## A LEARNING CULTURE

*We foster the joy of learning and growth, both in our community and within our staff.*

### 2022 goals

- Expand public tech support and programs on digital innovation and skills development
- Create opportunities to interact with new technology (examples: pilot AR display at the Library; guest speakers on Emerging Technologies)
- Refine virtual programs based on evaluation findings, develop high quality hybrid programming option
- New 'Big Ideas' lecture series
- Expand outdoor programming
- Create youth digital learning framework to guide our program and service focus
- Partner with West Vancouver Schools (WVS) on Successful Early Years to Kindergarten Transitions (SE2YK), School Library Card Project, Booktopia, and more



## COMMUNITY

*Community needs are at the centre of all we do. We tailor our services and spaces to those needs.*

### 2022 goals

- Develop Librarian portfolios for community outreach to create a systematic approach
- Explore the feasibility of maintaining an in-Library community office for multiple service providers
- Convene shared programming with key community partners
- Support emerging community needs such as economic resilience and rebuilding through partnerships, skills training, and other responsive programs and services
- Lift up community voices through North Shore Authors Collection, Tell Your Story expansion, and development of a community recording studio



## INCLUSION

*Our Library's mandate is to support all people in our community through our services.*

### 2022 goals

- Establish an active working group as a stable ongoing structure for identifying and addressing needs around Equity, Diversity, and Inclusion (EDI)
- Partner with local groups such as West Vancouver Schools and Impact North Shore on EDI initiatives
- Provide relevant training to staff and Board on EDI topics
- Reduce or eliminate barriers to access in practical ways, for example:
  - the creation of a low-barrier library card
  - re-examination of library fines
  - an increase in non-English programming or signage
  - accessibility improvements

- Develop programming and partnerships to address the challenges of social isolation and mental health, including pursuing “train the trainer” programming outreach for care homes
- Work to address the digital divide through innovative training and tech lending programs (Chromebooks, iPod Load and Go, Wireless Hotspot)
  - Offer at least 2 tech-related programs in languages other than English (staffing dependant)