





LAND ACKNOWLEDGMENT

We acknowledge that we are on the traditional, ancestral, and unceded territory of the Sk̓wxwú7mesh Úxwumixw (Squamish Nation), sə́lilwətaʔt (Tsleil-Waututh Nation), and xʷməθkʷəy̓əm (Musqueam Nation). We recognize and respect them as nations in this territory, as well as their historic connection to the lands and waters around us since time immemorial.



MAYOR'S Message

We are extremely proud of our Library, which is an important asset in our community. It is one of the busiest libraries in Canada. The Library not only brings together various members of our District but also is a source of history and knowledge for everyone.

My personal support and appreciation for our Library dates back decades. In fact, located in the East of the Main Hall, you will find a plaque from my last term as mayor in 1993.

Our Library also maintains strong partnerships with our West Vancouver Schools, the West Vancouver Art Museum, other North Shore and Sea-to-Sky libraries, and the Squamish Nation. With these partners, staff deliver diverse, top-quality events and interactive learning opportunities for our community. A highlight of this work emerged recently through their work on climate education, which won them the British Columbia Library Association Eureka Award for innovation. Congratulations!

I extend my sincere thanks to Library staff for their efforts to serve our community so well.

Mark Sager, Mayor



BOARD CHAIR + DIRECTOR Letter

For the Library, 2022 was a puzzle-solving year. We reconfigured staffing to solve some urgent issues. We worked with architects to find options to extend the life of our facility and maximize our space. We rearranged our hours to open seven days a week year-round, which enabled us to better serve as a cooling and warming centre during extreme weather events. Through a hundred emerging issues, like staff shortages, we kept fitting in the puzzle pieces to conserve resources and provide the excellent service our community has come to expect.

Climate Future, our ongoing initiative focusing on environmental sustainability, was a major priority in 2022. We updated equipment to save roughly 29 tonnes of greenhouse gases per year. We hosted a Climate Writer in Residence (the first we know of in any public library) and were honoured by Chep̓imiya Siyam' Chief Janice George of the Sk̓wxwú7mesh Úxwumixw (Squamish Nation) with a Sk̓wxwú7mesh sníchim name for our community demonstration garden: Swáýwi Temíxw. We're thrilled that *Climate Future* has won the 2023 British Columbia Library Association Eureka Award for innovation.

2022 also saw the joyful return of in-person events like Friday Night Concerts, while virtual and hybrid programs continued. More than 1,700 children participated in our Summer Reading Club that aims to combat summer learning loss and, for the first time since 2019, we were able to host the medal ceremony in person.

It takes a community to make a great library, so, as always, we thank our library patrons, our staff, board, volunteers, partners, Friends, Foundation, the Province of British Columbia, and our core funder, the District of West Vancouver.

Tracy Wachmann, Board Chair

Stephanie Hall, Director



THE LIBRARY Family

The Council-appointed **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.

Our inspiring **staff** deliver on the strategic plan set forth by the Trustees with tremendous agility and inventiveness.

Volunteer groups contribute time and expertise to make our Library exceptional. Our English Language Learning program volunteers are welcoming, skilled facilitators of book clubs and conversation circles. Our shelving volunteers keep the popular paperbacks in order on the spinners. Teen volunteers serve as Digital Buddies, as Book Buddies, and on the Teen Advisory Group.

Since 1951, the **Friends of the Library** have been energetic supporters of the Library, many of whom have volunteered for decades. They contribute all the proceeds from their Shred-It day and Book Cart sales back to the Library, supporting programs and the Library's welcoming character.

The **WVML Foundation** provides an avenue for private donors and corporate sponsors to partner in a legacy of giving. Donations to the Foundation have supported projects like The Lab, Booktopia: A Literary Arts Festival for Young People, our Friday Night Concert series, and more.

STRATEGIC Highlights



COMMUNITY

- We offered a community-led **Farsi program** to provide mental health support for those coping with the social and political situation in Iran. Our librarians also curated a resource topic page on our website that has had **250** views.
- Staff and community volunteers decorated the Library for **Lunar New Year** and **Norooz**. We also presented musical offerings, storytimes, and book displays for both holidays.
- In-person outreach activities resumed in 2022. Outreach efforts included the **Bridge Festival, North Shore Poverty Reduction Strategy Task Force, Seniors' Activity Centre, Squamish Nation, West Vancouver Chamber of Commerce, West Vancouver Schools**, and more.
- In response to community requests, we partnered with the **West Vancouver chapter of Canadian Parents for French** to offer a weekly drop-in French conversation program.



INTEGRITY

- 2022 saw our total circulation return to pre-pandemic levels. According to the latest comparative data (from 2020), we are the **busiest library in BC** with the highest circulation per capita.
- We **replaced our cooling tower/chiller**, resulting in an annual savings of approximately **29.4 tonnes CO₂e**.
- To improve customer service, we combined both desks on the Main Floor into one: the new **Help Desk**.
- This year for Remembrance Day we assembled a **Veteran to Remember** display featuring Squamish Nation veteran **James Patrick Nahanee**, who served in WWII.





LEARNING

- In-person events returned in 2022. More than **9,700** patrons joined in-person programs and another **6,624** tuned into virtual programs like **English Conversation Online**, **Art Talks**, and **coding classes for kids**.
- For the first time since 2019, we hosted the **Summer Reading Club medal ceremony!** **300** young readers attended and more than **1,700** kids and teens participated in SRC, which aims to combat summer learning loss.
- Additions to our collection included pre-loaded, educational **Launchpad tablets**, **Literature Circle Kits**, and **Build + Play STEAM kits** for kids; **carbon dioxide monitors**; and **light therapy lamps**. Plus, we added **125 years** of digital news archives from *The Vancouver Sun*, *The Province*, and *The Times Colonist*.
- This year, we presented the **Big Ideas** lecture series (sponsored by the WVML Foundation), which featured an Indigenous climate panel, a talk on climate change and health, and An Evening with Jody Wilson-Raybould.
- We presented **65 youth music programs** for **945** attendees, including a new drum-making workshop for families. More than **1,300** adult patrons enjoyed **21 music lectures** and another **2,140** attended **19** performances.



INCLUSION

- We formed an **Equity, Diversity, and Inclusion (EDI) staff committee**. The committee completed the Global Diversity, Equity, and Inclusion Benchmarks assessment, developed priorities for 2023, and drafted a report.
- The Library coordinated four sessions of **Indigenous Storytelling** by **Ta Siiyuxwa tl'a Skwxwú7meshulh** (The Elders of the Squamish People) at Chief Joe Mathias Recreation Centre, Squamish Public Library, and WVML. More than **180** patrons attended, including three West Vancouver Schools classes.
- Our full suite of English language learning programs returned in person: **Let's Talk**, **English Corner**, and **ELL Book Club**. We continued to offer **English Conversation Online** as a virtual option.
- We translated the signage for our **World Language** collections. Now, these signs are in the language of the collection to better serve more members of our community.



COMMUNITY IMPACT

Outside of a Book: Our Library and Climate Change

"Although an unassuming place for loudly changing the world outside of a book, the West Vancouver Memorial Library is doing just that." Katljà Lafferty

Our Library has a strong ongoing record of climate action over many years, from a **staff-led Green Team** starting in 2006 to a **Green Building Operations Policy** in 2009. 2022 was our busiest year yet in terms of climate programming, with the **Climate Writer in Residence program** and the creation of our **community demonstration garden**.

To our knowledge, the Climate Writer in Residence program was the first

of its kind in any public library in the world. The residency, which featured Northern Dene novelist **Katljà Lafferty**, supported our ongoing work and strategic focus on building climate awareness in the community while also helping community members develop and amplify their creative voices. More than **800** participants engaged with Lafferty's programs, workshops, and writing during her residency.

“ I chose the name to teach about Squamish Territory—we have so much oral history about our ancestors and land. ”

**Chepximiya Siyam' Chief
Janice George**

“ How fabulous that you hosted Katl̓jà's residency. Brilliant and bold of the West Vancouver Memorial Library! ”

“ Congratulations on this residency, Katl̓jà. You are breaking trail for others. ”

Lafferty also connected with community partners. She gave a presentation to **Capilano University** students on how to pitch and write climate stories; she ran a workshop at **Westcot Elementary** on writing stories with nature as a character; and she supported the **Squamish Nation Elders** in a climate-themed sharing circle.

Another major project for the Library this year involved transforming our rooftop parking lot into a community demonstration garden, which aims to showcase a

commitment to environmental education and stewardship, to provide learning opportunities around climate action and sustainable living, and to create a peaceful place for community members to gather.

In October 2022, **Chepximiya Siyam' Chief Janice George** of the Sk̓wxwú7mesh Úxwumixw (Squamish Nation) honoured the **community demonstration garden** with a Sk̓wxwú7mesh sníchim name: **Swáýwi Temíxw**. The place-based word Swáýwi refers to the location of the garden and Temíxw means land, dirt, or earth.



2022 By the Numbers



312,256
Library visits

98 average
visits per
hour **↑24%**



554,809
virtual visits

TOTAL VISITS
867,065

SERVICES
TOTAL ENQUIRIES
114,035



373,713
own device
WiFi sessions



1,437
care home
deliveries

14,494
public
computer
sessions



TOTAL PROGRAMS
2,180 ↑155%



Total attendance: **21,556**
↑48%



YOUTH
Programs: **615**

11,909 participants

ADULT
Programs: **665**

9,647 participants

NEWCOMERS
Programs: **156**

1,774 participants



DID YOU KNOW?

Our library was the busiest in BC with the highest circulation per capita, according to the latest available comparative data from 2020.



CIRCULATION
physical + digital
891,707

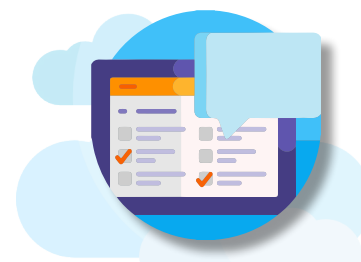
This year, our circulation returned to 2019 levels.



689,005
physical items
circulated



Our **5**
busiest
patrons
borrowed
an average
of **1,039**
items each
in 2022



72,502
database
views



130,200
digital
downloads



Our **26,123**
active cardholders
borrowed an average of
34 items each in 2022.

Unless otherwise stated, data is compared to 2021.



COLLABORATION Makes Us Strong

Our Library has over 50 well-established partnerships in the community. These partners deliver high-quality workshops, discussions, and presentations on civic engagement, environmental sustainability, newcomer services, reconciliation, technology, and more.

“ Opportunities for those affected by dementia to come together in the community and connect with others going through similar experiences are vital in letting folks know they are not alone. When the Alzheimer Society of B.C. was looking to restart an in-person caregiver support group in West Vancouver, the Library welcomed us with open arms and has provided continuous support to the group as it grows. In addition to our caregiver support group, the

Library has also helped raise awareness for dementia and Alzheimer's disease by being a partner for our brain health workshops. With the support of the West Vancouver Memorial Library, initiatives like these contribute greatly to our vision of making our community more dementia friendly. ”

**Allison Korte,
Alzheimer Society of B.C.**

KEY Investment

In 2022, our Library joined the ranks of more than **300** other Canadian libraries who have **stopped charging daily late fees**. This necessary move has improved our Library's accessibility, making it a more welcoming place for all members of our community, while also aligning our practices with our values.

Prior to the removal of late fees, **1,610** adult cardholders had over **\$20** in outstanding fees and were blocked from borrowing library materials. On May 3, 2022, we waived all daily late fees and unblocked accounts. In less than a year, the number of patrons with blocked accounts dropped **25%**. This reduced barriers and increased access for hundreds of patrons, which is especially important for low-income and marginalized community members who were unable to afford late fees in the past.

We've also found that without late fees, our relationships with our patrons have improved. Patrons can now engage with the Library as a place of learning and discovery without the fear of punitive fines. "Thank you for removing late fees," expressed one library user. "With small children it's been challenging, but this relieves one of the flexibility and not have to worry about an added penalty."

Another patron came in to share with us that the removal of late fees had alleviated stress for her. Occupied by caring for her husband with Alzheimer's, she could not always make it back to the Library on time.

This change hasn't had a negative impact on the Library's operations. Revenue from late fees had already been declining and only made up **1%** of the Library's funding in 2019. The return rate of materials has stayed the same, while we have seen a **5%** increase in adult library card registration. Plus, in the period after removing late fees from May through December 2022, circulation was **18%** higher than it was in the same period in 2021.

Eliminating late fees also enabled us to allocate our resources more effectively, including our most valuable resource—our staff. Now, staff have more time to provide the high-quality service our patrons enjoy.

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