

DIRECTOR'S

Q1 Report

January 1 – March 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.



INSPIRING STORIES

The latest cohort of Library Champions shared their outreach experiences and reflections with us. There were many touching stories of connection and helpful ideas around how to improve services to newcomers.

"The Library is like a treasure box, there are so many treasures. Most of the newcomers don't know it's also a portal to get access to the job market. This is very helpful information."

"I didn't know there was so much functions and resources before I took part in the program. Now I know not just the books to return and borrow, a great amount of digital resources and a lot of lectures every week. I think the Library is a spiritual home for us, especially for newcomers. As Library Champions we are a bridge for the community to the library, for our friends who don't know about all the resources."

January – March 2021

+15%

Ebook and downloadable audiobook borrowing

+21%

Online database views

+33%

Holds

STRATEGIC HIGHLIGHTS

Learning



- In a new online version of our popular **Book Buddies** program, young readers met virtually with teen volunteers stationed and socially distanced at the Library on Zoom.
- We offered a new program, **Webex: Getting Started**, to support community members interested in attending District Council meetings and public hearings via Webex during the pandemic.

Inclusion

- In January, a group of volunteers helped us decorate for **Lunar New Year**.
- In March, we displayed a haft-seen table to celebrate **Norooz** and the Library produced a Norooz Showcase featuring lively music, folk dance, and storytelling.
- We partnered with the **West Vancouver School District Parent Advisory Committee's Inclusion Committee**. At their March event, the Diversity Strategist speaker called out our Inclusion Hub webpage and called it "one of the best collection of resources I've ever seen."
- Twenty-three staff participated in **AMSSA's Safe Harbour – Respect for All** diversity and inclusion e-learning module for workplaces.

OVERVIEW

In February, the Library returned to seven day a week service. We were also open for **BC Family Day**.

Our online learning products and e-collections continued to be popular. From January through March this year, our **online database views** were **21%** higher compared to the same period in 2020. **Ebook and downloadable audiobook borrowing** was **15%** higher compared to Q1 2020, and **holds** were up **33%**.

While supporting this growth, staff also offered a breadth of virtual events—from a **Live in Your Living Room virtual concert**, to **Advanced ESL Bookclub**, to a full suite of **Spring Break programs for kids**, and so much more.



Community

- A popular Persian magazine, **Hamyari Media**, published a comprehensive overview about the history and nature of Persian collections in Metro Vancouver libraries. There was a segment about the history of WVML's Persian collection, which was started 30 years ago by **Ebrahim Azarm**.
- Thanks to grant funding to the three North Shore libraries from the **West Vancouver Foundation**, the Government of Canada's Emergency Community Support Fund, and the



Government of BC, we started **lending Chromebook** laptops to help address the digital divide in our community. All Chromebooks were placed on hold within one week of launch.

Integrity

- We offered our first virtual **Tech Talk: AI Technology and Its Applications to Healthcare**.

One participant said:

"The program was excellent, very inspiring and insightful!"



- We launched **Creativebug**, a new resource with instructional videos on drawing, painting, sewing, knitting, crocheting, quilting, baking, and more.

OPERATIONS

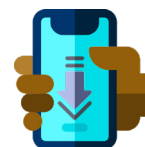
23,482
ENQUIRIES



141,018 Virtual visits
In-person visits **44,588**

CHECKOUTS **179,721**
Physical **145,636**

E-content downloads **34,085**



Q1
January 1 –
March 30



518
New library cards
processed



3,853
PROGRAM ATTENDANCE

2,476 Adult

1,377 Youth (Early Years, Kids, Teens)



Online
database views
20,243

WVML FOUNDATION

West Vancouver students (including the Grade 6 class at Hollyburn Elementary, pictured below) tuned into our virtual Booktopia presentation with Head of Youth Services Shannon Ozirny and Newbery Award winner **Jerry Craft**.

Booktopia is sponsored by generous donations to the Foundation, in partnership with West Vancouver Schools.

"Can I just say how beautiful it was to watch Jerry Craft in conversation with Shannon Ozirny?"

"We didn't connect live but I wanted you to know that four classes watched today with me and I'll have some others viewing in the next week or so. I love the option to access it later."

In February, two of our Foundation volunteers organized "Reach for the Stars," an event for young aspiring aviators, and raised \$1,500 for the Foundation.



FRIENDS

As the Friends' only fundraiser in 2020, the Book Cart made **\$8,326.76**. In 2020, the Friends donated **\$5,585.69** to support programs like **Summer Reading Club**, the **Oral Histories Project**, **Reading Link Challenge**, **Family Explorer Backpacks**, **digitization projects**, and more.

SHOW YOUR SUPPORT AND BECOME A FRIEND OF THE LIBRARY!

The Friends also rely on membership fees to support Library programs and services. New members are always welcome! Applications may be picked up in the Library or found online at wvml.ca/about/friends-library.

