

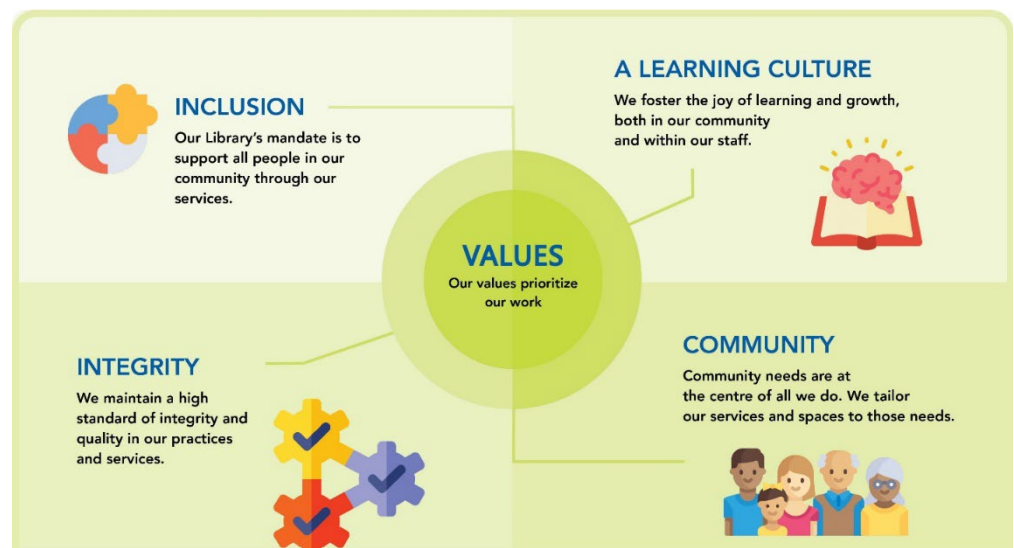


And the beat goes on...

At the end of 2023, we completed a small but mighty change to the reception experience in our Main Hall—the beating heart of our Library. Reaction has been very positive, and we find we need less signage because everyone seems to intuitively ‘get it’: they know where to find help and holds, and many have mentioned their appreciation of the new location for the *Panel of Knowledge*, an artwork by acclaimed artist Halikium. In the first part of 2024, we will also host the *Witness Blanket*, an artwork and national monument that invites us to bear witness to the experience of Residential School survivors, and of those who did not survive.

Following the *Witness Blanket*’s departure, we will create a new and improved Main Hall concert layout and improved sound system, thanks to the generous bequest of Robert Leslie Welsh. Later in the year, we hope to host a creative residency in music or songwriting and to create a music appreciation nook on our computing floor, along with a consistently available digitization station.

Finally, 2024 will be a year for tackling a major project that is needed for seismic reinforcement. Our mezzanine floor and roof will be reinforced, meaning that 35,000 items will be placed in long-term storage and available only by placing holds. As always, we will work to be as efficient as possible and maintain our high levels of service, keeping the most popular items on hand for easy browsing. At the same time, our heating system upgrade will help us transition away from fossil fuels, and the installation of a vertical lift to our rooftop garden and parking area will provide accessibility for all. All of this work and the other highlights outlined in this year’s business plan will keep staff dancing at full capacity—as the beat goes on.





INTEGRITY

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

2024 goals

- Facility renewal [major]: seismic upgrade to Mezzanine and roof. Plan renovation to minimize disruption to service—this project involves moving 35,000 items or more, and large portions will go into long-term storage.
- Facility renewal: Youth Space Planning
- Facility renewal: improved concert experience (sound, orientation, and layout)
- Workflow improvement: circulation work area
- Climate Future
 - Perimeter heating: natural gas to electric
 - Strategic partnership programming (example: EV petting zoo, repair café)
 - Swáýwi temíxw further development: new elements, placemaking, educational signage
- Honouring Reconciliation
 - Host *Witness Blanket*
 - Support Language Revitalization
- Transition to new staff productivity/collaboration software environment
- Refresh Business Continuity Plan and safety procedures
- Support mental wellness and safety training opportunities for staff
- Refine HR policies and continue Workplace Violence Prevention efforts
- Internal assessment work
 - Staff engagement survey



A LEARNING CULTURE

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

2024 goals

- Programs/partnerships to support economic development and workforce skills, conduct at least one business outreach initiative
- Continue to foster creativity and the love of art and music through innovative programming, exhibits, and:
 - Hosting a creative residency: music / songwriting
 - Developing a music appreciation nook on the computing floor
- Introducing an improved creative digitization station that is consistently available
- Launch of Summer Reading Club for Adults
- Launch of shared North Shore News digital archive (North Shore District Public Library: lead agency)
- Major partnership events: West Coast Modern Week, North Shore Writers Festival, North Shore Reads, North Shore Authors Collection
- 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.

2024 goals

- Library general user survey (this is done roughly every 5 years)
 - Preparatory work for a long range growth plan
- Plan for 75th anniversary celebration in 2025
- Support community safety-related programs and services (FireSmart, support EoC actions, acting as a cooling centre, etc.)
- Responsive community outreach, and partnerships
- Refresh outreach and welcome materials
- Expand non-English programming and services



INCLUSION

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

2024 goals

- Implement recommendations of the WVML Accessibility Plan, including:
 - Accessibility facility walkthrough
 - Installation of a vertical lift to the rooftop garden
- Participate in and support District of West Vancouver corporate EDI and Accessibility initiatives
- EDI survey and staff/board engagement on WVML Equity Statement
- Expand support to people living with Dementia and their caregivers