

2016 ANNUAL REPORT



In 2016, we continued with our focus on “connecting”. Here are some of the highlights of our activities during the year.

Connecting With You:

Held nine community conversations with newcomers and long-term residents of the City of North Vancouver • Established ongoing customer service workshops for staff • Engaged with 480 teens through focus groups and surveys • Awarded five Library Small Grants to residents for projects that brought people together

Connecting With Community:

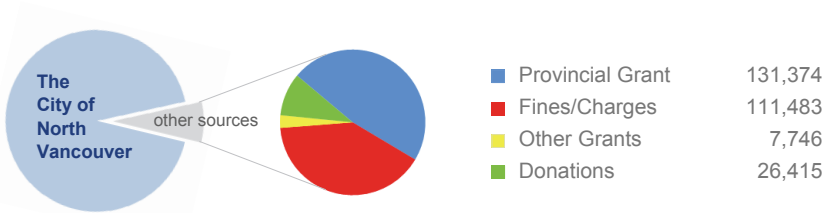
Coordinated program content and schedules with other North Shore libraries to maximize access and minimize overlap • Partnered with Kelty Dennehy Mental Health Resource Centre and implemented an online catalogue and book circulation system for them • Continued to participate in community planning tables adding North Shore Literacy, Transit Demand Management, and Health Matters

Connecting Through Technology:

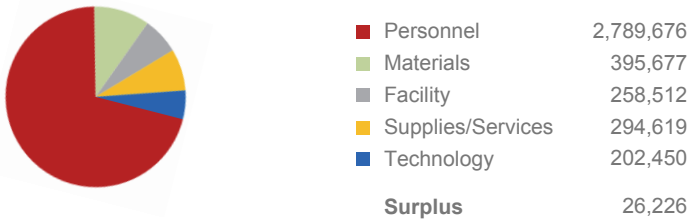
Implemented new digital services workshops at Harry Jerome and John Braithwaite Community Centres, North Shore Multicultural Society, and Silver Harbour • Launched a digital creation station, enabling users to convert analog material to digital formats • Introduced in-library demos to promote online services • Implemented an iPad lending service • Launched the MobileCirc app to expand real-time library service to customers in off-site locations • Implemented a mobile-responsive version of our website, as well as mobile printing

TOTAL REVENUE **\$3,967,160**

In 2016, the City of North Vancouver funded \$3,690,142 of our total revenue. The balance came from the following sources:



TOTAL EXPENDITURE **\$3,940,934**



THANK YOU FOR YOUR SUPPORT IN 2016

\$50-\$99	Telus • Wendy Jang • Janet McCoy • Judy Neumann • Kathleen Best • Gretchen Cleveland • Jerome Irwin
\$100-\$299	Vancouver Kidsbooks • ARA Professional Travel & Support Inc. • Association of BC Public Library Directors • Scotiabank • Anonymous
\$300-\$599	Margaret McPherson • Shirley Cumberbatch • Mano Davar • RBC Dominion Securities Inc. • Korna Natural Pet Supplies Ltd. • Anonymous
\$1000-\$2500	Rita Nash • Jean Hamilton • Friends of the Library • Bull, Houser & Tupper LLP
\$5000-\$10000	Ultra Productions • Polygon Homes Ltd. • Bodwell High School