

2020 Report to our Community



The North Vancouver City Library is grateful for the opportunity to learn and grow on the traditional, ancestral and unceded lands of the Coast Salish Peoples including the territories of the Skwxwú7mesh (Squamish) and səlilwətaʔ (Tsleil-Waututh) Nations.



Daniel Ji stands with a fresh collection of books to take home. Ji stopped by to proudly donate his birthday money to the library in February, 2020.

// A NOTE FROM THE CHIEF LIBRARIAN & BOARD CHAIR

This year challenged our community’s resilience, residents’ feelings of security and belonging, and City Library’s ability to deliver accessible, barrier-free service to the community. It also underlined the role our library plays in sustaining a sense of connectedness and normalcy in uncertain times.

In the early days of January, our community, together with all of Canada, was shocked and heartbroken by the tragic loss of life when **Ukrainian Airlines Flight 752** was shot down over Iran. Community members came to City Library to mourn their neighbours, share memories and express support for one another.

In March, the fast-moving **COVID-19 pandemic** forced us to close the library, and we quickly undertook the work of responding to a community in crisis. Library front-line staff exercised all their creativity to develop alternative services, while other members of our team reached out to community partners and supported the work of the North Shore Emergency Operations Centre. We responded to the community in the ways we knew best: delivering books, hosting online storytimes, providing high-quality information and referrals, and connecting people with technology — and, as quickly as we were able, reopening and restoring services so the community could once again experience the library in person.

We also proudly announced the **elimination of overdue fines** in May, becoming the first library in the Lower Mainland to do so. This work, initiated by the Library Board of Trustees and supported by North Vancouver City Council, ended an ineffective practice that disproportionately impacted our most vulnerable community members and affirmed City Library’s commitment to equitable access.

As attention focused on the violent oppression of Black, Indigenous, Asian and other racialized people globally and locally, City Library supported community learning on the topics of **anti-racism, reconciliation and decolonization** through reading and programs. Trustees and staff also committed to identify and address structural and systemic racism in library practices and policies — work that continues into 2021 and beyond.

We are deeply grateful to everyone who has cheered us on and supported the work of City Library in 2020. We could not do this work without the foundational support of the City of North Vancouver, the many generous gifts from donors that allow us to go above and beyond, and the collaboration of our community partners.

Throughout this year, we have been guided by our vision to **sustain a vibrant, healthy community** through support for personal growth, skills development, innovation and collaboration. As COVID drew attention to the many divides in our community, the role of the library as a community gathering place and our responsibility to advance equity have never been more apparent.

Leane Neufeld
BOARD CHAIR

Deb Hutchison Koep
CHIEF LIBRARIAN

North Shore libraries continue path to reconciliation and learning

Our evening with Bob Joseph, author of *21 Things You May Not Know About the Indian Act* and President of Indigenous Corporate Training Inc., was a high point in the 2020 programming calendar. Made possible through the joint work of the three North Shore library systems and the North Vancouver Recreation and Culture Commission, this special evening, like most library events in 2020, shifted online to address pandemic restrictions.

Community interest in learning more about the historical and ongoing impacts of the Indian Act is strong. More than 500 people registered and tuned in for the virtual event. Joseph delivered a compelling presentation on the harms experienced by Indigenous individuals and nations as a result of the Indian

Act, as well as its ongoing legacy for inter-governmental relations and reconciliation.

The evening ended with a thoughtful discussion moderated by Alexander Dirksen of Métis Nation BC.

It is so promising and exciting to see the work libraries have committed to in the meaningful pursuit of reconciliation, and it is always such a pleasure to work alongside you on events such as these.

— Alexander Dirksen

In conjunction with the community event, North Shore library staff and trustees also participated in a comprehensive workshop with Joseph exploring the historical relations between settlers and Indigenous communities, from pre-contact to the trauma and aftermath of Canada's residential school system.

Community book discussions of *21 Things You May Not Know About the Indian Act* followed, hosted by the three libraries in partnership with the North Shore Multicultural Society and Reconciliation Canada. ■



Take-Home Tech initiative helps vulnerable North Shore residents get connected

When the library closed its doors in March, many community members lost their access to computers, the internet and technology support — at a time when work, school, family connections and everything from grocery shopping to medical appointments was moving online. Recognizing the impact this was having in our communities, the three North Shore library systems took action to develop the Take-Home Tech program, with a generous donation from Telus.

In partnership with the North Shore Emergency Operations Centre and 20 community service providers, the libraries delivered 200 tablets and 200 mobile phones to isolated seniors, struggling families and people coping with financial hardship.

A corporate partner provided the devices, service providers identified clients in need, and libraries coordinated distribution and offered the wrap-around technology learning and support services recipients needed.

Working together, we ensured devices quickly found their way into the hands of those who most needed them. ■

A senior at Capilano House, who was given a tablet, used it to connect with friends online and also to check out grocery store deliveries and prices. The device has made him feel more valued as a senior in the community — he knows that somebody cares about him.

— Parkgate Community Services Society

Digital learning at home

The pandemic has prompted transformations in businesses and workplaces. In 2020, City Library users looking to learn new technologies and enhance their skills participated in more than 80,000 online courses through LinkedIn Learning.

While all of our online resources saw a tremendous increase in use during 2020, LinkedIn Learning (previously known as Lynda.com) proved to be an especially valuable resource for our customers.

LinkedIn Learning offers thousands of video instruction courses on technology, business and creative topics — all taught by seasoned professionals. Access continues to be free for all City residents with a library card.

Most requested digital learning topics in 2020

- Photography & video editing
- Business writing
- Big data
- Microsoft Office skills
- 3D design
- Computer programming
- Graphic design
- Time management
- Intro to video conferencing & using Zoom

MONSTER

coding

If you think teaching the principles of computational thinking to young children sounds like a challenge, try using a puppet.

Librarian Kat Barrette was one of many library staff who helped City Library implement digital services in response to pandemic restrictions.

When the library closed its physical doors in March, Barrette raided the Children's Department for anything she could use in a program: Lego blocks, stuffed animals, Keva planks and lots of books. She was determined to keep at-home learning and discovery accessible for the library's youngest patrons.

"There is a huge tech deficit for children, and learning principles and concepts in a two-dimensional space — like a screen — can be challenging for knowledge retention," Barrette said.

Enter Woz: City Library's lovable, tech-savvy monster who helps copilot the popular "Teaching a Monster to Code" video series.

With Woz at her side, Barrette helps break down computational thinking

principles into easy-to-understand concepts in a screen-free sphere.

Puppeted and voiced by Barrette's partner, Chris Andrechuk, Woz has developed a personality all his own. Having an on-screen partner also has benefits for viewers. Woz illustrates a natural curiosity and childlike wonder in the absence of having a live, interactive program.

The series is extremely practical in its delivery.

"I wanted families to be able to use what they had at home so they could troubleshoot and practice the concepts on their own."

In one video, Woz and Barrette work together to write instructions for recycling a piece of paper. The idea? Learn about and practice programming and debugging in real time with a thoughtful, hands-on activity. Introducing the concepts online and encouraging children to practice offline on their own also gives little ones a break from long stretches of screentime.

"Children learn through play," Barrette said. "The goal is to remove as many barriers to that learning as possible." ■

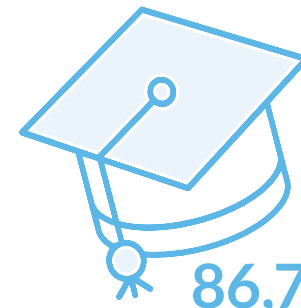
Watch Kat & Woz on City Library's YouTube channel at youtube.com/c/NorthVancouverCityLibrary



330 PUZZLES & GAMES available to borrow

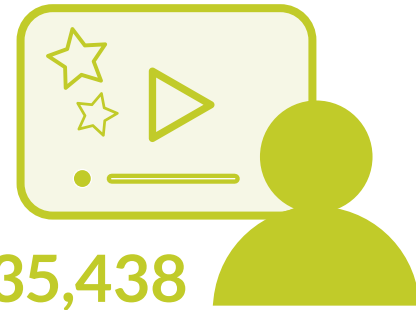


86,763
online courses taken



WHERE THE CRAWDADS SING
DELIA OWENS
AMERICAN DIRT
JEANINE CUMMINS
CAMINO WINDS
JOHN GRISHAM
So you want to talk about race
IJEOMA OLUO
BECOMING – MICHELLE OBAMA
Most borrowed physical books

503,126
titles borrowed



35,438
video views

YOUR Library

IN NUMBERS
2020



455,365
digital visits

20,979
people attended
856
programs

3,218
new ebooks & audiobooks purchased

11,849
takeout
items
borrowed



3,291
new library
cards issued

A year of resiliency

How we reinvented library services in a year that challenged us all

A mural by Erica and Maddy Phillips brightens the library's windows and Civic Plaza.



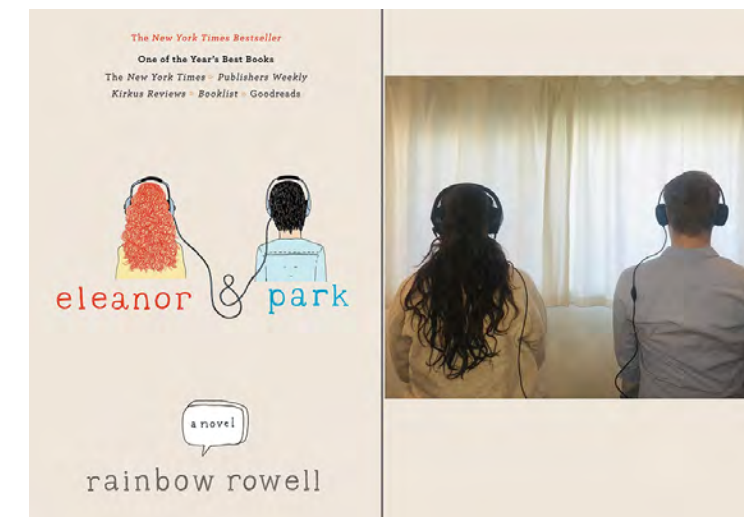
Above: Library Services Assistant Loredana Altieri prepares a new collection of board games for circulation in December. The library introduced board games and jigsaw puzzles to its permanent collection to help people spend meaningful, screen-free time together.

Left: Children's Librarian Karen Coyne walked more than 1,750 kilometres to and from her home to the library building. Nice kicks!

Below: City Library's takeout initiative helped community members receive thousands of books and other library materials during the building's closure.



Our quarantine #BookCoverChallenge on Twitter had the community flexing their creativity.



Partner spotlight

North Shore Pride Alliance

City Library partners with more than 100 area organizations to help strengthen our community. This past year — one unlike any other — has highlighted the critical importance of these partnerships and the interconnectedness of the North Shore.

In 2020, the North Shore Pride Alliance (NSPA) reimagined their annual celebration in a virtual venue. City Library, in addition to helping with technical support of the virtual event, contributed a curated reading list and hosted NSPA co-founder Gary Woods for a special story time. We also participated in NSPA's virtual gala, "Pride 2020 Reimagined," with a special City Library staff segment highlighting our LGBTQ+ collection. ■

What you're saying

Comments from our year-end survey

The library is a great asset for the community — it provides a place to socialize, learn, teach, and have access to opportunities that otherwise would not be available to people who don't have the economic and physical means to do so.

I always feel welcome and have received very good service in my visits to this library. The Persian books are a very helpful source of knowledge to people who can read Persian, but not able to read English. It is much appreciated by many Persian community members. Kudos to the wonderful staff of this library!

Excellent work and congratulations for all for keeping the library open, particularly during COVID. Staff are helpful knowledgeable!

I love my library and appreciated all the library has to offer. It kept me sane more so during this pandemic. I rely heavily on the access of the library in keeping my mind active.

Love the library! Just like police and fire: an essential service!

What can you do in the Fresh Air Library?

Challenge your bubble to a board game

Use the Wi-Fi

Watch the world go by

Read a book

Pluck the ukulele

Piece together a puzzle

Peruse the news

Play a round of euchre

Eat your lunch

FRESH AIR



LIBRARY

Before the pandemic, there were more than 350 places to sit in City Library — and sometimes even that wasn't enough for everyone who wanted to read or study or learn in the library. When public health and safety protocols restricted indoor seating, staff started looking for creative solutions.

In partnership with the City, we set up the Fresh Air Library in a corner of the Civic Plaza in September. With socially distanced seating, café tables, Wi-Fi access, a daily selection of newspapers, and surprise visits from the book bike, we've brought a little bit of the library to this popular outdoor community space. ■

We gratefully acknowledge the people and organizations who have financially contributed to the successes of City Library in the last year.



\$5,000+

G3 Terminal Vancouver
Betty & Dan Perrett

\$1,000 – \$4,999

Anonymous
Jean Hamilton
Rita Nash

\$301 – \$999

Anonymous
Shirley Cumberbatch
Christine Lilley
Daniel Ji
Margaret McPherson

UP TO \$300

Anonymous (5)
Animals.tv
Wendy Alden
Mary Anderson
'Lyn Anglin
Kathleen Best
Christian Beaudrie
Alison Brookfield
Margery Hart
Deb Hutchison Koep
Houman Keyani
Delia Loucks
Meghan Mathieson
Jeffrey Rushen
Dorothy Watters
Eleanor & Edmund

GIFTS IN MEMORIAM

Gayle Woeste
Pratima Madan

SUSTAINING SUPPORT

City of North Vancouver
Province of British Columbia

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Walter Zicha
COLLECTIONS & TECHNICAL SERVICES




Teens open a box of postcards and gifts from Shibu Maku School in Chiba, Japan in January, 2020. City Library teens participated in a cultural postcard exchange with the school in celebration of 50 years of the Sister City partnership with North Vancouver.



North Vancouver City Library
120 14th St. West
North Vancouver, B.C. V7M 1N9
Canada

Many local VIP storytellers donated their time to read for virtual programming in 2020.

*Top row from left: Gary Woods, North Shore Pride Alliance; City Councillor Jessica McIlroy.
Bottom row from left: Mayor Linda Buchanan; John Chapman, North Shore Emergency
Management Planning Officer; Clare Husk, Film and Community Events Coordinator;
North Vancouver RCMP Supt. Ghalib Bhayani.*

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