

# 2022 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 Úxwumixw (Squamish Nation) and sə́lilwətaʔ (Tsleil-Waututh Nation).

2022 PROGRAMMING THEME

# The Future



The library's annual programming theme helps shape and inspire learning opportunities for the community throughout the year. In 2022, as we emerged from the pandemic, we looked to the future.

City Library staff delivered more than 80 future-focused programs including a filmmaking camp for youth (pictured above), a forward-thinking writing contest inviting teens to imagine the world in 50 years, book club discussions of *Me Tomorrow: Indigenous Views on the Future*, and community screenings of TED Talks 2022: "A New Era."

Cover: Princess Leia, a 6-year-old golden retriever, is read to during City Library's "Paws 4 Stories" program. The early literacy program, a partnership with a St. John Ambulance therapy dog, helps encourage reading aloud and alleviates reading anxiety for children.

## // A NOTE FROM THE BOARD CHAIR & CHIEF LIBRARIAN

During the early days of the pandemic, City residents turned to the library to escape through a good book, access online learning for skills development, use technology for school and work — or just to feel a sense of connection in the face of isolation and uncertainty.

In 2022, after a rocky start with the COVID-19 Omicron variant, library services were restored and we could see the pandemic's impacts play out.

Community members continue to use the library avidly — with nearly 12 items borrowed for every resident, borrowing levels in 2022 were 15% higher than pre-pandemic. Books remain a mainstay, ebook use is multiplying, and we continue to grow our "library of things" — adding birding backpacks, CO<sub>2</sub> monitors, memory care kits and more.

With online learning, telehealth and virtual meetings here to stay, we see more people using library spaces and developing new skills in technology classes.

The rising cost of living is reflected in high attendance at programs about budgeting, DIY and "urban homesteading." Mending and repair cafes, where people can get help to extend the life of their clothing and appliances, and resources like the seed library are more popular than ever.

Another impact of the pandemic has been to underscore social inequities. Twice a week, the Open Door Community Hub offers people a safe space for connection and friendship, supplemented with light meals and access to basic supplies. A community access worker is on hand to connect people to information about critical services like emergency housing.

The library's work is supported by close collaborations with community partners. Working together enables the library to expand access to expertise and resources for library users — and helps partners connect with potential clients and increase awareness of their services in the community.

As always, we are deeply grateful for the foundational support of the City of North Vancouver and the Province of British Columbia, and the generous gifts from donors that enable us to go above and beyond. We are also thankful for our creative, generous, kind staff — who bring their whole selves every day to make the library a vibrant, inclusive place for all.

Brendan Harvey  
BOARD CHAIR

Deb Hutchison Koep  
CHIEF LIBRARIAN



## Intimate regalia display celebrates Indigenous culture

City Library was honoured to collaborate with Salsímiya Janine Gonzales (Squamish) on a display of her regalia in the entrance of the library. The regalia included clothing, drums, rattles and clappers all designed and made by Salsímiya. Much of the clothing was created while Salsímiya was enrolled at the British Columbia Aboriginal Network on Disability Society (BCANDS) at Capilano University in the 1990s.

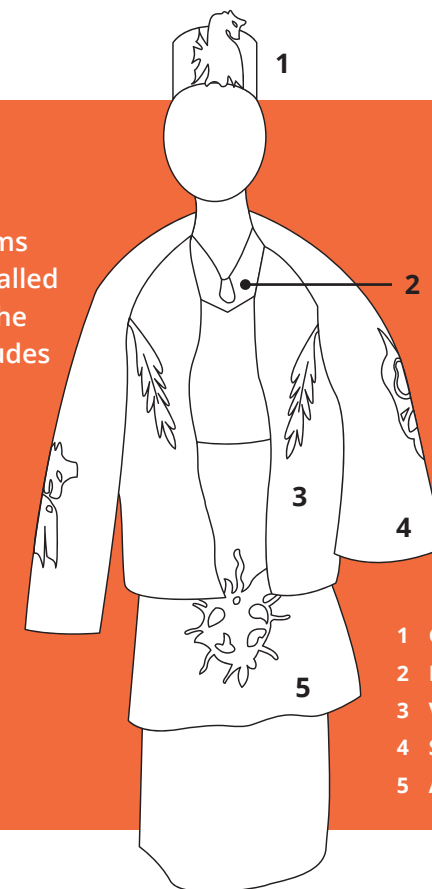
The display also included a statement from Salsímiya about her artistic journey. It was featured prominently in the library's main lobby accompanied by a selection of books and materials about Squamish

culture and Indigenous history.

Library staff worked closely with colleagues at the Museum and Archives of North Vancouver (MONOVA) to develop educational display boards to accompany the exhibit. Museum staff also offered guidance and curatorial advice to ensure the display was a success.

The project increased public awareness about Squamish culture by displaying contemporary regalia in an intimate way: visitors were able to view the items up close and were permitted to photograph them — a rare opportunity that Salsímiya was enthusiastic to support. ■

► The formal dress and items used in ceremonies are called regalia. The imagery on the pieces in the display includes feathers and animals: bear, wolf, eagle. Regalia is sacred. In Squamish culture, permission must be given for others to handle and photograph regalia or Indigenous people wearing regalia.



- 1 GRADUATION CAP
- 2 MEDICINE POUCH
- 3 VEST
- 4 STOLE
- 5 APRON





# Inspired after-school programming for the middle years

Throughout 2022, City Library coordinated regular, in-library after-school programming for middle years children — youth in grades 4, 5, 6 and 7 — as part of a City of North Vancouver-led effort to expand options for childcare. The library is a safe and familiar place for young people to exercise their emerging independence and benefit from staff-directed activities and learning. Four days a week, City Library hosts after-school programs especially for tweens such as Lego robotics, writing help, stop motion animation, crochet workshops and the Collaboratory Club.

Young people can spend time building robots, trying out coding languages, or exploring game design. These STEAM-focused programs make after-school time an enriching experience and add more options for after-school activities in our community. ■



Visit City Library's digital calendar for a complete listing of programs for youth



## ► New databases & digital collections

City Library added more than 100,000 new digital resources, ebooks, newspapers, streaming services and more to the collection in 2022. All are accessible with your library card — visit [nvcl.ca/digital](https://nvcl.ca/digital) to browse!



**Ancestry Library Edition**  
Add branches to your family tree with this popular database



**Bibliothèque Numérique de la Colombie-Britannique**  
A French ebook collection with titles for every age and fluency level



**Kanopy**  
On-demand video streaming with world-class cinema, foreign films, documentaries and more



**BC Historical Newspapers**  
Browse the archives of BC newspapers dating back to 1884

# Memory care kits help keep cognitive challenges at bay

City Library debuted a selection of brand new memory care kits thanks to a generous donation from G3 Terminal Vancouver.

The set of six kits is designed for adults experiencing cognitive challenges such as dementia, Alzheimer's disease or memory loss. The kits promote brain health and also support caregivers in creating meaningful moments together with those they care for.

The kits include interactive items like puzzles and games to increase cognitive stimulation, busy blankets for focused activity, and resources for caregivers. Kits can be checked out for four weeks and are now available for borrowing.

Nick Wilcox, G3 Terminal manager, stopped by the library in December to help launch the kits with Rakhshanda Ansari, accessible services librarian, and board trustee Stephanie Bolton.

The kits join City Library's many other non-traditional items available for circulation and help to enhance the library's accessible services for the community. ■



*A reusable watercolour painting is one of many items included in City Library's new memory care kits. Kits are available in early, middle and late-stage memory care.*

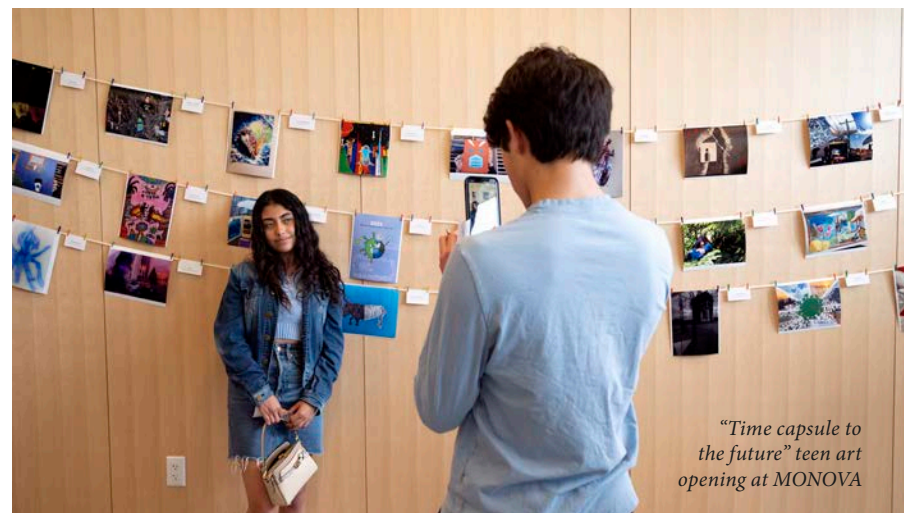






# Connecting people with partners

The library is a place of learning and a trusted community space. Free, open and welcoming to all, the library is often a first stop for people needing information to navigate life changes and challenges.



"Time capsule to the future" teen art opening at MONOVA



## Community learning

**City of North Vancouver**  
CityFest scavenger hunt  
Invasive species & the future of our parks  
Bike repair cafe (with Pedal Society)

**St. John Ambulance**  
Paws 4 Stories

**Parks Canada**  
Learn to camp series

**Capilano University**  
Capilano Universe lecture series  
Writing support

**Chenka Studios**  
Mending cafe

**InterLINK**  
Author talks for kids

**MONOVA**  
Time capsule to the future  
Night at the museum  
Honouring North Vancouver's Black History

**The Cinematheque**  
Filming for the future

**PELAN & Blackout Theatre**  
Iranian documentary films

**The Writers' Union of Canada & North Shore Writers Association**  
Author talks & writing workshops

**NPower Canada**  
Youth tech career info



In 2022, City Library visitors connected with community partners through more than **430** collaborative programs



## Newcomers

**Impact North Shore**  
Beginner English classes  
Newcomer info sessions in Farsi

**Capilano University, Raise-a-reader, NVDPL**  
First language storytime kits

**United Way British Columbia**  
Neighbourhood get-together  
Community craft

**Roshana School & VICO**  
Nowruz storytimes and celebrations

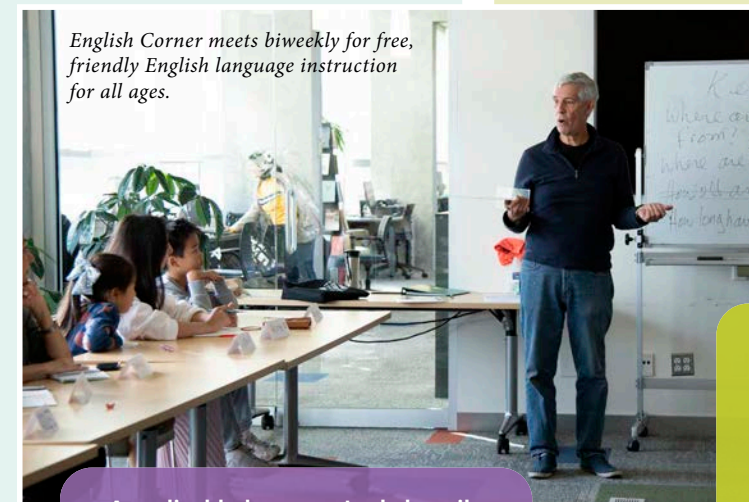
**The Quay Market and Food Hall**  
Canadian cooking for newcomers

**Tenant Resource & Advisory Centre**  
Tenants' rights & responsibilities

**NewToBC**  
Library champions

NVCL was my first friend after immigrating to Canada. I use this safe place to borrow Farsi and ESL books for me and my son. This library has helped me keep my connection with reading after immigration.

English Corner meets biweekly for free, friendly English language instruction for all ages.



As a disabled person, I rely heavily on the library for community and a place to rest or read for a while. On a fixed income, it is my only source of entertainment — a lifesaver!



## Seniors & healthy living

**Seniors First**  
Learn about elder abuse

**Capilano University**  
Empowering older adults & caregivers

**Family Services of the North Shore**  
Caring for older adults

**CNIB Foundation**  
Assistive technology tutorials

**Squamish Lil'Wat Cultural Centre & Alzheimer Society of BC**  
Seniors' gatherings

**CMHA North & West Vancouver**  
Peer-assisted care team

**Crisis Centre BC**  
Improve your wellbeing & reduce stress

COMMUNITY CONNECTION & BELONGING



## Financial literacy

**Credit Counselling Society**  
75 Ways to save on household expenses

**Canada Revenue Agency**  
Tax benefits & credits for seniors  
Tax clinics

**BC Hydro**  
Save power, save money

**Family Services of Greater Vancouver**  
Saving for retirement  
Saving & investing  
Budgeting (in Farsi)

I started a social enterprise all because of the library! I inhaled gardening books, and now I sell flower bouquets all over the North Shore with proceeds going to help newcomer families in need. I tell everyone that my business started all because of a library card!

The library staff are more than just librarians. They have taken on the role of social stewards in our community, helping those in need. Libraries have changed over the years and are essential to supporting our community.



**95%** of our partners say connecting with the library helped **amplify the impact** of their organization



# Digital branch revitalized with launch of fresh website

City Library's digital branch at [nvcl.ca](https://www.nvcl.ca) underwent a complete redesign in 2022. The brighter and more vibrant website was a year-long project that utilized extensive public feedback and user testing, plus staff experience and expertise, to upgrade the site's information architecture and navigation. The website also includes enhanced accessibility features — like the ability to change font size or colour — to better meet the needs of our community.


## New community hubs

Community hubs group resources and information together to create a one-stop-shop for programming, reading materials, links to community resources and many other offerings available through City Library.




**Immigrants & newcomers hub**  
[nvcl.ca/newcomers](https://nvcl.ca/newcomers)

Welcome to the neighbourhood!  
City Library is here to help you find the resources and information you need to transition to Canada. Find multilingual books and ebooks, connect with settlement resources or join a conversation circle to practice conversational English.



**Indigenous Peoples' hub**  
[nvcl.ca/indigenous](https://nvcl.ca/indigenous)

Explore City Library's growing collection of Indigenous authors and librarian-curated resources. The Indigenous Peoples' hub also centralizes 13 different learning guides, toolkits, workshops and webinars about truth, reconciliation and decolonization for all ages.



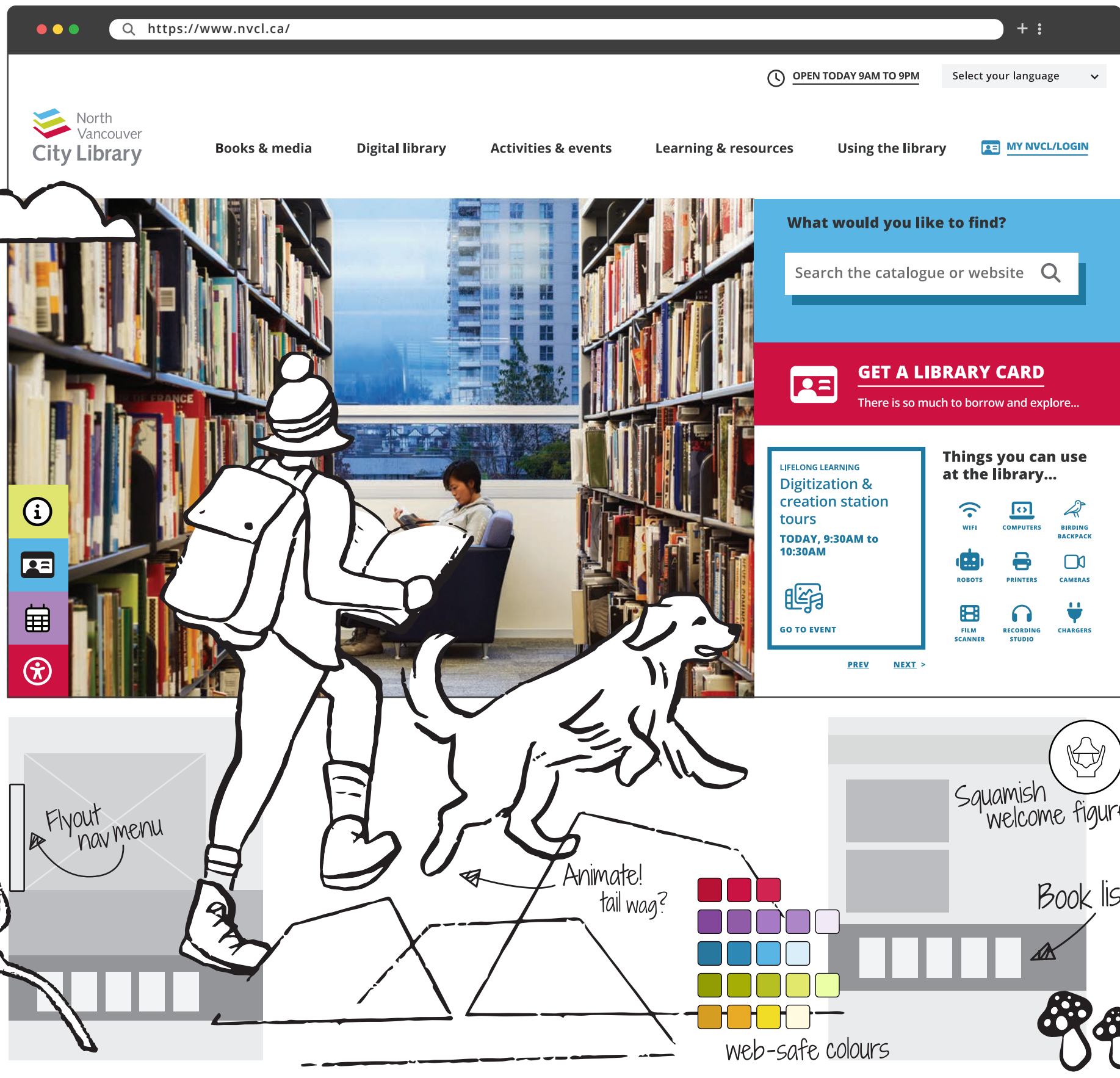
**Tweens hub**  
[nvcl.ca/tweens](https://nvcl.ca/tweens)

Find out about special programming and activities for youth in grades 4, 5, 6 and 7 like TWAG, the Tween Advisory Group, which plans events, recommends books and lots more. The Collaboratory Club is a place for tweens to build robots, try out coding, and game with friends on Nintendo Switch.



**Small-business hub**  
[nvcl.ca/business](https://nvcl.ca/business)

Connect to resources on everything from bookkeeping to business development, plus local information and contacts to make your business endeavours thrive.





## Stay awhile — the library's open

Spring rain batters the library's glass windows and a sharp wind scatters buds and blossoms about the plaza. But inside on this Friday morning, a carafe of coffee keeps warm the many people who've assembled for a friendly game of Wordle. The daily newspapers are politely picked through, and a 1,000-piece jigsaw puzzle invites people to place a piece or two.

This is the library's ODCH — the Open Door Community Hub: a twice-weekly, organized gathering space for everyone, hosted at City Library and staffed by a community access worker. It

evolved from the library's weekly pre-pandemic warming station, and provides a safe space for people experiencing or at risk of homelessness to find respite from the weather and connect with social services.

Now, the ODCH has become a mainstay for many people on the North Shore. This successful program, supported by the City of North Vancouver and financially enabled by the Strengthening Communities' Services Grant, has created a safe, welcoming and vibrant community. People who

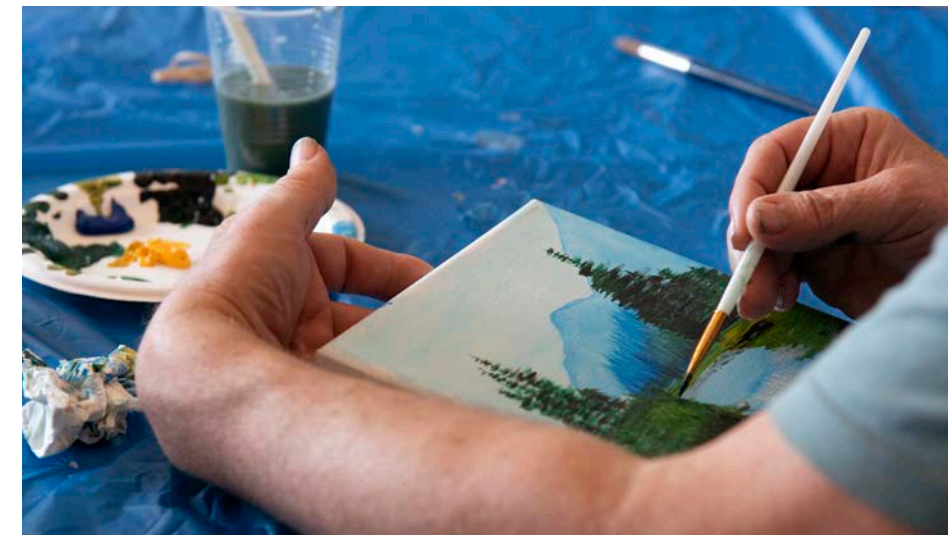
attend can get a hot drink and snack or free hygiene items, connect with other community members, and access library services like public technology, learning and literacy resources.

Community members coming together in the ODCH helps to dismantle barriers and honour the diversity of the community. The community access worker brings specialized skills, knowledge and training to the space, enabling them to address needs and make referrals to services such as housing options, places to safely shower, and spots to get a hearty meal.

In response to needs expressed by ODCH visitors, City Library has partnered with service providers in the community to host programs such as foot care, art workshops and income tax support.

Many people who utilize the space were frequent library users before ODCH programming began. Through the ODCH, library staff have built stronger relationships with community members who need the services of the library and our community partners.

The space, and the programming that happens within it, is a commitment to the community that the library is for everyone. ■



*Above: A community paint along workshop, Bob Ross-style. Opposite page: Gina Speranza is a Wordle master and regular attendee to the Open Door Community Hub at City Library. "It's the highlight of my week," she said. "I love the people here and I love the friends I've made."*

### 2022 AT THE ODCH:

 **2,545**  
VISITS

 **3**  
VISITS BY FOOT  
CARE NURSES

 **10**  
COMMUNITY  
PARTNERS

 **150**  
CARE KITS  
DISTRIBUTED

 **1,000+**  
GAMES OF  
WORDLE





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

\$10,000+

E.A. Farmer

\$1,000 – \$9,999

Anonymous  
G3 Terminal Vancouver  
Jean Hamilton  
Ann McKinnon  
Rita Nash  
TB Productions

\$301 – \$999

Ian & Jean Bateson  
Shirley Cumberbatch  
Christine Lilley  
Margaret McPherson

UP TO \$300

Wendy Alden  
Sandra Bateman  
Barbara Best  
Kathleen Best  
Stewart Bethune  
Carole Bower  
Bill Brent  
John Brown  
Joan Carlile  
Lorraine Chutka  
Cream Pony  
Ulisses Daniel  
Mary Downey  
Brian Dusting  
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Patricia Gares  
Roy Gill  
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Ian Kew  
Houman Keyani  
Sharon Kupsch  
Gail Lawson  
Michelle Lee  
Kathleen Leonard  
Gloria Lorenz  
Eva Luptakova

Lynn Valley Garden Club  
David MacLachlan  
Malcolm Man  
Margitte's Flowers  
Denny Maynard  
Timothy McGivney  
Lauren McGuire Wood  
Steven Melchiorre  
Theo Melo  
Frederick Metcalfe  
Donna Morgan  
Susan Murray  
MONOVA: Museum of North Vancouver  
Adrienne Nicholson  
Rhelda Nicholson  
Julia Oulton  
David Perfitt  
Stephanie Pink  
June Redekop  
Lisa Redmond

Wayne Renwick  
Jeffrey Rushen  
Jeanette Sands  
Carl Shalansky  
Melinda Slater  
Sahar Bani Soltan  
SPCA  
Athena Theodorakaki  
Victor Tilton  
Peter Tsang  
Vancouver Kidsbooks  
Gian-Aldo Villegas-Ty  
Katherine Walker  
Kimberly Wall  
Margaret Watson  
Dorothy Watters  
Margarete Wiedmann  
Gillian Wills  
Fane Wong

SUSTAINING SUPPORT

City of North Vancouver  
Province of British Columbia

GRANTS

Canadian Heritage — Young Canada Works  
Courthouse Libraries BC — Law Matters  
Raise a Reader — Decoda  
Union of BC Municipalities — Strengthening Communities' Services

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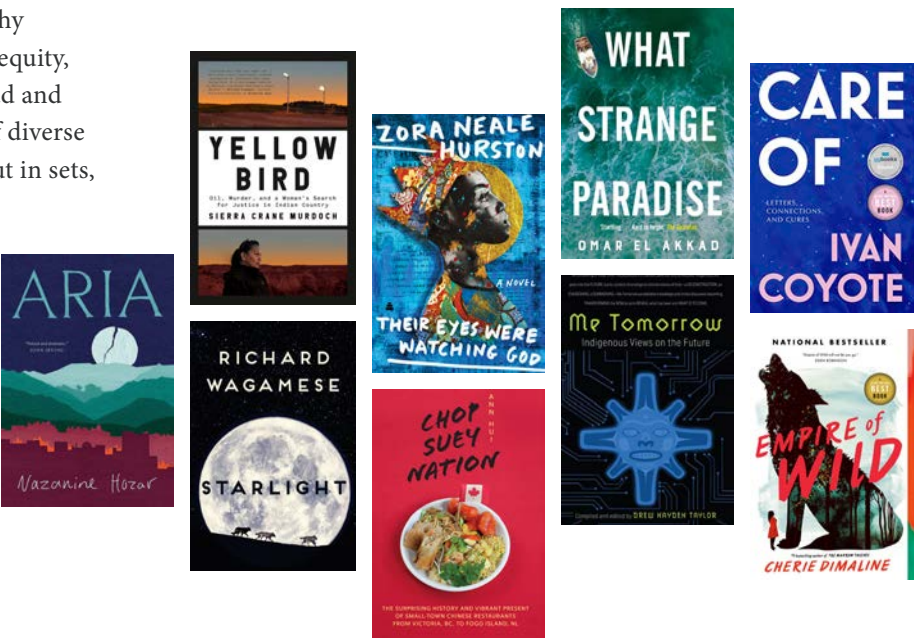
Anthea Leung  
Monique Liddle  
Kate Longley  
Kat Lucas  
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Wafaa Masri  
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Abigail Saxton  
Niceta Scherger  
Bingmei Sheng  
Steven Slaney  
Tegan Storch  
Michael Swanson

Shideh Taleban  
Sarah Tarcea  
Meredith Temple  
Angela Thitchener  
Hannah Toms  
Andrea Tsamis  
Charlotte Watson  
Ruth Wong  
Leanna Wright  
Walter Zicha

Reading diverse writers

As library staff, we believe reading builds empathy and community. Every six weeks, the staff EDI (equity, diversity and inclusion) book club gathers to read and discuss books by diverse writers and inclusive of diverse voices. All of these books can also be checked out in sets, so you can start your own book club.





# YOUR Library

IN NUMBERS  
2022

260  
km ridden  
on the  
book bike



112  
community visits



9.4%  
increase in borrowing  
since 2021

400  
puzzles to solve



6  
birding backpacks  
to explore



113,360  
ebooks  
downloaded



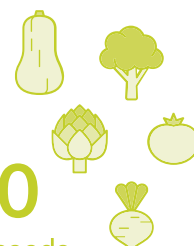
543  
take & make  
kits assembled



880  
creation station bookings



2,090  
free community  
room bookings



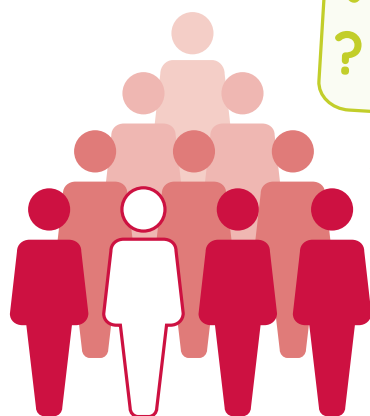
3,000  
packets of seeds  
available to check out  
from the seed library

40,728  
research questions asked



5,295  
new customers

1,160  
average in-person  
visits per day



95.9%  
people who feel inspired  
to learn more as a result  
of using the library

122,105  
internet  
sessions



150  
pieces of tech in  
the Collaboratory

2,178 attendees at tech workshops