

2024 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).



This page: We marked our 100th birthday in September with a community celebration and the annual Summer Reading Club medal ceremony. Festivities included button making and mural painting. Cover: Saba Ghaderi shows off a temporary tattoo she received during the SRC festivities.



// A NOTE FROM THE BOARD CHAIR & CHIEF LIBRARIAN

2024 at North Vancouver City Library was a year for reflection, celebration and looking to the future.

Throughout the year, we celebrated **100 years of library service** in the City of North Vancouver. Kids and teens designed special bookmarks to mark the anniversary, and residents of all ages joined us for an end-of-summer celebration. At year-end, we published a centennial community cookbook featuring recipes, stories and memories from community members. Check out the centennial timeline and library staff’s 100 recommended reads in this year’s report!

We also reflected on the **achievements of our 2018-2024 strategic plan**. Over seven years, guided by our vision to be the welcoming, vibrant hub of a thriving community, we have opened new spaces for technology learning and digital creation, added a new café lounge and open air library, installed Skwxwú7mesh weavings in our entry and worked to make library services inclusive and accessible for every member of our community.

In 2024, we continued to deliver on that plan. We inspired learning, discovery and creation through **literacy circles**, where library staff teach childcare workers to incorporate early literacy into their programs. We created vibrant space with a temporary **pop-up library at City Hall** to sustain critical library services during a day-long power outage. We championed equity and accessibility by partnering with Revenue Canada to support newcomers, seniors and others to file their taxes and access benefits. And we honoured Indigenous perspectives by hosting City Library’s **first Indigenous storyteller in residence**, Kung Jaadee.

We also looked ahead, conducting in-depth research and engaging nearly 1,400 community members to inform a **new strategic plan** for 2025 and beyond. While there are challenges ahead for us as individuals and as a community, we know that our library will continue to offer welcoming spaces and innovative services that connect people to information, ideas and one another.

We are deeply grateful to everyone who has supported our work this year, from the foundational support of the City of North Vancouver and the Province of British Columbia, to the generous gifts from donors that enable us to go above and beyond, to the collaborations of our community partners and the contributions of our amazing staff.

Brendan Harvey
BOARD CHAIR

Deb Hutchison Koep
CHIEF LIBRARIAN

Learning with Kung Jaadee: Inaugural Indigenous storyteller in residence

Since 2017, City Library has taken steps to respond to the Truth and Reconciliation Commission's 94 Calls to Action. We have formed meaningful relationships with members of Skwxwú7mesh Úxwumixw (Squamish Nation) and sə́lilwətaʔt (Tsleil-Waututh Nation), amplified Indigenous content and creators through library programs and collections, supported community learning, and provided staff with opportunities to increase their knowledge about Indigenous history and contemporary ways of being and knowing.

In 2024, City Library hosted Kung Jaadee as the library's **first Indigenous Storyteller in Residence**. Kung Jaadee is an author, educator, drummer and singer and was born and raised in Haida Gwaii. A member of the Haida Nation with ancestral connections to the Skwxwú7mesh Úxwumixw (Squamish Nation), Kung Jaadee shared Haida culture with our library community and explored her connections





to historical and contemporary Coast Salish culture and tradition. Programs offered during the residency involved drumming, singing and storytelling for all ages, and a writing workshop for tweens.

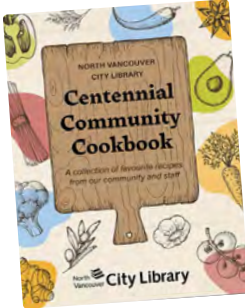
In a 2024 article in the North Shore News on the residency, she shared, "I am so grateful to be here, to feel so welcomed, and to be able to share my stories with so many community members who are so eager to listen and learn."

The residency also offered Kung Jaadee an opportunity to work on **her own artistic project**: a one-woman play based on the life of her great-great-great grandmother, a woman who was rescued from a beach on Haida Gwaii to escape the spread of smallpox. Through this work, Kung Jaadee hopes to educate people about the Indigenous communities who were decimated by settler-caused epidemics. ■

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The reality is, we really need to learn about the stories from the original people whose land we're living on. Settlers of all cultural backgrounds really must know the true history of this place.
— Kung Jaadee
◀◀◀◀◀◀◀◀◀◀

Programs with Kung Jaadee

-  Baby & toddler storytimes
-  Seniors gathering & storytelling
-  Freeform poetry
-  Squamish & Haida legends



(opposite page) Kung Jaadee stands for a portrait wearing some of her regalia including a hand-sewn button blanket. About 300 people attended programs with her in 2024. More of Kung Jaadee's stories are featured in the library's centennial community cookbook (left), where she has also shared her frybread recipe.



Power outage? No problem, we're open!*

**at City Hall*

As part of a regional upgrade that affected more than 600 addresses, City Library received notice of a **full-day power outage** for Tuesday, Dec. 10, 2024. During a power outage of this nature the library is unable to operate due to limited generator capacity.

To mitigate the impact to our community that a full-day closure would incur, and to sustain some basic levels of library services, City Library developed a plan for a **pop-up library** in partnership with City Hall.

- Select services included:
- A **“grab and go”** area for holds pickup in the library entrance during daylight hours;
 - A **“pop-up library”** in City Hall from 9 a.m. to 9 p.m. offering a selection of basic services including books for loan, newspapers to read, public Wi-Fi access, various forms of public seating and staff to help with services;
 - Library **programs** including Seniors Gathering, Canadian Resume Writing and Family Storytime.

The library pop-up was well received by the community: almost immediately after opening nearly all **56 available seats were filled!** More than **500 community members visited** throughout the day. Library staff answered 526 questions, checked out 206 books, and signed up 3 new library members.

At about 7:30 p.m., there was a surge of visitors from people living in nearby apartments affected by the power outage, who were coming in to warm up as their homes were too cold.

Library staff wish to sincerely thank their colleagues at City Hall for a very successful day. ■

Great planning!

This was a great idea to have this set up.

It was really great today, everything worked out. Keep up the good work.

It was really lovely.

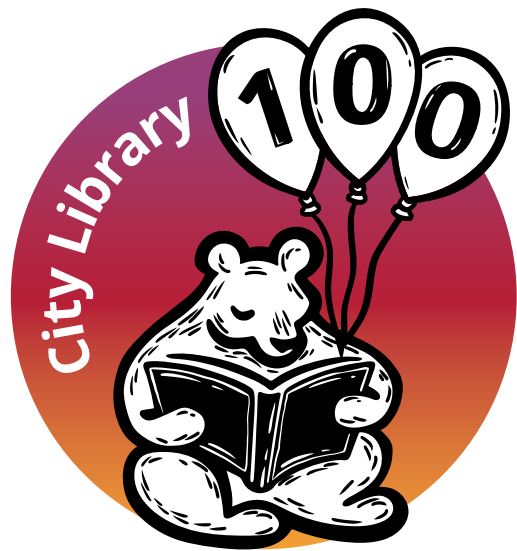
I was so glad to have somewhere to do a Zoom session; it could have been way worse.

[I] haven't been here (City Hall) in years. Nice, clean facility.

You're so versatile.

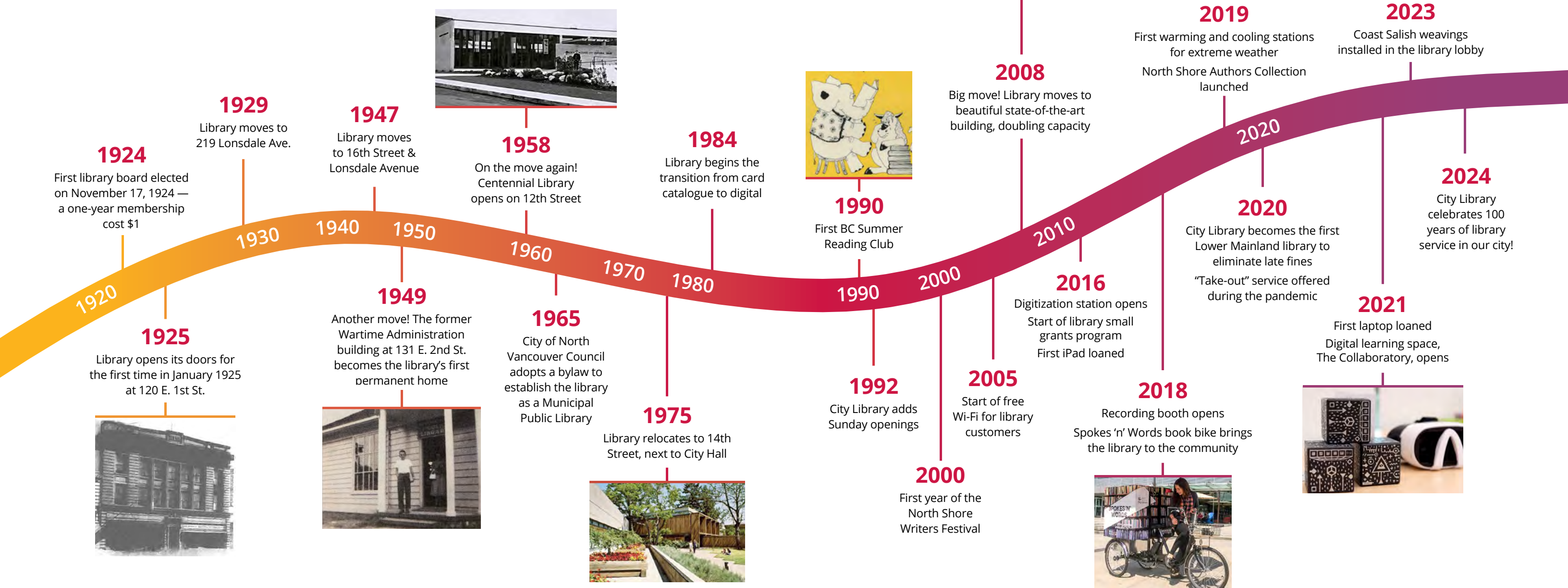


The City Hall atrium doubled as a community reading room in December. Library services shifted to City Hall for one day during a planned power outage at the library building. More than 500 people visited the "pop-up" library.



Celebrating 100 years of library service

2024 marked an important milestone in City Library's journey, as we celebrated 100 years of library service in our city. From the establishment of the first library board in 1924, through six location moves over eight decades, to today's vibrant central Lonsdale hub for the community, City Library has enjoyed a rich history.



Leaning into literacy

// INSPIRE LEARNING, DISCOVERY & CREATION

City library has long worked in partnership with early childhood education (ECE) workers in the community. Library staff visit local daycares to offer storytimes, host daycare visits and storytimes on site, and provide materials for ECE workers to share with the children in their care. Over the past few years, staff have seen a **growth in demand for literacy-related programming** and outreach for daycares.

In 2024, in response to this demand for literacy-based programming and outreach, library staff developed and led a new program for ECE workers to help them grow their skills in delivering their own literacy-based storytimes. Supported by funds from the **Raise-a-Reader grant administered by Capilano University**, library staff created a workshop to

educate ECEs on the **five principles of literacy**: singing, talking, reading, writing and playing. Research shows that utilizing these principles in storytimes makes them engaging and accessible and is effective for helping young children develop literacy skills.

Delivered in September 2024, the first iteration of the program led ECEs through the creation of a felt storytime based on the popular *Pete the Cat: I Love My White Shoes* picture book.

In addition to learning best practices for introducing literacy skills, participants were able to take home both a copy of the picture book and the felt storytime to share with the children in their care.

100%
of participants

Strongly agreed that info shared at the program was relevant to their job or field

Strongly agreed that they learned new skills they could apply in their practice

Strongly agreed that they could see value & professional development in the project they created during the session

While the primary purpose of the workshop was to **empower ECE workers to promote literacy skills to their young charges**, this was also an opportunity for these workers to gain the professional development credits required to maintain their ECE credentials. An opportunity to create a community of professional practice for ECEs was another positive outcome of this workshop.

Given the success of this program in growing ECE workers' skills, and in promoting literacy skills for young children in the community, library staff plan to continue to offer these workshops supported by grant funds. ■

Summer reading surges at City Library

Summer Reading Club is a **fun way for school-aged children to strengthen their reading skills** during the summer. The program encourages children to read what they enjoy (or to listen to audiobooks) and incentivizes reading with stickers, small prizes, the fun of being part of a club and a feeling of achievement upon completing 50 days of reading and receiving a coveted SRC medal.


From 2018 to 2024, Summer Reading Club yearly participation grew from 1,100 to nearly 2,000, with 280 medals awarded in 2024.

Graphic novels continue to top the **most-asked-for titles** among SRC participants, making up six of the seven choices:

- *Diary of a Wimpy Kid* by Jeff Kinney
- *Hooky* by Miriam Bonastre Tur
- *Bad Guys* by Aaron Blabey
- *Dog Man* by Dav Pilkey
- *Warrior* series by Erin Hunter
- *Big Nate* by Lincoln Peirce
- *Babysitters Club* series

It makes sense that graphic novels continue to be hugely popular for summer reading. They are fun and accessible for young readers! Research shows that graphic novels enhance reading comprehension and vocabulary, engage diverse readers, and foster critical thinking and creativity. ■

In 2024:

 **280**
Medals awarded

 **1,969**
Children participated



Volunteer-run tax clinic returns for fourth consecutive year

In 2024, in partnership with the **Community Volunteer Income Tax Program**, City Library hosted free tax clinics to assist community members with modest incomes to file their taxes.

In 2024, four volunteers **completed and filed 377 tax returns** for community members. The number of verified tax returns continues to grow year-over-year: 2024's numbers were a 27.4 per cent increase from 2023 (296 returns filed), and a 169 per cent increase from 2022 (140 returns filed).

Tax clinics are an important service for many community members. In Canada, it is necessary for individuals and families to file their taxes in order to access federal and provincial benefits and financial assistance. Some individuals have been able to **access government benefits and assistance for the first time** after having their taxes completed

at one of our clinics. These clinics are also beneficial to newcomers to Canada who may not be familiar with our tax system.

In addition to newcomers, these tax clinics benefit many groups:

- Adults 65 years and older
- Housing-insecure individuals
- Indigenous Peoples
- Modest-income individuals
- Persons with disabilities
- Students and youth

As we navigate a period of economic instability, we anticipate the need for this program to grow as more households in our community struggle with uncertain financial futures. ■



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

\$5,000+

Rita Nash

\$1,000 – \$4,999

Daniel Collins

Ann McKinnon

In honour of Matúš Kerney

\$251 – \$999

Anonymous

Ian & Jean Bateson

Mary Bonderud

Duncan Brown

Shirley Cumberbatch

Christine Lilley

Meghan Mathieson

Margaret McPherson

Lynn Valley Garden Club

UP TO \$250

Wendy Alden

Kathleen Best

Thinh Doan

Clare Keating-Husk

Houman Keyani

Deb Hutchison Koep

Theo Melo

Marie Mineur

Jeffrey Rushen

Stephen & Norma Smith

Jesse Tham

Dorothy Watters

Provincial Employees

Community Services Fund

GRANTS

Cargill, Inc.

SPARC BC – Homelessness Community Action

Vancouver Coastal Health Authority – North Shore Foundry Works Program

Canada Revenue Agency – Community Volunteer Income Tax Program

Courthouse Libraries BC – Law Matters

Capilano University – Literacy Circle

SUSTAINING SUPPORT

City of North Vancouver

Province of British Columbia



Our 100 favourite novels

To mark 100 years of library service in the City of North Vancouver, library staff curated and reviewed 100 of our favourite novels. See the full list at nvcl.ca/centennial.

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Bingmei Sheng

Steven Slaney

Shideh Taleban

Sarah Tarcea

Angie Thitchener

Andrea Tsamis

Charlotte Watson

Ruth Wong

Leanna Wright

Walter Zicha



771,849
items borrowed

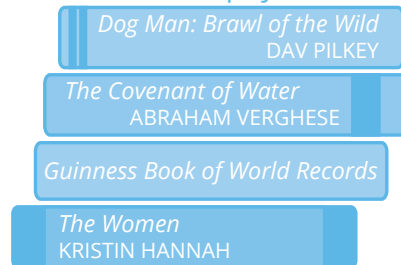


426,106
Physical visits



703,701
Digital visits

Most borrowed physical books

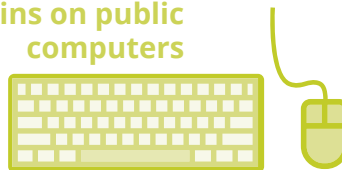


150,612
Wi-Fi sessions



40,046
digital library
courses accessed

41,499
logins on public
computers



1,166
creation station bookings



6,323
seed packets
checked out



6,604 new
library cardholders
39,027 active
cardholders

