



2025

REPORT TO OUR
COMMUNITY





Sempúlyan Stewart Gonzalez of Skwxwú7mesh Úxwumixw (Squamish Nation) welcomes community members to City Library.

Land acknowledgement

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 səliłwətał (Tsleil-Waututh Nation).



Looking back on 2025

2025 at North Vancouver City Library marked a year of fresh beginnings with the launch of our 2025–2029 Strategic Plan.

Throughout the year, we inspired thinkers, doers and readers with inclusive programs and new learning opportunities. Workshops led by our Indigenous cultural programmer, summer reading clubs for all ages and sewing programs encouraged creativity, practical skills and connection.

From reading and coding to digital and information literacy, we learned alongside the community. Programs on artificial intelligence explored opportunities and risks with curiosity and critical thinking, while sign language storytimes supported language learning and new ways to communicate.

We also focused on strengthening community connections. Our collaboration with the Squamish Ocean Canoe Family as Knowledge-Keepers-in-Residence created opportunities for shared learning and cultural understanding. Intergenerational programs like family board game nights encouraged meaningful interaction and cooperation.

In September, with support from City Council, we extended Sunday hours, increasing access for families, students, working adults and seniors. We also continued to invest in spaces, equipment and our staff to improve accessibility and meet evolving community needs.

We are grateful to the City of North Vancouver, the Province of British Columbia, our generous donors, our community partners and our talented staff for supporting City Library’s vision to be a trusted place where everyone can learn, grow and belong.



Brendan Harvey
Board Chair



Deb Hutchison Koep
Chief Librarian



All about Sunday

Big changes are making Sundays at City Library more vibrant, welcoming and accessible than ever!

When residents shared that longer Sunday hours would make a big difference, City Library listened. With additional funding from City Council, Sunday hours doubled starting in September 2025, increasing from only afternoon hours to 9 a.m. to 5 p.m.

This long-awaited change was in direct response to residents’ need for more flexible weekend access, especially for busy families, students, working adults and seniors. And the expanded hours are already making a big impact! Visits surged by an incredible 39% in the first three months, and 16% more items were borrowed. Our community is embracing the extra time to connect, learn and explore.



Sensory-friendly hour

Alongside increased Sunday hours, City Library also introduced a sensory-friendly hour every Sunday from 9 to 10 a.m. Visitors can start the day with dimmed lighting, reduced noise and a calm, welcoming atmosphere. This is designed for those who benefit from a quieter, less stimulating space. A sensory-friendly room is also available throughout the day for added comfort and inclusivity. Sundays at City Library have truly been transformed!



Thank you for extending Sunday hours. Having a safe place to be increases connection and helps people feel valued in our community.



96%
of customers with disabilities said the library was accessible to them, up 8% compared with 2024

A year of learning with Squamish Ocean Canoe Family

We kicked off the new year by welcoming the Squamish Ocean Canoe Family as Knowledge-Keepers-in-Residence. Canoe Family members shared culture, traditional skills and history through workshops on cedar bark weaving, beading and canoe culture.

With support from the Province of BC, City Library also added an Indigenous Cultural Programmer to the library family. In the first year, we introduced a new series of workshops about Coast Salish history and traditions, shared Skwxwú7mesh language during storytimes, helped local Elders access digitization resources at the library and facilitated learning and connection for both Indigenous and non-Indigenous community members.

79.5%
of library users reported increased knowledge about reconciliation as a result of using the library

“
Thank you for these invaluable and meaningful opportunities. I truly appreciate the learning experiences you offer and will keep my eyes open to what’s next.
”

Squamish Ocean Canoe Family member Shukswaywsum Larry “Shucks” Nahanee (Skwxwú7mesh) demonstrates paddle carving.

Teaching sign at storytime

Skwxwú7mesh Elder Janine Salsi’miya Gonzales, who is hard of hearing, co-facilitated Canadian Sign Language (CSL) storytimes alongside library staff. Families with young children learned basic sign language together in an inclusive and welcoming environment. This program supported accessibility while introducing participants to another language. It also helped foster early language development and communication skills among young readers.

Library cards for all

A partnership between the three North Shore library systems and the Xwemelch’stn School (Capilano Little Ones) strengthened early literacy by connecting children and their caregivers to library services.

The initiative ensured that every student attending Xwemelch’stn School received a library card that could be used at any North Shore library, opening the door to stories, learning and lifelong library use.

1,119
people attended 28 programs featuring Indigenous creators and presenters



SPRING

Spring break sparks creativity

Spring break is always lively at City Library with school-aged kids and their families looking for accessible, affordable and engaging things to do together over the break. Everyone is eager to create, get messy and enjoy hands-on fun together. Programs like Tween Chefs helped build confidence in the kitchen and food literacy as kids learned to prepare simple, tasty snacks. Other activities encouraged young minds' creativity and problem-solving skills, from constructing cardboard cities to crafting springtime dragonflies and making traditional Indigenous rattles.

Borrowing was up
12%
during spring break

Celebrating Nowruz

In recognition of Nowruz, staff curated a display of library materials celebrating Persian culture and history. Programs brought community members from all backgrounds together to share stories, make connections and celebrate cultural heritage.

Whenever I miss my family and my country, I come to the library and it makes me feel better. This library is a valuable place for us immigrants.

City Library hosted
9
Persian book club meetings

Thank you so much for offering so many wonderful, fun and educational spring break workshops for the kids.



447
low-income community members received help through the tax clinic

Tax help that matters

The annual tax clinic connected community members with practical support that can make a real financial difference. Five dedicated volunteers with the Community Volunteer Income Tax Program made this support possible through the library.

Hiroshima: Memories of a Survivor

Community members were encouraged to reflect and learn about the enduring toll of international conflict when Sachi Komura Rummel, author of *Hiroshima: Memories of a Survivor*, spoke about her experience as a young girl in the wake of tragedy and her desire to turn a painful past into something meaningful by advocating for nuclear safety and non-proliferation.

By year-end, library visitors "borrowed"

9,229
seed packets, up 46% from 2024

Growing skills with the seed library

From seed sharing to food-growing workshops, City Library helped people build skills and knowledge to grow their own gardens at home.

SUMMER



1,200
children in grades
K to 7 joined the
Summer Reading
Club

A summer of reading and connection

The annual BC Summer Reading Club encourages families to keep reading throughout the summer by tracking their progress. City Library further motivates participation by offering weekly prizes to recognize consistent reading. The program begins with a big kickoff party and concludes with a celebratory event to acknowledge participants' achievements with a shiny medal and photo ops with VIPs like the Mayor and MLAs. For the first time, this year we added a "mini" medal ceremony which provides an inclusive celebration option for children and families with sensory sensitivities.

Adult summer reading challenge grows

The Adult summer reading challenge turned reading into a shared community experience, helping people connect through books and conversation. Participants discovered new authors while building healthy reading habits as they set goals and participated in themed challenges along the way.

Your challenge inspired me to read more and got me out of a reading slump. I can't wait to participate again next year.

33%
increase in
participation
from 2024



6
episodes covered
what teens should
be reading now

TeenReads takes the mic

Through the TeenReads podcast, teen readers became teen creators, bringing a book club online to debate what they're reading. The podcast helped teens share their voices and build confidence through collaborative, youth-led storytelling.

A new library app in your pocket

Forgot your library card? You're covered with the North Vancouver City Library app, now available in the Apple App Store or Google Play Store.

Launched in July, the new library app makes it easier to manage your account, browse materials and create a digital library card to use on the go.

336 downloads in
the first month
1,407 downloads
in 2025





Tea & tales: connection across generations

Intergenerational programs brought teens and seniors together including over high tea, creating space for conversation, laughter and meaningful connection across generations.

Learning together about AI

Recognizing that generative artificial intelligence is changing how people work, learn and access information, the library launched a new AI program series to help community members better understand this rapidly evolving technology. Participants explored how AI is being used in everyday life and discussed its potential benefits, limitations and risks. Through practical discussions and hands-on learning, community members gained knowledge and confidence while examining AI through a lens of ethics, privacy and security.

The sessions helped me better understand AI. They made me want to come back for more library programs.



I think I have a new bestie!

Partnering to build early literacy

The Circle Time Success workshop series equipped early childhood educators and local childcare operators with practical tools to support early literacy. Skills learned included storytelling, inclusive practice, communication and culturally responsive learning.

Hosting community health

When Vancouver Coastal Health needed a new location for its children's COVID and influenza vaccination clinics, City Library opened its doors, helping hundreds of families access care in a familiar and trusted community space.

I left with practical ideas I can use right away, from inclusive storytelling to songs and more engaging ways of reading with children.

100%
of participants strongly agreed the workshop content was relevant to their profession

Strategic summary 2025

City Library's 2025–2029 Strategic Plan sets out a vision to be “a trusted place for everyone to learn, grow and belong.” Our strategic priorities focus and guide our work as we strive to provide welcoming spaces and innovative services that connect people to information, ideas and one another.

Champion thinking, learning & reading

In 2025, we deepened critical thinking, advanced lifelong learning and expanded access to knowledge through:

- Indigenous cultural programming
- Squamish Ocean Canoe Family residency
- Artificial intelligence lectures and workshops
- Summer reading clubs for kids, teens and adults
- Sign language-enhanced storytimes

36,879
online courses
accessed



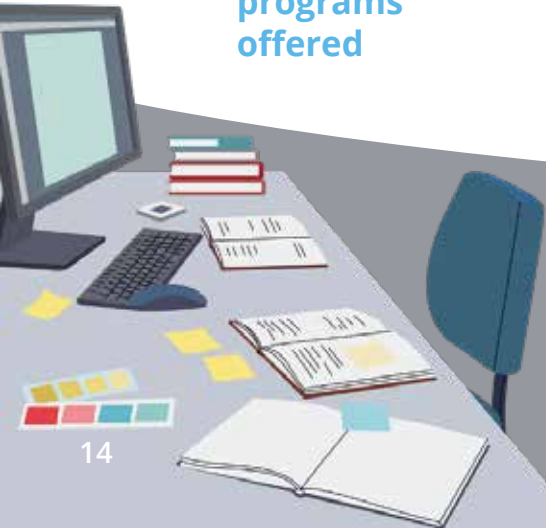
749,157
items borrowed



79.9%
of library users say they
are able to identify
misinformation or
disinformation as a result
of using the library



3,538
tech workshops
attended



Strengthen inclusion & belonging

In 2025, we created a welcoming, accessible and community-focused public space with:

- New sensory-friendly services
- Voter education for the 2025 federal election
- Expanded intergenerational programming
- Displays and workshops on emergency preparedness

94.5%
of library users report
a greater sense of
community belonging
as a result of using
the library



39,961
participants
in programs

7,142
accessible-
format items
borrowed

417
community
meetings
hosted

Enhance capacity & capability

In 2025, we strengthened the organization to meet growing and evolving community needs, with:

- Increased Sunday hours
- More space for study and group work
- New North Vancouver City Library mobile app
- Workplace safety and well-being initiatives
- Long-term service planning



184,138
computer and
WiFi sessions

1,372,424
total visits
Library visits up by 4.8%
Digital visits up by 9.8%



6,097
new library
cards issued

96.1%
of users are
satisfied with
the quality of
library services



2025 Board of Trustees

Brendan Harvey Chair	Hazel Allan Trustee
Rubina Jamal Vice Chair	Rebecca Bouchard Trustee
Amir Hazfi Finance Chair	Duncan Brown Trustee
Tony Valente City Council Representative	Eva Luptakova Trustee
Zeyus Spenta Student Advisory Trustee	Parveen Somji Trustee

2025 City Library staff

Deb Hutchison Koep Chief Librarian	Julienne Erickson Lily Farpour	Erin Little Kate Longley	Chris Reimer Logan Rempel
Loredana Altieri Kat Andrechuk	Madeline Fyffe Jason Galinato	Kat Lucas Annie Macanulty	Faye Rezaeian Brittany Robinson
Rakhshanda Ansari Diane Asconi	Alysa Garza Natasha Gregg	Ev Mackenzie Leslie Mackenzie	Brigitte Sagadore Bingmei Sheng
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Nathan Bulmer Sandy Cameron	Nicole Johnston Maya Keeven	Julianne Nacorda Teo Nelson	Andrea Tsamis Charlotte Watson
Stephy Charlie Kate Condon	Michael Kerr Rebecca Knight	Coco Nielsen CJ Pentland	Ruth Wong Leanna Wright
Karen Coyne Audrey Diamond	Emily Kwok-Choon Monique Liddle	David Powell Jennifer Pride	Tina Yang
Elyse Doyle	Samantha Lilley	Rebecca Randall	

Shelf snapshot

Most-borrowed Canadian reads of 2025



At City Library, you can borrow more than books!

In 2025, in addition to books, community members borrowed movies, video games, puzzles, laptops, storytime kits, radon detectors, hiking backpacks, birdwatching kits, blood pressure monitors and more — for a total of more than 2,000 items checked out every day!

“Access to real books and real people who care about books and respect each other makes my life better in every way.”

Looking for your next read? Browse our book displays or check out our online booklists.



2025 Donors

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

Anonymous

Stanley Dzuba

Ann McKinnon

Bond Roberts Family

In Memory of Mr. & Mrs. Rajabali Somji

TNG Television Productions Ltd.

\$251–\$999

Ian & Jean Bateson

Mary Bonderud

Rebecca Bouchard

Christine Lilley

Meghan Mathieson

Margaret McPherson

Lynn Valley Garden Club

Means of Production

Up to \$250

Wendy Alden

Kathleen Best

Duncan Brown

Julie Dorsemaine

M.F Giardini

Lutfi Gulen

Semanur Gulen

Clare Keating-Husk

Houman Keyani

Chandni Kher

Mohammad Mehran Manesh

Marie Mineur

Jeffrey Rushen

Stephen & Norma Smith

Jesse Tham

Dorothy Watters

Dressew Supply Ltd.

GRANTS

Canada Revenue Agency – Community Volunteer Income Tax Program

Courthouse Libraries BC – Law Matters

Vancouver Coastal Health Authority – North Shore Foundry Works Program

Together for Literacy! Table – Raise-a-Reader Campaign

SUSTAINING SUPPORT

City of North Vancouver

Province of British Columbia



Spotlight: InterLINK

You may have seen the InterLINK truck in your travels around our region and wondered what it was all about. InterLINK is a federation of 18 public libraries in the Lower Mainland, Fraser Valley, Sea-to-Sky Corridor and Sunshine Coast. Because City Library is a member of InterLINK:

- You can borrow and return library materials at libraries from Lillooet to Surrey, Bowen Island to Hope, and everywhere in between.
- Individuals with print disabilities can access an enormous shared library of audiobooks through their local library.
- Libraries save money on programs, materials and staff training by pooling our resources and working together.

And it all happens behind the scenes! So next time you see the InterLINK truck, be sure to wave.

320,000

items were borrowed by and loaned from City Library through the InterLINK network in 2025!





Looking ahead

What's next, you ask? Here are just a few things City Library is working on for 2026:



- More programming around artificial intelligence
- New strategies to increase literacy and promote reading
- Grand opening of a new space designed with and for tweens
- Programs to support voter education and democratic engagement ahead of the 2026 municipal elections
- Dialogues on topics important to our community

North Vancouver  **City Library**

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