



*Your Library: The place you want to be.*

North Vancouver District  
**Public Library**

# 2009 ANNUAL REPORT







Mayor Richard Walton

## Message from the Mayor

On behalf of the District Council, I would like to thank both the Board and dedicated Staff of the North Vancouver District Public Library for their significant contribution to advancing literacy within our community. Our Libraries are learning centres that provide residents with access to information, entertainment, ideas and solutions and creative opportunities above and beyond what they have at home or in school.

Learning is a lifelong process and libraries, after the internet, are the places that people turn to enrich their lives with information to satisfy curiosity and open up new worlds. They are also relaxing and welcoming places to visit and escape from the noise and hurry of everyday life, and provide places for people in the community to meet, engaging in conversation and exploring ideas.

I encourage you all to escape to one of your local libraries – a great place for family members to take young children – go for an indoor walk on a rainy day – take advantage of the reading programs available and thumb through pages looking for a book to catch your fancy. Communities that value libraries also value people and quality of life. Make the District libraries a part of your life in the community and enjoy the freedom that an active and curious mind provides.

Mayor Richard Walton



## North Vancouver District Library Board of Trustees

*Back row, left to right: Councillor Robin Hicks, Franci Stratton, Helio Lopes Da Costa, Jr., Bryan Gallagher, Ginny Diebolt, Paul Tubb*

*Front row, left to right: David Clancy, Areef Abraham (Chair), Lucy Cayuela (Vice-Chair)*



North Vancouver District  
Public Library

The Library Board supports fun early literacy programs at the Library

## Message from the Library Board Chair and the Director

With the re-opening of the Capilano Branch Library, we entered 2009 with three fabulous library facilities with which to readily serve our large District community. We circulated more than 1.8 million items this past year amongst our 99,991 registered members with 7,765 new library members registering in the year. Our staff developed and offered many exciting new programs for adults, children and youth – 827 programs were offered in total with over 35,000 people attending. Our Lynn Valley Main Library won the North Shore Readers Choice Award for favourite North Shore Library!

In the midst of all this success and community support, in June 2009, we received some unexpected news. The Library Board was advised that the Provincial Government was considering the elimination of all grant funding for public libraries for 2009-2010.

The “Don’t Pull the Plug on Public Libraries” campaign was organized and thousands in our community supported the Library by signing postcards. The Library Board and the Director met with our local MLAs and wrote to the Premier arguing that the Province had a unique role to play in the cohesive functioning of libraries in the province that no other level of government could fulfill.

In the end, the Provincial Government gave public libraries 78% of the expected funding. We wish to thank our community and all the other organizations for their overwhelming support!

The Library started 2009 with a new Library Chair, Areef Abraham and a new Library Director, Heather Scoular. Both are passionate about ensuring that the Library enhances the social and economic fabric of our community. We are committed to working with our community partners and strengthening relationships to bring enhanced experiences to our patrons.

Trustees David Clancy and Ginny Diebolt left the Library Board and they will be missed. We thank them for sharing their time, knowledge and energy with the Library. We welcomed two new trustees, Colleen Drain and Frank Sullivan who are excited about making a contribution to the continued success of the Library.

We would like to thank the residents of the District of North Vancouver for their ongoing support of our libraries. We would like to sincerely thank the many generous donors who contributed to the Library over the past year, including our incredible Friends of the Library. Through your generosity, the Library can continue to enhance facilities, programs and collections.

We would also like to express our deep appreciation to the District of North Vancouver Mayor and Council for their continued support for the Library and for recognizing the unique value that the District’s library provides in ensuring that community remains strong and vibrant especially in financially challenging times. A special thanks to the Provincial Government for hearing the voices of library patrons throughout the Province and for supporting libraries throughout the economic downturn and beyond. Our 4,500 Summer Reading Club participants thank you for everything you do for BC’s libraries!

Finally, a very special thanks to our wonderful staff without whose expertise we could not provide the quality library programs and services that our patrons enjoy every day.

**Areef Abraham**  
Board Chair

**Heather Scoular**  
Director of Library Services





## Community Connections

We believe in strengthening our relationships with community partners.

- Children's librarians write a bi-weekly "Book Buzz" column in the North Shore News to promote new and exciting titles.
- We met with the North Shore Early Childhood Network, which has also helped fund Parent Child Mother Goose programs in the library.
- We worked with the North Vancouver School Board to present professional workshops and meetings and to promote literacy through the Strong Start Centres, Kindergarten outreach and Summer Reading Club promotion.
- We connected with new immigrants through the immigrant PALS program, a cooperative venture with a UBC research team, North Shore Multicultural Society and the North Vancouver School Board.
- Children's librarians made regular visits to preschools and daycares on the First Nations lands.
- We received grants from Raise a Reader, WECAN, the Friends of the Library, Canada Council for the Arts and the Young Canada Works program.



## Sustainability

Libraries are sustainable by nature but North Vancouver District Library is doing so much more.

In addition to achieving LEED Silver status for our Lynn Valley Main Library, in 2009 we achieved the following:

- Completion of the seismic upgrade and LEED for Existing Buildings Gold status for our Capilano Branch.
- By just borrowing a book from the Library or purchasing a gently used book from one of our booksales, you are doing the environment a favour. Feel good about borrowing!
- Formation of the staff Green Team who will spearhead initiatives for the Library staff and public.
- Operating our facilities using more sustainable and energy efficient practices including cleaning our building with green cleaning products.

## Collections and Services

- Updated collection development tools allowed our expert staff to get the books you want faster whether it be by placing a hold or by suggesting a book for purchase. We aim to please.
- Bringing the world of electronic books to you by introducing an Adult Playaway (digital books) collection and by continuing to build the highly popular Teen and Children's Playaway collections.
- We are anticipating future needs by undertaking a pilot project to examine Ebook Readers. We also undertook a pilot project to circulate a Sony Ebook Reader to staff in order to start evaluating the challenges we would face in incorporating such devices into the library and hope to do some public focus groups and surveys around this technology in 2010.
- We are listening! You told us you wanted more high demand DVDs and we are planning to double the size of this collection over the next three years.
- Collections for children and teens are the heart of our service and the circulation of children's and teen materials accounted for 35.8% of all materials checked out from NVDPL in 2009.
- Comparing circulation to population, NVDPL checked out 42 items per person under the age of 15!
- Some of our most heavily used collections are: Board books for Babies: Readers: Picture books for 2 – 7 year olds: Playaway digital audio novels for children and teens: Manga and graphic novels.
- We offer an exciting array of informative, fun and engaging adult programming. Including the highly popular SFU Philosophers Cafe series and the North Shore Writers Festival. This year the NS Writers Festival boasted sold out shows and big name writers and celebrities such as CBC's Lawrence Hill.



*"I'm 11 years old. I came from China; I came to Canada in the summer of 2008. When I first started to walk on this unknown land, I felt that I loved everything. And especially my library card, one of the first things we did in Canada was getting my library card. From there on, the library became a very important part of my life, every time I see it and thought: "What a beautiful building and how lucky that is our library and we have it right on Lynn Valley road which is very close to my house." I go there every day if I have any time, because I love books. They help me progress so quickly, so that now I can read a whole book in a very short time. I enjoyed all kinds of summer reading club and stuff. I joined many interesting activities in library. I read so many good books with the help of the staff. There are a lot of things done in this Lynn Valley library, I would like to live here forever."*

- Young Patron Story

*"I have had my library card number memorized since I was ten years old. As a little kid, the library was almost my favorite place in the world, second only to the ice cream parlour. Now, as a student, the library is still a source of endless entertainment, useful information, wonderful people, and ridiculously comfortable chairs. The library is my happy place, and I can only assume it is the same for many others. Thank you for being so awesome."*

- Patron Story





## Engaging Youth

### Literacy begins at birth

- Over 3,500 babies attended “Lap Songs and Lullabies”, or the Parent Child Mother Goose program. 2,600 toddlers enjoyed “Tickles and Tunes” and over 3,300 pre-schoolers attended Tales for Terrific Twos and Story Tales!
- NVDPL hosted over 360 Emergent Literacy Programmes for preschoolers and their parents or caregivers in the libraries, with an attendance of approximately 9,500 in 2009!
- We took storytimes ‘on the road’ to preschools and daycares, Strong Start Centres, First Nations preschools and the PALS program for new immigrants.

### Learning to read means motivating and encouraging new readers through great books, clubs and author readings

- Children’s librarians made a total of 118 visits to 7,500 children in daycares and schools.
- Over 3,500 children and teens joined our annual Summer Reading Club “Follow the Reader”!
- 1855 children attended author readings, Red Cedar book clubs, seasonal specials or performances.
- In total NVDPL presented 543 programs in our 3 branches with an attendance of 19,282 children, parents, teachers and care-givers in 2009.

*“Summer Reading Club is a fantastic program and my children love it. My husband and I did not grow up reading as much as our children do and we do not read for pleasure but our children do thanks to programs like this!”*

– Summer Reading Club  
Parent

## Interesting Fact

Taking the average cost of a Children’s picture book, the number of preschoolers in the district, and the circulation in 2009, teachers and parents of preschoolers borrowed an average of \$658.00 worth of picture books (per child) in 2009.



Three Locations and One Library System to Serve You

Request a book for free from any of our locations and we'll bring it to the closest NVDPL branch.

Launching our new interactive website has allowed our patrons to post their own book reviews and to read the reviews of staff and the public and our patrons told us they loved it.

After a huge amount of development work we launched our new interactive web site to great feedback such as: " Love it! New website is fantastic. A most welcome update."

Our technology is refreshed on a frequent basis therefore you get the best computers, most up to date software and great response time. We refreshed half of our computers in 2009.

The implementation of RFID self-CKO at Parkgate Branch was completed on time and on budget in November and we have had good feedback from the public. The Parkgate project marks the end of our multi-year conversion project which began in 2007.



2009 Financial Highlights

REVENUE	2009	2008
District of NV Grant	\$ 4,726,858	\$ 4,570,310
Provincial/Federal Grants	\$ 240,215	\$ 254,099
Donations	\$ 20,300	\$ 84,078
Fine, charges, & sundry	\$ 310,449	\$ 300,919
Other	\$ 22,871	
Total	\$ 5,320,693	\$ 5,209,406
EXPENDITURES		
Salaries & benefits	\$ 3,853,422	\$ 3,647,682
Library materials - purchases	\$ 663,374	\$ 634,743
Library materials - repairs & supplies	\$ 53,213	\$ 68,183
Rent & building services	\$ 195,439	\$ 128,158
Maintenance of equipment & premises	\$ 345,444	\$ 350,438
Equipment purchases & replacements	\$ 2,719	\$ 56,221
Federated library services	\$ 31,862	\$ 32,484
Sundry	\$ 131,456	\$ 161,090
Other	\$ 31,716	
Total	\$ 5,308,645	\$ 5,078,999
Excess of Revenue Over Expenditures	\$ 12,048	\$ 130,407

2009 in Review

Over 1.8 million items borrowed  
Over 773, 045 visits to the Library  
99,991 card holders  
7,265 new cards issued  
70, 310 questions answered  
35,410 attendees at 827 programs  
230, 811 visits to our website  
102, 217 in-house computer sessions  
306,200 items owned  
7, 358 new titles added



**Thank you!**

**The Library gratefully acknowledges support from the following in 2009**

District of North Vancouver • Public Library Services Branch, Ministry of Education, Province of British Columbia • Friends of the North Vancouver District Public Library • Alison Amratlal • BC Courthouse Library • BC Writers in Libraries • Mike Black • Mark G. Bradwell • Barbara Brown • Capilano Rock and Gem • Stephen and Yvonne Hayden • John and Anne Hogg • Lions Gate Quilters Guild • William and Roseline McKibbin • Helen Muirhead • North Shore Community Foundation • Robert and Elizabeth Powers • Mark and Annette Stanton • Vancouver City Savings Credit Union • Woodcroft Estates – Seniors' Program Committee • Royal Bank of Canada • North Shore News • North Shore Early Childhood Network (WECAN) • Raise a Reader • Canada Council



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Lynn Valley Main Library  
1277 Lynn Valley Road  
604-984-0286

Capilano Branch Library  
3045 Highland Blvd.  
604-987-4471

Parkgate Branch Library  
3675 Banff Court  
604-929-3727

Your Library: The place you  
want to be!

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[www.twitter.com/nvdpl](http://www.twitter.com/nvdpl)

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recycled paper

