

# 2019

## Annual Report



North Vancouver District  
Public Library

Connecting Community  
Sharing Knowledge  
Inspiring Stories



## Table of Contents

A message from the Mayor.....	4
A message from the Director of Library Services and Board Chair.....	6
2019: A Snapshot.....	8
Most Borrowed 2019.....	10
Staff Favourites.....	12
Connecting Community.....	14
Sharing Knowledge.....	16
Inspiring Stories.....	18
2019 Statement of Operations.....	22
With Gratitude.....	24

“

I always feel better when I leave the library. Somehow I feel my humanness is retrieved when I go there. It always reconfirms the wonderful feeling I had as a little girl—an early memory of the enchantment with books, images and knowledge.



“

I love your friendly, welcoming environment where staff are naturally helpful and there for you. I feel very fortunate to have access to so many resources here. Thank you NVDPL!



*Mike Little*  
*Mayor, District of North Vancouver*

## A message from the Mayor

2019 marked Council's first full year in office, and the establishment of our shared priorities and goals for the community.

One of the District's corporate goals is to foster community safety, health, and resilience. The North Vancouver District Public Library is a valued and critical resource that directly contributes to building such robust and healthy communities.

Public libraries have undergone a period of transformation and change over the last decade. Offering an array of resources, programs, and welcoming spaces, our District library ensures that residents have access to what they need to learn, to be entertained, to be inspired, and to stay connected. As technology evolves and transforms the way we live our lives, I am also grateful that residents can rely on our libraries for equitable access to technology, Wi-Fi, virtual programs and digital content.



DISTRICT OF  
**NORTH  
VANCOUVER**

When I visit our libraries, I am always reminded of the important place the library holds in peoples' lives. On behalf of Council and the District of North Vancouver, I would like to express my gratitude to the NVDPL Board, leadership team, and staff, for their commitment to nurturing the intellectual and social health of District residents. Thank you for helping shape the District of North Vancouver's future through learning, discovery, creativity and collaboration.

I look forward to seeing how our library continues to evolve and grow alongside our community in the years to come.



**MIKE LITTLE**  
Mayor, District of North Vancouver





# A message from the Director of Library Services and Board Chair



*Jacqueline van Dyk, Director of Library Services (top)  
Kristine Mactaggart Wright, 2019 Board Chair (bottom)*

2019 was a noteworthy a year for North Vancouver District Public Library! Our achievements and new initiatives this year have served as examples of the ever-evolving nature of libraries.

Over the past year, NVDPL collaborated with members of the community, transformed our digital environment, and expanded community learning. From infancy through advancing years, we understand and value multiple literacies and learning stages. We nurtured collective learning by hosting Massive Online Open Courses, Discussion Lounges, and other discussion-based events. We hosted nearly 2000 other program sessions, from Seniors' Health and Wellness talks, to a revamped edition of the Brews & Books program, to a sold-out Teen Film Camp. NVDPL is proud to provide quality opportunities for learning at every age.



*Left to right: Valerie Dong, Barb Lawrie, Gerry Baier, Jacqueline van Dyk (Director of Library Services), Jordan Back (North Vancouver District Council Representative), Kristine Mactaggart Wright (Board Chair), Lara Greguric (Vice Chair), Kulvir Mann. Not shown: Ana Lopez and James Mitchell.*

Another major highlight was the launch of the North Shore Authors Collection in partnership with North Vancouver City Library and West Vancouver Memorial Library, providing the opportunity for homegrown talent to have their content featured in North Shore libraries for a year.

NVDPL is grateful to the District of North Vancouver for their partnership and financial support that benefits our Libraries and allows us to continue to meet our community's needs. We also recognize the contributions made by the Province of BC, the Friends of the Library, as well as our generous community donors—our achievements would not have been possible without this additional support.

We are grateful for the passion and commitment of so many people who help the Library fulfill our vision. To the Library Board, thank you for your leadership, governance, and advocacy. To the Friends of the Library, Book Buddies, Tech Tutors, and other program facilitators and volunteers, thank you for selflessly choosing to

spend your time in service to NVDPL and the community. Providing excellent and spirited service to our community is simply not possible without a first-class team. Thank you to all NVDPL team members for the tremendous work you do to make an impact in the lives of our patrons.

And lastly, thank you to our community! You are always in our minds as we strive to create memorable experiences for you with every visit. We are privileged to serve you!

**JACQUELINE VAN DYK**  
Director of Library Services

**KRISTINE MACTAGGART WRIGHT**  
2019 Board Chair

# 2019: A Snapshot



**1,547,994 visits**

(876,236 in person + 671,758 online)



**42,097**

cardholders



**333**

days open at  
each branch

**45,879**

computer  
sessions



**1,713**  
programs

**37,782**  
attendees



**92,757**

reference  
questions  
answered



**4,255**

Summer Reading  
Club participants  
at NVDPL



**2,564**

Facebook followers



**2,538**

Twitter followers



**847**

Instagram followers

Find us at @NVDPL



**275,141**

items in the collection



**1,612,117**

total circulation



**209,537**

holds filled



**156,333**

digital items borrowed,  
including ebooks,  
e-audio, and e-learning



**1,250,904**

physical items borrowed,  
including books, audiobooks,  
DVDs, and CDs

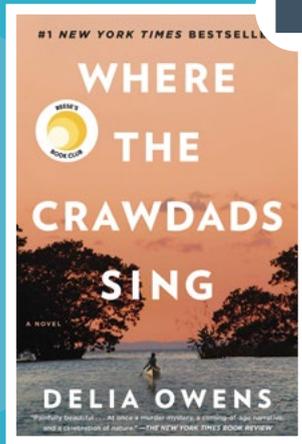


**204,880**

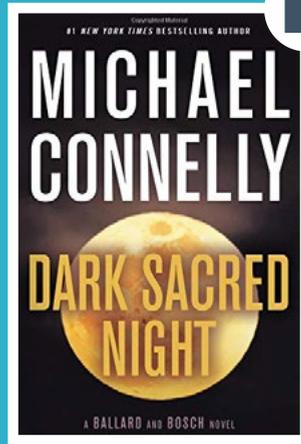
items used in  
the library

## Most Borrowed 2019

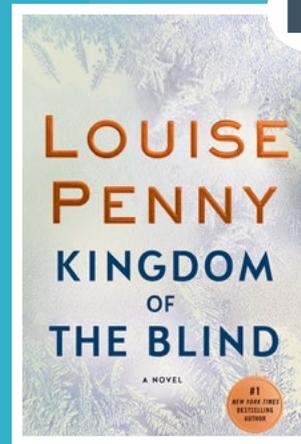
### Adults



*Where the Crawdads Sing*  
by Delia Owens



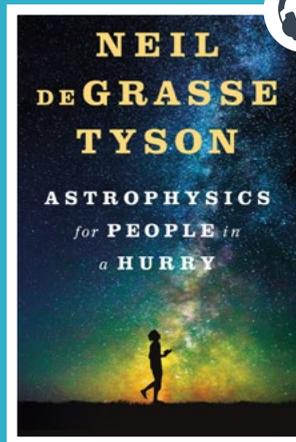
*Dark Sacred Night*  
by Michael Connelly



*Kingdom of the Blind*  
by Louise Penny



*Becoming*  
by Michelle Obama

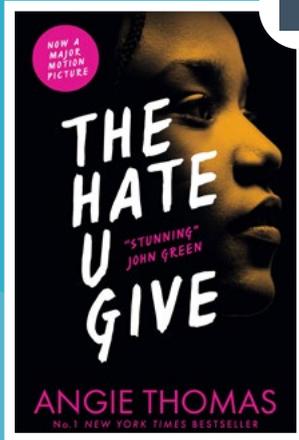


*Astrophysics for People  
in a Hurry*  
by Neil deGrasse Tyson



*Crazy Rich Asians*

## Teens



*The Hate U Give*  
by Angie Thomas

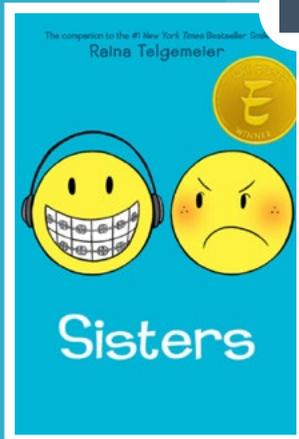


*The Hunger Games Trilogy*  
by Suzanne Collins

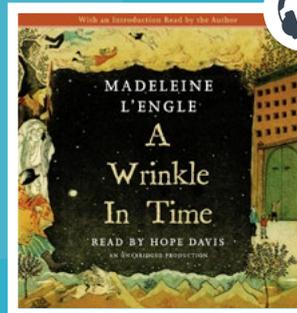


*Fantastic Beasts: The Crimes of Grindelwald*

## Children



*Sisters*  
by Raina Telgemeier



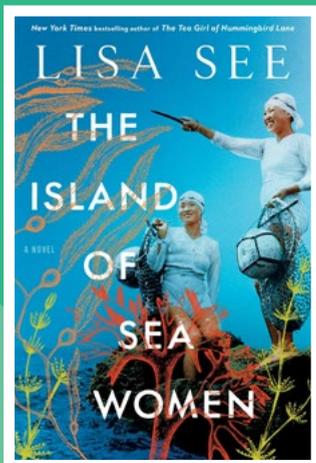
*A Wrinkle in Time*  
by Madeleine L'Engle



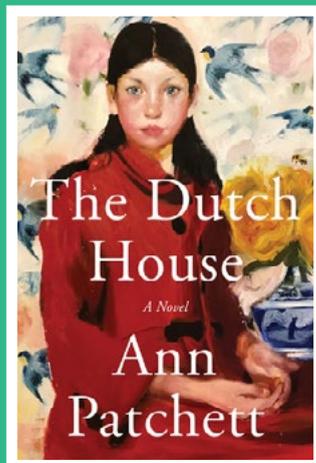
*Aladdin*

## Staff Favourites

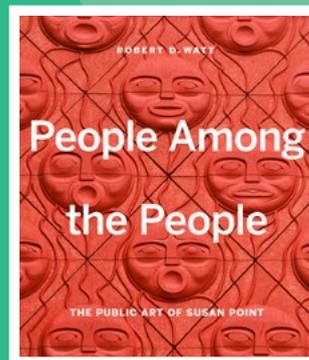
We love to read! Check out a selection of some staff faves from 2019:



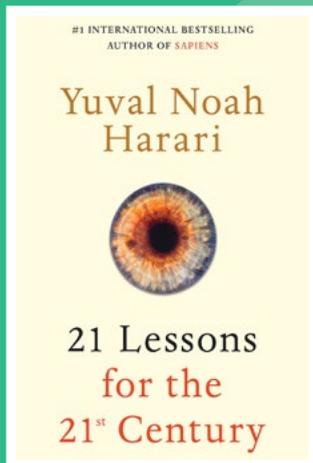
*The Island of Sea Women*  
by Lisa See



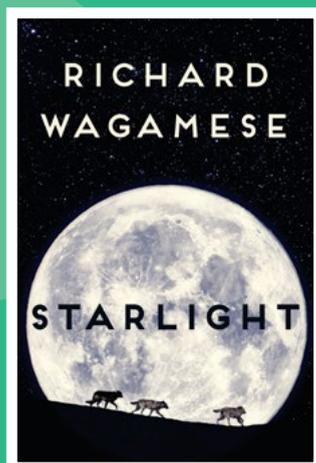
*The Dutch House*  
by Ann Patchett



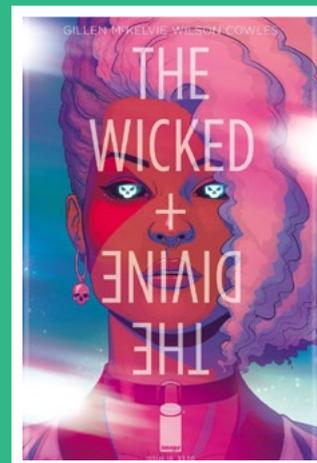
*People Among the People*  
by Robert D. Watt



*21 Lessons for the 21st Century*  
by Yuval Noah Harari



*Starlight*  
by Richard Wagamese



*The Wicked + The Divine*  
by Kieron Gillen  
& Jamie McKelvie



# Connecting Community

## Lynn Valley Day

One of NVDPL's strategic priorities is to collaborate and connect with our community, and in 2019, there was no shortage of opportunities to do so. Each year, NVDPL staff take part in community events across North Vancouver—including the annual Lynn Valley Day parade. In 2019, staff stepped up their game and formed a special Book Cart Drill Team to perform at the parade. Using library carts adorned with colourful streamers and decorations, NVDPL staff twirled and whirled all around Lynn Valley with a choreographed routine that brought smiles to all parade-watchers. NVDPL was the talk of the town and many remarked that the “dancing librarians were the best!” Where will we go in 2020?!



### **DID YOU KNOW?**

We love to help you find that next great read! Get recommendations at:  
[nvdpl.ca/we-recommend-read](http://nvdpl.ca/we-recommend-read)



## Welcoming a Delegation of Korean Officials

“Anyoung haseyo” means “Hello” in Korean! In March of 2019, the District of North Vancouver welcomed a delegation of city planners and officials from Guro-gu, South Korea. The delegation was keen to learn about North Vancouver District Public Library’s services and programs, and thus, a cross-continental community connection was born!

Mayor Mike Little joined the delegation for a tour of Lynn Valley Library, where staff highlighted key service areas such as accessible services, children’s services, and technology. Representatives from Guro-gu were most interested in the library’s services for seniors, including Talking Books and Home Library Services, and indicated their hope to implement a system in their communities similar to that of NVDPL’s.



*Heather Goodwin showcases NVDPL’s accessible resources for delegates from South Korea.*

## More Connecting Community Events:

- Meet Your Mayor
- Postures and Prompts
- SFU Philosophers Café
- English Conversation Corner



# Sharing Knowledge

## Celebrating Children's Indigenous Literature

NVDPL welcomed community members and local educators to an event dedicated to highlighting the beauty and diversity in children's Indigenous picture books. The event promoted the launch of a brand-new resource called *From Sea to Sea: Celebrating Indigenous Picture Books*, a digital catalogue of over 100 books by First Nations, Métis, and Inuit authors and illustrators. The project was initiated by IBBY Canada in response to the Truth and Reconciliation Commission's Calls to Action. NVDPL staff member Allison Taylor McBride lent her expertise to help curate the list of recommended reads. The end result is a fantastic resource that reflects the diverse First Nations, Métis, and Inuit cultures, languages, perspectives, and experiences from "sea to sea to sea."

## Brews & Books

The 2<sup>nd</sup> year of Brews & Books was a refreshing success! Over 160 attendees enjoyed hearing from a fantastic line-up of speakers. Taking place in three different breweries across the North Shore, NVDPL staff curated a series of events about local history, culture, and the outdoors. Authors Shelly Hrdlitschka, Rae Schidlo, May Wong, Peter Johnson, Wayne Aitken, Briony Penn, and Cecelia Reekie, as well as illustrator Linda Sharp—all gave compelling talks while attendees enjoyed a local brew. Cheers to Brews & Books!



## North Shore Authors Collection

The North Shore is home to a burgeoning community of talented authors, and what better place than a library to connect readers to local authors. 2019 marked the inaugural year of the North Shore Authors Collection, a partnership initiative from North Vancouver District Public Library, North Vancouver City Library, and West Vancouver Memorial Library. From novelists to poets, writers from across the North Shore were invited to submit their work for consideration to have it featured in each library's collection for one year. The inaugural collection showcased the work of 78 gifted writers in our midst!

## More Sharing Knowledge Events:

- Massive Open Online Courses (MOOCs)
- Seniors Health and Wellness workshops
- Tracing Your Roots Genealogy Series
- Camp NaNoWriMo
- Democracy Talks



*Attendees at the North Shore Authors Collection opening reception. Photo credit: Abigail Saxton*



## DID YOU KNOW?

Kids can borrow Playaways at NVDPL! Playaways are pre-loaded audiobooks that allows children to listen along to their favourite books, making technology and reading more accessible! **Just search 'Playaway' in the Library's catalogue.**

# Inspiring Stories

## Celebrating the 20<sup>th</sup> Anniversary of the North Shore Writers Festival

NVDPL hosted the 20<sup>th</sup> annual North Shore Writers Festival in 2019 in partnership with North Vancouver City Library and West Vancouver Memorial Library! To mark this special anniversary year, Squamish and Nanaimo Nations Elder Sam Seward facilitated a welcoming ceremony to officially open the festival. Authors for the anniversary celebration included award-winning Cree, Lakota and Scottish author Monique Gray Smith; award-winning Audiobook Narrator Erin Moon; Vancouver-based author and Canada Reads 2019 finalist Lindsay Wong in conversation with JJ Lee; and Cree author Darrel McLeod in conversation with Alexander Dirksen.

Rounding out the festival line-up was a North Shore Writers' Association workshop on Finding Your Audience, a book fair, a Writers Café, and closing reception with JJ Lee and founder of the festival, Sarah Ellis. And NVDPL's team reigned supreme for the 5<sup>th</sup> year in a row at Literary Trivia Quiz Night hosted by CBC's Grant Lawrence!



*Lindsay Wong, author of The Woo-Woo: How I Survived Ice Hockey, Drug Raids, Demons, and My Crazy Chinese Family, signs books at the North Shore Writers Festival.*

North Shore Library Directors also made a special announcement about the brand-new North Shore Authors Collection, which launched in the Fall of 2019. It was a fantastic, bustling weekend celebrating 20 years of the Festival!



## 25 Years of Parkgate Library

The Parkgate area was abuzz with energy at Parkgate Community Day—and it wasn't just from all the cake! The community celebrated Parkgate Library's 25<sup>th</sup> anniversary and the community centre's 20<sup>th</sup> anniversary with a pop-up Friends of the Library Book Sale, storytime, dunk tank, bingo, live entertainment, food, raffles, and free ice cream and cake! NVDPL Board Chair Kristine Mactaggart Wright marked the occasion by recognizing Mark Eamonn, the architect of the Parkgate Plaza, and Library Trustees from the 1993/1994 Library Board, who all joined the celebrations. Time flies when you're having fun! Congratulations to Parkgate Library for 25 wonderful years serving the community.



### **DID YOU KNOW?**

*Consumer Reports* is free with your library card. Before you make that next big purchase, consult *Consumer Reports*! Learn more: [nvdpl.ca/databases](http://nvdpl.ca/databases)

## 5 Years of Whisky Library

On May 11, 2019, attendees packed the Lynn Valley Library for the fifth year of the Whisky Library fundraiser. Event-goers savored five specialty whisky tastings throughout the evening while delighting in literature readings from Julie Flynn, Aaron Chapman, Dietrich Kalteis, Charlie Demers, and Iona Wishaw. The evening's program was complemented by a silent and live auction, live music from The Black Bear Rebels, delicious food, and a delightful chocolate table. Over \$8,000 was raised at the annual fundraising event—contributing to over \$30,000 of funds raised for the Trish McMordie Memorial Fund, benefiting the Youth Services Department of the North Vancouver District Public Library. While this may be the end of the Whisky Library dynasty, we remain forever grateful to the McMordie family for choosing NVDPL as the community place to honour and commemorate Trish. Sláinte (“to health” in Scottish Gaelic)!



## More Inspiring Stories Events:

- Walking into the Past: A Walk and Talk on Walter Draycott
- 105 Hikes: An Evening with Stephen Hui
- Trail Tales
- Noon Year's Eve



# 2019 Statement of Operations

## Operating

### Revenue

	2019	2018
District of North Vancouver contribution*	\$ 6,404,444	6,135,163
Government grants	208,475	220,775
Donations	21,316	54,282
Book fines, photocopy charges & sundry	235,756	231,324
<b>Total Revenue</b>	<b>\$ 6,869,991</b>	<b>6,641,544</b>

### Expenses

Salaries and benefits	4,781,153	4,651,196
Facility rent, operations & maintenance	648,216	665,093
Administrative costs & professional services	383,763	235,794
Library subscriptions & digital materials	215,511	194,131
Depreciation & loss on disposal of capital assets	601,428	580,845
<b>Total Expenses</b>	<b>\$ 6,630,071</b>	<b>6,327,059</b>

### Annual surplus

	\$ 239,920	314,485
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\* The District of North Vancouver revenue includes both Operating and Capital funding.

## Capital

### Expenses

	2019	2018
Library collection	\$ 588,857	583,569
Information technology, furniture & vehicle	160,413	39,432
Work in progress—net change	9,992	25,923
<b>Acquisition of tangible capital assets</b>	<b>\$ 759,262</b>	<b>648,924</b>



Please help keep the library clean



- Books can go on the clean up cart when you leave with them.
- Recycling/compost/garbage is available in the children's area.
- For more information visit the information desk if you need it.

Food & Drink in the Library

- Bottles
- Cups
- Cans
- Crumbs

# With Gratitude

## Our Donors

We are grateful to the many generous community members and organizations who provided financial contributions and gifts in kind to the NVDPL in 2019.

*32 Books*

*Ann & Steve Mossman*

*B Fit*

*BC Lions Football*

*Beverly and Trueman Hirschfeld*

*Black Bear Neighbourhood Pub*

*Bridge Brewing Company*

*Bruce Clarkson*

*C. Lorri Gibbard*

*Canada Council of Archives*

*Canadian Craft Tours*

*Central City Brewers*

*Colony Northwoods*

*Dee Duncan*

*Dr. David Vass*

*Elizabeth Mathers*

*Entertainment Partners Canada*

*Foxtail and Anchor Designs*

*Friends of the Library*

*Grosvenor Canada Ltd*

*Hive Climbing*

*Houman Keyani*

*Isabel S. McDonald*

*Janet McMordie*

*Jill McRae*

*Julie Flynn*

*Lakes Whyte LLP.*

*Long & McQuade*

*Lynn Valley Garden Club*

*Maureen Titchmarsh*

*Obsession Bikes*

*Sharon McGavin*

*Tableau Software*

*Talon Helicopters*

*Tom Duncan*

*Valerie Lemay*

*Variath M. Kutty*

*Zazou Salon*

The North Vancouver District Public Library is a registered charity. We issue tax receipts for donations of \$25 or more. To contribute, please visit us at any NVDPL location or visit us online at [www.nvdpl.ca/donating-library](http://www.nvdpl.ca/donating-library)

## Our Community Partners

We are proud to be part of the North Shore community and we love working with you! In 2019, we collaborated with over 20 local organizations, including:

- Baha'is of North Vancouver
- BC Genealogical Society
- Capilano University
- Elders Council for Parks in BC
- Family Services of the North Shore
- NNELS, BC Libraries Co-op, and Service Canada
- North Shore Community Resources
- North Shore Emergency Management (NSEM)
- North Shore Immigrant Inclusion Partnership
- North Van Arts
- North Vancouver City Library
- North Vancouver District Fire Services
- North Vancouver Museum and Archives
- North Vancouver RCMP
- North Vancouver Recreation and Culture
- North Vancouver School District #44
- Read Local BC
- Seniors' Health and Wellness Institute
- SFU Philosophers' Café
- The Cinematheque
- The District of North Vancouver
- West Vancouver Memorial Library
- Young Canada Works

Interested in collaborating on a program or project?  
We'd love to hear from you! Get in touch at [www.nvdpl.ca](http://www.nvdpl.ca)



?

### DID YOU KNOW?

You can learn a language  
for FREE with Mango  
Languages. Learn more:  
[nvdpl.ca/databases](http://nvdpl.ca/databases)

“

I feel connected to my community because of the role my library plays in it. Libraries are such special places and I love that I have such a vibrant one close to home.



“

My most memorable NVDPL experience was joining the book club. It has opened me to new genres of books that I wouldn't necessarily have chosen to read myself. It has also introduced me to new members of the community and new perspectives.



# Connect with us

## Lynn Valley Library

1277 Lynn Valley Road  
North Vancouver, BC, V7J 0A2  
604-984-0286

## Parkgate Library

3675 Banff Court  
North Vancouver, BC, V7H 2Z8  
604-929-3727

## Find us online

[www.nvdpl.ca](http://www.nvdpl.ca)



North Vancouver District  
Public Library



## Capilano Library

3045 Highland Boulevard  
North Vancouver, BC, V7R 2X4  
604-987-4471



## Library Administration

300-1277 Lynn Valley Road  
North Vancouver, BC, V7J 0A2  
604-990-5800

