



# 2017

## Annual Report



North Vancouver District  
Public Library

Connecting Community  
Sharing Knowledge  
Inspiring Stories



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“

I love the library. Being able to borrow books and DVDs/BluRays improves my quality of life.



“

Best library in all of Vancouver.



*Richard Walton  
Mayor, District of North Vancouver*

## A message from the Mayor

District residents enjoy a high quality of life thanks in part to our exceptional public amenities. Since 1964, District libraries have provided welcoming spaces for residents of all ages to explore their curiosities and connect with one another. As technology advances, our libraries stay up to date and accessible for new generations while continuing to serve as anchors of community well-being.

In 2017, I appreciated the experience of registering enthusiastic children for Summer Reading Club at Capilano Library as an honorary librarian for a day. At my monthly Meet the Mayor sessions, I enjoyed connecting with residents and sharing in meaningful dialogue on issues of local importance. These visits provide a glimpse into the vital role that our libraries play in the lives of many of our residents.

DISTRICT OF  
**NORTH  
VANCOUVER**



On behalf of the District of North Vancouver, I would like to recognize the contributions of the Library board and staff in 2017. Thank you for your commitment to inspiring a community of informed, engaged, and connected residents.

A handwritten signature in white ink, which appears to read "Richard Walton". The signature is fluid and cursive, written in a professional but personal style.

**RICHARD WALTON**  
Mayor, District of North Vancouver





*Mike Little*  
2017 Board Chair

## A message from the Board Chair

2017 marked the launch of a new Strategic Plan to help guide the Library's vision to shape the District of North Vancouver's future by inspiring learning, discovery, creativity, and collaboration. At the core of this renewed vision are three priority focus areas: collaborate with our community, transform our digital environment, and expand community learning. In 2017 the Library made initial progress towards achieving these goals.

Some memorable highlights and achievements include: welcoming a delegation of South Korean officials for a tour and meeting at the Lynn Valley Library, building relationships with local officials including Member of Parliament Jonathan Wilkinson, and celebrating 350 of our community's youngest readers at Summer Reading Club Medal Ceremony at Parkgate Days.

*From left to right: Colleen MacMillan, Mark Jefferson, Board Chair Mike Little, Kristine Mactaggart-Wright, Vice Chair Linda Munro, Library Director Jacqueline van Dyk, Councillor Jim Hanson, Lara Greguric.*

*Not pictured: Allison Rzen and Phil Webber.*



On behalf of my fellow North Vancouver District Public Library Trustees, I would like to extend my gratitude to the Councillors and staff at the District of North Vancouver for their ongoing support of our public library system. I also gratefully acknowledge the Province of British Columbia for continuing to support programs that enhance library services across BC.

To staff and management, thank you for your dedication to the Library and commitment to our community. Your vision and passion for the Library are instrumental in its success.

**MIKE LITTLE**  
**2017 Board Chair**



North Vancouver District  
Public Library



*Jacqueline van Dyk*  
*Director of Library Services*

# A message from the Director of Library Services

2017 proved to be a remarkable and exciting year of connecting community, sharing knowledge, and inspiring stories at North Vancouver District Public Library.

We collaborated with our community on a wide range of events, like Health and Wellness Month and Library Day at the PNE, forming new relationships and strengthening bonds with community partners.

We expanded community learning by providing new digital resources such as Lynda.com and Mango Languages, hosting training opportunities to build digital literacy skills, and providing almost 1,500 public programs, including author visits, writing workshops, Massive Open Online Courses (MOOCs), and more. There was an opportunity for shared learning at every age!



We further expanded our reach into the global community, hosting a delegation of officials from South Korea and winning two American Library Association awards for public relations. We revitalized some of our spaces, introducing new study space and furniture at Capilano Library, and, in celebration of 10 years in the new Lynn Valley Library, improvements were made to the welcome desk to allow for greater connection with our patrons.

On behalf of the Library, I would like to extend my appreciation to the District of North Vancouver for continued financial and service support, as well as acknowledge the contributions from the Province of B.C., the Friends of the Library, the McMordie Family, and other generous donors. This support enables us to make a positive impact in fulfilling the needs of our community.

I also extend my sincere thanks to the Library Board for your participation, ambition, and vision for the Library. To our staff, thank you for your ingenuity, passion, and first-rate service to our community. And my sincere thanks to library volunteers and community partners for your time and collaboration.

Lastly, thank you to our community. We are eager to build on the momentum of 2017 and remain wholly invested in the community we serve.

Here's to another year of exploration, creation, and lifelong learning!

A handwritten signature in black ink, appearing to read 'Jacqueline Van Dyk'.

**JACQUELINE VAN DYK**  
Director of Library Services

# 2017: A Snapshot



**1,504,179 visits**

(872,246 in person + 631,933 digital)



**42,964**

members



**333**

days open at  
each branch



**30,000+**

children and  
youth attended  
NVDPL programs



**1,487**  
programs

**35,983**  
attendees



**86,895**

reference  
questions  
answered



**4,000**

participated in  
Summer Reading  
Club at NVDPL



**2,208**

Facebook friends



**2,993**

Twitter friends

Find us at @NVDPL!



**332,000**

items in the collection



**1,665,070**

total circulation



**\$4,004**

saved by the average family of four using NVDPL in borrowing 120 books and 56 DVDs



**104,978**

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



**1,293,696**

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

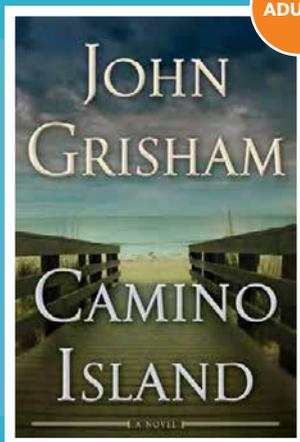


**266,396**

items used in the library

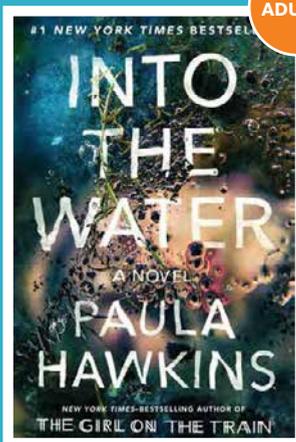
## Most Circulated Titles 2017

### Books



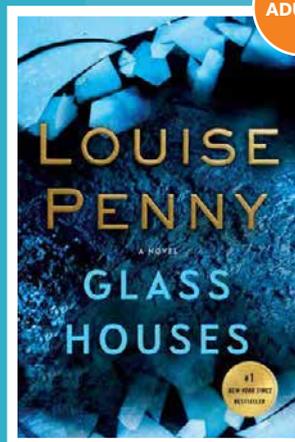
ADULTS

*Camino Island*  
by John Grisham



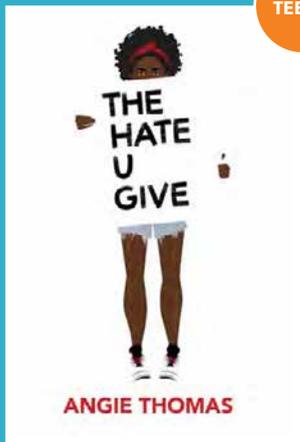
ADULTS

*Into the Water*  
by Paula Hawkins



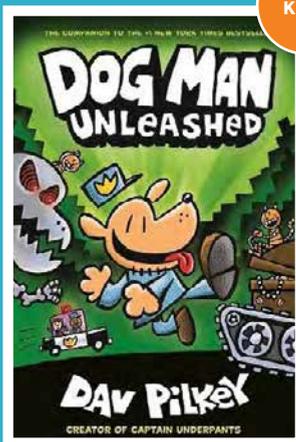
ADULTS

*Glass Houses*  
by Louise Penny



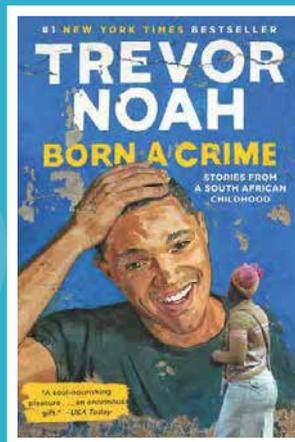
TEENS

*The Hate U Give*  
by Angie Thomas



KIDS

*Dog Man Unleashed*  
by Dav Pilkey



### Non-Fiction

*Born a Crime*  
by Trevor Noah

## DVDs

ADULTS



*La La Land*

TEENS



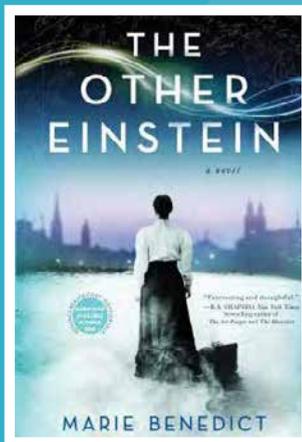
*Rogue One: A Star Wars Story*

KIDS



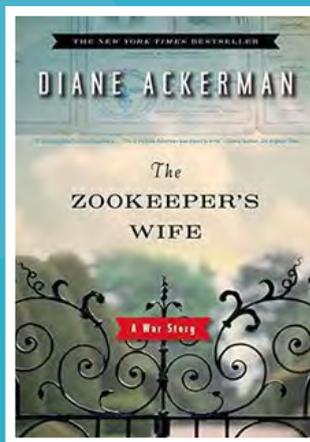
*Moana*

## E-Book



*The Other Einstein*  
by Marie Benedict

## Audiobook



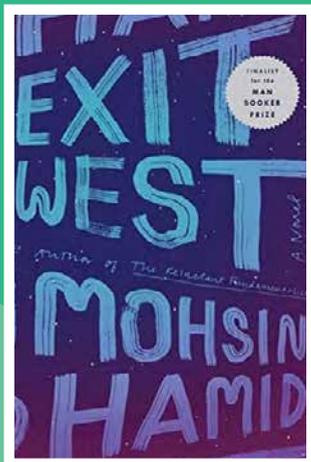
*The Zookeeper's Wife*  
by Diane Ackerman

## Favourite online resource

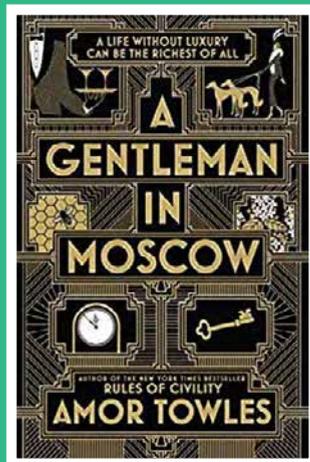


Read ebooks  
with Libby!

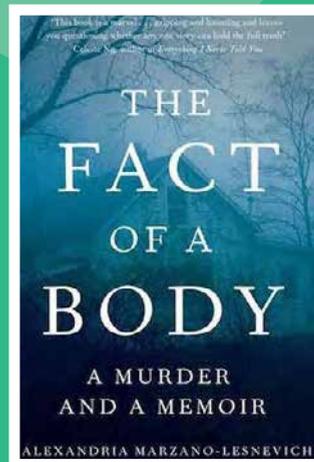
## Staff Favourites



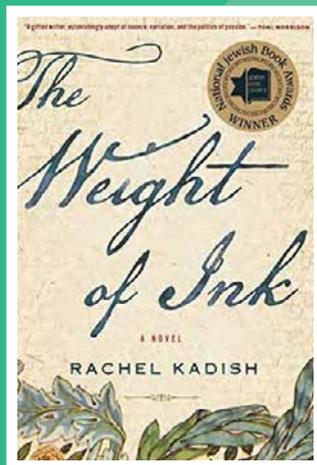
*Exit West*  
by Mohsin Hamid



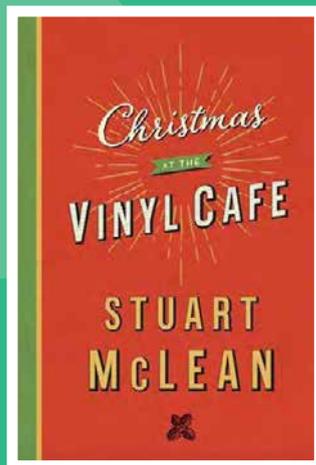
*A Gentleman in Moscow*  
by Amor Towles



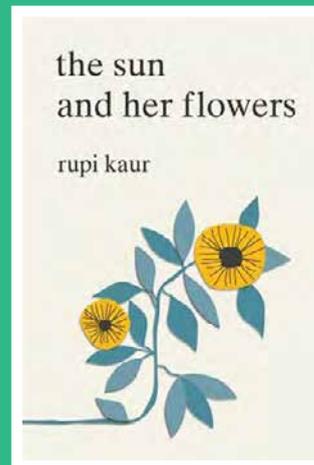
*The Fact of a Body*  
by Alexandria Marzano-Lesnevich



*The Weight of Ink*  
by Rachel Kadish



*Christmas at the Vinyl Café*  
by Stuart McLean



*the sun and her flowers*  
by Rupi Kaur



CHICKENS

HARRY ALLARD  
JAMES MARSHALL

Are We There,  
**YETI?**

ALL THE WATER  
**ALL THE MORE**

please

ashlyn  
anstee

# Connecting Community

## Human Library

The Library was thrilled to host its first-ever Human Library event in 2017! The program promotes using respectful dialogue to connect with other community members in order to move towards a more shared understanding of one another. “Human books” volunteered to share their diverse life experiences in one-on-one conversations with participants. This Human Library included titles like *Unstoppable: A Full Life with Huntington’s Disease*, *Tales from the Blindside*, *We’re All Queer*, and more. The Library provided the safe, neutral space for authentic dialogue, and in the end 48 wonderful conversations took place.

## Welcoming Spaces

We’re serious about connecting with our community! So serious, in fact, that we demolished a wall so we could connect more with visitors. In 2017, the entrance at Lynn Valley Library was redesigned and re-purposed to allow for better access of materials, to improve visitor traffic flow, and to improve the overall experience and service for patrons. The result? A much more open, bright, and friendly atmosphere!

Capilano Library also received some welcome improvements on the 2nd floor. The integration of new furniture has greatly enhanced the atmosphere of the group and silent study areas!



## Library Day at the PNE

Win a bookmark! Win a bag! North Vancouver District Public Library joined forces with InterLINK member libraries for a fantastic day in the first-ever Library Zone at the Fair at the PNE. BC library cardholders were rewarded with entry to the Fair for just \$5 when they presented their library card, and fairgoers visited a Library Zone where they were treated to free storytimes with the Canucks, a pop-up mini maker space, giant board games, and more awesome activities!

## Other Connecting Community Events and Programs:

- Metro Conversations Community Dialogue Event
- A Whisky Library
- Meet Your Mayor
- Postures and Prompts
- SFU Philosophers' Café
- Capilano Universe Lecture Series
- Creative Quills Writing Workshop
- English Conversation Corner



Did you know you can access databases and online resources at your library? Academic journals, BC Building and Fire Codes, Consumer Reports, and other learning resources are all available for free and at your fingertips!

# Sharing Knowledge

## Honouring the Anniversary of Vimy Ridge with Hugh Brewster

The Library commemorated the 100th anniversary of the Battle of Vimy Ridge with a series of events for every age, in collaboration with North Vancouver Museum and Archives. Award-winning military history author, Hugh Brewster, presented a summary of the Battle and connected the historical events to Walter Draycott, a North Vancouver pioneer and historian, who was a topographer at Vimy Ridge and recorded the events in his diary. The event was highly informative and celebrated our local history.

## Digital Learning

We're going digital! NVDPL continues to introduce new technologies and resources to help our community build digital literacy skills. In 2017, NVDPL launched two brand-new digital learning platforms! NVDPL cardholders now enjoy FREE access to Lynda.com, a learning platform that provides unlimited access to over 4,000 learning courses in business, technology, and creative skills, as well as Mango Languages, an online language resource that supports the development of conversation skills in over 70 languages.



## We've got a Book Club for That!

Did you know that NVDPL hosts over 11 book clubs from general fiction, to crime, to cooking—chances are there is one that you would enjoy! In 2017, there were 85 book club sessions with almost 800 attendees. Book clubs provide a number of benefits for members: they stimulate social connection and learning, they have the ability to introduce new ideas and new understanding, and they provide a welcome break from the hustle and bustle of everyday life. For these reasons and more, we love them!

## Other Sharing Knowledge Events:

- Celebrating Children's Indigenous Literature
- Health and Wellness Month
- Resumé Check
- North Shore Writers Festival
- White Cane Week
- Technology Programs: Hop into Hoopla, Tech Tutors, Video Editing 101, Let's Learn Lynda.com
- Author talks with Josianne Haag, John Baldwin, and Gail Hulnick
- AdventureSmart Series
- Online learning courses (MOOCs)
- Earthquakes and Emergency Preparedness programs



Did you know you can download books or stream videos from the comfort of your own home?

Check us out online:

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

# Inspiring Stories

## Summer Reading Club

Almost 4,000 children took a “Walk on the Wild Side”, participating in Summer Reading Club at NVDPL, resulting in another fantastic year of summer reading! One major highlight was the 2nd annual NVDPL Summer Reading Club Medal Ceremony. Children and families turned up in droves to celebrate the completion of the program—even in the pouring rain! 350 excited readers received medals from local notables, including local officials and representatives from reading club sponsor Royal Bank of Canada.

## PRXchange Awards

North Vancouver District Public Library is proud to be recognized with two library public relations awards from the American Library Association’s PRXchange. Over 100 institutions from across North America submitted 400 entries, and NVDPL won best-in-category awards for the 2015 Annual Report and the Readalikes, which adorn NVDPL shelves and promote a wide variety of authors.



*Rain? What rain!? 350 children and their families line up to receive their Summer Reading Club medals.*

## Teen Scene

The teen scene at NVDPL exploded in 2017 after the introduction of a brand new Teen Engagement Librarian who connected with local youth on a whole new level!

Some of the exciting highlights include the expansion of the Teen Advisory Group (TAG) to all three NVDPL locations, as well as a reinvigoration of teen spaces at Lynn Valley Library with new furniture and a space redesign. Teens helped the Library make informed decisions about teen services and spaces, contributed 163 hours to Book Buddies and Tech Tutors, created custom artwork for the Teen Summer Reading Club, and more. Over all, participation at teen programs tripled in 2017!



Did you know you can learn new languages and skills at NVDPL? We're proud to provide FREE access to Mango Languages and Lynda.com!



# 2017 Statement of Revenue and Expenditures

## Operating

### Revenue

	2017	2016
District of North Vancouver*	\$ 5,996,607	5,713,134
Provincial government grants	215,559	218,301
Donations	31,389	35,736
Book fines, photocopy charges and sundry	246,324	254,170
<b>Total Revenue</b>	<b>6,489,879</b>	<b>6,221,341</b>

### Expenditures

Salaries and benefits	4,444,873	4,385,462
Facility rent, operations & maintenance	703,168	702,347
Administrative costs & professional services	405,900	230,201
Library subscriptions & digital materials	155,930	139,529
Depreciation & loss on disposal of capital assets	617,961	623,052
<b>Total Expenditures</b>	<b>\$ 6,327,832</b>	<b>6,080,591</b>

## Capital

### Revenue

	2017	2016
District of North Vancouver	\$ 835,208	648,730
Committed capital	67,950	105,555
Other	84,675	29,377
<b>Total Revenue</b>	<b>987,833</b>	<b>783,662</b>

### Expenditures

Library collection	570,161	561,064
Information technology, furniture & vehicle	126,174	156,113
Work in progress	70,836	(1,465)
Acquisition of tangible capital assets	767,171	715,712
Committed capital	220,662	67,950
<b>Total Expenditures</b>	<b>\$ 987,833</b>	<b>783,662</b>

\* Operating Revenue from the District of North Vancouver also includes the Capital Revenue shown separately.



“

Thank you for offering such a wonderful summer reading program. What a fun way to expose children to books, language, ideas and reading. This is the second year that my children have participated and it's wonderful to see them read so often throughout the summer. Keep up the great work!

# With Gratitude

## Our Donors

North Vancouver District Public Library gratefully acknowledges the generous contributions from donors throughout 2017. With this support, the Library is able to further inspire learning, discovery, creativity and collaboration in our community. Thank you!

*32 Books (gift in kind)*

*BC Lions (gift in kind)*

*Browns Socialhouse (gift in kind)*

*Burgoo Restaurant (gift in kind)*

*Capilano Suspension Bridge Park  
(gift in kind)*

*Neil Chomos (gift in kind)*

*Susan Corcoran (Canada Helps)*

*Duso's Italian Foods (gift in kind)*

*Friends of the North Vancouver  
District Public Library*

*Grosvenor Americas*

*David Hunter (Canada Helps)*

*Kitty Heller Memorial Foundation*

*Tony Lawrence (gift in kind)*

*Daphne Leask (Talking Books)*

*Lynn Valley Garden Club*

*Bruna Martinuzzi*

*Hilary Matts (Canada Helps)*

*Isabel McDonald (Talking Books)*

*McMordie Family*

*Steve and Ann Marie Mossman*

*Northlands Golf Course  
(gift in kind)*

*Beth Power (gift in kind)*

*Save On Foods Lynn Valley  
(gift in kind)*

*Talon Helicopters (gift in kind)*

*Titchmarsh Family (gift in kind)*

*Lauren Townsend (gift in kind)*

*Treks for Pets (gift in kind)*

*Vancouver Symphony Orchestra  
(gift in kind)*

*Dr. David Vass & Waterfront Dental*

*Trish Vickery (gift in kind)*

*Leith Wheeler*

*Robert Wong (Trish McMordie)*

*Zazou Salon & Spa (gift in kind)*

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

It is a pleasure to collaborate with our community! NVDPL is fortunate to have worked with so many wonderful organizations throughout 2017. Partnering with these groups jointly elevates our ability to deliver outstanding, cost-efficient programming and learning opportunities for North Vancouver residents. Thank you to the wonderful organizations we worked with in 2017!

- Capilano Community Services Society
- Capilano University
- District of North Vancouver
- Family Services North Shore
- Friends of the North Vancouver District Public Library
- Mount Seymour Heritage Society
- North Vancouver City Library
- North Vancouver Community Arts Council
- North Vancouver District Fire & Rescue
- North Vancouver Museum and Archives
- North Vancouver School District # 44
- North Vancouver Recreation and Culture Commission
- North Shore Baha'is
- North Shore Community Resources
- North Shore Culture Days
- North Shore Immigrant Inclusion Partnership
- North Shore Multicultural Society
- North Shore Neighbourhood House
- North Shore Writers Association
- Public Library InterLINK
- RCMP
- SFU Philosophers' Café
- Tech Tutors Volunteers
- West Vancouver Memorial Library
- Xwemelch'stn

Interested in a joint program or project?  
Get in touch at [www.nvdpl.ca](http://www.nvdpl.ca)



?

Welcome, newcomers! Did you know we can suggest materials, programs and services that will make it easier for you to learn English, meet friends and adjust to the changes that come with moving to a new place? Come say "hello"!

“

I love the library, it is such a calm and quiet place to do work or just read. Thank you for all the great books.



“

Love the gallery as it is a great way to expose patrons to local art. Always enjoy book displays, i.e. oversize books, as I rarely explore that area. Thank you!



# Connect with us

## Lynn Valley Library

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

## Parkgate Library

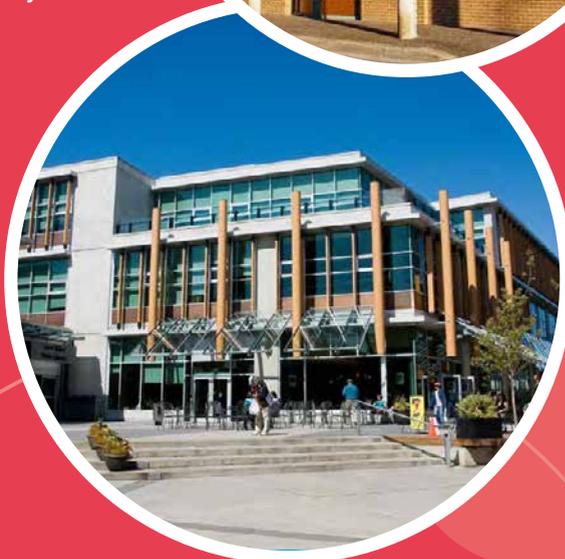
3675 Banff Court  
North Vancouver, BC, V7H 2Z8  
604-929-3727

## 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