

# BRIEFING BOOK 2026



WELCOME TO THE LIBRARY

# Welcome

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## Welcome to the North Vancouver District Public Library!

Since 1964, North Vancouver District Public Library has stood as a cornerstone of learning, growth, and community connection. While the role of the public library has shifted and expanded, we remain just as committed to enhancing our services, fostering innovation, and supporting the diverse needs of our community.

We are thrilled to welcome you to the NVDPL Board of Trustees and know you will help us build on NVDPL's legacy, ensuring our libraries remain vibrant, accessible, and responsive to the needs of all who walk through our doors.

We look forward to working with you to shape the next chapter for our libraries. Your unique perspectives and leadership will play a vital role in guiding NVDPL's future.

Please don't hesitate to connect with me at any time - my door is always open!

**Jacqueline van Dyk | Director of Library Services**  
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# The District of North Vancouver

**DNV VISION:** Inspired by nature, enriched by people

NVDPL works closely with our valued partner and primary funder, the District of North Vancouver.

NVDPL libraries are places of knowledge building, spaces for cultural expression, hubs for health and social well-being, and cores of community connection; all of which are in line with the Official Community Plan 2030 (OCP) for the District of North Vancouver.

NVDPL develops strategic goals and actions with the OCP in mind and seek to achieve the goals set out to achieve the Community Vision of the District of North Vancouver.

## 2021 Census Information

- Land area is 160.66 sq. kms, with a population density of 549 persons per sq. km
- The median total income of recipients over 15 for 2020 was \$49,600 per annum
- 51,990 people living in the District of North Vancouver are over 40 (59%)

	North Shore	City of North Vancouver	District of North Vancouver	District of West Vancouver	Bowen Island	Lions Bay Village
Population (2021)	196,056	58,120	88,168	44,122	4,256	1,390
Population (2016)	186,034	52,898	85,649	42,473	3,680	1,334
Change in Population from 2016 to 2021	+5.4%	+9.9%	+2.9%	+3.9%	+15.7%	+4.2%

Graphic: Impact North Shore "How to Access Government Services Online" (2022)



# 2024-2027 Strategic Plan

## **Vision: Where we are going**

Inspiring learning, discovery, creativity, and collaboration in the District of North Vancouver.

## **Mission: What we do**

Connecting community. Sharing knowledge. Inspiring stories.

## **Values: Who we are**

At NVDPL, we are committed to fostering a sense of community and building meaningful relationships. We embrace a dynamic balance between nurturing innovation and honouring tradition, encouraging exploration, creativity, and fun. Our values reflect our identity, aspirations, and serve as guiding principles that shape our decisions on how best to serve and support our community's potential.

## CONNECT

1. **Collaborate and engage with our community and partners.**
2. **Extend the impact and reach of our services.**
3. **Advance and uphold values of diversity, equity, inclusion, Reconciliation, and accessibility.**

## SHARE

1. **Foster dynamic, inclusive, accessible, and inviting environments, collections, and services that align with both present and future needs and expectations.**
2. **Reflect, honour, and celebrate Indigenous cultures and perspectives.**
3. **Provide opportunities to unite our community through shared learning experiences and library resources.**
4. **Enhance virtual spaces, digital collections, and the online library experience.**

## INSPIRE

1. **Enhance virtual spaces, digital collections, and the online library experience.**
2. **Invigorate staff development, engagement, and culture.**
3. **Support digital equality by addressing the digital divide.**

# By the Numbers

## Key Accomplishments 2014-2025

- Ranks in the top 3 libraries in all of BC for circulation per capita
- Launched new special collections: Caring Community Kits, First Language Kits, Puzzles, Dungeons and Dragons Starter Kits, e-Readers, Radon Kits, and CO<sub>2</sub> Monitor Kits
- One of the first libraries in Canada to offer a curbside model of service during the pandemic, called NVDPL Takeout
- Opened StoryLab, a new digital creativity suite at Lynn Valley
- Created a new boutique library service: NVDPL Express Library at Lions Gate Community Recreation Centre
- Launched an automated presence, the NVDPL Kiosk, at Lynn Creek Community Recreation Centre
- Implemented a Service Excellence philosophy to ensure a friendly, welcoming, and community-focused experience
- Hosts the North Shore Writers Festival, North Shore Reads, and the North Shore Authors Collection, in partnership with North Vancouver City and West Vancouver Memorial Libraries
- Established a culture of consultation and collaboration, using an integrated cross-system approach to library operations
- Annually engage thousands of children in the BC Summer Reading Club - 36% of the elementary school population
- Received two Building Better Community Awards from the BC Library Association and a BC SRC Community Story Award
- Received 7 awards from the American Library Association for public relations materials
- Developed and launched unique programming, like Trail Tales, Brews & Books and Paws 4 Stories
- Developed a new brand identity to better reflect the diversity of our community, services, and offerings.
- NVDPL's book *Fifty! With a Fabulous Future*, written by Dave Obee, won a District of North Vancouver Heritage Award
- Hosted successful after-hours events and book launches and the Whisky Library Fundraisers that raised over \$30,000
- Participated in community events, bringing innovative programs and mobile technologies for community engagement
- Celebrated milestone 60<sup>th</sup> anniversary (1964-2024)
- Introduced teen Tech Tutors and digital literacy based programs and workshops

## 2025 Statistics



Preliminary 2025 data.

# NVDPL: Past & Future

## Top Priorities for 2026

- Build meaningful relationships with local Indigenous communities and leaders through Creator-in-Residence program and Indigenous art
- Enhance and improve our physical spaces by planning for renovations at Capilano Library and Lynn Valley Library
- Advance our commitment to diversity, equity, inclusion, and accessibility, including multi-lingual online translation and hearing assist technologies
- Strengthen our workplace culture by refreshing our approach to service and training



## Over the years...

1	Library-published book
1	Automated Kiosk
3.5	Locations
6	Staff and Trustee Published Authors
5	Chief Librarians
20	Borrowed Items Per Capita in 2025 (4.5 Books in 1964)
125+	Trustees
11,000+	Storytimes
350,000+	Collection Size in 2025 (28,000 Books in 1964)
850,000+	Program Attendees
2 Million+	Books Purchased
72 Million+	Items Borrowed

# 2024 Statement of Operations

## Operating

	<b>2024</b>	<b>2023</b>
<b>Revenue</b>		
District of North Vancouver contribution*	\$ 8,561,455	8,419,203
Government grants	242,803	709,732
Donations	42,631	19,718
Book fines, photocopy charges & sundry	182,083	124,343
Total Revenue	<u>9,028,972</u>	<u>9,272,996</u>
<b>Expenses</b>		
Salaries and benefits	6,129,018	5,843,674
Facility rent, operations & maintenance	931,700	951,301
Administrative costs & professional services	753,169	458,144
Library subscriptions & digital materials	357,010	289,825
Depreciation & loss on disposal of capital assets	778,183	742,050
Total Expenses	<u>8,949,080</u>	<u>8,284,994</u>
<b>Annual surplus</b>	<u><u>\$ 79,892</u></u>	<u><u>988,002</u></u>

\* The District of North Vancouver revenue includes both Operating and Capital funding.

## Capital

	<b>2024</b>	<b>2023</b>
<b>Expenses</b>		
Library collection	\$ 613,750	637,415
Information technology, furniture & vehicle	442,851	190,605
Work in progress—net change	-117,080	187,399
Acquisition of tangible capital assets	<u>\$ 939,521</u>	<u>1,015,419</u>

## Additional Supporting Organizations

In addition to providing grants and legislation, the Province of BC also supports the following initiatives and organizations which all libraries benefit from:

- InterLINK Library Federation
- BC Libraries Cooperative (consortial licensing of digital resources)
- Inter Library Loans Network
- BC Summer Reading Club
- BC Trustees Association (Governance Workshops)
- National Network for Equitable Library Service (NNELS)

# PEOPLE

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“The most important asset of any library goes home at night – the library staff.”

- Timothy Healy

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# NVDPL Staff

## Some interesting facts about us:

- Our librarians have Masters degrees in Library and Information Studies (MLIS or MLS).
- Our library technicians have college Diplomas in Library and Information Technology.
- NVDPL employs and trains a number of local highschool students and youth as Pages to re-shelf materials.
- We contribute to the training and education of up-and-coming library professionals, by hosting practicum students from library education programs, providing employment to student librarians and library technicians, and even inspiring current staff to pursue library educations as a result of their employment.
- Our staff have many talents beyond the their jobs. We have had artists, writers, musicians, photographers, and academics on staff!
- The Library's first collective agreement, with CUPE local 389, was signed in 2006.

At the 2016 BCLA Conference, NVDPL delivered "Under the Hood: Honest Stories of Disruptive Change in a Public Library". The panel brought together a cross-section of NVDPL's staff - the Library Director, a patron, managers, library assistants, and librarians - to share a candid look at transformative change in public libraries. The session struck a chord with attendees and generated a buzz at the conference that still resonates today.

*"I'm thankful that I was given the opportunity to express what in years past I had long thought to be a disparity in our work environment, one which ignored skills, experience and quite frankly, loyalty. Antiquated conditions that hindered rather than supported a library wanting to thrive. Jacqueline encouraged open and honest discourse, which has been, and continues to be, the catalyst for our journey from disruption to transformation. We've become an organization that values and exemplifies the contribution and integrity of each and every staff member; a library that other libraries in BC can watch and learn from." - NVDPL Staff Member*

Employee Type	Regular	Aux
Administrative Assistant	2	
Branch Coordinators	3	
Circulation Staff	23	6
Communications	2	1
Creative Technology Advisors	2	1
Creative Technology Coordinator	1	
Executive Assistant	1	
Librarians	13	2
Library Technicians	7	2
Library Service Advisors	11	11
Maintenance Staff	4	
Management	6	
Technology Staff	2	
Students: Pages		
<b>Total</b>	<b>77</b>	<b>41</b>



# Organizational Structure

## Library Board

### Director of Library Services

#### Manager Community Connections

- Community programs & partnerships
- Children & Teen Services
- Adult Services
- Outreach
- Home Library Services

#### Manager Innovation & Learning

- Digital services & spaces
- Web development
- Developing programming to facilitate digital literacy
- Library technologies & systems

#### Manager Collection Services

- Collections management
- Acquisitions & selection
- Digital collections
- Technical services
- Inter-Library Loan Service

#### Business Manager

- Facilities
- Budgets and finances
- Corporate reporting & statistics
- Fundraising & donor relations

#### Manager Welcoming Initiatives

- Service desks
- Patron experience & customer service
- Interior spaces management
- Day-to-day operations

#### Executive Assistant

- Supports the Director of Library Services
- Board Meeting preparation
- Day-to-day administrative support

#### Communications & Events Coordinator

- Communications strategy development & implementation
- Coordination of special events
- Media relations and marketing
- Special Projects

# The Exempt Team

The management team shares a philosophical approach that supports the development and success of all NVDPL staff.



**Jacqueline van Dyk**



**Alison Campbell**



**Alex Etesami**



**Daria Hrbacek**



**Sandi Burgess**

Manager  
Welcoming Initiatives



**Jill Klaponski**

Manager  
Collection Services



**Suzanne Hendriks**

Executive  
Assistant



**Meghan Crowe**

Communications  
& Events Coordinator

# Shifting Forward



Source of Word Cloud: NVDPL Employee "Cultural Values" Survey 2014

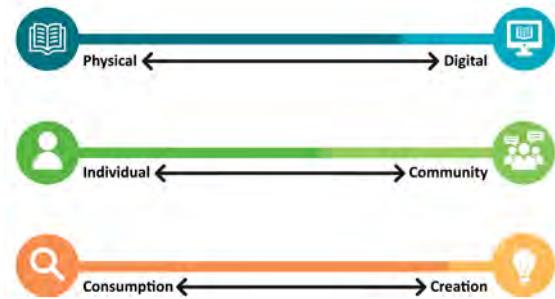
Public libraries play a pivotal role in communities, especially during times of change. Over the past two decades, shifting digital, social, and economic landscapes have reshaped library services. In the wake of the global pandemic, the value of public libraries have been reaffirmed and reimagined, highlighting their importance as places of learning, connection, solace, creativity, and inspiration.

Today's NVDPL offers multifaceted services, encompassing a traditional role of providing free access to physical collections, a contemporary role delivering digital resources both on and off-site and encouraging people to create their own content, and a community hub role by providing public spaces, programs, technology, and services that support people, community engagement, and experiences. Visitors are welcomed by vibrant spaces, curated collections that includes print books, e-books, audiobooks, and accessible formats, along with diverse, inclusive, and distinct programming. Together, these elements support a connected, informed, and engaged community.

As housing pressures grow, more people seek a '3rd space' away from home and work to reflect, study, read, learn, and connect. The public library is also increasingly becoming a place that bridges social service gaps, acting as place of refuge for people experiencing homelessness and other life challenges.

We continue to engage staff at all levels in preparing for and adapting to evolving demands, which are shared across the public library sector. Culture shift is ongoing by nature, and we continue to practice and embed it in our daily work.

## Library Shifts



# The Library Network

The library ecosystem is a province-wide network, and the NVDPL is a key part of it. Our services influence other libraries, just as their work influences ours. Although BC libraries operated independently, we all share core values: **Intellectual Freedom, equitable access for all, privacy, lifelong learning, and strong public service ethic**. NVDPL is proud to collaborate with the BC Library Community, including InterLINK and the BC Libraries Cooperative, to deliver shared services that benefit the entire BC Library system and ensure responsible use of public funds.



NVDPL also works closely with local partners, including North Vancouver City Library, West Vancouver Memorial Library, the North Vancouver School District, North Vancouver Recreation and Culture Commission, Impact North Shore (formerly North Shore Multicultural Society), North Shore Immigrant Inclusion Partnership, the North Vancouver Community Arts Council, North Shore Community Resources, Reconciliation Canada, North Vancouver Museum and Archives, and more. Working with local organizations strengthens the fabric of our community and aids in the development of collaborative, efficient, and cost-effective programs for our community members.

## Our services have impact

Libraries operate within a broader network, and the effects of the interdependent relationships are often underestimated. NVDPL is a member of InterLINK, a cooperative federation of 18 participating Lower Mainland library systems that advocates for all libraries, supports Interlibrary Loan services across BC, coordinates shared initiatives, and more. Through BC-wide resource sharing, residents across BC gain access to materials beyond their home library.

The three North Shore libraries have an especially close relationship, as residents frequently use all three systems. Service and policy decisions in one library can significantly affect the others, so meaningful collaboration can improve service quality and operational efficiency. For example, in 2023, NVDPL lent 213,544 items to InterLINK member libraries - 165,343 of them to the two other North Shore library systems. In return, NVDPL patrons borrowed a total of 139,768 items from InterLINK libraries, of which 122,330 items were borrowed from the North Shore library systems. As the NVDPL borrowed less materials than it lent, the Library is designated as a 'net provider' and receives compensation for services.

The Province of BC also compensates for participation in province-wide initiatives, like the BC OneCard program that allows residents to access and borrow from any participating library in BC, and Inter Library Loan services, which allows patrons to borrow materials that are unavailable at their home library system by requesting it from another library system.

# PROGRAMS

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“A librarian is a data hound, a guide, a Sherpa and a teacher. The librarian is the interface between reams of data and the untrained but motivated user”  
- Seth Godin

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# NVDPL Programs

Public programs offered across three Library branches in the community have diversified beyond the view of a traditional library. Over 1500 programs were delivered in 2025, with over 31,683 attendees!

## A selection of Library programs 2014-2025:

- Events and programs to honour Reconciliation
- Author Readings and Drop-in Book Clubs
- Climate Action and awareness programs
- Ukulele learning and playalongs: Uke Can Do It!
- TWEEN Advisory Group
- Teen Advisory Groups, Read & Review Book Club, Queerly Quilled Teen Activity Club
- Virtual and hybrid programming
- Paws 4 Stories
- Library outreach programs: Trail Tales and Brews & Books
- The North Shore Writers Festival & North Shore Reads
- Outreach to Strongstart centres, daycares and preschools
- English Corners and English language literacy events
- Salsa and Spanish and 30 Minute Spanish programs
- Summer Reading Club Medal Ceremonies
- Massive Open Online Courses (MOOCs)
- One on One Technology Training and Tech Tutors
- Book Buddies and Tech Tutors with teen volunteers
- Job Search Skills and Networking Club
- World Affairs Forum & Discussion Lounges
- Retirement Planning and Advanced Care Planning seminars
- Digital Literacy programs like STEM for Seniors, Koala Koders, Making Video Games, Film making Fundamentals, and more
- Immigrant Parent as Literacy Supporters (IPALS) program
- Intergenerational Parent Child Mother-Goose at senior centres
- Earthquake Hazards & Risks and Earthquake Preparedness
- Chess Programs for all ages
- Knitting and Artist Circles
- The Human Library Events
- The Whisky Library Fundraisers
- Culture Days
- Movie nights



# COLLECTIONS

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“To build up a library is to create a life. It’s never just a random collection of books.”  
- Carlos María Domínguez

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# NVDPL Collections

NVDPL has over 350,000 items in its collection. Collection content is curated by our professional librarians using formal criteria and reviews, guided by the collection policy and budget allocations. Their selections are also informed by publishing trends, patrons' ideas, staff suggestions, and donated books. We purchase extra copies where we can to meet demand for hot items, within limits and budget. We think about our packaging and preparation of items, aiming for a durable item that will withstand multiple uses and lots of handling. We list everything in the catalogue so patrons can see what's available where, manage their holds and see when materials are due.

Sometimes we don't have items people would like to borrow—the items may be too old and no longer for sale, not suitable for a public library collection or of limited use. Interlibrary Loan Service fills in that gap. We can borrow many items we don't own ourselves, through our network of participating libraries.

We also accept new and used books in good condition from community members. These donations can help supplement its collection, especially in regards to new and popular titles.



# SPACES

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“The next library is a place, still. A place where people come together to do co-working and coordinate and invent projects worth working on together.”  
- Seth Godin

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# NVDPL Facilities

NVDPL has a long history serving and connecting the community through its lending services, research facilities, and public events. It has evolved over the past 62 years from a small, part-time book resource, to a world class lending service with state-of-the-art technology. The community is served by three full branches at Capilano, Lynn Valley, and Parkgate, one boutique NVDPL Express service at Lions Gate Community Centre, and a self-service kiosk at Lynn Creek Community Recreation Centre, with Central Administrative Services based on the 3<sup>rd</sup> Floor of Lynn Valley Library. All NVDPL facilities are owned by the District of North Vancouver; library staff support the daily maintenance of facilities, like general building repairs and janitorial services.

As community needs evolve, we need to expect and respond to new needs and interests. Recognizing the wide range of activities our spaces support, we're renewing our vision to better meet community's needs and remain welcoming for all. We work to improve our spaces, and enhance service provision, access, and inclusion. We value flexibility, accessibility, and responsiveness in order to support our North Shore community in learning, discovering their creativity, and connecting with each other.



## Capilano Library

- built in 1985; seismic upgrades & minor renovations in 2008
- square footage: 17,384
- awarded LEED certification for existing buildings in 2012
- 2025 gate count = 185,196
- Pre-pandemic = 207,928

## Lions Gate Express

- built in 2022
- square footage: 475
- 2025 gate count = 19,490

## Lynn Valley Library

- built in 2007
- square footage: 52,722
- awarded LEED Silver for New Construction in 2012
- 2025 gate count = 402,544
- Pre-pandemic = 460,768

## Parkgate Library

- built in 1994, with minor upgrades in 2011
- square footage: 16,415
- 2025 gate count = 175,198
- Pre-pandemic = 207,708

# OUR FRIENDS

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“My two favourite things in life are libraries and bicycles. They both move people forward without wasting anything.”  
- Peter Golkin

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# Friends of the Library

The Library gets by with a little help from our Friends! The Friends of the Library are a group of community members who are dedicated to the support and enhancement of North Vancouver District Public Library facilities, services and programs.

## Role of the Friends:

- Financially support major events like prizes for the Summer Reading Club and the North Shore Writers Festival.
- Host fundraisers, like the Big Book Sales, that support special projects at the Library.
- Volunteer at library events.
- Purchase items to benefit NVDPL, like learning games for kids, reading chairs for families, book carts, and more!

Since 1995, the Friends have donated more than \$291,000 to NVDPL. Some of their donations have supported projects like:

- StoryLab Audio Booth
- Annual support of the Summer Reading Club book prizes and North Shore Writers Festival
- Activities and furniture for all NVDPL Children's Departments
- Fireplace Reading Lounges
- District Library Gallery installation equipment
- The Dana Irving mural in the Lynn Valley Program Room
- Book shopping baskets
- Digital signage monitors installed at all locations



# GOVERNANCE

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“Everything you need for better future and success has already been written. And guess what? All you have to do is go to the library.”  
- Henri Frederic Amiel

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# The NVDPL Board

The North Vancouver District Public Library Board comprises eight community-minded volunteers who are appointed by District Council plus one elected Councillor, pursuant to the British Columbia Library Act. The Director of Library Services is ex-officio and Secretary to the Board.

The Board represents the citizen's interests and board members are passionate advocates of the Library. The Board is also responsible for setting strategic priorities, developing policies, and submitting a library budget for District Council's consideration.

The Library Board meets once a month, six times a year, on the fourth Thursday of the month.



# STATISTICS

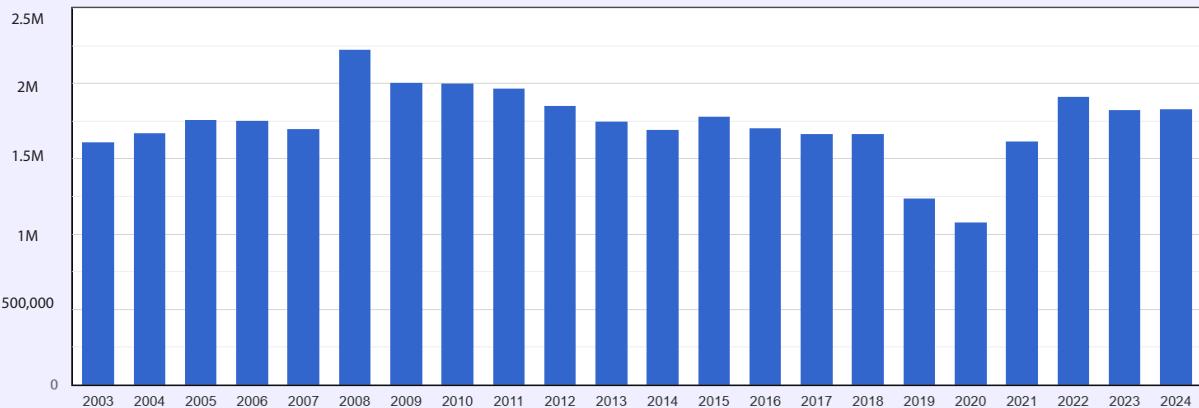
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“Nothing is pleasanter than exploring a library.”  
- Walter Savage Landor

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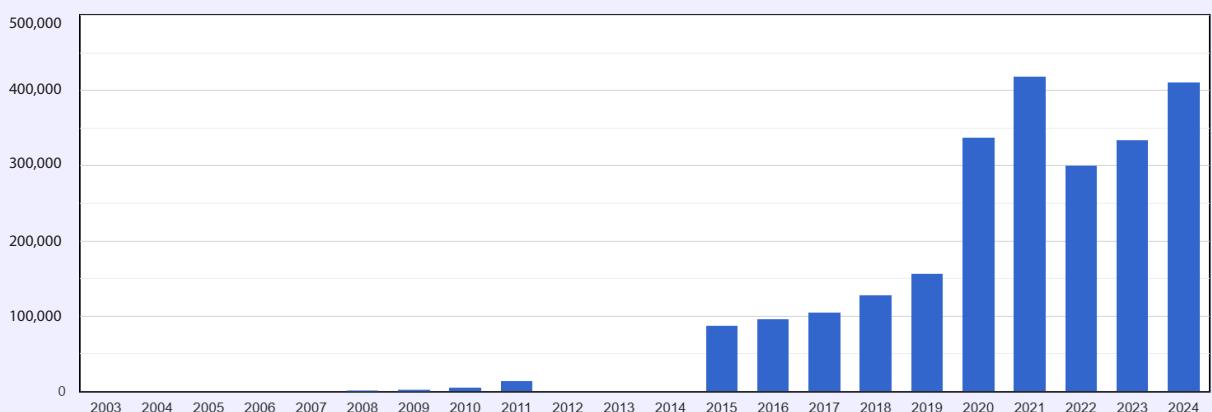


# Circulation of All Materials 2003-2023



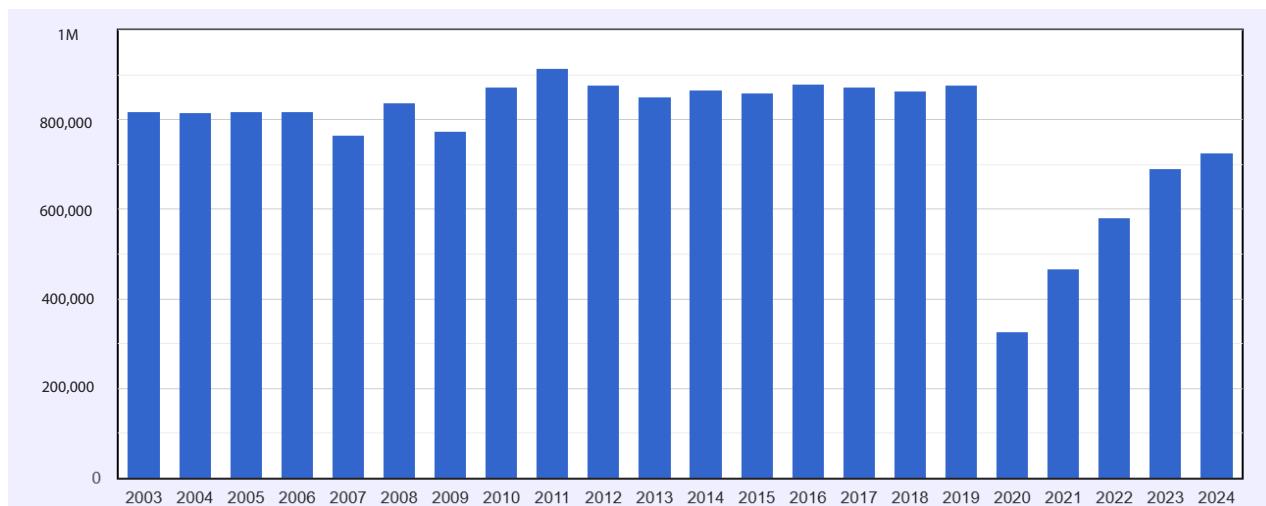
*Based on 2024 Provincial reporting. Source: countingopinions.com*

# Circulation of E-Materials 2003-2023



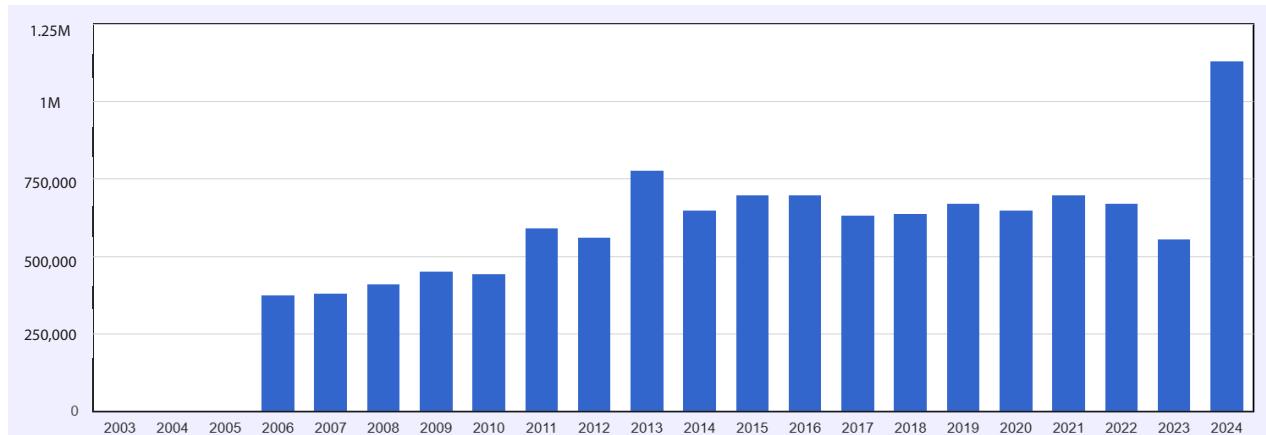
*Based on 2023 Provincial reporting. Source: countingopinions.com*

# In-Person Visits: 2003-2023



Based on 2024 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# Virtual Visits: 2006-2023

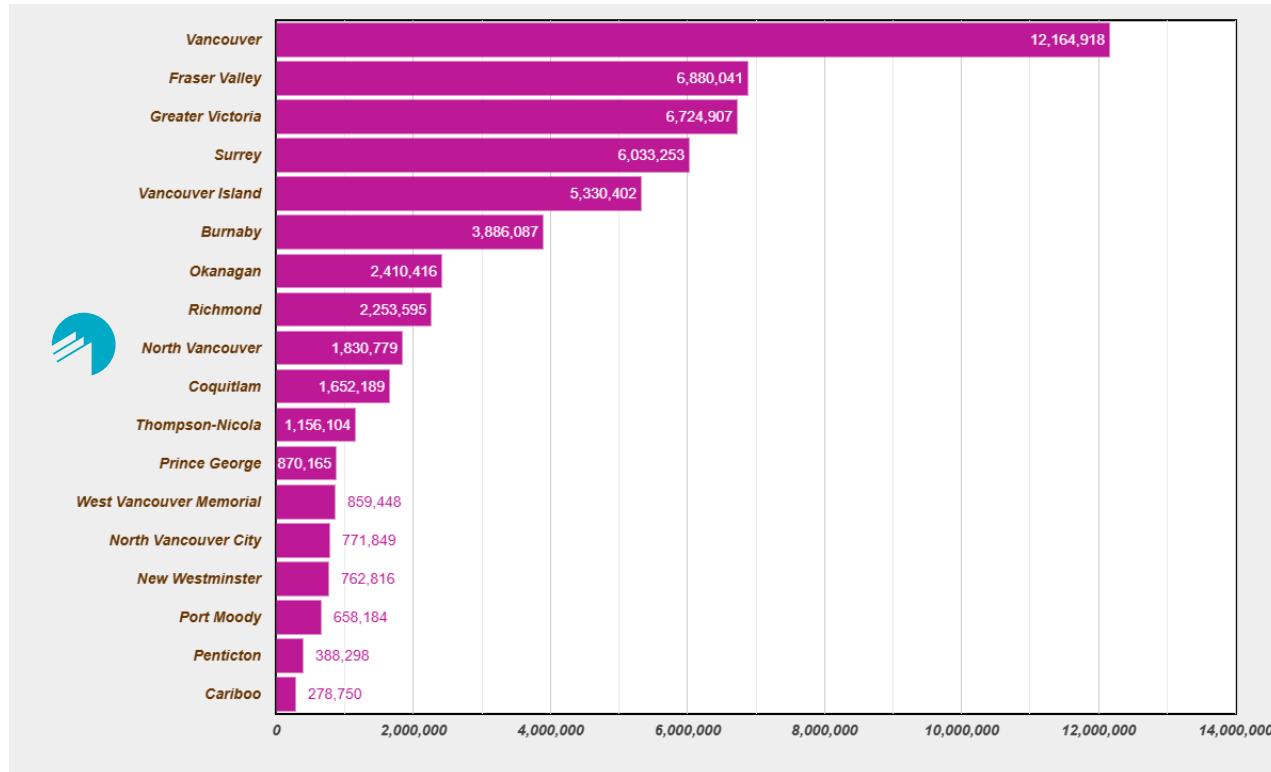


Based on 2024 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# How We “Stack” Up: Circulation

This graph shows the circulation for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

## Circulation of All Materials

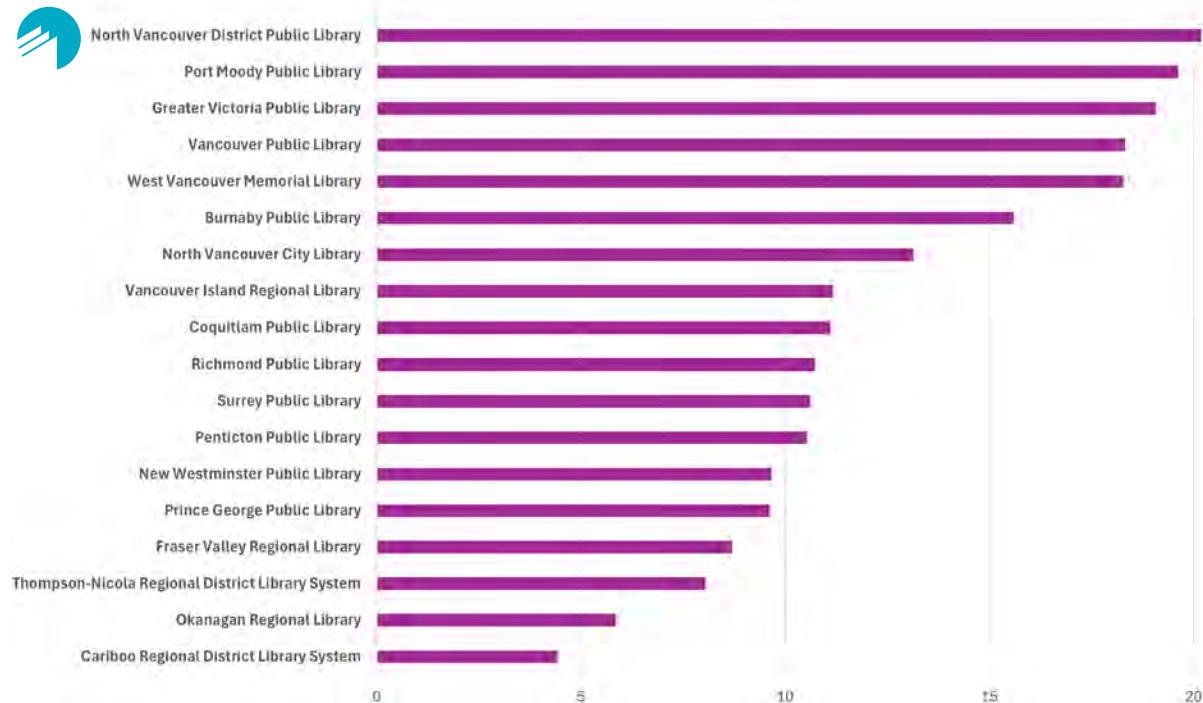


Based on 2024 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# How We “Stack” Up: Circulation

This graph shows the circulation per capita for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

## Circulation per Capita

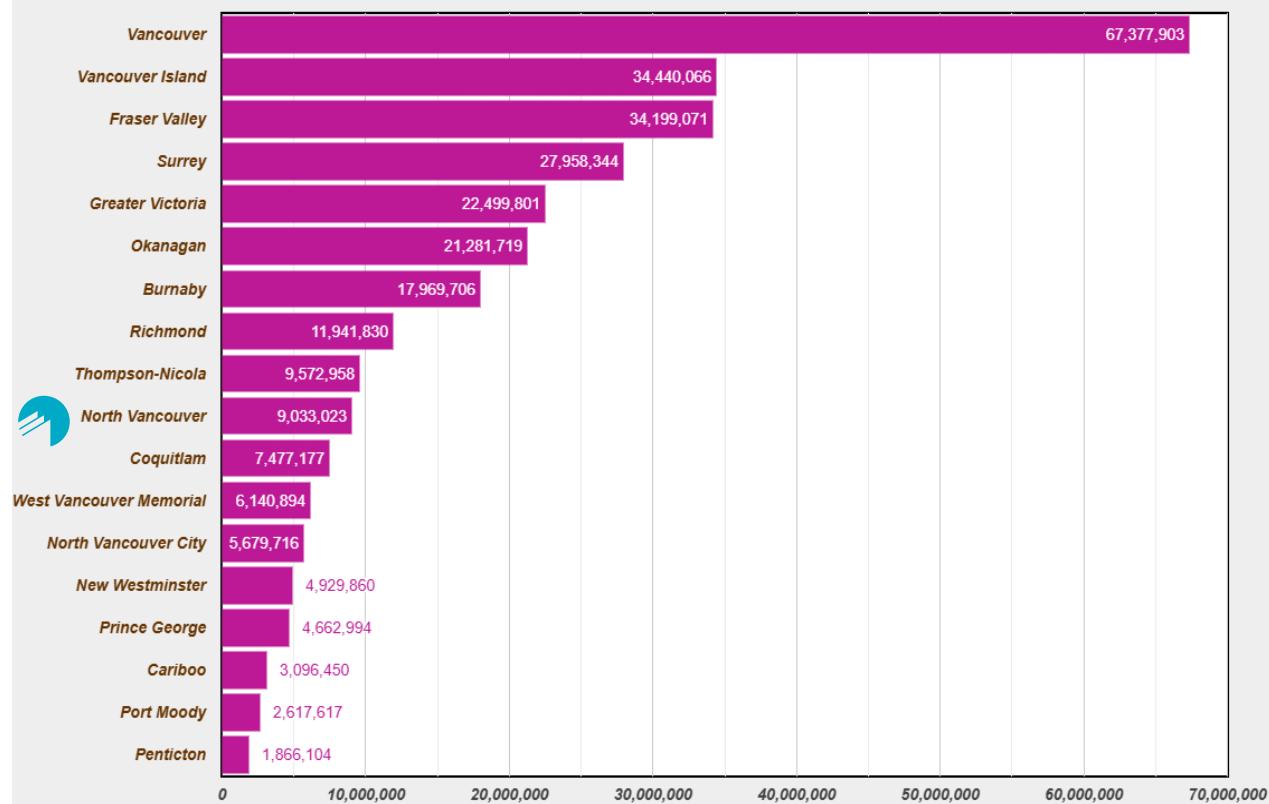


Based on 2024 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# How We “Stack” Up: Revenue

This graph shows the total revenue for BC Libraries, for the largest population centres in British Columbia with professional library staff. These population centres represent 90.79% of the total BC population.

## Total Revenue from all funding sources (*Provincial & Municipal Support & fees*)



Based on 2024 Provincial reporting. Source: [countingopinions.com](http://countingopinions.com).

# CONNECT

# SHARE

# INSPIRE