



MANAGEMENT REPORT

Date: November 22, 2018
Author: Patricia Chong, Manager, Policy & Planning
Phone No.: 604.331.3705
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Meeting Date: November 28, 2018
TO: Library Board
FROM: Carol Nelson, Director, Planning & Communications
SUBJECT: Monthly Outcomes Report - Revised Format

SUMMARY

This report outlines recommended changes to the Monthly Outcomes Report, which are incorporated in the attached report.

PURPOSE

This report is for discussion.

RECOMMENDATION

That the Library Board approve the new format for the Monthly Outcomes Report.

POLICY

The Monthly Outcomes Report aligns with the goals of the VPL 2020 strategic plan and illustrates ways in which VPL makes a positive impact on the lives of Vancouver residents and communities.

BACKGROUND

The Monthly Outcomes Report has been provided to the Board since May 2017. It was designed to align with the strategic goals of the new VPL 2020 strategic plan and to focus on the outcomes of VPL's services.

The Monthly Outcomes Report provides many benefits:

- It is a source of timely and valuable information to the Board;
- It gives staff an opportunity to share their impact stories with VPL leadership;
- It serves as a bank of illustrative examples for other reporting needs such as the Provincial Library Grants Report and VPL 2020 Quarterly Progress Report, and for the VPL Foundation.

DISCUSSION

Trustees requested a review of the format and content of the report at the July Board meeting. Staff have completed this review and made the following recommendations, which have been implemented in the attached report:

- **Decrease the volume of stories.** The previous format was approximately 40 pages in length and contained 100-120 stories, requiring 50 to 60 hours of total staff time per month (roughly 0.4 FTE). The new format emphasizes “quality over quantity” and contributors provide only their best stories.
- **Present stories under broader groupings.** In the previous format, stories were organized unit-by-unit, lengthening the report and presenting the organization’s work in a siloed manner. Groupings have been simplified and stories appear under the appropriate Neighbourhood Services area, Central Library portfolio (e.g. Library Experience, Children & Teen Services), or community librarian portfolio.
- **Encourage stories that staff are proud of.** We have encouraged contributors to include stories that give them a sense of pride or that inspire them.

Other than the above changes, the look, design and feel of the report remains the same.


Question for Discussion:


- Does the Monthly Outcomes Report in its revised format continue to meet the needs of Committee members for advocacy and information?

FINAL REMARKS

The Monthly Outcomes Report provides timely and valuable information for several audiences. With fewer, better quality stories, the report can be more meaningful for the Board and produced much more efficiently by staff.

NORTHEAST AREA


Part 1 - Outcomes Supporting VPL 2020		VPL 2020 Alignment							
Outcome		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
		21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	A large group of 65 very excited school-aged children and their caregivers, some in costumes attended a Harry Potter Party at the Britannia Branch. With great excitement and enthusiasm they made wands and potions, played Quidditch, translated a message from runes, created an origami house sorter, and generally had a heap of fun!		X	X					
	For over 25 years, Monday night has been Cultural Sharing night at the Carnegie Branch – where Indigenous and non-Indigenous community members come together to share Indigenous culture and tradition. On October 29 th , the Cultural Sharing program hosted a feast as part of the Heart of the City festival. Centre staff, including the Acting Branch Head, were invited to help serve at the event, so that all community members in attendance could enjoy the evening. The highlight of the evening was a blanketing ceremony for the Centre's Elder in Residence, Les Nelson. As the Centre's Indigenous Programmer put it, it was a chance to witness "ceremonies and protocols that are usually only experienced at a Potlatch." Part of this ceremony included all Centre staff specifically being invited to dance in front of Les, as part of his and the Centre's community. The whole evening was a small but meaningful opportunity to Support Reconciliation as part of the Community Connections strategic goal.					X			

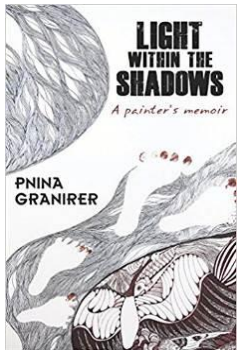
Northeast Area cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Engagement	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	<p>On October 10th, a small ceremony was held in the Hastings branch to offer an apology from the Government of Canada to neighbourhood resident Velma Demerson who had her citizenship revoked when she was young. She is an author whose book is in the VPL collection and is a subject of the book <i>Lost Canadians</i>. The apology was delivered by Hedy Fry, MP and remarks were also given by Jenny Kwan (Vancouver Hastings MP) and Yonah Martin (Senator for BC).</p>					X			
	<p>On October 16, the néčə?mat ct Strathcona collaborated with City of Vancouver staff and community volunteers to host a Special Voting Opportunity (SVO). The City developed the concept of SVOs to provide enhanced accessibility and support to voters who may feel uncomfortable with the voting process in any way (for example rushed or intimidated) or uncertain of their ID. Eighteen people attended and cast their ballots throughout the morning. Several mentioned they had never voted before in their lives. To our knowledge, the SVO marked a first for VPL, too -- the first time that we offered vote in municipal elections inside a VPL branch. This event and its advance planning supported VPL strategic goals of civic literacy (an aspect of 21st century learning); access and equity; and community connections.</p>	X		X		X			

Northeast Area cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Engagement	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Mount Pleasant Children's Librarian was invited to attend a tutor training for the Family Literacy Outreach program offered by Mount Pleasant Neighbourhood House (a partnership between MPNH, Vancouver Community College and the Ministry of Advanced Education). Tutors offer one-to-one instruction sessions in the homes of new immigrants and their children to help strengthen their language skills and connections to community resources. She spoke to a group of 18 new tutors, and covered basic library information, key services and resources and gave an overview of early literacy practices. This program operates out of MPNH, however tutors work with families across Vancouver, particularly in the neighbourhoods surrounding néčá?mat ct Strathcona, Fraserview and South Hill branches. This was a great opportunity to improve access where language and cultural differences might be a barrier, to reach many people who might not otherwise come to the library, and to support our neighbourhood partner with whom we have many valuable inter-connections.			X			X		

Part 2 - Comments Received from VPL Patrons

- "All good! Awesome staff! Awesome place!" -- feedback form at néčá?mat ct Strathcona
- "I love this library. All that work here are Amazing! Thank you" --from feedback form at Britannia

NORTHWEST AREA		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	Dunbar, Kerrisdale and West Point Grey Branches featured Indigenous Storyteller T'uy't'tanat-Cease Wyss in <i>T'uy't'tanat-Cease Wyss: Stories</i> . Cease enchanted patrons with Indigenous stories that reflected the landscape of each of the individual communities where she presented. These Indigenous storytelling sessions support reconciliation, sharing and enable conversations and dialogue. Cease will share stories at the Kitsilano and Joe Fortes Branches in November.					X	X		
	<p>The Northwest hosted both Reading Buddies and Coding Buddies programs in October. West Point Grey held the Reading Buddies program which supports literacy for children in inclusive and safe spaces. This program also encourages local teens to gain valuable experience as mentors while giving back to the community. On average, the weekly program has seen an attendance of 26 participants – 13 teens and 13 little buddies. Reading Buddies will continue until the end of November.</p> <p>The Joe Fortes Branch delivered the Coding Buddies program. 14 volunteer teens worked with seven children in grades 2, 3, and 4 to learn how to code using iPad apps. The children built skills and confidence over the two days. In addition, this community-partner program provides the opportunity to collaborate with the local schools and West End Community Centre programmers. Several of the little buddies and a couple of the teens expressed interest in learning to code video games, and the branch would like to host the new Coding Buddies with Bloxel in the future.</p>	X			X				
	Kerrisdale Branch hosted Stella MacLean, VPL's newest Writer in Residence. As a published author of nine Harlequin Super-Romance novels, Stella presented a <i>Story Idea to Story Outline</i> workshop to 9 inspiring writers. The writers discovered the steps to crafting a romance novel as Stella shared her personal experience of becoming a romance writer. Before the program began, an elderly male patron told staff he had woken up that day, just for the workshop due to his interest in becoming a romance writer. Despite being the only male writer at the workshop, Stella and the other participants were very encouraging and by the end of the program, he felt motivated and inspired to share a reading of his work with everyone. Writing programs in the branches support lifelong learning and encourage emerging Vancouver writers. The Northwest branches will continue to engage with the writing community through programming and the Indie Authors collection.		X			X			

Northwest Area cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	Kerrisdale Branch hosted a preschool group from Berwick Child Development Center, an inclusive child care program for children of all abilities (with and without developmental disabilities). This center is operated by Developmental Disabilities Association for 3 – 5 year olds in Vancouver. 15 children, along with teachers and parent volunteers, visited to the library for a storytime and tour. Working with the teachers to match their curriculum, the Children's Librarian planned a themed storytime on feelings and emotions. This program, in support of Goal 1.2 to support learning and literacy development, was well received. The children were very engaged and the group also borrowed books after the program. The branch plans to continue to develop the relationship with this community partner in the coming year.	X			X				
	Kitsilano branch staff participated in the Autumn Fair at the Kitsilano Neighbourhood House, where staff members conversed with more than 100 community members. Regular library patrons came by to express their appreciation for VPL, and neighbors less familiar with the library were excited to hear about our musical instrument collection, Inspiration lab, free programs, and audiobooks. Branches in the Northwest will continue to attend community events to raise awareness and promote the Library's services and offerings.			X		X			
	Joe Fortes branch hosted local author Pnina Granirer who presented her new book <i>Light Within the Shadows: A Painter's Memoir</i> . Pnina Granirer is an esteemed, visual artist and the founder and past-chair of the first art walk in Vancouver - 'Artist's in Our Midst'. She shared her insights about the creation of her book and her experiences as an artist making work amidst the joys and restrictions of family life, along with vignettes from her life journey. 15 patrons attended, including local artists and new immigrants, many of whom stayed long after her formal talk to engage in the conversations that followed. The branch will continue to work with Granville Island Publishing to encourage and promote local authors and plans to host more local authors in the spring.	X				X			

Northwest Area cont'd




Part 2 - Comments Received from VPL Patrons

- “Thank you so much. You just saved a 7th Grader a lot of work!” says a mom at the Kerrisdale Branch after staff helped her daughter find her homework in a book they had just returned.” (Kerrisdale Branch)
- A teacher from Berwick Child Development Center said, “We were almost going to cancel because a leader was sick, but we knew how much the kids were looking forward to library day, so we made it work!” (Kerrisdale Branch)
- A patron told staff after the T'uy't'tanat-Cease Wyss: Stories program that she “felt very impressed and inspired after hearing the stories,” and she would be promoting future programs on social media to her family and friends. (Kerrisdale Branch)
- During a visit to Pooh Corner Daycare to present a Halloween-themed storytime, the Librarian invited children to come say hello to her at the branch. The following week a preschooler did indeed come in to visit, bringing her mother, who said: “She insisted we come to the library to say hi to you—this is the first time she’s done that!” (Joe Fortes Branch)
- A long-time patron called and stated that, “The Star Wars books have changed my life! They are so life like, I just love them, especially Princess Leah.” She relayed that a staff member had put one on the hold shelf for her and that’s how she found out about them. (Joe Fortes Branch)

Comments from Kitsilano Branch Autumn Fair:

- “The library is my second home.”
- “Every time I see you (long term Children’s Librarian) it brings me back to my maternity leave.”
- “The library is our favorite place!”

SOUTHEAST AREA		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	Accessible Services Coordinator Karen Liebel attended a pop-up event at CityLab organised by Enabling Mobility and Participation Among Those With Disabilities (deMAND). The event gave participants the opportunity to discuss and experience issues around mobility access and inclusion, and look at ways to improve access for people with mobility challenges and aids. Learnings will be documented for potential use in City of Vancouver policies related to mobility and accessibility.				X			X	
	Accessible Services Coordinator Karen Liebel participated in a conversation with CNIB and library staff across Canada to learn about a new program, Phone It Forward , which collects old cellphones to be repurposed for people with visual disabilities. This project will roll out in libraries in the coming months with an eye to improving people with print disabilities' access to assistive technology training and improve staff skills in assisting people with software that assists people with disabilities. The program to collect cellphones will begin in November.					X			X
	The River District Family Drop-in is a satellite program of the South Vancouver Family Place, held in the East Fraser Lands neighbourhood. This neighbourhood is isolated from many services and lacks transit options to the nearest library. The Champlain Heights Children's Librarian visited the drop-in program to meet families and provide information about library programs. She also presented a Halloween-themed storytime for the 66 children and caregivers at the drop-in. The group of mainly toddlers loved singing about pumpkins and ghosts, and joined in to guess what would happen next in the simple Lift-the-Flap stories we read together. Several parents asked if the librarian could visit again soon. Many of the families live close by, and would like more options for activities that are within walking distance. The Champlain Heights staff are discussing ways to expand services to this neighbourhood.			X		X			

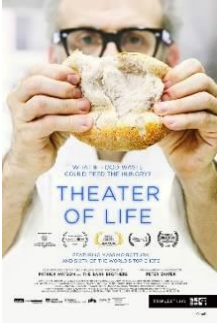
Southeast Area cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Collingwood Children's Librarian and Senior Library Public Service Associate performed a Halloween Puppet Show based on the classic children's story of The Gunniwolf. The show drew an enthusiastic group of families with school age and early year children into the branch. The program which followed introduced families to a popular ghost craft, and also provided them with a craft and poem activity they could take away and use at home. This literacy-based program supported the VPL goals of both 21 st Century Learning and Community Connections. Its success suggests the need for more multi-age children's programs in the future.			X					
 <i>Kapihan session at the Philippine Consulate General</i>	Kensington's Branch Head attended the evening Kapihan (Coffee time) at the Philippine Consulate General (PCG) on the invitation of the PCG and the FILNET (a network of Filipino professionals and service providers). It was an opportunity to highlight VPL's services and programs, especially those related to job & employment resources and the Tagalog collections, to the new Consul General and her staff and to 25 other service providers. Three of the PCG staff visited the Kensington branch the following day for a tour and to get cards. They were impressed with the library and its free public program offerings. The staff also came to attend the workshop on Employment Standards on October 12. The Kapihan engagement and subsequent visits demonstrate how VPL helps local organizations and offices like the PCG know about programs and services that can help the wider Filipino community.					X	X		
	The Story Circle program at Renfrew Branch was developed through a community led approach with the Developmental Disabilities Association (DDA). The unique program which is led by Community Librarian Shenuri has been very well received, and we are seeing more community groups bringing their clients to the library to attend this program specially designed for adults with developmental disabilities. The DDA's recent monthly newsletter featured Renfrew's Story Circle that "provides a fun and social environment which engages the audience and sparks their imagination". The program is recognized as "a highlight of the day for their clients" and "a chance to socialize" and "be part of the community". We will continue to work with our partners and develop services that are accessible and inviting to everyone.			X	X				


Southeast Area cont'd

Part 2 - Comments Received from VPL Patrons

- Accessible Services staff received a thank you from a daughter whose father is new to the service and received Hindi magazine delivery for the first time.
- “Thank you so much for letting us be a part of the Community Inspiration Passes. We have so many newcomer clients and families that would be so thrilled to be able to check out Vancouver and experience all the wonderful attractions the city has to offer” – Settlement Worker of ISSofBC Welcome House (Renfrew Branch)
- Staff had a conversation with one of our elderly patrons who saw the Accessible Services brochure. The patron opened up that she was on the waitlist for knee surgery and the Accessible Services would be great for her during her recovery. Staff described the program and gave her a copy of the brochure. The patron said, “Wow, the library offers such wonderful services.” (Kensington Branch)
- A patron told the branch head, “What you’ve (i.e. branch) done with the Indigenous collection is pretty impressive.” He was referring to the added shelf space that Kensington had given to the Adult Indigenous Collection, thus making it more visible, more attractive and easier to browse. (Kensington Branch)

SOUTHWEST AREA		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Firehall Branch Children's Librarian piloted a new program in partnership with the False Creek Community Centre. This program, Literacy and Little Ones, combined early literacy activities for children and caregivers together with information about early literacy and tips and strategies for parents about incorporating early literacy practices into their days. The program was well received by the families in attendance, some of whom had not yet been to the library with their child. Feedback from parents showed that they appreciated spending time with their child while learning more about early literacy and how singing, talking, playing, reading and writing support children in learning to read later on. The Children's Librarian will continue working with the False Creek Community centre to support families in the False Creek neighbourhood.	X				X			
	The Marpole Branch Children's Librarian developed a plan to connect with local schools and organizations to highlight VPL services, resources, and programs. This included delivering targeted classroom packages to the schools closest to the Marpole Branch. One result of this outreach work was a new teacher who contacted the library shortly after receiving a package to book a classroom visit. This was a new opportunity to connect with local children and share the exciting things happening at the library. The teacher made note of students who did not have a library card so she could follow up with guardians to encourage registration. The Children's Librarian will continue to prioritize outreach work this fall and continue to reach out to local groups to promote VPL services and resources.				X	X			
	Oakridge - Storytelling in Caring for People with Dementia: Storytelling allows people with dementia to engage, connect and express themselves in a meaningful way with their caregivers and families. Farzana Latif, CEO of Pomegranate Training, developed Dementia Smart to heighten public awareness and to help those who work and live with someone with dementia. Latif shared her educational/professional background, personal interest, reasons for Dementia awareness and the importance of Storytelling. She also presented activities/tips on 'How' to engage with persons with Dementia. She had attendees partner up to share 5-6 personal things about themselves and then share with the group what they found out about the other person. The workshop was attended by care facility workers, a social worker, a community centre employee and family members of a person w/dementia. Branch staff supported the programme with a display of material related to issues around Dementia. Attendees were engaged, and found the workshop very informative.			X	X				
Southwest Area cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	

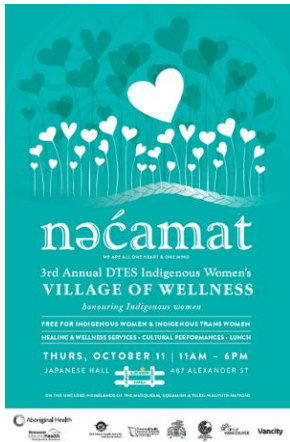
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Evidence	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Oakridge Branch Children's Librarian and Christie Menzo, Acting Manager, Children and Teen Services did a presentation for the members of the Neonatal Follow-Up Clinic at the BC Women's Hospital. The neonatal follow-up clinic is a multidisciplinary team (nurses, pediatricians and neonatologists, occupational therapists, speech language pathologists, psychologists, and audiologists) that provides comprehensive developmental assessments for preterm infants and children with specific neonatal complications born in BC. We presented on our work in the Neonatal Intensive Care Unit (NICU) and the resources we have that may be of interest to their team. The nurses were ecstatic to hear about <i>The Reading Tree</i> and the possibility of giving it out during their follow up visits with former NICU babies. One nurse said, "We are constantly looking for ways to help promote early communication, language and literacy in our at risk population of babies and children. Our team would love to hear how the library is involved in the NICU and other departments as well as specific information and tools that we can continue to convey and use with families about how to engage with children around books." After the presentation we followed up with the nurse to arrange a delivery of a box of <i>The Reading Tree</i> to the clinic as well as talking points for the nurses. Connecting with this group has helped us explore even more opportunities for partnering with health professionals to support the early literacy development of vulnerable children.					X	X		
	The South Hill Branch showed an NFB documentary, <i>Theater of Life</i> in collaboration with the South Hill Neighbours. The film is about a gourmet soup kitchen created by chef Massimo Bottura for Expo 2015 in Milan. Attendees appreciated getting to know the plight of refugees who frequented this soup kitchen. People also enjoyed being able to discuss the movie afterward. A movie night such as this helps build community connections by creating an opportunity to meet neighbours and share ideas.					X			
	In collaboration with Programming & Learning, the South Hill Branch offered a WeChat program in Mandarin. Seven people attended and were very pleased to be able to learn a new skill and make connections with family.	X		X	X				

Southwest Area cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Terry Salman Branch Head Desiree Baron attended a meeting of Filipino community service providers along with Kensington Branch Head Erie Maestro, at the invitation of the Philippine Consulate General. The Consulate General of the Philippines in Vancouver has consular jurisdiction over British Columbia, Yukon and the Northwest Territories. There, we were able to learn about the plight of Temporary Foreign Workers, network with other organizations and raise awareness of the library, and the NewToBC resources. There were about 20 other service providers at the meeting, and this speaks to our goal of building organizational strength by promoting VPL services and offerings. We hope to be invited at the next “kapihan” (loosely translated as “coffee klatsch”) to raise our profile among other Filipino service providers.								X

Part 2 - Comments Received from VPL Patrons

- “Would appreciate more often and longer classes.” (Parents Time Out at the South Hill Branch)
- The Children’s Librarian Kate Lowe shared a comment from one of the Reading Buddies parents: ““We moved here from England. There is nothing like Reading Buddies over there. These teens are incredible. This is why we moved to Canada, for things like this.” Auxiliary Children’s Librarian Gwen Doran also recounted the following comment from a mom at the program. ““This has been a fantastic program. My son never liked reading but he has been enjoying this so much and is the one to remind me when Reading Buddies is now!” It was indicated this was largely due to the positive relationship formed with the big buddy. (Terry Salman Branch)
- “I had a patron at the desk who, while taking out two DVDs, learned that the classes and workshops we offer are all FREE, most of them don’t need registration, I showed him Lynda.com and he saw two course pathways he wanted to take, he found out about the Inspiration Lab, and also that we still have ‘old school books about touch typing’ that he could put on hold. All in the space of two minutes! He said he was glad he took the time to come up to the desk to check out his materials because then he saw the classes/workshops flyer which started the conversation.” (Terry Salman Branch)
- “You always have such wonderful programs on Saturday afternoons. I really love coming with my daughter to see what you have planned for her!” (Marpole Branch)
- “We come every week to storytime and I’ve noticed my son is less shy and more outgoing from learning with others.”(Marpole Branch)
- Attendees at the First Nations 101 event at the Marpole Branch:
 - “Thank you so much for inviting Lynda Gray to share her culture. Fascinating and informative, intimate setting”
 - “Great talk from what sounds like a great book.”


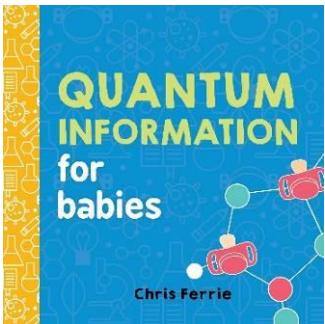
COMMUNITY LIBRARIANS		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Northeast Community Librarian visited the Railyard Co-op – a mixed income housing co-operative that opened earlier in the year – for the first time. The librarian dropped by during their monthly potluck dinner to help some of the many families who live there get library cards or reinstate borrowing privileges. About 50 people were sharing food and getting to know one another in the common area. The librarian was able to provide 3 new library cards and waive fines on 9 patron accounts. Among other benefits, a single parent household can resume borrowing children's materials, a former regular patron is re-instated and can start using the library again. There were opportunities to chat about library resources and programs, do a bit of readers' advisory, direct people to relevant community organizations, and strengthen relationships with existing library patrons. One mother who the Community Librarian spoke with at the potluck attended Family Fort Night at the Mount Pleasant Branch with her son the following week.			X		X			
	On October 15, VPL's Community Librarians met with Nicola Henderson, the Greater Vancouver Food Bank's (GVFB) new Community Partnership Coordinator. Together we discussed the various Food Bank/Food Hub community visits and how the library helps the GVFB turn food banks – and the charity model – into “food hubs” with an emphasis on community building. Ms. Henderson stated that “Having VPL and other community partners at the Food Bank reduces tension among our clients.” The library is the GVFB's major community partner.					X			X
	The Northwest Community Librarian provides an adult Story Circle for Vancouver Resource Society clients (VRS provides housing and other support services for persons with disabilities). Several new clients have joined and as all VRS clients self-select which program(s) they want to attend, having new Circlers join us is one way of judging the program's effectiveness. We had a Halloween mini-theme today, featuring Pete the Cat and Five Little Pumpkins (the group really liked this silliness and want more Pete!). We also started reading Crocodile Smile: 10 Songs of the Earth as the Animals See It ; this was a real winner and we will read more from this book in the future. Songs today included: “Tapping on My Sticks,” “Shake Your Shakers Slowly,” “Take it Slow (from Crocodile Smile),” “All I Wanna Do,” “Sailing,” and the group's favourite, “The Love Boat Theme”.. This popular patron-centered experience engages community members and is now arranged to alternate between the VRS facility and Kitsilano branch to better connect participants with the library.			X					X
Community Librarians cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	

	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	<p>The DTES and Northeast Community Librarians and a Library Public Service Associate from nəcamat at Strathcona Branch represented the library at the third annual nəcamat Village of Wellness event honoring Indigenous women and Indigenous trans women in the DTES. VPL has attended this event since the beginning, and each year it presents a wonderful opportunity to connect those in attendance with library cards, assistance with fine barriers, as well as strengthen existing relationships with community members and service providers. This year, these Community Librarians were introduced to a new community partner by two women she had connected with during recent community visits, and has set up a visit to the Women's Night at the Downtown Community Health Centre for the following month.</p>			X		X			
	<p>The Southeast Community Librarian visits the Immigrant Services Society of BC Welcome House and has facilitated circulating Vancouver Community Inspiration Passes through the Britannia Branch with their clients. This was a need and interest shared by the Settlement workers of the Welcome House especially as the weather changes and finding activities for clients becomes tougher to organize. It is great to hear how appreciative the support workers are about being able to circulate these passes with the many refugees and newcomers to Vancouver. This is a great opportunity for learning more about Vancouver and to feel welcomed and gain a sense of belonging. It also serves as a wonderful way to connect newcomers to the library and its many resources and services. "Thank you so much for letting us be a part of the Community Inspiration Passes. We have so many newcomer clients and families that would be thrilled to be able to check out Vancouver and experience all the wonderful attractions the city has to offer" – <i>Settlement Worker of ISSofBC Welcome House</i></p>			X			X		

Part 2 - Comments Received from VPL Patrons

- At Kettle's mental health drop-in centre, the Northeast Community Librarian waived the charge from a VPL book that the patron had loaned a friend back in 2012 and was never returned. He was very grateful and said, "I love the library. I almost live there."
- During the same visit at Kettle, the Community Librarian registered a new card for a patron who stopped using the library back in 2011 after having lost a cookbook for people with cancer. After an offer to waive the charges and set him up with a replacement card he said, "That'd be really nice. Then I can get back to the library. Right now they won't release anything. That's the only reason I don't use the library anymore. As he was leaving, he said, "Thank you. I really appreciate this."

CHILDREN & TEENS SERVICES


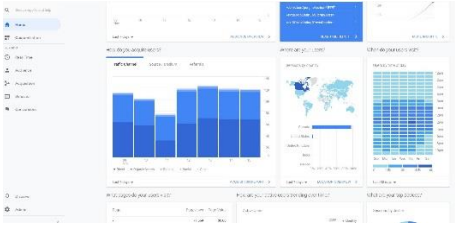
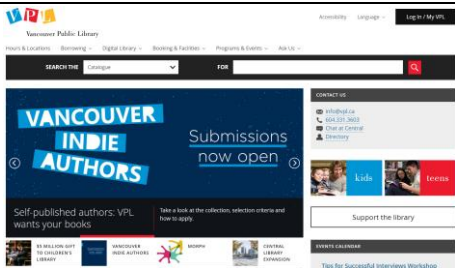
CHILDREN & TEENS SERVICES		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	The Children's Library, Library Square Conference Centre, Maintenance, Marketing and Communications, and the VPL Foundation worked together to organize a media event in the Children's Library to announce a \$5 million dollar donation from the Dilawri Foundation that will help fund, in part, the Children's Library renovation. Over 40 representatives from the library, media, board and general public were on-site for this historic announcement featuring speeches from the Mayor and the Chief Librarian as well as a special guest parent who spoke about the important role that the library plays in her family's lives and her community. The media announcement was shared widely on news outlets including CBC, Global News and Vancouver is Awesome. The CTS staff are excited to continue work on planning for the upcoming renovation.				X				X
	The Children's Library partnered with Raincoast Books to host Canadian physicist and children's author Chris Ferrie at our first event in the new space on Level 9. Sixty people attended including two grade 1 classes from Crosstown Elementary and patrons from as far as Port Coquitlam. Hosting free author events in our community spaces promotes the library as a space for interactive learning – in this case, on topics as seemingly inaccessible as quantum physics for kids. We will continue to work closely with Raincoast Books to identify opportunities for author and publishing events like our annual Fall TeensRead book preview event which also took place this month.	X				X			
	Children's librarians hosted 30 storytimes at the Stanley Park Ghost Train over the course of 3 weekends in October. Over 893 people attended programs where they were led through songs, rhymes, and stories that celebrated the spooky season. The ghost train is a unique opportunity for the library to raise the profile of VPL in the community and to model early literacy skills at a multi-generational event with parents, grandparents, and other extended families in attendance. We will continue to partner with the Parks Board on future events at Stanley Park Train in order to connect families with our collections, services and programs.	X				X			


Children & Teen Services cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	Christie Menzo, Acting Manager of Children and Teen Services, presented on early literacy and <i>The Reading Tree</i> to 17 pediatric residents at BC Children's Hospital (BCCH). These residents staff the Resident Continuity Clinics at BCCH where they meet hundreds of families who do not yet have a primary care physician for their children. Many of these families are new immigrants or refugees in Vancouver. The presentation marked the second year of a now regularized partnership with the clinic around the distribution of the library's popular publication <i>The Reading Tree</i> . At clinic visits, the doctors offer families a copy of the book and promote the importance of reading at home. Since the book's introduction in the clinic, 85 families have received a copy of <i>The Reading Tree</i> to take home. We look forward to continuing this successful partnership over the next year	X				X			
	Jennifer Lee, Acting Head of the Children's Library presented at UBC's National School Library Day event to speak about how VPL works with schools, teacher-librarians and teachers to achieve our common goals of supporting literacy development and child/family well-being. There were 25 students and faculty members from the Education Library and the iSchool present as well as other guests from Science World, Vancouver Island University and UBC's Teacher Librarian Education program. We will continue to search for opportunities to interact with students and professionals across industries to increase awareness about our programs, services, and the library profession.								X

Part 2 - Comments Received from VPL Patrons

- "After promoting the Sun Life Instrument Collection at Babytime and encouraging caregivers to try the instruments at home, a parent came up to thank me. They said that when I brought it up last session, they borrowed one of the ukuleles and their 9 month old baby enjoyed it so much that they ended up buying one of their own, and now they play for her all the time at home." (from a Children's Librarian)
- "We lived across the street from the main branch of the New York Public Library and this is so much better! You actually have programming for families on the weekend which is wonderful. The rooftop garden is also amazing; you can't find anything like that in New York!" (Family who recently moved from New York)
- "We appreciate the work that went into inviting and bringing in a large group of young school children and it was great to see how perfectly your new space works for author visits and other cultural events." (Raincoast Book representative on Chris Ferrie's author visit on Level 9.)
- "We've been coming to Babytimes together since our babies were just a few weeks old and have met so many other wonderful families here!" (Regular caregivers at the Children's library babytimes)





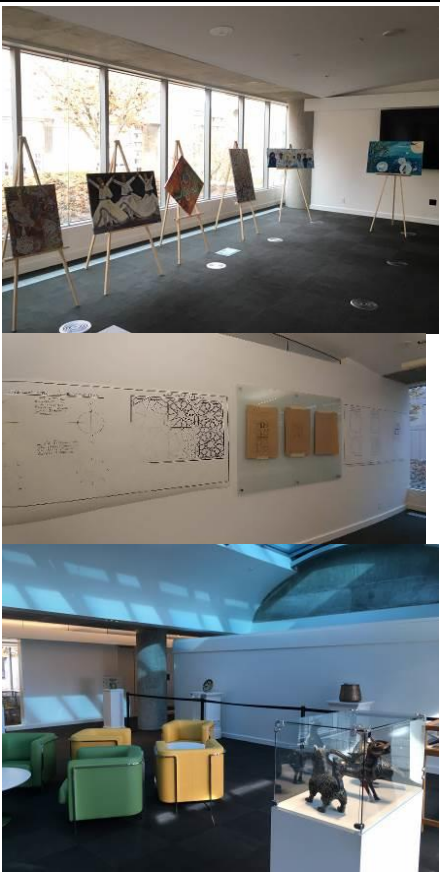


COLLECTIONS & TECHNOLOGY (Collections & Technical Services and Digital Services)		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	For VPL's first exhibition on Level 8, Collections & Technical Services and Digital Services put together the morph collection. These titles complement the exhibition themes of transformation, self, community, and place. They are displayed in the exhibition space with colourful morph labels, inviting folks to immerse themselves in stories of change. They also serve as an introductory point to our print collections on the new floors.	X							
	The Web Team are working on a major upgrade to the website using Google Translate. This will enable the translation of our entire website into multiple languages using advanced machine learning algorithms. Currently only select pages of the site were translated due to cost of translation services, and we have been limited in the languages we are able to offer on our website. Providing site-wide translation will vastly improve the experience of our multilingual users, and make it easier for them to find information about the library's services and collections.			X					
	Calling all local writers! Vancouver Public Library wants your books. That's the message that went out on the library's social media and website carousel targeting our talented local writers. The Indie Authors collection has grown to more than 300 titles by over 200 self-published authors, and is now available in two branches as well as at Central and online. The print and digital collections continue to flourish, giving authors valuable exposure and providing reading enjoyment for all ages and interest.	X							

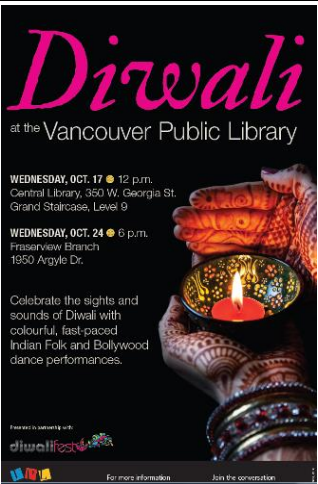

Collections & Technology cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experiences	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	<p>The Community Digital Initiatives team continued collecting video submissions from the public from the Storybooth, which is currently housed in the morph exhibition on the 8th floor. Participants were asked to answer the question “What changes you?”, and over 200 videos were recorded within the first month of opening. The answers were wide ranging and covered everything from a young girl's love of poetry, to parenthood; one respondent talked about how immigration changed her. The team will continue collecting these stories while the exhibition is open, and is in the process of creating a home for these videos in the This Vancouver digital heritage collection.</p>		X			X			X

Part 2 - Comments Received from VPL Patrons

- “So thanks for your time. I appreciate what you guys do! Keep up the great work!”
- “VPL is the best”
- “Thank you so much for your help on the phone and guide link which is very useful especially on how to return an e-book. I hate keeping them for 3 weeks when I have read a book in 3 days.

LIBRARY EXPERIENCE (Circulation, Exhibits & Partnerships, Information Services, Programming & Learning)		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	<p>The Friday Afternoon Book Club at Central Library has been a popular monthly mainstay for several years now, with consistently high attendance and engagement. Having access to the beautiful, comfortable new expanded spaces on the top floors has only enhanced this experience for patrons. The staff member who ran October's session reports back that the discussion of Brian Brett's <i>Trauma Farm</i> on October 12 was a real testament to the power of this program and the role of the library in facilitating these types of discussions. A participant shared that she was so pleased at the direction VPL had taken in recent years to be a "...hub of community...with many opportunities for connecting." Another woman told us how she had moved from Quebec 3 months ago and how taking part in this book club was a way to meet people and connect with her new city. She was thrilled when I told her that there was space for her to join the December session."</p>					X	X		
	<p>Fifty-two patrons came together at the inaugural <i>morph</i> exhibition program, "Change the Story", which featured VPL's own Greg Dreicer along with artist Vanessa Richards and historian Henry Yu in a wide-ranging conversation about the way both of these professions are reimagining and changing themselves and the way they approach Vancouver's past, present and future through cultural and social engagement. This event also served as an opening reception for <i>morph</i>, where participants could explore the exhibit, meet other interested patrons, and discuss its content with the curatorial team. This was the first public program in VPL's new Montalbano Family Theatre</p>	X				X			



Library Experience cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	<p>In partnership with the Simon Fraser University Centre for Comparative Muslim Studies and the City of Vancouver, VPL presented a daylong celebration of Islamic History Month on October 27th. An official proclamation of the observance was followed by a day filled with performances as well as art installations and a featured exhibition of artifacts curated by Bilal Hammoud of the Museum of Islamic Art. Over 1,000 patrons engaged with the event between 12 and 5pm, viewing historical photographs and listening to live music in the Promenade, engaging with contemporary paintings and textiles on Level 9, listening to poetry and comedy in the Yosef Wosk Poets' corner, viewing films and digital art installations in the BMO Community Program Room, and attending design workshops in the Friends of the Library Community Spaces.</p> 				X	X			
	<p>Programming & Learning continued the library's partnership with the Chinese Canadian Historical Society of British Columbia (CCHS) by hosting the second annual Paul and Eileen Lin Memorial Lecture. On October 4, nearly 160 people attended Chinatown and Beyond: Transforming Our City After the Apology. The provocative discussion that evening, within the context of recent community interest and discussion around zoning and revitalization in Chinatown, touched on how people can transform their city. Planning is already underway for another great event with CCHS in 2019.</p>					X	X		


Library Experience cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experiences	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
 <p>Diwali at the Vancouver Public Library</p> <p>WEDNESDAY, OCT. 17 ● 12 p.m. Central Library, 350 W. Georgia St. Grand Staircase, Level 9</p> <p>WEDNESDAY, OCT. 24 ● 6 p.m. Fraserview Branch 1950 Argyle Dr.</p> <p>Celebrate the sights and sounds of Diwali with colourful, fast-paced Indian Folk and Bollywood dance performances.</p> <p>For more information Join the occasion</p>	<p>VPL celebrated Diwali in October 2018 by inviting our partners at Diwali Fest to animate the newly revitalized Central Library top floors. After a colourful, fast-paced Bollywood and Indian classical fusion dance performance by Aashritha Royyuru on the Grand Staircase, patrons were invited to join the dance themselves. 86 people attended to learn about traditional and contemporary Indian Music and dance – and took a few moves home with them. A similar event was also organized for Fraserview Library, with an additional 40 patrons in attendance.</p>				X	X			
	<p>In October, the Skilled Immigrant InfoCentre (SIIC) partnered with ISSofBC to provide a day-long technology conference called Future U: IT Skills in Tech Jobs. There were 150 attendees and 35 speakers. Topics covered were: AI & Machine Learning, Big Data, Blockchain, Web Development, Cloud Computing, Information & Cybersecurity, Women in Tech, Emerging Training, Self-Employment in Tech, and Diversity in Tech. The last hour was comprised of a Talent Den, where 11 people, in front of 100 audience members, had 1 minute to present themselves to a panel of employers, who then asked questions as they would in an interview.</p>	X				X			

Library Experience cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	Information Services staff gave a tour to 23 first year students from Vancouver Community College's Jewellery and Arts Design Course. The focus for the tour this was to look at VPL's resources related to Egyptian Art. The session also encourage development of the student's information literacy skills through instruction on the use of VPL's public website, catalogue, online resources and search techniques. The instructor feels that it is important to maintain a relationship with VPL even though the college has a library. The tour also allows students to make connections between the online resources and the physical collection. The students became aware of placing holds, using VPL's databases, and use of VPL's eBook collection to extend their research.				X	X			

Part 2 - Comments Received from VPL Patrons

- Selection of comments from attendees of the October 2 – How to Shoot a News Story workshop with Tina House of the Aboriginal Peoples Television Network (APTN) in the Inspiration Lab:
 - "I had not seen the Inspiration Lab before. It's great to see this equipment + software available for people to use. Very interesting to find out how a video reporter does her work + builds audio + video to tell a story. Maybe I will come to learn more + eventually record songs + stories and tell friends who may want to do the same especially human interest stories [and] pitch stories [about] advocacy for social justice + non-profit organizations."
 - "Love the program! I am coming to the next one!"
 - "You have a whole lot of treasures in the library I was not aware of until now. Bravo!"
- "I work in the field of music journalism. I'm expanding my horizons through photojournalism as well. This course and instructors are professional extraordinaire in their teaching credentials. I have the utmost gratitude for the course, staff and instructors; I highly recommend this course." -- Attendee of Video Editing with Premiere Pro course in the Inspiration Lab
- "I've been using Audacity – a bit intimidated by REAPER. But Roberto explained it so well + with such clarity, I am now looking forward to making the switch. I love VPL! I'm here almost every day + I can't say enough about the terrific equipment + staff at the Inspiration Lab. They are always so helpful + eager to help." -- Attendee of Introduction to REAPER course in the Inspiration Lab

PLANNING & COMMUNICATIONS (Marketing & Communications and Policy & Planning)		VPL 2020 Alignment							
Part 1 - Outcomes Supporting VPL 2020		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
 <p><i>Transit Ad</i></p>	<p>Marketing & Communications focused on launching the Central expansion, through media relations, social media and transit advertising (via space donated by City of Vancouver). The campaign invited the public to discover the rooftop garden. Early results show the campaign to be a tremendous success: in October, traffic to Central library increased by over 27,000 (+18%) compared to the same month last year. The communications focus also resulted in higher web traffic: unique page views on vpl.ca were up 9.20% this October versus last (495,569 vs 453,814). In October, the garden landing page was in the top 5 pages of the entire vpl.ca site and the garden pages combined had 8,002 unique page views.</p>								X
	<p>Social Media</p> <ul style="list-style-type: none"> • We've posted 19 events on Facebook, reached 98.5k people and had 4.8k responses. The most popular event was the October 25-27 VPL Book Sale which reached 22.8k people and elicited 976 responses. • The top Facebook post was a story about the RCMP raiding the library to confiscate a banned book in 1961 (reached 6.1k, 198 engagements and 546 post clicks, 8% engagement rate). • The top tweet was a quote about the importance of libraries from the National Post article that included VPL (reached 9.1k with 157 engagements and 1.7% engagement rate). • The top Instagram post was a behind-the-scenes photo of an Instagram photographer shoot with dancers on the new roof (3.3k reach, 238 engagements). 								X

Planning & Communications cont'd		Learning, Creativity & Innovation		Access & Equity		Sharing & Collaboration		Organizational Strength	
	Outcome	21 st Century Learning	Made @ VPL	Patron Centred Experience	Welcoming Spaces	Community Connections	Platforms for Sharing	People & Culture	Value & Impact
	<p>Media Coverage</p> <ul style="list-style-type: none"> 361 articles mentioned VPL this October (reach of 91M and value of \$842k) vs 87 articles in October 2017. The new rooftop garden and expanded spaces continued to generate stories locally about the Beyond the Book Gala, what the garden looks like in use, that is a must-visit place this fall and that it is the “Best new place to take an outdoor lunch break downtown.” Coverage included CTV, Global, CBC TV and radio, the Province and Vancouver Sun, Daily Hive, Canada Live News, The Georgia Straight and Vancouver is Awesome. Spikes in coverage took place on October 16 and 29. The first spike reflected the National Heritage Digitization Strategy funding recipient announcement and the second larger spike was the announcement of the Dilawri's \$5-million donation to expand the Children's Library, including front page above the fold coverage in the Vancouver Sun. The reach of this story was both local and national. <p>Other notable coverage:</p> <ul style="list-style-type: none"> The Book Sale Programs like Lynda Gray's First Nations 101 events and the Vancouver Podcast Festival Inspiration Lab use by local musicians The important role of libraries in society 								X

Planning & Communications cont'd

Part 2 - Comments Received from VPL Patrons

Monitoring social media yielded some really positive stories from our community:

- Like this mother who [discovered the resources in Children's Library and the new expanded spaces in the Central Library](#). She shared this with her 11.3k followers on her Facebook page about life as a Taiwanese expat in Canada.
- Or this new immigrant who had a screensaver of the Central Library on his computer in Peru and dreamed of moving to Canada, [marvelling at seeing the library in real life as a new Canadian](#).
- Or this teacher enjoying the reaction of her students when they learned about [all the things you can see, do and borrow for free at the library](#).
- Or [this thread on twitter](#) about how you can use the Inspiration Lab and Bud Osborn Creation Space to create your own podcast for free.
- Or this artist who appreciates how the new rooftop garden [gives equitable access to views](#).

