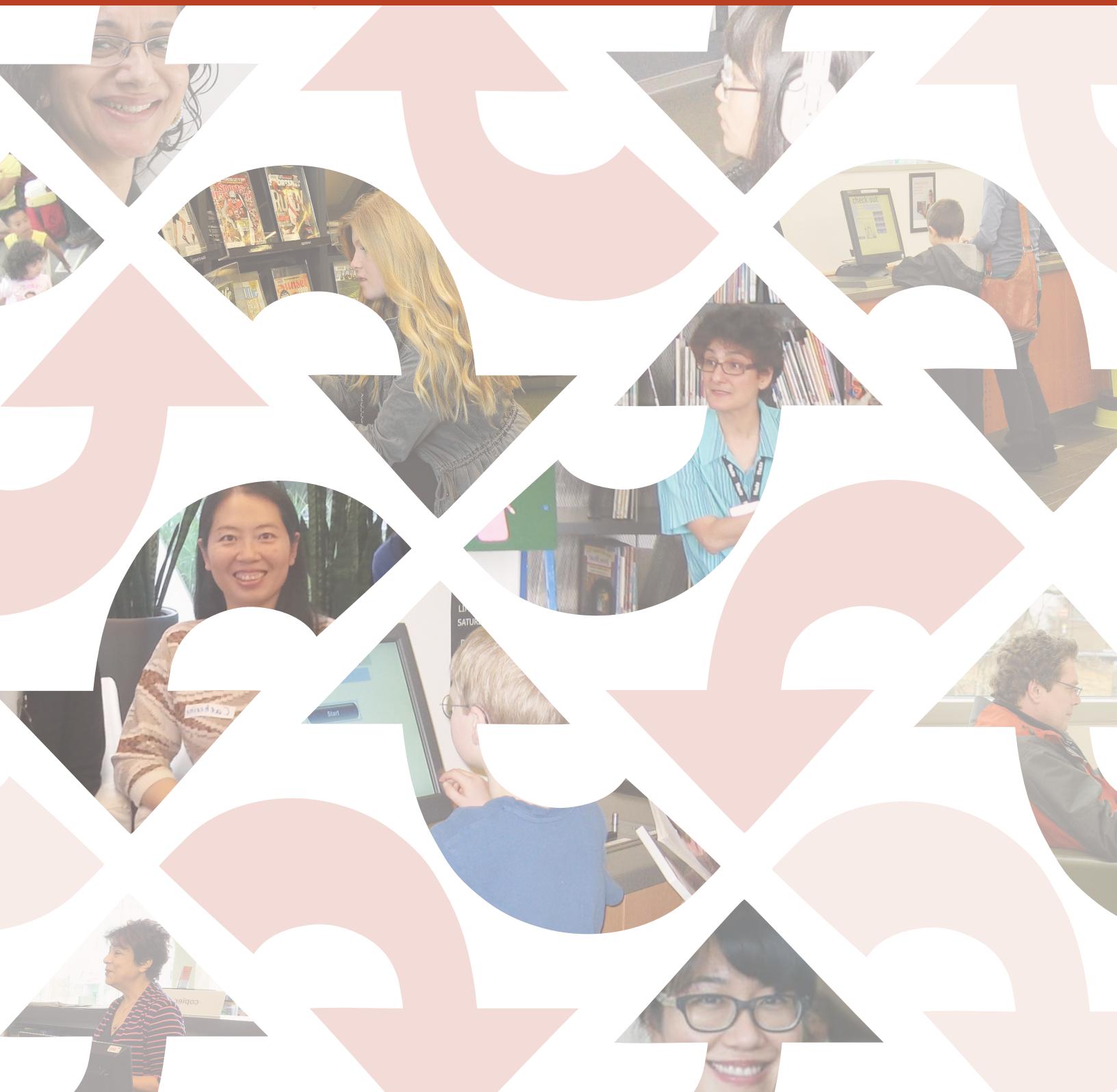




Public Library InterLINK

Annual Report 2014





Mission

Public Library InterLINK: Strong local libraries in proactive partnership, serving their communities.

Values

Autonomy

Public Library InterLINK member libraries are answerable first to their local boards, while working cooperatively in the best interests of the federation.

Collaboration

Public Library InterLINK member libraries work together on projects of mutual benefit. Collaboration is voluntary and implemented where most effective.

Equality

Public Library InterLINK member libraries have equal voice in the decision making process at the InterLINK table.

Accountability

Public Library InterLINK is solely accountable to the boards of its member libraries.

Respect

Public Library InterLINK values the voice of each member library.

20

years of service to British Columbians

Message from the Public Library InterLINK Board Chair



2014 marked an impressive milestone for Public Library InterLINK. The Federation celebrated 20 years of service to its member libraries, having been established on April 1, 1994. At that time, InterLINK numbered 12 libraries, having grown from the foundations of the previously established Greater Vancouver Library Federation (GVLF), which existed from 1975-1994.

In its two decades of existence, and for nearly 20 years prior as the GVLF, InterLINK has worked with member libraries to provide collaborative services and programs that benefit the many communities our members serve. InterLINK member libraries serve almost 2/3 of British Columbia's population. This size provides the Federation with tremendous leverage to get things done.

2014 was no exception, as InterLINK worked to meet the targets laid out in the annual Action Plan. Most significantly, the Federation made strides to improve resource sharing among member libraries. As libraries evolve, how they collaborate to share resources will be a key factor in their ongoing success. InterLINK also continued to provide value to member libraries through programs such as NewToBC, the Teen Reading Club, and federation-wide staff development opportunities, among others.

InterLINK's 2014 Action Plan reflects the belief that through collaboration, we are stronger. The programs highlighted in this report support that belief. On behalf of the InterLINK Board of Directors, our member libraries and the InterLINK staff, I am pleased to be able to provide this update on the work that is being done.

Before signing off, I also wish to acknowledge Sharon Freeman, InterLINK Board Chair 2010-2014, who provided strong leadership for the Federation during a time of transition.

A handwritten signature in black ink, appearing to read "John Schaub".

John Schaub
Vancouver Public Library



2014 Public Library InterLINK Board of Directors

Bowen Island Public Library
Burnaby Public Library
Coquitlam Public Library
Fraser Valley Regional Library
Gibsons & District Public Library
Lillooet Area Library Association
New Westminster Public Library
North Vancouver City Library
North Vancouver District Public Library
Pemberton & District Public Library
Port Moody Public Library
Richmond Public Library
Sechelt Public Library
Squamish Public Library
Surrey Public Library
Vancouver Public Library
West Vancouver Memorial Library
Whistler Public Library

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Sharon Freeman (Chair)
Sandra Hochstein
Ron Smith
Larry Smith
Jane Duber
Dale Lauber (Vice-Chair)
Ian Bateson
Ken Lim
Judith Walton
Errin Morrison
Mark Bostwick
Dan Fivehouse
Robin Nish
James Bennett
John Schaub
David Carter
Paul Tutsch

Committees

Finance
Personnel
Planning

John Schaub (Chair)
Sharon Freeman (Chair)
Dale Lauber (Chair)

InterLINK Staff

Executive Director
Manager of Operations
Program Coordinator
Office Assistant
Driver
Driver

Michael Burris
Rita Avigdor
Candice Stenstrom
Colleen Smith
Mani Nassefat
Bruce Morrison

InterLINK Programs and Services: 2014 Action Plan Highlights

Resource Sharing

InterLINK's core service remains facilitating the sharing of physical materials among the 18 member libraries. In 2014, nearly 4,000,000 or 13% of all items loaned items loaned by libraries were to non-residents. Being a member of InterLINK provides the infrastructure that allows for this cooperation. In 2014, InterLINK made great strides on improving resource sharing by working with its partners to improve the interlibrary loan system used across the province. As BC's largest federation, a majority of public library interlibrary loans originate from InterLINK member libraries. The InterLINK Board supported strategic investments in the interlibrary loan system that will result in better service to our communities and a streamlined workload for staff in member libraries.

Services to Libraries

InterLINK continually seeks opportunities to support member libraries. The Federation continues to manage consortial purchasing of items such as library cards, world language materials and audiobooks for outreach departments. Member libraries saved 13% to 72% on the cost of library cards, depending on their order. 2700 new multilingual books were added to the collections of the six participating libraries. Those libraries also saved \$11,000 in processing and cataloguing costs. Through the InterLINK audiobook program, smaller member libraries are able to provide materials to their patrons with visual impairments. Member libraries can then invest the savings from these initiatives on other programs and services.

In 2014, the InterLINK Board continued to support InterLINK-wide staff development sessions on topics identified by member libraries. In 2014, InterLINK organized four *Leading High Performing Teams* workshops that were attended by staff from all member libraries.

Multilingual Collection Building: Easy for Libraries and Delightful for Patrons

We knew having multilingual collections in languages spoken in our community would be popular, and the use statistics confirm they are well-used. But the biggest surprise for us has been how easy it is to add a new collection. Once we decide on budget our work is mostly done. At first we added the most needed and most difficult for us to source, select, and catalogue: Chinese and Panjabi materials. We've been adding to these collections every year, and their use continues to climb. We have also introduced four more languages and our patrons are delighted. The new materials arrive shelf-ready and with full marc records. It almost seems too easy.

Susan Buss, Deputy Chief Library
New Westminster Public Library



Library Champions, New Westminster BC

Collaborative Programs

The NewToBC program connects participating libraries with immigrant newcomers in order to support integration into our communities. The NewToBC website (newtobc.ca) is a treasure trove of information for newcomers and library staff. Use of social media on the site continued to grow, connecting newcomers to community events and other activities. By year's end, over 600 library staff had received training that increased understanding of immigrant communities and the issues they face when they arrive in a new country. The Library Champions Program has trained over 450 newcomers to go out into the community and share awareness of the many services provided by public libraries. Over 30,000 newcomers have received the good news!

Fereshteh's Story



As a Library Champion, I gained a deep knowledge about the range of services that public libraries can offer. I was delighted to share this valuable information with other newcomers in my community and I enjoyed every single moment of volunteering. It gave me a great feeling of satisfaction to contribute to something that many people could benefit from.

Fereshteh, Library Champion, West Vancouver BC

The InterLINK Teen Reading Club continued to provide teens with an online space to share their love of books and reading. Teens are able to connect with each other, share reviews of their favourite books or chime in on topics of interest. They also have the opportunity to highlight their talents by sharing their own stories and poetry.

InterLINK partnered with the BC Library Association to present an evening with Micheal Vonn of the BC Civil Liberties Association, who spoke to a crowd of nearly 200 about the intersection of free speech, privacy and public libraries. BCLA Chair Gwen Bird hosted the event and InterLINK Board Chair Dale Lauber moderated the Q and A with Ms. Vonn.

NewToBC Program: A One-Stop Shopping Resource for Newcomers

As a librarian my experience with the NewToBC project has been incredibly enlightening and exciting! This project is a one-stop shopping resource for newcomers, library staff, and for other service providers working with new immigrants. It represents libraries at their most flexible, responsive best. It is active, inclusive community-building from the ground up.

Numerous success stories of participating newcomers are at the heart of this project's achievements. The impact of the NewToBC project is illustrated graphically by these words from one participant:

"Thanks for the program which enriched my life as a newcomer and the [Library] Champions experience helped me to get two part-time jobs... I can work and take care of my family."



Ravi Basi,
Multicultural Outreach
Librarian
Surrey Public Library

InterLINK Teen Reading Club: Inspiring Teens to Get Involved

We have been championing TeenRC at Surrey Libraries since 2012. In 2014, we reached out to over 500 teens in schools, at the mall, and at youth festivals. Teens in our teen library councils provided feedback on promotional materials prior to TeenRC's launch. 216 new teens registered in 2014, not counting returning users. Numbers, however, never tell the whole story. Here's what two teens had to say about the program:

"I ended up applying for Teen Library Council thanks to TeenRC."

"I'm so glad I found TeenRC on the Surrey Library site! This has kept me occupied and involved in the reading and writing [on the forums]. I can now check reviews for books I'd like to check out. Thank you, this site is awesome! Reading is a huge part of my life and due to the books I've read, I've joined many fandoms!"

Thank you, InterLINK, for this invaluable program, which enriches teens' reading lives, and also connects them back to the library.



Ellen Wu,
Teen Services Librarian
Surrey Public Library

Catherine's Story



Catherine, Library Champion
Surrey BC

Working in the library is one of my dreams, and the Library Champion Project (LCP) has opened the door for me to realize my dream! Being an immigrant, I am never confident with my English. However, in LCP, everyone was so nice, friendly and helpful. I never felt embarrassed even when I got stuck expressing myself. I not only made friends, improved English, but also realized my value. I felt happy and fulfilled through helping others. After LCP, I did more than 10 volunteer jobs in the following years. One of my volunteer supervisors once said that I was the Queen of Volunteers, and I know that it is because I was a Library Champion. With all these efforts, I finally got my first job in Canada - a circulation service clerk in City Centre Library. I like my job very much and will continue to devote myself to offer better service to the community.

One of my volunteer supervisors once said that I was the Queen of Volunteers, and I know that it is because I was a Library Champion.

Collaborative Programs Maximize Value for the Community

NewToBC Program

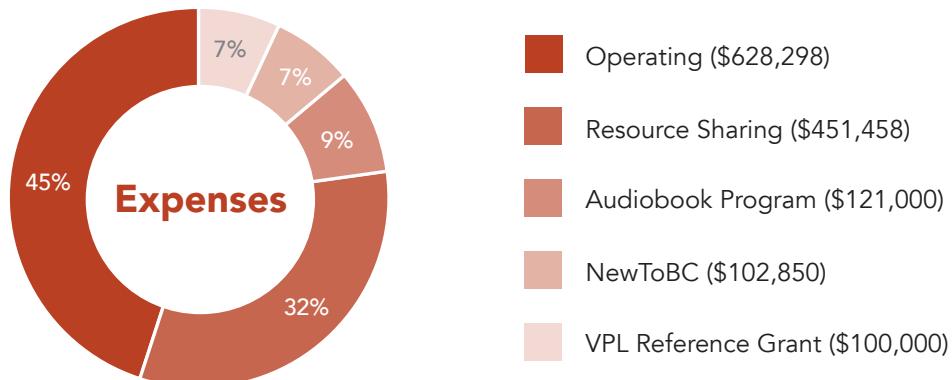
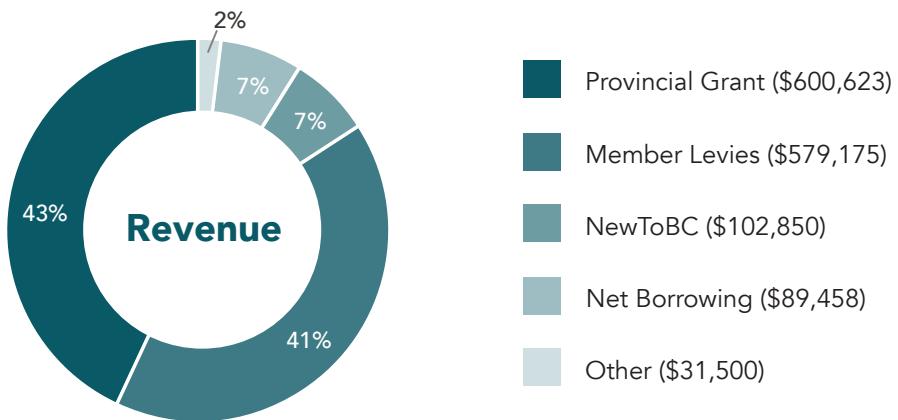
600 Library Staff
450 Library Champions

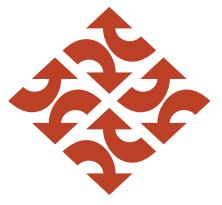


Over
30,000 newcomers
reached

InterLINK Finances: 2014

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