



UPDATE 2013

MESSAGE FROM THE PUBLIC LIBRARY INTERLINK BOARD CHAIR:

Management guru Tom Peters has referred to consortial collaboration as a leap of trust. Peters further comments on the unique nature of the leap as it is ongoing and involves long-term commitment on the part of member institutions.

As Public Library InterLINK approaches its 20th year of service, it seems a natural time to reflect on the reason that the members of the federation have continued to work collaboratively. That reason is the ongoing commitment to the common goal of providing the best possible service to our communities. InterLINK libraries continually search for ways to work together on behalf of the over 2.6 million British Columbians served by our 18 InterLINK libraries.

InterLINK's 2013 Action Plan reflects that ongoing search. A number of previous collaborative programs continued... The ongoing effort to improve how we share our collections and joining together on consortial purchases to stretch tight budgets are two examples. In addition, new projects were launched. NewToBC moved from the planning table and hit the ground running in the ten InterLINK libraries that participated. InterLINK hosted six "Leading From Any Position" (LFAP) workshops. LFAP encourages all staff to be leaders within their libraries and to recognize their role in providing excellent customer service. Over 240 staff from across InterLINK attended the sessions and are now putting what they learned into practice.

Two decades is a long time...but it does feel that InterLINK has just scratched the surface of what we can accomplish when we work together.

Sharon L. Freeman

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.

EXECUTIVE DIRECTOR'S REPORT

In late 2012, Public Library InterLINK Board members gathered with member library directors and InterLINK staff to engage in a discussion of InterLINK priorities for 2013. The result was an Action Plan that resulted in 2013 being a significant year for InterLINK.

InterLINK made significant progress on determining what the future of resource sharing will look like within the federation. InterLINK invested in a study to better understand resource sharing and direct patron requests and will be acting on those recommendations in 2014.

In terms of consortial purchasing, InterLINK continues to fine tune existing programs and seek out new opportunities. Working on a consortial basis saves participating libraries considerable resources.

Finding consensus among 18 member libraries can be a challenge, but InterLINK's approach to collaboration allows libraries to participate only in those projects that bring benefit to their libraries.

Projects such as the Leading From Any Position workshop bring benefit to all members and all members participate, while only a portion of the federation participate in projects such as the purchase of library cards and world language materials. InterLINK provides a coordinating body for all these efforts.

The ability of member libraries to work collaboratively is further reflected in projects such as NewToBC. The existence of a federation such as InterLINK provides a coordinating body rather than having to negotiate with 18 different libraries.

InterLINK remains an effective way for member libraries to share resources and develop cost effective collaborative programs and services.



2013 ACTION PLAN: PROVIDING VALUE TO MEMBER LIBRARIES

PROVIDE BOARD AND AAG WITH INFORMATION NECESSARY TO MAKE A DECISION REGARDING DIRECT PATRON REQUESTS

The investigation of Direct Patron Requests was identified as a goal in the 2009-2011 InterLINK Strategic Plan, in the 2012 Strategic Plan Refresh and again in the 2013 Action Plan. A number of alternatives were explored, including demonstrations of a number of systems, but no suitable option could be identified. The 2013 Action Plan identified the need to determine whether DPR remained an InterLINK priority. A consultant was engaged to provide recommendations. Those recommendations led to a second phase of the DPR study. Phase two provided a possible way forward regarding the improvement of resource-sharing and those recommendations will be implemented in 2014.

DEVELOP COMMUNICATION PLAN FOR InterLINK
Improving communication among Board members and library directors was identified as a need during the 2012 summit. A Board approved communication plan called for improvements to InterLINK website with staffing responsible for website maintenance, InterLINK hosted Listservs, and improved communication among staff, AAG and Board.

DEVELOP FEDERATION-WIDE PROGRAM FOR STAFF DEVELOPMENT

The Board, who approved funding for the project, identified leveraging the size of the InterLINK federation to provide staff development opportunities that reach all member libraries as a priority. The topic, Leading From Any Position, was chosen based on the results of a survey sent to all libraries.





BOARD OF DIRECTORS 2012

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

Ted Benson
 Sharon Freeman (Chair)
 Lance Gueck (Vice-Chair)
 Ron Smith
 Larry Smith
 Jane Duber
 Dale Lauber
 Ian Bateson
 Ken Lim
 Judith Walton
 Barry Fleming
 Mark Bostwick
 Dan Fivehouse
 Robin Nish
 James Bennett
 Debbie Millward
 David Carter
 Audrey Lundie

COMMITTEES

Finance
Debbie Millward (Chair)

Personnel
Sharon Freeman (Chair)

Planning
Lance Gueck (Chair)

INTERLINK STAFF

Executive Director:
Michael Burris

Manager of Operations:
Rita Avigdor

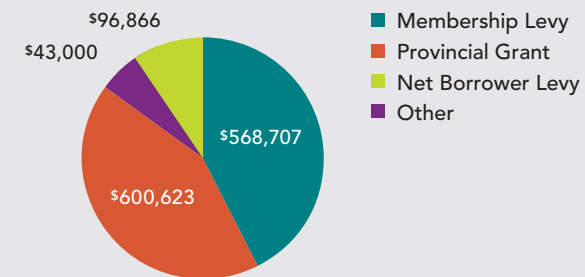
Program Coordinator:
Candice Stenstrom

Driver:
Mani Nassefat

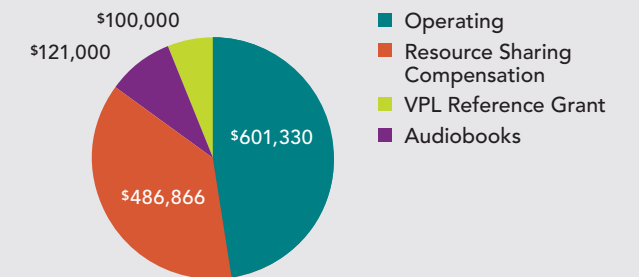
Driver:
Bruce Morrison

InterLINK FINANCES

REVENUE



EXPENSES



InterLINK FACTS

- In 2013, non-resident circulation totaled 4.2 million items
- By working together, participating libraries saved:
 - \$16,000 on the processing of World Language materials
 - up to 40% on the cost of patron cards
 - 50% on the cost of chat service software
- Over 300 staff from member libraries attended InterLINK staff development sessions
- NewToBC trained over 300 Library Champions spreading the library message in their communities

NET LENDERS

Burnaby
 Port Moody
 Richmond
 Sechelt
 West Vancouver
 Whistler

NET BORROWERS

Bowen Island
 Fraser Valley
 Lillooet Area
 North Van. City
 Pemberton & District
 Surrey

Coquitlam
 Gibsons & District
 New Westminster
 North Van. District
 Squamish

