



Public Library InterLINK 2016 Report to Members

InterLINK's Vision

Vibrant communities supported by strong public libraries.

Mission

Supporting public libraries through resource sharing and collaborative programs.

Values

Collaboration – We believe that working together increases the reach and effectiveness of libraries.

Equality – We believe that member libraries have equal voice in the decision making process at the InterLINK table.

Innovation – We encourage creativity, experimentation and the generation of new ideas.

Stewardship – We manage our resources in a manner that brings maximum benefit to member libraries.

Accountability – We are open, transparent and committed to demonstrating our impact to members and funders.

2016-2019 Strategic Plan

InterLINK's strategic planning process provided an opportunity to take stock of the Federation. The process, which began in 2015, was the first full review of InterLINK's strategic direction since 2009. The Board took the opportunity to examine InterLINK's role in the context of an ever-changing library environment and consider how the Federation is best able to support member libraries. The strategic planning process led to renewed Vision and Mission Statements and a reaffirmation of InterLINK Values (listed on page 2). The three strategic directions listed below will guide InterLINK operations over the next 3 years, and the Board committed the Federation to an annual review of the strategic plan to ensure that it continues to reflect the supportive role InterLINK plays.

Strategic Direction #1



Strategic Direction #2



Strategic Direction #3



Message from the Board Chair & Executive Director

This Report to Members provides an excellent opportunity to take stock of the work that Public Library InterLINK (InterLINK) undertakes in support of the eighteen libraries that constitute the membership of the Federation. InterLINK fosters collaboration, provides opportunities for members to cut costs through participation in consortial purchasing programs and builds capacity in member libraries by organizing staff development opportunities and providing a forum for sharing expertise and best practices.

In 2016 InterLINK worked to improve its responsiveness to the membership. Early in the year the Board engaged Realize Strategies to assist in the development of a new governance manual. An examination of InterLINK's governance confirmed roles and responsibilities and strengthened the Board's role in setting the strategic direction of the Federation. Through the governance review process, the Board reviewed InterLINK's policies, identifying gaps and prioritizing areas for policy development.

The work on InterLINK's governance structure created the backdrop for the development of a re-energized strategic plan. The 2016-2019 strategic plan, developed with input, advice and feedback from the Administrators Advisory Group (AAG), refocused InterLINK on its service to member libraries. InterLINK's new mission statement, *Supporting public libraries through resource sharing and collaborative programs*, emphasizes this supportive role.

In this report, you will read updates on the work that InterLINK undertakes in support of, and with the support of, its member libraries. More importantly, you will read from those involved in Project LLEAD, NewToBC and other programs. Their stories are the best examples of how Public Library InterLINK provides benefit to their libraries and how the Federation contributes to the vision of vibrant communities supported by strong public libraries.



John Schaub
InterLINK Board Chair



Michael Burris
Executive Director



InterLINK Programs & Services: 2016 Highlights

Resource Sharing

By providing access to each other's collections, InterLINK's member libraries leverage a wealth of materials far beyond what is available in each local library. Library patrons throughout the InterLINK service area take great advantage of this service. In 2016, 3.6 million items were loaned by InterLINK member libraries to patrons who were registered at a different member library. That equates to 12% of the total materials loaned by member libraries.

In addition to supporting reciprocal borrowing among its 18 members, InterLINK works closely with its resource-sharing partners towards the goal of implementing patron-initiated interlibrary loans for member libraries. Since 2014 InterLINK has provided pilot funding for Canadian hosting of Outlook OnLine and member libraries continue to work with the Outlook OnLine Administrative Centre on system improvements and privacy compliance. The InterLINK Board continues to support 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.

“Throughout 2016, VPL participated in the InterLINK Patron-Initiated ILLs (PI-ILLs) Working Group, and has been able to take advantage of improvements to Outlook Online and update VPL's Interlibrary Loan (ILL) request form. This will be the foundation for improved internal processes at VPL, as well as simplified requests forms for the public.”

- C. Middlemass, VPL



Collaborative Programs

NewToBC



NewToBC is an InterLINK program made possible through funding from Immigration, Refugees and Citizenship Canada (IRCC). NewToBC works with partner libraries to support the settlement and integration of newcomer immigrants as well as to facilitate the forging of mutually beneficial relationships between public libraries and other settlement and integration service provider organizations. In 2016, IRCC extended InterLINK's 2014-2016 funding to the end of the 2016-2017 fiscal year, allowing the excellent work done by the program organizers and volunteers to continue.

NewToBC's main initiatives are the Library Champions Project and the NewToBC website (www.newtobc.ca). The Library Champions Project recruits, trains and supports newcomer Library Champions who share information about public libraries and settlement services in their communities. In 2016, 188 new Champions joined the project, bringing the total to 946. In turn, those Champions have contacted nearly 4,300 organizations and 59,000 newcomers to increase awareness about library and settlement services.

The NewToBC website serves as both a tool for staff at libraries and settlement and integration service organizations as well as providing a key information source for newcomers as they work to integrate into their new communities.

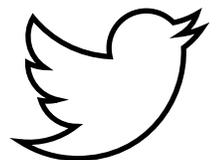
In 2016, the website was visited more than **85,000** times



NewToBC also has **2,674** Facebook "likes"



& **1,159** Twitter followers.



"Becoming a "Library Champion" is among the best things that happened to me this year. You should be more than proud for the invaluable help you offer the newcomers to Canada in terms of better adapting to the Canadian way of life. Knowing and using libraries helps new immigrants communicate with society and play a better role as new Canadians. As an immigrant I appreciate your efforts and wish you all the best in the year to come."

- Library Champion



Building Library Capacity

Project LLEAD



2016 saw the inaugural offering of the Library Leadership Excellence and Development (LLEAD) program.

The goal of Project LLEAD is to identify, develop and encourage staff from member libraries that are seen to have potential to become leaders within their organizations. Nominations from across the province and from outside the public library sector are encouraged.

Project LLEAD was developed by Dr. Ken Haycock in response to a needs assessment conducted with InterLINK library directors. A cohort of sixteen professional librarians comprised the initial membership of Project LLEAD. Thirteen were from InterLINK member libraries and three were from outside InterLINK. Fifteen came from public libraries and there was one member from a post-secondary library. The program commenced with an intensive 5-day institute at the Loon Lake Lodge and Retreat Centre and continued throughout 2016 with monthly leadership council meetings.

“I found the LLEAD program to be a singularly enriching experience. The amazing retreat provided both a kickstart and a solid foundation for the year that followed. I made many connections with fantastic people that I expect will last throughout my career and beyond.”

- K. Constable, FVRL



Consortial Purchasing

World Language Collections

In 2016, InterLINK continued to facilitate and manage a consortial purchase of selected shelf-ready world language materials for participating libraries.

Deutsche
Français
Español
Pananalitã
조선말

ی ب ر ع
ی س ر ا ف
中文
日本語
ਪੰਜਾਬੀ

Six InterLINK libraries participated, providing an overall budget of \$39,150 for the 2016 program.

In total, **1,758 items in ten languages** were added to the world languages collections in the participating libraries.

Participating libraries realized a **cumulative savings on cataloguing and processing of approximately \$8700** that was made available for other service priorities.

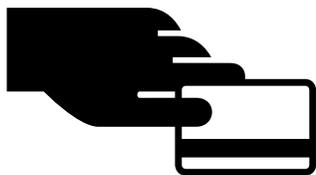
Through their participation in the World Language Collection project participating libraries realize cost savings, but more importantly, are able to respond to community needs in a timely fashion.

“The InterLINK World Languages Collection Development Project has been extremely beneficial for the North Vancouver City Library. We have received specially curated materials that have been catalogued and processed for us, saving us much time and money in terms of labour. The service by the supplier has been very good and, best of all, we have been able to save a lot of money by collaborating with other libraries within the consortia as costs are definitely lower when ordering in bulk.”

- W. Zicha, NVCL



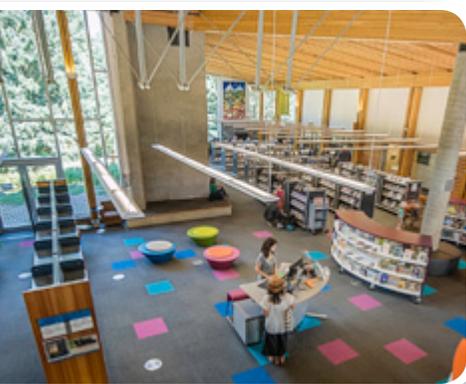
Patron Card Purchase



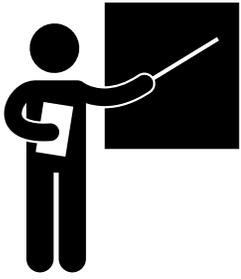
InterLINK organizes an annual purchase of patron cards for member libraries can save up to 60% on price when compared to ordering on their own. In 2016, five InterLINK member libraries participated in this consortial project.

“Richmond public Library has been an active participant in the consortial card purchasing through Interlink. What a benefit it brings to the library in terms of reduced costs per card, and the ability to compare notes with other libraries. We have been extremely pleased with the savings per card and the additional options available to us.”

- S. Rahman, RPL



Coaching for Library Managers



Facilitators Alison van Buuren and Simon Goland developed an innovative two-day session, Coaching for Library Managers that was presented in October and November. A limited cohort of 18 managers from member libraries attended the two sessions. The sessions were held one month apart with practice, led by the facilitators, required between the two sessions. Initial feedback was extremely positive. In response to the feedback from the participants and library directors, InterLINK will offer additional sessions in 2017.

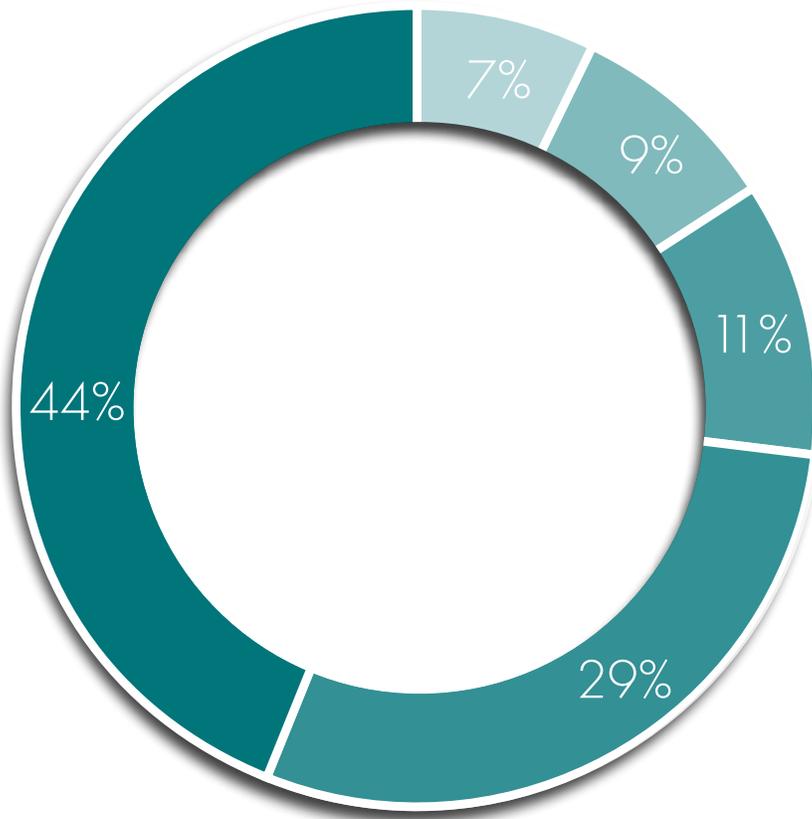
Kudos to InterLINK for creating this training opportunity...I've already told my Chief Librarian that it was very much worthwhile and that we should send more staff to it next time.

An excellent and valuable session. I will be promoting the session with my network.

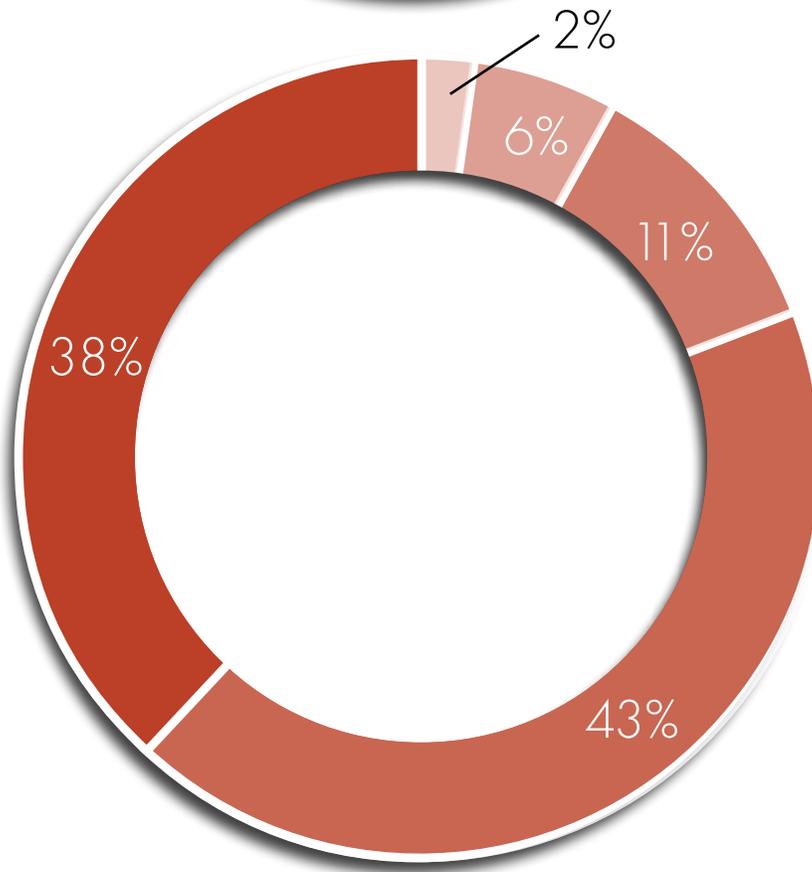
This was such a great workshop. It really completely blew my mind and shifted my perspective on management and the skills I can work on.



InterLINK Finances: 2016



-  **Operating**
\$619,381
-  **Resource Sharing**
\$408,703
-  **NewToBC**
\$154,540
-  **Audiobook Program**
\$120,500
-  **VPL Reference Grant**
\$100,000



-  **Member Levies**
\$537,250
-  **Provincial Grant**
\$600,623
-  **NewToBC**
\$154,540
-  **Net Borrowing**
\$81,703
-  **Other**
\$29,008

2016 InterLINK Board

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
Katy Alkins-Jang
Sandra Hochstein
Laura Dupont
Rob Martin
Jane Duber
Kathy Siedlaczek (Vice-Chair)
Ian Bateson
David Porter/Ken Lim
Judith Walton
Rosario Passos
Robin Leung
Ann Hopkins
David Gayton
Greg Down
John Schaub (Chair)
David Carter (Treasurer)
Paul Tutsch

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Kathy Siedlaczek
David Carter

Governance & Planning

Kathy Siedlaczek (Chair)
Ted Benson
Rosario Passos

Finance

David Carter (Chair)
Katy Alkins-Jang
Paul Tutsch

InterLINK Staff

Executive Director
Manager of Operations
Office Manager
Program Coordinator
Driver
Driver

Michael Burriss
Rita Avigdor (January - June)
Allie Douglas (August - Present)
Candice Stenstrom
Mani Nassefat
Bruce Morrison



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