



Priority: Enhancing Patron Experience:

Virtual Programming

- The Virtual Programming Committee held 1 event with Brandi Morin in December.
 - ~300 people registered
 - ~100 individuals attended; more attended in groups at their public library
- An additional 250 people have watched recordings of previous speakers, John Vaillant and Kim Stanley Robinson.
- The Virtual Programming Committee will be focusing on how to solicit feedback from libraries and stakeholders to determine next steps.

Accessibility

- InterLINK's participation on the Public Library Accessibility Working Group continues, meeting with other sector partners and consultants from Untapped Accessibility to ensure avenues for information exchange and problem solving.
- InterLINK has engaged SPARC BC in discussions to provide accessibility audit related services to InterLINK member libraries. The focus of conversations has been finding opportunities for providing shared information, recommendations, etc., for areas of common interest, while offering cost savings and efficiencies for audit areas that are unique to each organization.
- InterLINK Accessibility Advisory Committee (AAC) - While identifying volunteers has been a challenge, the InterLINK Accessibility Steering Committee is close to finalizing its Accessibility Advisory Committee (AAC). The expectation is that the AAC will have their inaugural meeting in late February or early March.

Priority: Building Member Library Capacity

Emerging Staff Development:

- Based on AAG feedback, the Office is starting to investigate staff development opportunities **on establishing healthy boundaries** and **bystander intervention**.
- Ryan Dowd – InterLINK has negotiated provincial pricing and access for Ryan Dowd training. The focus now is supporting registration to all libraries. Access is **currently free of charge**.

- o 90 new staff members have registered to access the online training.
- AIDE - AIDE Canada - Through our partnership with the Autism and/or Intellectual Disability Knowledge Exchange Network (AIDE Canada), Public Library InterLINK is now able to provide **free access** to an online course tailored to library personnel.
 - o 70 staff have registered since it was launched in October
- Library Juice – Discussions with LJ regarding bulk pricing for training courses are complete. The Office will be sending the announcement to members, and other federations in late January or early February. Libraries registering through their federation will receive **20% discounts**.
- IBPOC Coaching - InterLINK launched its IBPOC coaching program in September.
 - o The first cohort of participants was selected in November. Intake was increase from 10 to 12 to account for higher-than-expected interest.
 - o Coaching began in December / January and a mid-term check in scheduled for February.
- Fall Mental Wellness Challenge – InterLINK’s Mental Wellness Working Group hosted a wellness challenge for Fall 2023 to encourage resilience, health, and connection among library staff.
 - o 9 libraries participated
 - o ~100 staff joined
 - o Participant feedback was very positive

“Doing these wellness activities was less cumbersome than I thought they would be- many took less than 5 minutes but provided mental clarity that lasted throughout the day. Doing some self-care provided a buffer for moments of stress and tension that inevitably happen, which I found really gratifying. I'm implementing these new habits by taking some time in the morning to plan out when (not if!) to incorporate self-care into my day...”

Ongoing Staff Development Opportunities:

- Coaching – Led by Simon Goland. students begin to develop, through theory and practice, some of the key foundational coaching skills, and introduce the GROW coaching model.
 - o 31 staff participated in Fall.
 - o Next offering, Spring 2024
- Managing Hostile Interactions - Sessions continue to be available **free of charge** for Board Members and library staff.
 - o 75 staff participated in the Fall sessions.
 - o Spring Session 1 - March 12 & 13. Registration deadline is February 20.
 - o Spring Session 2 - April 9 & 10. Registration deadline is March 19.
 - o Spring Session 3 - May 7 & 8. Registration deadline is April 16.

- Indigenous Corporate Training – Sessions continue to be available **free of charge** for Board Members and library staff.
 - 215 staff and trustees registered for training in Fall 2023.

Consortial Purchasing

- InterLINK is close to ending negotiations with Playaway Products for a consortial discount for members. This vendor provides pre-loaded audiobooks, learning apps, videos, and read-alongs that promote literacy, bridge the digital divide, and make technology accessible to everyone. Discounts will range by product and spend from 10-25%.

Mis/Dis-Information Programming in Public Libraries

- InterLINK is acting as administrative host to a grant funded project, supported by Barrie, Fraser Valley Regional, North Vancouver City, Pickering, and Vancouver Public Libraries researching how public libraries can fight mis/dis-information through programming.
 - A grant proposal has been drafted and submitted to the Democratic Institutions Secretariat. \$35,000 in funding is expected to be awarded.
 - Consultant Anne O’Shea has been selected to perform the environmental scan, do the research, and survey the public library programming community.

NewToBC

- Funding Application - InterLINK and the NewToBC team are working on an application for continued federal settlement program funding for NewToBC through Immigration, Refugees and Citizenship Canada’s Call for Proposals 2024 process. In the application, NewToBC will propose to continue to deliver core project services to support newcomers, libraries, service providers and communities across British Columbia over a 2025 – 2030 funding envelope. NewToBC will also propose to further integrate equity, diversity and inclusion, Truth & Reconciliation and Anti-Racism into project activities, services and resources. The NewToBC team intends to submit the funding application for the 31 January 2024 deadline. Updates on the status of the application will be provided.
- Library Champions Project - NewToBC is in the midst of delivering 4 online cycles of the Library Champions Project in communities across the Mainland / Southwest region of BC. NewToBC is also in the process of raising awareness about and recruiting participants for the following online cycles of the project:

- o Fraser Valley Regional Library
(Abbotsford, Mission, Eastern Fraser Valley branches)
- o Burnaby Public Library
- o Coquitlam Public Library / Port Moody Public Library
- o North Vancouver City Library / North Vancouver District Public Library /
West Vancouver Memorial Library
- o Richmond Public Library
- o Surrey Libraries
- o Vancouver Public Library

The details of and registration links for information sessions for cycles can be found on the Library Champions Registration page on the NewToBC website.

- Website and Social Media - NewToBC continues to update its website and post information to NewToBC social media to ensure that newcomers, library staff and administration, and other stakeholders have access to accurate and relevant settlement and community information.
 - o Of note: NewToBC recently added downloadable PDF versions of Community Immigrant Demographic Profiles for 15 BC communities that received the highest number of new immigrants between 2016 and 2021 were added to the website.

Organizational Strength:

- Currently, InterLINK is in the process of implementing shared internal electronic document storage. This has been an area of focus during Fall/Winter 2023/24. Once selected, the Office will begin digitizing historic materials that only exist on paper.
- In Winter 2023/4, InterLINK will begin a strategic engagement process with the aim of identifying opportunities and strategic directions for investment.
 - o 3 facilitators have been contacted. 2 are expected to submit a high-level proposal for what a process might look like and the associated costs.
- In December 2023, InterLINK unexpectedly lost its part-time relief driver. Steps have been to minimize impact on service delivery. The search process for a replacement has begun and interviews are underway.