



Progress Report

Priority: Enhancing Patron Experience:

Virtual Programming

- After hosting 3 programs in Fall/Winter 2023, the Virtual Programming Committee will be focusing on soliciting feedback from stakeholders to determine next steps for 2024.
- A survey was distributed to BC Public Libraries to seek input on what programs and supports are of interest to them to inform future planning. Approximately ½ of libraries responded. There was a general appreciation for the project and interest in continuing to develop it.

Accessibility

- InterLINK's participation on the Public Library Accessibility Working Group continues. We meet with sector partners, Disability Alliance BC, and consultants to ensure information exchange and problem solving.
- InterLINK has engaged SPARC BC in discussions to provide accessibility audit services to InterLINK member libraries. The focus 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 launched a survey for members seeking information and levels of interest in a collaborative approach. There was a high interest in moving forward.
 - InterLINK has planned a discussion with SPARC BC reporting interest levels and negotiating pricing.
- InterLINK Accessibility Advisory Committee (AAC) - The InterLINK Accessibility Steering Committee, a collaboration of 6 member libraries and administered by InterLINK, has finalized its Terms of Reference. The AAC had an inaugural meeting on April 17th.
 - They have elected a Chair and are working on Terms of Reference.

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**.
- 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.
- 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.
 - The first cohort of participants was selected in November. Intake increased from 10 to 12 to account for high interest.
 - Coaching began in December / January and a mid-term check occurred in February. Most of the cohort will have completed their coaching sessions in May.
 - Coaching Cohort 2 will begin in June.
 - A feedback survey to provide to participants is under development to support program quality and future decision making.
- Spring Mental Wellness Mini Conference – InterLINK's Mental Wellness Working Group has selected Jodie McDonald, MSW RSW IBP EPC of Living and Breathing Counselling and Wellness to provide 2 workshops on setting healthy boundaries to all library staff in BC in late June.

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. 3 sessions will be available in 2024 at a **subsidized cost of \$125** (made possible through the Covid Relief and Recovery Grant funding).
 - Spring Foundations Course: May 7/10/14 and May 28/31/June 4
 - Fall Foundations Course: Oct 15/18/22 and Nov 12/15/19
 - Fall Advanced Course: Oct 29/Nov 1/5 and Nov 26/29/Dec 3

- Managing Hostile Interactions - Sessions continue to be available **free of charge** for Board Members and library staff.
- Indigenous Corporate Training – Sessions continue to be available **free of charge** for Board Members and library staff.

Consortial Purchasing

- Books For Babies - The provincial order for 2024 Books for Babies has been submitted. 6 InterLINK libraries are participating: Bowen, Fraser Valley, North Vancouver City, Pemberton, Sechelt, and West Vancouver.
- Multi Lingual Collections - With LSC under liquidation, InterLINK will be using Library Bound for its multilingual collection content provision. In 2024, New Westminster, North Vancouver District, North Vancouver City, Creston, and Squamish will participate. Currently, language profiles are being prepared for submission.
- InterLINK has finalized 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.
 - \$35,000 in funding has been awarded from the Democratic Institutions secretariat of the Office of the Privy Council.
 - A contractor was hired to support the work.
 - A mid-term report that includes a literature review and an environmental scan was submitted in March.
 - A survey was launched seeking information of current library and community programming on mis/dis information. From those results, interviews were held with the aim of developing public library programming that could be deployed across Canada to address mis/dis information.
 - The final report was submitted to the Privy Council in April.

- Funding Application - InterLINK and the NewToBC team submitted 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 proposed 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 also proposed to further integrate equity, diversity and inclusion, Truth & Reconciliation and Anti-Racism into project activities, services and resources. Updates on the status of the application will be provided.
- Library Champions Project - In the 1 April 2023 – 31 March 2024 fiscal year, NewToBC planned and delivered 22 cycles of the [Library Champions Project](#) that featured over 250 newcomer Library Champions. The cycles were hosted and supported by libraries in BC communities including:
 - Fraser Valley Regional Library (Abbotsford, Mission, Eastern Fraser Valley branches)
 - Burnaby Public Library
 - Coquitlam Public Library / Port Moody Public Library
 - Greater Victoria Public Library
 - Fraser Valley Regional Library (Langley libraries)
 - Fraser Valley Regional Library (Maple Ridge Public Library and Terry Fox Library [Port Coquitlam])
 - North Vancouver City Library / North Vancouver District Public Library / West Vancouver Memorial Library
 - Richmond Public Library
 - Surrey Libraries
 - Vancouver Public Library
- NewToBC is in the early stages for delivering / recruiting participants for ten cycles of the Library Champions Project at the following libraries:
 - Burnaby Public Library
 - Coquitlam Public Library / Port Moody Public Library / Fraser Valley Regional Library (Terry Fox Library [Port Coquitlam])
 - Fraser Valley Regional Library (Langley libraries)
 - North Vancouver City Library / North Vancouver District Public Library / West Vancouver Memorial Library
 - Richmond Public Library
 - Surrey Libraries
 - Vancouver Public Library
- Website and Social Media - NewToBC continues to update the [NewToBC website](#) and post information to NewToBC social media to support the settlement of newcomers and the planning and work of library staff and administration and other stakeholders. Of note is a recent comprehensive update to the listing of [English Language Learning Materials](#). The listing is meant to support English language learners as well as library staff

engaged in collection development and reference. The NewToBC [blog](#) continues to be a well-used means to showcase library and community events, programs, resources, and services. As of 1 April 2024, NewToBC's [Facebook](#) page has received over 63,000 likes. In the 2023-2024 fiscal year, the NewToBC website was visited by nearly 50,000 users.

Organizational Strength:

- InterLINK has launched shared internal electronic document storage. This has been an area of focus during Fall/Winter 2023/24.
 - The Office has begun digitizing physical historic business materials for online storage. Once processed, physical copies will be retained or discarded based on file retention policies.
- InterLINK has begun a strategic engagement process with the aim of identifying opportunities and strategic directions for investment.
 - 4 facilitators have been contacted. 3 submitted high-level proposals for what a process might look like and the associated costs.
- The InterLINK professional development coordinator will not be renewing her contract. Based on an AAG discussion, it has been decided to increase the hours and scope of the position to build capacity. A job posting for a "Strategic Projects Coordinator" has been posted and closes at the end of May.