

Q3 ED Report

Board Meeting
September 24, 2024



mission

Supporting public libraries
through resource sharing and
collaborative programs.

vision

Vibrant communities
supported by strong public
libraries.



values

Collaboration

Working together
increases the
effectiveness of
libraries

Equality

Members have equal
voice at the InterLINK
table

Innovation

Supporting creativity,
experimentation & the
generation of new ideas

Stewardship

Managing our resources
to ensure maximum
benefit to member
libraries

Accountability

Open, transparent &
committed to
demonstrating our impact
to members & funders

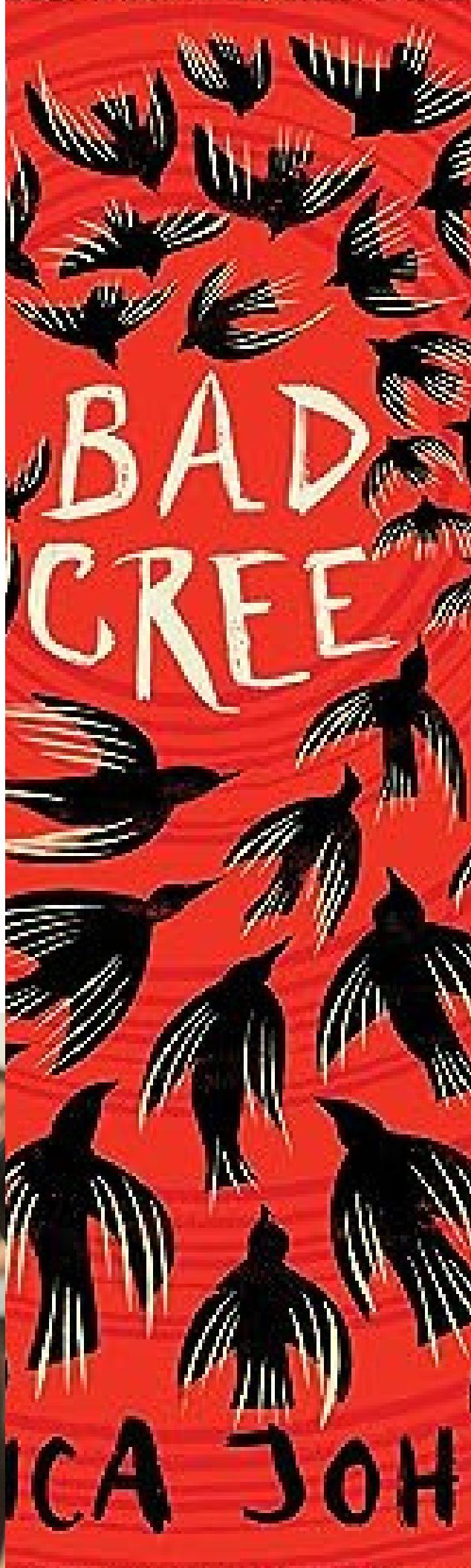
enhancing patron experience

Virtual Programming

BC Libraries Present just launched its Fall 2024 virtual programming series. Based on provincial library feedback, this series will focus on Indigenous authors, to support reconciliation & members' strategic plans.

- September — Alicia Elliott: *And Then She Fell*
- October — katherena vermette: *real ones*
- November — Jessica Johns: *Bad Cree*

This project is in year two of a three-year pilot (2023-2025). InterLINK is undertaking a needs assessment to understand the interest of individual libraries in sustaining the program in 2026 and beyond.



enhancing patron experience ...



Accessibility Advisory Committee

InterLINK hosts a federated Accessibility Advisory Committee (AAC) for 6 federation members. The AAC:

- Met three times in Spring and Summer 2024,
- Developed a Terms of Reference, and
- Is in the midst of drafting an Accessibility Plan to ensure libraries' compliance with the Accessible BC Act and to support improving library access and services for all members of our communities.



Collaboration with NNELS

InterLINK continues to partner with NNELS to provide audiobooks for print disabled patrons across BC. InterLINK has connected with the new NNELS outreach coordinator to review our current partnership to ensure continued efficiency.



Public Library Accessibility Working Group

InterLINK sits on the Public Library Accessibility Working Group. The PLAWG brings together sector leaders to discuss shared provincial opportunities and challenges. It also represents the sector in conversations with the Disability Alliance of BC and the Accessibility Directorate, ensuring avenues for information exchange and problem solving.

spotlight: accessibility audits

To support member libraries' work to comply with the Accessible BC Act and to make their spaces & organizations more welcome to all, for the first time InterLINK is offering a accessibility audit shared services.

InterLINK has engaged SPARC BC to provide audits for the following areas of library operations:

- Attitudes
- Built Environments
- Human Resources
- Programs & Services
- Technology / IT

15 of 18 members are participating in opt in audits
Approximately \$300K will be spent in new flow through
Work is expected to conclude in Q3 2025





building member capacity

Staff Development

InterLINK believes that well trained staff can better support vibrant communities. InterLINK has made significant investment in supporting training across the library community - from board members to book shelve. The most recent training opportunity focused on mental wellness and skills development for library staff:

Boundary Practice for Library Staff

Approximately 350 staff from across the province participated in InterLINK's Spring Mental Wellness workshop. Counselor and social worker Jodi McDonald offered 2, 3-hour sessions, guiding staff in ways to support their health and professional practice through self awareness and strong communication skills.

“Best workshop I've attended in many years! I can't thank you enough for all the help.”

“This type of workshop/content would be beneficial as core training for all library workers.”

building member capacity ...

Fall Training - Register Now!

Managing Hostile Interactions

Learn proven strategies for managing hostile interactions in a manner that dramatically increases the likelihood of a constructive resolution. Fall sessions:

- Tuesday, October 22 & Wednesday, October 23.
- Tuesday, November 19 & Wednesday, November 20.
- Wednesday, December 11 & Thursday, December 12.

Foundations of Coaching & Advanced Coaching

These coaching courses focus on understanding what coaching is (and is not), and ways it can apply for leaders and managers. Students begin to build, through theory and practice, foundational coaching skills that are central to professional success receiving a lot of feedback. The 2024 dates are:

- Foundations of Coaching: Oct 15/17/22 and Nov 12/15/19
- Advanced Coaching: Oct 29/Nov 1/5 and Nov 26/29/Dec 3

Emerging Staff Development:

Ryan Dowd Homelessness Training

In 2023, InterLINK negotiated provincial access to Ryan Dowd training. The focus now is supporting registration to all libraries. Access is free through 2025.

Library Juice Academy

InterLINK has negotiated preferential pricing for Library Juice Academy courses. LJA offers a range of online professional development courses for librarians, archivists, and other staff, focusing on practical topics to build new skills. Libraries registering through InterLINK will receive a 20% discount.

For all training opportunities see <https://www.interlinklibraries.ca/services/staff-development/>

building member capacity ...

Provincial Professional Development Strategic Framework

All 10 library federations and associations offering staff development are engaging in conversations about how to provide training more cooperatively, efficiently, cost effectively and strategically. A framework for collaboration has been developed. Next, the group intends to identify a strategy to guide collaborative work.

IBPOC Coaching

InterLINK launched its IBPOC coaching program in September 2023. The first cohort has finished their sessions and the second began in Summer 2024.

“I REALLY enjoyed my coaching sessions & came away from the experience with tangible skills.”

Consortial Purchasing

- InterLINK’s 2024 Library Card Consortial order is complete. 15 libraries participated & 216,550 cards were delivered, one of the largest orders in years.
- Due to last year’s vendor going out of business, InterLINK’s Multilingual program was re-established with Library Bound. The current order is rolling out with six participating libraries collectively ordering titles in eleven languages.

Mis/Dis-Information Programming in Public Libraries

InterLINK completed a \$35,000 federally funded project, supported by Barrie, Fraser Valley Regional, North Vancouver City, Pickering, & Vancouver Public Libraries researching how public libraries can fight mis/dis-information.

- A report, including a literature review, environmental scan, survey, & focus group concluded the project in Spring 2024.
- The working group is currently investigating interest from the Privy Council in funding the development of public library programming that could be deployed across Canada to address mis/dis information.

building member capacity ...

NewToBC

NewToBC is in the last year of a five-year agreement with Immigration, Refugees and Citizenship Canada. InterLINK has submitted an application for continued federal funding and will share information on the application status in Fall 2024.

Library Champions Project

To date in the 2024 this fiscal year, NewToBC

- Planned & delivered 11 cycles of the Library Champions Project which included 130+ newcomers.
- Brought together 180+ past and present Library Champions and supporters to acknowledge the contributions of the people who make the project a success.

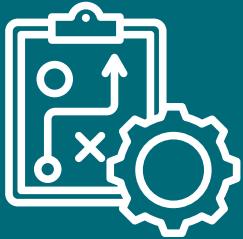
NewToBC is currently recruiting participants for 10 cycles of the Library Champions Project that will take place in Fall 2024. Online information sessions for the cycles will start in September. The cycles will be delivered with the support of:

- Burnaby Public Library
- Coquitlam Public Library / Port Moody Public Library / FVRL (Port Coquitlam)
- Fraser Valley Regional Library (Langley libraries)
- Fraser Valley Regional Library (Maple Ridge / FVRL [Port Coquitlam])
- Greater Victoria Public Library
- Kootenay Federation Libraries (~20 public libraries across the interior)
- Regional cycle (open to newcomers in communities across BC)
- Richmond Public Library
- Surrey Libraries
- Vancouver Public Library

Website and Social Media

The NewToBC website & social media continue to serve as low barrier ways to share accurate, up-to-date library, settlement, & community information with newcomers & stakeholders. NewToBC updates existing content & posts new content. NewToBC posts new content to social media multiple times per day.

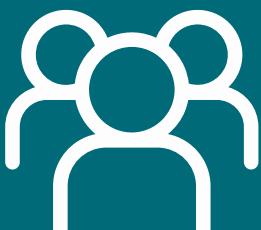
organizational strength



Strategic engagement is in full swing. InterLINK engaged Spur Communications to facilitate our work. Extensive research on members' current strategic priorities is now complete. An AAG workshop has been planned and will be held in September to gather valuable insights into member library priorities.



InterLINK's implementation of a shared online storage approach to business documents is nearing completion. The shift supports collaboration and efficiencies among staff and disaster planning efforts, in that cloud file storage ensures business continuity.



Alison Brierley has been hired as InterLINK's new Strategic Projects Coordinator. Alison's focus will be on further developing and refining InterLINK's professional development portfolio. She will also support projects resulting from strategic engagement conversations.