

# Q4 Executive Director Report

Board Meeting  
November 26, 2024



# mission

Vibrant communities supported by strong public libraries

# vision

Supporting public libraries through resource sharing & collaborative programs



# 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

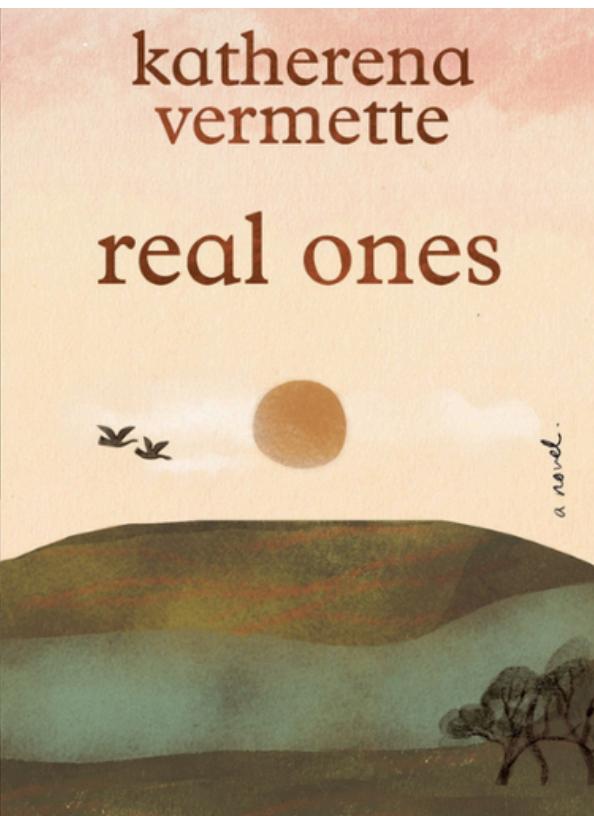
# enhancing patron experience

## Virtual Programming

BC Libraries Present held a conversation with katherine vermette in October. ~150 people attended virtually; with more participating in groups, in person at libraries. The next event is a conversation with Jessica Johns, author of Bad Cree, on November 12.

A needs assessment is currently underway to determine if there is sufficient interest in exploring opportunities to continue collaborative virtual programming after funding has ended in 2025.

*“I am so grateful to our libraries for providing the opportunity to experience authors in person. I learn so much & come away from feeling enriched.”*



## Accessibility Audits

To support member libraries' comply with the Accessible BC Act and to help them 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 accessibility audits for the following areas of library operations:

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

InterLINK's sponsored shared audits on Organizational Attitudes and Programs and Services are nearly complete. Learnings will support identifying shared opportunities for improvement.

15 of 18 members are participating in opt in audits. ~\$300K will be spent in flow-through dollars. Work will conclude in Q3 2025.

## Public Library Accessibility Working Group

As a member of the Public Library Accessibility Working Group, InterLINK attended the October Association of BC Public Library Directors' meeting to provide updates on work happening across the sector and to gather information about ways to use the remaining grant funds administered to the public library sector by the Disability Alliance of BC.

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.



# building member capacity

## spotlight: youth services committee

In November, InterLINK's Youth Services Committee is hosting coordinated, in person training for the Parent-Child Mother Goose Program.

The Mother Goose Program is staple of public libraries - a group experience for parents and their babies and young children. The program introduces adults and children to the pleasure and power of using rhymes, songs, and stories. Parents gain skills and confidence which enables them to create positive family patterns during their children's crucial early years. Children benefit from enjoyable, healthy experiences with language and communication, laying the groundwork for early literacy.

Through coordinated training like this and other cooperative services, InterLINK youth services staff gain valuable skills to provide the best services to youth and families in the region.

## **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

NewToBC recently hosted extremely information sessions and selected newcomer participants for nine cycles of the Library Champions Project that will take place in Fall / Winter 2024. The cycles will be delivered with the support of:

- Burnaby Public Library
- Coquitlam, Port Moody, and Fraser Valley Regional Libraries (Port Coquitlam)
- Fraser Valley Regional Library (Langley libraries)
- Richmond Public Library
- Surrey Libraries
- Vancouver Public Library

NewToBC is in the midst for delivering a Regional online cycle of the project open to newcomers living in communities across British Columbia. In Fall 2024, NewToBC will deliver cycles in:

- Southern Vancouver Island in collaboration with Greater Victoria Public Library,
- The Kootenay region with the support of multiple public libraries.

### Website and Social Media

September 2024 saw a record number of users (8,250) visit the website as well as a record number of website page views (15,483). September web traffic represented an increase of 1,450+ additional users and of 2,500+ additional page views over the traffic experienced in August 2024 (which, incidentally, was also a record-breaking month). The consistent growth in traffic to and use of the NewToBC website is a testament to its enduring and increasing value as a low barrier source of key settlement information.

## **building member capacity ...**

### **Succession Planning Workshop**

In collaboration with ABCPLD, BCLTA, and BC's Library Federations, InterLINK is offering a workshop on Succession Planning on October 29th. This workshop will support Library CEOs and Trustees to proactively prepare for CEO transitions, while engaging in conversations about how we can strengthen the public library sector and build skills for future leadership roles.

### **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.

- 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.
- Proposals for sessions at OLA and BC Library Conferences are being drafted for submission this fall.

### **Consortial Purchasing - Playaway**

InterLINK has negotiated preferential pricing for [Playaway](#). Focusing on children's materials and accessible formats, "Playaway Products' pre-loaded edutainment devices give libraries everything they need to promote literacy, bridge the digital divide, and make technology accessible to everyone."

Discounts apply to Wonderbooks, Launchpads, and Playaways:

- Wonderbooks - 10%
- Launchpads - 15%
- Playaways - 20-25%

\* Larger orders may be eligible for steeper discounts. If you have a significant order, especially as the year ends or decisions around enhancement grants for specific audiences are decided, make sure to reach out to InterLINK prior to ordering \*

building member capacity ...

# staff development

InterLINK believes that well trained staff can better support vibrant communities. InterLINK continues to invest in supporting training across the library community - from board members to book shelve

*Better Communication* - With so many offerings, InterLINK is seeking better ways to communicate learning opportunities available. Improvements have been made to our website and a [catalogue](#) has been created to expose all InterLINK has to offer.

*Growing* - We are always interested in learning about new opportunities that members would like to see us offer. In Q1 2025, we will be engaging members on learning priorities for the coming year.

## Fall Training - Register Now!

### Managing Hostile Interactions

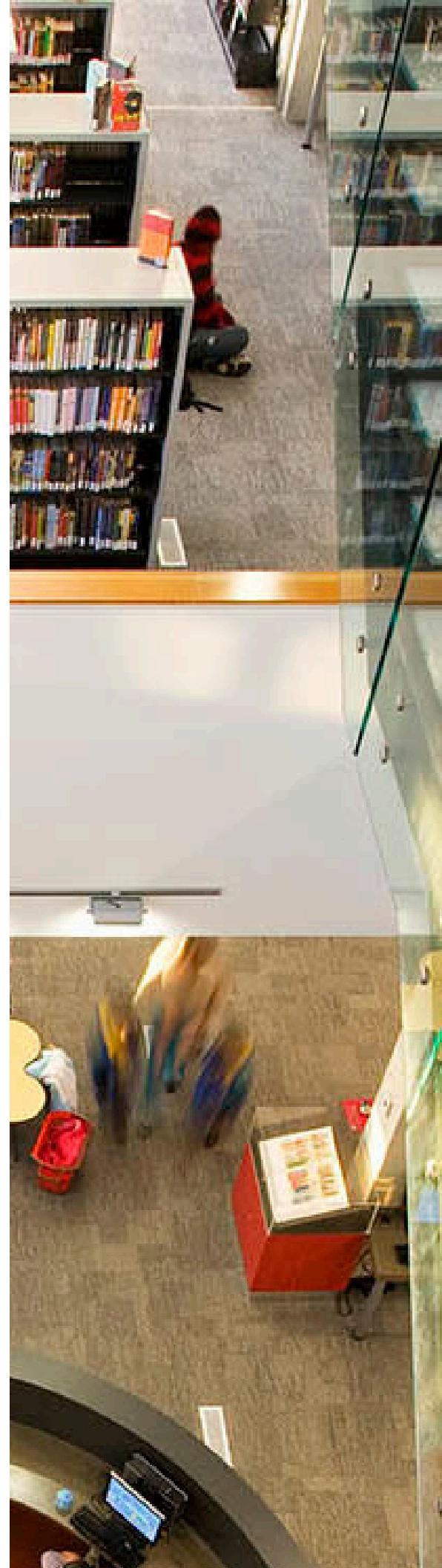
Learn proven strategies for managing hostile interactions in a manner that dramatically increases the likelihood of a constructive resolution. Fall sessions:

- Tuesday, 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.

- Foundations of Coaching: Nov 12/15/19
- Advanced Coaching: Nov 26/29/Dec 3



## building member capacity ...

### 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. If your staff haven't registered, reach out!

A few of the skills addressed include verbal and nonverbal tools to eliminate conflict and how to manage your emotions;



#### Library Juice Academy

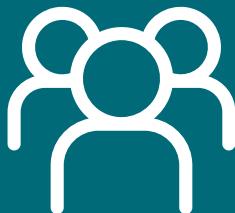
InterLINK has negotiated preferential pricing for Library Juice Academy courses. LJA offers a range of online professional development courses for librarians, archivists, and other staff, focusing on practical topics to build new skills. Libraries registering through InterLINK will receive a 20% discount.

A few courses that may be of interest include:

- Introduction to Accessibility and Universal Design in Libraries
- Gaming in Libraries
- Creating and Strengthening Family Service Partnerships through Community Outreach Programs
- Introduction to Project Management

And many more ....

# organizational strength



To support planned work, including the development of a new website, as well as initiatives resulting from member consultations during the 2024 strategic engagement, the Strategic Project Coordinator hours have been extended. Her extended hours began in October 2024 and will continue at contract renewal.



Strategic engagement is moving into its final consultive phase. An AAG workshop was held in September to gather valuable insights into member library priorities. In October the Governance and Planning Committee was consulted on recommended updates to our organizational values. In November goals and initiatives will be presented to the AAG for review and feedback. Modifications will be incorporated. The aim is to bring the framework to a late November board meeting for approval.

