

# **Q2 Executive Director Report**

April 2025



**PUBLIC LIBRARY**  
**inter**  
**LINK**

# mission

Vibrant communities supported  
by strong public libraries

# vision

Supporting public libraries  
through resource sharing &  
collaborative programs



# values

## We Are ...

**Collaborative.** We believe that working together strengthens the collective impact of public libraries in our region.

**Adaptable.** We are attuned to shifting trends in our sector & responsive to the changing needs of our members.

**Inclusive & Equitable.** We celebrate the unique regional & cultural differences across our membership & the communities they serve. We ensure every voice is heard & respected, regardless of size and resources.

**Supportive.** We are a welcoming community that shares resources, advances knowledge & lifts each other up.

**Accountable.** We are good stewards of our resources - open, transparent, & committed to demonstrating our impact to members & funders.

# accessibility

## **eAudio Program for Patrons with Print Disabilities**

The InterLINK Audiobook program continues to play a vital role in member libraries' accessible services departments, providing hours of entertainment and engagement for print disabled patrons.

- 2,036 patrons are registered for the service.
- 15,554 total titles are in the collection, with 790 titles added in 2024.
- Materials were circulated 32,294 times in 2024.

## **Public Library Accessibility Working Group**

As a member of the Public Library Accessibility Working Group, InterLINK has been working with other sector organizations to create a low-tech assessment tool that libraries can use to help them undertake barrier identification. This framework will provide structure for engaging Accessibility Committees and processing feedback in addition to bolstering barrier literacy.

Untapped Accessibility has been hired to provide expertise and project coordination. Libraries of different types, sizes, and regions are being engaged to supply on-the-ground information about needs. InterLINK, as well as other PLAWG members, will be hosting an information session at the upcoming BC Libraries Conference on May 9th in Nanaimo, BC.

## **InterLINK Federated Accessibility Committee**

The Federated Accessibility Advisory Committee has completed a draft Accessibility Plan for participating libraries. This shared plan will provide a framework to identify, remove, and prevent barriers to accessibility at their organizations.

A meeting of the Accessibility Steering Committee will be called for Spring to discuss the draft and next steps.



## NewToBC

InterLINK was awarded a \$100,000 grant from the Public Libraries Branch to enable NewToBC to continue to deliver innovative and impactful services that support newcomers, libraries, and BC communities, as well as to develop a sustainable service delivery model.

In 2025 and 2026, 6 cycles of the Library Champions project will be hosted at North Shore Libraries (North Vancouver City, North Vancouver District, and West Vancouver Memorial Public Libraries), Fraser Valley Regional Library, Richmond Public Library; and Surrey Libraries. To date, nearly 160 interested newcomers registered for information sessions for the Spring cycles, a testament to the ongoing interest in and impact of the project.

If your library is interested in participating in 2026, contact InterLINK.

### Library Champions Project (LCP)

More than 300 newcomers have participated in 23 cycles of LCP. These Library Champions will have connected with 10,000+ newcomers in their communities.

### Website and Social Media

- Over 6,300 users visit the website every month.
- NewToBC Facebook page has a remarkable 74,000+ followers



**strong member libraries ...**

# consortial purchasing

InterLINK works with the 5 other regional library federations to provide bulk purchasing opportunities for public libraries across BC. By leveraging larger numbers, federations like InterLINK are able to negotiate steeper discounts and provide greater value to libraries.

## **Books for Babies**

InterLINK participation in Books for Babies grew in 2025. Books for Babies is a provincial program that encourages early literacy by providing a common board book to families with infants. Through joint purchasing, participants enjoy greater discounts.

- 9 libraries participating (up from 7 in 2024)
- ~2500 books purchased (up from 1,400 in 2024)

## **Multilingual Collections**

The InterLINK Multilingual Consortial program grew from 6 participating libraries, spending approximately \$32,000, to 8 participating libraries, spending approximately \$71,600. If your library is interested in learning more about the benefits of participating in this service, contact us for more details.

## **Playaway**

InterLINK has negotiated preferential pricing for [Playaway](#). Focusing on children's materials and accessible formats, "Playaway's 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. Reach out to InterLINK for more info\*

strong member libraries ...

# 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 shelveers.

In 2024, approximately **1,200 BC staff and trustees** participated in InterLINK's professional development program, with countless others benefiting from the knowledge, skills, and insights shared with their colleagues and community.

## Open 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.

- June 3 & 4 | 1-4:30 pm

### 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.

Coaching Foundations:

- May 6, 9, 13, 27 & 30 and June 3 | 1-3 pm
- Oct 7, 10 & 14 and Nov 4, 7 & 12 | 1-3 pm

Advanced Coaching:

- Workshops: Oct 21, 24 & 28 and Nov 18, 21 & 25



## strong member libraries ...

### Emerging Staff Development:



#### Boundary Practice for Staff and Managers - **ALL FULL**

Building on the popularity of the 2024 Spring mental wellness workshop, InterLINK will be hosting 2 online workshops on establishing and communicating boundaries:

- For Managers & Supervisors: May 22 | 9:30am - 12:45pm
- For Library Staff: June 10 | 9:30am - 12:45pm (5 spots remaining)



#### 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 today.

InterLINK is now able to support **bulk registration of library staff**. Contact Alison Brierley for more details and support.



#### 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 a full list of courses, go to <https://libraryjuiceacademy.com/all-courses>

# strong federation



As established in our new strategic plan, InterLINK has initiated a governance review, with the goal of updating the governance model to ensure effective oversight while respecting member library and organizational capacity.

- Babs Kelley, an expert in governance and knowledgeable of the BC Public Library system, has been engaged to facilitate this work.
- A survey was launched to gather information from critical stakeholders on InterLINK's current governance structure.
- More opportunities for engagement will be offered in the Spring and Summer.



Based on consultation with stakeholders and an internal needs analysis, InterLINK created an RFI for the redevelopment of its website and has begun interviewing a number of local development firms and sector partners. During late Spring 2025, the office will select a development partner and begin work in early Summer.



To begin its work identifying business practices to update and modernize, InterLINK has engaged Humanity Financial in preliminary discussions about launching a “financial health check.” During this process, Humanity Financial will analyze InterLINK's budget and financial processes and offer suggestions and solutions for more efficiency and financial resilience.