

Q3 Executive Director Report

October 2025



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.

strong services

BC Libraries Present

BC Libraries Present started back up in September for its final season and promises to provide online, accessible programs and engaging, stimulating conversation.

This fall's theme is upheaval -- a concept that captures our current economic, political, technological climate. Kicking us off was an evening conversation with Carol Off, a Canadian journalist who spent sixteen years as co-host of CBC's *As It Happens*. Her most recent book is *At a Loss for Words: Conversation in an Age of Rage*. Approximately 250 people from across British Columbia attended the program highlighting the importance of curiosity, community, and connection in this divisive time.

The next programs are

- Oct 28, 6:30pm - Alex Neve, *Universal: Renewing Human Rights in a Fractured World*
- Nov 6, 12pm - Elamin Abdelmahoud, *Elbows Up! Canadian Voices of Resilience & Resistance*
- Nov 21, 12pm - Cory Doctorow, *Enshittification*
- Dec 4, 6:30pm - Timothy Caulfield, *The Certainty Illusion*



accessibility

Accessibility Audits

To support member libraries comply with the Accessible BC Act and to help them make their spaces & organizations more welcoming, InterLINK is working with SPARC BC and offering opt-in accessibility audits in 3 areas:

- Built Environments - All site visits are complete. Final reports are underway.
- Human Resources - HR audits have begun and will be completed in Fall.
- Technology / IT - All technology audits are complete.

Public Library Accessibility Working Group

As a member of the Public Library Accessibility Working Group, InterLINK has been collaborating with other sector organizations to create a low-tech assessment tool that libraries can use to identify accessibility barriers. This framework is scheduled for launch in mid Fall 2025.

InterLINK Federated Accessibility Committee

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

eAudio Program for Patrons with Print Disabilities

InterLINK's audiobook program plays a vital role in member libraries' accessible services departments, providing hours of engagement for print disabled patrons. As of June, 2,036 patrons are registered for the service, with access to 15,554 titles (790 added in 2024). Materials circulated 32,294 times in 2024.

To improve UX and accessibility, InterLINK is investigating transitioning the current audiobook catalogue database to the BC Library Cooperative's Evergreen catalogue (Sitka). This will be a focus in 2026.



NewToBC

After loss of federal funding as of April, NewToBC has entered a new phase, made possible by contributions from the Public Libraries Branch and the following InterLINK libraries: Fraser Valley Regional Library, North Vancouver City Library, North Vancouver District Public Library, Richmond Public Library, Surrey Libraries, and West Vancouver Memorial Library.

Library Champions Project (LCP)

NewToBC ran two cycles of the Library Champions Project (LCP) in Spring 2025. The cycles were hosted by Richmond Public Library and Surrey Libraries. 46 newcomer Library Champions participated in the cycles. They connected with 2,800 other newcomers in their communities, made social media posts that generated 20,000 impressions, and helped 84 other newcomers get library cards.

In Fall, NewToBC will run cycles of the LCP hosted by Fraser Valley Regional Library, Richmond Public Library, and Surrey Libraries. Promotion of and recruitment for Fall cycles is underway. NewToBC will run a cycle hosted by North Shore libraries starting in January 2026. Promotion and recruitment for the cycle will commence in November.

Website and Social Media

- Since April 2025, NewToBC's website was visited by ~4,000 users/month
- NewToBC's Facebook page now sits at ~76,000 followers, *more than any other public library and / or settlement service provider in Canada*

strong services ...

highlight: multilingual collection

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

For more than 10 years, InterLINK's Multilingual Collection Service has offered consortial purchasing of adult and junior shelf-ready fiction and non-fiction in 10 or more select languages. InterLINK extends this service to smaller libraries outside of the federation.

This year, the Multilingual Collection Service added 2 libraries, and more than doubled its spending to approximately \$71,600. If your library is interested in learning more about the benefits of participating, contact Candice Stenstrom for more details. New participants can be added at any point in the year.



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 shelve

NEW STAFF DEVELOPMENT OPPORTUNITIES



Based on stakeholder consultations, **InterLINK now provides workplace conflict and safety training** to all BC public libraries through ARETE.

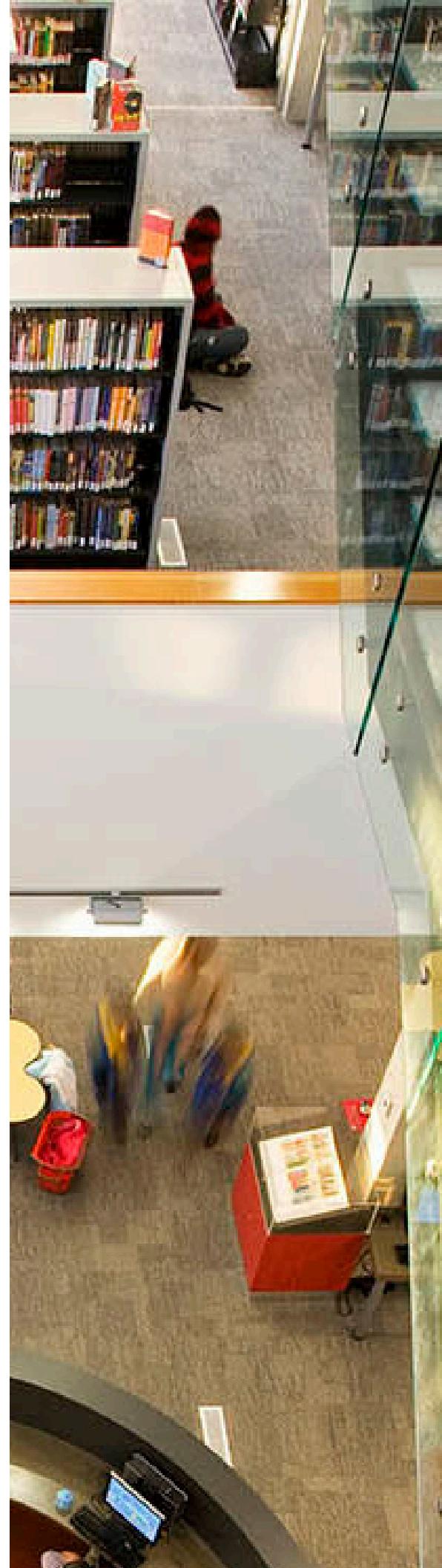
Libraries are able to schedule asynchronous e-learning, for their staff, live webinars, and/or onsite in-person training, depending on their individual organizational needs. Asynchronous courses being offered include:

- Workplace Violence Prevention & De-escalation ;
- Workplace Violence Prevention & De-escalation 360;
- Onsite Workplace Bullying, Harassment, & Violence Prevention & Response.

Discounts are cumulative. There is currently a 5% discount which will grow with use of the shared license.

Uptake has been strong. In the month since launch, there have been 18 registrations for self-paced courses and 2 online, live large group training requests.

Contact Alison Brierley to schedule training.



strong member libraries ...

More Staff Development News:

Safe Harbour eLearning Course Discontinuation

InterLINK was informed that the Safe Harbour: Respect for All eLearning course was discontinued as of June 30, due to funding cuts. InterLINK is actively investigating alternatives and will bring potential replacement options to the AAG in the Fall.

Boundary Practice Training Workshops

Two Boundary Practice training sessions were successfully held this spring - one for managers and supervisors, and the other for library staff. Both sessions were full and received positive feedback in the evaluation surveys.

“The Boundary Practice for Managers & Supervisors presenter was engaging, personable, professional, knowledgeable and impressively prepared. One of the best webinars I’ve ever participated in, thank you!”

“Despite being 3 hours long, I wish the session was even longer; it was very helpful!”

Live Training Opportunities open for registration:

Coaching Advanced

- Workshops: Oct 21, 24 & 28 and Nov 18, 21 & 25
- Practice Sessions: During the weeks of Nov 10-14 and Dec 1-5
- \$125/person for InterLINK libraries

Coaching Foundations (Waitlisting Only)

- Workshops: Oct 7, 10 & 14 and Nov 4, 7 & 12
- Practice Sessions: During the weeks of Oct 20-24 and Nov 17-21
- \$125/person for InterLINK libraries

Managing Hostile Interactions

- Oct 14 & 15 | 1-4 pm, online
- Nov 25 & 26 | 1-4 pm, online
- Free for InterLINK libraries

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

strong federation



InterLINK has engaged Humanity Financial (HF), a leading financial capacity-building firm for the social purpose sector, to lead InterLINK through a Financial Health Check. HF has reviewed InterLINK's

- Financial transaction management system;
- Bookkeeping and accounting systems;
- Financial budgeting and reporting; and
- Financial policies.

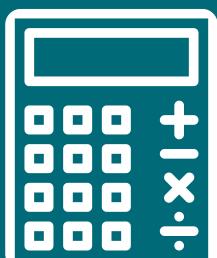
A findings report identifying actionable steps to improve our financial systems is under review and will be brought to a future AAG meeting.



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. Contractor B. Kelley has completed her report, which includes recommendations, and has met with the InterLINK Board Executive to discuss the findings. This report will be brought to the AAG and Board for discussion in the fall. Further actions and timelines will be determined based on those stakeholder conversations.



InterLINK has engaged Forge & Smith, a firm located in BC's lower mainland to redevelop its website using Wordpress. Work is progressing. The initial Strategy & Design stages are complete and we will move to the Development & Population phase soon. The website is expected to launch in late Fall 2025.



InterLINK's Finance Committee has developed an RFP for auditing services for FYs 2025-2027, identified a list of potential auditors, and received proposals from half of those contacted. Evaluation and selection of an auditor will take place in the fall.