



Strategic Framework

Supporting public libraries through resource sharing and collaborative programs



Our Priorities:

InterLINK supports the aspirations of its members by harnessing the strengths of those members, drawing on the expertise of library staff and celebrating the diversity around the InterLINK table to maximize the Federation's impact.

- Enhancing Patron Experience
- Building Member Library Capacity
- Increasing Awareness of the Impact of Public Libraries



Our Values:

- **Collaboration** – working together increases the reach and effectiveness of libraries
- **Equality** – member libraries have equal voice at the InterLINK table
- **Innovation** – supporting creativity, experimentation and the generation of new ideas
- **Stewardship** – managing our resources to ensure maximum benefit to member libraries
- **Accountability** – open, transparent and committed to demonstrating our impact to members and funders

About InterLINK:

Since 1994, Public library InterLINK has provided programs that support the delivery of excellent service in our communities. InterLINK's 18 member libraries work to provide open access to collections, develop programs that build capacity through shared expertise and leveraged buying power through economies of scale. This strategic framework provides a roadmap that guides InterLINK's ongoing planning process while retaining the ability to be flexible and able to take advantage of new opportunities and meet emerging challenges. The planning process is formalized through the development of an annual operations plan. Progress on the operations plan is reported out to the InterLINK Board at its regular meetings. The InterLINK Board commits to reviewing this framework annually and updating as necessary in order to ensure its relevance for member libraries.

InterLINK Strategic Directions

- Enhancing Patron Experience
- Building Member Library Capacity
- Increasing Awareness of the Impact of Public Libraries



Resource Sharing

InterLINK facilitates access to the collections of all 18 member libraries for the 2.6 million people served by those libraries. We work with our partners at the Libraries Branch and the Illume Admin Centre to support Canadian hosting of the provincial interlibrary loan system.



Collaborative Programs

NewToBC

NewToBC works with member libraries to support the settlement and integration of newcomer immigrants. 2021 was the second year of the current new five-year contribution agreement (2020-2025) with Immigration, Refugees and Citizenship Canada (IRCC). NewToBC's key services are its website, with access to a wealth of resources to assist newcomer immigrants and those providing services to them, a robust social media presence to keep newcomers up to date with news, programs and other opportunities, and the Library Champions Program. Through the Library Champions Project, NewToBC recruits, trains, equips, and supports newcomer Library Champions who are then deployed into their communities to share information about public libraries and to spread awareness about settlement services with other newcomers. Since its launch, over 1,500 Library Champions have received training (189 in 2020). In turn, those Champions have contacted over 87,000 newcomers to introduce library services.



Capacity Building

LLEAD

Since 2016 InterLINK has been a key supporter of the LLEAD leadership program in 2016, which works to identify and develop and emerging leaders from member libraries and across Canada. In 2021 the fourth LLEAD cohort of 28 professional librarians will join the program, bringing the total number of "graduates" to 79.

Coaching

InterLINK continues to offer Coaching for Library Managers sessions for library staff. 75% of coaching session attendees ranked their skills as improved.

Customer Service

InterLINK contracts with the University of Victoria to provide customer service training to staff from member libraries and across the province.

Youth Services Committee

InterLINK's Youth Services Committee (YSC) has existed since the Federation was established and is responsible for facilitating federation-wide sharing of program ideas, author visits, and children and teen services resources. The YSC also organizes staff development opportunities that focus on children's and teen services.

Consortial Purchasing

Library Cards

Since 2012, InterLINK has organized a consortial purchase of patron cards for interested libraries, including libraries from outside the InterLINK service area. Libraries save an average of 30-50% off the cost of ordering as a single library.

World Languages

InterLINK continues to facilitate and manage a consortial purchase of selected shelf-ready world language materials for participating libraries. Five InterLINK libraries participated in 2018. Approximately 1400 items in ten languages were added to the world languages collections of the participating libraries.

Audiobooks

The group purchase of audiobooks is one of InterLINK's longest standing consortial programs. In 2020, 890 titles were purchased, adding 2,052 copies to the collections of member libraries. The audiobook collections hold 12,508 titles (27,357 volumes) and nearly 1500 patrons were registered for use of the collection.