

Q4 ED Report

November 2025



PUBLIC LIBRARY
InterLINK

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

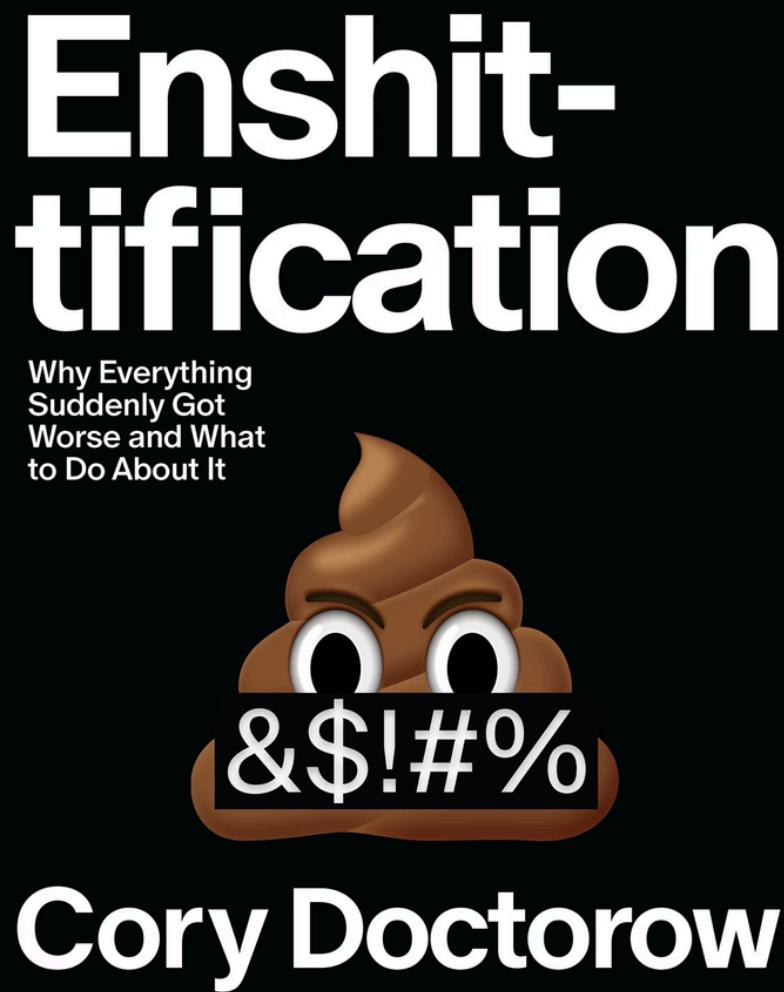
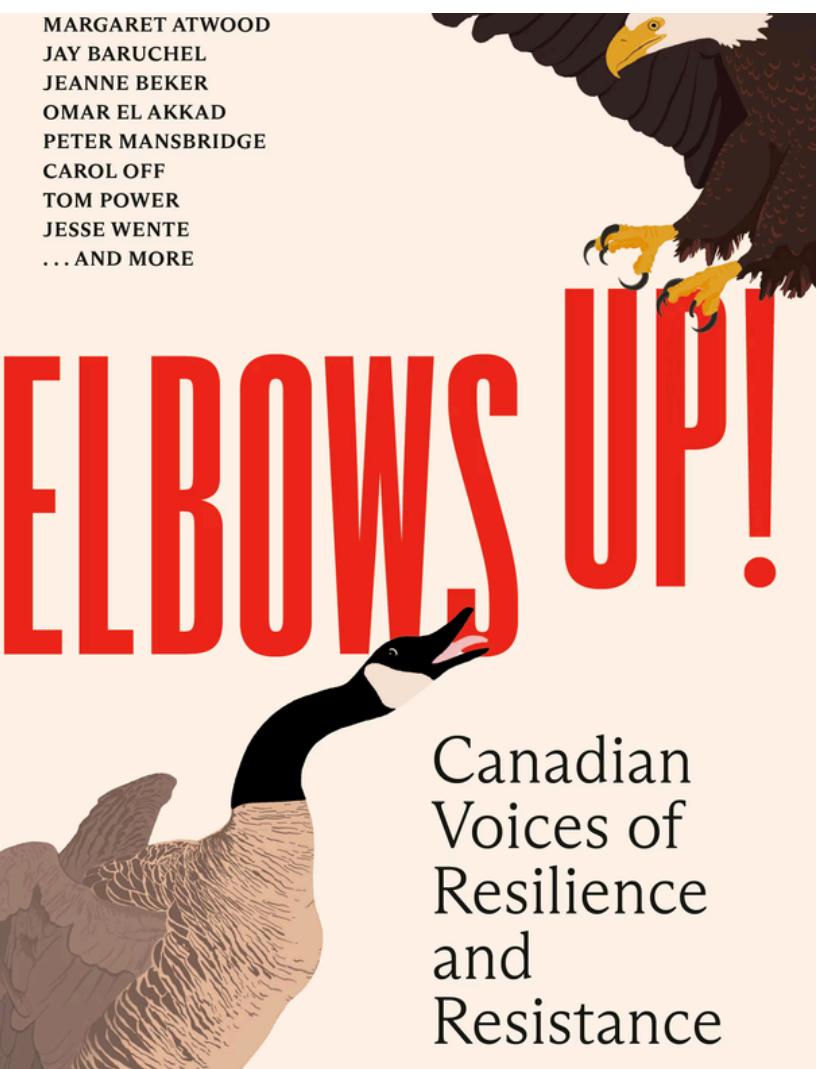
BC Libraries Present kicked off its final season of providing online, accessible programs and engaging conversation with Carol Off. The event saw over 500 registrations and 246 attendees, and 89 watching the recording online.

The next event on October 28 featured Alex Neve. Weaving together law, history, and stories from decades on the front lines of the struggle for human rights, Neve talked about his book *Universal* and what we can do to fulfil the promise that human rights are inherent, inalienable, and applicable to all people. 233 people registered, 90 attended, and 16 have watched the recording in the 2 days since the program.

Upcoming BC Libraries Present events

- Nov 6, 12pm - Elamin Abdelmahoud, *Elbows Up! On Canadian Resistance*
- Nov 21, 12pm - Cory Doctorow, *Enshittification*
- Dec 4, 6:30pm - Timothy Caulfield, *The Certainty Illusion*

MARGARET ATWOOD
JAY BARUCHEL
JEANNE BEKER
OMAR EL AKKAD
PETER MANSBRIDGE
CAROL OFF
TOM POWER
JESSE WENTE
... AND MORE



enhancing patron experience ...

Accessibility Advisory Committee



InterLINK's federated Accessibility Advisory Committee (AAC) has approved its first Accessibility Plan. This shared plan provides a framework to identify, remove, and prevent barriers to accessibility at participating libraries.

As a part of the review process and to encourage improvement and accountability, the AAC is developing an annual report template for each library to use to provide highlights on their accessibility activities, which will be compiled into a unified report.

Accessible Audiobooks



InterLINK's audiobook program plays a vital role in member libraries' accessible services departments, providing hours of engagement for patrons with print disabilities. As of Aug 31, registered patrons have increased to 2,172 and the collection has grown to 15,737 titles with 450 new titles added in 2025.

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 will launch in late November 2025, with a roll out including forums for communities of practice scheduled for late 2025 and early 2026.

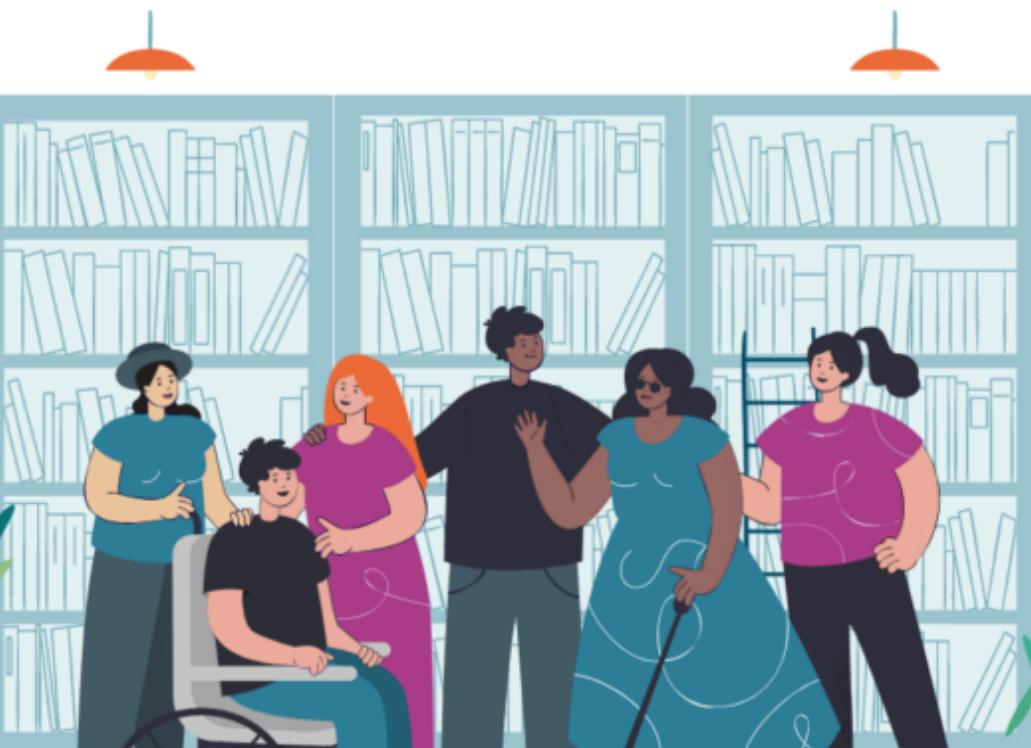
spotlight: accessibility audits

To support member libraries' work to comply with the Accessible BC Act and to make their spaces & organizations more welcome to all, in 2024 and 2025 InterLINK offered accessibility audit shared services. Work is now complete!

InterLINK engaged SPARC BC in 2024-2025 to provide audits for the following areas:

- Attitudes (shared audit across all members)
- Built Environments (29 library facilities audited)
- Human Resources
- Programs/ Services (shared audit across all members)
- Technology / IT

15 of 18 members participated in opt in audits and ~\$300K was spent in flow through. InterLINK will check in with members in 2027/8 to investigate interest in repeating this work to support measuring progress.





strong member libraries ... 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:

ARETE

InterLINK's partnership with ARETE officially launched in June. There have been a total of 35 registrations (from Pemberton, Sechelt, Gibsons, Port Moody, BPL, Surrey and Squamish), averaging about seven participants per month for the online self-paced webinars. Public libraries in the North have also participated in live, online workshops, through an extension of our contract.

CultureAlly

Search for a replacement for Safe Harbour continues, with CultureAlly training identified as the top candidate. We are exploring the purchase of the minimum number of training seats for InterLINK member library staff to complete and provide feedback to support final decision-making.

strong member libraries ...

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:

- October 14 & 15 | 1-4pm, online.
- November 25 & 26 | 1-4pm, online

Foundations of 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: Workshops: Oct 7, 10 & 14 and Nov 4, 7 & 12
- Advanced Coaching: Canceled due to low enrolment

On Demand 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. This fall, FVRL registered ~300 employees. Access remains free through October 2026.

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/>

strong services ...

highlight: youth services committee

IA forum for collaboration, InterLINK's Youth Services Committee (YSC) hosts shared events, develops materials for customers, provides staff training opportunities, and identifies best practices to ensure service excellence across all 18 member libraries. The YSC is organizing two online events for InterLINK member libraries' staff in Fall 2025.

CREATE Framework: Supporting Middle Years Kids (October)

This online workshop introduced the Bay Area Discover Museum's research-backed CREATE Framework, with an emphasis on how to use the Framework as a guide to creating and facilitating experiences for school-age patrons. The workshop was interactive and included a presentation, discussion, and applications to libraries; it also included tips to help attendees embed the research into their practice.

Newcomers Workshop (November)

Surrey Libraries will be hosting a full-day workshop on November 25th at their City Centre branch focused on supporting newcomers. It will include a tour of Surrey Libraries' new Newcomer Welcome Centre, as well as presentations from both staff and community partners.



strong federation

NewToBC

In Fall, [Burnaby Public Library](#) joined FVRL, North Vancouver City, North Vancouver District, Richmond, Surrey, and West Vancouver Memorial Libraries as a contributor to NewToBC and host for the Library Champions Project.

[Library Champions Project](#)

In September and October, 216 people attended information sessions for Fall cycles of the Library Champions Project hosted by Fraser Valley Regional Library, Richmond Public Library, and Surrey Libraries and 64 submitted applications to participate in the cycles. NewToBC will run cycles hosted by Burnaby Public Library and the North Shore libraries in January 2026. Recruitment begins in November. Since January 2025, newcomers from the following communities have registered for an information session for or connected with NewToBC to express interest in the project:

- Burnaby, 71
- Coquitlam, 31
- FVRL, 95
- New Westminster, 18
- North Vancouver, 23
- Port Moody, 5
- Richmond, 73
- Surrey, 223
- Vancouver, 111

[Website and Social Media](#)

In September 2025, the NewToBC website was visited by nearly 6,000 unique users. Since April 2025, NewToBC has made 134 posts to Facebook that have reached over 26,000 people and generated nearly 60,000 impressions.

[Sustainability](#)

InterLINK is engaging the Public Libraries Branch, Ministry of Housing and Municipal Affairs about potential ongoing provincial funding opportunities for NewToBC, in particular the website which has a provincial scope and large reach.

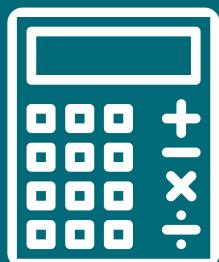
strong federation



In early 2025, InterLINK engaged Humanity Financial (HF) to undertake a Financial Systems Review. HF reviewed InterLINK's financial transaction management, bookkeeping, and accounting systems; budgeting and reporting; and financial policies. A findings report was presented to the Executive and Finance Committees with recommendations to improve our financial systems, including adding capacity, modernizing systems, and bolstering documentation.



InterLINK's new website is close to complete. Forge & Smith, a firm located in BC's lower mainland, has been engaged to redevelop its website using Wordpress. The final design has been approved and we are populating with content now. The website will launch at the end of 2025.



InterLINK's has interviewed 3 firms, qualified to provide annual audits, based on responses to an RFP for auditing services for FYs 2025-2027. A recommended firm has been identified by the Finance Committee and will be brought to the Board in late November.



How do we best communicate our value to members? InterLINK is creating a suite of short documents that talk about who we are, what we do, the services we provide, and the role of the Board and AAG in providing oversight, advice, and ideas. We'll be providing these to our community for feedback in Fall 2025 and beyond.