

# Q1 Progress Report

February 2026



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.

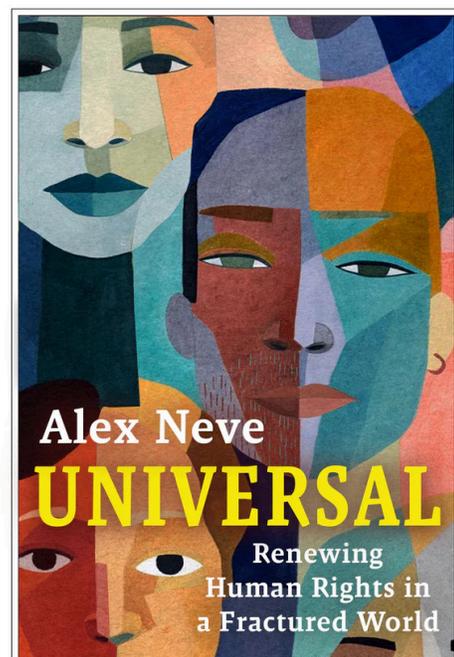
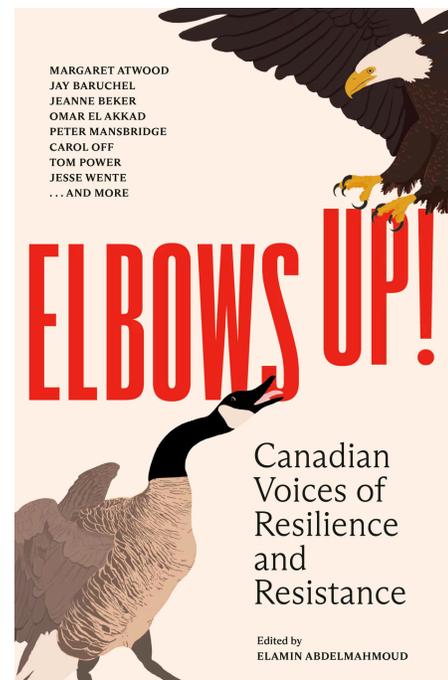
# strong services

## Virtual Programming

The 2025 BC Libraries Present season came to a close in December. This year's theme was Upheaval. Over the course of 5 engaging online events, critical issues such as democracy, technology, misinformation, public discourse, and AI were explored. Popular authors attracted over 2,000 registrations from BC and beyond!

- 2025 authors included Elamin Abdelmahmoud, Timothy Caulfield, Cory Doctorow, Alex Neve, and Carol Off
- 2,400 registrants 2,409 with ~50% attending
- 1,500 registrations within InterLINK region
- Cory Doctorow had the highest registration, live viewers, and replays
- 497 number of replayed watches

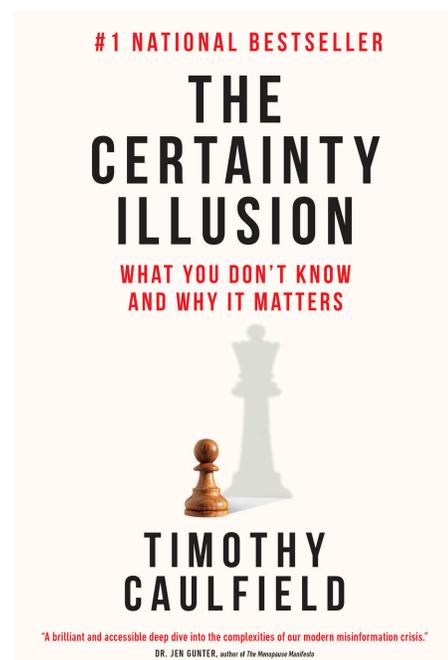
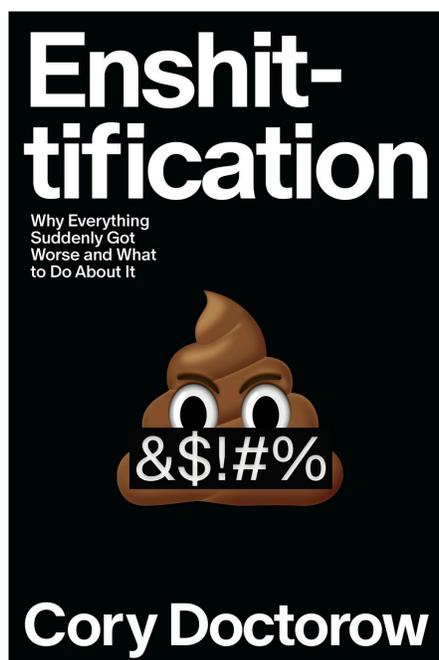
*"Thrilled to have such exciting topics and speakers in this series. Well done, BC Libraries Presents!"*  
Daniel M., attendee



Award-winning author of *All We Leave Behind*

## CAROL OFF AT A LOSS FOR WORDS

Conversation in  
an Age of Rage





### 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.

- 1,915 patrons are registered for the service.
- 15,508 titles in the collection.
- 29,889 circulations in 2025.

### NNELS Partnership



InterLINK works with the National Network for Equitable Library Services (NNELS) by providing on-demand CD burning and audiobook support to BC libraries and their patrons. Since CELA ceased their disc burning service in July 2025, **InterLINK has seen a 41% increase in requests** from the previous year.

### 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 launched in late November, and communities of practice are happening now until early Spring.



# strong member libraries ... staff development

In 2025, InterLINK provided professional development programs to 1,019 library staff across BC. We continued to offer essential programming ranging from Indigenous history and knowledge to coaching and customer service. We also introduced a new partnership with ARETE to provide online, asynchronous workplace violence and de-escalation and bullying and harassment training to all BC public libraries. At the end of 2025, due to popular uptake and positive feedback, InterLINK re-invested in ARETE and secured a 10% discount on participant rates going forward.

## **Pricing in 2026**

Please note that, beginning this year, some professional development programs that were previously funded by enhancement grants now include a cost. These fees are necessary to support the continued delivery of these high-quality programs. We encourage you to review the pricing information listed on our website and in the “Cost” section of the catalogue.

We also ask that you review our cancellation guidelines carefully. For asynchronous training opportunities with an associated cost, fees will still apply if a participant does not complete the training. Re-enrolment will incur an additional cost.

## Upcoming Training

Our [updated Professional Development Catalogue](#) is now available to support your 2026 planning. Please share it widely amongst your staff and colleagues. Our new website is also coming soon and we look forward to sharing new, in-depth professional development webpages and online registration forms to make taking advantage of InterLINK's training easier than ever.

We have a number of live, online training opportunities happening this Spring! To register, please email [alison.brierley@interlinklibraries.ca](mailto:alison.brierley@interlinklibraries.ca) with the name, email address and library of the participant(s).

### Managing Hostile Interactions

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

Cost: \$150 / person

- March 10 & 11 | 1-4 pm | Online
- April 28 & 29 | 1-4 pm | Online

### Coaching Foundations

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.

Cost: \$450 / person

- May 5, 8, 12, 26, 29 & June 2 | 1-3 pm | Online
  - + two practice sessions TBD with your cohort

### IBPOC Coaching for Library Staff returns

InterLINK's professional coaching service is designed to support library workers who are Indigenous, Black, and/or People of Colour (IBPOC). We are pleased to share that applications are now being accepted for the 2026 cohort. This program consists of 8 one-to-one coaching sessions over a 4-6 month period.

Interested participants must complete the online application form to be considered:  
<https://questionnaire.simplesurvey.com/f/s/IBPOC-coaching-2026>

## NewToBC

In Fall, InterLINK conducted a survey of library staff to gather feedback on NewToBC. The findings of the survey highlight the positive impact of NewToBC on libraries' awareness and ability to address the needs of newcomers in their communities.

### Library Champions Project

In Fall 2025, NewToBC ran 3 Library Champions Project cycles at Fraser Valley Regional Library, Richmond Public Library, and Surrey Libraries. 66 newcomers participated. These newcomer Library Champions conducted outreach and shared information about library and settlement services with others in their communities.

In January 2026, 154 people registered to attend information sessions for and 56 people submitted applications to participate in LCP cycles hosted by Burnaby Public Library and the North Shore libraries. The cycles will run through April 2026.

Since January 2025, nearly 900 newcomers from the following communities have registered for an information session for or connected with NewToBC to inquire about the LCP attesting to the ongoing interest in and impact of the project.

|               |                           |                |
|---------------|---------------------------|----------------|
| Burnaby, 144  | New Westminster, 26       | Richmond, 82   |
| Coquitlam, 37 | North Shore Libraries, 75 | Surrey, 241    |
| FVRL, 100     | Port Moody, 6             | Vancouver, 146 |

### Website and Social Media

From Oct – Dec 2025, the NewToBC website was visited by ~13,000 unique users and received 22,000+ page views. Over the same period, NewToBC made 72 posts to Facebook, reaching 17,000+ people and generating ~33,000 impressions. Libraries are encouraged to share program and service updates with NewToBC via the [Contact Us](#) page and to link to NewToBC on their library websites.

### Sustainability

In January 2026, InterLINK submitted a grant proposal to the Public Libraries Branch requesting funding for the NewToBC website. The website and social media are essential to the delivery of the Library Champions Project, and support the settlement of newcomers and the work of BC libraries and settlement organizations.

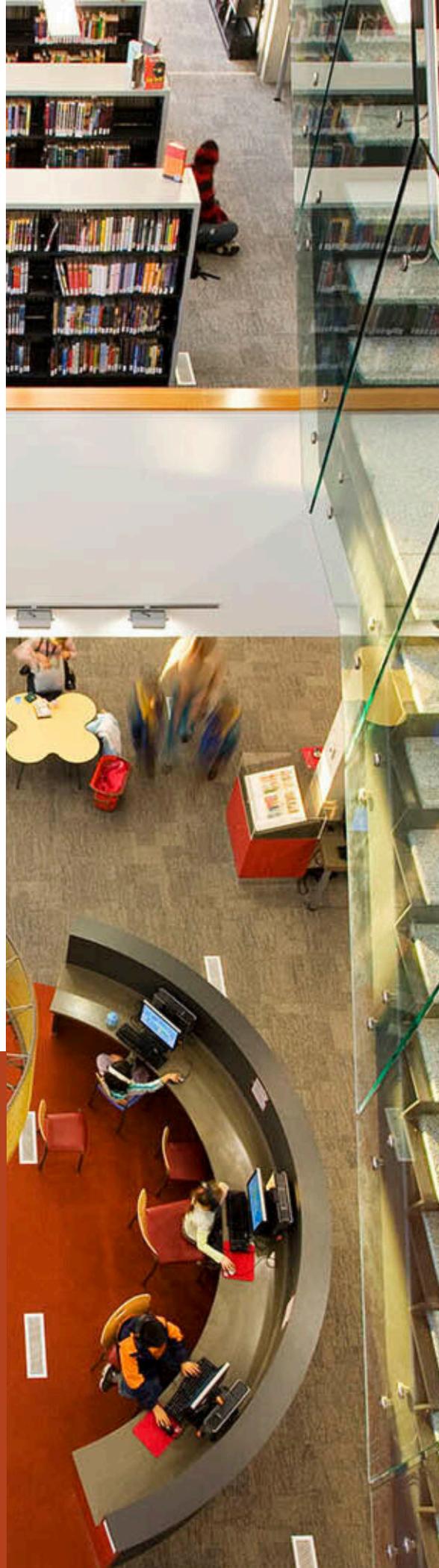
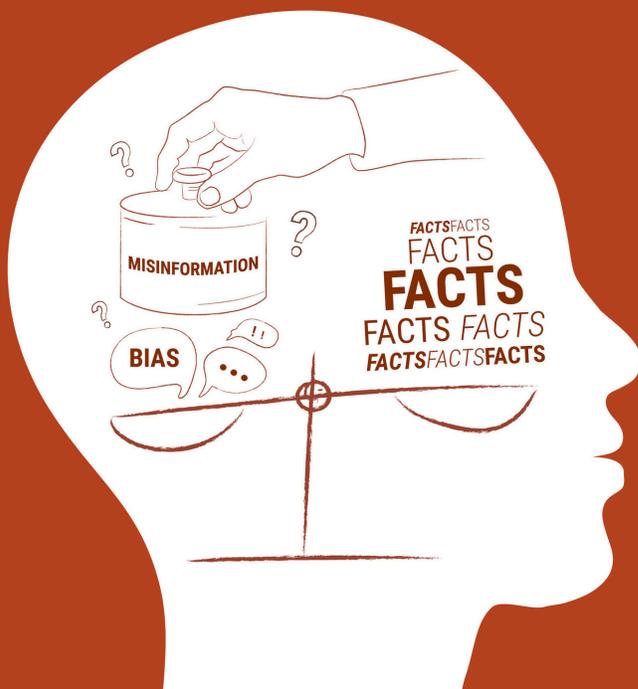
# spotlight: misinformation

Building on members' continued interest and InterLINK's "Misinformation and Public Libraries" research project funded by the federal Privy Council Office in 2024, InterLINK is continuing to support libraries combatting misinformation in 2026.

In Fall/Winter 2025, InterLINK reprised its BCLA Conference session on fighting misinformation and delivered a misinformation-focused presentation to the Pickering Public Library Board. InterLINK is working with BCLTA to provide a board development opportunity on misinformation in June, which will be available to all BC library trustees.

In early 2026, Interlink will develop and provide foundational training for public library staff on misinformation. This project will apply the principles of human-centred learning design to develop, test, and iterate staff training curriculum including:

- Live online training, offered a variety of days and times
- An asynchronous learning resource available to staff who did not attend the live sessions



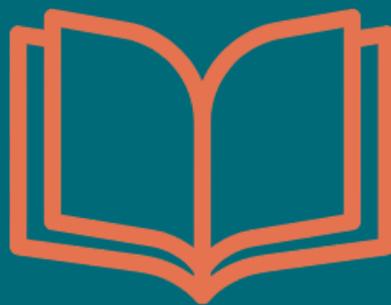
## Advocacy

In December, the library community across Canada learned of provisions in federal Bill C-15 (the Budget Implementation Act) which, if passed by Parliament, would repeal the sections of the Canada Post Corporation Act that enshrined in legislation:

- free mailing of materials for the use of the blind; and
- reduced postage for library materials (aka the Library Book Rate)

Since that time, InterLINK has joined with a coalition of organizations across the country - including BC Libraries Cooperative, CARL, CELA, CULC, and NNELS - to advocate that Government maintain statutory protections for both the reduced-rate library materials program and the free-post program for people who are blind and those with sight loss rather than leaving these vital services solely to the discretion of Canada Post's Board.

Since December, InterLINK has contributed to communal funding to retain government relations firm Temple Scott Associates to lobby Government to retain protections and is actively engaged in it's advocacy campaign.

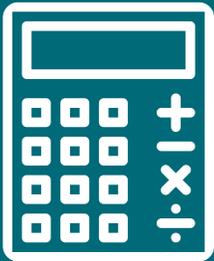


**Save Canada's**  
**Interlibrary Loans**

# strong federation



InterLINK 's new website is now live! In 2025 InterLINK engaged Forge & Smith, a firm in BC's lower mainland, to redevelop its website using Wordpress. During Q4 2025 and Q1 2026, InterLINK staff worked closely with Forge & Smith to create a beta website as well as test and optimize functionality. Communications to stakeholders is rolling out in stages to enable InterLINK to identify areas for further improvement.



Vohora LLP, now Doane Grant Thornton LLP, has been selected to provide InterLINK with auditing services for FYs 2025-2027. The Board's selection was based on a fullsome RFP and interview process. InterLINK is currently transitioning services from MNP, our auditor for FYs 2022-2024 and the FY 2025 audit is underway.



InterLINK will continue its governance review project in 2026, with the goal of enacting structural changes in 2027. Based on a fullsome review, engagement, and discussion, the Board has agreed that InterLINK will

- maintain its current governance board model;
- reduce its Board size from 18 to 9;
- hold Board meetings approximately 3 times per year while adding an AGM.

The AAG and Board will continue to be engaged to ensure that changes meet both the needs of InterLINK as an organization and its members.