

## **MANAGEMENT REPORT**

Date: October 15, 2024  
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VanDocs#: DOC/2024/263758  
Meeting Date: October 30, 2024

TO: Library Board  
FROM: Karen Spears, Vice Chair and Liaison to Public Library InterLINK Board  
**SUBJECT: Public Library InterLINK Report**

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### **SUMMARY**

This report is an update from the InterLINK liaison.

### **PURPOSE**

This report is for information.

### **RECOMMENDATION**

That the Board receive the report for information.

### **STRATEGIC IMPLICATIONS**

VPL's participation in InterLINK supports regional coordination of operations, including regional borrowing and collaboration for training, supporting VPL's priority on organizational strength.

### **INDIGENOUS CONSIDERATIONS**

InterLINK provides regional collaboration for library systems operating on unceded and treaty territories of numerous First Nations. Member libraries deliver service to Indigenous Peoples who are library cardholders and library users, as well as to Nations through individual service agreements. The regional nature of InterLINK may offer future opportunities for collaborating to deliver library services to First Nations where the territory crosses municipal boundaries, as an alternative to service agreements with individual libraries.

## **BACKGROUND**

InterLINK is built upon the foundations of the Greater Vancouver Library Federation, which operated from 1975-1994. Public Library InterLINK was established April 1994, and the most recent member joined in 2007. It includes eighteen member public library boards: Bowen Island; Burnaby; Coquitlam; Fraser Valley; Gibsons, Lillooet Area Library Association; New Westminster; North Vancouver City; North Vancouver District; Pemberton; Port Moody; Richmond; Sechelt, Squamish; Surrey; Vancouver; West Vancouver, and Whistler.

The VPL Board annually appoints a board member and an alternate to represent VPL on the InterLINK Board. The current appointee is Trustee Spears and the alternate is Trustee Bottomer.

## **DISCUSSION**

The attached InterLINK Executive Director's report and Accessibility Audit report were presented at the September 24, 2024 InterLINK Board meeting and are provided for information.

## **FINANCIAL IMPLICATIONS**

None.

## **FINAL REMARKS**

InterLINK provides important services to uphold strong staff, patron, and board networks among its 18 member libraries. The work aligned with the current strategic plan guides InterLINK to strategically support public libraries through resource sharing and collaborative programs.

# Q3 ED Report

Board Meeting  
September 24, 2024



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

# mission

Supporting public libraries through resource sharing and collaborative programs.

# vision

Vibrant communities supported by strong public libraries.



# values

## Collaboration

Working together increases the effectiveness of libraries

## Equality

Members have equal voice at the InterLINK table

## Innovation

Supporting creativity, experimentation & the generation of new ideas

## Stewardship

Managing our resources to ensure maximum benefit to member libraries

## Accountability

Open, transparent & committed to demonstrating our impact to members & funders

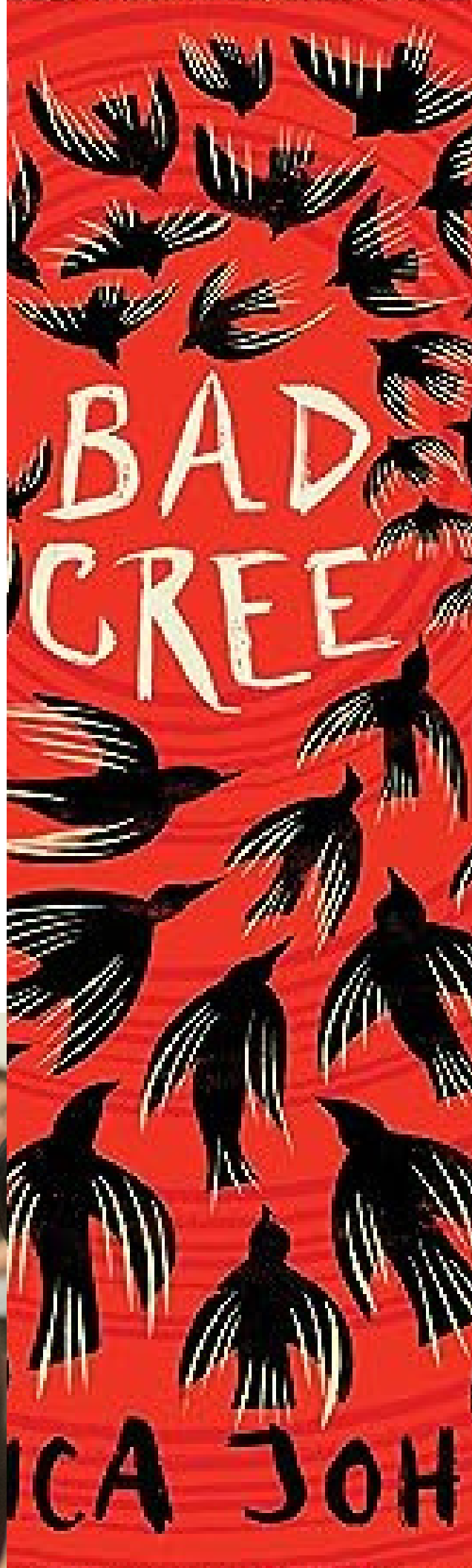
# enhancing patron experience

## Virtual Programming

BC Libraries Present just launched its Fall 2024 virtual programming series. Based on provincial library feedback, this series will focus on Indigenous authors, to support reconciliation & members' strategic plans.

- **September** — Alicia Elliott: *And Then She Fell*
- **October** — katherena vermette: *real ones*
- **November** — Jessica Johns: *Bad Cree*

This project is in year two of a three-year pilot (2023-2025). InterLINK is undertaking a needs assessment to understand the interest of individual libraries in sustaining the program in 2026 and beyond.



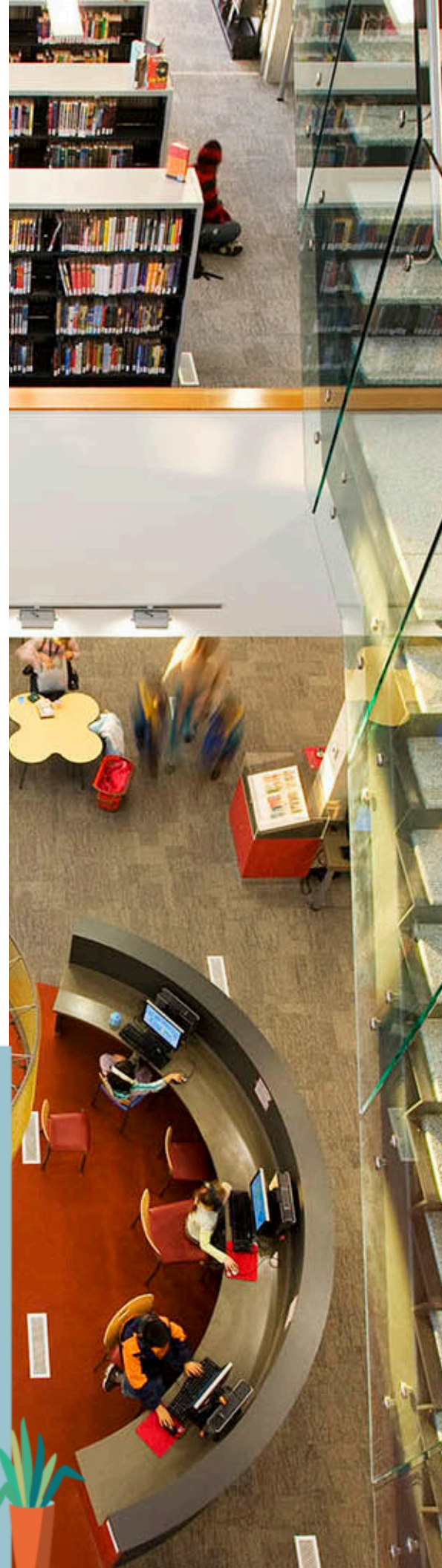
# spotlight: accessibility audits

To support member libraries' work to comply with the Accessible BC Act and to make their spaces & organizations more welcome to all, for the first time InterLINK is offering an accessibility audit shared services.

InterLINK has engaged SPARC BC to provide audits for the following areas of library operations:

- Attitudes
- Built Environments
- Human Resources
- Programs & Services
- Technology / IT

15 of 18 members are participating in opt in audits  
Approximately \$300K will be spent in new flow through  
Work is expected to conclude in Q3 2025





# building member capacity

## 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 shelveers. The most recent training opportunity focused on mental wellness and skills development for library staff:

### Boundary Practice for Library Staff

Approximately 350 staff from across the province participated in InterLINK's Spring Mental Wellness workshop. Counselor and social worker Jodi McDonald offered 2, 3-hour sessions, guiding staff in ways to support their health and professional practice through self awareness and strong communication skills.

*"Best workshop I've attended in many years! I can't thank you enough for all the help."*

*"This type of workshop/content would be beneficial as core training for all library workers."*

## building member capacity ...

### 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:

- Tuesday, October 22 & Wednesday, October 23.
- Tuesday, November 19 & Wednesday, November 20.
- Wednesday, December 11 & Thursday, December 12.

#### 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. 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: Oct 15/17/22 and Nov 12/15/19
- Advanced Coaching: Oct 29/Nov 1/5 and Nov 26/29/Dec 3

### Emerging 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. Access is free through 2025.

#### 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/>



## building member capacity ...

### **NewToBC**

NewToBC is in the last year of a five-year agreement with Immigration, Refugees and Citizenship Canada. InterLINK has submitted an application for continued federal funding and will share information on the application status in Fall 2024.

### Library Champions Project

To date in the 2024 this fiscal year, NewToBC

- Planned & delivered 11 cycles of the Library Champions Project which included 130+ newcomers.
- Brought together 180+ past and present Library Champions and supporters to acknowledge the contributions of the people who make the project a success.

NewToBC is currently recruiting participants for 10 cycles of the Library Champions Project that will take place in Fall 2024. Online information sessions for the cycles will start in September. The cycles will be delivered with the support of:

- Burnaby Public Library
- Coquitlam Public Library / Port Moody Public Library / FVRL (Port Coquitlam)
- Fraser Valley Regional Library (Langley libraries)
- Fraser Valley Regional Library (Maple Ridge / FVRL [Port Coquitlam])
- Greater Victoria Public Library
- Kootenay Federation Libraries (~20 public libraries across the interior)
- Regional cycle (open to newcomers in communities across BC)
- Richmond Public Library
- Surrey Libraries
- Vancouver Public Library

### Website and Social Media

The NewToBC website & social media continue to serve as low barrier ways to share accurate, up-to-date library, settlement, & community information with newcomers & stakeholders. NewToBC updates existing content & posts new content. NewToBC posts new content to social media multiple times per day.