

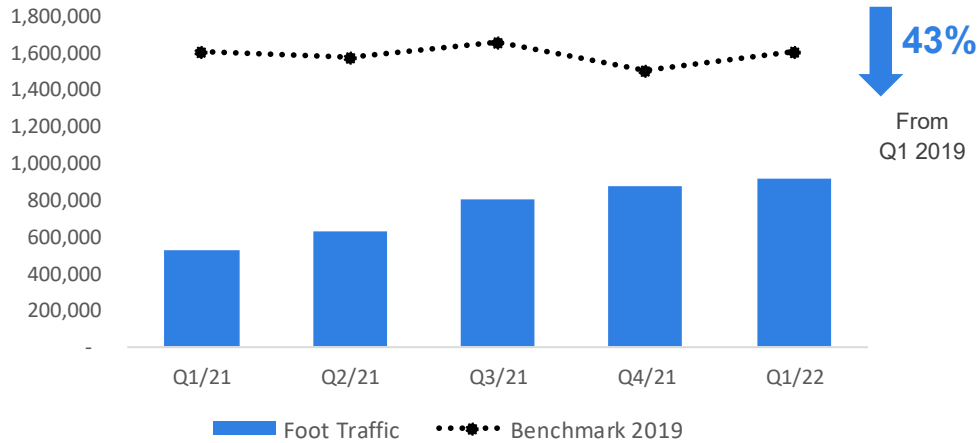


QUARTERLY REPORT

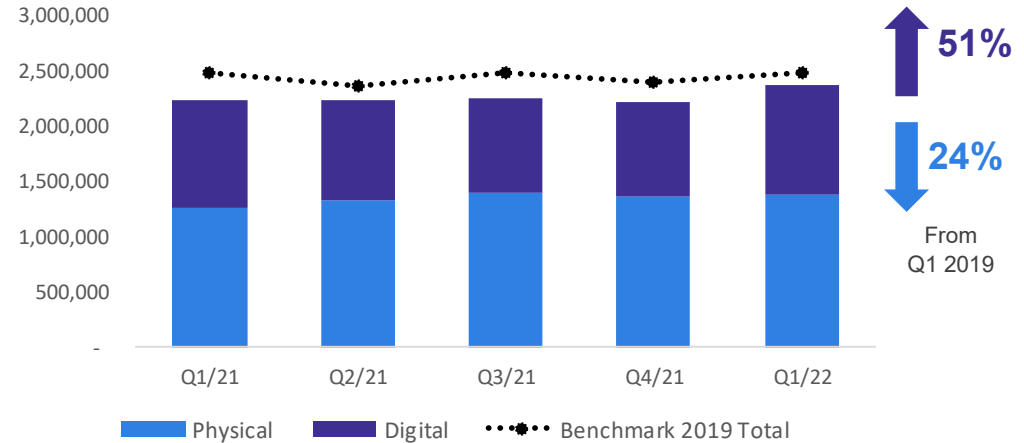
**Q1
2022**

QUARTERLY PERFORMANCE MEASURES

Foot Traffic

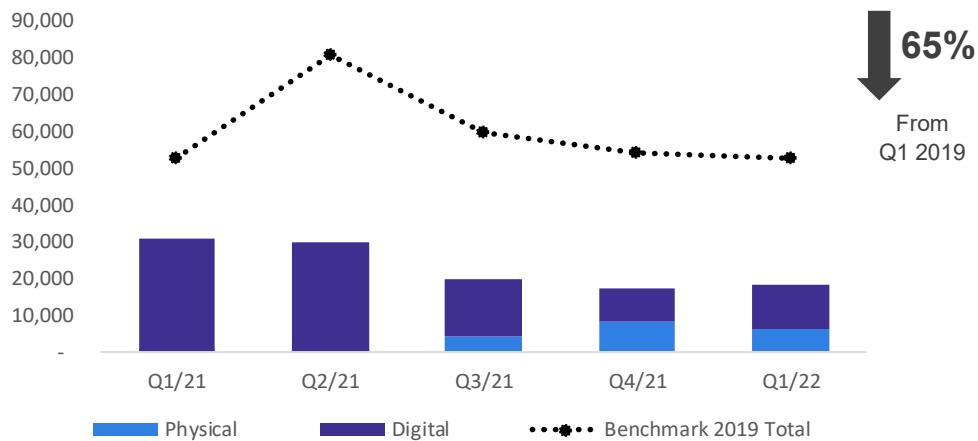


Collection Use

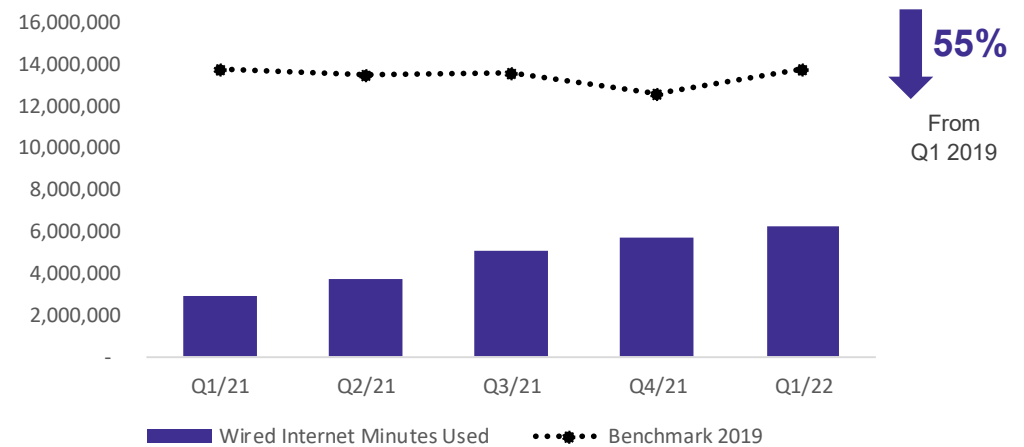


In Q2 2021, all open branches returned to full hours after limited service in 2020. Oakridge remained closed due to construction.

Program Participation



Wired Internet Minutes Used



Digital Participation is Digital Live Attendance plus Digital Recording peak views. Peak views are all views within 30 days of posting the recording online.

In Q1 2022, 79% of computers were available for public use compared to 2019.



ANNUAL PERFORMANCE MEASURES

Active Cardholders*

2021 **185,601** ↑ 3%
2020 **180,333**

Patron Satisfaction**

2021 **92%** ↔ 0%
2019 **92%**

Importance to the Community***

2019 **95%** ↓ 1%
2018 **96%**

Outcomes-based evaluation for the following areas to be implemented starting in 2023

- Belonging and Connection
- Relations with Indigenous Peoples and Communities
- Community Partnerships
- Staff Inclusivity and Support

* Active Cardholders includes patrons who borrowed physical materials, used digital collections, and/or used technology services within the 12 months of the reported year. From January 2020, VPL no longer requires a card number to access WiFi in all locations.





**Data from City of Vancouver Civic Service Satisfaction Survey

*** Data from VPL Public Survey (to be updated in 2022)

STRATEGIC INITIATIVES PROGRESS

As a result of the strategic plan extension, the timeline of initiatives will be reviewed.

1. LEARNING & CREATIVITY

GOAL	INITIATIVE	TIMELINE	STATUS	COMMENT/UPDATE
Champion early literacy and opportunities for lifelong learning	1.1 Virtual Children's Programming	Q4 2020 to Q4 2021		Completed. Digital programming launched and now ongoing.
	1.2.1 Technology Lending	Q1 2023 to Q3 2023		Not started.
Bridge the digital divide and support creativity through accessible technology	1.2.2 Technology Sandboxes	Q1 2023 to Q4 2023		Not started.
	1.3 Lending Kits	Q1 2023 to Q1 2024		Not started.
Provide relevant physical and digital collections in diverse formats and languages				



Not Started



Completed



On Track







At Risk



Late

STRATEGIC INITIATIVES PROGRESS

2. SHARED SPACES & EXPERIENCES

GOAL	INITIATIVE	TIMELINE	STATUS	COMMENT/UPDATE
Reflect and celebrate Indigenous cultures and history	2.1 Marpole Branch Library	Q2 2022 to Q4 2023		Not started.
Develop welcoming, accessible, and sustainable facilities that meet current and future needs and expectations	2.2.1 Children's Library Revitalization	Q3 2020 to Q4 2023		VPL working with REFM to progress RFP for detailed design phase, scheduled for late 2022-2023. Still on track.
	2.2.2 Branch Revitalizations	Q1 2020 to Q4 2023		FHL & CAR Service Desks reconfigured for work flow ergonomics, improved patron experience and staff safety.
Provide Patron Centred Experiences and make it easy to use VPL's services	2.3 Alternate Service Delivery	Q2 2023 to Q3 2024		Not started.



Not Started



Completed



On Track







At Risk



Late

STRATEGIC INITIATIVES PROGRESS

3. BELONGING & CONNECTION

GOAL	INITIATIVE	TIMELINE	STATUS	COMMENT/UPDATE
Reduce social isolation and provide affordable access	3.1 Fine Free Service	Q1 2020 to Q4 2022		Reduced fines introduced Feb. Fine-free scenario planning continues.
Enhance understanding and appreciation of Indigenous ways of knowing, being, and doing	3.2 Reconciliation Capacity Building	Q1 2021 to Q2 2022		Report completed on VPL's support for implementation of UNDRIP. Initial work towards VPL Reconciliation Plan is underway.
Engage and celebrate the diverse cultures and languages of Vancouver	3.3 Multicultural Capacity Building	Q4 2022 to Q3 2024		Not started.
Establish the library as a forum for civic conversation and understanding	3.4 Equity and Inclusion Framework	Q4 2022 to Q4 2023		Not started



Not Started



Completed



On Track






At Risk



Late

STRATEGIC INITIATIVES PROGRESS

4. ORGANIZATIONAL STRENGTH

GOAL	INITIATIVE	TIMELINE	STATUS	COMMENT/UPDATE
Ensure VPL staff have the support and resources to adapt to a transformed work environment	4.1 Healthy Workplace Program	Q1 2021 to Q1 2023		Not Myself Today program in progress. Staff survey planned.
Foster an inclusive workplace that reflects the diversity of our community	4.2 Increase VPL's Equity and Diversity	Q4 2020 to Q2 2023		Evaluation of proposals for Equity and Diversity consultant is underway.
Increase public awareness and usage of VPL services	4.3 Targeted Communications	Q1 2021 to Q4 2023		No initiatives or tests were scheduled for this quarter. Research on relationship management platforms continues.



Not Started



Completed



On Track



At Risk



Late

SPOTLIGHT



Introducing Eden Fine Day: VPL's Indigenous Storyteller in Residence

This year's Storyteller in Residence, Eden Fine Day, was introduced through VPL's first hybrid event. Eden performed in-person for an invitation only audience in the Montalbano Family Theatre, while the event was live-streamed for an online audience of 103 patrons and filmed for later viewing. A screening of the event was also hosted at the Carnegie Branch.

We were honoured by the welcome provided by Carleen Thomas from the Tsleil-Waututh Nation. Eden read a moving personal story, performed an original song, and discussed her intentions for the residency.

In addition to recording original music, over the course of her residency Eden will host cultural programs, conduct workshops and community visits, and perform school visits for a variety of age groups, sharing her passion and culture and, in her words "how it places her in relationship with all other living beings, including the earth, the animal people, and the plant people."

"As an Indigenous woman myself, I find myself relating to her [Eden's] story. I'm deeply touched by her words. Thank you from the bottom of my cold (and often warm!) heart for doing this with Eden for giving her the space to do her thing. I think many of us can relate and feel less alone by hearing of others going through some of the stuff we've gone through. Miigwetch."

- Patron feedback following
Introducing Eden Fine Day event

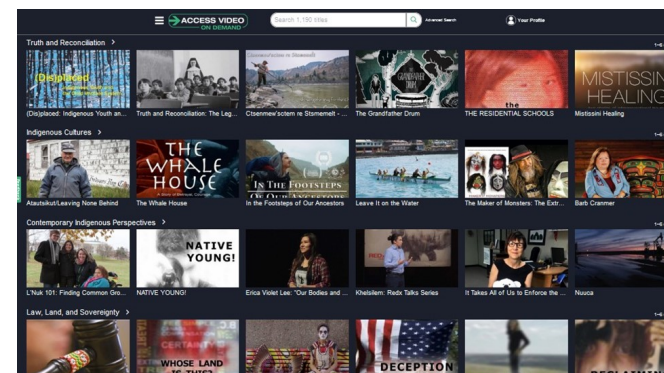
Indigenous Film Collection Launch

In Q1, we launched the Indigenous Film Collection, a streaming video collection focused on Indigenous voices and perspectives.

At the heart of this collection is the full 85 title catalogue of First Nations Films, a local production company that has been creating award-winning documentary films for, by, and about Indigenous people since 1998. We've also acquired a curated assortment of other films focused on Truth and Reconciliation, land and sovereignty, and contemporary Indigenous perspectives.

All titles were purchased with perpetual access rights, which enables us to provide access to the films without ongoing subscription costs or vendor cancellations. It also means that we are able to provide access to all cardholders regardless of residency and offer unlimited simultaneous views, eliminating holds and wait times.

Along with the recently-added World Cinema collection, the Indigenous Film Collection significantly increases the diversity of our current streaming video resources, and provides important background and context for the ongoing journey toward Truth and Reconciliation.



SPOTLIGHT

Britannia Early Learning Space



The 2000 ft² Early Learning installation includes developmental play stations to support pre-literacy and learning for children aged 0-5, designed to reflect the unique character of both VPL and the Britannia community.

Early Learning Spaces are a new direction for VPL, in

support of the developmental and learning needs of Vancouver families with preschool children. They provide much needed access to free indoor public space. Emerging research shows that young children who have access to rich play experiences have better social, emotional and academic outcomes, and enter kindergarten ready to thrive.

VPL's Early Learning Spaces provide these rich play-based learning experiences to all families, including those who struggle to find opportunities for their children due to the impacts of affordability and other social inequities. While they are in our spaces, parents also gain access to our collections and resources for adults, and the staff who can support them in ways that improve their lives. As a consequence of this installation, more families are visiting and staying longer; patrons are talking more with staff and each other about the value of play; and families are making social connections with each other as their children interact.



Uplift Asian

This March, VPL's Programming & Learning department launched a new series called Uplift Asian, to celebrate Asian perspectives, and combat discrimination in our communities.

Thanks to funding from Immigration, Refugees and Citizenship Canada (IRCC), we proactively marketed the series and attracted top authors and performers to our virtual stage. A public advisory group helped with the concept and direction of the series.

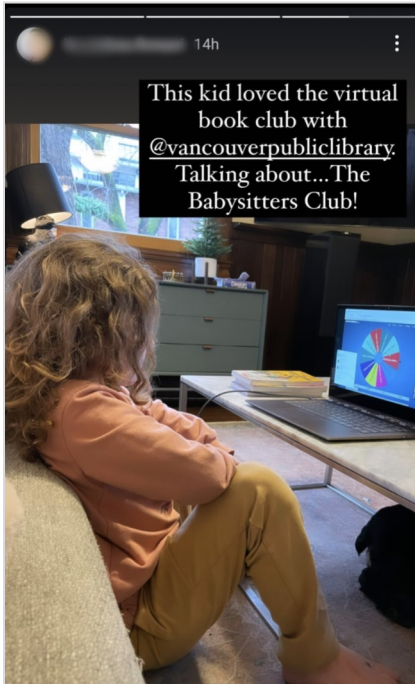
In this series, we hosted six popular events with award-winning authors and performers, such as Charles Yu (National Book Award 2020). The average attendance was 118 people, for a total of 707 attendees—above our expected attendance for online events this season.

The series garnered media coverage, including interviews on CBC's On the Coast with Gloria Macarenko and the Early Edition with Stephen Quinn. The promotion reached almost 380,000 people on Facebook and Twitter, and we created a special [landing page](#) for the series, where people can discover upcoming events and watch replays of past events.

Uplift Asian runs until the end of May, to coincide with Asian Heritage Month. Given the success of this initiative so far, our intention is to make it a yearly series.



PATRON FEEDBACK, STORIES, AND DIGITAL ENGAGEMENT



This kid loved the virtual book club with @vancouverpubliclibrary. Talking about... The Babysitters Club!

Thank you so much, I really appreciate you taking the time to get back to me. I thought Workbc should be able to help me too so, after so much persistence and sending different documents, I have finally been granted a one-on-one interview with a Career Coach. They now have me on their system.

In just two days, things are beginning to look promising all because of People like you who kindly let someone like me know about these resources.

-Patron email to Skilled Immigrant Info Centre

Did you know that a @VPL card also gets you free access to digital resources like the film catalog at @Kanopy? Finally ticking Eat Drink Man Woman off my watch list. 🎬 #FilmsThatMatter



7:05 p.m. · 18 Jan. 22 · Twitter for iPhone

Of all the tech support places I have phoned all week with this problem, the library has been the most helpful by far.

-Patron email to Digital Library team



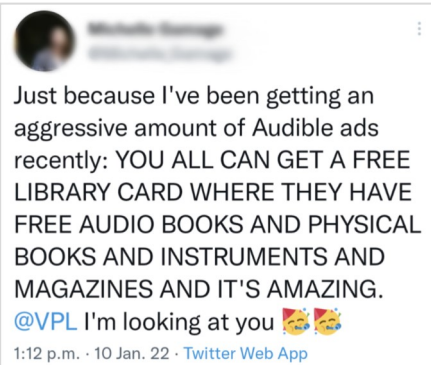
One of the toddlers who participated in my Online Zoom Storytime came into the Marpole branch looking for me. I heard a little voice saying, "Where is Sarah?" so I rushed out to meet the family. The child was so excited to say hi and talk to me in-person. She even gave me a hug and asked me to find some books for her.

-Patron interaction with Librarian at Marpole branch

PATRON FEEDBACK, STORIES, AND DIGITAL ENGAGEMENT

As a newcomer, my favourite public service organization is the VPL. I could apply online for my library card and use online resources even before arriving in Canada.

- NewToBC Community Dialogues



It was such an inspiring presentation, full of useful information. It helped me realize about the steps I should take in order to get a job. It was clear and motivated me to keep going on my search. I'm going to use what I learned planning my strategies and priorities.

- Patron feedback from Skilled Immigrant Info Centre: How to Gain Canadian Work Experience program