

ANNUAL REPORT 2022



VPL acknowledges that our work takes place on the unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tseil-Waututh) Nations.



Ken Sim
Mayor

A MESSAGE FROM THE MAYOR

On behalf of my colleagues on City Council and of the citizens of Vancouver, it is with great pleasure that I introduce the 2022 Vancouver Public Library (VPL) Annual Report with great positivity.

VPL's 21 locations are hubs of vibrancy that truly make a difference in our city. They provide lively and animated spaces for people to seek information, education, and entertainment. Every day of the week you can find children laughing and learning, seniors connecting, and students and remote workers using library spaces to work and study. After reviewing all that VPL accomplished in 2022, it is easy to see why Vancouver residents continue to give VPL the highest satisfaction ratings of all city services.

I encourage all residents to read this report and discover how VPL is helping to make Vancouver a safer, friendlier, and more affordable city.

Sincerely,

Mayor Ken Sim



Christina de Castell
Chief Librarian
& CEO

WELCOMING YOU BACK

In 2022, we saw our community and our staff returning to the activities that make every day at VPL meaningful and rewarding, and as a result, we were able to make progress on our [Strategic Plan](#).

We welcomed people back to in-person programs, and could once again see the joy that comes from connections between people and with the library in our neighbourhoods, including through our new early learning space at Britannia Branch. It was wonderful to bring back our Teen Writing and Book Camp and our Early Learning conference for caregivers, in-person for the first time in three years. Activities like these, along with the storytimes that we deliver nearly every day across the city, bring the VPL Strategic Plan to life, particularly Goal 1: Learning and Creativity.

We welcomed the increasing role of libraries as space for remote workers, demonstrating the importance of Goal 2: Shared Spaces and Experiences. At the end of the year, our [Accessible Services](#) moved to Level 3 of Central Library, making our services for people living with disabilities more visible and integrated with our other services.

Our continued commitment to lifelong learning programs in 2022 contributed to Goal 3: Belonging and Connection. We welcomed back adults to programs that build cultural understanding like “[Uplift Asian](#)”, we offered career development support, we enhanced digital literacy, and we continued our work on advancing [Truth and Reconciliation](#). The VPL Board approved an Indigenous Rights and Reconciliation Strategy, identifying ways that VPL can support the implementation of the UN Declaration on the Rights of Indigenous People through our programs and within our organization. We were honoured to have Eden Fine Day as the 2022 [Indigenous Storyteller in Residence](#) and we were proud to respond to community needs by developing a new program “Indigenous Considerations for Newcomers” that connected new Canadians with knowledge and context to participate in conversations about Indigenous culture and history.

In the fall of 2022, we undertook a public awareness and attitudes survey, which provided insights that validated the important role that VPL plays in the community and demonstrated that we are making progress on the goals set out in VPL’s Strategic Plan. Your feedback will help us plan for the future, contributing to Goal 4: Organizational Strength. This will be supported by our work on equity, diversity and inclusion within the organization, as we aim to be a workplace that reflects the diversity of our community and where all our staff feel a sense of belonging.

Everything we achieve would not be possible without VPL’s incredible staff and volunteers. Thank you for all that you do, each day, to make VPL a vital and welcoming part of our community.



Kevin Lowe
Board Chair

Thank you to the members of the 2022 VPL Board for generously sharing your time and expertise.

Kevin Lowe (Chair), Kurt Heinrich (Vice Chair), Raji Mangat (Vice Chair), Tim Bottomer, Councillor Pete Fry (Vancouver City Council Representative), Victor Huang, Zahra Hussein, Melody Ma, Stuart Mackinnon (Vancouver Park Board Representative), Barbara Parrott (Vancouver School Board Trustee Representative), Harlan Pruden, Karen Spears, and Abeer Yusuf



TRUTH AND RECONCILIATION — A PRIORITY FOR VPL

VPL is on the unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaɫ (Tsleil-Waututh) Nations and we recognize that our work requires sincere action towards decolonization.

VPL has a responsibility to respond to the calls of the Truth and Reconciliation Commission (TRC) of Canada and honour Indigenous rights as outlined in the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). The Library is committed to being a place to learn about the history and cultures of Indigenous Peoples of these lands, and to creating spaces where xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaɫ (Tsleil-Waututh) Nations and Urban Indigenous Peoples feel welcome and heard. The Library is also a place where non-Indigenous people can access resources to understand the important stories of Indigenous experiences that will contribute to the learning of the Truth in order to advance true Reconciliation.

In 2022, VPL launched an Indigenous Rights and Reconciliation Strategy which was endorsed by the Board. This strategy identifies ways that the Library can help advance UNDRIP implementation strategies in alignment with both the City of Vancouver and the Province of BC, while also addressing the Truth and Reconciliation Commission's 94 Calls to Action. The Indigenous Rights and Reconciliation Strategy forms a foundational piece for future planning and activities at VPL.

VPL continues to celebrate Indigenous ways of knowing, being, and doing through ongoing programs such as the Indigenous Storyteller in Residence and Connections to Kith and Kin, an Indigenous genealogy program. New programs, such as Indigenous Considerations for Newcomers, introduce the complex history between Indigenous Nations and Canada and the experiences of Indigenous people. These programs were popular with patrons in 2022.

The Library will continue to amplify Indigenous voices by creating collections, programs, and relationships that will contribute to a stronger City of Reconciliation.



Excerpt from "Sisters, Daughters, Clan Mothers: Honouring Indigenous Women and Girls" by Haisla Collins





LEARNING AND CREATIVITY



HELPING PEOPLE SUCCEED THROUGH PROFESSIONAL CAREER DEVELOPMENT

Finding a job. Starting a business. Upgrading skills for career advancement. VPL helps countless newcomers, job seekers and entrepreneurs succeed by offering free career resources, classes, and workshops — supported by access to computers, WiFi, and space to work and study.

Sometimes this looks like signing up for a job search tour, finding an employment guide, attending a résumé and interview workshop, or using a library computer to do research. Other times, aspiring entrepreneurs identify small business funding programs with the help of library staff. In 2022, VPL augmented our digital business training databases with a new resource: O'Reilly. Accessed through the Digital Library, O'Reilly offers over 46,000 ebooks, 30,000 hours of video, 3,500 courses, 163 case studies, and 21 learning paths focused on technology and business. VPL's Skilled Immigrant Info Centre assisted more than 4,700 individuals in 2022.

All of these free resources support economic growth and productivity, creating positive outcomes that are essential in a healthy and thriving community.



SUPPORTING EARLY CHILDHOOD EDUCATORS & OTHER CHILDCARE PROFESSIONALS

Early childhood educators, childcare professionals and other adults working with families in the community play a critical role in caring for and preparing young children for the future. To support this important work, the Library provides a variety of free services and resources.

VPL's [Books to Go](#) program keeps book collections fresh in childcare centres. [Storytime Kits](#) provide useful tools to enhance circle and story times, and the [Roots of Reading video series](#) offers a variety of activities that develop children's early literacy skills.

In fall of 2022, VPL was excited to host our Storytime Conference for early childhood educators in person for the first time in three years. This unique conference brings together educators from many backgrounds to learn from VPL's Children's Library team about the latest approaches to making learning effective and fun. These development opportunities help early childhood educators build the skills and expertise they need to successfully prepare children for future learning.





SHARED SPACES AND EXPERIENCES



BRITANNIA BRANCH'S NEW EARLY LEARNING SPACE OPENS

VPL celebrated the opening of Britannia Branch's early learning space in April 2022. Designed for children ages 0 to 5 years, the new space promotes learning and discovery through active play and encourages curiosity and creative exploration.

The space includes activity stations to solve puzzles, build brick creations and create wall art with other kids, as well as custom-built reading nooks for children and families to cozy up with library books.

Libraries play a critical role by providing resources and public spaces where people can learn and connect. The new early learning space at the Britannia Branch was made possible through the generous support of the VPL Foundation.

Over the next few years, VPL plans to open similar early learning spaces at more locations across Vancouver, providing more opportunities for learning and discovery.



LIBRARIES: A FREE AND VALUABLE RESOURCE FOR REMOTE WORKERS

Long considered a valuable community resource and gathering place for students, families, and entrepreneurs, public libraries are being used more than ever by those who are continuing to work remotely or are part of the growing gig economy.

As living spaces become smaller and office spaces more expensive, workers are using libraries as an affordable space to work, do research, and collaborate with others. In a 2022 survey of Vancouver residents, more than 95% agreed VPL is a great free place to work or study.

With access to free WiFi, meeting rooms, creative software, charging outlets, and other resources, VPL locations meet a growing need and play an important role in building a vibrant community.





BELONGING AND CONNECTION



A FOCUS ON ANTI-RACISM — UPLIFT ASIAN

In response to the rise in anti-Asian racism and to support the Library's goal to engage and celebrate the diverse cultures and languages in Vancouver, VPL launched the [Uplift Asian](#) program series in March 2022.

Created in consultation with Asian cultural community leaders, the series offers a meaningful way to respond to anti-Asian racism by highlighting the stories, perspectives, and voices of members of Vancouver's Asian community and building a sense of belonging.

With funding from Immigration, Refugees and Citizenship Canada, more than a thousand participants explored Uplift Asian events which featured 33 guest speakers, award-winning authors, artists, filmmakers and thought leaders representing a diverse range of experiences across Asian communities in Vancouver.

VPL intends to continue presenting Uplift Asian as a way to build intercultural understanding, combat discrimination, and create community connections.



OVERDUE FINES? NOT ANYMORE!

Fines on overdue library materials can be a significant barrier for many library users, and disproportionately affect those who need their library the most.

On June 1, 2022, VPL stopped charging overdue fines on all VPL materials, including Fast Reads, Quick Views, musical instruments and interlibrary loans, and cleared existing overdue fines from library users' accounts through an automated process.

The fine free movement has taken hold across Canada and the United States, with many libraries permanently ending fine collection. Since eliminating overdue fines, VPL has seen no substantial change in materials being returned, and has welcomed back many previously lapsed users.

Moving to a fine free model helps to address affordability in Vancouver by ensuring that critical library services are available to everyone regardless of their socio-economic status, and encourages people to reconnect with their library.



ORGANIZATIONAL STRENGTH

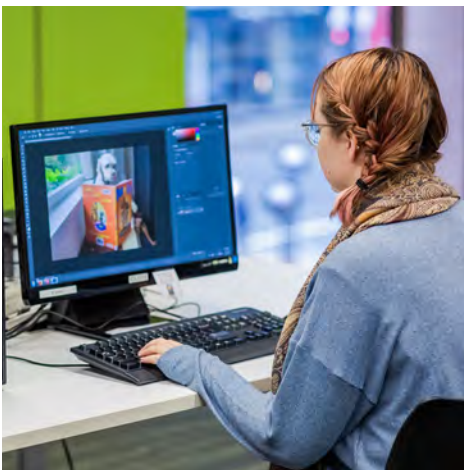


EQUITY, DIVERSITY, AND INCLUSION AT VPL

One of VPL's goals is to foster an inclusive workplace that reflects the diversity of our community. As part of building a more equitable, diverse and inclusive workplace, VPL began assessing organizational barriers to equity in 2022.

VPL's equity, diversity, and inclusion (EDI) plan will build upon the City of Vancouver's Equity Framework and integrate learning from our own work related to Truth and Reconciliation and gender identity.

Actions in 2022 included anti-racism training for leadership to gain a deeper understanding of the current inequities and the need for action; introducing the project to staff; and initiating work to develop a long-term strategy for the Library.



RESPONDING TO CHANGING PATRON NEEDS

In late 2022, VPL undertook research to understand public awareness and perceptions of the Library and how the public uses our services. Highlights are shown on page 11.

Residents remain highly supportive of VPL, with many still re-establishing post-pandemic usage patterns. Patrons have made great use of VPL's [Digital Library](#) over the past few years, and many are now using both physical and digital collections and services.

VPL is committed to improving our user experiences across all locations, platforms, and formats, and has adapted by offering a diverse mix of digital programs, collections and services to complement our traditional physical offerings.

By researching resident needs and analyzing library usage patterns, VPL is working to provide more responsive resources that allow users to enjoy services and collections in the format that works best for them.



CREATIVE RESIDENCIES



2022 Indigenous Storyteller in Residence at VPL Eden Fine Day

2022 INDIGENOUS STORYTELLER IN RESIDENCE: EDEN FINE DAY

Born on the Sweetgrass Reserve in Saskatchewan and raised in East Vancouver, author, musician, visual artist and proud nehiyaw iskwew (Cree woman) Eden Fine Day shared her talents with the community as the 2022 [Indigenous Storyteller in Residence](#) at VPL. With a music career spanning more than 25 years, Fine Day draws from many disciplines and connects with her Cree culture to express herself in fiction, non-fiction, and visual art.

During her residency, Fine Day shared her knowledge and experience through a series of virtual programs and events. These included writing workshops for teens, virtual field trips for kids, conversations about decolonizing the media, and special events focused on the revitalization of Indigenous language and culture. When not hosting public programs, Fine Day worked on developing a new music album and graphic novel series for young adults.

The Indigenous Storyteller in Residence program at VPL was created in 2008 to honour Indigenous cultures and promote intercultural understanding and communication between Indigenous and non-Indigenous peoples.

2022 WRITER IN RESIDENCE: HARRISON MOONEY

VPL's [Writer in Residence](#) program continues to play an important role in promoting Canadian writing and literature. In September, VPL welcomed Vancouver author and award-winning journalist Harrison Mooney as the 2022 Writer in Residence.

Throughout the fall, Mooney led a variety of memoir and digital storytelling workshops for budding writers to refine their craft. He also hosted a number of panel discussions exploring transracial adoption, Black identity, and evangelical Christianity. In between programs, he continued to work on his next book, a sequel to *Invisible Boy*.

Since its beginning in 2005, the Writer in Residence program has provided space and time for professional writers of all genres to develop their work and share their expertise with aspiring writers. The program is made possible through the generous support of the Friends of the Vancouver Public Library.



2022 Writer in Residence Harrison Mooney

FINANCIAL HIGHLIGHTS 2022

REVENUES	2021	%	2022	%
City of Vancouver	\$50,336,200	91.6%	\$52,865,900	90.3%
Provincial Government*	1,306,700	2.4%	1,292,900	2.2%
Grants and Donations	642,300	1.2%	1,635,700	2.8%
Program Fees	507,600	0.9%	375,400	0.6%
Other	2,146,300	3.9%	2,392,600	4.1%
Total Revenues:	\$54,939,100	100.0%	\$58,562,500	100.0%

EXPENDITURES	2021	%	2022	%
Salaries and Benefits	\$41,143,800	74.9%	\$42,455,400	72.5%
Books and Materials	5,135,700	9.3%	5,236,400	8.9%
Building Occupancy	5,690,400	10.4%	6,166,900	10.5%
Other	2,822,900	5.1%	2,644,200	4.5%
Transfers	146,300	0.3%	2,059,600	3.5%
Total Expenses:	\$54,939,100	100.0%	\$58,562,500	100.0%

2022 Statement of Financial Information

*B.C. Ministry of Municipal Affairs

Note: These financial numbers are prior to any necessary year-end accounting adjustments.

Note: Dollar amounts are rounded to the nearest \$100; percentages rounded.

Complete audited financial statements are available at: vpl.ca/about

THANK YOU FOR YOUR SUPPORT

Vancouver Public Library would like to thank the [Vancouver Public Library Foundation](#), the [Friends of the Vancouver Public Library](#), and all those who generously gave their support in 2022.

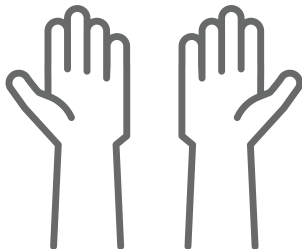
HIGHLIGHTS OF 2022 PUBLIC RESEARCH FINDINGS*



96% OF VANCOUVER RESIDENTS BELIEVE VPL IS AN IMPORTANT PART OF THEIR COMMUNITY



88% AGREE VPL HELPS MAKE LIVING IN VANCOUVER MORE AFFORDABLE



76% AGREE VPL HAS INCREASED THEIR UNDERSTANDING AND RESPECT FOR INDIGENOUS PEOPLES' HISTORIES, CULTURES, AND RIGHTS



71% OF PEOPLE IN VANCOUVER HAVE A VPL CARD

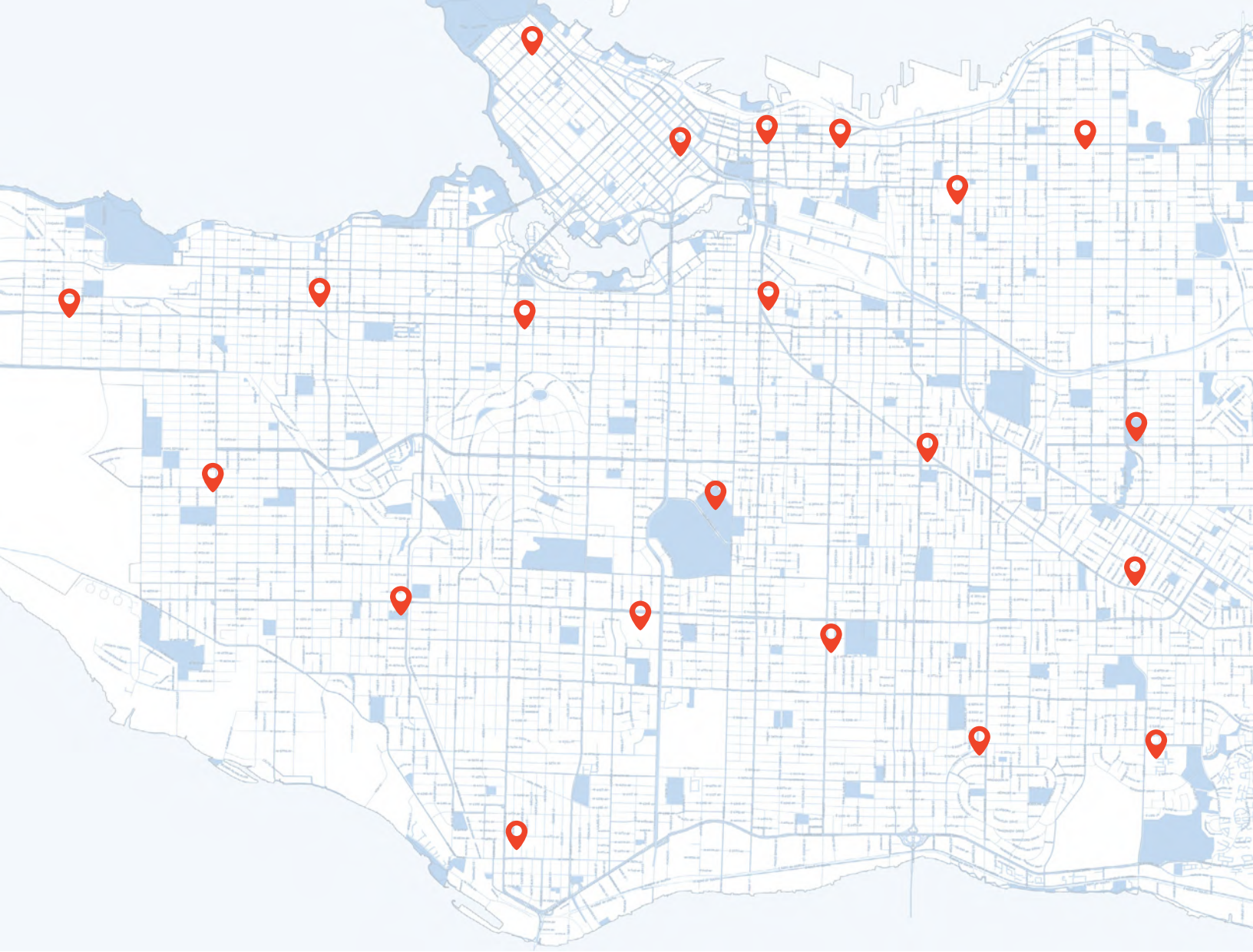


95% AGREE THAT VPL IS A GREAT FREE PLACE TO WORK OR STUDY



86% OVERALL SATISFACTION AMONG USERS

*Data from 2022 VPL Public Survey



PROUDLY SERVING VANCOUVER AT 21 LOCATIONS AND ONLINE AT VPL.CA



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