

Library Services



Mount Pleasant

City of Vancouver
Community
planning program

The City's Role

The City of Vancouver, through property taxes, funds over 88% of Vancouver Public Library's services to the public. In 2007, roughly \$34 million of the City's annual operating budget was apportioned to library services. Additional revenue sources include grants and donations, fines and printing, and contributions from the Provincial Government.

The Vancouver Public Library (VPL) System

The Vancouver Public Library is administered by the Vancouver Public Library Board of Trustees, a 13 member volunteer Board who, working together with the City Librarian and the Management Team, direct the operations of British Columbia's largest library system. Members of the Board are appointed by Vancouver City Council: 10 are members of the general public appointed for two-year terms; one member of Vancouver City Council is appointed annually; and, because the Library has joint operating agreements with the Park Board and School Board, Council appoints one member from each of these Boards to sit on the Library Board. The Board is responsible for developing library policy and for the expenditure of the money provided by the City of Vancouver for library purposes.

The Vancouver Public Library mission is:

*To Enrich All, To Reach All:
We strive to enrich the life of every person in our community by providing access to the world's*

ideas and information. We maintain the finest possible collections, services, and technology. We provide caring and expert service supportive of human differences. We promote lifelong learning, the love of reading and exploration of ideas, culture, and knowledge in a welcoming, lively atmosphere.

We belong to the community and are accountable, active participants within it. We encourage involvement from the broadest spectrum of users. We shape our collections and services in order to be sensitive and responsive to community needs and aspirations"

The Vancouver Public Library system is comprised of the Central Library, 20 branch libraries located in all local areas of Vancouver and Outreach Services providing service to library patrons with disabilities residing in Vancouver's diverse neighbourhoods.

Collections

There are over 2.7 million items in the Library's collections. Formats include books, magazines, newspapers, eBooks, videos, DVDs, compact discs, multi-media kits, CD-ROMs, and audio cassettes

In **2006** (2002):

- There were **369,000** (368,000) VPL card holders
- **6.6** (6.1) million people visited the library
- Over **10.1** (9.2) million items were borrowed
- The VPL web page (www.vpl.ca) was accessed by the public a total of **13,846,000** (11,493,800) times

- **233,000** (163,500) people attended VPL's programs

Other services include

- Author readings
- Book sales
- Career/Job Search Tours
- Electronic & on-line resources
- E-mail reference questions
- ESL and Adult Learning Centres
- Free access to the internet at all VPL Branches
- Finding health information on line
- Historical photographs
- InfoAction fee-based custom research
- Inter-library loans
- Internet training courses
- Meeting rooms/facilities rentals
- Pre-literacy support
- Multilingual materials
- New Media Directory
- Public Computer Lab
- Quick Information Service
- Reference collections
- Senior's On-line Training
- Sequels information on books in series
- Subject specific & general librarian reference assistance
- Special programs and workshops
- Story times for babies, toddlers, preschoolers, and families
- Summer Reading Club
- Virtual Reference Services

VPL 2007 Strategic Objectives

1. Inclusive and responsive library service for all
2. Optimize access to services
3. Increase services to children and youth
4. Enhance multilingual services
5. Maximize the use of the library as a public space
6. Enhance VPL's leadership role

in the provision of high quality library service

7. Foster an inclusive, creative, productive and respectful workplace

Library Future Plans

The Vancouver Public Library Board approved an updated Area Services Plan in February 2005. This plan provides a model for three levels of service: Central Library acts as the resource library for the system and provides special collections and services not available elsewhere, in addition to serving its local community; Area Branches (of roughly 20,000 square feet) service their local communities and provide a complex reference service, materials, and programs to a broader catchment area; Community Branches (of roughly 12,000 square feet) serve their local communities through a basic reference service and adult and children's programs, with a focus on recreational reading.

The Library's strategic plan for its branch facilities supports CityPlan Directions. The function of branch libraries conforms to the CityPlan vision for neighbourhood centers and accessible community-based services, as the branch library is an access point to the resources of the whole library system.

In that context the Vancouver Public Library Board has identified a number of branches for redevelopment over the next three capital plans (as outlined in the City of Vancouver Facilities Strategic Plan), and those branches are: Mount Pleasant, Kensington, Strathcona/Downtown Eastside, Joe Fortes, Kitsilano, and Riley Park.

New Mount Pleasant Branch Library

The City of Vancouver has purchased property at 1 Kingsway as a site for the new library. 1 Kingsway will feature a new community centre, library, childcare centre, rental housing, and underground parking.

The new Mount Pleasant Branch library will double in size from 5,900 square feet to 12,000 square feet enabling Vancouver Public Library to better serve Mount Pleasant's fast growing community. A larger branch will mean more books and more services including a computer training area/programme room, a larger children's area, a reading lounge, and improvements in reference and information services.

The new library will open January 2009. For more information, please call 604-331-4001 or visit www.city.vancouver.bc.ca/corpsvcs/facility/1kingsway to find out about construction updates, and other important information on the project.

Current Mount Pleasant Branch (MPL) Library

The current MPL Library is located at 370 East Broadway within Kingsgate Mall. Established in 1974, it has 5,900 sq. ft. of space, and has a collection of roughly 61,000 volumes. Full access to the collections of the rest of the Vancouver Public Library is available through the online catalogue.

Hours

- Tues. & Wed.: 9:30 am - 6 pm
- Thurs. and Fri.: 9:30am - 9 pm
- Saturday: 9:30 am - 6 pm
- Sunday and Monday: closed

Collection

The MPL Branch has approximately 61,000 volumes including:

- Strong non-fiction collection with an emphasis on practical information
- Adult and children's books and magazines in Chinese, Vietnamese, Spanish, and Tagalog
- Children's book/tape kits in English, Chinese, Spanish, Vietnamese, and Tagalog
- Small collection of literacy material
- Native Resources collection includes books, video, and music CDs which encompass a wide range of subjects including history, art, and contemporary topics
- Collection of car manuals covering general auto repair as well as a number of manuals for individual models
- Children's audiovisual materials
- Large collection of ESL materials which includes video and audio cassettes, as well as a large collection to help in preparation for the TOEFL test
- Mount Pleasant local history collection showing planning and development of the area

Programs

The MPL Branch conducts free programs for families including kids, adults, and teens:

Kids

- Baby Story Time: rhymes, songs, bounces, fingerplays and stories for new borns to 18 months
- Toddler storytime: stories, songs, fingerplays, and rhymes for children 18 months to 3 years
- Family Storytime: for the whole family to enjoy; recommended for ages 18 months to 9 years
- Summer Reading Club: for school-aged children for a summer of reading and special programs wrapped up with party & medal ceremony

Adults

- One-to-one training: hands-on introduction to VPL's catalogue and the internet for adults
- Regular on-going computer classes open to the public at Coast Clubhouse
- ESL Learning Centre: a free drop in program for adults to help improve their English. The program, which is open to landed immigrants, Canadian citizens, and convention refugees, is operated by the Vancouver Community College Outreach Department
- 2008 Adult Summer Reading Club: open for anyone 19 years or older.

Teens

- Teen Summer Reading Club: read books and submit reviews on-line to win prizes
- Special teen program such as spring video gaming program

Library Computers

MPL Branch Library has various stations for different purposes:

- Five Internet stations loaded with [OpenOffice](#) (word processing, spreadsheets, draw) and a Media Player - bring headphones to listen to CDs, watch DVDs;
- One express (15 min) Internet station with printer;
- One (60 min) Internet station with printer;
- Two dedicated children's stations (60 min): with printer, and Cyberpatrol Internet filter
- One dedicated teen station (60 min):
- Two dedicated Homework Help stations (60 min) with printers; and all Internet stations are pre-bookable.

Mount Pleasant Branch Relocation

A new tenant for the current location of the Mt. Pleasant branch in the Kingsgate Mall will take possession of the space in July 2008. The Mt. Pleasant branch will remain in its current location in Kingsgate Mall until the end of June 2008. In June the branch will move to a temporary location in the mall across from the current space until the new branch at 1 Kingsway is ready. The branch will be closed to the public at some point in June to allow for the move within the mall. Some interruption in service is foreseeable and the public will be informed as soon as possible as more information is available.

Working Together Project

The *Working Together Project* is a national initiative sponsored by Human Resources Development Canada with the goal of creating models for making public library services more accessible and relevant to people who may be marginalized because they are poor, less educated, addicted, or alone. The project focuses on specific communities in four Canadian cities: Halifax, Toronto, Regina and Vancouver. It is premised on the belief that the members of the community who are excluded from access to library services are often those who stand to benefit most from connecting to the public library.

In 2004, this community development project was initiated in Mount Pleasant of Vancouver and it enables the library to work with partners within the community to develop programs and services to address barriers to accessing library services. Initiated activities include hosting a photography exhibit/graduation and open mike nights to help youth feel that they have a right to library space; later many of the youth involved become new members of the library.

The project will end in April 2008 setting the tool-kit ideas for ongoing integration of community development and inclusion in Mount Pleasant Library and the Vancouver Library System. For more information, please contact Annette DeFaveri at annetdefa@vpl.ca or the Working Together website: http://www.librariesincommunities.ca/?page_id=3

Sources

- Vancouver Public Library homepage at <http://www.vpl.ca/>
- City of Vancouver 2007 Budget
- VPL Strategic Objectives 2008