


Leading Through Relations With Your Library

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ABOUT PUBLIC LIBRARIES 
Vancouver Public Library

- Been dealing with electronic information and service delivery since mid-1990s
- Often the most highly used community asset
- More than just books.


ATTRIBUTES AND ASSETS 
Vancouver Public Library

Tangible

- Public space and public technology services
- Research expertise and resources
- Established programming frameworks

Intangible

- Good will
- Experienced neutrality
- Learning environment and culture

HOW THE COV LEVERAGES THE VPL 
Vancouver Public Library


Public consultation and education

Information displays and kiosks
Public dialogue sessions - City led
Public dialogue and education - Library led

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Initiative engagement: Vancouver Services Review

Leadership: two librarians
Research: Library research staff


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Initiative engagement: City website redesign

Technology expertise: usable info systems
Leadership: neutral party
Usability: public access

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Initiative engagement: Digital Strategy
Leadership: technology expertise
Access goals: met through library

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Initiative engagement: Accessible culture and recreation
Leadership: lending expertise
Infrastructure: existing investment
Reach: broad reach across all sectors of community
Partnerships: community goodwill

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Initiative engagement: various others
Homelessness strategy
Sex trade workers
Early Childhood Development
Strategic facilities development