A Hard Look in the Mirror: Reflecting on the Role of the Librarian

August 9, 2019
PNLA Annual Conference
Speakers

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Your place to connect, discover and imagine.
We are from the Greater Victoria Public Library
About GVPL

- Situated on the unceded lands of the Esquimalt, Songhees and WSANEC peoples
- One of two library systems on Vancouver Island in BC
- 3 Districts
- 12 branches: District, Community and Neighbourhood Branches
- 10 municipalities
- Greater Victoria population ~300,000
The Changing Landscape

- Organizational Change
- Practices Not Sustainable
- Library Trends
- Evolving Nature of Librarian Work
- Year of the Librarian
Planning

• Guiding Principles
• Build a Team
• Research Best Practices
• Staff Consultation
GVPL is a community-inspired library. Our goal is to inspire and be inspired by all areas of community life.
Reflect on the Role of the Librarian

Librarians share an intense curiosity about the world and a drive to share their knowledge and discoveries in a way that benefits others.

Librarians actively serve their communities, generating value for the community, transforming librarianship into one that is truly integrated into the society it serves.
Reimagine and Redefine Librarianship

• Organizational roles
• Portfolios
• Branch operations
# Public Services Librarianship
## Yesterday and Today

<table>
<thead>
<tr>
<th>2016</th>
<th>2019</th>
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<tbody>
<tr>
<td>Adult Services Librarians</td>
<td>20 Public Services Librarians</td>
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<td>Business &amp; Government Librarian</td>
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<td>Children’s Librarians</td>
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<td>Music Librarian</td>
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<td>Multicultural Services Librarian</td>
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<td>Outreach Librarian</td>
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<td>Teen Librarian</td>
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![Greater Victoria Public Library Logo](logo.png)
## Portfolio Service Model – Three Pillars

<table>
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<tr>
<th>Pillar</th>
<th>Engaged Communities &amp; Lifelong Learning</th>
<th>Readers, Writers &amp; Storytellers</th>
<th>Digital Literacy &amp; Learning</th>
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<tbody>
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<td>Building a Culture of Belonging and Lifelong Learning</td>
<td>Building a Reading Culture</td>
<td>Building a Digital Culture</td>
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ENGAGED COMMUNITIES & LIFELONG LEARNING

We strengthen our community by providing a welcoming space to connect and share ideas and experiences. We offer engaging programs for people of all ages that inspired curiosity and support individual growth.

Arts, Culture and Music:
- Art and culture programs
- Choirs in the courtyard
- Culture Days
- Displays and exhibits
- Festivals
- Film series
- Local artists demos and talks
- Local music
- Pop culture
- Symphony storytimes

Discover Your Roots:
- BC Heritage week
- Cenotaph
- Heritage Room
- Local History
- Veterans’ week
- Walking tours
- Women’s History Month

Diversity:
- Asian Heritage Month
- Black History Month
- Cultural communities
- English as a second language
- Indigenous peoples
- LGBTQIA2S+
- Newcomers
- Pride
- Seasonal & holiday story and craft programs
- World Refugee Day

Healthy Communities:
- Bike to Work Week
- Community Connections
- Emergency preparedness
- Food sustainability and security
- Health and wellness
- ID Clinics
- Said Library and PEC Learning Garden
- Stress-Related Homelessness Community Engagement

Jobs & Money:
- Business & Finance
- Career planning
- Fraud prevention
- Online shopping
- Housing
- Retirement planning
- Service organizations

Knowledge, Research and Discovery:
- Book a librarian
- Elections & electoral reform
- Government resources
- Legal issues
- Meeting rooms – policy and technology

Satisfy Curiosity:
- Climate Action To-Go kits
- Cooking
- Crafts and hobbies
- CRT programming
- Guest Lecture series
- Earth Day/Week
- Games
- Gardening
- Idea Pod
- Kids Pre-O and Spring Break programs
- Living Library
- Repair Cafe
- Science and nature
- Travel

READERS, WRITERS & STORYTELLERS

We serve as the community’s best resource to connect with reading, writing and storytelling.

Adult and Teen Literacy:
- All That and a Bag of Chips
- Author visits
- Book clubs
- Bookmarks
- City of Victoria Poet Laureate & Youth Poet Laureate
- Emerging Local Authors collection
- Freedom to Read Week
- Library Month
- Novellas
- Poetry programs
- Read Local BC
- Reading Buddies/Big Buddies
- Senior literacy
- Summer Challenges
- Teen readers & Writers Advisory Group
- Teen writing contest
- Tiny Stories contest
- Toomasters (team)
- Victoria Book Prize
- Victoria Festival of Authors
- Word!Thaw
- Writing and publishing workshops

Emergent Literacy:
- Live Books to Read Before Kindergarten
- Early literacy programs

DIGITAL LITERACY & LEARNING

We connect our community to the online and digital world and inspire the discovery of emerging creative technologies.

Creative Technology:
- Canadian Council of the Blind Get Together with Technology
- Computer classes
- E-Lab
- E-Lit Fest
- One-on-One sessions
- Science, Technology, Engineering, Arts and Mathematics (STEAM)
Inspired Librarianship: Service Leadership

- Branch Operations
- Collections
- Communications
- Community Engagement
- Community Partnerships
- Customer Experience
- Facilities/Library Spaces
- Information Services and Reader’s Advisory
- Metrics
- Programming
- Technology
Diversity Portfolio Highlights
Meet OLiVE
Out in the community
Before and After
Proud to support LGBTQ+ communities
Newcomers to Canada
Changing Organizational Structure: Change Management

• Project timeline
• Leadership training and support
• Evaluation and continuous improvement
Changing Organizational Structure: Vision to Reality

- Community-Inspired Library Services handbook
- Service plans
- Annual portfolio plans
- Role clarification
- Team-building
Our Future

- Strengthen the model
- Continuous improvement
- Pillar leadership
- New committees:
  - Service Design
  - Service Delivery
- Leadership training
Community-Inspired Toolkit

https://issuu.com/plleaders/docs/hard_look_in_the_mirror_reflecting
Picture your Library System 5 years from now

As you look at the road ahead and the continuation of changes, finish this sentence below

THE SUSTAINABILITY OF THE PUBLIC LIBRARY LIES IN THE ABILITY OF LIBRARIANS TO...