LIBRARIES IN DELTA

A Working Plan to Enhance Delta's Libraries
2018-2023

Delta

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Introduction

Libraries play a critical role in our communities as places of learning, connecting and discovering. They promote literacy and life skills and help engage the community in a wide variety of programs and services.

The last two decades have been an exciting time for libraries as rapid advances in digital technology have transformed how information is accessed and shared. The role of libraries continues to evolve as technology becomes increasingly sophisticated and now, more than ever, libraries need to be flexible and responsive to changing customer needs and expectations.

Personalization of services is a growing need across all industries and the Fraser Valley Regional Library's Strategic Plan 2018-2023 prioritizes the creation of more personalized services and experiences. Serving Delta's residents with services, where, when and how they want will be a priority over the next 5 years.

Despite the growth in digital technologies, there is still a clear need and demand within communities for modern, safe, flexible spaces, where citizens of all ages can mine the knowledge of the world for free, supported by the help and expertise of the library staff.

The City of Delta (Delta) has developed this plan, in collaboration with the Fraser Valley Regional Library. It will help to guide the care and evolution of Delta's libraries over the coming years, and ensure that Delta's libraries continue to be vital places in our community.

A Vision for Delta's Libraries

Delta's libraries are welcoming places where anyone can go to connect with books, technology and people, and to enrich their lives through learning.

Fraser Valley Regional Library

Delta is a member of the Fraser Valley Regional Library (FVRL) system which is the largest public library system in British Columbia, serving more than 700,000 people through 25 community libraries. FVRL is governed by a Board of Directors and is supported financially by its member municipalities. Delta's library buildings are planned, owned (or leased) and maintained by Delta, while FVRL provides highly trained staff to run the libraries, purchase materials, provide technology excellent customer service and deliver programming.

Delta's three geographically distinct communities are served by the Ladner Pioneer Library, the Tsawwassen Library, and the George Mackie Library in North Delta.

Vision and Values

Fraser Valley Regional Library's vision is to be an innovative organization that is recognized as a vital community destination and resource for literacy, recreation, informed decision-making and social interaction.

- We value development that invests in the enjoyment, life-long learning, literacy, and the vibrant health of communities.
- We value open access to library services and materials that remove barriers associated with education; technology; culture; economics and physical disadvantage.
- We value and celebrate diversity as integral to an inclusive, vibrant community.
- We value our responsive, courteous, and friendly staff as the foundation of FVRL's library service and success.
- We seek collaboration and partnerships to maximize our potential to serve our customers and communities.
- We value innovation as it gives us freedom to grow and take risks to find creative solutions and better serve our public in a fiscally responsible manner.

FVRL Strategic Plan 2018 - 2023

Fraser Valley Regional Library's Strategic Plan 2018 – 2023 was approved by the FVRL Board in September 2017. Delta Residents were included in the strategic consultations and contributed feedback to the development of the strategic plan. The Plan identifies five overarching themes and initiatives to achieve those themes:

- **Inspiration** – our staff, combined with our technologies and resources encourage strong economic, creative and social growth in our communities, families and individuals. To be achieved through:
    - Feasibility study for a mobile makerspace/creativity lab.
    - Identify and explore non-traditional library collections and experiences.
    - Support residents to create, launch and promote their own ebooks.

- **Welcoming Place** – Fraser Valley Regional Library is an essential destination connecting people living, working, or studying in our communities. We provide a fun, friendly environment focused on knowledge, creativity and experiences that transform lives. To be achieved through:
    - Create a Digital Library Card and Evaluate the Online Customer Journey.
    - Identify and explore best practices and strategies for physical space design.

- **Partnerships** – our libraries are integral to sparking the potential of individuals and their communities through meaningful connections and relationships. To be achieved through:
    - Build a strong partnership infrastructure.
    - Support community partnerships.

- **Engaging Staff** – our staff continue to grow their expertise and confidence needed to meet evolving customer needs. To be achieved through:
    - Evaluate and improve internal communications.
    - Promote an environment that supports staff in doing their best work.

- **Know Us. Love Us** – we are known and celebrated for providing a broad and dynamic range of services. Our customers appreciate the friendly and personalized Fraser Valley Regional Library experience. Those who know us, love us. To be achieved through:
    - Increase public awareness and delight with our services.
    - Enhance the reputation of Fraser Valley Regional Library and the value of libraries.

Library Trends

The American Library Association's Center for the Future of Libraries works to identify trends relevant to libraries and librarianship. Trends are updated on a regular basis as new information becomes available[1]. Libraries have always provided access to information. With advances in technology and changing preferences in acquiring information, the means used to access information for research, leisure and learning are constantly evolving.

The following are a few key trends expected to impact libraries in Delta in the coming years:

- **Ageing Advances** – a wave of retiring baby boomers, who will be living longer, will increase demand for leisure activities to fill older adults' time, as well as a need for new community and gathering spaces. Large populations of older adults may shape the direction of collections (leisure reading, large print), programs (health, technology instruction), and services (book delivery, deposit collections).

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[1] Library of the Future: http://www.ala.org/transforminglibraries/future/trends, 2016.

- **Collective Impact** - Libraries and librarians are frequently considered key collaborators for projects that address big social issues – literacy, educational attainment, economic resurgence, and health. Providing free access to computers, the internet, learning resources and programming for all community residents will continue to be vital in the coming years. Reliable connectivity and flexible physical spaces continue to challenge libraries in meeting these goals.

- **Digital Natives** – For individuals born after 1980, media and technology behaviours straddle the print and digital environments. They use and appreciate library spaces as both places for quiet study and as places to collaborate and hang out.

- **Self-directed Learning** – a highlight of BC's new curriculum, libraries not only provide introductory access to topics through resources and programming, but can assist students in furthering their studies and finding additional information.

- **Income Inequality** - Income inequality limits the upward mobility of people, especially the ability of those at the bottom of the distribution to rise. Library spaces and programs that bring people together may help improve the dialogue across inequality and provide important economic opportunities for the community.

- **Internet of Things** - As connected objects proliferate, consumers may have technical questions about their use or will require new skills to implement and manage the devices.

- **The Maker Movement** - Makerspaces may provide libraries, which have long been available to community and small businesses, with new opportunities to further technological innovation and entrepreneurship in the community. The Maker Movement supports STEAM programs (Science, Technology, Engineering, Arts and Mathematics) and FVRL is developing programs, services and collections that support Delta Residents to experience the new, creative economy.

- **Sharing Economy** - Libraries have been leaders in demonstrating the value and potential for free/shared resources and spaces. As the sharing economy advances and moves in new directions, the roles that libraries play as sharers needs to change and adapt. As our customers downsize or just move into smaller homes, the need for community amenities that support learning, creativity and shared resources becomes more and more critical.

Demographic Trends in Delta

Delta's Social Profile is an excellent source of information on the social agencies and social profiles for children and youth, seniors and newcomers. Understanding the opportunities and vulnerabilities in each group of Delta Residents is essential when developing library programs.

Population projections for the next decade and beyond indicate only a modest growth in the number of people living in Delta, from approximately 102,000 in 2016 to 105,000 in 2020. Most of this growth is expected to be in North Delta, although there are some relatively large residential developments planned for Tsawwassen and Ladner during the next few years.

While population growth is expected to be modest, it is anticipated that there will be some significant changes to the age structure and ethnic diversity of Delta's population during the next decade.

Ageing Population:

The number of people in younger age groups is expected to decline while the number of elderly people is expected to increase considerably. Some estimates point to a doubling of the number of people aged 60+ in the next 20 years.

Immigrant Population:

Delta is an ethnically-diverse community with 25-30% of Delta's residents being born abroad. North Delta has a large South Asian population, and there are also immigrants from Taiwan, the Philippines, China, and a number of different countries. The immigrant population is expected to increase to around 36% by 2021. Deltas Libraries will be the welcoming space for new immigrants and Delta Library staff will work with agencies in Delta to welcome newcomers to our communities.

Delta's Evolving Libraries

Over the last decade, Delta's libraries have evolved in response to changing customer needs and expectations. They have become more important as community spaces; places where people gather, share, create and learn from each other. Print collections are still important but demand for learning from lecture-style programs or hands-on activities is increasingly popular. Delta's libraries are open more frequently and for longer hours. There are many more computer work stations. There are more programs targeting children, youth and seniors, and a variety of programs to assist newcomers to Canada. The competing demands for both quiet study space and noisy public space means that library space has had to become more flexible to accommodate different needs. Delta's libraries are evolving, multi-functional places of learning and discovery.

Collections

Delta's libraries will continue to be a free source of lifelong learning, where users go to borrow books, magazines, DVDs and CDs as well as have access to a wide range of digital media collections. Collection formats shift with technological advances and customer demand. Supporting the needs of online customers is a priority in the FVRL Strategic Plan 2018-2023.

Learning

Delta's libraries are places to study, work collaboratively and find help for academic advancement. Libraries require wired study areas with computers as well as flexible rooms that can be reserved for group study or instruction, virtual tutoring, independent study or small group presentations. Delta's libraries offer 'Book a Librarian' appointments to provide one to one assistance with technology devices and research on a variety of topics. Modern libraries offer flexible spaces for individual and group work.

Quiet Study and Reflection

Delta's libraries are comfortable places to read or relax. There are well-lit open spaces with a variety of seating options. As funding permits, facilities can be improved to offer more and better seating areas, and to encourage members to view the library as a place to unplug, concentrate and reflect on learning.

Digital Services

Delta's libraries are places to access all kinds of digital information. They have workstations, high speed internet, wireless services, a variety of digital devices and the IT infrastructure to support it all. Many high quality online services are available to Delta residents from the comfort of their own homes. These include enhanced digital media collections offering books, music, video, magazines and newspapers.

The Activity Library

Delta's libraries are places where the community can come together for informational and entertainment programs. This requires flexible programming rooms that can be used for group instruction and public presentations to meet the needs of residents in North Delta, Ladner and Tsawwassen respectively. There is a need to improve marketing and promotion of libraries within the community and on the internet.

The Multicultural Library

Delta's libraries provide space for special collections and services that reflect Delta's multiculturalism. They are places where newcomers to Canada can come to learn about services and programs that will help them integrate into the Delta community. Libraries can work with community groups to offer a variety of cultural programs that inform, entertain and promote cultural understanding.

The Activity Library

Fraser Valley Regional Library Models of Library Service

The level of service that can be reasonably expected in our libraries has been defined in the FVRL Models of Library Service. This guidance document is based on research of many successful libraries and the collective insights of experienced Canadian library professionals, and describes optimal service levels that should be provided in libraries according to the size of population served.

However, the Models of Library Service document was developed in 2010 and certain recommendations, in particular, the number of professional librarians, have changed with the evolving needs of our customers. With highly trained paraprofessionals on the public service desk and our librarians as the strategic developers of programming and services to serve Delta residents, Delta's librarians are able to provide the greatest impact. Customers want a seamless experience with easy access to all services in one place. Therefore, FVRL adopted an integrated service business model where staff are highly cross-trained and provide service from a single desk. The model not only provides better customer service, but maximizes the use of staff. Furthermore, 'Book a Librarian' one-on-one sessions are becoming increasingly popular.

Ladner Pioneer Library

Location:
The Ladner Pioneer Library is located at 4683 51st Street, in Ladner. It is centrally-located close to

Delta Secondary School, the Lois E. Jackson Kinsmen Centre for Children, and Memorial Park. The library is also close to the Ladner Community Centre and outdoor pool, the Boys and Girls Club, McKee Seniors' Centre, and the Ladner Lawn Bowling Club. The library is named after two brothers, Thomas and William Ladner, who were among the first settlers to farm the area in the late 1860s.

Planning Context:
The population of Ladner has been relatively stable over the last decade (22,225 in 2016) and modest growth is forecast for the next decade. Ladner is a family oriented community that is experiencing increasing density as older single family residences are replaced with townhomes and low-rise apartments.

Facility:
The single-storey, municipally-owned library was built in two phases in 1969 and 1977, and in 1998, the library was expanded and major renovations were undertaken. The library has an arts display area near the entrance as well as a children's reading area at the back of the library.

The table below shows that the facilities and services provided at the Ladner Pioneer Library compare very favourably with the FVRL Model of Library Service. The library is adequate in size for the population served, provides good access to computers, books and other materials, and offers a wide range of programs.

Optimal Service Levels (Population 15,000 to 25,000)	Ladner Pioneer Library Population of 22,000
Library size: 6,000-10,000 sq/ft	Yes ✔ – 12,440 sq/ft
Collection size: 40,000-50,000 items	Yes ✔ – access to 3 million Room for 33,000
Open 59-65 hours per week	Yes ✔ – 64 hours
Seating for 75-100 members of the public	Yes ✔ 80 and meeting room for 45
Management of facility by a professional librarian	Yes ✔ – 1 community librarian on-site and shared Library Manager
20-25 programs per month	Yes ✔ – 34
6-10 full-time equivalent staff	Yes ✔ – 6.1 FTE
1-2 professional librarians	Yes ✔ – 1 Community Librarian
2-3 paraprofessional information services staff	Yes ✔
3-5 deliveries of library materials per week	Yes ✔
12-20 public access computers	Yes ✔
Bookdrop for returns	Yes ✔
Desk services to include check-out/in, holds, payment of fines, reference/information and readers advisory service	Yes ✔ – provided from one integrated desk
Office space and workspace for staff	Yes ✔
Collection on-site to include paperbacks, non-fiction, fiction, reference, CDs, DVDs, and magazines	Yes ✔
Home access to library catalogue and electronic resources	Yes ✔

Tsawwassen Library

Location:

The Tsawwassen Library is located at 1321 56th Street, in Tsawwassen Town Centre Mall. The building is owned by Century Group and leased to Delta. The library is centrally-located in the community and close to both retail and residential areas.

Planning Context:

The population of Tsawwassen has been very stable during the last two decades (21,409 in 2016). Popular as a retirement community, Tsawwassen has a higher than average number of senior citizens. There are some significant upcoming developments that will attract a variety of people to the area, including the Southlands development, Tsawwassen Springs, and the redevelopment of the town centre. In addition, the commercial/retail Tsawwassen Town Centre mall renovation plan and residential expansion on neighbouring Tsawwassen First Nation lands will significantly impact the area demographics.

Facility:

The Tsawwassen Library is a single-storey, flat-roofed building on the top floor of a retail mall. The entrance to the library is at the rear of the mall and can be difficult to find for first-time users. There is parking in front of the library as well as mall parking around the side of the building. The mall is adjacent to the Waterford – a seniors' housing complex.

The Tsawwassen Library is the only non-Delta owned library and, in the longer term, municipal ownership is the optimal goal.

The table below shows that the facilities and services provided at the Tsawwassen Library compare favourably with the FVRL Model of Library Service. The library is adequately sized relative to the population served, provides good access to computers, books and other materials, and offers a wide range of programs.

Optimal Service Levels (Population 15,000 to 25,000)	Tsawwassen Library Population of 21,000
Library size: 6,000-10,000 sq/ft	Yes ✔ 7,920 sq/ft
Collection size: 40,000-50,000 items	Yes ✔ – access to 3 million Room for 32,000
Open 59-65 hours per week	Yes ✔ – 64 hours
Seating for 75-100 members of the public	Yes ✔ – 66 and meeting room for 40

Management of facility by a professional librarian	**Yes ✔**– 1 community librarian on-site and shared Library Manager
20-25 programs per month	**Yes ✔**– 43
6-10 full-time equivalent staff	**Yes ✔**– 7.3 FTE
1-2 professional librarians	**Yes ✔** 1 community Librarian
2-3 paraprofessional information services staff	1.8 FTE
3-5 deliveries of library materials per week	**Yes ✔**
12-20 public access computers	**Yes ✔**
Bookdrop for returns	**Yes ✔**
Desk services to include check-out/in, holds, payment of fines, reference/information and readers advisory service	**Yes ✔** all provided from one integrated desk
Office space and workspace for staff	**Yes ✔**
Collection on-site to include paperbacks, non-fiction, fiction, reference, CDs, DVDs, and magazines	**Yes ✔**
Home access to library catalogue and electronic resources	**Yes ✔**

George Mackie Library

Location:
The George Mackie Library is located at 8440 112th Street in North Delta, in what is considered to be the 'social heart' of the community.

Planning Context:
The North Delta population grew more rapidly than other areas in Delta during the last decade, and makes up just over half of the population of Delta with 56,017 people (2016). Metro Vancouver has projected that North Delta will grow by 14,000 people by 2041.
English is the language spoken most often at home, however 22% of the population speaks a non-official language most often at home. Approximately 33% of residents in North Delta are immigrants, many of which have arrived within the last 5 years.

Facility:
The George Mackie Library is named after an early immigrant and founding member of the community and opened on June 4, 1983. The library is a stand-alone, municipally-owned facility with a meeting room that can accommodate up to 150 people. It also features a quiet study area and multi-purpose office. In 2017, accessibility improvements were made to the library entrance with financial support from the Rick Hansen Foundation Access4All program.

Service levels at the library generally compare favourably with the FVRL model; however, at 11,400 square feet, the library is undersized relative to the population served.

Optimal Service Levels *(Population 40,000 to 60,000)*	George Mackie Library *Population of 56,000*
Library size: 16,000-24,000 sq/ft	**No ✗**– 11,400 sq/ft
Home computer access to library catalogue and electronic resources	**Yes ✔**
5 deliveries of library material per week	**Yes ✔**
Collection size: 80,000-120,000 items	**Yes ✔**– access to 3 million Room for 62,000
Open 59-65 hours per week	**Yes ✔**– 64 hours
Seating for 125-150 members of the public	**Yes ✔**– 75 and meeting room for 55
Management of local library services within the municipality, and facility by a professional librarian	**Yes ✔**– 1 community librarian on-site and shared Library Manager
25-30 public access computers	**Yes ✔**
30-35 programs per month	**Yes ✔**– 50
15-20 full-time equivalent staff	**No ✗**– 9.9 FTE
3-4 professional librarians	**No ✗**– 2 Librarians (28 hours a week)
4-5 paraprofessional information services staff	**Yes ✔**
Public computer lab.	**No ✗**– modern libraries have moved away from computer labs
Events that partner and collaborate with community organizations	**Yes ✔**– all 3 libraries
Bookdrop for returns	**Yes ✔**
Desk services to include check-out/in, holds, payment of fines, reference/information and readers advisory service	**Yes ✔**– offered from 2 desks but better service if the FVRL integrated one desk was created
Office space and workspace for staff	**Yes ✔**
Collection on-site to include paperbacks, non-fiction, fiction, reference, CDs, DVDs, and magazines, and special collections	**Yes ✔**

Community Partners

Community partnerships can be integral to the success of the libraries. Priority partnership groups include:

Community Partner	Website (where available)
Delta School District	www.deltasd.bc.ca
Delta Council/Delta Board of Education Liaison Committee	
Delta Community Literacy Committee	
Delta Friends of the Library	
Delta Kids/Early Years Centre	www.deltakids.ca
Delta Seniors Planning Team	
Delta Seniors Advisory Sub-Committee	
Delta Police Department Vulnerable Sector	www.deltapolice.ca
Kin Village Association (Elder College Delta)	www.kinvillage.org
Newcomers services	www.newtobc.ca
Delta Employment Services	www.bgcbc.ca
Fraser Health Authority Healthier Communities	www.fraserhealth.ca
Options Community Services	www.options.bc.ca
REACH Child & Youth Development Society	www.reachdevelopment.org
United Way Lower Mainland	www.uwlm.ca
Delta Child & Youth Committee	
Collaborate Delta	www.collaboratedelta.org
Delta Food Coalition/Delta Food Banks	www.earthwisesociety.bc.ca
Delta Community Living Society	www.dcls.ca

Moving Forward – Taking Steps to Enhance Delta's Libraries

Responsibility for library services is shared between the City of Delta and the Fraser Valley Regional Library: Delta is responsible for the buildings, furnishings and equipment, while FVRL is responsible for staffing, programs and the provision of books and materials.

In September 2017, Delta held a series of public open houses and sought feedback on Delta's libraries through an online survey. The results, which are summarized in Appendix A, have helped guide the development of a series of short, medium and long-term goals and priorities for Delta's libraries.

Short Term Goals:

- Develop a list of library building improvements that support an enhanced customer experience, including:
  - o Improving the lighting at the George Mackie and Ladner Pioneer libraries; and
  - o providing more chairs and other comfortable seating in all the libraries.
- Support Delta residents' request for more flexible space that separates our libraries into quiet study areas, and group activity and creative zones.
- Provide an integrated service desk at the George Mackie Library to enhance the cross-training of staff to better serve customers.
- Work with FVRL to ensure computer systems are kept up to date and connectivity is good.
- Explore options to increase parking space at the libraries.
- Delta will be part of FVRL's 2018 marketing and awareness campaign that will target all aspects of awareness and reach out to current and future customers.
- Utilize Delta's Social Profile and work with Delta's Social Planner to identify emerging social needs in Delta, take advantage of grant opportunities, and link FVRL Delta Library programs with Council community priorities.

Medium/Long Term Goals:

- Identify library building improvements through a capital needs assessment process.
- Investigate options for relocating the Tsawwassen Library to a municipally-owned building.
- Explore the utilization of FVRL Pop-Up Library technology to expand the geographical reach of library services.

Appendix A – Public Consultation Results

In September 2017, Delta held a series of open public meetings at the libraries. In addition, an online survey was posted on Delta's website throughout the month of September. Copies of the library plan were sent directly to approximately 20 stakeholder groups throughout the community and the library plan and survey were extensively advertised through social media, local newspapers, Delta and FVRL websites, and posters and postcards at municipal facilities.

Approximately 50 people attended the open houses, 110 online surveys were completed, and other verbal and written comments were received throughout the month-long consultation process. The questions posed were open-ended to prompt general comments on the changing role of libraries and they directed people to indicate what they would like to see moving forward:

- How do you see the role of libraries changing?
- What are the top three services you would like to see our libraries providing in the future?
- What types of programs would you like to see maintained or added?
- Can you suggest any improvements to the existing library space?
- Any other comments?

Many survey respondents provided detailed and thoughtful responses, and commented on a range of library-related issues. The vast majority of comments were very complimentary about Delta's libraries and staff, and many expressed appreciation for the services provided. The survey responses have been categorized into seven themes, as shown in the graph and discussed further below:

Public Feedback on the Future of Library Services in Delta
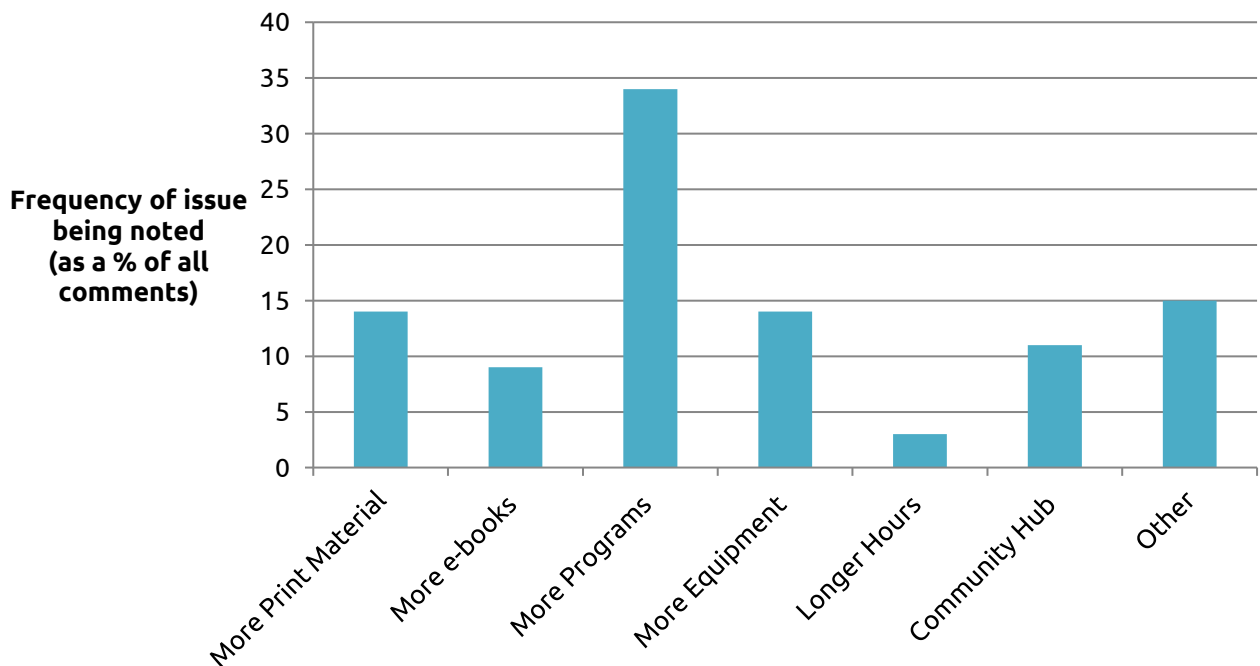
Print material:

While most respondents acknowledged the growing importance of computer technology in libraries, many also stressed the need to maintain the core function of libraries as repositories of books and other printed materials. There were some comments about the increasing number of empty shelves in the libraries, long waits for new titles, and easier access to materials through non-FVRL libraries in Richmond and Surrey. A key 'ask' was for more books (62 people mentioned this) – both fiction and non-fiction – that relate to a wide audience from children through to seniors, and recognize the more diverse population and interests of new immigrants. A common request was for more board books for very young children.

e-Books:

Many people asked for an expanded range of e-books, and several asked that the loan period for e-books be extended beyond the current fourteen days. Some asked for the service to be expanded to allow book loans to Kindle devices.

Programs:

Since there was a specific question about library programs included in the survey, it is not surprising that this issue elicited the most comments (152 people). People were generally very satisfied with the current programs but there was a clear message that there needs to be more programs for children, youth and seniors, and in a wider range of topics, particularly computer technology support. There were repeated requests to continue existing programs and consider expanding programs to include more of the following:

- Early reading programs and activities for children.
- Technical support classes, coding courses.
- Classes for seniors on how to use new technology and how to keep up with changes.
- Practical 'how to' classes – how to access information on the internet, financial planning, community emergency preparedness.
- Self-directed programs.
- STEAM tutoring (science, technology, engineering, arts, mathematics).
- Guest speakers, lectures on current events, TED talk discussion groups.
- Multicultural programs, cross-cultural learning.

There were also several comments about the need for better promotion and advertising of programs, including requests for direct email notifications of programs.

Equipment, software and multi-media:

In keeping with the trend for libraries as technological hubs, there were repeated requests for more equipment to assist with a range of digital activities, including:

- More computers, scanning, printing and digital equipment
- More music, movie CDs and DVDs and audiobooks
- Imaging software eg. Adobe Photoshop
- Multi-media viewing rooms
- Continue and expand lending musical instruments and learning toys (Sphero, Lego with coding components)

Opening Hours:

People are generally happy with the opening hours and several commented that they appreciated that the opening hours had been extended a few years ago. Some suggested longer hours on weekends and others wanted to see libraries open on long weekends.

Community hub:

Many respondents commented on the importance of their local library as a community hub – a place for group meetings, discussions and shared interests/hobbies. Having said that, many recognized that libraries are places for quiet study and concentration, so libraries need to have flexible space to accommodate both individual and group activities. There were many comments about the need to segregate noisy activities and children's programs from quiet study areas. Many people commented that the Tsawwassen Library in particular needs a separate multi-purpose room.

'Other':

As noted earlier, there were many positive comments about the staff at Delta's libraries – how helpful and attentive they are – and very complimentary about their enthusiasm in providing services and programs. In addition, some specific comments of note included:

- Seating – many people commented on the need for more seating, particularly more comfortable seating. There was some interest in having 'coffee corners' and more art displays in the libraries.
- Lighting – there were some comments on the need to improve lighting in the George Mackie and Ladner Pioneer Libraries. Several people noted that these libraries are dark and uninviting.
- Slow computers – comments that the computers in the Tsawwassen Library are often slow and require frequent rebooting.
- Library App – some requests that there be an App for library services.

LEARN, CONNECT, DISCOVER
at your local DELTA library.