

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Tumbler Ridge Public Library

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
- [2. MAJOR PROJECTS/PROGRAMS](#)
- [3. KEY CHALLENGES](#)
- [4. SUBMISSION AND APPROVAL](#)

1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year (up to 500 words).

Tumbler Ridge is an isolated, northern community consisting of 2399 residents. The local economy depends heavily upon on the natural resource sector. In recent years, employment with the local mines has fluctuated. Many residents now work out of town, however, all of them face the same uncertainty of employment in the ever-changing realm of natural resource mining.

In recent years, outside social agencies have referred many low-income families to Tumbler Ridge, as rents were low; a direct reflection of the tenuous employment situation at the mines and shifting population numbers. However, what they failed to realize, was that Tumbler Ridge could not offer the same social supports as larger centers. In fact, due to a brief drop in the population following layoffs at one of the local mines, primary and secondary health services were further slashed, when they were already strained.

The Library has always been and continues to be a Community Hub. We are an essential resource to many in Tumbler Ridge, offering both employment services and social supports, in tandem with traditional Library services. As we entered the second year of the pandemic, we continued to see a strain on the community. Social issues such as mental health and addictions issues have intensified, fueled by the isolation brought on by the pandemic.

In response to the increasing isolation brought on by the COVID-19 pandemic, the Library staff developed several new programs to connect with the community. We also continued to offer traditional programs throughout the year, both online and in-person.

Funding for the Tumbler Ridge Public Library's programs and services proved to be especially difficult in 2021. The Library's budget was further slashed by the municipality as a direct result of the pandemic, leaving the Library to seek funding from other avenues. The TD Summer Reading Club was made possible by donations from local businesses already hit hard financially by the pandemic, as well as a grant from Canada Summer Jobs. The Community Adult Literacy Program, applied in partnership with Northern Lights College, receives funding from the Ministry of Advanced Education and Skills

Training, which allows us to provide several important services to our patrons, including but not limited to, digital literacy (computer skills, faxing, scanning...etc.) and general adult literacy and math skill development. Several other important partnerships listed below have allowed us to build new programs and services. Without our partners' generous support, the Library would not be able to offer many of our services and programs. As there is no permanent local Service Canada, Work BC or other program offices, the continuation of adult literacy services is essential. The patrons using these services are typically low-income and would not be able to afford third party assistance, even for a nominal fee. The Tumbler Ridge Public Library continues to strive to offer these services, for as noted in the Public Libraries Branch (PLB)'s strategic plan, "Libraries are committed to free access and to serving their communities. [...] They are places of opportunity that reduce physical, social, financial and structural barriers."

2. MAJOR PROJECTS/PROGRAMS

Please describe any new or major ongoing projects/programs the library has delivered in the past year. To report on multiple projects/programs, "copy" the blank table below and insert additional tables as needed using the "paste" function. Use one table per project/program.

Project/Program Name
Community Adult Learning Program (in partnership with Northern Lights College)
Provide a brief description of the activities involved in this project/program.
The Community Adult Learning Program (CALP) receives funding from the Ministry of Advanced Education and Skills Training to provide support to adult learners. Through targeted programs facilitated by both the Tumbler Ridge Public Library and Northern Lights College, we can address barriers to employment and further education for all, as well as foster a sense of self-fulfillment and participation in the community. The Tumbler Ridge Public Library has delivered several programs and services under this umbrella, including "Gardening Tutorial", which allows participants to develop oral communication, reading, writing and numeracy skills by learning how to effectively plant a sustainable garden over a multi-year period. The bulk of programming by the Library under the CALP umbrella falls under "Digital Literacy". Staff frequently help patrons with various tasks including employment related tasks (e.g., applying for a job online), computer literacy reference questions and receiving assistance registering, applying and reporting for government assistance programs. One of the local mines requires prospective employees to fax or scan "on-boarding packages", but does not have facilities for them to use, therefore, they come to the Library for assistance. The Library has also provided space to facilitate courses or exams related to employment, such as WHMIS training. With the introduction of vaccine passports, the Library staff has helped countless patrons download, print and laminate their vaccine passports as many often do not have a device on-hand to show their vaccination status.
How does this project/program support the library's strategic goals and/or community?

The Community Adult Learning program is vital to the community of Tumbler Ridge. There is no permanent local Service Canada or Work BC office and the nearest are located over 90 km away. WorkBC comes to Tumbler Ridge approximately one day per week, but often, clients require support with a task prior to the next WorkBC session. Currently, Service Canada does not have a regular appointment schedule in Tumbler Ridge. Without staff assistance, many would not be able to submit resumes, hiring packages, apply for social assistance benefits and more. Through this program, we have assisted clients 378 times with employment reference queries, 126 times with social benefits programs assistance, provided technology related reference services 3076 times and assisted clients 182 times in accessing their vaccine passports.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

<p>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>This program allows residents and visitors alike to Tumbler Ridge to access the internet through our computers or our Wi-Fi on their personal devices.</p>
<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>The Library has received training from the PLB and PHO, to assist clients in accessing their vaccine passports.</p>
<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>This program allows for clients to receive assistance from staff to access provincial and federal online resources, apply for government support programs, complete reporting for support programs, receive assistance with accessing vaccine passports and more.</p>
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>Statistics regarding program usage helps the Library to shape the program's direction so that it is responsive to community needs. Reporting on this program also assists the Library in identifying and setting long-term goals to best serve the community.</p>

What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.

Short term outcome: The Tumbler Ridge Public Library has secured funding to continue offering long-term literacy programming in Tumbler Ridge.

Medium term outcome: Clients of the Tumbler Ridge Public Library can access the Internet, receive assistance with any digital literacy, employment, or traditional literacy queries. Clients can attend programs and workshops geared to developing oral, written, and verbal literacy skills.

Long-term outcome: The Tumbler Ridge Public Library continues to help support several provincial goals from the PLB's strategic plan.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?

The Community Adult Learning Program was applied for in partnership with Northern Lights College. This program, offered by the Ministry of Advanced Education and Skills Training, must be applied for by a community organization (Tumbler Ridge Public Library) and a public post-secondary institution (Northern Lights College). The Ministry of Advanced Education and Skills Training awarded funding and the Tumbler Ridge Public Library and Northern Lights jointly deliver programming, act as the steering committee, and evaluate the program.

Project/Program Name

Telus Wi-Fi Hotspot Lending

Provide a brief description of the activities involved in this project/program.

In partnership with Telus, the Tumbler Ridge Public Library has five LTE 4G Wi-Fi hotspots available to lend out to clients for a one-week period, free of charge.

How does this project/program support the library's strategic goals and/or community?

Currently, 1/3 of families in Tumbler Ridge do not have reliable internet access. Some are waiting for ports to open in Tumbler Ridge, cannot afford monthly internet fees or have slower and/or unreliable internet connections. This program has allowed us to provide reliable internet access to clients, so they may work, do schooling or simply engage with family and friends. During the pandemic, where many have felt isolated and lonely, the launch of this program has allowed us to help support our community by providing access to reliable internet in the safety and comfort of their homes. This program has also allowed us to remove several barriers to access for clients, including cost and being constrained to internet use within Library hours (on our computers or their devices with our wi-fi). In 2021, our five Wi-Fi hubs have circulated 184 times.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

- | | |
|--|--|
| 1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services) | In a community where internet is not always accessible or reliable, our Telus Wi-Fi Hub Loan program has given us the opportunity to provide free, reliable, internet access to clients for one week loan periods. |
|--|--|

<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	
<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>The implementation of this program has allowed clients to access available government resources and tools within the comfort of their own homes.</p>
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>The high use of this program has helped us to identify the strong need for reliable internet access in our community. This program also allows us to support the PLB’s long-term strategic plan.</p>
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library, in partnership with Telus, has secured five LTE 4G wi-fi hubs for client loans.

Medium term outcome: The Tumbler Ridge Public Library has removed barriers to Internet access for members of the community. Clients are not restrained by cost or Library hours to access the Internet for free.

Long term outcome: This program has allowed us to continue to support the PLB's strategic plan and improve access for British Columbians.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

This program involved a partnership with Telus. The Tumbler Ridge Public Library had secured a technology grant through the province, and decided to purchase wi-fi hubs to remove barriers to internet access for our clients. However, we were able to form a partnership with Telus, who in turn, offered the Library the hubs at no cost. The Tumbler Ridge Public Library oversees the entire program, from loans, client assistance and program reporting.

Project/Program Name

STEM/STEAM Technology Kits

Provide a brief description of the activities involved in this project/program.

The Tumbler Ridge Public Library STEM/STEAM Technology Kits are comprised of ten individual kits, designed to be used as a gradual introduction to basic STEM/STEAM principles, including electricity, coding, robotics, with every kit building on the skills acquired in the last. This program was made possible through a partnership with Canada Post.

How does this project/program support the library's strategic goals and/or community?

These kits have given families the opportunity to enhance their children's learning, as well as provide unique opportunities to engage with each other in a fun manner. Many children and families in Tumbler Ridge, notably those who are homeschooling, might not have access to these learning tools otherwise. The STEM/STEAM kits have been incredibly popular with children and their families at the Tumbler Ridge Public Library. We launched our program in mid-December and a month later, the ten kits have already circulated a total of 23 times.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

<p>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>This program supports the PLB's initiative to provide a broad range of library collections to Library users.</p>
<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	

<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library acquired 10 STEM/STEAM technology kits, each building on the skills developed in the prior kit.

Medium term outcomes: Clients can borrow the kits for a one-week period, for free. Clients can engage with their children and families and build up their STEM/STEAM related skills. Clients who homeschool their children have access to a free resource to enhance their at-home curriculum.

Long term outcome: By providing free access to these technology kits, the Tumbler Ridge Public Library can continue to support the PLB's long term strategic plan.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

The Tumbler Ridge Public Library was a recipient of the Canada Post Community Foundation Grant, which provided the financial assistance to launch the STEM/STEAM kits collection.

Project/Program Name

Virtual Reality

Provide a brief description of the activities involved in this project/program.

The Tumbler Ridge Public Library’s Virtual Reality program provides clients the opportunity to explore new technology and promotes learning in a digital environment. Children and adults alike are encouraged to participate. Participants may try programs designed to enhance curriculum learning, different games, and a job simulator.

How does this project/program support the library’s strategic goals and/or community?

This program allows our clients to explore a new technology, which they might otherwise be unable to experience due to financial constraint or unavailability of materials. At this time, our daytime usage is often booked by homeschooling clients and their families. Our program allows parents and caregivers to enhance lesson plans through virtual reality. We also have many clients who use our technology to explore the world around them without ever leaving the Library. The program was used 196 times by clients in 2021.

How does this project/program support the [B.C.’s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

<p>5. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>This program supports the PLB’s goal to ensure a strong digital future for British Columbians. Clients can access shared services and digital collections with virtual reality.</p>
<p>6. Building Capacity for library staff and directors (e.g., training and professional development)</p>	

<p>7. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>The use of supplemental curriculum materials through virtual reality supports the province’s mandate to foster community knowledge sharing. Many home schoolers use this program to enhance the curriculum they have chosen to implement.</p>
<p>8. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library acquired virtual reality equipment and related, appropriate programs for client use.

Medium term outcomes: On Tuesdays, clients can book a time slot to use the virtual reality equipment at the Library, accessing learning materials, games, a job simulator and more. Clients can use virtual reality to explore the world around them without ever leaving the Library, try out a new job or learn more about a specific subject.

Long term outcome: By providing free access to these technology kits, the Tumbler Ridge Public Library can continue to support the PLB's long term strategic plan and reduce social isolation for clients.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

The virtual reality equipment at the Tumbler Ridge Public Library was purchased using funds from the technology grant provided by the province of British Columbia. In the future, the Library is looking to partner with local community groups to develop local trail videos for clients to enjoy.

Project/Program Name	
Magic the Gathering Club	
Provide a brief description of the activities involved in this project/program.	
This weekly, after-school program is geared towards teenagers. Participants are welcome to come play Magic the Gathering, learn the rules of the game and interact with other like-minded peers.	
How does this project/program support the library's strategic goals and/or community?	
This program provides a safe space for teenagers after-school. Magic the Gathering Club encourages critical thinking skills, reading aloud, reduces isolation and fosters a sense of community. The program was only offered 14 times in 2021 due to capacity restrictions regarding the pandemic, but our yearly attendance was 84!	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
9. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	
10. Building Capacity for library staff and directors (e.g., training and professional development)	This program was developed as a result of capacity building at the municipal level; there was a dearth of programming geared to teenagers in Tumbler Ridge. Magic the Gathering Club was created to alleviate this gap in programming. In turn, our responsive programming can help guide the PLB's strategic involvement in capacity building.

<p>11. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>This program allows the Library to engage with a specific demographic, (teenagers) and promotes an open discourse and sense of inclusivity.</p>
<p>12. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library's programmer familiarized himself with the rules of Magic the Gathering to help supervise the program, offer input, and intervene as required.

Medium term outcomes: Teenaged Library users can come together on a weekly basis to interact with one another in a safe space.

Long term outcome: The Library continues to support the PLB's long-term plan and helps to reduce social isolation for clients.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

There were no partnerships involved in the creation, development, and implementation of the Magic the Gathering Club.

Project/Program Name	
Reading Buddies	
Provide a brief description of the activities involved in this project/program.	
Community volunteers listen to participants read aloud, to assist with the development, enhancement, and maintenance of reading skills.	
How does this project/program support the library's strategic goals and/or community?	
The Reading Buddies program helps foster a love of reading among children, while supporting literacy development. This program also promotes self-confidence among early readers and fosters a sense of community. The program was only offered 7 times in 2021 due to capacity restrictions in place regarding the pandemic.	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
13. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	
14. Building Capacity for library staff and directors (e.g., training and professional development)	As with the Magic the Gathering Club, this program was created as a result of capacity building at the municipal level. The program allows for the support of literacy skills among children in a one-on-one capacity outside of school hours. The creation of this program can help guide the PLB's strategic involvement in capacity building.

<p>15. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>This program depends heavily on community volunteers, as they are the program leaders, while the Library serves only in a facilitator capacity. This program encourages a sense of social engagement and participation within the community.</p>
<p>16. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library reached out to community volunteers and potential program participants to establish an after-school hours, one-on-one literacy development program.

Medium term outcomes: Program participants can continue to develop, enhance, and maintain their literacy levels outside of school hours.

Long term outcome: The Library continues to support the PLB's long-term plans, fosters a sense of community, and promotes a love of reading.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

The Reading Buddies program consisted of a partnership with members of the community in Tumbler Ridge. Volunteers provided program delivery.

Project/Program Name

Paint Night at Home with Joan Zimmer

Provide a brief description of the activities involved in this project/program.

This program was offered as an at-home YouTube tutorial due to pandemic restrictions at the time. Community volunteer, Joan Zimmer, taught a beginner painting lesson, including topics such as which paints to use, how to mix them and painting techniques.

How does this project/program support the library's strategic goals and/or community?

This program was offered when many restrictions were in place due to the pandemic. Many members of the community had their social supports taken away and were feeling isolated. The Library offered this program as a way to reach out to the community in a safe manner. The program was viewed 87 times on the Tumbler Ridge Public Library's YouTube page.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

<p>17. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>This program was offered online during a time when inclusivity and social outreach was desperately needed. While this program does not fit within the traditional aspects of improving access, we were able to use the internet to share a service that we would have otherwise been unable to provide in-person at that time.</p>
<p>18. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>This program was also created due to municipal capacity building. The residents of Tumbler Ridge were feeling increasingly isolated with the pandemic restrictions in place at the time and this program met that unaddressed need. The creation of this program by the Tumbler Ridge Public Library helps to support the PLB's strategic involvement in capacity building.</p>

<p>19. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	
<p>20. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library reached out to community partner, Joan Zimmer, to create this online workshop.

Medium term outcomes: The Paint Night at Home with Joan Zimmer program helped to foster a sense of community and reduce social isolation for residents of Tumbler Ridge in a safe way when events could not be held in-person.

Long term outcome: The Library continues to support the PLB's long-term plans and fosters a sense of community.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

This program was offered in partnership with Joan Zimmer, a community volunteer, who led the beginner painting lesson. The Library helped facilitate, record and edit the video, as well as promote the program.

Project/Program Name

Gardening Tutorial

Provide a brief description of the activities involved in this project/program.

This program was offered under the CALP umbrella by the Tumbler Ridge Public Library, with community partner, Crys White. This online tutorial, posted to the Tumbler Ridge Public Library's YouTube channel, provided gardening advice to participants to help them plant healthy, sustainable gardens.

How does this project/program support the library's strategic goals and/or community?

This program helped to address several adult literacy components including reading, writing and math, as well as address food security issues in Tumbler Ridge. Those who viewed the video were able to plant gardens of their own and in turn, have fresh food available to them at a low cost (supplies only). The videos were viewed 103 times on the Tumbler Ridge Public Library's YouTube channel.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

<p>21. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>This program was offered online during a time when inclusivity and social outreach was desperately needed. While this program does not fit within the traditional aspects of improving access, we were able to use the internet to share a service that we would have been otherwise unable to provide in-person at that time.</p>
<p>22. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>This program was created as a result of municipal capacity building. The residents of Tumbler Ridge were feeling increasingly isolated with the pandemic restrictions in place at the time and this program met that unaddressed need. The creation of this program by the Tumbler Ridge Public Library helps to support the PLB's strategic involvement in capacity building.</p>

<p>23. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	
<p>24. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Short term outcome: The Tumbler Ridge Public Library reached out to community partner, Crys White, to create this online workshop.

Medium term outcomes: The Gardening Tutorial program helped to foster a sense of community and reduce social isolation for residents of Tumbler Ridge in a safe way when events could not be held in-person.

Long term outcome: The Library continues to support the PLB's long-term plan and fosters a sense of community.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

This program was offered in partnership with Crys White, a community volunteer, who led the beginner painting lesson. The Library helped facilitate, record and edit the video, as well as promote the program.

3. KEY CHALLENGES

The following topics have been identified as recurring themes in previous years' PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year that you wish to comment on. Leave any other listed topics blank.

Use the 'Other' row to include any ongoing or past challenges that are not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.

Challenge	Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2021. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic).
COVID-19 (e.g., safety protocols, proof of vaccination)	The Tumbler Ridge Public Library's biggest challenge regarding COVID-19 in 2021, arose from the constant challenge of provincial health orders from a subset of the public. There has been a staunch pushback from certain community members regarding public health orders and vaccine mandates in Tumbler Ridge. Every changing order, such as masking and required proof of vaccination, brought forth a wave of challenges from the public, contesting the public health order in question. Other challenges the Library faced regarding COVID-19 include the continued reconfiguring of programs to be offered remotely, shortages of available materials such as masks and cleaning materials and the rising cost of materials, such as cleaners with 70% alcohol content for high-touch areas.
Emergency response (e.g., fires, floods, extreme weather)	While the community of Tumbler Ridge did not face the devastation certain communities in BC faced in 2021, we were placed "on alert" for wildfires. There were several fires in the area and the community was placed "on alert" but never evacuated. For the Library, our emergency response entailed ensuring insurance was up-to-date and insurance contacts were on-hand should anything occur, but staff time was mostly dedicated to answering questions and offering resources to clients, such as what to pack if they had to leave, available routes to take out of town if we were evacuated, teaching them about installing and using emergency apps on their mobile devices...etc.
Financial pressure (e.g., rising costs, reduced revenues)	In 2021, the Tumbler Ridge Public Library's budget was slashed 8% by the District of Tumbler Ridge from the previous year. The Library also did not receive any direct funds from the \$800,000 received by the District for COVID-19 relief. To continue offering certain regular programs, such as the TD Summer Reading Club, many staff hours were spent applying for grants and soliciting donations. The increasing costs of items and reduced revenue from the District also meant the Library deferred costs whenever possible in order to function within a reduced operating budget.

Staffing (e.g., recruitment and retention, mental health and wellness)	COVID-19 placed a tremendous strain on the community; some were feeling increasingly isolated, some were angry and frustrated with public health orders and others were struggling with the fallout of the financial impact of the pandemic. The Library Staff felt the strain directly, many patrons were demanding more time and attention as commensurate with a global pandemic and the associated repercussions. Retention of staff over wages remains an issue. Library staff must be highly trained and able to multi-task; many other local employers can offer higher wages with more general tasks.
Disappearing services in the community (e.g., government, banking, health)	Faxing and scanning use by clients has grown exponentially since the beginning of the pandemic. One mine in the area cannot accommodate members of the public in their office as per their COVID-19 safety plan, therefore the Library has been faxing on-boarding packages and other documentation over. The Library has also facilitated workplace online training as office space was unavailable due to public health restrictions. The local health centre has also felt the strain of the pandemic. We have faxed many medical files and documents for clients as the health centre staff has been overwhelmed and understaffed.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Thanks to a partnership with Telus, the Tumbler Ridge Public Library has been able to offer 5 LTE 4G wi-fi hubs for public use. Hubs are available for one-week loans at no cost to clients. Many residents of Tumbler Ridge have issues with connection reliability, low-bandwidth or are waiting for ports from Telus.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The Tumbler Ridge Public Library is housed in the Community Centre. It is an older facility, requiring some upgrades or repairs. The Library's HVAC system, housed in a staff workspace, was addressed in 2021, to address noise levels. The Library continues to require expansion to accommodate our 3D printer, maker space, meeting rooms and more.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	The Tumbler Ridge Public Library is housed in an easily accessible, main floor, downtown location. One of the main issues we have had in 2021 does not stem from community access, yet from courier availability. Most no longer come to Tumbler Ridge, nor do they inform recipients of this unavailability. Therefore, items must be sent back or retrieved in the next closest city, Dawson Creek, situated well over 100km from Tumbler Ridge, one way.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	At the Tumbler Ridge Public Library, the strain the pandemic has placed on individual mental health has been tangible. Many clients come in seeking a connection with others, some form of social interaction to offer a break from the isolation felt. Full time staff have been trained to administer Narcan, however we have not yet dealt with addiction at this level at the Library.
Other (please specify)	Supply chain issues have been felt directly in 2021 at the Tumbler Ridge Public Library. The cost of items has risen, and the availability of items has diminished. Many basic office supplies such as packing tape, have been virtually impossible to locate. In line with public health orders, many organizations have been using Zoom to meet safely. Keeping with the PLB's strategic plan, we have removed barriers to access and have provided Zoom access to 6 outside organizations with our subscription.

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: _____

Date: _____

Board Chair Signature: _____

Date: _____