115 Spokane Street
Kimberley, BC, V1A 2E5

KIMBERLEY PUBLIC LIBRARY
PROVINCIAL PUBLIC LIBRARY GRANTS REPORT 2020

INTRODUCTION

Kimberley is situated in the East Kootenays near Cranbrook, in the south-east corner of British Columbia. The natural beauty of the area, the amazing ski hill, and our multitude of hiking and biking trails encourage a healthy lifestyle for visitors as well as those who call Kimberley home. Growth continues in our resort community with new residents increasing Kimberley's population to over 8,000, up from 7,425 in 2016.

The Kimberley Public Library is a vibrant community Centre, providing a welcoming, neutral space for residents and visitors to connect and achieve personal and professional goals. Our continuing Partnership with WorkBC has provided a reliable, local opportunity for community members to search for work, and receive expert career planning assistance.

The library was closed for almost four months in the Spring and Summer of 2020, but services and programs were still offered online and through curbside service. Staff assisted patrons with their electronic resource questions and helped troubleshoot via zoom and telephone to ensure success for individuals not familiar with the electronic world, while physical resources kept flowing safely with curbside pickup service.

Through the challenges of 2020, we were reminded how critical library services are to people for a multitude of different reasons, and are confident that the learning experience of the pandemic has made our team and our community stronger, smarter, and more resilient.

Kimberley Library renewed its strategic plan in 2019:

Mission: Support the intellectual, recreational, personal and cultural enrichment of our patrons by offering diverse resources to the community with an emphasis on literacy, while providing a neutral space for enhanced social connection.

Vision: To inspire the love of reading and the pursuit of knowledge by offering resources, both physical and electronic, as well as relevant programming and services to our citizens throughout their lifespan.

OUR VALUES:

Intellectual Freedom:
The library supports the free exchange of information and ideas in a democratic society while facilitating and advancing access to information and resources.

Community: The library is a valuable community resource and a public place where everyone is welcome. The library is committed to working together with community groups and organizations to develop sustainable partnerships.

Innovation: The library is future focused, looking for better solutions to meet existing and emerging needs.
Stewardship and accountability: The library is accountable to its patrons and funders, and practices effective stewardship of library resources. The library's decision-making processes are open and transparent to the community.

Safe and welcoming: The Library provides equitable service to a diverse community, with respect for the privacy and dignity of individuals.

PRIORITY 1
IMPROVING ACCESS FOR BRITISH COLUMBIANS

The library offered access to public computers, printers, copiers, fax machines, Wifi, loanable laptops and other technologies to continue support our patrons through most of 2020. We also expanded our electronic resources, some of which were generously provided by vendors to help people learn and find enjoyment while staying at home through the pandemic. With the generous additional grant from Libraries Branch, we added resources to enhance the customer experience, STEAM programming, outreach and staff efficiency.

STEAM PROGRAMMING: This program continued as an exciting after-school activity for ages 4-12 until shutdown in March. Our STEAM programming then went online, where anyone could access these fun and educational videos. Chemistry, biology activities, coding, and so much more.

Outcomes:

- coding skills developed & enhanced in various age groups
- increased knowledge of weather systems
- construction and comprehension of simple machines
- ability to use scientific method for simple chemical experiments
- increased arts and crafts creativeness and enjoyment
- growth in leadership skills
- increased group cooperation skills, interest in learning/reading, enthusiastic volunteerism by vulnerable individuals showing huge changes in formerly negative behaviours
- Increased capacity & improved access to programming and learning. No one is being turned away because we don't have enough physical space
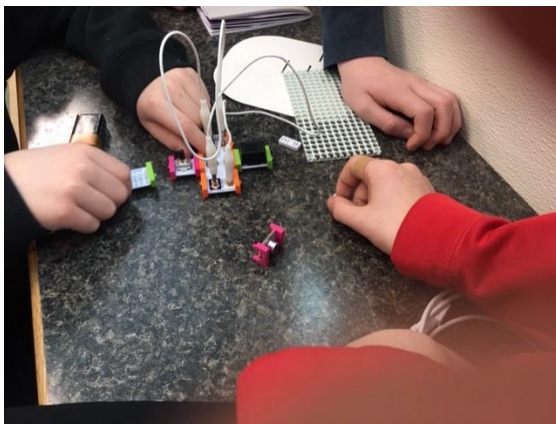
Learning is so much fun at the library!

EXTERNAL COLLECTIONS AND SERVICES: Although there was an interruption in regular services to the community's senior's villages in 2020, it did not take long for us to resume outreach services safely. Through consultation with activity coordinators and other staff, residents at these villages receive resources, as well as the needed supports such as DVD players for audio books.

Outcome:
- Learning, enjoyment of reading, sharing of audio books for social connection continued for our seniors.

OUTREACH/ HOME SERVICE: Our Outreach Coordinator ensures that our patrons who are unable to come to the library are well supplied with resources. Items are chosen through consultation with the patrons and reader's advisory services. In addition to regular print and interlibrary loan items, audio books, CD players, large print, and NNELS access are also provided.

Outcome:

- resources continue to be accessible and utilized

TECH LOANS: After an interruption in service due to the pandemic, our tech loaning program was up and running again, providing much needed equipment to patrons. Laptops were essential for some school work projects that had to be completed at home, as well as for employment search and online job application submissions.

Outcomes:

- government, legal and other forms completed and submitted,
- careers advanced

NNELS: The National Network for Equitable Library Services provides our print-disabled patrons the opportunity to continue learning and enjoying literature through audio-book format.

WIFI: Loanable Wifi hotspots and expanded Wifi are projects still underway.

PRIORITY 2
BUILDING CAPACITY

PROFESSIONAL DEVELOPMENT: Staff have enthusiastically engaged in professional development opportunities throughout 2020. The abundance of online training opportunities has made professional development for staff and Board more affordable and attainable.

Some PD opportunities that staff participated in: RDA cataloguing and best practices online, Resolving Liberal vx. Conservative conflict in the workplace, Homelessness training and other Ryan Dowd webinars, Summer Reading club online training, Kootenay Library Federation workshops online, Local experts (camera, photoshop, filming, editing), Free online workshops and tutorials (Youtube, Facebook) for Technology training, Gale courses.

Outcomes:

- Efficiency in 3-D printing and printer troubleshooting
- Efficiency in Ozobot coding and instruction
- Advancement in Littlebits electronics instruction skills
- Proficiency in Laptop use
- Improved professional writing skills for reporting and other documentation
- Pandemic safety skills
- Zoom use and hosting Skills
- Competency gained in filming with multiple devices at once for quality video production
- Editing films and adding media (music & sound effects) competencies
- Advancement in providing excellent customer service online and by telephone
- Improved confidence in working with patrons who are less cooperative
- Cooperative workplace skills enhanced
- Enhanced Reader's advisory skills

Regular meetings with ABCPLD members and guests were invaluable learning opportunities. Open conversations between Library Director's, Libraries Branch, BC Libraries Cooperative and others provided insight into best practices and professional development opportunities. Exchange of ideas, sharing of skills and knowledge enhanced the way this professional community can work more closely together and strategically to provide inclusive library services for the citizens of British Columbia.

Gale Courses were added to our list of resources, and through the pandemic we supported patrons by providing online registrations, account renewals, and assistance accessing these wonderful courses. KPL patrons/Gale course students enrolled in 161 courses, some are still in session and we see regular, ongoing enrolments.

Outcomes:

- Certificate achievement for some, Course completion, and advancement in learning for patrons from ages 18-65 took part in the following courses: Advanced CompTIA A+ Certification Prep, Certificate in Integrative Behavioural Health, How to become an Optical Assistant, Writer's workshops (beginning, advanced, Fiction, non-fiction, professional writing), certificate in Brain Health, Spanish, sign language, keyboarding, grammar, Microsoft Excel, Resume writing, Algebra, Money management, Introduction to interior design, Website design, How to start your own edible garden, Medical terminology, Leadership, Keys to effective communication, Advanced PC security, Sign Language… so many more.

CHILDREN'S STORYTIME PROGRAMMING: Our Children's programmer provided socially distanced outdoor programming as well as online programming in 2020, and provided continuity and comfort to many families suffering through social isolation. Through Facebook, the fun, familiar face of our programmer was welcomed into many homes and became an important part of the daily or nightly routines of many families. The youngsters found it comforting to see their very own programmer and know she was still there for them.

There were many participants and special guests during storytime with Kayla, both in the park and online. These guests included His Worship Don McCormick our Mayor, a local police officer, the Wildsafe BC outreach coordinator, a Parks Canada Representative, our local Manager of the Royal Bank of Canada, many local children (emergent readers gaining confidence), many local residents and literacy advocates, and a few bunnies and chickens.

Participant comments:

"I just wanted to let you know that despite only coming to a few of the storytimes in the park, one of my little ones really absorbed it all. Every day she sings "Let's clap and sing hello" then reads us stories. She even holds the book facing the audience and points to the pictures as she 'reads'. She is 2. So we think of your wonderful smile every day. Just thought I would pass that bit of sunshine on to you, Thank you for efforts to keep going!!☺"

"During a transitional period for my child, our routine and evening activity was to cuddle and watch storytime with Kayla. Her familiar face and calming demeaner helped [him] adjust to a very difficult time."

"Thanks Kayla! Olivia loved her 'webinar' (she wants to be big and watch webinars like her big brother)"

Outcomes:

- Continuity in uncertain times for many children
- Relief from isolation and stress for families.
- Increased love of literacy and literacy skills

Our programmers are so much fun!

PRIORITY 3
ENHANCING CITIZEN ENGAGEMENT

WORKBC & KOOTENAY EMPLOYMENT SERVICES (KES): The library made significant changes to the public computer stations, the meeting room, and the reading room where KES staff meet and work with clients. After the glass and plexiglass covid barriers were installed, Kootenay Employment Services resumed services from the library. KES offers amazing support for jobseekers including one-on-one counselling, job placement, resume building, interview and other job skill workshops. With the space, the printers, copiers, computers, scanners, and other resources already in place, the library/KES partnership makes good sense for the community.

Outcomes:
- Kootenay Employment Services resumed and jobseekers received pivotal services
- Cost savings (existing space and resources shared)

Unfortunately, we removed the option of in-house gatherings in 2020, like other libraries. Conversations were held online and over the telephone. Author presentations and the associated lively discussions went online via zoom. Although the library doors were closed for a short while, discussions about pandemic related issues occurred continuously. Individuals were alerted to and assisted with their BC Covid benefit applications. 2020 was a year of fast thinking and being flexible to the ever-changing crisis.

Outcomes:
- Access to Government initiative (BC Covid Benefit)
- Patron involvement in online discussions and author readings
- Teamwork was cultivated

SELKIRK HIGH SCHOOL INTERNATIONAL STUDENTS DIVISION, & COLUMBIA BASIN ALLIANCE FOR LITERACY:

International Students from Selkirk High school joined us at the beginning of 2020 for in-house, one-on-one technology tutoring for our "tech savvy seniors" program.

Our "Tech-Savvy seniors" program, renamed "Tea and Tech", was created in response to individual requests by local seniors with specific learning goals in mind. The students helped participants with devices such as smartphones, tablets, laptops, and e-readers.

Outcomes:

- 43 seniors gained skills and confidence with various technologies
- Many Achieved the ability to download and read/listen to e-books & e-audio books & magazines
- Some seniors learned how to create documents and how to format, and attach to email
- Many seniors learned how to create their own e-mail and how to use it
- Skills were gained in photo storage and filing
- Facetime set up for family connection was achieved for a few seniors
- Multicultural, multigenerational exchanges were rich with meaning for seniors and students.
- **Tech Savvy Seniors (Jan-Mar**), 1:1 weekly tech support with volunteers from Selkirk Highschool.

> *"I'm starting to get the hang of this!', "I really like working with Owen, he knows how to show me and he's not too fast." comment from a senior.*

CBAL COMMUNITY LITERACY PLANNING COMMITTEE: Key partners in the community continued to meet on zoom to develop a local literacy plan to discuss current issues, needs and concerns.

Outputs:

- Tech Savvy Seniors program
- Young readers were encouraged and rewarded with awards
- Food bank "new book" program
- Storywalk collaboration (postponed due to pandemic)

Our local Ktunaxa Kinbasket Child & Family Services Society contact changed in early 2020, and our in-library program ceased in March. Outreach has not been encouraged due to the pandemic. We added some Ktunaxa language resources to the library for programming and with the help of "You need this box" resource, have planned in-person programming for post-pandemic or limited number outdoor programming in summer of 2021. Our Kinbasket culture learning tools/resource is also on hold/waiting list for summer 2021.

MILITARY AMES VETERAN CAMARADERIE GROUP: This group stopped in-person meetings in 2020. We look forward to having this special group of service men and women return to their regular meetings at the library.

RESOURCE BUNDLES: The library continued to provide book bundles to local daycares and groups early in 2020. This program is popular for the busy daycare providers and group organizers, as library staff locate and source items (if our collection is not rich enough), and packages of themed, age appropriate relevant book bundles support and enrich learning for the very young.

Outcome:

- Increased understanding of library resources for parents
- Youngsters grew their enthusiasm for reading and enjoyment of books
- Educators of our very young were supported

LIBRARY TOURS: This in-library program was not possible after closing on March 16th. Our programmer worked closely with teachers to bring the library to the schools. Our Ozobot and tech-kit loaning program has continued to develop. Training, resources and ongoing support are provided to the teachers for successful in-class coding sessions.

Outcomes:

- New and increased coding skills in youth
- Increased variety of programming for schools

"The technology programs at the Kimberley Public Library have significantly enhanced the learning experience for my students this year. The weekly activities planned by Kayla are well aligned with the BC curriculum and provide access to technology that would otherwise not be available." J.P.

COMMUNITY EVENTS: The First Saturdays celebrations were cancelled in 2020 due to the pandemic, as well as other community events where the library usually participates. Storytime in the park was popular in the summer when the weather permitted. All participants enjoyed these outings and social distancing was observed.

WILDSIGHT RESOURCES: Available provincially through interlibrary loan, Wildsight's diverse collection of resources can be requested by anyone. Our joint goal was to increase availability and awareness of their special collection. The catalogued collection is held at the Wildsight office and when a request comes in for any of these items, Wildsight staff drop off the item or we pick up and ship to libraries throughout the province.

CENTRE-64: Our partnership with Centre 64 was put on hold for the pandemic, and we are looking forward to new displays of artwork to showcase local talent.

Outcome:

- Increased exposure to art, and for our local artists and local gallery

LOCAL MEDIA: is also a partner, providing us with free space for our weekly booklists, free promotion of our programs and any updates we hope to share with the community (Newspaper "The Bulletin", e-know news, local radio, and Shaw).

BOOKS FOR BABIES: In collaboration with Interior Health Services, Friends of the Library, Columbia Basin alliance for literacy, Kootenay Library Federation and BC Libraries Cooperative, we purchased and distributed literacy resources to educate new parents on the benefits of reading to their children from infancy.

PRIORITY 4
ENHANCING GOVERNANCE

The Library's strategic plan was updated in 2019.

Our library has a small group of dedicated Board members who possess unique skills and talents. At the age of 92 our long-standing Board member retired officially after more than four decades of service, off and on officially but always present and amazing. We look forward to adding to the Board at a special meeting of City Council on March 8th, 2021.

The Kimberley Library employs a professional bookkeeper, and is professionally audited every year.

The library is accountable to its patrons and funders, and practices effective stewardship of library resources. The library's decision-making processes are open and transparent to the community. Among other stakeholders, we report to Libraries Branch, City of Kimberley, and the Regional District of East Kootenay.

TECHNOLOGY GRANT – FINAL REPORT
We were grateful for the extra funding that made it possible to purchase new technology that helped improve our services and boosted our programming.

For service: New scanners for the front desk have been welcomed by staff, as they are quicker, easier to use, and more reliable. Printers for patron's due date slips have been added to both self-check stations.

For programming: Classroom sets of Ozobots and Littlebits kits have been added, and the in-school supportive programming with these items has begun. When we are able to open our doors again for in-house programming, these wildly popular STEAM sessions will be enhanced by these new purchases as well.

COVID-19 AND PUBLIC LIBRARIES

Through the challenges and closures of 2020, we continued to serve our community safely. We switched to online services as soon as possible, provided online registrations for new patrons, and remotely helped people negotiate e-resources. We added new electronic resources and courses and saw an increased interest and usage of these. The generosity of companies providing free access to valuable online resources and databases helped us provide even more services throughout the challenge of 2020. We then opened curbside service to keep physical materials flowing, with quarantining and physical distancing protocols in place.

The flexibility of our services was highlighted when our children's programming went online. We missed the bustling, noisy environment when youngsters would make the library their home after school but programming remained popular with all age groups participating together at home, inspiring the love of literacy as a shared pursuit. We worked closely with WorkBC through East Kootenay Employment Services, to develop safe and continued services to jobseekers in our area. Home delivery for homebound patrons provided an important continuation of resources and social contact that was essential for mental health in this vulnerable group, who suffered the isolation more profoundly than many.

Redesigning the library to enhance the safety of staff and patrons was priority, and the achievement was a remarkable transformation. Our touchless self-check technology was designed by our IT professional, Joshua Eimer of Strat[iS] group to compliment Sitka's self-check software. Although the patron learning curve continues to keep our circulation staff busy, the safety of this no touch system is appreciated by all. Cost to the library for Barriers and PPE was $11,150. A generous Emergency Community Support Fund grant (Community Foundations of Canada) of $4,250 reduced our year-end total cost to $6,900.

Josh also built a live patron counter with full screen monitor at the entrance of our building that lets patrons know exactly how many patrons are in the library, and if it is ok to enter. This eliminates the requirement for a greeter, and relieves the circulation staff from policing the door.

Our public computer lab was redesigned with plexiglass partitions, with a public side and a staff side. Each staff partition has a mouse and keyboard hooked up to its neighboring public station so staff can still assist people with their computer needs, with a barrier between and sanitized staff only tools.

We found that the period when public computers were unavailable was very hard on a vulnerable group in our community.

When our first patron walked through the doors after the closure, there was an emotional cheer!

Take a look at our transformed library and watch our touchless self-check system in action HERE.

SUMMARY

Our goal of increasing our presence on social media was certainly reached in 2020, when programming and services were mostly online. Not having to turn any child away due to space limitations is a positive result, but the in-house fun is certainly missed by all. Although the programming is aimed at youth, we have reports from parents and grandparents that many of them participated with their children in the STEAM segments online.

Our goal of reaching out to schools in the community with our engineering, circuitry and robotics kits was put on hold until the schools reopened, but now continues to grow in popularity.

Learning through the pandemic introduced necessity to creativity. Every member of the Kimberley

Public Library team worked hard to reopen the library safely. Dedication to our patrons inspired us through uncertain times.

Online opportunities such as author readings, brought groups together while we had to stay safely distanced. These social interactions helped reduce the negative effects of isolation for many people, in our community and from afar.

During our closure, having loanable technology for patrons helped some individuals attain their goals, complete and submit essential forms, and perform mandatory and time sensitive online testing.

We have not yet brought our volunteers back into the library as there is only space for 10 patrons in the library at one time. Like many libraries, we also limit the amount of time any one patron can spend in the library, to make it fair for others who are waiting to come in and also limit the risk from aerosol effect.

The Staff and Board of Directors are proud of our growth, determination and dedication that have driven our efforts since the pandemic began. We continue to expand and grow our services and programs and look forward to providing exceptional service to our community in 2021.

A wonderful family pod of storytime participants celebrating the library.

Libraries Branch | Learning Division
BC Ministry of Education (Victoria)

October 15, 2020

Re: Technology Grant 2020

Thank you for the generous technology grant in the amount of $12,487. This money will provide the Kimberley Public Library with the following opportunities:

To advance citizen engagement by increasing access to internet and electronic resources, and build capacity for staff by reducing barriers. Ultimately, service to patrons will be greatly improved and opportunities for learning, accessing entertainment, and staying connected will be increased.

In our 2020 technology improvement plan, we will:

- increase capacity for future scalability
- Improve workflows, customer service and experience
- Decrease frustration and down time due to old technology
- Provide opportunities for rural areas to access Wifi
- Provide online learners with the opportunity to connect with teachers and instructors more regularly

I look forward to providing details and information regarding the success of this project in my 2020 Annual Report.

Thank you again for the much-needed grant money that will enhance Kimberley Public Library's services, programming, and commitment to our community and province.

Sincerely,

Karin von Wittgenstein

Library Director, Kimberley Public Library

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: KIMBERLEY PUBLIC LIBRARY

Total Technology Grant Amount: $12,487.00

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Connectivity (internet speed, connection capacity, etc.)	Provide opportunity for internet in rural areas that have none. (Some areas have none, and some have a cost prohibitive service.) Online students to connect more regularly to teachers.	Number of circulations for lendable hot spot. Number of people served.	Advancing citizen engagement by providing/increasing access to internet and electronic resources	Purchase Wifi Hotspot & access cards	Citizens of Meadowbrook, Outreach coordinator, City Councillor	Purchase prior to year-end 2020.	$1,250	If this becomes popular and in high demand we will add to this	Individuals &Small socially distanced groups can be served.
Staff hardware upgrades	More efficient work stations for better workflow and better customer experience.	Increased efficiency, speed and dependability. Patrons served more rapidly. Equipment down time reduced.	Building Capacity for staff by reducing barriers caused by old, unstable hardware. Improve service to patrons.	Purchase two new circulation computers with monitors and one staff computer.	City of Kimberley corporate account purchasing discounts.	Purchase prior to year-end 2020.	$6700		
Connectivity (internet speed, connection capacity, etc.)	Wifi distance from Library building improved. Allow people to use service from their own vehicles, farther away and apart to allow social distancing.	Less crowding near building when library is closed, as well as when open. Access from street for people with limited mobility.	Advancing citizen engagement by providing/increasing access to internet and electronic resources	Purchase wireless access points/wifi boosters	Comments from patrons, observation. Stratis Group IT professionals.	Purchase access points and have installation complete as soon as possible.	Access points $680.00 labour/install/ wiring/routing $700.00 Total $1,380		Users must sit very close to the building to access the Wifi. There is very limited seating.
Connectivity (internet speed, connection capacity, etc.)	Increased capacity for technology at the library that will benefit patrons and staff.	Increased capacity speed, and room for future technological additions.	Advancing citizen engagement by providing/increasing access to internet and electronic resources	Purchase larger switch, network rack, installation and labour. For increased capacity and better future scalability.	Stratis Group IT professionals.	Purchase and install by year-end 2020.	Switch: $1200 Rack: $270 Installation: $400. Total: $1,870		
Staff hardware upgrades	Better customer experience when they require	Increased efficiency for staff. Fewer scan errors. Better		Motorola optical scanners for circ desk.	Stratis Group IT professionals.	Purchase and install by year end.	$750.00 for two scanners		These scanners have not been

	assistance with check-out. Less time lost with fussy old scanners for work processes. Less frustration in staff.	customer experience.							replaced for several years.
Staff hardware upgrades	Providing a receipt - basic requirement for patron service.	Basic customer service provided.		Receipt printer for second self-check machine.	Stratis Group IT professionals.	Purchase and install as soon as possible.	$550.00 TM88 USB printer		
							Project total $12,500		