

## 2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Nakusp 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).**

Located on a south-facing shore on the Upper Arrow Reservoir, the village of Nakusp is a community in flux. The past year brought continual changes to the community and the Nakusp Public Library as we responded to wildfires, the pandemic, and provincial regulations.

In 2021, the Nakusp Public Library's centenary year, the library continued to adapt and offer services throughout the fluctuating challenge of the pandemic through curbside delivery, library takeout, in-person browsing, e-materials, online resources and virtual programming. Although we weren't able to have much in-person activity, there were many changes in the library.

One of the first additions was plexiglass at the circulation desk. As well, two birch-veneer shelves have been installed in the foyer to accommodate library takeout, making them easy to access for people who did not want to come into the library. The bell at the bottom of the stairs has been very useful in enabling patrons to receive their materials or gain access to the building's elevator.

When the library was closed due to rising case counts in Nakusp, Library staff jumped at the chance to take on some reorganizing. Science fiction and fantasy titles were integrated into the adult fiction collection. The magazine collection was moved into the foyer to create more space in the lounge area in response to a large number of requests for a study, exam and virtual meeting space in 2021.

In spite of unwelcoming smoke and wildfire threat, the area saw an influx of new families to the area and an increase in construction, with 122 new people signing up for library cards and accessing materials. Our public wifi was accessed by many people, some of whom had been evacuated from their homes due to wildfires or flooding.

Most people were very happy that masks were required and that the library was taking extra cleaning measures. There were a couple of people who were vociferously anti-mask, which

was stressful for staff. All staff attended two de-escalation courses as it was clear that the public were stressed and upset, but often just needed to talk.

Thankfully the library received employment grants for three employee positions throughout the year so we had more than just our permanent – and excellent! – skeleton crew during this challenging year. Consensus was that 2021 was more challenging than 2020 as it was more of a grind in the second year of the pandemic, and with additional local climate crises to boot.

Library staff continued to offer a variety of online and take-home crafts through the year. As usual, the Summer Reading Club programming was a huge hit with kids and parents. Online workshops and author readings were real gems of our online offerings, and attracted a very wide audience.

The Library made significant and fun additions to its collection – including a metal detector, sunlamps, ukuleles, and much more. As well, an air quality detector was installed at the library, giving real-time data about particulates in the air.

## 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.

<b>Project/Program Name</b>
Public Meeting Space/Study
<b>Provide a brief description of the activities involved in this project/program.</b>
In response to requests for a space for examinations, virtual job interviews, and Zoom meetings, our magazine racks were moved to create more space for a study/meeting area. We reconfigured existing furniture and made use of second-hand furniture to inexpensively create an attractive and welcoming space separated from the main area of the library by a closing glass door. This allows the space to be used when the library is open or when there is more than one group in the library, which is a new and significant improvement to the library.
<b>How does this project/program support the library's strategic goals and/or community?</b>
-Meets our goal to “Become a resource centre of Nakusp and area” and “Enhance strong community connections” -Developed in direct response to requests from the community -Supports educational upgrading -Supports small businesses (licensing & industry-specific exams, meeting space, etc.) -Provides meeting space to community (known need)
<b>How does this project/program support the <a href="#">B.C.'s strategic goal(s) for public library service</a>? Please provide information for as many goals as applicable.</b>

1. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	-Provides indoor wifi space -Provides small meeting space to community
2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	-Provides a space for staff & board training
3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	-Supports educational upgrading -Supports small businesses (licensing & industry-specific exams, meeting space, etc) -Provides public meeting space for reading and discussion groups
4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)	-Provides comfortable training and meeting space
<b>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.</b>	

<p>Short-term Outcomes</p> <ul style="list-style-type: none"> <li>-Provides much-needed meeting space to community</li> </ul> <p>Intermediate-term Outcomes</p> <ul style="list-style-type: none"> <li>-Promotes library as a resource centre</li> <li>-Enables more collaboration in community</li> <li>-Encourages citizen engagement by providing space for citizens to meet</li> </ul> <p>Long-term Outcomes</p> <ul style="list-style-type: none"> <li>-Supports educational upgrading</li> <li>-Supports small businesses (licensing &amp; industry-specific exams, meeting space, etc)</li> <li>-Supports staff &amp; board development</li> <li>-Supports community groups</li> <li>-Supports a healthy &amp; thriving community</li> </ul>
<p><b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b></p> <p>Cranbrook Library gave us furniture at no cost which we used in setting up our space. Volunteers helped move old furniture out and new furniture in.</p>

<p><b>Project/Program Name</b></p> <p>Library of Things Collection</p>
<p><b>Provide a brief description of the activities involved in this project/program.</b></p> <p>The Library made significant and fun additions to its collection – including a metal detector, sunlamps, ukuleles, and much more. As well, an air quality detector was installed at the library, giving real-time data about particulates in the air.</p>
<p><b>How does this project/program support the library's strategic goals and/or community?</b></p> <ul style="list-style-type: none"> <li>-Meets our goal to "Become a resource centre of Nakusp and area" by offering a diverse selection of resources</li> <li>-Meets our goal to "Enhance strong community connections" by inviting people who may not be interested in books but may be interested in our Things into the library</li> <li>-Meets our goal to "Ensure long-term sustainability" by broadening the appeal of the library with its citizen stakeholders</li> <li>-Supplies the community with Things they want to borrow and may or may not buy, like a metal detector</li> </ul>
<p><b>How does this project/program support the <a href="#">B.C.'s strategic goal(s) for public library service</a>? Please provide information for as many goals as applicable.</b></p>

5. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	-Shared community resources
6. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	-Learning for staff around Things in order to teach patrons taking them out.
7. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	<ul style="list-style-type: none"> <li>-Invites non-book-oriented citizens into the library</li> <li>-Fosters community knowledge sharing around workshops for Things</li> <li>-Supports lifelong learning and different modalities of learning</li> </ul>
8. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
<b>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.</b>	

**Short-term Outcomes**

- Provides interesting Things to community

**Intermediate-term Outcomes**

- Promotes library as a centre for diverse resources
- Enables citizens to share their knowledge with others through workshops about the Things
- Engages new people to come to the library

**Long-term Outcomes**

- Supports physical literacy
- Broadens the library's collection
- Changes the concept of "library" in the community
- Fosters a more open and welcoming view of libraries

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

We received grants from Columbia Basin Trust and the BC Tech Grant which enabled us to buy Thing collection items.

**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.

<b>Challenge</b>	<b>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).</b>
COVID-19 (e.g., safety protocols, proof of vaccination)	<ul style="list-style-type: none"> <li>- staffing shortages were experienced when staff had COVID symptoms and needed to be tested</li> <li>- provided training for staff in conflict de-escalation due to stressed public, emphasized safety of staff and patrons, particularly after March stabbing at Lynn Valley Library</li> <li>- Harmful and Disruptive Behaviour Policy revised, Patron and Staff Code of Conduct revised</li> <li>- mental health impact noticeable in the need for patrons to connect; staff made it a priority to listen – building healthy community</li> <li>- many hours spent updating protocols (COVID Safety Plan, Communicable Disease Plan), creating protective measures (creating and removing quarantine area for materials, plexiglass, keys for</li> </ul>

	<p>bathrooms, keyboard covers, removing furniture, researching and ordering air purifiers and masks, etc) and signage, cleaning high-touch areas, following COVID-19 news</p> <ul style="list-style-type: none"> <li>- in-person programming did not take place (other than Summer Reading Club and other outdoor programs) as vaccine passports were very contentious in the community</li> <li>- reaching local audiences with Zoom &amp; online programming proved challenging</li> <li>- library closed twice when local case counts rose: May 6-18 and August 21-Sept. 8</li> </ul>
Emergency response (e.g., fires, floods, extreme weather)	<ul style="list-style-type: none"> <li>- evacuees and firefighters from local wildfires used library wifi to stay connected</li> <li>- many visitors and evacuees coming to the library asked about directions and detours due to road closures</li> <li>- library was able to supply a cooler spot for people during the heat wave; we will be purchasing an additional air conditioning unit for the coming summer</li> <li>- in response to smoke warnings, the library purchased an air quality sensor which has its data uploaded to a publicly-accessible website</li> </ul>
Financial pressure (e.g., rising costs, reduced revenues)	<ul style="list-style-type: none"> <li>- increased materials, postage and freight costs</li> <li>- supply chain issues affected the availability of materials, increased prices forecast</li> <li>- delay of largest annual fundraiser, the book sale, resulted in a glut of books and fewer people visiting the sale</li> <li>- due to recycling rules, because books are not packaging, costs for them cannot be reclaimed by the recycling contractor and books are being diverted into the landfill at a cost to the library. We have been finding other venues for our discarded and unwanted books (donations to other fundraising organizations, use as craft materials), and severely reduced the books we accept as donations. The prospect of books ending up in the landfill is horrifying, so our federation executive director is researching what recycling options may be available or may be made available for small and medium libraries in our region.</li> <li>- more funding will be needed in medium-term to help with IT support costs</li> </ul>
Staffing (e.g., recruitment and retention, mental health and wellness)	<ul style="list-style-type: none"> <li>- due to budget limitations, operations rely on employee positions funded by grants, many of which are youth grants limited to people 30 and younger, a demographic difficult to find much less recruit from in the area</li> <li>- grant-funded positions are temporary, so we spend a lot of time and energy training new people for limited time as employees – they often age out of grant eligibility. Fortunately, they're often library</li> </ul>

	<p>lovers and become library-loving citizens in our community or elsewhere</p> <ul style="list-style-type: none"> <li>- staffing shortages were experienced when staff had COVID symptoms and needed to be tested. Fortunately, temporary staff were able to fill in as many of the regular on-call staff were unavailable</li> <li>- for the safety and mental well-being of staff, we no longer have staff working alone</li> </ul>
Disappearing services in the community (e.g., government, banking, health)	<ul style="list-style-type: none"> <li>- recycling (see above in financial pressure)</li> <li>- ambulance service in the area is being reduced, which is a huge concern for the community and could affect population numbers</li> </ul>
Connectivity (e.g., low bandwidth, lack of home internet in the community)	<ul style="list-style-type: none"> <li>- lack of home internet, cost-prohibitive for many</li> <li>- library was able to install a firewall (with 3 years of management) and wifi access points thanks to a connectivity grant through BC Libraries Co-op</li> </ul>
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<ul style="list-style-type: none"> <li>- roof repairs will be needed soon; library will need to pay for portion</li> <li>- small renovations are needed but not urgent, e.g. new lighting</li> </ul>
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	<ul style="list-style-type: none"> <li>- library increased its hours to accommodate public transit schedule</li> <li>- require some renovations to make entry into Study wheelchair accessible</li> </ul>
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<ul style="list-style-type: none"> <li>- three occasions in 2021 when people experiencing homelessness and needing a place to stay took refuge at the library; we called community services to help</li> <li>- when we moved our old couch out of the library to make room for new furniture, we found drug paraphernalia</li> <li>- library acquired two Naloxone kits and briefed staff on how to use them</li> </ul>
Other (please specify)	



#### 4. SUBMISSION AND APPROVAL

*Electronic signatures are acceptable where physical signatures are not feasible.*

Library Director Signature: Choi Pish Date: March 16, 2022

Board Chair Signature: Paula Rogers Date: March 16, 2022