



Burns Lake Public Library

2020 Provincial Library Grants Report

INTRODUCTION

How library functions as a community hub

Burns Lake Public Library strives to have the community see our library as more than just a place to get books, but rather as the community hub. Crucial to our mission, our library seeks to reach out to our population in a relevant and meaningful way, by delivering stimulating programs and services that people need, want and enjoy.

Obviously, with the onset of COVID, it was as though the spokes were splintered right off the 'hub' that kept our library wheel turning and maintaining a center stage profile in our community. It took some serious brainstorming to hold our profile as such during this pandemic, but with our strong staff team, we pulled together and did just that. Even with all the restrictions, we were still able to come up with our Garden Project and Squash the Curve program, providing seeds and fun activities involving the entire family. Nor did we resign the efforts we were putting into finishing the MacEwan Children's Library.

It took some creative thinking to be one of the only libraries in BC that never closed their doors to their community. We were also one of the very first libraries in BC to offer Curbside Service. COVID has handcuffed us in many ways, but we continue to do what we can for our community.

Demographics

Burns Lake is located in the Northern-Central Interior of British Columbia, on Highway 16, midway between Prince George and Smithers. It was in 1923 that Burns Lake became incorporated as a Village. According to the 2016 Census, the village population has been estimated to be 1,779. Burns Lake Public Library, founded in 1944, is somewhat unique in that we also serve the Electoral Areas 'B' & 'E', within the Regional District of Bulkley-Nechako. This includes the six First Nation communities of Lake Babine Nation, Wet'suwet'en First Nation, Ts'il Kaz Koh First Nation (Burns Lake Band), Skin Tyee Nation, Nee Tahi Buhn Band and Cheslatta Carrier Nation. In total the population adds up to around 8,000. We have two First Nations reserves that are part of the town, and another four in outlying areas, making it one of the few communities in the province that have almost equal populations of both Indigenous and European descent. The Village is renowned for its rich First Nations heritage.

Our little village is nestled among a large network of lakes called the Lakes District. This offers hunting and fishing year-round, with varied water activities in the summer months. Just 10 minutes north of downtown Burns Lake, is Boer Mountain, home of the Burns Lake Bike Park, that hosts some of Canada's most progressive, sanctioned, and sustainable trail networks found anywhere on the planet. Nowhere else is riding made this family friendly. This has created not only a vibrant mountain biking community, but we can also claim title to being a world class mountain biking destination. During winter months, cross country ski and snowmobile wilderness trails abound.

Influencing Industries

Industries that support local families include ranching, logging, and varied businesses related to the forest industry, farming and tourist enterprises. Just this past year, Pacific Atlantic Pipeline Construction (PAPC) became the newest large employer in our community. PAPC is constructing sections 6 and 7 of the overall 670-kilometre project, which starts near Burns Lake and runs 166 km west toward Houston. PAPC has created some well-paid jobs for the locals. The major industries offer high wages and good benefit packages, which make it quite difficult for the small, local businesses to recruit and retain employees, including our library.

Challenges our library and community face

As with other small communities in British Columbia, we continue to face a number of challenges typical for rural areas such as:

- Decline in the allowable timber cut and overall reduction in the natural resources traditionally used to fuel the local economy which results in growing numbers of low-income families
- Increased housing pressures since the fires of 2018; there are not enough single-family residences available to meet the demand
- Aging population, a lack of senior's long-term care, and affordable housing.
- Long distance travel on rural roads
- Difficulties attracting professionals such as doctors, nurses and teachers.
- Digital access is still a very real issue for many residents in remote areas. A large number are still without cell service or affordable internet access.

The last two listed are particularly challenging in our small village, affecting our library specifically. It has become nearly impossible to find people seeking employment that have the qualifications that would bring proper skills to foster and sustain a smooth working environment. When one considers hiring from outside the Village, the costs of commuting soon offsets wages; especially when our budget only allows us to offer a minimum wage. Travel in rural areas such as ours also weighs in heavily in finding and maintaining staff, especially between November and May as the roads can be unpredictable and precarious, adding an element of intimidation to the commute. Considering the larger surrounding industries and

institutions that offer high wages with benefits, the employment pool becomes very shallow indeed.

To say digital access for our community is limited is an understatement. Reliable cell service is basically limited to within the Village, or immediately along Hwy 35 and 16. High speed internet is even more difficult to come by. For the most part, high speed internet simply isn't available on the entire Southside, an area that homes many of our patrons with Burns Lake being their community centre for essential services. Residents on the Southside are located at some distance from the major transportation corridor and have, at best, limited internet options. The library offers one of the only easily accessible high-speed internet connections. For our vast rural area, free internet and wi-fi connections available at the library are not only vital to low-income and disadvantaged individuals, but to all of our patrons that live a distance from main transportation corridors.

Technological difficulties, such as poor cell and internet service, make online training just as challenging. This means that new library services and initiatives that are easily adopted in urban areas take longer to implement as staff try to figure out how to navigate the access and training challenges involved with introducing new services.

Sadly, we have also been dealing with extensive damage on our property over the last two years. The decision for the purchase and installation of a new surveillance system has been made a while ago. However, we are still looking for funding opportunities to cover the costs of purchase and installation.

Despite our challenges, new residents continue to settle in the Lakes District due to its affordable housing, rural lifestyle and beautiful setting.

Summary of strategic goals:

2020 was our last year in our 2018-2020 Strategic Planning. Even though we were successful in many areas included in this planning, we were not able to achieve all our goals. This made us realize that our next Strategic Plan needs to be more realistic; fewer goals will give us better focus.

Strategic goals achieved /are in the process of achieving:

Our proudest achievement is the new MacEwen Children's Library. Having received a grant from the MacEwen Committee/Burns Lake Rotary Club, we were able to start the long overdue renovation of our Children's Library space, turning it into an enchanted forest for our youngest patrons to explore the world of reading. The project is still ongoing and we plan to have a grand opening in the early months of 2021 if the pandemic restrictions will allow.





Significant changes / trends identified

Almost immediately after the first wave of the pandemic hit, we saw a serious increase of interest in DIY books. Interest in gardening also became quite popular. Many people were coming and telling us that this would be their first attempt at growing their own food. We were especially pleased with the response we saw to our Squash the Curve children's gardening kits we sent out. To interest a young mind in something as nurturing and exciting as growing your own food is, in essence, planting seeds in the minds of our future leaders. 52 seed packages with an assortment of different seeds such as vegetables, herbs, flowers and seed potatoes were available to the families. The packages were so popular that in a week's time we had run out of supplies. Many of our patrons were asking if we would be able to continue this service.

Once we came closer to the winter months and the second wave, people started to search more for uplifting literature. Mystery and Psycho Thrillers are always popular despite the times, as you can see on the most popular books list 2020.

Mission:

The mission of Burns Lake Public Library is to provide a safe and inclusive environment, knowledgeable and helpful staff, resources to support the learning, growth and enjoyment of all members of the Lakes District community.

Vision: Burns Lake Public Library: a Lakes District hub where people come together in a safe and neutral environment to share and grow ideas and possibilities, creating a more vibrant community

2018-2020 Strategic Plan Key Focus Areas

1. Increase promotion of Burns Lake Public Library

Since the end of 2019, we've had a very steady presence in our local paper. They have taken quite an interest in the various new programs and renovations we have brought about. Once COVID became a part of our lives, they took an even deeper interest as we were not only one of the first libraries in BC to offer curbside service, we also never completely closed our doors to the public due to the pandemic. In part due to COVID, our social media following has significantly increased, offering another consistent form of contact and interaction with library staff.

Our entire community was disappointed that we could not hold our annual Christmas Craft Fair, one of the largest craft fairs held north and west of Prince George, that's been a yearly event for 35 years. Rather than resign to COVID, we brainstormed and held the event online on our Facebook page. This allowed staff the opportunity to offer help to those unfamiliar with Facebook, giving anyone interested the opportunity to explore the world of online sales. The public gave us a remarkably positive response to this digital event.

Our outreach to electoral Area E through the WOW bus became more crucial than ever before. During the pandemic, many of our outlying patrons depended on this steady and reliable service. These are our patrons that have to travel great distances to obtain physical items from our library. The WOW bus made all loan items readily available with three different designated drop off/pickup locations, made on a weekly basis, for patrons to pick up materials ordered from us. This became somewhat of a lifeline for many of our more remotely-located patrons.

2. Use programs and services to reach more citizens

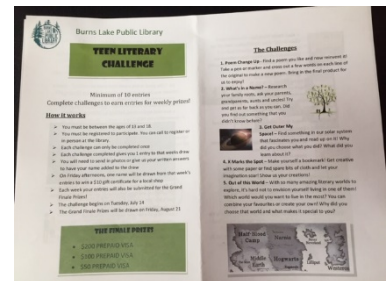
Early months of 2020 started with regular programming, where we offered a number of sessions to different age groups. Family Literacy Day is a big celebration. The staff starts planning the activities in the first week of January. This year we offered the popular FamCon event which draws families with children and teens to the library. Unlike previous years, the event did not coincide with a non-instructional day for the school district. Despite that, there were 182 people through the door between 12:00 noon and 6:00 pm. This year's theme was books that were made into movies with activities based upon some of the titles. We had multiple stations with free crafts and activities such as:

- Button Making
- LEGO & Duplo free build
- Bookmark making
- Frozen Elsa crowns and Ivan antlers to decorate
- Pete the Cat & his four groovy buttons craft
- Eric Carle's The Tiny Seed based craft

- Cauldon cakes from Harry Potter & Tea with Mr. Tumnus cakes aka cupcakes to decorate
- Harry Potter sorting hat quiz that Children and parents could do together along with appropriate House lanyards (Gryffindor, Ravenclaw, etc.)
- The Hobbit-based secret message decorating using Dwarf Runes

We offered bags with juice and crackers for all participants as well as numerous door prizes. After completing the crafts and activities, each child went home with a new book.

Summer Reading Club was offered in a different version, as most of the activities were available through the curbside service. As our community still struggles with connectivity we had only two participants online and over a hundred in person. A high number of participants registered were children from one of our indigenous communities- Lake Babine Nation, third largest aboriginal band in British Columbia. Our very creative summer student launched a new activity for our young population, focused on creativity and fun. She developed a Teen Literary Challenge which proved to be popular. As the challenge was launched in the third week of SRC we were not very successful promoting this project in reaching many teens. Participation was not very high, but we hope this will change in the coming years as we plan to reach out to Lakes District Secondary School and homeschooling groups with this offer before the end of the school year.



The downside of 2020 SRC was that we were not able to offer the shared resource, offered by North Central Library Federation (NCLF), Magician Leif David.

We were also assisting our patrons with filling out Income Tax Return Forms. We have a designated volunteer who offered this service to our patrons. The forms were delivered and picked up through the Curbside Service.

3. Collaborate with other organizations to create a connected community

Partners in the community:

- College of New Caledonia
- Frontier Collage
- Lake Babine Nation school and daycare
- Lakes District Secondary School
- Community Daycares
- Lakes Literacy

- Lakes Animal Friendship Society
- The Link (Food Centre) and Community Kitchen Garden
- Burns Lake Community Garden
- Lakes District Arts Council
- Lakes District Museum

Keep the stories coming! Stories are so important to our minds and souls. (We know you know that.) Way to go, Burns Lake Library and Lakes Literacy. And thanks to BVCU for supporting this project. Take a bow and Happy 2021, everyone! John and Sandra Barth



In 2020 we were unable to collaborate with all the organizations within a close proximity. We launched a new, extremely popular project in collaboration with Lakes Literacy- Story Walk. Even though we used children books, the Story Walk was equally popular among the families with children and the senior citizens. As the Story Walk was placed outside around a school running track, it was easily accessible to everyone and safe during the pandemic. This activity gets everyone outside but still allows to keep a safe social distance.



4. Manage available resources and space for the best use by patrons

Restrictions resulting from COVID nearly makes this a moot point. After March 18, all programs for patrons were cancelled until restrictions lifted. WiFi was/is still available from our parking lot and of course we were offering Curbside Service.

The library has a Multipurpose Room available for rent to the public. As it became clear that the pandemic is not ending any time soon, many of our patrons were looking for a place to attend ZOOM meetings or access a quiet area to conduct their online study. We created additional space for such a purpose which will also allow us to generate some additional income.

Thanks to our grant (\$42,000) from the MacEwen Committee under the umbrella of the Burns Lake Rotary Club, 2020 did allow us to nearly complete the renovations of our lower floor, which is now deemed MacEwen Children's Library. We turned drab yellow walls and ugly plywood shelving into a veritable enchanted forest. Every wall and ceiling is being painted with magical creatures and trees spilling out from painted walls to 3D formation, right into the room. Blue sky and clouds cover the ceiling and even the furniture and service desk carry through the theme. This project is planned to be finished in 2021.

5. Ensure library staff have the knowledge, skills, and abilities to meet the evolving needs of our communities

Customer service training is always ongoing. What we have seen since the pandemic, is an increase in stress and loneliness overall, forcing anxieties to extremes never experienced on such a collective level. This has brought about an extended compassion and understanding among staff, as they not only have their own pandemic stresses to deal with, but are also offering their time, compassion and listening skills, as our public turn to them, to vent and seek out someone just to talk to, during these trying, restricted times. I am proud how staff has stepped up to handle this, on top of the myriad of their other responsibilities. Our staff has learned/is learning, how to wear different hats throughout the day. Sometimes they act in a therapeutic manner, just listening to patrons. A whole new world of stress levels throughout the community has brought about some uncomfortable situations dealing not only with stressed-out patrons, but the homeless as well. Many of the uncomfortable situations are a result of



mental health and addiction within the community.

We are also offering staff further technical training in order to offer additional digital training to our more senior patrons.

PRIORITY 1 – IMPROVING ACCESS FOR BRITISH COLUMBIANS

Thanks to the Provincial Tech Grant we were able to update the rest of our outdated equipment, both public and staff computers and an additional circulation station in the MacEwen Children's Library. Our library consists of two floors. The main floor where we welcome the public and have the main circulation desk also holds the Adult Fiction, Junior Fiction, DVD section for both adults and children. There is the public computer station, teen room with an additional two computers, and invigilation/ meeting room with new technological set ups for zoom meetings available to the public. This area has been created to enable access to audio/video conferences and online school lectures. It also generates additional income for the library. The entire lower floor is dedicated to the MacEwen's Children's Library and Adult Non-Fiction.

The same Provincial Tech Grant enabled us to purchase seven tablets which will be used for senior digital literacy development in the future. Unfortunately, it was not possible to integrate this into a program in 2020, due to the pandemic. Also, we plan to lend out the devices to seniors with a rent-to-own program.

By securing a new agreement with Xerox Canada, we were able to obtain a new Xerox printer to replace our old printer and scanner. With this new equipment we are able to perform services to the public such as scanning, printing, photocopying, and faxing. This allows us to generate some small income for the library as well.

PRIORITY 2 – BUILDING CAPACITY

In 2020 many planned professional developments were canceled due to the pandemic, while some were restructured to an online event or meeting. In the first weeks of the pandemic we realized that the communication between the Federation Libraries was key. Participation in these meetings gave us comfort and opportunity to share the strategies of how to deal with this unprecedented situation.

Bi-weekly meetings facilitated by Association of BC Public Library Directors (ABCPLD) were not only full of advice and information but brought us closer to colleagues with more experience and knowledge. This new avenue of meeting and exchanging information gave the library directors more confidence and created new relationships so crucial in the professional world.

Participation in panels facilitated by ABCPLD was vital in creating new procedures for the libraries and navigating the troubled waters of this pandemic.

On October 15, 2020 the library Director attended a session organized by British Columbia Library Trustees Association (BCLTA) on “Moving from PLA to a Municipal Library”. This workshop helps in understanding the entire process, step by step, as well as the advantages and disadvantages the change brings with it.

PRIORITY 3 – ENHANCING CITIZEN ENGAGEMENT

In the early months before the onset of the pandemic, we were offering the following programs to the community:

- Reading to a Dog, in collaboration with Lakes Animal Friendship Society
- Dungeons & Dragons for youth
- Keto Potluck meetings
- Yarn, Knitting and Crochet group



As early as March 18th, we initiated both our Garden Program and our Squash the Curve program, encouraging all the new interest our community was showing in gardening.

We were successful with the application submitted to United Way of Northern BC asking for \$6,681. This funding will allow us to assemble cognitive care kits to support seniors and persons with dementia throughout the Lakes District. In January 2021, we will proceed with assembling the cognitive kits, as well as the training from Northern Health and the Alzheimer Society for two of our staff members.

PRIORITY 4 – ENHANCING GOVERNANCE

BLPL Board and management has decided to work on policy revisions. As the policies were outdated and in need of amendment, we decided to focus on a couple of sections this year. BLPL Board created and ratified the following policies: Room Rental Policy, Suspension of Library Services and Work from Home Policy in connection to Covid-19.

BLPL Board was involved in development of the Restoration of Library Services Phased Plan. Lots of work has been done in the development of new safety procedures in accordance with regulations of Health Officials.

COVID-19 section and how the library was impacted

Anyone addressing this issue is no doubt wondering where to start. It would be far simpler to list how the library was *not* impacted. Even the logistics of dealing with sanitation stole several hours out of our normal library productivity on a daily basis. It has been both horrifying and fascinating to watch how the collective stress on staff and the community grows as the months go by.

Obviously, the pandemic turned 2020 into a year that made it extremely difficult to physically engage with our patrons, but we did what we could. We are extremely proud of the fact that we were one of the very few libraries that never shut their doors to the public. During the first few months of Curbside Service, staff had to adjust to some major changes in their duties. Paying constant attention to the ever-changing regulations and procedures to keep everyone safe was a big challenge. We were receiving between 25-30 phone calls a day. The estimated daily time on the phone was 6.5 hours – and this is with a *one line* telephone service. We had between 15-20 curbside pick-ups a day, this adds up to 7,515 items being checked out during this time. The range of topics on the phone with our patrons varied from library related subjects to just being a listener to the very lonely and scared elderly in our community. We were also one of the first libraries in BC to offer curbside service. With the arrival of spring we created our Garden Project, offering seed packets to anyone in the community, as our community has shown a much greater interest in gardening since the pandemic. Our gardening project offered to the community was so popular that we started to receive inquiries by the end of the summer if the project will continue in 2021. We also created our Squash the Curve program where we made up seed packets for children, that also included fun activities for the entire family.

SUMMARY

At this point, everyone will state that 2020 was an unusual year. Considering all the difficulties and changes in our operation, we were still able to secure some additional funding for the library.

Bulkley Valley Credit Union has approved our donation application for additional funding to purchase Audiobooks for our collection. Many of them are available in our online collection to which many of our patrons have no access. The physical materials are still very crucial. With this donation we were able to add over 50 titles of audiobooks to our collection.

In October we applied for additional funding offered through the Emergency Community Support Foundation (ECSF). One application was submitted to Community Foundations of Canada and the second to the United Way Northern BC. The last application was successful and we received a funding for over \$6,000 to carry out a new project. In coordination with Northern Health and the Alzheimer Society, we will be able to assemble cognitive kits which will be available to the public in the library. The further plan is to train two of the staff members so we can deliver this service confidently and efficiently.

Towards the end of the year we reached out once again to Bulkley Valley Credit Union for financial support in the amount of \$4,695.00. This funding will enable us to purchase three DAISY readers and expand our collection for patrons with print disabilities and impaired vision.

We were extremely pleased with the public's response to our Garden and children's Squash the Curve project. If the funding allows, we would like to offer something similar in the future.

Starting the renovations to the MacEwen Children's Library was a bit of a lifeline for us, given all the additional stresses COVID created. We can already see just how stimulating this area will be once completed, not only for our youngest members, but for entire families to enjoy. It brings us encouragement on the particularly stressful days.

Burns Lake Public Library uses provincial funding in a myriad of ways: to ensure that rural residents have access to the same high quality of library services as their urban counterparts, to work with other libraries and agencies to take advantage of efficiencies of funding to provide as many high-quality services as are available, and to provide staff with the professional development opportunities that are necessary to ensure that they are informed about and able to offer high quality library services. Provincial library funding continues to play an important role in the variety of library services our staff can offer to both residents and patrons of the library.

This report was reviewed and ratified by the members of Burns Lake Public Library Board at their regular meeting held on Friday, February 26, 2021 via Zoom.

Respectfully Submitted,

Monika Willner, Library Director



Burns Lake Public Library

2020 Library Technology Grant Report

Cover Sheet

INTRODUCTION

Burns Lake Public Library has been serving the Lakes District community since 1944. We are located in the Northern-Central Interior of British Columbia, on Highway 16, midway between Prince George and Smithers. The village population is estimated to be 1,779 according to the 2016 Census. Additionally, to the Village of Burns Lake, we are serving Electoral Areas 'B' & 'E' within the Regional District of Bulkley-Nechako. The population in total adds up to around 8,000 including the six First Nation communities: Lake Babine Nation, Office of the Wet'suwet'en First Nation, Ts'il Kaz Koh First Nation (Burns Lake Band), Skin Tyee Nation, Nee Tahi Buhn Band and Cheslatta Carrier Nation.

For the past several years the library has been struggling with connectivity issues such as no high-speed internet and refurbished, outdated equipment that would break down daily. In rural Northern communities, libraries have been struggling for years to find staff well trained in Information Technology.

As of September 2018, with assistance from our Regional District, the library has finally been connected to fiber optics, enabling our patrons to access high-speed internet at no cost. This connection made operation a little smoother, however, it did not resolve all the issues. We were still struggling with the outdated equipment which did not allow us to take advantage of high-speed internet.

Patrons visiting our facility would most often find half of our public computers with *OUT OF ORDER* signs on them. Also, we were forced to use outside IT services due to lack of training among our staff. In 2019 we were successful with our grant application for upgrading some of the equipment. The support from three local organizations made it possible to upgrade a little more than a half of the equipment.

2020 Library Technology Grant in amount of \$11,003.00 made it possible to upgrade the rest of old and broken equipment, access IT training for one of our staff members, add one more reference station to our newly renovated Children's Library, improve privacy for our patrons as

well as purchase tablets for future workshops in digital literacy, that is so desperately needed in our community. After finishing this project, we can say that Burns Lake Public Library has finally come closer to the world of twenty-first century technology.

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: BURNS LAKE PUBLIC LIBRARY

Total Technology Grant Amount: **\$11,003**

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Staff hardware upgrades Upgrade two and add one circulation station	Improved service at both circulation and reference desk. Additional circulation and reference station in the children's library section will improve the service for young families.	This will improve quality of service and allow us to serve our patrons more efficiently. Our circulation computers were old and having constant issues, extending the waiting time for our patrons.	This will support provincial priority: Improve Access for British Columbians	Purchase of three new computers Installation of new circulation/reference desk designated specifically to Children's Library	This was a purchase for in-house use. No collaboration possible.	The upgrading project started in 2019. This enables us to finish the project by the end of 2020.	2,879.52	In-Kind: Time from a local ACI Computer Service for set up and installation.	
Staff hardware upgrades Upgrade old equipment to enable staff to work more efficiently.	Improve the quality and efficiency of work.	This will save time & frustration w/ staff's IT work, while improving work quality of staff, their service to the public, as well as broaden staff's technological expertise	This upgrade will support the provincial priority: Building Capacity and Advancing Citizen Engagement	Purchase of new equipment and installation	This was a purchase for in-house use. No collaboration possible	The upgrading project started in 2019. This enables us to finish the project by the end of 2020.	2,598.79	In-Kind: Time from a local ACI Computer Service for set up and installation Cost for software carried by Burns Lake Public Library	
Other, please specify Technology training for staff	Professional Development	This will allow us to be less dependent on outside Tech Support. Training is for one staff member who will be training the rest of the staff.	IT training for staff supports the provincial strategic priority: Building Capacity	Enrolment at University of Waterloo for level one, two and three training.	This was a purchase for in-house use. No collaboration possible	This will improve the quality of IT service to patrons and further training to staff, resulting in less dependence on outside IT services.	457.52	In-Kind: Library is covering the salary cost for staff training.	
Patron software upgrades	Deep Freeze security system for the public computers and laptops to easily	To improve public security, safety and access on all public computers	Installation of Deep Freeze on all public computer supports the provincial strategic priority:	This will secure the personal privacy of our patrons.	This was a purchase for in-house use. No collaboration possible	The licence will secure patrons' privacy for next three years. Installed.	240.43	Staff time	

Deep Freeze licence from Faronics	remove unwanted changes.		Improve Access for British Columbians						
Patron hardware upgrades (public computers, printers, etc.) In-house use and loanable Tablets	Provide access to connectivity and teaching digital literacy.	This will enable us to conduct workshops on digital literacy with focus on our senior residents. The workshops will be facilitated by library staff members.	This purchase supports the provincial strategic priority: Improve Access for British Columbians, Building Capacity and Advancing Citizen Engagement	Purchase of seven tablets for patron's use.	This was a purchase for in-house use. No collaboration possible	The Tablets will be available to public by the end of this year and workshops in digital literacy will start in the beginning of 2021	2,918.26	Staff time to train public in digital literacy.	
Patron hardware upgrades (public computers, printers, etc.) Upgrade of Teen room computers	Improve access for teens. Enables access to students with no internet access and homeschooling students access to education.	Will improve connection and quality. We have been operating on outdated equipment which most of the time was broken and not accessible to teens.	This purchase supports the provincial strategic priority: Improve Access for British Columbians	Purchase two public computers for teen room and new software for both.	This was a purchase for in-house use. No collaboration possible	The upgrading project started in 2019. This enables us to finish the project by the end of 2020.	1,908.48	In-Kind: Time from a local ACI Computer Service for set up. Cost for software carried by Burns Lake Public Library installation.	