

# PROVINCIAL LIBRARY GRANTS REPORT 2020

## BOWEN ISLAND PUBLIC LIBRARY

### INTRODUCTION

Bowen Island is located in Howe Sound, a 20-minute ferry ride from West Vancouver. Our population is approximately 3800 full time residents with an additional one to two thousand summer residents.

Bowen Library is a member of the Public Library InterLINK federation and serves the residents of Bowen Island, visitors, temporary workers, and students on the island, as well as Public Library InterLINK patrons visiting, staying or requesting materials from Bowen Library.

The island has a public K-7 community school under School District 45, a private middle school accommodating 50 students in grades 6 – 9, a Distributed Education Program under School District 40 and several private preschools. The majority of secondary school students travel daily, by bus and ferry, to high schools in West Vancouver.

Bowen Library is located in an historic building in the heart of our commercial district, just 100 metres from the ferry terminal. The library is a hub for community gathering and a source of information and leisure materials, public computers, Wi-Fi access, lendable medical equipment, as well as a place for study, work and resource sharing. Tutors meet their students at the library, tele-commuters come to our study space to work quietly away from their busy households, and library programs for all ages draw the community to learn, share and engage with each other.

Like all libraries and businesses in 2020, the greatest challenge for Bowen Library has been the global COVID-19 pandemic. Bowen Library closed to public access on March 16, 2020 and re-opened for much restricted in-person services on July 8, 2020. We continue into 2021 with reduced hours and services.

The community and the library are also challenged by a small tax base, no industry, a large percentage of the working population commuting off-island each day, and yet high expectations from community members for island facilities and services that are on par with those found in much larger neighbouring communities. Our municipality struggles with community desire for development of infrastructure and amenities, but an aversion to tax increases. Perhaps not a unique position, but in a small municipality with no industry it is even more of a challenge.

### **Our Strategic Plan**

Bowen Library's Strategic plan was ready for review and renewal in early 2020. However, the global COVID-19 pandemic led us to postpone planning until later in 2020. For most of 2020 we operated on the plan developed in late 2018 and have achieved the majority of our goals:

- Planning financial support for our goals
- Developing our new public space to best serve the needs and desires of our community
- Improving outdoor spaces to welcome the public
- Developing and refining our relationship with Bowen Island Municipality
- Enhancing our external communications
- Strengthening our team of staff and board

Before embarking on our next Strategic Plan, we put out a customer survey, asking our patrons and community what we could do for them to better their lives during the pandemic. Those responses let us know that the community greatly values the library, still counts book collections as their most important priority, but also want more technology assistance and expanded collections and programs that offer learning opportunities for families.

The Board and staff held a facilitated Zoom strategic planning session over two days, focusing on a short term plan that will guide our decision making through 2021. The 2021 Strategic Plan is a “COVID” plan and examined 3 possible scenarios for library service in pandemic or post-pandemic 2021. The resulting Strategic Plan emphasizes providing stability for our community by being flexible and nimble to respond to the ever changing circumstances.

#### 2021 Goals:

- Keep in close touch with the island
- Develop and deliver programs and services that are COVID safe
- Use our human resources effectively and safely
- Review and update our collection policy
- Develop finances that are resilient and sustainable

## GOVERNMENT PRIORITIES, GOALS, PROGRAMS AND SERVICES, PARTNERSHIPS

### GOVERNMENT PRIORITY 1

#### Improving Access for British Columbians

##### Alignment with Bowen Library’s strategic goals and priorities

- Sharing ideas, knowledge and culture
- Equitable access and inclusivity

##### Partnerships, Programs and/or Services that align with the priority:

#### Seniors and vulnerable populations open hours

Soon into the pandemic it was clear that seniors and other vulnerable populations would be best served by providing specific open hours for these groups only. Once we opened our doors again we scheduled additional hours once per week for these most vulnerable populations to access our collections and our public internet. We also continued to provide take out (contactless pick up) service for anyone who preferred not to come into the library building. By providing continued take out service and separate hours with lower occupancies, we could protect our seniors, immune compromised, and other vulnerable populations and make them feel safer when using the library.

#### Grandfriends Pen Pal Program

Bowen Library partnered with Bowen Island Community School (BICS) on a letter writing program between seniors and elementary school students. An in-person Grandfriends program normally run at the school could not be held in 2020 due to COVID. Bowen Library had been considering a pen pal program between seniors and youth to improve writing skills and to connect seniors and youth experiencing isolation during COVID. Working with the Community School Coordinator we could see a

perfect opportunity to merge both of our ideas into a literacy and connections program. Our two organizations are now implementing a joint project of exchanging letters between community elders (Grandfriends) and students at BICS. The Community School coordinates the student participation and the Library coordinates the Grandfriends participation. Each of our organizations is involved in receiving the letters, vetting them for appropriate content and directing the letters to individual Grandfriends and students. The program began in October 2020 and will continue through to June 2021.

### Outcomes that were identified:

From our reopening on July 8, 2020 to December 31, 2020 we provided 48 hours specifically for vulnerable populations. 261 patrons visited the library during those hours, for an average of 5 people per hour. We were not able to reinstate public computer access until September 2020 and served 7 vulnerable with public internet access during that time.

Persons most vulnerable to COVID-19 were provided with a safer option for accessing the library's collections and public internet. These populations reported that without these specific times they would not have come to the library.

*"We live with young teens and an immune compromised adult. The library has been a meeting place and a diversion from Netflix. It has been hugely important to have hours for immune compromised customers."*

*"I prefer contactless service from everywhere, including library. Thank you for continuing to provide that option"*

*"We're adults in that older age group and... we've admired your care of those seniors at the library. Thank you."*

The Grandfriends Pen Pal program builds a number of skills for both the students and the elders. Literacy, handwriting, email, storytelling and communication skills are all areas that are developed by both the youth and the elders. Empathy and understanding are developed from intergenerational conversations and sharing of knowledge and stories. Connections have been made, and both students and elders "light up" as they develop these relationships. Social connections established through this program are an important part of social/emotional literacy – particularly during the isolation of COVID-19.

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## GOVERNMENT PRIORITY 2

### Building Capacity

#### Alignment with Bowen Library's strategic goals and priorities

- Strengthen our recruitment, retention and training of highly effective staff and volunteers

#### Partnerships, Programs and/or Services that align with the priority:

**Staff training and practice in delivering online programs.** The move to online programming required library staff to be trained in this new delivery model. Staff were also required to train our patrons, volunteers and other staff in providing online services. Staff consulted with other libraries, researched online delivery options and the entire staff team reviewed the copyright and privacy issues associated with online programs to decide on the best way for our patrons to find and view programs. Through

connections with other libraries, staff learned best practices for creating online programs and benefitted from the experience of staff in larger libraries. Staff took online classes through Lynda.com, researched platforms, privacy and copyright issues, purchased appropriate technology, and practiced with each other to hone their skills before filming learning workshops.

The COVID-19 pandemic, while creating challenges for service delivery, also opened up new opportunities for learning from each other. Webinars, workshops and communications with and from colleagues became much more accessible to staff. No longer required to travel off-island, leaving our small library short staffed, COVID allowed remote learning for our staff as they developed skills in providing a new format of programming.

#### **Outcomes that were identified:**

Library staff learned to use Zoom, iorad, YouTube and other digital tools to present programs and services online. This form of programming and service was new to Bowen Library staff and the learning curve was short and steep. Through connections with other library staff, knowledge was shared from larger libraries to small libraries as we all explored a new service delivery model. Our staff learned of best practices and benefitted from the experience of others. A deeper understanding of privacy concerns, copyright issues and the needs of patrons new to technology use was acquired by staff. This learning will carry forward into future programming and services both online and in person.

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### **GOVERNMENT PRIORITY 3**

#### **Advancing citizen engagement**

#### **Alignment with Bowen Library's strategic goals and priorities**

- Community Connection
- Sharing ideas, knowledge and culture
- Refine our positive, professional relationship with Bowen Island Municipality

#### **Partnerships, Programs and/or Services that align with the priority:**

**Nexwlélexwm: Building a Mighty Bridge event and documentary.** Bowen Island Public Library, in partnership with the Bowen Island Arts Council, community member Pauline LeBel, and supported by Bowen Island Municipality, created a renewed welcome sign for Bowen Island that now includes the Squamish language traditional name for Bowen Island – Nexwlélexwm. The sign was carved by a local sign maker from wood salvaged from a local beach and added to an existing welcome sign. Despite COVID-19 restrictions on events, we felt that this event and ceremony was too important to postpone. The work of Truth and Reconciliation needed to continue within the COVID-19 protocols.

The sign was brought down to a gathering place and a ceremony and celebration was planned for National Indigenous Peoples Day June 21, 2020. Four members of the Squamish Ocean Canoe Family were invited to come and bless the sign, and witnesses were invited from the Library, the Arts Council and the community, as well as from local, provincial and federal government.

Unable to hold a public community celebration due to COVID-19 safety protocols, this historic ceremony and blessing took place with minimal audience and was captured for everyone to view in a full length recording and in this documentary of the event and the story of the sign's creation.

<https://www.youtube.com/watch?v=a0r3GnBCZT8>

### Outcomes that were identified:

Attendance at the event was limited to 20 people due to COVID-19 restrictions. However, the video created has been viewed more than 200 times and will be available indefinitely for viewing.

The video capturing the ceremony and purpose of this event was made available to the Bowen Island Archives, and to the community through our website, FaceBook and other social media. The documentary of this significant event on the road to reconciliation is now part of the historical record for Bowen Island.

This event created engagement between Squamish Nation, Bowen Island Municipality, Bowen Island Library and Bowen Island Arts Council. It was another step taken towards building a “bridge” between Squamish people and settler Bowen Island residents by sharing First Nation history and acknowledging our place as settlers on the Squamish unceded territory.

We have seen the local community embrace this expansion of the island identity. A local FaceBook page (Bowen Island Everything Else <https://www.facebook.com/groups/bowenislandeverythingelse>) added Nexwlélexwm to the page name after this ceremony. With our welcome sign now including the Squamish name for the island everyone arriving on Nexwlélexwm is reminded of the true history of these lands.

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## GOVERNMENT PRIORITY 4

### Enhancing governance

#### Alignment with Bowen Library’s strategic goals and priorities

- Strengthen our recruitment and training of diverse and highly effective board members
  - Provide opportunities for board development

#### Partnership and Program that aligns with the priority:

Board and staff attended the BCLTA Governance and Decision Making in the time of COVID-19 workshop. The opportunity to attend a workshop specifically directed to COVID and emergency concerns was very beneficial for board members. One library board member and the Chief Librarian attended this workshop. The workshop itself was well crafted and the opportunity to hear from other board members and share experiences was invaluable. Particularly for small libraries, having a resource like BCLTA and the connections to other boards is an asset.

The Squamish language sign ceremony was a leadership role the Library took with our local municipal council. By putting together this event with the Arts Council, the library provided an opportunity for Mayor and Council to get involved more deeply in reconciliation work. Bowen Island Municipality approved the event, installed the sign and sent the Mayor to witness the ceremony on behalf of the municipality. Invitations were also sent to MP Andrew Weiler and MLA Jordan Sturdy. The ceremonial event organized by the Library and the Arts Council gave 3 levels of government the chance to reach out to Squamish Nation members.

### Outcomes that were identified:

The Board member and Chief Librarian attending the BCLTA COVID governance and decision making

workshop came out with a clearer understanding of the role of the Chief Librarian and the Board in times of emergency. Attendees recognized the need for some policy review to ensure that the board and the Chief Librarian are aware of their roles and responsibilities during emergency situations. Policy review was added to our work plan.

The Squamish Language sign creation and celebration fostered communications between our local government and the Squamish Nation. Bowen Island's Mayor came out of the ceremony with a strong sense of the work that needs to continue to both recognize Squamish Nation connections to Bowen Island and the importance of developing relationships between the municipality and the Squamish Nation.

Engaging Mayor and Council in the work being done by Bowen Library and partner organizations to take concrete steps towards reconciliation enhanced the Library's relationship with Mayor and Council, as well as our relationship with Federal and Provincial representatives.

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### *TECHNOLOGY GRANT – FINAL REPORT*

The Digital Initiatives grant was partly spent in 2020, and will fully expended in spring 2021. The funds are being used for a one year subscription to Bibilcore Discovery Layer; 2 year subscription to Novelist Select to expand Bibilcore functionality; two year subscription to Zoom; addition of remote printing service for patrons; and creation and delivery of online workshops teaching patrons how to use digital resources.

#### OUTCOMES:

##### Bibliocommons and Novelist Select

The implementation of Bibilcore and Novelist Select is underway. The vendor has scheduled Bowen Library for March 2021 implementation of the software with launch date expected early April. The expected outcomes are:

- an easier to use and understand library catalog
- increased use of the catalog online and in library
- improved access to the library's catalog reducing barriers to searching the library's collections efficiently and effectively
- Helping to deliver the provincial strategic goal to improve access for British Columbians

##### Zoom software subscription to allow remote Tech Tutoring, workshops and other programs

The purchase of Zoom subscription for 2020 and 2021 allows the library to hold meetings and programs within COVID-19 safety protocols. Outcomes:

- Technology available to allow video conferencing
- Staff and board members access to meetings and workshops is improved by not having to meet in person on Bowen Island or to travel to meetings in the Lower Mainland. Staff meetings increased from 6 annually to 26 annually. Board meeting attendance now averages 95% of board members. An increase from an average of 70% in 2019

- Tech Tutor able to provide services remotely during COVID lockdowns or to patrons uncomfortable coming into the library. Also allows Tech Tutor to assist with hardware issues for those with desktop computers.
- Enhancing governance within the library administration. Building capacity for staff and board by providing methods to attend internal meetings and to deliver online services.

#### Remote printing service

Bowen Library purchased software to provide remote printing for patrons or community member without a printer. Staff set up the software through our network and then underwent training to learn how to use the software. Outcomes:

- Community access to remote printing services from home or in library.
- Access to printing for those who do not have a computer or a printer and/or who cannot come into the library to use the public computer.
- Fills a gap left by the closure of an office services business that closed during COVID-19.
- Positive response from the community has led to plans to implement additional services for public faxing and scanning in 2021.
- Improving access through user-centered service that provides a service otherwise unavailable in our local community.

#### Online learning workshops

While the physical library building was closed to the public for almost four months, staff researched, planned and received training to learn how to deliver programs and services in COVID safe ways. We knew that our communications needed to change along with the method of delivering programs. It was clear that access to e-Books and learning platforms such as Lynda.com, TumbleBooks, and Artistworks would be valuable, convenient resources for patrons during “lockdowns”. This was our chance to engage our patrons in resources that many people were unaware of or were reluctant to use because of their inexperience. Staff developed and delivered online training sessions via Zoom and YouTube.

Online “How To” sessions were offered to our patrons to help them learn about the digital resources available and how to use them. A series of 8 live sessions were offered to teach patrons how to use Lynda.com, TumbleBooks, Artistworks and Libby and Overdrive. The sessions were recorded and are available on the Library’s website providing all staff with a place to point patrons who need help learning to use our digital resources.

Outcomes:

- Staff learned new skills for service and program delivery. Two staff trained and able to train other staff.
- Staff developed deeper understanding of copyright and privacy policies and issues.
- Public educated on how to attend virtual programs
- Attendance and viewing of online programs grew by 50% over initial online programs offered early in 2020

- Patrons were made aware of the library's available digital resources
- Patrons learned how to use library digital resources Libby/Overdrive, ArtistWorks, Tumblebooks and Lynda.com (LinkedIn Learning)
- Building staff capacity. Improved access for patrons creating more engaged citizens.

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## COVID-19 AND PUBLIC LIBRARIES

After the announcement that COVID-19 had reached global pandemic stage, Bowen Library chose to close our facility to the public as of March 16, 2020. That decision was made by the Chief Librarian in consultation with the Board Chair to protect our staff and patrons in light of the mandated closure of recreation centres. We were fortunate to keep all staff employed, but had to discontinue our volunteer program that has provided circulation service support for several decades. The majority of library volunteers are in the higher risk age range. During initial closure our book return was closed, all programs and room rentals cancelled.

The early weeks of the pandemic were stressful and uncertain. Information was unclear, procedures changed sometimes daily, and health authority announcements were closely monitored. Staff worked on developing new policies and procedures for our closure, planned for COVID safe service, researched current science around COVID, and communicated with other libraries and library organizations to share information and best practices.

Once it was deemed safe we began curbside pickup, referred to as Takeout Service. Takeout included our library book collections as well as our Med Shed equipment. The book return was also opened and returned materials were initially quarantined for 72 hours minimum. Quarantine of books was lifted November 1, 2020 on the advice of the BC Centre for Disease Control.

Online storytime was implemented within a month of our building closure, and additional online programs were added during the summer and fall. The building re-opened with reduced hours and collection browsing only in early July 2020.

The challenges for Bowen Library during 2020 were exacerbated by the loss of our volunteers. Library volunteers were working in circulation as well as new book processing, and their time was equivalent to one full time position (1 FTE). We have suspended our volunteer program until the end of 2021. By 2022 our volunteers will have been away for almost 2 years. In that time much has changed due to the pandemic, and the volunteer program as it existed will not be able to be reinstated. We hope to find new roles for our volunteers in 2022.

We opened to the public with significantly reduced hours due to this reduction in available workers. Staff continued to perform their usual duties, learn and take on new duties such as online programming, and fill the one full time circulation position previously filled by volunteers as possible. We continue to be challenged by limited staff. In 2021 we will use reserve funds for one time only for short term (9 months) additional staffing.

From July 8, 2020 to December 31, 2020 Bowen Library was open to the public for express browsing and computer access for 14 hours per week compared to 38 hours pre-COVID. Hours increased to 18 per week in early 2021. Our goal for 2021 is to increase hours to a minimum of 30 per week.



## COVID Timeline for Bowen Island Public Library

- March 16, 2020 Bowen Library closed to the public – four days after COVID-19 declared a global pandemic by the World Health Organization. Decision made by Board Chair at Chief Librarian's recommendation, based on mandated closure of rec centres.
- All staff retained at their regular hours throughout the pandemic.
- March 18, 2020 - Zoom account created and all meetings moved online.
- March 16, 2020 - Book return drop closed.
- Newspaper subscriptions cancelled until May 31, 2020.
  - Later suspended through all of 2020.
- March 16, 2020 - Loan periods extended until May 31.
  - Later extended into August after physical building reopening.
- April 17, 2020 - Online Story times began via recorded Zoom sessions.
- May 9, 2020 - Takeout Service in place Wednesdays and Saturdays - 12 to 3 pm.
- May 9, 2020 - Book drop opened for same hours as Takeout service.
- May 9, 2020 - 72 hour quarantine of returned materials starts when book return opened.
- July 8, 2020 - Library re-opened to the public Wed to Sat 12pm-3pm and Thursday 10am-12pm for seniors and other vulnerable populations.
- October 1, 2020 - Outdoor Storywalk® stations on Library grounds.
  - Three Storywalks® between October 2020 and Feb 2021.
- November 1, 2020 - Quarantine for returned materials discontinued.
  - BC CDC report advises that quarantine is not necessary as risk is so low.
- Jan 1, 2021 – Hours increased from 14 per week to 18 per week. Wed-Sat 12-4pm and Friday 10am-12pm for vulnerable populations at lower occupancy

## SUMMARY

It is a surprising reality that while 2020 was the most challenging year for Bowen Library, we are not at all unique. COVID-19 has impacted the whole world and we are all treading water to try and see what is coming next. Small libraries and large ones alike have struggled with safety, staffing and services during this life defining year.

Bowen Island is fortunate to be a community that is understanding, patient and generous. We have had very few cases of COVID-19, have a community that supports each other and are in a location that allows each of us to easily get out of our homes and into nature.

Bowen Island Public Library has also been fortunate. We managed to keep our existing staff at their normal work levels, we had space to quarantine materials when needed and our budget remained stable in 2020. The global pandemic meant 4 months of closure of our facility, but not of our services. We reviewed and revised our services to deliver them remotely, and managed to open our facility to the public again relatively early.

There have been challenges, of course, as staff re-trained on the fly, and new procedures, policies and plans were created, revised and re-written often. Our biggest challenge was the suspension of our volunteer program, leaving staff to pick up additional duties on top of the new skills they were just learning. We will struggle with a staff shortage in 2021 as well, but hope that by 2022 we will have the ability to review our needs and find the resources to support those needs.

There have also been unexpected opportunities and positive outcomes. Ordinarily, our small staff and remote location meant that attending staff development sessions could be a challenge. Without back up staff, it is difficult to send more than one person to workshops or training in person. COVID-19 brought online training opportunities in ways and volume we haven't seen before. For our small library these online options are far more accessible for all staff. We are hopeful that this form of staff development will continue to be an option post-COVID.

The collegiality between library staff was quite remarkable in 2020. We felt that we had the support of neighbouring InterLINK colleagues as well as the ideas, practices and experiences of our colleagues in BCLA, BCLTA and ABCPLD. We were all experiencing the same challenges and the same confusing information. The generosity of fellow library staff, Public Libraries Branch staff and library organizations was invaluable.

For Bowen Library the highlight of 2020 was the ceremony and blessing of the Nexwlélexwm welcome sign for our island. The creation of the sign symbolized a real step in the reconciliation journey of Bowen Island residents and local government. This event was 2 years in the making and was considered so important by everyone involved that even a global pandemic would not delay it. We are very grateful to the Squamish Canoe Family who came to the island, gave their blessing to the carver and the sign, and shared with the island settlers their history here on this land.

Moving forward, Bowen Library is focusing on stability for our community, but also working to be flexible and nimble in these challenging times. Planning will continue to be a challenge in 2021, as will the mental health of our staff and our community. Bowen Library will work to provide whatever support and services we can to make life better and easier for our community.

We value the support of Public Libraries Branch for the funding offered, but also for the staff expertise, the connection to our provincial decision makers, and for the province wide initiatives such as the core suite of databases that will provide information resources to all British Columbians equally. Support to federations and associations has far reaching impacts that benefit all citizens and the unique public libraries in their communities.

Bowen Island Public Library thanks the Public Libraries Branch for the continued support to all of the public libraries in BC. This province wide view ensures that every citizen of BC can access free public library service and the opportunity for lifelong learning.

2020 Library Technology Grant  
Interim Report  
Bowen Island Public Library

Overview:

Bowen Island Public Library is grateful for the support provided through the 2020 Library Technology Grant. Our plans to most efficiently and effectively use these one-time funds are centered on access to our resources and digital programming.

We are providing an upgrade to the user interface of our online public catalog. The current interface provided through Sitka is not user friendly and requires staff intervention and assistance often. We will purchase and implement Bibiliocommons as the discovery layer on our Sitka catalog. Technology grant funding will pay for the implementation fee, which will be supported by the library's operating budget to cover ongoing annual costs for Bibliocommons. Our customer satisfaction survey in 2019 revealed that patrons are not happy or comfortable finding resources through our ILS interface. Particularly at this time, when many patrons are unable or unwilling to come into the library to get staff assistance, an improved discovery layer will

A second user centered upgrade to our technology is to provide the ability to print documents from patron's own devices, remotely or in library. We have researched and purchased reasonably priced software that will provide the service we most need – remote printing from personal devices. This software will protect the security of our internal network while providing a method to print in the library from home, car, or another remote location. Bowen Island had one printing/office business that closed as a result of COVID-19 challenges. There is an increased demand at Bowen Library for printing, scanning, faxing services. We have been providing printing service manually with significant staff intervention. This software will meet the initial need of our community for public printing service and will reduce the amount of staff time involved currently in providing print services.

The bulk of our grant funds will be used to support digital/online programming. Bowen Library has experimented with online seminars, but delving into fully digital programming is a new area for us. Funds will be used to provide training for staff, as well as to purchase equipment and software/subscriptions to platforms needed to present digital programs. We will fund the staff time needed to research methods of digital program presentation, plan programs, market and promote our new programs, assist patrons and program volunteers to learn the new technologies, and implement a schedule of programs between October 2020 and March 2021. COVID-19 has changed the way we will deliver programming over the next 6 months and onwards. Without the ability to gather in groups to attend programs, it is vital that library staff are able to present programming for lifelong learning and access to library resources in a digital format.

## 2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: BOWEN ISLAND PUBLIC LIBRARY

Total Technology Grant Amount: \$9697

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
<b>Patron software upgrades</b>  <b>Bibliocommons</b>	Improved access to the library's catalog reducing barriers to searching the library's collections online.	Holds increased on physical materials. Patron use of e-book collections increased by 25% over 2019.	Easier access and searchability of the library's electronic and physical materials supports the provincial strategy of advancing citizen engagement by improving access to information and resources citizens need.	Purchase and install Bibliocommons. Train staff in using Bibliocommons. Create and/or promote training for patrons on how to use Bibliocommons most effectively.	Purchase through BC Libraries Cooperative who are able to provide consortium pricing that is affordable for a small library.	Install and implement January 2021.  Staff and public training January/February 2021	\$2500	Ongoing costs (\$2200 per year) to be paid from Bowen Library regular operating budget.	
<b>Patron hardware upgrades (public computers, printers, etc.)</b>  <b>Remote printing provided</b>	Patrons able to print from their home and from their own devices. Access to printing for those who do not have printers and/or cannot come into the library to use our public computers.	Public printing from patron's own devices added. Printing increased by 25%.	Improving access through user-centered service that provides a service otherwise unavailable in our local community.	Research appropriate software. Purchase printer best suited to deliver this service. Choose software and install. Train staff and public on use, and market the service.		Research software options August/September 2020. Purchase and install printer and software October 2020. Public access and promotion of new service November 2020.	\$1000	\$400 from Bowen Library budget of computer services to install and set up the software.	Public printing services no longer available in our community, with COVID caused closure of local business.
<b>Digital programming</b>  <b>Database and e-materials instruction, and other online/digital programs</b>	Staff trained in delivering online programs. Public educated on how to attend virtual programs; growth of attendance and viewing of virtual programs. New service.	Two staff trained in providing digital programming, and able to train other staff. Patron attendance in or viewing of digital programming increased 50% over summer 2020 attendance.	Staff training builds capacity of library staff. Improved access for patrons, creating more engaged citizens.	Purchase equipment & subscriptions, train staff in delivering online programs. Plan, develop and present digital programs, record and host on YouTube Channel.	Ideas, samples, templates and instruction from other larger libraries in BC.	Staff training, and research of appropriate online platform August-September 2020. Programming provided October, November 2020 and February/March 2021	\$6197	\$1,000 from Bowen Island Health Centre Foundation leveraged to provide sufficient staff training.	