

Gibsons & District Public Library

2020 Provincial Library Grants Report

Introduction

2020 calls for unique reflection as a year incomparable to others. The role of the Library was more important than ever in the face of the adversity and challenges of the pandemic. Our mission to connect our community to the world of culture, knowledge and ideas was fulfilled in robust new ways as we refocused on our digital resources while closed. Even with having to be closed from March 18th to starting Takeout Service May 19th, our circulation increased 18% from 2019 and our database use increased by 58%. We increased our Wi-Fi bandwidth and made it available 24/7 to ensure everyone in our community had connectivity. While we miss the in person gatherings that were so abundant before COVID at the Library, we have maintained our regular programs such as Conversational Language Classes, Story-times, and Open Microphone Nights using Zoom. In an effort to enhance family learning and enjoyment at home, new STEAM (Science, Technology, Engineering, Arts and Math) kits were developed to enable patrons to borrow resources they may not otherwise be able to access. Our Board and Staff were steadfast in their efforts to implement a comprehensive COVID safety plan. Opening our doors to patrons again on July 6th was a day of celebration as the magic and connection of in person library visits returned. As members of our community dealt with the stress of adjusting to pandemic life, our Library offered support, learning, entertainment, connection, and access to the resources people needed to improve their lives. Throughout 2020 we continued to focus on and advance our four main strategic goals:



BUILD COMMUNITY



ENCOURAGE AND ENABLE LIFELONG LEARNING



INVIGORATE PEOPLE AND CULTURE



CREATE WELCOMING SPACES AND RESOURCES

Some of our key accomplishments in 2020 were:

- Our above average library membership of 67% of our populace
- Our staff team remained strong and consistent throughout the pandemic
- We pivoted quickly to adjust to pandemic protocols offering takeout service beginning in May and opening our doors to the public again on July 6, 2020.
- Our digital circulation increased by 40% from 2019
- Facilitation of learning opportunities around Truth and Reconciliation
- Facilitation of learning opportunities around Sustainable Living
- Improved accessibility and services to people living homelessness and/or poverty
- 35,686 website visits- 17% increase from 2019
- Kanopy was added to our database collection and overall database use increased by 58%
- Increased outreach to and usage by patrons living with homelessness and/or poverty

These accomplishments occurred during what was a very challenging year for all patrons and staff. Our resiliency and ability to adapt quickly are organizational traits that enabled us to persevere through 2020. We strive to continue to be flexible, to change with the times, and to continue being a key to a thriving community.



Priority 1: Improving Access for British Columbians

GDPL Strategic Goals and Objectives that support this priority:

Encourage and Enable Lifelong Learning:

We will:

- Inspire learning and critical thinking
- Cultivate Creativity
- Support Digital Literacy
- Increase Library Membership

Create Welcoming Spaces and Resources

We will:

- Partner with other organizations to offer collaborative services
- Help create a cultural hub in Lower Gibsons
- Enhance virtual and online spaces

Build Community

We will:

- Continue to be a hub, connecting people to each other
- Support staff and volunteers to meet their full potential
- Identify and remove barriers to library services
- Evaluate the impact library services have on our community

Invigorate People and Culture

We will:

- Celebrate our diverse community
- Participate in ongoing learning about Truth and Reconciliation
- Provide resources that support people to further their education, develop employment skills and grow local businesses

Programs & Services that align with this priority and outputs:

In 2020, 401 new members were registered, many of whom sought out a membership during the initial weeks of lockdown. To ensure the accessibility of the library during our COVID closure in March, our library implemented online registration and set up a work cell phone to provide patrons with daily library support. We continue to remove barriers to

library participation by ensuring people can get a library card even without proof of address if it is clear they are dealing with unstable housing. Partnering with the Town of Gibsons, we sent out welcome packages to the new residents of an affordable housing Unit in Lower Gibsons to ensure they feel welcome to use the library. Our partnership with Raincity Housing continues and COVID safe library space was made available each week for the Raincity Outreach Worker to meet with clients.

In partnership with Christenson Village care facility, we continue to offer a monthly library drop off service to residents who are immobile or needing to stay at home due to COVID 19. In addition to the print collection, we worked with Telus to secure tablets for residents to be able to access digital eBooks and audiobooks.

With the increased reliance on digital access, our staff assisted patrons daily with online government forms and applications. Our Wi-Fi use tripled during the initial months of the lockdown so we ensured our free Wi-Fi was available 24/7 for people to use outside the library.

Exam invigilation continues to be a highly used service we offer and the pandemic resulted in even more students needing this service to be able to achieve their academic and learning goals.

In response to the pandemic, we increased digital resources and phone and email support to our patrons. The excellent streaming database Kanopy was quickly acquired to offer our community a juried & diverse selection of documentaries, films, children's content and the Great Courses. Niche Academy was also purchased to offer tech support and video tutorials on a range of computer use and database use topics.

Outcomes:

- Reduced social isolation
- Increased computer skills
- Increased employment skills
- Increased participation in lifelong learning
- Increased connections to community

Priority 2: Building Capacity

Library Strategic Goals that support this priority:

Encourage and Enable Lifelong Learning:

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Programs & Services that align with this priority and outputs:

GDPL serves as a bridge that addresses the digital and technology education divide that exists in our community. Even with the safety protocols of the pandemic, our patrons have access to 4 free public computers, 5 I pads and 3 laptops that can be used anywhere in the library. Our digital printer enables Wi-Fi printing from any device or location. Staff continue to provide individual support on device use, and a physically distanced one to one space

with Plexiglas was put together for patrons to get individual tech support on topics such as Zoom.

Our Board has consistently increased its capacity by participating in regular BCLTA workshops, participating in monthly generative discussions and ensuring the Board's governance is transparent and professional. We have increased the capacity of the community to restore itself economically from the pandemic by providing safe places for people to study and work, and by offering free exam invigilation for distance learners. Regular library programming continued via Zoom to facilitate learning and access to resources. Topics included how to use Zoom, Conversational French & Japanese, Open Microphone Nights, Toastmasters Public Speaking, Capilano Universe lectures, Seed Saving, Documentary Film Discussion Groups, Book Clubs and more.

Outcomes:

Increased computer skills

Increased employment skills

Increased civic engagement

Increased participation in lifelong learning

Increased connections to community

Increased capacity for economic and community development

Priority 3: Advancing Citizen Engagement

Library Strategic Directions and Goals that support this priority:

Encourage and Enable Lifelong Learning:

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Programs & Services that align with this priority and outputs:

GDPL works closely with the Sunshine Coast Regional District; the SCRD is both a funder and a community partner. Many of the initiatives of the SCRD such as education on emergency preparedness and earthquake preparedness are delivered at the library. Likewise, GDPL works in partnership with the Town of Gibsons and local media to

disseminate important information to the community such as water restrictions and status, bear aware strategies, and community composting.

Throughout the pandemic the Library was a primary source of accurate information for our community and patrons relied on us to know the most up to date COVID protocols. As government benefits and programs demanded people to go online for access, the library offered free support, computers and resources to assist with this level of engagement.

Outcomes:

Reduced social isolation
Increased computer skills
Increased employment skills
Increased civic engagement
Increased participation in lifelong learning
Increased connections to community
Increased capacity for economic and community development
Increased awareness of sustainable living practices

Priority 4: Enhancing governance

Library Strategic Directions and Goals that support this priority:

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Programs & Services that align with this priority:

The GDPL board works hard to ensure our governance policies are up to date and responsive to current library trends: these are available on our website at www.gibsons.bclibraries.coop

The GDPL board actively connects with InterLINK, the BCLTA and other networks to stay connected with the broader library community. Board Trustees regularly attend BCLTA workshops and engage in monthly generative discussions. In 2020, the Board Development Committee organized excellent conversations and workshops focused on Truth and Reconciliation and good governance.

GDPL continues to regularly monitor how we are meeting our strategic objectives, and ensure our Board meeting minutes, agenda and contact information is readily available on our website.

Outcomes:

Increased efficiency of library services
Increased community profile of the library
Increased excellence in governance

Highlights of the Gibsons & District Public Library in 2020

1 67% of the Gibsons and area population has an active (used in the last 3 years) GDPL Library card (**8044 GDPL patrons**).



2 264 new library card registrations during our closure from March 16 to the start of our takeout service May 11.



3 During our closure we added hundreds of titles to our e-book & e-audiobook collections; we acquired Niche Academy to offer video tutorials on computer skills, Zoom & database use & Kanopy—an excellent free streaming service that offers independent documentaries, the Great Courses and Kanopy kids all with diverse BIPOC and LGBTQ2 content.



4 July 6 was our grand reopening and the return of in-library holds pick up, browsing access to the entire collection, 3 public computers, 2 laptops, digital printing, scanning service and continued takeout service.



5 During the first weeks of reopening:
i. Borrowing of physical materials:



- has more than **tripled** over takeout service (5,411 overall circulation during 7 weeks of takeout and 17,619 during first 7 weeks of being open)
- Circulation is at **77%** of pre-COVID levels

ii. Digital resources

- Use of our digital e-book and e-audiobook platform is **40% higher** for Jan-July 31, 2020 (18,415) than it was in Jan -July 31, 2019 (13,163) and now accounts for **22%** of total borrowing
- Total Database sessions have **increased by 48.5 %**, Jan-July 2019 = 20,674 compared to Jan-July, 2020 at 30,704.

6 We are working in partnership with SD46 and the homeschooling community to offer **STEAM kits to families** for enhanced learning, and are providing e-book & e-audiobook access to students.



7 Wifi use has more than tripled this summer over last year—a **262% increase** which demonstrates the extreme need for connectivity during the pandemic. GDPL left our WIFI on 24/7 even during our closure.



Technology Grant Report

The Technology grant has enabled us improve access to the internet particularly for our most vulnerable community members. We worked closely with Rain-city Outreach services to bring connectivity to people who may be living with homelessness and/or unstable housing. GDPL provides 24/7 Wi-Fi service that extends beyond our walls, and the increased bandwidth made possible by this grant improved and increased this access: demand for our internet service has tripled since 2019.

The grant covered the purchase and installation of a new wireless phone system for the library allowing us to have multiple phone lines available to that patrons always get a staff person picking up their calls during opening hours.

Beyond the extended Wi-Fi and new phone system, the grant was used to purchase a new laptop that had the appropriate video editing software for us to use to mount our online story times and other programs.

The remaining funds are being used to add to our STEAM kit collection.

Area of Need	Output	Immediate Outcomes	Intermediate Outcomes	Impact
Connectivity (internet speed, connection capacity, etc.) Click or tap here to enter text.	GDPL Bandwidth was expanded and is triple the speed	Patrons have improved <u>wifi</u> connectivity speed and a larger physical area of access reaching beyond the outside parameters of the Library	People who may be marginalized due to low income or poverty have connectivity	Improved Access for British Columbians Enhanced Civic Engagement Greater Capacity
Staff hardware upgrades Click or tap here to enter text.	Purchase of new Asus laptop for Staff	Staff now have capacity to create high quality online programming including <u>storytimes</u>	Patrons have increased and improved online library programming	Greater Capacity
Other, please specify New phone <u>systsem</u>	Purchase and implementation of 8 new phones	The library now has 4 active phone lines enabling patrons to always reach a staff person directly during open hours	Patrons have increased access to Library staff and support	Improved Access for British Columbians Greater Capacity
Patron software upgrades Click or tap here to enter text.	Purchase and development of STEAM kits for collection	Patrons have access to high quality STEAM education kits	Children, youth and families have increased STEAM educational opportunities	Enhanced Civic Engagement Improved Access for British Columbians Greater Capacity

COVID 19 and Summary

There is no doubt 2020 was an extremely challenging year for all. Our library had to quickly adjust daily to new information and new protocols to guide our work. Throughout these changing times, our services adapted and our online presence and digital collection expanded to meet patrons' needs. The unexpected financial cost of Plexiglas installation, PPE and other pandemic related expenses strained our already limited operational budget. The Staff exhibited extraordinary professionalism and endurance in providing warm and welcoming service with the discomfort of wearing a mask and managing the communal stress of the public.

Our public libraries are “the great equalizers” as they ensure equal access to all and effectively help to level the playing field for the most vulnerable members of our community. The library embraces its dual role in being the ambassador and gateway to the digital world while equally providing opportunities for people to enjoy respite from it.

Provincial support for our community's public libraries has never been more important. Our digital infrastructure ensures that everyone has public access to online connectivity; our welcoming and vibrant physical & online space serves as a sanctuary and gathering place; and the diverse range of resources and services the library offers dramatically increases the quality of life for our community giving individuals the tools they need to move forward.



Gibsons & District Public
Library
Stories To Tell

We used social media like this post of our staff to stay in touch while we were closed in the Spring.

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October 14, 2020

BC Libraries Branch
Re: Gibsons & District Public Library Association
2020 Technology Grant Report

To whom it may concern,

Please accept our Interim Report for our 2020 Technology Grant. We want to extend our sincere thanks and appreciation for this funding. As with many public libraries, our community relies on GDPL for access to connectivity and for support in navigating the digital world.

This Technology grant has enabled us improve access to the internet particularly for our most vulnerable community members. We work closely with Rain-city Outreach services to bring connectivity to people who may be living with homelessness and/or unstable housing. GDPL provides 24/7 Wi-Fi service that extends beyond our walls, and the increased bandwidth made possible by this grant will enable us to improve and increase this access further: demand for our internet service has tripled since 2019.

This grant has also given us the tools we need to engage with patrons online via quality library programming; and to improve our telephone communications to ensure patrons have easy access to the information they need. In the wake of the global pandemic, the need to bridge the digital divide and ensure access has never been a more important priority for libraries to address. We greatly appreciate the support of these funds. Please do not hesitate to contact me if you require any further information.

Sincerely,



Heather Evans-Cullen
Library Director

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: GIBSONS & DISTRICT PUBLIC LIBRARY

Total Technology Grant Amount: \$13,417

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Connectivity Upgrade- increased bandwidth and new routers to improve speed and quality of library systems and public Wi-Fi	Improved Connectivity helps reduce barriers to digital inclusion and equity for those patrons who rely on the library for internet access.	Increase public internet access by 20% and provide free Wi-Fi access for a larger geographical area 24/7. Number of dropped Wi-Fi connections is decreased by 20%	Access to Connectivity and bridging the digital divide.	Work with our internet provider to replace and increase routers and increase bandwidth. Promote our free access to the public.	We are working with Rain-city Outreach services to ensure people living with homelessness or unstable housing have internet access.	July-Oct, 2020: Work with Internet Provider to research options Oct-Nov, 2020: Install routers and implement increased bandwidth	\$5,237	\$1,000 GDPL Tech Funds	
New phone system to improve incoming and outgoing communications with patrons	Improved phone communications with patrons including timely messaging.	Increased patron satisfaction with phone services.	Improved library access.	Research and select new phone system, provide training to staff on optimal use.		Sept-Oct: Research Options Nov- Install and provide training	\$3,700	\$1,200 in existing infrastructure, cables	
New laptop with video editing capability & software to support online programming such as story-times	Increased and improved online programming including story-times and Author events.	30% increase in online program offerings.	Advancing Citizen Engagement with library program participation	Research options and purchase laptop. Install software and train staff in video editing. Develop, record and offer online story-times & special Library events.	Work with SD46 and the Early Learning Centre to ensure needs of children and families are being met.	September, 2020: Research options and purchase laptop. Install software and train staff in video editing. Oct-Dec, 2020: Develop, record and offer online story-times & special Library events.	\$2,980		
Subscription to Niche Academy to provide online tutorials on database use and basic computer skills	Improved access to GDPL databases and increased access to basic computer skills training for patrons.	Increased database use by 20%.	Building Capacity Improving Access	Implement Niche Academy tutorials for all GDPL databases and promote their video tutorials on computer skills.		April- Implement Niche Academy video tutorials on all GDPL Databases	\$1,500		

