

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Thompson-Nicola Regional Library

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).

The Thompson-Nicola Regional Library (TNRL), a department of the Thompson-Nicola Regional District, is a system of 13 libraries and a Mobile Library, operating on the traditional territories of the Secwepemc, Nlakemux and Syilx. Incorporated in 1967, the TNRD functions as a partnership of its municipalities and electoral areas. With a population of 143,680 (2021 census), the TNRD includes 11 municipalities (Ashcroft, Barriere, Cache Creek, Chase, Clearwater, Clinton, Kamloops, Logan Lake, Lytton, Merritt and Sun Peaks) as well as 10 electoral areas within a geographic area of approximately 45,000 square kilometers. In 2021, during the devastating wildfire season, we sadly lost our Lytton Library.

The TNRL administrative offices are in the main population centre of Kamloops, which accounts for 80 percent of the regional district's population and operates the two largest and busiest libraries—Kamloops and North Kamloops, Library Home Service and a Mobile Library along with Support Services that undertakes acquisitions, cataloguing, processing, Integrated Library System (ILS) management, and liaison for the library's website. As a department of the Thompson-Nicola Regional District, TNRL enjoys shared services including: Human Resources; Finance; IT; and Facilities Management.

The following are the TNRL locations:

1. Large Libraries
 - a. Kamloops Library
 - b. North Kamloops Library
 - c. Merritt Library
2. Mid-Sized Libraries (26-30 open hours per week)
 - a. Ashcroft Library
 - b. Barriere Library
 - c. Chase Library
 - d. Clearwater Library
 - e. Logan Lake Library
 - f. Mobile Library (serves 30 stops on a 3 week rotation, averages 17 open hours per week)
3. Small 'Gateway' Libraries (16 open hours per week)
 - a. Blue River Library
 - b. Cache Creek Library
 - c. Clinton Library
 - d. Lytton Library (lost to wildfire in June 2021)
 - e. Savona Library

2. MAJOR PROJECTS/PROGRAMS

Project/Program Name	
Indigenous Engagement Coordinator	
Provide a brief description of the activities involved in this project/program.	
<p>The TNRL added a new coordinator portfolio in 2021 focusing on Indigenous services. This position is part of the library leadership team and supports programing, public service, staff training, and outreach to Indigenous communities.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>Our new Indigenous Engagement Coordinator supports reconciliation in the community. This position also provides key staff training to help staff better support Indigenous communities in our region. Our library system covers close to 30 different Indigenous bands so it was important for us to have a dedicated staff member to help us support and provide services to these communities.</p>	
How does this project/program support the B.C.'s strategic goal(s) for public library service ? Please provide information for as many goals as applicable.	
<p>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	
<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>This initiative added a new librarian position to the TNRL which bolstered our leadership team and created a much needed portfolio.</p> <p>Our new coordinator set up an Indigenous training session for staff as a professional development tool to support staff in increasing their knowledge and understanding of the impacts that colonization has had and continues to have on Indigenous communities.</p>

<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>Our Indigenous Engagement Coordinator launched a community program called Secwepemctsin Words of the Week. This program taught new words in Secwepemctsin to participants each week. It was run through email so everyone within the TNRD was able to participate. The program had 520 people register in the fall and was offered again in the beginning of 2022.</p>
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	

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.

Hiring an Indigenous Engagement Coordinator provided us with several key outcomes. The output of this hiring was the addition of another member of our leadership team. This was key to help support our staff and help launch initiatives.

An immediate outcome of this initiative was having a knowledgeable resource on staff who can look at initiatives through the lens of reconciliation. This has been immensely helpful in several areas. Our new Coordinator has helped with input regarding our use of subject headings in our catalogue. This position has also supported our collection development by assessing our current collections and ordering new resources.

Staff training was another outcome of hiring an Indigenous Engagement Coordinator. Our new coordinator set up staff training in support of our One Book One Community read, *Five Little Indians* by Michelle Good. The training was initially set up for all book club facilitators with all staff receiving the training in 2022.

Our Indigenous Engagement Coordinator has also worked with community partners to set up a new program called Secwepemctsin Words of the Week. This program aims to teach Secwepemctsin words to the general public. It was a very successful program that reached 520 people.

Long term our Indigenous Engagement Coordinator will be a support for our staff, new initiatives, and programs and will help the TNRL provide service to Indigenous Communities in our region. This position will liaison with First Nations Communities within the TNRL and help foster an environment of reconciliation.

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

The TNRL partnered with Secwepemctsin Family Home Kits to offer our Words of the Week program. Secwepemctsin Family Home Kits delivered the program through our email list serv.

Project/Program Name	
Library Home Service Expansion	
Provide a brief description of the activities involved in this project/program.	
<p>Library Home Service is a program that the TNRL has been running since the 1970s in our Kamloops community. Library Home Services delivers books and other library material to those who are confined to their home due to a mobility or health issue. In 2021, this popular service was expanded to 2 more of our communities, Barriere and Clinton. To expand Library Home Service the TNRL reached out to the community to bring on volunteers to help deliver the materials to people in their community.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>Expanding Library Home Service to more of our communities increases the accessibility of the library. It helps those who are unable to physically come to our branches and allows them to still have access to library resources. It also provides volunteer opportunities for members of the community.</p>	
How does this project/program support the B.C.'s strategic goal(s) for public library service ? Please provide information for as many goals as applicable.	
1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	Library Home Service improves access to physical library materials for those who are unable to get to the library.
2. Building Capacity for library staff and directors (e.g., training and professional development)	
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing,	Volunteers were recruited from within the communities to help deliver material. The response to our volunteer posting was excellent and really showed a sense of community support within Barriere and Clinton.

and supporting reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
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.	
<p>The output provides Library Home Service to patrons in Barriere and Clinton for the first time.</p> <p>One immediate outcome of Library Home Service Expansion project is to provide access to the library so patrons are less constrained by physical limitations.</p> <p>As an intermediate outcome those patrons in Barriere and Clinton that were finding it difficult to come to the library were given the opportunity to have the library come to them.</p> <p>This initiative was the TNRL's first use of volunteers for an organized service. We were overwhelmed by the great response that we got from the public. The program gave members of the Barriere and Clinton communities a chance to give back and serve others in their community.</p> <p>Long-term, the expansion project aims to open this program to all communities with a library within the TNRD. Our goal is to have this services running at all libraries within 2022.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	
<p>Volunteers were used to help deliver the material.</p>	

Project/Program Name	
Fine Free	
Provide a brief description of the activities involved in this project/program.	
In 2021 the TNRL made the decision to go fine free. This decision was made to align with best practices and to help alleviate issues faced by our patrons during the pandemic. The TNRL no longer charges late fees for material for all of our patron types. This initiative was approved by the TNRD Board and went into effect on March 11, 2021.	
How does this project/program support the library's strategic goals and/or community?	
Going fine free breaks down barriers to library service for our patrons. It allows our patrons to use the library without adding unnecessary pressure. We had often heard from patrons that they had to stop coming to the library because of late fees on their account. We want the library to be accessible to everyone and felt that providing a fine free environment would support that goal.	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	Removing late fees on material breaks down barriers to library use. It provides a better experience for our patrons and allows everyone access to library material.
2. Building Capacity for library staff and directors (e.g., training and professional development)	
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing,	

and supporting reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	Going fine free was approved by the TNRD Board and our policy was updated. This decision followed best practices in regard to access.
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.	
<p>The output of this initiative was the change in policy to allow a fine free environment for our library system. We also removed any late fees that patrons had acquired so that all patrons started fresh.</p> <p>An immediate outcome of our fine free initiative was the removal of financial barriers to access of library material. It was important to us that everyone within the TNRD had equal access to the library and removing the financial barrier was an important step.</p> <p>Going fine free helped our most vulnerable populations feel less constrained using the library. Without the added pressure of late fees our patrons have more flexibility and can feel confident borrowing material.</p> <p>Our ultimate goal in going fine free is to support library access to everyone. Everyone deserves to feel like they can use the library without fear of penalties for returning items a few days late.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	

Project/Program Name	
Hot Spot & Laptop Lending	
Provide a brief description of the activities involved in this project/program.	
After the devastating floods that hit our region in November of 2021 the TNRL set up a hotspot and laptop lending initiative to help those in Merritt who were affected and needed access to the internet. The <i>Interior Savings</i> Internet to Go kits include a laptop, hotspot, and instruction guide.	
How does this project/program support the library's strategic goals and/or community?	
This project was designed and implemented to help support those who had lost their homes, were displaced, or needed to access online services.	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	Many Merritt residents were left without internet access after the flooding and the hotspot lending project worked to combat this problem.
2. Building Capacity for library staff and directors (e.g., training and professional development)	
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing,	The TNRL partnered with the Merritt Resiliency centre with this initiative to ensure those who were most at need had access to the hotspots.

and supporting reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
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.	
<p>A direct output of this initiative was that laptops and Wi-Fi hotspots were made available to those in Merritt to borrow and access the internet from anywhere.</p> <p>An immediate outcome of our hotspot lending initiative was that patrons could have access to a computer outside the hours of the library. This was especially important as the floods in Merritt affected the hours of operation at our Merritt Library. We had to shorten our opening hours due to staffing constraints and this program supported Merritt patrons to have that much needed access to the internet outside of those hours.</p> <p>The <i>Interior Savings</i> Internet to Go program was put in place for those who were most affected by the flooding. Some people lost their homes, others access to their homes. By partnering with the Merritt Resiliency centre we ensured that those most at need were given priority to the kits.</p> <p>Hotspot lending has been a goal of the TNRL and the disaster in Merritt prompted a quicker rollout. We plan on expanding this program in the beginning of 2022 to our Cache Creek Library with plans to expand even further across the TNRD throughout the year.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	
<p>We partnered with the TNRD Resiliency Centre to help distribute the hotspots to those most in need. A generous grant from Interior Savings helped us to provide this program.</p>	

Project/Program Name	
Screenwriter in Residence	
Provide a brief description of the activities involved in this project/program.	
In 2021 the TNRL continued our Writer in Residence program with a special look at screenwriting. Ken Hegan, a Kamloops born screenwriter, was hired into the position to help support the local writing community by providing one on one consultations, group workshops, and film screenings.	
How does this project/program support the library's strategic goals and/or community?	
The Screenwriter in residence program supports the writing community within the TNRD as well as highlights local talent.	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	With the ongoing pandemic our screenwriter program went virtual this year. All programs and consultations were done via zoom which allowed for a broader participation from patrons throughout the TNRD.
2. Building Capacity for library staff and directors (e.g., training and professional development)	
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing,	This program supports the writing community and helps aspiring writers by providing guidance.

and supporting reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
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.	
<p>The key output of this project was having a screenwriter present workshops and support fellow writers.</p> <p>This initiative gave our patrons access to a knowledgeable screenwriter who could help them work on their own scripts. One on one sessions were offered where the screenwriter would review and critique aspiring writers' works.</p> <p>The Screenwriter in Residence program is designed to support the writer in their own projects and help them to develop content and to have them share expertise with residents who would benefit from their experience. Therefore, 50% of the writer's time is spent on community programming in partnership with the TNRL and 50% is dedicated to the writer's own projects.</p> <p>Our Screenwriter in Residence hosted film screenings with a Q&A with directors. This helped to promote local work as well as provided access to knowledgeable directors for people within the TNRD.</p> <p>This was the second time the TNRL hosted a Writer in Residence program. Both were well received by the community. Plans are underway for Fall 2022 that will see the TNRL host an Indigenous Storyteller in Residence.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	
<p>Partnered with Kamloops Film Society for use of space for film screenings.</p>	

Project/Program Name	
One Book, One Community	
Provide a brief description of the activities involved in this project/program.	
<p>In 2021, the TNRL partnered with Thompson Rivers University and Cariboo Regional District Public Library to present our first <i>One Book, One Community</i> read. The book chosen was <i>Five Little Indians</i> by Michelle Good. With compassion and insight, <i>Five Little Indians</i> chronicles the desperate quest of residential school survivors to come to terms with their past and, ultimately, find a way forward. Michelle Good is a writer of Cree ancestry and a member of the Red Pheasant Cree Nation in Saskatchewan. This program will run into the Spring of 2022.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>This is the first <i>One Book, One Community</i> regional read for the TNRD. Our goal is to get the entire community engaged and talking about the same book. The book <i>Five Little Indians</i> was chosen as a means to support residential school survivors and continue the conversation around reconciliation.</p>	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	
2. Building Capacity for library staff and directors (e.g., training and professional development)	<p>As part of this program all TNRL book clubs will read <i>Five Little Indians</i>. In preparation for these book club sessions staff facilitators were asked to complete Indigenous awareness training to help them gain a better understanding of issues that Indigenous peoples face.</p>
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing,	<p>The idea of this program is to have as many people within the TNRD read the same book as possible. <i>Five Little Indians</i> was chosen for subject matter and literary merit, and as a critical work to help promote and inspire discussion about reconciliation.</p> <p>To support the program, six book club sets were created for patrons to use in their own book clubs. These book club sets subject matter content as well as questions to help further discussion.</p>

and supporting reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
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.	
<p>For this initiative we increased access to the book <i>Five Little Indians</i> by buying many more copies, providing Quick Reads, and creating book club sets. We wanted to make the book as accessible as possible for everyone throughout the region.</p> <p>Through our libraries and social media channels we advertised the program to get a wide audience and had a great response. We had many holds placed on the book and there were almost 400 circulations.</p> <p>This Program is expected to run until the spring of 2022 and will include programs, a film screening, panelist discussion and an author talk. Our goal for this program is to raise awareness and discussion around reconciliation in the TNRD. Content that has been created for <i>One Book, One Community</i> will be shared province-wide so that other public and academic libraries can undertake this same project.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	
<p><i>One Book, One Community</i> is a partnership program with Thompson Rivers University and Cariboo Regional District Public Library. TRU is running the program from their campuses simultaneously in an effort to engage students, faculty and staff in the conversation.</p>	

3. KEY CHALLENGES

Challenge	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).
COVID-19 (e.g., safety protocols, proof of vaccination)	<p>The ongoing pandemic continued to provide challenges for the TNRL in 2021. As per provincial and local health orders the majority of our programming for the year was virtual with limited in person programs when restrictions allowed. Due to the pandemic, emergency situations in our communities -- wildfires and floods, and staffing constraints -- we had to cut back on the number of programs offered. Those we did offer for the most part were strictly online programs. This caused some challenges for patrons who were not set up with the proper technology to access these programs.</p> <p>The pandemic also impacted the number of people visiting our libraries in branch. We noticed an increase in visitors over 2020 but still down from 2019.</p> <p>The technology grant is supporting the Ashcroft Library Re-refresh Project that will see significant increases to the number of hours patrons can access the library facilities. This is referred to as our <i>Service Extender</i>. While the Ashcroft Project has gone out to tender, construction will not begin until May 2022 – a year behind schedule.</p> <p>Regular annual funding has been used to keep all of our libraries fully operational with no service disruptions (except for periods of wildfire and flooding). A newer program out of our Kamloops Libraries for daycare outreach is seeing materials brought from locations to much needed childcare providers. It is anticipated that this program will expand to all TNRL locations.</p>
Emergency response (e.g., fires, floods, extreme weather)	<p>2021 was a tough year for the TNRL. The summer brought with it an unprecedented fire season. Many of our communities were on evacuation alert or order at some point throughout the summer. The safety of our staff was our number one priority for us and as such some of our branches were temporarily closed. On June 30th a devastating fire started in the community of Lytton. The majority of the town was destroyed including our beautiful Lytton Library. As the town looks toward rebuilding we also look forward to being able to provide library access to the community. Starting in 2022 our Mobile Library has a stop in Lytton.</p> <p>Throughout the summer our library staff in Kamloops were asked to support the TNRD's Emergency Operation Centre. Many of our staff members stepped up to help in this important endeavour. However, this led to decrease staffing in our Kamloops Branches. To help support the EOC during this terrible time we reduced the open hours of our 2 Kamloops branches. This freed up our staff to help with the ongoing emergency.</p>

	<p>In November of 2021, another tragedy struck the TNRD when flooding forced the evacuation of the city of Merritt. Many residents lost their homes and others lost access to their homes for several weeks. The library in Merritt remained closed while assessments of the city were being completed. We were very fortunate that there was no damage to the Merritt library. After the floods the Merritt library reopened to reduced hours due to staffing constraints as many of our staff were affected by the flood.</p>
Financial pressure (e.g., rising costs, reduced revenues)	<p>We saw a rise in publishing costs in 2021 which affected our materials budget.</p> <p>With the pandemic and restrictions still in place we had to increase our supplies budget to cover the costs of health and safety products such as masks, hand sanitizer, and cleaners.</p>
Staffing (e.g., recruitment and retention, mental health and wellness)	<p>2021 was the most challenging year on record for our team. With an ongoing pandemic and emergency situations such as floods and fires, which personally affected some of our staff, this year had quite an effect on the wellbeing of our staff. <i>Not myself today</i> was implemented throughout the TNRD. The OSH team pulled together a considerable number of resources to support staff. Altogether, we were fortunate that the pandemic did not result in layoffs of any of our staff.</p> <p>We had staff turnover in 2021 with some key positions changing hands. Staff leaves/job changes left three libraries without branch heads for a considerable length of time. Some of our other branch heads stepped up to support those libraries.</p> <p>We found it challenging to recruit for positions during the pandemic and emergency situations. This lead to a staffing deficit for us for most of the year. During the emergencies, some of our libraries needed to close earlier than planned.</p>
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<p>The TNRL lost our Lytton Library in the summer of 2021 due to wildfire. This was a devastating loss but we hope to rebuild and support the community as it rebounds from this terrible tragedy.</p> <p>Our Library is Ashcroft was to undergo a planned refresh in 2021. We consulted with the community on changes and upgrades they would like to see for the Ashcroft library. Unfortunately due to all the emergencies we had</p>

	<p>to deal with this initiative had to be pushed back and will be completed in 2022.</p> <p>We had also hoped to move ahead with the much-needed and long-hoped-for third Kamloops library project. This new library would add a third Kamloops location in the growing and underserved area of South Kamloops. As with the Ashcroft library refresh, this project stalled due to the emergency situations in the region. We hope to move forward with site procurement for the South Kamloops Library in 2022.</p>
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	<p>Due to wildfires and flooding many of our communities were put on evacuation alert or order. This resulted in the temporary closure of the Logan Lake and Merritt Libraries. We also saw reduced hours for the Kamloops, North Kamloops, and Merritt libraries.</p> <p>The massive flooding in November 2021 also left us cut off from some regular Mobile Library stops as the highways in and around the interior were left in varying states. We were unable to gain access to Spences Bridge for the remainder of 2021.</p>
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<p>As is the case elsewhere in British Columbia the TNRD saw an increase of deaths in community (including staff loss of family members) as a result of the opioid crisis and Fentanyl overdoses. We also experienced first hand an increase in homelessness. To try and help with these issues the TNRL put out a job posting at the end of 2021 for a temporary Community Support Worker. This position commenced in 2022. Application has been made again to Young Canada Works to support this initiative.</p>
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: Judy Moore

Date: March 18, 2022

Board Chair Signature: _____

Date: _____