SECHELT LIBRARY
Space to think

BRITISH COLUMBIA

PROVINCIAL PUBLIC LIBRARY GRANTS REPORT – 2020
SECHELT PUBLIC LIBRARY

INTRODUCTION

Sechelt Location:
Sechelt is located on the southern portion of the Sunshine Coast on British Columbia's southwest coast, on the isthmus between the Salish Sea and Sechelt Inlet. Approximately 50 km northwest of Vancouver, it is accessible from mainland British Columbia by a 40 minute ferry trip between Horseshoe Bay and Langdale, and a 25 minute drive from Langdale along Highway 101, also known as the Sunshine Coast Highway. The name *Sechelt* is derived from the Sechelt language word, *shishalh,* the name of the First Nations people who first settled the area thousands of years ago.

Location: 49°28′27″N 123°45′15″W
Area: 39.02 square kilometres
By road: 66 km northwest of Vancouver via Highway 101 and BC Ferries (Horseshoe Bay/Langdale)
By air: 20 minutes to downtown Vancouver via floatplane or helicopter (regular service)

Sechelt Community:
As a popular retirement and vacation destination, there are many reasons to love Sechelt. Water, mountains, music and arts are some of them! Surrounded by water, Sechelt has over 55 beach access trails so even if you don't live on the beach, you have easy access. Fishing, kayaking, diving and parasailing are popular as well as well as walking the beaches for peace and serenity or for finding those unique ocean treasures. Our mountains host a number of popular activities – snowshoeing, skiing, camping, and our world-famous mountain biking. Hundreds of hiking trails on the Sunshine Coast can be accessed all year long, some with beautiful waterfalls to picnic at. This arts and culture community is known for its many community events, local artists and local musicians. Many events attract visitors from around the world.

Sechelt Statistics:
Statistics Canada's most recent census profile (2016) indicates over a third of the population of Sechelt is over 65 years of age, 54% are between the ages of 15 and 64 and the average age is 51 years. We are ranked among the top areas in BC for retirees and our labor force participation number reflects that at only 51.7% of population. Population on the beautiful Sunshine Coast is almost 30,000 with the Sechelt Library, one of two libraries on the Coast, serving a population of almost 19,000.   Housing values have continued to increase in the last few years with the average single family detached residential dwelling at $708,717 in 2019 and average strata property at $515,213 (BCAssessment LinkBC, 2019).
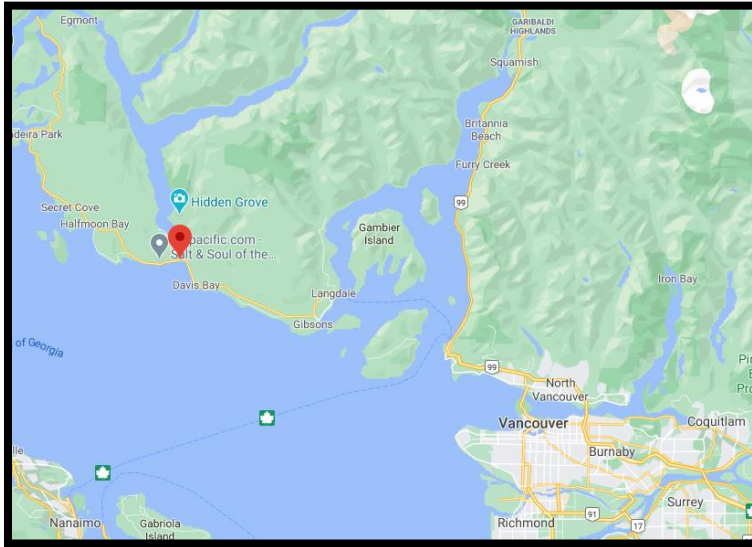
Figure 1 Sechelt (red dot) in relation to Vancouver

Figure 2 Typical Sechelt Scenery

Figure 3 Sechelt Public Library summer 2020

Library Challenges:
On March 17, 2020 at 6pm the Sechelt Library closed its doors to the public due to health and safety considerations relating to COVID 19. We had delayed our official closure by one day to allow patrons to pick up items one last time prior to a closure duration no-one could predict. Almost 2000 items were checked out that day – the largest number ever. It was an emotional day for staff and patrons. What occurred during 2020 none of us could have predicted. No two libraries faced the same challenges in the same manner at the same time. Successfully managing your team and your facility through the chaos and unpredictability of 2020 was a challenge every Library Director, staff member and Library Board rose to.

Originally designed 25 year ago for a staff of five (5), and now with a staff of seventeen (17) - plus volunteers, the facility, in terms of staff working space has been challenging. And then throw in COVID 19…

Working from a facility that is over its maximum physical capacity for prime patron experience has required some unique perspectives and ingenuity.

Staffing changes also posed some upheaval in our team's working continuity in 2020 as the Sechelt Library went through a change in management with the former Chief Librarian leaving at the end of February and an Interim Director (now Director) was hired.

Library Successes:
Challenges are not always negative. They do demand creativity, ingenuity and decision making. Our staff pulled together remarkably in 2020 and we celebrated many successes:
- we made sound decisions throughout COVID that kept our assets, staff and patrons safe
- we successfully addressed physical challenges with lack of workspace
- we successfully addressed public space challenges
- we worked with partners in the community
- we never missed a day of service to the community throughout 2020
- we recognized, appreciated and focused on what libraries do for a community that goes beyond books

Sechelt Library Strategic Plan:
The Strategic Plan for Sechelt Public Library was officially completed in fall 2020 and spans the years 2020-2023. It was completed with extensive community consultation of teens, adults and community partners.

    Vision: Strong Libraries Equal Strong Communities

    Commitments to: Inclusion, Excellence, Future Focus and 21st Century Skills

    Strategic Direction:
1. Programs and Services:
   a. Ensure the children's area is a vibrant space that permits increasing participation in programs
   b. Encourage meaningful participation among youth so that the library becomes a vehicle for their success
   c. Create grater awareness of technology services and training and provide a supportive context for new skills acquisition and successful aging
   d. Explore opportunities with the shíshálh nation to expand services and programs in areas where the library can make a meaningful contribution
   e. Ensure our collection meets the needs of our community
   f. Explore collaborative projects with other organizations. Work with the Pender Harbour Reading Centre to create more awareness of online services and programs and collaborate on future plans
2. Facilities Improvements:
   a. Increase workroom space to accommodate staff adequately and optimize workflow
   b. Optimize space to accommodate more children

       c.   Improve wayfinding so that service areas and materials are easily visible and accessible
       d.   Renovate former archives storage room
       e.   Evaluate future needs in aging facility with insufficient space. Optimize current use and workflow in each library area.

3. Organizational Health:
   a. Explore the benefits of remaining as a public library association and evaluate and compare with alternative governance models permitted under the Library Act.
   b. Develop data to supplement the Ministry of Education' statistics for objective decision making and for our funders
   c. The Board will focus on consolidation, succession and proactive planning in a time of change
4. Communications and Advocacy:
   a. Increase marketing to ensure our community is aware of the full range of services on offer
   b. Update and create a current, vibrant, user friendly and informative website
   c. Continue to communicate to our funders, stakeholders and the community, the evolving role of libraries and demonstrate the value of our library to our community
   d. Continue to build on existing partnerships and create meaningful mutually beneficial relationships

The following report presents an overview of some key initiatives the Sechelt Public Library undertook in 2020 to serve the community and its patrons through a challenging COVID 19 year. These initiatives align with our 2020 Strategic Plan and compliment the Provincial Priorities for BC Libraries as outlined by the Public Libraries Branch under the Ministry of Municipal Affairs.

PROVINCIAL GOVERNMENT STRATEGY #1 – Improving Access

Example of goals, programs, activities, services or partnerships at Sechelt Public Library and how they support of Provincial Government Strategy #1:

Service:
Takeout Service – 2 ways

Library Strategic Direction that Supports the Service:
Programs and Services - Ensure that the Collection Meets the Needs of the Community
Communications and Advocacy – Increase Marketing to Ensure our Community is aware of the Full range of Services on Offer

Description:
"Takeout Service", as it was called by many libraries during COVID 19 library semi-closures, was developed as a safe way to have library staff safely choose, package and deliver book and other library items to patrons without having the patron enter the library. Items were quarantined for 72 hours prior to the patrons being able to pick the Takeout bags up. Patrons could choose one of two options for this service. Option A was to place a "hold" from the Sechelt Library catalogue or Option B was to call the library with special requests and or just have the staff surprise them with personalized book choices.

Figure 4 Takeout Service bags awaiting pickup

Outcome of this Service:
Takeout Service ran from June 1, 2020 and still continues for some patrons today. It turns out that some patrons love to be surprised! From June 1, 2020 to September 15, 2020, we hand chose, packaged and delivered almost 4500 Takeout Bags. An unexpected opportunity arose for us to market our programs, services or collections through targeted marketing in the Takeout Bags. It was very effective.

Some examples of our Takeout Service marketing are as follows:

SECHELT LIBRARY

IF ONLY I HAD MORE TIME I WOULD…

CONNECT WITH MY FAMILY VIRTUALLY

Learn how to use Zoom by following our video tutorial or infographic

sechelt.bc.libraries.coop

SECHELT LIBRARY

IF ONLY I HAD MORE TIME I WOULD…

Bonjour
你好
Hola

LEARN A NEW LANGUAGE

To learn a new language, visit our website and look for Mango languages on the home page.

sechelt.bc.libraries.coop
Monday-Friday: 604.885.3260

SECHELT LIBRARY

IF ONLY I HAD MORE TIME I WOULD…

START MY FAMILY TREE

To begin your search, call the Sechelt library to book a one-on-one (online/phone) session with Teresa, our genealogy tutor.

sechelt.bc.libraries.coop
Monday-Friday: 604.885.3260

SECHELT LIBRARY

IF ONLY I HAD MORE TIME I WOULD…

WATCH A BALLET OR OPERA

To watch a ballet, opera, concert, documentary or master class, visit our website and look for medici.tv.

sechelt.bc.libraries.coop
Monday-Friday: 604.885.3260

SECHELT LIBRARY
Space to think

June 1, 2020

To our patrons,

Thank-you for your patience as our staff navigate through what has been, and continues to be, a challenging time for all of us. Many of you have longed to enjoy the simple pleasures we used to take for granted such as visiting the library, browsing the collection and speaking with our friendly and knowledgeable staff.

Although we have thousands of online resources available, for some, a book in the hand is a very different experience. We are excited to be offering access to our physical collection of over 42,000 items through our "Takeout Service". Some of you are specific about what you want but, if you are unsure, let us choose something for you!

Throughout this process, we will be adhering to Worksafe BC and BC Health and Safety Guidelines. Before you even picked up your items they were quarantined for 72 hours in a closed package. Many other safety measures will be done behind the scenes which will help keep you and our staff safe.

As Dr. Bonnie says, "this is not forever, this is just for now". So, for now, welcome back and enjoy your takeout items!

Sincerely,

Leianne Emery
Interim Library Director

![Sechelt Library logo] SECHELT LIBRARY
Space to think

SECHELT LIBRARY
TAKEOUT SERVICE & BOOK DROPS
JUNE 1, 2020

On Monday, June 1st the Sechelt Library will re-open the BOOK DROPS and start a special LIBRARY TAKEOUT SERVICE!
Safety for staff and patrons remains our top priority.

TAKEOUT SERVICE (2 OPTIONS):

Days:	Monday - Friday
Pickup hrs:	10am - 3pm
Items:	Books, Magazines, CD's, DVD's, Audiobooks, Large Print
Item max:	10 items per person at a time
Loan time:	3 weeks

TAKEOUT OPTION A:
Place a hold from the Sechelt Library Catalogue System

Who:	Sechelt Library Patrons
What:	Place a hold through our website's online catalogue. All items placed in specially marked bags and quarantined for 72 hours
When:	Date for item pickup will be arranged
Where:	Sechelt Library foyer

TAKEOUT OPTION B:
Phone in your special requests (604) 885-3260 ext. 2

Who:	All library card holders
What:	Phone the Sechelt Library at (604) 885-3260 ext. 2. Request specific books available in our collection or let our staff surprise you! All items will be placed in specially marked bags and quarantined for 72 hours
When:	Date for item pickup will be arranged
Where:	Sechelt Library foyer

COVID 19 SAFETY PRECAUTIONS:
- Incoming books quarantined for 72 hours
- Outgoing books quarantined for 72 hours prior to pick up
- Gloves will be worn by staff
- Masks will be worn by staff during pickup
- Hand Sanitizer readily available
- Daily cleaning of library surfaces
- Physical distancing measures will be observed

CONTACT INFORMATION:

Phone:	(604) 885-3260 ext. 2
Website:	https://sechelt.bc.libraries.coop

Front

Back

SECHELT LIBRARY

WE HAVE MAGAZINES!

For your magazine specialist, call Lorinda Wednesday or Friday at (604) 885-3260.
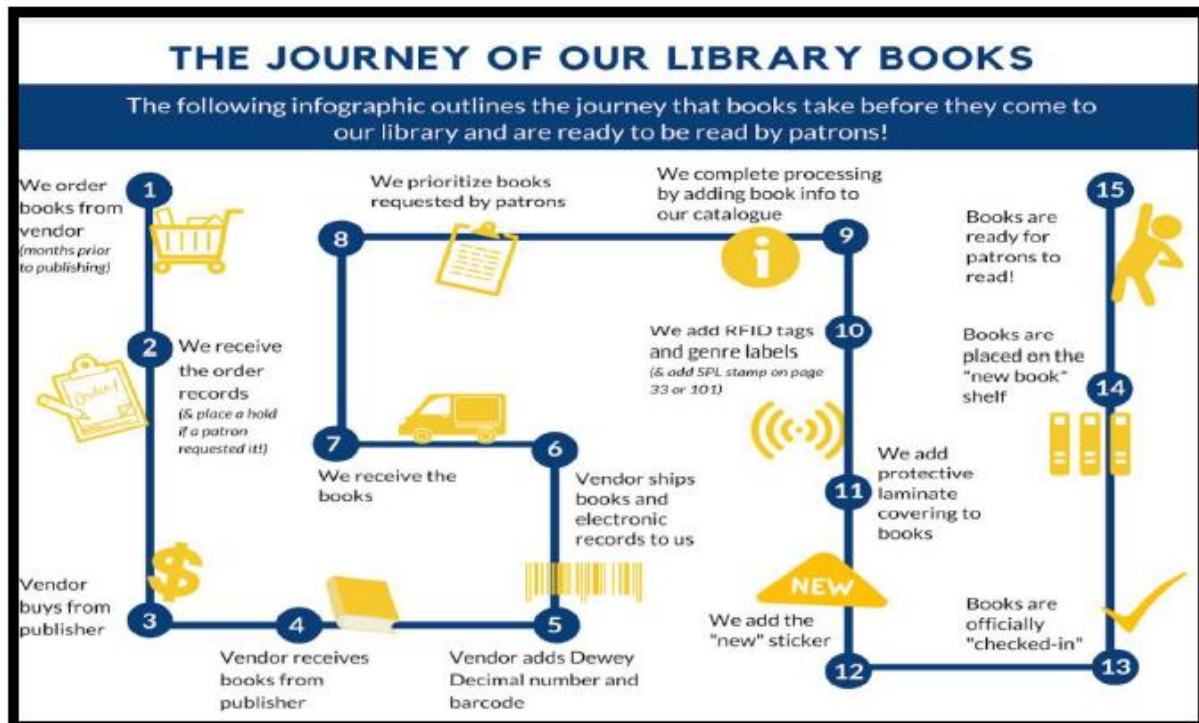
Front

SECHELT LIBRARY

We have over 100 magazines in these categories!

- Current Events/Politics
- World Discovery
- Seniors
- Personal Discovery
- History
- Home & Garden
- Literature
- Genealogy
- Consumer Information
- Science & Technology
- Sports & Leisure
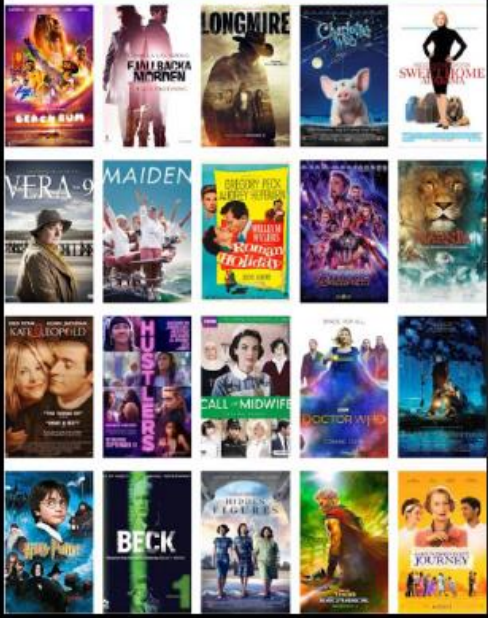- Arts & Crafts
- Fashion & Celebrity
- Heath & Food

Back

THE JOURNEY OF OUR LIBRARY BOOKS

The following infographic outlines the journey that books take before they come to our library and are ready to be read by patrons!

1 We order books from vendor *(months prior to publishing)*

2 We receive the order records *(& place a hold if a patron requested it!)*

3 Vendor buys from publisher

4 Vendor receives books from publisher

5 Vendor adds Dewey Decimal number and barcode

6 Vendor ships books and electronic records to us

7 We receive the books

8 We prioritize books requested by patrons

9 We complete processing by adding book info to our catalogue

10 We add RFID tags and genre labels *(& add SPL stamp on page 33 or 101)*

11 We add protective laminate covering to books

12 We add the "new" sticker

13 Books are officially "checked-in"

14 Books are placed on the "new book" shelf

15 Books are ready for patrons to read!

STAFF PICK DVD'S

View our catalogue to see our entire collection of over 4300 DVD's.

BOOK SPINE LABELS

Call (604) 885-3260 for more information.

We add spine labels for quick and easy identification of book categories and genres.

PROVINCIAL PRIORITY #2 – Building Capacity

Example of goals, programs, activities, services or partnerships at Sechelt Public Library and how they support of Provincial Government Strategy #2:

Activities:
Library Improvements (physical)

Library Strategic Direction that Supports these Activities:
Facilities Improvements:
> Increase workroom space to accommodate staff adequately and optimize workflow
> Optimize space to accommodate more children
> Improve wayfinding so that service areas and materials are easily visible and accessible
> Renovate former archives storage room
> Evaluate future needs in aging facility with insufficient space. Optimize current use and workflow in each library area.

Description:
Throughout 2020, we continually looked for ways to optimize the flow of the physical space, the functionality and the esthetics of the library and staff areas. In total, we made over 40 significant improvements to the library including a construction project which allowed for a staff area extension. These decisions were made after much consideration of the grander renovation that may come in future and the current budget. Some of the library improvement include:

- Build new cabinetry to house immense overflow of children and adult programming materials
- Design and install new fir display shelving in front entrance of library - made to mimic the beautiful shelving we have for our First Nations Collection.
- Complete new shelving signage with quality branding
- Install 15 new customized directional signs most of which can be seen from library entrance
- Completely reorganize the magazine and one of the public computer areas
- Install new shelving for youth book collections (found during the mezzanine clean-up)
- Install new door in "Room of Requirement" aka the Archives room (over-height to allow for cabinetry removal- on wheels - if one day necessary
- Relocate two self-checks machines and improve electrical connections
- Super-cleanup of library staff area, mezzanine and other spaces in the library
- Purchase healthy plants and matching pots to add to the esthetic and healthiness of the library
- Install "Book artifacts" display (things found in returned books)
- Relocate furniture throughout the library
- Revamp area where the OPACs sat precariously on cinderblocks with visible wires hanging.
- Relocate the three hydraulic desks to improve esthetics
- Electrical for patron counter installation
- Paint the magazine and computer area, the checkout area and the public computer area
- Construct brand new staff addition which now houses 4 staff as well as a larger area for interlibrary loan processing
- Improve electrical, ethernet and phone connections in the check-in area, current staff area, new staff area, new public computer area
- Install 40 custom-built wooden end caps (to showcase books) for almost all shelving units in library
- Remove solid window and door covering in Room of Requirement
- Install new graphics on the two doors and one window in Room of Requirement
- Install second door and locking hardware in Room of Requirement
- Install custom-built courtesy ledge on reference desk
- Install custom-built computer ledge in teen area

- Install custom-built computer ledge beside photocopier
- Install 3 custom-built shelves in biography area (to showcase books) in area previously deemed as dead space
- Installation of Nintendo screen and switch in teen area
- Install a Bistro Style reading ledge in magazine and computer area
- Install custom ledge and backing on the checkout area desk
- Re-arrange and re-organize the magazine and computer area
- Re-arrange and re-organize the teen area
- Re-organize and re-arrange the youth area
- Re-organize and re-arrange the 3 rolling grey shelves
- Put up additional shelf signage in youth and teen area
- Improve signage (marketing) of the Climate Action Kits, Radon Kits and Light Therapy Kits
- Frame 8 pieces of children's artwork previously taped on the wall in the children's area
- Complete electrical, ethernet and phone upgrades
- Complete installation and set-up of the Patron Counter
- Re-arranging the lobby and fine tuning the look and feel we wanted to achieve throughout the library
- Install new shelving for youth book collections (up and now houses Nancy Drew and other collections)
- Install a tree branch graphic on the wall to mimic the one above the First Nations Shelving.
- Install graphics on two small glass windows at the top of the front entrance to mimic other windows.

Outcome of these Activities:
Our projects throughout 2020 (and prior to reopening on September 15, 2020) made significant improvements within the library – both for the patron and the staff. The staff were very much a part of these decisions and were excited to see the changes and feel proud of their work environment. These changes have significantly improved the esthetic and feel of the library for the patrons as well as improved access and visibility to our library assets. Patrons continually tell us how much they love the "new" feel we have given our library space. Our staff, who were previously sharing physical spaces of unimaginable close quarters, now each have their own space. Programming materials are kept organized in a new room we call the Room of Requirement (from Harry Potter). The Room of requirement now holds a small area for meetings and a place for Live Storytime on Zoom. Technology and genealogy appointments can now be done in a private comfortable space for both the patrons and the staff member.

Photos of some of the projects we worked on are as follows:

Figure 5 OPACS on cinder blocks now gone

Figure 6 constructing 4 large cabinets to house programming materials

Figure 7 New custom wood end caps (over 40 installed) to help with marketing
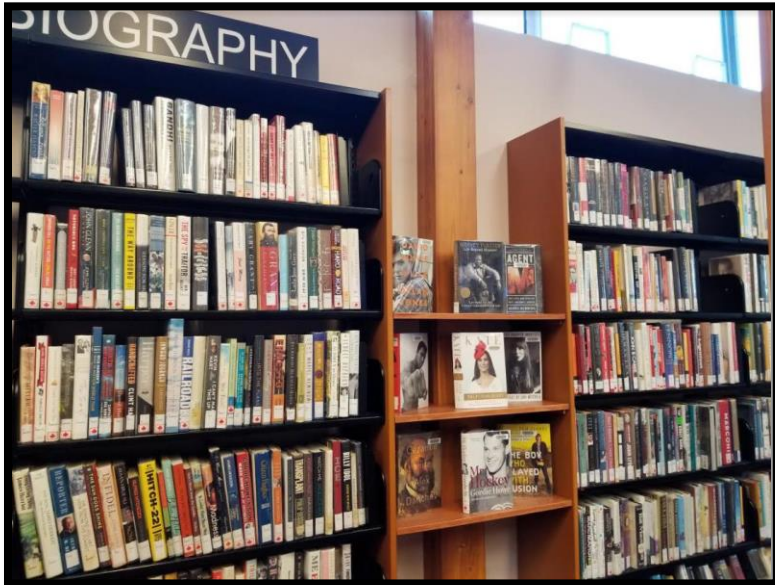

Figure 8 New directional signage as well as custom shelving in previously dead spaces

Figure 9 Demolition and construction begin for new staff extension

Figure 10 Custom framing of children's special art projects (8 in total)

Figure 11 New custom wood shelving

PROVINCIAL PRIORITY #3 – Advancing Citizen Engagement

Example of goals, programs, activities, services or partnerships at Sechelt Public Library and how they support of Provincial Government Strategy #3:

Goals:
Overhaul of the website

Library Strategic Direction that Supports this Goal:
Communications and Advocacy:
> Increase marketing to ensure our community is aware of the full range of services on offer
> Update and create a current, vibrant, user friendly and informative website

Description:
We took the time available during April to commence a huge website overhaul and change how our library website looked and functioned. Our most important priority at that time was to serve the patrons in two ways:
1. Make easily accessible any and all relevant information on COVID 19 (local, provincial and world), health related issues, financial assistance programs (federal, provincial and local), emergency task force information and community information. We literally changed these inputs daily to keep up with the continual changes that were happening in the community and abroad. We felt it was or duty as a community hub to find information and make it easily accessible to everyone.
2. Create easy access to our online services, library services, databases and library resources. Hundreds of staff hours were spent over the summer overhauling the website, updating content, correcting content and changing its look and function to best serve the needs of the patrons and the community. This was and continues to be an ever-evolving project.

Outcome of this Goal:
During the initial months of COVID 19, patrons had one stop shopping to access all kinds of COVID related and financial assistance information. We are much more pleased with how our library website now looks and functions now. That being said, although we have spent hundreds and hundreds of hours on the website, this is one of those things that will never be perfect and will continually needs upgrading, refreshing. We are fortunate to have three staff who are very technically inclined and who can make necessary changes to the website. In saying that, time is always the problem as library staff always seem to be stretched to the max. Although visually speaking the website looks good the ultimate aim is for patrons to have an easier time finding the information they need and for the library to be able to market our services and resources as best possible to increase usage and circulation.

Photo of our new website look below.

Example of goals, programs, activities, services or partnerships at Sechelt Public Library and how they support of Provincial Government Strategy #1:

Partnership:
Support Volunteers who provide Free Tax Preparation for qualifying patrons

Library Strategic Direction that Supports this Partnership:
Communications and Advocacy – Continue to build on existing partnerships and create meaningful mutually beneficial relationships

Description:
We provide private space, advertising and booking for our volunteer who provides free tax preparation services for qualifying patrons.

Outcome of this Partnership:
Each year we are part of contributing to many of our patrons' wellbeing by assisting with this free tax preparation program. In 2020, we had 65 appointments in person and many more appointments over the phone as COVID made in person more difficult. It is essential to many and appointments book up fast. Our volunteer happily provides her time to assist out patrons. A very valuable program.

PROVINCIAL PRIORITY #4 – Enhancing Governance

Example of goals, programs, activities, services or partnerships at Sechelt Public Library and how they support of Provincial Government Strategy #4:

Activities:
Streamlining Internal Procedures and Processes

Library Strategic Direction that Supports the Service:
Organizational Health

Description:
During the last year we have streamlined and cleaned up many procedures, documents and files. Much housekeeping has been done. Most of this would relate to internal documents in the management of the library and with Board Meeting documents and procedures.

Outcome of this Service:
This activity is most definitely ongoing but many of our internal procedures, documents and processes are now being overhauled, refreshed, clarified and professionalized. Administration takes time and time is not always available. Much still to do.

COVID 19 and PUBLIC LIBRARIES

On March 17, 2020 at 6pm the Sechelt Library closed its doors to the public due to health and safety considerations relating to COVID 19. We had delayed our official closure by one day to allow patrons to pick up items one last time prior to a closure duration no-one could predict. Almost 2000 items were checked out that day – the largest number ever.   It was an emotional day for staff and patrons.

What has occurred during the last year none of us could have predicted. No two libraries faced the same challenges. No two libraries could make the same decision at the same time. Every library's physical location , staff situation and community were completely unique.

Sechelt Library Operations During COVID (Mar -Dec 2020)

March 2020
- **Close Library Doors** to the public March 17th, 2020
- **Sanitize and wipe down everything in the library**
- **Negotiate a new COVID 19 - CUPE 391 Union Contract**
- **Provide a direct point of contact for patrons** Monday to Friday 9-5
- **Update website content daily** with up-to-date COVID 19 information locally and worldwide
- **Ensure free WIFI working** and available for patrons outside the library
- **Website cleanup initiated.** 100s of hours improving the look and content - drastically needed
- **Improve availability and access to online options** as demand for online services now skyrockets
- **Participate in the Sunshine Coast Crisis Management Team**
- **Clean out debris and sell junk from old archives room** to prepare for painting and new purposes that will suit the library and its needs.

April 2020
- **Redesign and optimize website content and development**
- **Offer technology assistance for online services** now increasing continually
- **Offer technology assistance on ZOOM training** which is now very high in demand
- **Offer genealogy appointments with our in-house genealogy tutor** via phone to patrons
- **Initiate an ongoing marketing campaign** to highlight library services patrons can still access from home
- **Rethink social media campaign** to ensure patrons still feel informed and
- **Reallocate funds to** increase the availability of online books for our patrons
- **Analyze and assess the physical library layout, challenges and safety concerns.** Over the course of the next few months we will project manage over 40 major changes within the library

May 2020
- **Discover severe wood rot** under all the windows while assessing the possibility of raising the floor in the children's area. Being closed would have given us the opportunity to undergo this renovation but there are larger issues involved now with the building
- **Continued work** on physical Library improvements
- **Continue to work on website improvements** which will enhance the experience of the patrons
- **Require COVID test to be performed** on sick staff member. Three more would follow
- **Develop Official Re-Opening Plan for Phase 1** as per WorkSafe BC requirements

- **Develop Official Staff Safety Protocols** as per WorkSafe BC requirements
- **Finalize details of new Takeout Service and book drop opening.** quarantine, safety protocols, physical process of handling returns, COVID cleaning protocols, staffing, staff safety, masks, sanitizers, location for quarantine materials, signage, Takeout bags, marketing material for bags and marketing items for children's Takeout bags

June 2020

- **Library Takeout Service commences** "Surprise Me" option creates high demands on staff time,
- **Manage quarantine items** - can barely accommodate in our library foyer with Takeout Packages safely. We would eventually get permission from the District to use the Community Room on an ongoing basis for quarantine items. This saves us!
- **Commence exam invigilation**
- **Photocopy, fax and scan** for patrons on walk in basis and present. Government offices closed
- **Reorganize small staff area** to best accommodate social distancing
- **Continue to work on** physical library improvements
- **Install Personal Protective Equipment** (glass) at reference/circulation/technology/genealogy
- **Apply for grants and federal wage subsidy** as we want to be as fiscally responsible as possible
- **Commence Summer Reading Club** in its new COVID adjusted online format
- **Commence working on the next phases of re-opening.** Re-opening considerations are being balanced with timing of actual and anticipated renovations within the library

Figure 12 Quarantine Piles on June 2, 2020

Figure 13 Takeout Bags with staff wearing gloves and masks

July and August 2020

"Takeout +" service is now in progress, which is technically now the third phase in our 4 phase re-opening plan. Takeout + offers as many options as we can offer safely to our patrons without having in-library browsing such as: public computer usage, newspaper reading outdoors, technology appointments in person (through glass), exam invigilation, genealogy appointments, programs for adults (outdoors).

- **Continue to transform the interior of the library** with projects to enhance the patron experience, increase reading areas, improve marketing and branding, increase circulation, increase efficiency in our limited square footage and ensure staff are able to work safely
- **Create marketing materials** for Takeout bags to promote library items and services
- **Complete over 5000 patron interactions** at the "Takeout Desk" in June, July and August
- **Receive up to 45 calls per day / per person** in the back staff area
- **Start filling Takeout bag numbers # 4000-4500** with pickup of latest batch of bags at Claytons
- **Apply for and receive $5k COVID 19 grant** from SSC COVID 19 Emergency Relief Program
- **Receive grant from Hospital Auxiliary** but have to decline
- **Commence slow return of Interlibrary loan books** held since March 17.   Not all libraries can accept returns due to staffing and/or complete closure
- **Commence a "lost books" retrieval project** and phone every patron. Personal contact revealed unique and interesting situations created due to COVID
- **Complete Official Reopening and Safety Plan.** Detailed, on the website and 25 pages long. Requirement by WorkSafe BC

September 2020

- **Complete over 40 construction and improvement projects** in the library prior to re-opening including electrical, carpentry, redesign, relocation and a major renovation and reconstruction project to add additional workspace for staff. Current staff work area does not even come close to accommodating all staff – even in a non-COVID way. The original staff area, built in 1996, was meant to accommodate only 5 people and now we have 11 staff and 4 casuals and 20+ volunteers (under non-covid times). Much space is also required for interlibrary loan operations and corresponding mail packaging materials, book covering, CD cleaning, storage for duplicate copies, office supplies, IT supplies and programming materials
- **Physically transform our library interior** from Takeout Service (with lobby full of Takeout Bags) to being able to safely re-open for browsing
- **Re-open for in-library browsing Sep 15, 2020**
- **Increase required staffing levels** to accommodate greeting, cleaning and no volunteers
- **Partner with Totem Lodge, Shorncliffe and Sechelt Hospital** for book donation and delivery
- **Continue to offer popular "Surprise Me"** Takeout Service
- **Re-work layout of building lobby and community room** to accommodate students studying, newspaper reading, family public computer usage. All deemed "outside the library"
- **Commence the wearing of masks in the library's public space at all times now**. All day. Not easy. This is how we can allow in library browsing and have patrons be able to take out items on the same day. Everything staff does in the library, (check-in, shelve, pull orders, clean, deal with patrons, restock, etc) must now be done with staff wearing a mask. Patrons are also required to wear a mask and sanitize prior to entry. Patrons very supportive and appreciative of our tight mask policy. We also offer masks to those who do not have them.
- **Quarantining continues** on all incoming items
- **Open public washrooms in the building foyer.** Re-opening necessitated the re-opening and daily cleaning (by paid cleaning contractors) of the public washrooms controlled by the District of Sechelt
- **Province opens Interlibrary Loans** which were unavailable to BC patrons since March 17th
- **Re-Open Pender Harbour Reading Center Delivery Service**
- **Increase the already massive cleaning schedule** 45 minutes each day

Sechelt Libraries End of Day Weekly Cleaning Checklist

Date:							

MORNING

Library Interior (morning)	Mon	Tues	Wed	Thur	Fri	Sat
Greeter table						
Wipe chairs						
Self checks						
Photocopier						
OPAC Computers						
OPAC 1						
OPAC 2						
Public computers after each use						
Magazine 1						
Magazine 2						
Magazine 3						
Scan 1						
Internet 1						
Internet 2						
Internet 3						
Internet 4						
Teen laptop						

Lobby and Outside (evening)	Mon	Tues	Wed	Thur	Fri	Sat
Exit door handles						
Table surfaces						
Book truck*						

EVENING

Library (evening)	Mon	Tues	Wed	Thur	Fri	Sat
Keyboards and mice						
Check-out Desk						
Reference Desk						
Portable Phone(s)*						
Check-in desk phone*						
Light Switches						

Staff Workroom (evening)	Mon	Tues	Wed	Thur	Fri	Sat
Bathroom door handles						
Bathroom sink tap						
Toilet flush						
Back door handles - inside and out						
Supply closet door handles						
Photocopier						

Kitchen (evening)	Mon	Tues	Wed	Thur	Fri	Sat
Kitchen table						
Kitchen counters						
Sink tap						
Fridge and freezer handles						
Coffee machine and kettle						
Cabinet handles						
Garbage can lid						

*Shared areas in library must be cleaned after each use or user in addition to end of day.

Note: Staff are responsible for sanitizing their own workstations and phones once per day.

Figure 14 Daily Cleaning Schedule

Figure 15 Staff excited about opening day!

October – December 2020
In-library browsing continues as well as in person technology assistance (3 days per week), genealogy tutoring (2 days per week), public computer usage, faxing, scanning, photocopying, exam invigilation and programming.

Costs Due to COVID

Personal Protective Equipment
$6063
Masks for staff, masks for patrons, gloves, sanitizer for hands, sanitizers for cleaning, takeout bags, protective glass for checkout and reference, protective glass for technology assistance, genealogy tutoring and exam invigilation, cleaning materials, sanitizer stations throughout library.

Staffing – Salary and Benefits
$42,764 every 6 months
Hours equivalent to two new positions required. 1 (one) for a "Greeting" position and 1 (one) to cover the hours previously worked by volunteers. Extra time also required for extensive required cleaning protocols.

Providing Adequate and Safe Work Areas for Staff
$15,000
Used to be up to 4 persons sharing a 6 ft space, two computers and one telephone. Programming materials covered every of space they could find. Staff shared physical spaces, shared phones and shared outlets. Upgrades to current staff area, and construction of additional staff area allowed for 4 additional staff, staff filing and cabinetry, individual computer stations, additional work area for Interlibrary loans, and a safe area for all to work. Also required upgrades to electrical, ethernet and telephone outlets. Upgrades in main communications room and main electrical room were required as well as additional telephones.

Future
Throughout 2021, there will be additional spending required – mostly in masks, sanitizers for cleaning, sanitizers for hands.

SUMMARY

Besides managing a library, this last year has also been about managing change and managing crisis. Every day, every week and every month has brought about massive change – by choice and by necessity. As Interim Director, then Director, I have seen the best of people and have been privileged to lead such an incredible staff through this last year. Their belief is strong that the patrons deserve everything the library and its staff can provide them. The staff have worked through stressful situations and have been resilient and adaptable. Their underlying thoughts are always "what is best for the patrons".

We would like to acknowledge the contribution that the province of BC made towards the annual funding for the Sechelt Public Library. On behalf of myself, our staff, our Board, our other funders and our patrons, we are grateful and we thank you.

Leianne Emery
Director, Sechelt Public Library
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(604) 884 3260 ext 3

Sechelt Public Library

Overview for

2020 Library Technology Grant

Final Report

Ministry of Municipal Affairs
Libraries Branch
PO Box 9831 Stn Prov Govt
Victoria, BC, V8W 9H1

Attn: Mari Martin, Director

Date: February 22, 2021

Overview of the 2020 Library Technology Grant Expenditures

The staff and Board of the Sechelt Public Library would firstly like to express our gratitude to the Province of BC and the Libraries Branch for the contribution toward technology upgrades in our library. Every library is so vastly different in its capabilities, needs and potential so having the flexibility in how we choose to distribute those funds is also greatly appreciated.

When COVID hit and our library doors closed on March 17th, 2020 I had been on the job for three weeks as Interim Director with no prior library specific experience. It has been an interesting journey and rewarding experience. I appreciate the involvement of the Libraries Branch in our BC Directors meetings, the advocacy they perform on our behalf and the openness to which they are available to us for questions.

In the process of evaluating how we would spend the $15K in grant allocation, we created an option list of over 40 ideas and analyzed each one with much thought and consideration. We did not take the choosing of this spending lightly. These funds have provided opportunities for me to help the staff with upgrades they desperately needed, reduce resource inefficiencies, enhance our marketing program and enhance the educational materials we can provide to our patrons. Here is the rationale behind our choices to date:

> **Camera:**
> Although this might seem an unusual spend, this little black box of technology has been invaluable to the staff for marketing purposes.   And, after three months of using my phone camera, I was also grateful!   In my opinion, the library is almost like a store that needs the appropriate marketing and promotion. The staff are much more aware of opportunities to use photographs for marketing, advertising, promotion, social media and website usage. We have used our camera to enhance and promote items in the library that need circulation improvements, to connect to the public on a human to human basis, to create personalized photograph cards of congratulations signed by all staff for every prize winner at the Summer Reading Club, to show appreciation to the patron who made us all quilted bags, to say thankyou to our local grocery store for giving us a discount on our thousands of takeout bags, to improve relations with other organizations and contractors with personal photograph touches and to use for newspaper advertising with a more unique approach. To date, this has been an incredibly invaluable asset.

Biblioteca Workstations:
The RFID plates the staff used to check in and check out items for patrons were ancient, enormous in size thus taking over the desk space and just not working properly anymore. They malfunctioned at least once or twice per day and left the patron waiting and waiting and waiting – until we could fix. The staff were embarrassed that our patrons experienced and were inconvenienced by this technology breakdown. We now have three new RFID plates that are powerful, small in size and work very efficiently.

Coin Op:
The Coin Op the staff had was 13 years old, hardly took any denominations of cash when it was working and it had been completely broken for almost two years. The coin op was attached to all the public computers and allowed patrons to be independent in the printing process both from the financial side and the privacy side. Although our staff love assisting patrons with almost anything, the broken coin op now required much more staff involvement in dealing with money during a print job and worst of all the staff now had to involuntarily invade the privacy of patron during sometimes very sensitive printing (divorces, court orders, organ transplants, medical issues etc.). Our new coin op takes all kinds of coins as well as bills – much better for the patrons. It also allows independence and privacy for the patrons during this process.

STEAM kits:
This is one area where I am very pleased to be spending money! Education for children and youth in the areas that are more conducive to a better future – science, technology, engineering, arts and math. The Sechelt Library did not have any STEAM kits in their collection prior to the Province giving us fund to make this happen. All our STEAM kit components are now purchased, kits are carefully and thoughtfully put together and we are cataloguing the final few of our 24 kits in total. We have created videos for each kit and an extensive catalogue of each kit and their contents. As soon as we catalogue them they are in high demand! We have also had the opportunity to market them extensively with the Sechelt School District which has been of great value. With our remaining $2500 we intend to put it into a reserve for future STEAM kits component replacement and potential addition to the collections.

Thank-you again for your contribution to our libraries success in serving our communities and patrons as best as we can.

Sincerely,

Leianne Emery

Leianne Emery
Director, Sechelt Library

2021 LIBRARY TECHNOLOGY GRANT REPORTING FORM (FINAL): SECHELT LIBRARY – FEB 22, 2021

Total Technology Grant Amount: $15,348.00 CDN

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Staff hardware upgrades **A camera for staff usage at the library**	Camera will allow "kodak moments" to be captured immediately in the library, marketing and promotion to be more successful, market library services to the patrons and potential patrons, promote collections and other items in the library, increase patron knowledge and awareness overall, improve circulation, enhance the experience of being part of the library family.	Content for all social media platforms and overall external and internal marketing of the library and its service and items will be enhanced by almost 100%	A camera and what it will allow us to do will support the provincial strategic priority of enhancing citizen engagement.	To purchase a camera with WIFI and ability for 4k movie	We will support local business in our community with this purchase	Researched over the summer and purchased in August 2020	$1,019.51 CDN		Staff are training to use and it has greatly enhanced our marketing, promotion, ability to connect with patrons and showcase activities, people and items in the library.

Staff hardware upgrades **Biblioteca RFID workstations**	New technology in RFID workplates will help reduce barriers to inefficiency in patron checkout and efficiency of staff at check in	Will improve overall efficiency with staff/patron interactions at checkout by at least 20%. Will reduce staff time necessary for item check ins by 20%	Up to date and reliable technology supports the provincial strategic priority of building library capacity with efficient services	To purchase 3 new RFID workstations	We will support library organizations such as Bilblioteca	Researched over the summer and purchased 3 x Biblioteca RFID Workstation USB in June 2020	$4710.38 CDN		Staff love them. They don't break down daily in front of the waiting patron, they are more efficient so reduce wait times at checkout and they take up less physical room on the checkout and reference desk.
Patron hardware upgrades (public computers, printers, etc.) **Paystation**	A new Paystation or "Coin Op" will help reduce barriers to patron independence and privacy	Will increase patron independence and privacy levels by over 80%. Will also save 5% staff time each day.	A patron driven method of paying for and maintaining privacy while printing supports the priority of building library capacity	To research and purchase a coin op that allows for coins and bills as well as give the patron full privacy while printing as staff will no longer need to be involved	We went with ITC because of connection to Envisionware software and zerox printers – and of course price.	Researched over the summer and purchased a paystation grand	$3442.95 CDN		Has been in place for 3 weeks and everything is working very well. As well as the time savings, staff are pleased that patrons will have more privacy as many times printing of items reveals very sensitive issues.
Educational materials **STEAM kits**	STEAM kits will increase access to educational	Will increase access to educational materials in	Development of 25 STEAM kits will help support the priorities of	To research and develop superior quality educational	Will be utilizing some materials already available from our	Complete except for cataloguing!	$3800		A balance must be had between the value of the STEM kit

	materials – for all	science, math, engineering and technology by 100%	advancing citizen engagement and building capacity	materials in the form of STEM kits for children.	children's programming materials in the development of the kits				components, the usage and the safety of returns in good order.
Choose an item. Click or tap here to enter text.	STEAM kit reserve					Held in reserve for additional purchase of STEAM kits as needed in 2021 and replacement of components already in the first 24.	$2500 reserve		

Figure 1 24 STEAM kits
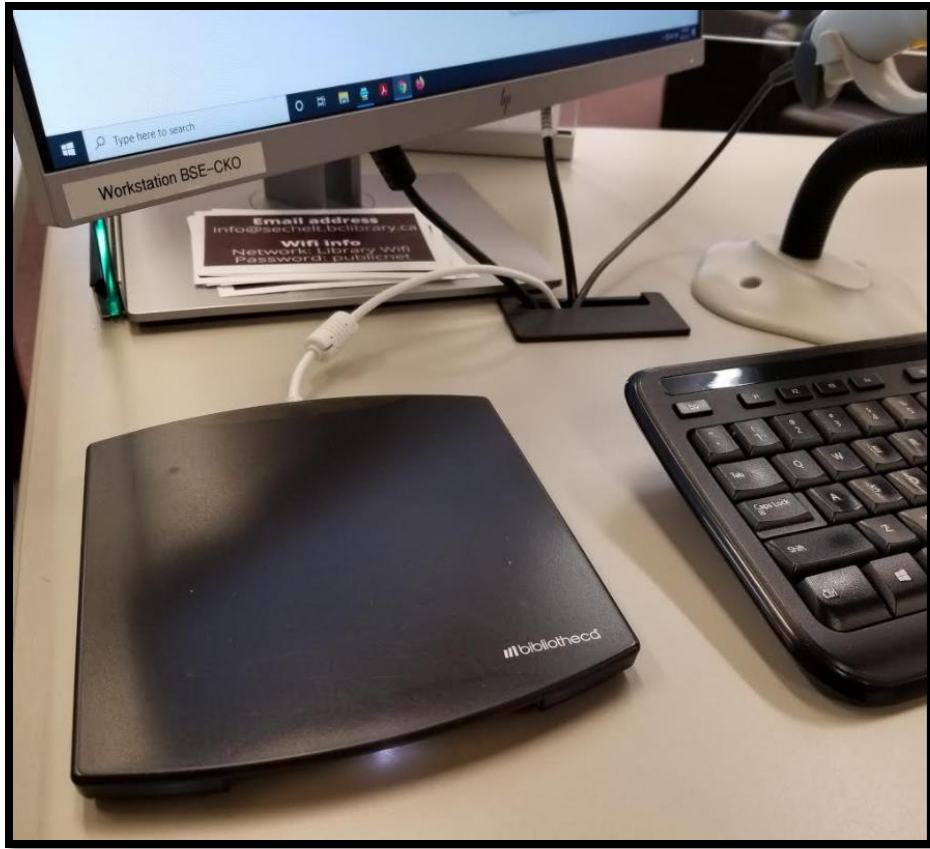
Figure 2 Coin Op

Figure 3 Camera

Figure 4 RFID plates