

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

GRANISLE PUBLIC LIBRARY

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- ☐ [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
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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 small, remote northern community of Granisle is located on the shores of Babine Lake, the longest natural lake in BC and home to one of the largest Sockeye runs in the world. Tourism is the main industry in the community and a draw throughout the year due to the community's remote pristine conditions and access to mountains, forests, and water. A town for all seasons, we love to say more than just fishing.

With a population of 337, Granisle has a demographic of over 65% seniors; due to affordable housing and senior services and programs to age in place we make an ideal retirement community. The community has limited resources and businesses and travelling for groceries, medical and other essentials is necessary. Our small school offers K-12 and averages 30 students each year. Granisle is also an age friendly community and dedicates itself to making life easier for its residents, young and old. Each grant application and program offered is sought with how it will improve life for the residents of Granisle.

The Granisle Public Library, located in the municipal building, in town square is a hub for our small community. The library strives to offer community relevant programming, services and workshops throughout the year that promote a life-long love of learning.

2021 saw the second year of the pandemic with continued restrictions on a community vulnerable to Covid based on its age alone. Community wide measures were taken to continue to safeguard our most vulnerable, town hall meetings and volunteer group gatherings were cancelled, school activities were closed to the public and the summer events were scaled down and held outdoors. The Granisle Public Library limited our hours, offered home delivery of books, and ensured children's programs were held while the library was closed to the general public.

With affordable community housing, 2021 also saw a shift with younger families moving to the community and surrounding area, we hope the trend continues and our community continues to grow in a positive way.

2. MAJOR PROJECTS/PROGRAMS

Please describe any new or major ongoing projects/programs the library has delivered in the past year. To report on multiple projects/programs, "copy" the blank table below and insert additional tables as needed using the "paste" function. Use one table per project/program.

Project/Program Name
Digital Literacy for Seniors / Kids Club
Provide a brief description of the activities involved in this project/program.
<p>Through a grant received from the New Horizons for Seniors the Granisle Public Library purchased, laptops, tablets, and other relevant devices to offer weekly classes to Seniors as well as one-on-one tech help. Taking the fear out of technology' we assist patrons in learning how to safely navigate the internet, be aware of scams, shop online, assist with accessing government sites and programs, as well as lessons on use technical devices they may own. Seniors are given the freedom to order their groceries online with store gift cards and have the community van pick it up for them weekly at no charge through the Better at Home program, offering peace of mind during the pandemic. Shown how devices like Alexa can help with mobility issues by turning on/off lights, updating shopping lists, calling family members through contact lists and telling users the weather through voice commands. The library offers free internet access and devices that revert to factory settings when turned off, a safe place to learn and connect with the digital world. For the more vulnerable patrons and when provincial restrictions were elevated, we offer one-on-one tech assistance during closed hours.</p> <p>Covid 19 shone a light on the vulnerabilities of our senior population with their inability to do simple things like online banking, claim their homeowner grants, access vaccine passports to print or even use the cell phone they "only have for emergencies." Patrons also were given instruction on library services such as Libby which saw an incredible jump in our digital stats from 79 digital downloads in 2020 to more than 1600 in 2021.</p> <p>A C-pen for those with visual impairments also found a home in the kids' program for children with dyslexia and other reading disabilities. The kindergarten and Grade 1 students found this a library tool when their want to read exceeded their abilities, happily curling up in a chair and enjoying a book by themselves. The Adult digital program expanded in the fall to include an additional class for an after-school program for kids, offering use of the laptops, tablets and a variety of software which will grow with them and we anticipate a computer coding club to commence in the new year.</p>
How does this project/program support the library's strategic goals and/or community?
<p>The Granisle Public Library strives to promote and maintain an active presence in our community while encouraging literacy and creativity and promoting a lifelong love of learning. Staying current and relevant we provide a variety of resources and services to our community.</p> <p>This project is designed to alleviate anxiety around tech devices with patrons, help seniors feel safe and secure while using personal devices and the internet. Assist with accessing government programs and websites online such as Homeowner Grants, Vaccine Passports, and other necessary and relevant programs online for seniors. Connecting patrons digitally to family members through social media and apps when being asked to stay home with provincial mandates and supporting the library and community goal of reducing barriers for all ages.</p> <p>As patrons become more comfortable exploring the internet, they are discovering new resources available to them and sharing with friends. Our local art group discovered LinkedIn Learning offered painting workshops via a senior taking our digital literacy class who was exploring the library website for programs offered.</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.	
Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	This project introduced patrons to a variety of devices from tablets to Alexa. Classes included accessing government websites for services, programs, social media, provincial databases, and library services. Our electronic library saw a jump in digital lending from 74 in 2020...with the digital literacy program raising awareness we ended 2021 with 1,632 digital downloads. It was this community growth that encouraged our library to start our own Advantage Collection to offset some long provincial wait times for electronic books.
Building Capacity for library staff and directors (e.g., training and professional development)	We advertised for a program facilitator throughout the program but with the community demographic were unsuccessful...the library director facilitated the program as patrons felt at ease with the decision while continued to look for a facilitator. Training and professional development for library staff was without a doubt an unexpected aspect of this program. Patrons arrived at classes with questions regarding personal devices and looking for answers, working through problems as a class a support system has developed, and everyone learns something new including the facilitator.
Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	Advancing Citizen Engagement by assisting with Homeowner grants, BC Recovery Benefits and Vaccine Passports. Assisting with accessing other online programs as needed in one-on-one situations as needed. Talks included programs such as the Seniors First BC, Scams and Fraud, Better at Home and community resources. As individuals become more aware of the digital services we have available, and available through our website it becomes apparent that there are many ways we can continue to reach residents through community groups and digitally. With the addition of a Facebook page, we hope to promote services such as our Community Volunteer Income Tax Program. As more patrons become aware that there is a venue for their questions regarding devices and online services, we have a steady stream of patrons and residents coming through our door seeking assistance. With the large number of seniors avoiding public places due to the pandemic this program offers a means to teach and connect virtually to a number of resources that can simplify daily living in a remote community.
Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	2021 saw our strategic plan being renewed and keeping in mind how the Covid Pandemic is shaping our community, programs like this define the direction we wish the library to lead our community. Offering a safe place to learn new things. Board members and attendees promote the program with neighbors, friends and family. Living in a small community we learn quickly that working with other groups and organizations will reach the largest number of residents that need assistance and continue to work cohesively.

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.

Resources and Activities: The funding from the New Horizons for Seniors program allowed us to purchase laptops, tablets, and other electronic devices. Accompanied with digital literacy classes taught in library that teach safe practices using the internet, how to use your tech devices, and work through questions patrons may have digitally, we are forming a support group among attendees as we work together to solve individual tech questions.

Outputs: To remove the fear seniors associate with using electronic devices, learn how to safely access the internet, set up email accounts, online banking and shopping questions are answered, assist with social media to connect individuals with family as well as to a digital world.

Immediate Outcomes: Seniors can connect digitally to government programs, are able to access vaccine cards, apply for homeowner grants, access information relevant to their immediate situations. Ability to access online services such as banking, medical services, and grocery delivery. Seniors are also able to use social networks to connect to family members while isolating during the pandemic. Several grandparents sign out children's books to read virtually to their grandchildren. Patrons are learning about a variety of services that are available through their libraries that go beyond just books. Libby and Overdrive education has allowed patrons access to digital books, magazines, and audiobooks and our statistics have increased dramatically.

Intermediate Outcomes: As seniors gain confidence and learn how to use their devices, they become less intimidated in having an online presence, can access services and information on websites at a place and time that suits their needs. The library will continue to have a presence at community events to raise awareness that help is available for digital access to services.

Ultimate Outcomes and Impact: The library will continue to offer one-on-one tech assistance once the program is complete to lower barriers for seniors who are unable or unwilling to access the digital world on their own. The purchased laptops and tablets from the program will be added to the library inventory and available for patrons to sign out once the program is complete and we will look into loanable hotspots in the future to go with devices to overcome financial barriers for patrons within the community. The ultimate goal is to reduce all barriers that inhibit patrons from connecting digitally should they chose to do so. Thus improving their access to programs and services not offered locally within the community.

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

The Digital Literacy Program for Seniors was funded through The New Horizons for Seniors Grant. The Lakeside Village offered the use of its Community Hall to allow for a larger group than the library could accommodate and maintain social distancing. The Community Paramedic participated in a class, ABC Literacy Canada offered booklets and course topics. Better at Home Program and the Community Health Centre recommended individuals come to us for vaccine passports, homeowner grant online applications, as well as our Community Volunteer Income Tax Program, raising awareness about the Digital literacy program and what the library is trying to achieve digitally within the community.

Project/Program Name
Summer Reading Club
Provide a brief description of the activities involved in this project/program.
<p>The Summer Reading Club is an annual program offered provincially. This library received funding from the Provincial Government, North Central Library Federation, local fundraising, and donations. The Granisle Public Library starts off our program each year locally by gifting each of the 30+ students at our school with 2 books chosen for their individual reading ability. This is our 10th year of this practice, it is well received and included in annual year end ceremonies; each child is acknowledged and congratulated on completing their school year. For the younger children not yet in school we promote and encourage young readers to enroll in the Dolly Parton Imagination Library through the library. Included with the books is relevant information on the SRC program digitally and in-library.</p> <p>Community demographics prevent most students from participating digitally in the Summer Reading program so we entice them to visit us at the library. Each book they read or listen to and tell us about grants them a ballot in a draw for a prize; if they read to a sibling and both tell us about it...they both are entered. Once a week we pull two names...one for a prize...one for a book and at the end of the summer we have a grand prize that everyone's name goes into. Children love to choose their own prizes and books from an assortment available on display and look forward to the weekly draw.</p> <p>Many of our enrolled young readers are summer visitors coming to spend time with grandparents or visiting the area for a few weeks. For those that aren't with us for the entire summer we encourage them to continue with the program in their community library once they return home. To also encourage young patrons into the library we offer weekly programming and activities in-library. 2021 saw us offering the weekly programming after closing to protect our vulnerable seniors during the pandemic. While a fair amount of the enrolled Summer Readers are visiting young readers, 2021 saw us break a record for Granisle with 30 children enrolled in the Summer Reading Program. The programming was engaging enough that several stayed for additional time in the community to participate. The 2021 theme of "Crack the Case" allowed us to offer some fun interactive programs, the local RCMP shared some crime solving tips and a demonstration of the tools they use; the community paramedic taught a ukulele lesson and talked about endorphins and music. One of the young participants shared she asked for and received a ukulele for Christmas as a result. Children learned about fossils, dinosaurs, geodes, cracked the case on the best slime recipe, learned that even though the internet is down older children know secrets to make it fun to continue to play on the computer and even baffle the librarian. Young patrons also explored their artistic side through painting t-shirts and decorating birdhouses.</p>
How does this project/program support the library's strategic goals and/or community?
<p>The Granisle Public Library strives to promote and maintain an active presence in our community while encouraging literacy and creativity and promoting a lifelong love of learning. Staying current and relevant we provide a variety of resources and services to our community.</p> <p>The Summer Reading Program while encouraging a life-long love of learning, encourages parents to read to their young children. A habit that will grow into a lifelong love of learning and spark the imagination of young minds. We continue to maintain an active presence in our community by offering fun educational programming that children continue to enjoy each summer. An active place in the summer for locals, tourists and visiting relatives the Granisle Library continues to be the hub of our small town.</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.	
Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	The program being offered provincially make the Summer Reading Program recognizable to visitors to our community. Posters are put up at the library, tourist information centre and other public spaces. Readers are encouraged to take advantage of the BC One program, borrowing books from our library and returning them when they return home to their own library. While few take advantage of the free wi-fi and local hotspots to participate digitally in our summer reading program the option is always there and encouraged.
Building Capacity for library staff and directors (e.g., training and professional development)	Each year the theme of the program changes allowing us to tap a variety of resources for weekly in-library programs. Of course, there is always the provincial organizers of the program that put together some fun activities and ideas digitally each year and maintain the online presence of the program.
Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	While 2021 was a pandemic year and restricted gatherings socially, we held programs during non-operational hours to protect our seniors. Weekly activities held in library often brought parents and guardians who had never been to our library before. We are always happy to share knowledge of a variety of topics from programs to local area history.
Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	Programs such as the Summer Reading Program enhance governance of the library system as it is a consistent provincial program that is familiar to young readers regardless of which community the young patron is in. Board members proudly promote the program and all associated in person events and are encouraged that our strategic plan is headed in the right direction with additional programming and tourists finding their way to our library.

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.

Resources and Activities: Organized weekly activities in addition to the weekly prize draws entices more children into the library and to join the Summer Reading Club. Funding of the program and local fundraising allow us to purchase prizes that compliment the theme and appropriate weekly activities. While the planned in library activities are only once a week the children will return to the library throughout the week for books, to earn draw ballots, and for more activities. We will have activities printed off the BC SRC website for additional program availability.

Outputs: Children and Parents/guardians appreciate that children are coming home with books and reading during their summer break. Teachers also notice that in September children need to refresh less of the previous year. The in-library programming is fun and educational, and children walk away with some fun completed activities while making new friends and learning about a variety of topics.

Immediate Outcomes: Children have a safe space to gather and participate as a group in educational programs. 2021 children learned about fossils, geodes, dinosaurs, Lego, how to play a ukulele, RCMP CSI investigative techniques, painting t-shirts and birdhouses; and so much more. The weekly draws continued to entice children to read throughout the summer and articulate what they had read to staff; encouraging imagination and creativity in an environment that showcases their endeavors. Our children's area is filled with Lego and fossils for display, our park was a welcome home to some hand-painted birdhouses for all to enjoy. Children continue to visit the library throughout the week to explore other activities we offer.

Intermediate Outcomes: Children are encouraged to interact socially through in-person program often meeting others for the first time. Building social skills and helping others that are having difficulty with their project if the facilitator is busy with someone else. Older children are quite helpful with the younger patrons. By encouraging parents to read to children, siblings to read to each other, and older children to read throughout the summer life-long habits of reading are established. Returning to school in September is easier for the student and they are able to move forward with the curriculum easier with less review of the previous year.

Ultimate Outcomes/Impacts: A life-long love of reading, learning and healthy habits are established at a young age. Alternatives to screen time and video games with healthy interactions with peers are offered that have the children returning to libraries over the years.

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

The Summer Reading Club is an annual program offered provincially. The library receives funding for the program from the Provincial Government, North Central Library Federation, local fundraising, and donations. The program is offered digitally by the BC Summer Reading Club with a multitude of digital resources available. We encourage children early in the program to also participate this way to get the full experience of the program but most are unable to. (ie. visiting grandchildren with no digital access)

The Granisle Public Library partnered with the RCMP to learn how they solve crimes, had an opportunity to explore and utilize the officer's CSI kit and ask questions in an interactive session after.

We also partnered with our Community Paramedic who is a musician to learn how to play a simple tune on the ukuleles and he was helpful in solving the best slime making recipe staying to participate in a slow motion video of the winning slime for our Facebook page. Children also learned about how music affects the body through endorphins.

Project/Program Name

Take and Make Craft Bags

Provide a brief description of the activities involved in this project/program.

Winters are long in the North and more so during a Pandemic that includes isolation and staying home as much as possible. The library strives to offer a few workshops throughout the late fall and winter to patrons to offer a social interactive programming.

2021 saw a host of Covid strains threatening our vulnerable population and encouraging them to stay home. The Granisle Public Library offered Take and Make Craft Bags for all ages throughout the winter. Simple crafts that complimented the books we have available on our shelves to give seniors on a limited income the opportunity to try a new craft that they normally wouldn't invest in. The topics were wide ranged from knitting, crocheting, loom knitting, socks, felting, quilting even working wooden puzzles. The younger patrons were offered build/paint a birdhouse, origami, bath bombs, painting rocks...and more. The program was well received by all ages, and some new hobbies were started.

How does this project/program support the library's strategic goals and/or community?

The Granisle Public Library strives to promote and maintain an active presence in our community while encouraging literacy and creativity and promoting a lifelong love of learning. Staying current and relevant we provide a variety of resources and services to our community.

The Take and Make Craft Bags encouraged literacy and creativity in all age groups and reduced barriers that may have been imposed by financial constraints. New hobbies and friendships were formed that we look forward to building on.

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>Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>While the project itself didn't improve access for patrons it brought them through the door where through conversation they found other services we offered in the library that they were unaware of that may be helpful. More than a few came back for one-on-one help for a digital device, to print from our Bluetooth printer or use a public access station.</p>
<p>Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>Staff are friendly and interactive with patrons and conversation can often assist a patron with other areas they are needing assistance. Our crafting selection of books also has received a few requests for additions as a result.</p>
<p>Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>While this program differs from most we offer there is definitely a fostering of community and knowledge-sharing as crafts are discussed and community groups slowly start to gather again.</p>
<p>Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>The Granisle Public Library strives to be an active hub in our community meeting the needs of its patrons. While during the pandemic we had difficulty meeting the needs of some of our patrons socially; programs like this encouraged mental wellness offering a reprieve from a socially isolating time.</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.

Resources and Activities: Funding the purchase of Take and Make Craft Kits that are enhanced by books in our collections for further resources. The purpose of the program was to offer a program that was similar to our in-person workshops in the winter months. While this program removed the social aspect of our program due to the pandemic it took into account the mental well-being of our patrons during a socially isolating time for our senior patrons.

Outputs: As a retirement community with +65% seniors on limited pensions trying a new craft is a luxury many can't justify. This offers an opportunity to try a new craft of their choice with all the necessary materials included to complete. Finished items are shared and as local craft groups start to gather a new social opportunity may arise. Improving the mental health of patrons and forming new social relationships with other crafters.

Immediate Outcome: Patrons are coming into the library looking for the craft bags, searching for books on the craft they've chosen and utilizing other in library services while here.

Intermediate Outcome: Patrons will continue to come to the library to utilize other services. Join community craft groups and form new hobbies and friendships

Ultimate Outcome: Alleviating feelings of social isolation during the pandemic, encouraging new patrons to visit the library and see the variety of services we have to offer, to meet the needs of our community.

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

Funding for this project was through the North Central Library Federation and a local library fundraising.

Project/Program Name	
Community Volunteer Income Tax Program	
Provide a brief description of the activities involved in this project/program.	
<p>The Community Volunteer Income Tax Program (CVITP) is run in partnership with the Granisle Public Library and a local qualified volunteer. This program was introduced to help low-income individuals and families file their taxes online at no charge.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>The Granisle Public Library strives to promote and maintain an active presence in our community while encouraging literacy and creativity and promoting a lifelong love of learning. Staying current and relevant we provide a variety of resources and services to our community.</p> <p>This program helps to reduce barriers that low-income individuals and families have in locating affordable income tax assistance. In a community that is predominately seniors on limited pensions this is a service that continues to meet the needs of the community and continues to place the Library as a hub in 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.	
Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	The Community Volunteer Income Tax Program (CVITP) allows low-income individuals and families to have their taxes filed online by a qualified volunteer at no charge. The e-filing and financial savings to residents are substantial.
Building Capacity for library staff and directors (e.g., training and professional development)	While the program itself offers little in the way of building capacity for staff it build on the relationships with residents who come to us. Many learn of our other services while we are assisting and staff are always attentive to other services that would be helpful to patrons
Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	The Community Volunteer Income Tax Program helps low-income individuals and families file their income tax online with the Canada Revenue Agency using a knowledgeable qualified volunteer with extensive experience at no cost. Fosters relationships and community support to some of our most vulnerable residents who are on limited pensions when costs of living are rising.

<p>Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>While staff facilitates the program, ensuring privacy of our patrons the heart of the program is our dedicated volunteer who steps up each year to offer the program. Programs such as this keep in mind the library is the hub of our community, keeping relevant and offering programs that meet the needs of the patrons and reducing barriers that residents may have.</p>
<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.</p>	
<p>The Community Volunteer Income Tax Program allows low-income individuals and families to access a qualified, knowledgeable volunteer who can complete their taxes and e-file them at no cost. Individuals are confident with their returns being filed online that any refunds will be received quickly and they are registered for GST refunds if so entitled.</p> <p>This program reinforces that the library is the hub of the community offering more than just books, but also programs and services that are relevant to the community needs.</p> <p>This program offers a stress-free, reliable way for seniors on a limited income to file their taxes electronically at no cost to them in a timely and safe manner.</p>	
<p>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</p>	
<p>The Granisle Public Library partnered with a local resident who offers this program each year with another larger community. While the program does not involve local funding, outreach, and service delivery what this volunteer gives back to this community is beyond measure. Each year we offer the program the number of low-income individuals accessing the program increases. We can not thank this individual enough for the difference she makes in so many lives.</p> <p>The Better at Home Program is also aware of the program and promotes it to its clients in the area.</p>	

Project/Program Name	
Municipal Tourism Bookmark Project	
Provide a brief description of the activities involved in this project/program.	
<p>The Granisle Public Library partnered with the Lakeside Village of Granisle and Love Granisle to promote our community through a bookmark. The library has always included bookmarks in its books lent through the Provincial BC One, Interlibrary Loan and Interlibrary Connect programs; an opportunity was seen to represent our community and promote tourism by including community bookmarks. Each bookmark promotes the community, available services, and the Love Granisle Businesses. The pandemic has affected Tourism throughout the province and being off the beaten path and a small community this was an advertising venue that was a win for everyone. On its second year, the response has been favourable encouraging travellers to think provincially.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>The Granisle Public Library strives to promote and maintain an active presence in our community while encouraging literacy and creativity and promoting a lifelong love of learning. Staying current and relevant we provide a variety of resources and services to our community.</p> <p>Libraries are the hubs of all communities, and this program acknowledges that we are an active part of ours. Provincially all communities are aware that a decline in tourism has affected the province and this program offers travellers a provincial destination off the beaten track. Showcasing simply to readers in other communities what Granisle has to offer.</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.	
Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	Connecting readers throughout the province who are using their library for Interlibrary Loan, Interlibrary Connect and BC One with a visual of what Granisle has to offer as a tourist destination. Offering our Municipality and Love Granisle Program an opportunity to promote tourism and local business to a tourism audience the would otherwise not reach.
Building Capacity for library staff and directors (e.g., training and professional development)	While this project may not build capacity for library staff and directors it does build on the relationship we have with our Municipality, Council and the Love Granisle Community offering them a provincial voice.
Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	The bookmarks promote Granisle as a tourism destination but also include relevant information to tourists that we are a community that offers hotspots at campgrounds, and a Public Library in the community that offers free wi-fi and other relevant services.

<p>Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>Maintains that the Granisle Public Library is a hub in our community for locals and visitors. Builds on the relationships we have with our Municipality, Council and Love Granisle Businesses.</p> <p>We encourage visitors to participate in community programs by visiting campsites throughout the summer and inviting campers into our community to participate in local programs. A large number of our Summer Reading Club participants are visitors to our community.</p>
<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.</p>	
<p><u>Resources and Activities:</u> To reach readers in other communities through the province and promote Granisle as a tourism destination. As readers visit our community, the library uses the opportunity to promote the provincial BC One program. Inviting patrons to borrow here and return books when they get home; also offering to return any books they need returned to their home library. Promoting the online digital service of e-books through Libby and Overdrive, and inviting families and individuals to participate in local events, programs and children programs.</p> <p><u>Outputs:</u> This project builds on the relationship between the Library and the Municipality and local Love Granisle Businesses. We are a small community of 337 residents with little commercial tax base. Municipal advertising for tourism is limited and the Bookmarks will reach thousands. The library has always included bookmarks in our books in an effort to discourage folded pages...now those bookmarks have another purpose as well. The bookmarks promote local services and businesses, encourage travellers to come to a community 50km off a main highway knowing they can connect to the world digitally and the services available to them. Lastly, we are trying to promote to readers to consider travelling/vacationing within the province especially with an pandemic which has hurt so many industries.</p> <p><u>Immediate Outcome:</u> Raise community awareness with potential travellers. Promote British Columbia tourism for our small community. Strengthen and build on Municipal relationships by offering a venue to promote our community provincially.</p> <p><u>Intermediate Outcome:</u> Tourism to the area may increase and with that local businesses and crafters may benefit. With limited entertainment in the area, visitors come to the library and are able to participate in programming and use services we have to offer. To visit a community with affordable housing and services and a potential for growth.</p> <p><u>Ultimate Outcome:</u> The purpose of the program is to raise awareness of the community as a tourism destination provincially. Entice travellers to come to our community, welcome visitors to participate in local programming and events, visit businesses, and crafters and showcase our beautiful community as a tourism destination and retirement community...and if a few chose to retire here...we smile.</p>	
<p>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</p>	
<p>This project partnered with the Lakeside Village of Granisle, Granisle Municipal Council, Love Granisle Program. The Granisle Public Library was one of the venues for service delivery.</p>	

3. KEY CHALLENGES

The following topics have been identified as recurring themes in previous years' PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year that you wish to comment on. Leave any other listed topics blank.

Use the 'Other' row to include any ongoing or past challenges that are not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.

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>Covid-19 presented many challenges to this library throughout the year. Granisle is a retirement community with +65% seniors many with underlying health issues. Programming such as the Digital Literacy for Seniors saw several classes cancelled when regional covid numbers soared in the communities where we shop, bank and access medical services. With the concern being that if Granisle had an outbreak it would be devastating we leaned heavily on the side of caution. While not completely untouched by the pandemic Granisle fared better than feared.</p> <p>In light of our vulnerable patrons the library offered home delivery of books, and closed a public access computer to encourage social distancing. Our hours were altered to daytime hours, and we offered after hour appointments to those more vulnerable. Library was closed to public after school, allowing children access without putting seniors at risk..and of course the enhanced cleaning added.</p>
Emergency response (e.g., fires, floods, extreme weather)	
Financial pressure (e.g., rising costs, reduced revenues)	
Staffing (e.g., recruitment and retention, mental health and wellness)	<p>2021 was a difficult year for staffing with the Granisle Public Library. Casual employees moved on early in the year and our part-time left in the fall. Summer Reading Club and last quarter services were delivered by the library director. Recruitment has been ongoing and parttime position will be filled in January 2022.</p>

Disappearing services in the community (e.g., government, banking, health)	The Provincial Homeowner Grant being online and no longer offered through the Municipality put a strain on local residents not connected digitally; as did the BC Recovery Benefit and vaccine passport. Long wait time on phone frustrated residents and as local residents were encourage to visit the library for assistance through local advertising and community groups we were able to raise awareness of library services. By the end of December we had printed and laminated 100 Vaccine cards in a community of 337, we also assisted with putting vaccine passports on cell phones. We continue to print them in the new year. It should be noted that Granisle does not have a BC Service Centre, the nearest one is 100km away.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Being a senior community of +65% many do not have, nor can they afford home internet, satellite television and other tech devices. Those that have computers their devices are old, slow and quite often they have no idea how to operate them.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	Granisle is vulnerable in the sense that the majority of our community is at risk to Covid with a demographic of +65% seniors, many with underlying health issues. Granisle is also not a point of care with 24 hour medical care for those experiencing addiction or mental health crisis. The library continues to work with our local community paramedic, health centre and Better at Home program to reach individuals that are shut-ins or need assistance accessing library services.
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: Lisa Bees

Date: March 18, 2022

Board Chair Signature: Jane Sue Hansen

Date: Mar. 18, 2022