



## Introduction

Trail is a city in the West Kootenay region of the Interior of British Columbia. The Trail and District Public Library (TDPL) is centrally located in the downtown core and services the City of Trail and the Village of Warfield. In 2018, the TDPL moved to its current location; the newly built Riverfront Centre. Now integrated with the Trail Museum and Archives and the Visitor Information Centre, the TDPL joins these progressive service providers to deliver reliable information from the past, present and future. At this vibrant community hub, people come together to access resources, services and information and to share interests.

Nestled between two bridges that overlook the Columbia River, the TDPL offers patrons a picturesque setting in which to relax. It is here in the middle, that the TDPL bridges physical and digital worlds to connect people with information and each other. The TDPL constantly strives to meet the needs of its growing community by offering a wide range of diverse programs and services. As a provider of free community services to the public, it continually faces financial challenges. Expanding programs and embracing innovative ideas is challenging, the need for service exceeds the resources we are able to provide. The TDPL relies on grants, such as this to assist it to build current, creative and informative services.

TDPL is in the process of renewing its mission and objectives by undergoing a strategic planning process. The Library Board, Library Director and staff are excited and committed to facilitate a new direction for the TDPL. The strategic plan involves community engagement and is inclusive of TDPL stakeholders, The City of Trail and

Village of Warfield. TDPL recognizes the continued financial support it receives from the City of Trail and Village of Warfield.

## **Improving Access**

TDPL is open regular business hours Monday to Saturday (51 hours per week); three evenings per week it is open until 7:00pm. The building has an elevator and is wheelchair accessible. There are 12 public computers with internet access and a free Wi-Fi hotspot. In 2019, the TDPL provided 7563 hours of in-house public computer service. The TDPL's new and user friendly website enables patrons to keep current with upcoming programs, services and events. The TDPL's Facebook and Twitter accounts are available for those who prefer to get information through its social media outlets.

Through its website, the TDPL offers 25 free multimedia and reference eProducts accessible to patrons at their convenience. Some examples of these eProducts are: NNELS - eText, refreshable braille, and eAudio for people with a print disability, CELA - Access to a collection of over 500,000 books, magazines, newspapers in a choice of accessible formats for people with a print disability and Pronunciator - A language learning tool with 80 languages to choose from. TDPL recognizes the growing multi ethnic population in the area, and has made efforts to increase items in different languages including French, Italian and Arabic.

As well, eBook, eAudiobook and eMagazine collections are available at any time for members with internet access.

Our popular Home Library Service program is offered as a convenient way for TDPL members who may have difficulty leaving their homes to borrow books and other library items. This free monthly service is available to residents of Trail and Warfield and is delivered in person by volunteers.

The TDPL's two weekly STEAM (Science, Technology, Engineering, Art and Math) focused children's programs continue to thrive with excellent attendance for age groups 6-8 and 9-12 years. All Aboard the STEAM Train is offered weekly for children aged 3-5 years as well as Mother Goose Singing and Rhyme Time for children aged 0-3 years and their care providers, in partnership with the Columbia Basin Alliance for Literacy (CBAL). The TDPL provides programming once monthly for a local home school group; thereby, bringing together families to support education and literacy.

Thanks to continued funding from FortisBC, we were able to increase our very popular elementary school Junior Book Club from two to three local schools. Parent feedback has been overwhelmingly positive - children who had no interest in reading are now inspired to read. Without this generous funding, Junior Book Club would not be viable.

The following new programs were added for 2019 in response to our community input surveys and interactive social media posts: Riverside Readers Adult Book Club, Crafternoon Collective (weekly adult makerspace drop-in, allowing participants access to sewing machines and other equipment they might not have access to) and Community Learning Place (weekly drop-in program supported by TDPL staff at Selkirk College for help with basic computer, reading, writing, math, test preparation and skills upgrading). The success of our programs is monitored through recording statistics, informal interviews, surveys and anecdotal feedback.

In an effort to support the demand for digital literacy in our community, the TDPL applied for and received a Community Technology Grant from the Columbia Basin Trust (CBT). This funding has made it possible for the TDPL to create a revolutionary tech-enabled space for patron use. Infrastructure upgrades have been made to improve acoustic qualities (sound baffling). New purchases made with grant funds include: tech trolleys with device charging capabilities, 3D printers and materials, laptops, and multifunctional furniture and storage equipment. Over the next two years, eight new technology based programs will be added to suit a variety of patron demographics and needs. Thanks to the generous contribution from CBT, the TDPL's 2020 goal to attract patrons to learn new technology while supported with the assistance of patient, tech-qualified staff instructors, will reach fruition. We are looking forward to monitoring the outcomes of these new programs and observing patrons improve their digital literacy.

## **Developing Skills and Knowledge**

TDPL provides a variety of traditional resources to encourage learning, which include; books, newspapers, magazines and computer access. In addition, it offers educational programs that inspire creativity, expression and innovation. The TDPL hosts a free monthly adult Scrabble game drop-in to give participants an opportunity to socialize, improve their vocabulary and have fun. In 2019, the TDPL restructured its young adult area to provide a safe space for young adults to spend time. In this area youth can study, read, play board games, use computers, socialize and play X-Box.

Through its website, the TDPL offers Gale Courses, a variety of online courses that are free for members. Gale Courses offer a wide range of highly interactive, instructor led courses that run for six weeks and with new sessions that begin every month. These courses provide an affordable and educational alternative for patrons upgrading or wanting to learn new skills.

TDPL staff and the Library Director participate in a variety of professional development courses, workshops and conferences throughout the year. In 2019, staff attended workshops with: Trail Fair Society (Working with Families for a Strong Community), Fiore Group (Prevention of Workplace Violence), Selkirk College and the American

Library Association. Staff are frequently given opportunities to share knowledge and new skills amongst each other, which in turn enriches TDPL services.

### **Collaborating and Shared Goals**

Working relationships between the TDPL and other community service providers remain strong. In 2019, The TDPL had great success collaborating with the Museum to host the following free family events: International Women's Day, BC Family Day, Family STEAM Day, the Halloween themed Spooktacular and the Annual Holiday Open House and Gingerbread House Building Competition.



**Officer Eva Harding - International Women's Day**

Events like those pictured above and below will continue in the future with various stakeholders who share common goals and values and expenses.

The TDPL continues to foster its long term relationship with CBAL. Together they deliver the Mother Goose program for children aged 0-3 years and their care givers and collaborate for the Kindergym program weekly where Library staff read stories to children.

The TDPL strives to support multi-generational learning by reaching out to a variety of demographics with its programs. A successful three week pilot program called Fun Fridays was developed in 2019 for Trail Association for Community Living adult participants who live with significant barriers. This well attended program met the needs of this underserved population in our community.

TDLP supported the local Pride Day Celebration hosted by Pride Trail. This collaborative project for LGBTQ and questioning youth will be annual event.



The Friends of the Library continue to show their ongoing support to the TDPL by raising awareness, fundraising and supporting programs.

The BC Summer Reading Club (SRC) is a free literacy program designed to engage school-aged children, ages 5-14, with libraries and reading throughout the summer. It strives to do so in a way that is fun, educational, inclusive, affordable and community-oriented. The SRC program provides the TDPL with opportunities to work together with other Libraries and community organizations such as the VISAC Art Gallery and the Bailey Theater here in Trail. The cost of SRC 2019's special guest Pico's Puppet Palace was made possible by the generous sponsorship from the Kootenay Library Federation. The SRC participant statistics reached a high in 2019 with more than one thousand children attending fifty-one programs.

The TDPL partnered with the Circle of Indigenous Nations Society (COINS) during SRC 2019. Children were provided with opportunities to experience Indigenous storytelling, smudging and a drumming ceremony. To further reconciliation, several Kootenay libraries have formed a focus group to create a working list of Indigenous names for the catalogue system to better reflect how Indigenous peoples refer to themselves. The Library has implemented the use of an Indigenous classification sticker for easy identification of Indigenous works and information.



**Pico's Puppet Palace Performance – 140 participants**

## **Enhancing Governance**

The TDPL continues to expand its profile within the community. It holds active memberships with the Kootenay Library Federation (KLF), British Columbia Library Association (BCLA), Association of British Columbia Public Library Directors (ABCPLD), British Columbian Library Trustee Association (BCLTA), CBAL, and the local

Chamber of Commerce. The TDPL understands the importance of outreach in its community and it expanded its outreach in 2019 to include collaboration with Selkirk College, Youth Action Network, School District 20, the arts community, and the Village of Warfield's community events.

The Library Board welcomed two new trustees in the fall of 2019. Development of a new trustee orientation and workshop has been implemented and TDPL policies have been updated to reflect the changes of the move to a new building.

Staff diligently collect daily statics for all aspects of Library operations. These statistics include the following details: circulation, collection management, programming and database usage. The collection of this information allows for easy evaluation of the results which helps to enable predictions to be made for the future. Statistical and financial information is collected on a quarterly basis. It is prepared in a report for the City of Trail and the Village of Warfield and is presented to them at a Governance and Operations meeting. The TDPL's governance involves many professional relationships that reflect its transparency and accountability.



Village of Warfield Community Halloween event – Outreach

## Summary

In 2019, the TDPL continued to support community interests and provide a wide range of services to various demographics. Fostering equitable access of information and connecting patrons physically and digitally were its focus. Ongoing collaboration with stakeholders and community organizations remains strongly valued. Community support

is reflected by growing membership numbers and impressive attendance throughout the year.

The TDPL continues to work together with numerous stakeholders and community organizations to provide programs and services collaboratively. Governance has been enhanced by professional relationships that continue to result in outstanding professionalism, transparency and accountability. We look forward to a fresh and renewed strategic direction in 2020.

We would like to thank the Provincial Government of British Columbia for its continued support in 2019 and moving forward into 2020.

Respectfully submitted by,

Samantha Murphy – Library Director

Jeff Jones – Library Board Chair