

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

SURREY LIBRARIES

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](#)
- ☐ [2. MAJOR PROJECTS/PROGRAMS](#)
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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).

Surrey is a geographically large municipality that is characterized by rapid growth. Surrey's population has grown significantly between 2010 and 2020 to 580,360 people, and is projected to increase by over 304,010 in the next 31 years. Estimates are based on a combination of Surrey's building permit data and BC Assessment Information. ([Source: City of Surrey Planning & Development](#))

Surrey Libraries has ten branches with at least one branch in each of the City's town centres - City Centre, Cloverdale, Fleetwood, Newton, Guildford, South Surrey and Whalley. On February 10, 2021, a new branch opened in Clayton, one of the fastest growing census tracts in 2011. The Library is part of the Clayton Community Centre which integrates arts, library, recreation, and outdoor spaces into a single facility.

Surrey Libraries is a key partner in key City initiatives and participates on many community planning tables. The Library collaborated with about 30 community partners this year to provide programming and services that make a difference to the lives and learning opportunities of residents – just under 50% fewer partners than pre-pandemic. Some of our partners have been hesitant to pivot to online programs or to restart in-person programs with the Library.

Surrey Libraries Strategic Plan 2019-2023

VISION: A literate, inclusive, thriving city

MISSION: We connect people, spark curiosity, and inspire learning

VALUES: community-focus, intellectual freedom, service excellence, equitable access, creativity, and collaboration

THEMES: literacy and learning, connections, welcoming and inclusive spaces

Strategic Objectives

- Promote and nurture literacy and learning
- Strengthen strategic community engagement
- Improve access to Library services
- Align resources to changing community needs

- Explore opportunities to diversify and grow revenue
- Enhance responsible spending and accountability
- Refine processes to improve services and create capacity
- Broaden awareness of Library services
- Encourage innovation and collaboration
- Foster a culture of service excellence
- Cultivate a safe, engaged, and diverse workplace
- Develop and empower staff

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	
English Language Learning (ELL) Book Club	
Provide a brief description of the activities involved in this project/program.	
In this monthly online program, English language learners of all levels discuss a book – available in print and online – and staff moderate the discussion to practice speaking and reading in English	
How does this project/program support the library’s strategic goals and/or community?	
This program supports the library’s strategic objectives by promoting and nurturing literacy and learning and offering online opportunities to the community.	
How does this project/program support the B.C.’s strategic goal(s) for public library service ? Please provide information for as many goals as applicable.	
1. Improving Access for British Columbians (e.g. connectivity, digital collections, shared services)	This program is focused on improving access for community members to develop and practice English conversation skills, literacy, and learning for adults through discussing a monthly book title.
2. Building Capacity for library staff and directors (e.g., training and professional development)	

3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting Reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
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>Short-term: Increased access to opportunities for improving and practicing spoken English.</p> <p>Medium-term: Providing a virtual forum to learn, build, and practice skills and social relationships.</p> <p>Long-term: Increased confidence for participants to better navigate and engage in the community.</p> <p>37 participants attended over 9 sessions. Staff surveyed program participants, using a Public Library Association (PLA) Project Outcome-designed survey:</p> <ol style="list-style-type: none"> 1. You learned something that is helpful: 67% strongly agree, 33% agree 2. You feel more confident about what you just learned: 100% strongly agree 3. You intend to apply what you just learned: 83% strongly agree, 17% agree 4. You are more aware of resources and services provided by the library: 100% strongly agree <p>Sample of responses for question 5: What did you like most about the program?</p> <ul style="list-style-type: none"> • It is interesting and helpful for me • I really appreciate the strong supporting team from the library • Read a book and share it. And love to hear their thoughts from different people. • Librarians are kind, friendly, knowledgeable, resourceful and helpful, creating an equal and respectful environment for everyone to participate in and intriguing me to learn new things and be a better person 	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	

No partnerships

Project/Program Name	
New Parents Meetup	
Provide a brief description of the activities involved in this project/program.	
This online program focuses on connecting new parents to each other and raise awareness of baby-oriented library and community services and resources within their community.	
How does this project/program support the library's strategic goals and/or community?	
This program supports the library's strategic objectives by promoting and nurturing literacy and learning and offering online opportunities to the community, with a focus on new parents.	
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.	
5. Improving Access for British Columbians (e.g. connectivity, digital collections, shared services)	
6. Building Capacity for library staff and directors (e.g., training and professional development)	
7. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting Reconciliation)	This program focuses on engaging and bringing new parents together, letting them know about available library, government and community resources, fostering community knowledge-sharing, and teaching them about early literacy and learning for them and their babies.

<p>8. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</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>Short-term: Providing time-sensitive opportunities for new parents to learn about the resources and services available to support them and their babies.</p> <p>Medium-term: Teaching early literacy skills to new parents and their babies</p> <p>Long-term: Better literacy outcomes for children in Surrey.</p> <p>Outcomes: 45 sessions / 474 participants</p> <p>Staff surveyed program participants, using a Public Library Association (PLA) Project Outcome-designed survey:</p> <ol style="list-style-type: none"> 1. I used what I learned to complete a task or goal: 100% Yes 2. I used what I learned to do something new or different: 100% Yes <ul style="list-style-type: none"> • Learned new songs and rhymes • Sang new songs with my child • Learned new songs and actions to do with my baby 3. As a result of participating in this program/service, I checked out a book, attended another program, or used another library service or resource: 75% Yes, 25% No <ul style="list-style-type: none"> • Signed up for toddler time • I got a library card and took out some baby books <p>Sample of responses for question 4: What did you like most about the program?</p> <ul style="list-style-type: none"> • Convenience of attending from home without needing to prepare and drive over to the library • Like that we are still able to connect over Teams during the pandemic • Loved being able to interact with babytime hostess and other moms and babies during COVID • Personalized songs and ideas shared by other parents and facilitators 	
<p>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</p>	
<p>No partners.</p>	

Project/Program Name	
Unlock Your Family Story: Writing and Publishing Your Family History	
Provide a brief description of the activities involved in this project/program.	
This online program was presented by Family History staff at the Cloverdale branch.	
How does this project/program support the library's strategic goals and/or community?	
This program supports the library's strategic objectives by promoting and nurturing literacy and learning and offering online opportunities to the community, with a focus on people working on their family histories.	
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.	
9. Improving Access for British Columbians (e.g. connectivity, digital collections, shared services)	This program focused on improving access to genealogy collections, resources and services for participants.
10. Building Capacity for library staff and directors (e.g. training and professional development)	
11. Advancing Citizen Engagement (e.g. helping people access government services/resources, fostering community knowledge-sharing, and supporting Reconciliation)	This program helped participants gain access to government resources for the purpose of genealogy research, and supported community knowledge-sharing among community genealogy researchers.
12. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	

What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.

Short-term: Providing online learning opportunities by genealogy experts for people with a keen interest in learning how to research their family history.

Medium-term: Teaching family history research skills that increases the use of Library family history resources.

Long-term: Increased community engagement.

Outcomes: 5 sessions / 25-35 participants per session

Cloverdale branch staff with special genealogy expertise gathered comments from the participants, see selected comments below:

How has the program made a difference to your family history research efforts or your approach to aspects of your family history practice?

- I didn't think I had any talent for writing anything. I attended your in-person seminar, about 18 months ago and was very intrigued. For the first time, I've begun to think of my ancestors as real people, with real lives and I want to know more about their everyday lives.
- I realized that I can start by writing a little at a time. I could take an object and write about what it means to me. I had not thought of writing about cherished possessions, only people and events.
- It's been good to learn more on how and when to seek permission from family on including information. I also needed the reminder to be clear on sources of information. It also was useful to see how to structure and plan projects.
- I was reminded to keep track of my sources so I don't have to try to locate them again!! Writing a short paragraph or two about a family member or event makes the past more personal when interspersed with all the "dry" dates.

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

Brenda Smith, professional genealogist, and Andrea Lister, editor of BC History magazine. Both are members of the BC Genealogical Society. They were the presenters for this program, supported by Family History library staff.

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>Changes to the provincial Public Health Orders: major impact on staff time in terms of creating, communicating, implementing, and enforcing safety protocols, and staying on top of/being compliant of latest orders.</p> <p>Changes made by the City of Surrey's Emergency Operating Committee (EOC): required proof of vaccination from all participants over the age of 12 for indoor in-person programs. Major impact on staff time, particularly many managers.</p> <p>Restarting meeting room rentals, restarting in-person programming then pausing in-person programming, starting first-ever outdoor programming.</p>
Emergency response (e.g. fires, floods, extreme weather)	Keeping City Centre Library open during severe snow storm as a warming shelter for unhoused. General operational funding used which includes provincial grant.
Financial pressure (e.g. rising costs, reduced revenues)	Rising costs and restrictive licences for e-resources; increased costs in managing COVID safety, e.g. PPE, security. General operating funding used which includes provincial grant.
Staffing (e.g. recruitment and retention, mental health and wellness)	Domino effects of postings from staff retirements (higher than usual during 2021) and opening of a new branch. Over 100 internal postings recruited internally and many new casuals hired. Much time spent on onboarding, training, orientations, etc.
Disappearing services in the community (e.g. government, banking, health)	
Connectivity (e.g. low bandwidth, lack of home internet in the community)	Technology grant used to purchase a fleet of Chromebooks. MOUs signed with 7 community partners organizations to lend these Chromebooks to their clients, with priority given to looking for employment or taking steps to become more employable, reducing barriers and isolation, and bridging the digital divide.

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)	Geographic vastness and increasing population in Surrey means many areas of the City are underserved or have no service. City budget constraints/priorities affect which new civic infrastructure gets built. A new Facilities Master Plan was created in 2021, outlining a 20-year vision for new library space in Surrey. Priorities based on population projections, current research on libraries, community and staff engagement.
Vulnerable communities (e.g. people experiencing homelessness, addiction, mental health crisis)	Opioid crisis is affecting community, particularly at 2 urban branches – City Centre and Newton. Increase in incidents and overdoses.
Other (please specify)	

Again, the COVID-19 global pandemic was the defining event of 2021 and it impacted our work in every way, presenting both challenges and opportunities. We continued to follow our pandemic recovery plan to minimize the risk of the pandemic to both staff and public. In September, we went from 80% to 100% regular library opening hours.

The Library started 2021 with 100% virtual programming. We started some outdoor programs in August 2021 and we restarted some in-person programs in September/October 2021.

In 2021, we delivered 1848 programs to enrich learning and literary, and we are proud to have connected with the 53,523 children, youth and adults that participated in our programs. With almost 3.06 million visits to our website and our branches, over 940,000 people visited our branches. Of the 2.59 million transactions using the Library's materials collection, over 2.43 million physical books and materials were borrowed, and over 915,000 eResources were borrowed.


Surrey Libraries looks forward to improving the quality of life for our residents by helping advance their social and economic opportunities. We will strive to align our resources to deliver service where needed most and work towards our mission to 'connect people, spark curiosity and inspire learning.'

In summary, Surrey Libraries would like to thank Libraries Branch, Ministry of Municipal Affairs for the generous grants that support the improvement, extension, and promotion of our Library services, while advancing the goals of the Province.


This report was prepared by Jenny Fry, Manager of Learning, Programs and Partnerships

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: March 16, 2022

Board Chair Signature: 

Date: March 16, 2022