

PROVINCIAL LIBRARY GRANTS REPORT 2020

PORT MOODY PUBLIC LIBRARY



INTRODUCTION

The Port Moody Public Library serves a population of 33,500 through a single branch facility that is prominently located in the Civic Centre Complex. The surrounding neighbourhood has changed dramatically over the 24 years the library has been at this location, and library use has grown accordingly. Three high density residential/commercial developments (Newport Village, Suter Brook Village and Klahanie) are within a short walking distance of the library. The library's location, the range of programs and services offered, and our focus on being responsive to community/customer needs make us a natural hub for our community.

There was minimal growth in Port Moody's population during the last census period, 2011 to 2016 (1.6% increase or 540 people); this is closely tied to almost zero growth of private dwellings during the same period. Median age of the population is 40.6 years. In the 2016 Census, immigrants represented 32% of the population; 4% of these people were recent immigrants who had lived in Canada for less than 5 years. The top four countries for immigrants remain South Korea, China/Hong Kong, the United Kingdom and Iran. Chinese, Korean and Persian are the top three non-official languages spoken regularly at home.

At the end of 2016, the Evergreen Line arrived in Port Moody; a Skytrain station is now located just three blocks from the library. Development related to the arrival of Evergreen was expected to boom. However, population growth has remained flat.

A new five year strategic plan was developed for the Port Moody Public Library in 2019. The plan has three strategic directions:

- 1. Raise the profile of the Library in the Community*
- 2. Revitalize how the Library does business to prepare for a future of growth and change*
- 3. Provide robust and relevant programming that addresses 21st century literacy needs*

The City of Port Moody released an [Economic Profile 2016](#) document that provides the most recent economic information of the area including a business profile and demographics. The three largest employers are in the public sector: Eagle Ridge Hospital, the City of Port Moody and School District 43. The largest private sector employers are Pacific Coast Terminals, Suncor and Imperial Oil. BC Hydro's Burrard Thermal Power Plant was one of the largest private sector employers in Port Moody until 2016, when the plant was shut down.

One of the key challenges that the library and community face is the development and replacement of infrastructure. For the library, the concern is our building (1,161 sq. m.) is too small for our community's needs and population. According to a functional programming report completed by Resource Planning Group in 2017, the library is only 43% the size required to meet current population needs. The library was renovated in 2017 and 2018 to meet immediate needs. The City is aware of the library's need for a larger facility and is looking at various funding options.

PRIORITY 1 IMPROVING ACCESS FOR BRITISH COLUMBIANS

Provincial Strategy: Supporting a connected library network that leverages its strengths and structure to deliver user-centered programs and service through the province.

Library goals that support the priority:

The Port Moody Public Library's 2019-2023 Strategic Plan supports this priority through:

Strategic Direction 3: Provide robust and relevant programming that addresses 21st century literacy needs

Goals: 1) Programming is convenient and meets community interests, 2) Members have enhanced learning opportunities; 3) Members have more opportunities to gain the skills and competencies needed to function effectively in the modern world, and 4) Programming is innovative and takes risks.

Strategies: 1) Create more opportunities to connect people with essential life skills to participate in the modern world; 2) Create programs which promote sustained relationship building as a means to foster community engagement; 3) Create programs that challenge the learner; 4) Introduce new, innovative programming that inspires the imagination

Programs and/or Services that align with the priority:

Port Moody Public Library improved access to library services during the COVID-19 pandemic by quickly pivoting to provide online programming. Online programming was an essential part of the library's efforts to combat social isolation and provide social connections for residents of Port Moody. As important as the social connections were, the online programming also helped connect residents with resources and information they would have normally received in-person. These programs had the added effect of promoting many of the library's online resources which were expanded due to the pandemic.

Outcomes & outputs

- a) Offered over 400 online programs
- b) Increased awareness of library services
- c) Increased social connections for people isolated at home
- d) Increased program attendance with about 83,000 attendees
- e) Increased circulation of electronic items by 14% for a total of 106,364
- f) Allowed people to register online to get access to online resources

PRIORITY 2 BUILDING CAPACITY

Provincial Strategy: Reducing barriers for library staff and board members to access training opportunities so that they can continue to provide quality and future-focused library services.

Library Goals that support the priority:

The Port Moody Public Library's 2019-2023 Strategic Plan supports this priority through:

Strategic Direction 2: Revitalize how the Library does business to prepare for a future of growth and change.

Goals: Staff feel supported, energized, and productive during the COVID-19 lockdown

Strategies: 1) Provide training opportunities for staff using remote, virtual services like Lynda.com. 2) Provide opportunities for all staff to participate in virtual library programming.

Programs and/or Services that align with the priority:

1. Online training for staff

Training was provided to staff during the library closure due to the COVID-19 pandemic. The pandemic provided a unique opportunity for staff to learn new skills, improve customer service, and address gaps in knowledge. The training had a heavy emphasis on providing excellent customer service as well as on specific technology related skills. Many staff took courses on Microsoft Office products like Excel and Word. Lynda.com was the main platform for staff training.

Outcomes & outputs

- a) Increased customer service skills
- b) Increased staff knowledge of software and technology they use on a regular basis
- c) Increased understanding of the patrons the library serves
- d) Ensured staff productivity during the pandemic lockdown
- e) Help staff better manage difficult / challenging situations
- f) Increased overall customer satisfaction with library services

2. Opportunity for all staff to participate in virtual programming

The COVID-19 shutdown of the library provided a unique opportunity for all staff to participate in online library programming. This was about ensuring library staff were productive during the shutdown. It was also an opportunity for regular staff to experiment with different program types using all available staff to provide content.

Outcomes & outputs

- a) Enhanced programming for the library
- b) Enhanced and varied work experience for staff not usually involved with programming
- c) Increased connection with library patrons at a time when staff could not see them face to face
- d) Increased experimentation to see what would and what would not work for virtual programming

PRIORITY 3 ADVANCING CITIZEN ENGAGEMENT

Provincial Strategy: Increasing opportunities for people to access the information and resources they need to thrive as engaged individuals, workers and lifelong learners.

Library Goal that supports the priority:

The Port Moody Public Library's 2019-2023 Strategic Plan supports this priority through:

Strategic Direction 3: Provide robust and relevant programming that addresses 21st century literacy needs

Goals: 1) Members have enhanced learning opportunities; 2) Members have more opportunities to gain the skills and competencies needed to function effectively in the modern world.

Strategy: Create programs which promote relationship-building and foster community engagement

Programs and/or Services that aligns with the priority:

Port Moody Public Library engaged in a large number of programs that both enhanced learning opportunities and provided life skills. While most programs were intended for larger audiences, some allowed for small group or one-on-one assistance. A number of strategies were deployed including promoting sustained relationship building as a means to foster community engagement, creating programs that challenge the learner, and introducing programming that inspires the imagination. Examples of this programming includes:

- Anti-Racist Book Club
- NewToBC
- Code Camps (beginner and intermediate)
- Tech Thursdays
- Homework Help

Outcomes & outputs

- a) Increased awareness and understanding of issues around race and racism
- b) Increased newcomer exposure to the Port Moody Public Library
- c) Newcomer job seekers gained confidence in their ability to apply for positions
- d) Increased staff knowledge of the various groups operating in the Tri-Cities and their ability to refer patrons to other settlement services in the area
- e) Patrons gained an understanding and appreciation of what resources the library has to offer
- f) Inspired children and youth to improve technology skills

PRIORITY 4 ENHANCING GOVERNANCE

Provincial Strategy: Leading at the provincial level and supporting governance education.

Library Goal that supports the priority:

The Port Moody Public Library's 2019-2023 Strategic Plan supports this priority through:

Strategic Direction 2: Revitalize how the Library does business to prepare for a future of growth and change.

Goals: Updated policies and procedures ensure accountability, board effectiveness, and staff efficiency leading to library member satisfaction and engagement.

Strategy: Update library policies, procedures and processes.

Programs and/or Services that aligns with the priority:

The Port Moody Public Library had only updated its policy manual as needed for many years. Best practice is to make policy revision and development an ongoing process. Part of this is to ensure policies are modernized, but also to ensure continuity in terms of format, language, and structure. A comprehensive policy review process was approved by the library board which will take into consideration all aspects of library governance.

Outcomes & Outputs

- a) Improved accountability to residents
- b) Ensured the library meets its fiscal, legal and community obligations
- c) Increased effective library governance
- d) Increased capacity for library board members and staff
- e) Increased understanding of the community
- f) Improved means of addressing complex social issues
- g) Ensured effective training for library board members
- h) Ensured library board structure is sustainable

TECHNOLOGY GRANT – FINAL REPORT

Port Moody Public Library received the one-time technology grant in the amount of \$20,432 for the enhancement of digital services. All of these funds were used to provide access to online collections in formats that best suit Port Moody's residents. In particular, these funds were used to purchase additional OverDrive Advantage titles in both ebook and eAudiobook formats.

Port Moody Public Library decided to use all of this grant for OverDrive Advantage titles because the COVID-19 pandemic had just started. On the one hand, there was an increased demand for electronic materials because people could not physically come into the library. On the other hand, there was uncertainty in March 2020 about how much of the library's materials budget would be approved. These funds were gratefully received as a stopgap in the event that City funds might have been cut. The library committed an additional \$14,000 to augment the grant.

In the period from April to September 2020 we put in 56 orders for a value of \$25,676. This was a monthly average expenditure of \$4,364. Our average monthly expenditure for the same period in 2019 was \$984. These funds have improved access. This is demonstrated in part by the increase in electronic circulation. As of the month of the end of 2020, electronic circulation increased by 14%. Many comments were received from patrons expressing thanks for the increased number of electronic titles available, especially for the reduced waiting time for titles on hold. The total number of electronic checkouts was 106,364.

COVID-19 AND PUBLIC LIBRARIES

Port Moody Public Library was dramatically impacted by the COVID-19 pandemic. The library closed its doors on March 17th, 2020. Staff quickly shifted to providing online programming services. At the beginning of June the library offered curbside delivery where residents were able to pick up holds. In early July, the library was able to open to the public with controlled access. Controlled access means that patrons were able to browse the shelves, but were unable to stay for an extended visit. There was a limit of 20 patrons in the facility at any one time.

The library was able to be open for about 50% of its normal hours for the remainder of 2020. Monthly circulation gradually increased to about 80% of pre-pandemic levels by yearend. Online programming turned into one of our greatest successes with over 80,000 people attending a wide range of events.

Staff learned new skills and innovated in ways they never expected. Services that were once a "like to have" such as creating a podcast became an important means of reaching our patrons. We are very proud of our staff who, in spite of the stress associated with the pandemic, rose to the challenge with hope and creativity by fostering long lasting connections with our residents.

SUMMARY

One of the biggest opportunities PMPL capitalized on in 2020 was to experiment with virtual programming. Staff were able to innovate during a time of uncertainty and stress to find a new way of connecting with our patrons through Facebook, Zoom and other social media platforms. We were

astonished at the level of engagement residents had with library programs on these platforms, and it speaks to the leadership and creativity of staff.

PMPL had several challenges in 2020. One challenge was the continued need for support and direction for the construction of a new library facility. The need for a new library facility has been well documented over the years, and the small size of the facility has a daily impact on the level of services we are able to provide. The greatest challenge in 2020, however, was the need to adapt library services during the COVID-19 pandemic. In-person library services were profoundly impacted. Although the library facility was closed for an extended period of time, we are proud of what we were able to accomplish in reopening the library in a safe manner as well as providing popular, innovative online programming that helped residents combat social isolation.

Date: October 7, 2020
To: Libraries Branch
From: Marc Saunders, Director of Library Services
Subject: Interim Report for Technology Grant 2020

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2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: PORT MOODY PUBLIC LIBRARY

Total Technology Grant Amount: \$20,432

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Electronic collections (licensing) Invest in Overdrive Advantage Collection	1) Library to offer the best digital collection services possible. 2) Patrons satisfied with quality of digital collections 3) Patrons satisfied with shortened waiting periods for holds	1) Increased number of items for loan. 2) Increased variety of electronic materials available. 3) Reduced number of holds 4) Increased circulation	1) Makes life more affordable by providing free electronic materials to residents 2) Delivers library services that residents can count on	1) Identify items for purchase which have a large number of electronic holds; 2) Identify items for purchase which are high demand according to format, genre, and subject. 3) Purchase the items.	No collaboration	April 2020 to December 2020	\$34,432 total (\$20,432 grant plus \$14,000 from materials budget)	\$14,000 leveraged from materials budget	This grant made it possible for our library to purchase much needed ebooks at a time when we were not sure whether our budget would be fully approved for 2020.