

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Kimberley 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](#)
- ☐ [2. MAJOR PROJECTS/PROGRAMS](#)
- ☐ [3. KEY CHALLENGES](#)
- ☐ [4. SUBMISSION AND APPROVAL](#)

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).

Kimberley's population is 8,115 (2021) with residents having average age of 44.6 years. Many of these are young families and professionals moving to the City. There are 4,263 private residences with 3,595 of those residences occupied by full time residents. There have been numerous new residents coming to register for library cards with most of them coming from Calgary and Edmonton, but some as far away as Ontario and Quebec.

Unemployment, like in many areas in Canada is low, with local businesses and services finding it hard to fill all vacant positions. There is a very low inventory of rental units and housing up for sale, adding to the difficulty in finding and retaining workers.

Covid-19 has had an enormously detrimental impact on "in-person" programs and services offered by the KPL in 2021. We continued to serve the community by providing curb-side pick up of physical resources earlier in the year, for those who still requested this accommodation, however the library was open all year in 2021 to patrons and the public for in-person visits to check out or return resources, use reference services, make use of the public computers, and for printing, scanning, or faxing.

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

Online Story Time

Provide a brief description of the activities involved in this project/program.
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As Covid inhibited the library's ability to hold in house programs for children, our Children's and Youth Programmer posted an online "Story Time" session each week except for July and August when we ran our Summer Reading Club in person, outdoors. In December there was a "25 Festive Stories in 25 Days" series of online videos reading seasonal favourites. There were more than 50 online Story Time sessions were posted on our KPL Facebook page.

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

Online Story Time provides young families with accessible programming that can be enjoyed by children and their caregivers, even though they could not be in the library in person. The Story Time sessions focus on literacy and provide younger children the building blocks needed for future reading and writing education. This library program offered a safe format for Kimberley families, and helped patrons retain a measure of normalcy in what was another very difficult year of Covid change and adaptation. It helped support patron's mental wellness as well as their literacy and learning needs.

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)	Due to Covid restrictions patrons were not able to come to the library for in-person Story Time, the online sessions available ensured that the program many families depend on was still accessible.
2. Building Capacity for library staff and directors (e.g., training and professional development)	Offering this program using an online format, gave staff the opportunity to learn and build new skills that could be applied to planning and providing other online programs in the same or a similar format in the future.
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	<p>Story Time sessions leading up to September 30th included a simple Truth and Reconciliation story such as "The Orange Shirt Story" by Phyllis Webstad. The intent of these story times was to bring awareness to our community about our Indigenous history.</p> <p>Staff leading the story session would ensure that those watching the story time session would know that there were other age-appropriate resources on Truth and Reconciliation available in the library to be checked out.</p>
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	While not specific to the immediate governance of the library, staff and the director learned or were made aware of best practices regarding delivery of online programs to patrons, working with the various Covid safety protocols, to provide this typically "in-person" program in a new format. We learned ins and outs, and from occasional hiccups to create a process for offering online services that could be used during future times of uncertainty, or simply to provide another option open to patrons to access regular programming. Such learning will go a long way in assuring our management of the library during times of change and challenge and helps us to continue meeting our strategic objectives.

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:

- Training of staff in online creation and delivery of story time services

Outputs:

- Enhanced availability of library programs in an accessible format
- Access to service patrons want through libraries

Immediate Outcomes:

- Continued availability of story time resource when convenient for patrons in a safe and secure manner

Intermediate Outcomes:

- Awareness by patrons that resources, in this case story time, will continue to be available even if access to the library is limited due to unforeseen circumstances

Ultimate Outcomes/Impact

- A lasting change in the way programs can be delivered remotely to the community. Development of add-on or other types of remote access programs over time.

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

Due to the constraints put on the library by Covid this program was developed and delivered entirely through existing internal resources.

Project/Program Name

Increasing E-resources for patrons

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

With the continuing restrictions and limited ability for patrons to visit the library due to Covid we decided to leverage our limited financial resources to significantly increase the availability of e-resources for our patrons use.

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

KPL is a cornerstone of literacy for the Kimberley community. Being able to provide enhanced availability of e-resources including e-books, audiobooks, databases, free online courses, and online streaming of movies to the community increases the use of library resources, especially during the challenging period of a pandemic. By setting a growing foundation of e-resource use, the library anticipates continued growth in patron access and meets the trend of increasing demand for online resources exhibited in Kimberley and throughout the province.

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)	By significantly increasing the availability of e-resources for patrons of KPL the library has been able to both maintain and increase its connectedness to the community. Through providing enhanced e-resources the library is removing barriers to accessing its services.
2 Building Capacity for library staff and directors (e.g., training and professional development)	Increasing the number of e-resources the library makes available to patrons has meant the need for increased training and awareness of how these resources can be accessed and used. Library staff are the front line in providing information on how the KPL community can access these ever-increasing resources.
3 Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	Enhancements in the breadth of e-resources means patrons can access information and support for subjects and materials that may otherwise be very difficult to access if only available in-person.
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.	

Resources and Activities:

- Purchase of e-resources
- Training of staff on the effective dissemination of e-resources to patrons

Outputs:

- Increased availability and use of e-resources by patrons
- Enhanced access to a service that patrons want from the library

Immediate Outcomes:

- Increased availability of e-books, audiobooks, databases and online courses for patrons

Intermediate Outcomes:

- Ongoing increase in the use of e-resources by the Kimberley library community

Ultimate Outcomes/Impact

- A lasting change in the manner and frequency by which patrons access e-books, audio books and other e-resources. The change continuing to drive KPL use and membership upward
- Provides opportunities for patrons to learn, grow and enrich their lives by taking free online courses and other resources for lifelong learning
- Enhanced skills and employability for patrons accessing courses
- Supports mental and emotional health
- Contributes toward having a more computer and information literate community

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

Partial funding was received from the Kootenay Library Federation for subscribing to these enhanced e-resources.

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)	The Covid-19 Pandemic left patrons feeling concerned about attending in-person library programs and coming into the library in general. Funding was used to support the Online Story Time and to provide for continuing safety measures such as hand sanitizer and tech sanitizing wipes equipment used by staff and patrons.

	<p>Proof of Vaccination was another area of concern for our patrons, the library ensured that community members knew it was open to ALL community members, if masks were being worn and patrons were using hand sanitizer.</p> <p>Library staff supported also community members by teaching them how to print their own provincial proof of vaccination cards and performed this service for patrons who were not computer literate or uncomfortable with the process. We also offered laminating services for patrons who wanted their proof of vaccination cards laminated. Annual funding was used for these challenges.</p>
Emergency response (e.g., fires, floods, extreme weather)	Our emergency response plan was reviewed in 2021 to ensure it was current and comprehensive. The stark reality of an increasing wildfire risk in British Columbia must be considered. No specific funding was used for this review.
Financial pressure (e.g., rising costs, reduced revenues)	Annual funding was used to support all sections of the library, from combatting losses in operational areas such less revenues earned from photocopying/printing services to covering the costs of continuing Covid-19 safety and prevention measures.
Staffing (e.g., recruitment and retention, mental health and wellness)	The stress of dealing with Covid-19 has affected all British Columbians, especially those working on the frontlines and dealing with the public daily. No specific funding was used to address these issues in 2021 as we were singularly focused on serving our patrons and reacting to what was needed. Funds will be allocated in the 2022 budget for this area of growing concern and importance.
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	The library provides free public Wi-Fi and computer equipment to patrons for: research, entertainment, printing, scanning, and copying. Funds from the Technology Grant ensured we could provide these services in a safe and secure format the during Covid-19 timeframe.
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)	
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: October 14, 2022

Board Chair Signature: 

Date: October 14, 2022

