

PROVINCIAL LIBRARY GRANTS REPORT

2020

Trail & District Public Library

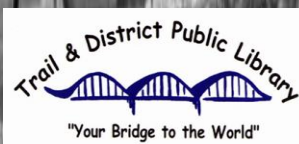


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INTRODUCTION

The Trail and District Public Library (TDPL) is centrally located in the West Kootenay Region of the interior of British Columbia. Conveniently located in the vibrant Riverfront Centre in the heart of downtown Trail, TDPL provides services to the City of Trail and the Village of Warfield. This progressive community hub also houses the Trail Museum and Archives and The Visitor Information Centre, connecting people, services and information. The TDPL constantly strived to meet the needs of its community despite the many challenges and unknowns in 2020 due to the COVID pandemic. TDPL recognizes the continued financial support it received from the City of Trail and Village of Warfield.

In early 2020, TDPL completed the process of renewing its strategic planning process. The Library Board, Library Director and staff were excited, and committed to a new direction. The strategic plan involved community engagement and is inclusive of TDPL stakeholders: The City of Trail and Village of Warfield.

TDPL's renewed goals:

Mission/Essence: Enriching Community

1. Integrate the Library and Museum physically, and by themes and programs to connect past, present and future
2. Reach out to inform the public of its safe, welcoming and inclusive space
3. Engage the community in conversations, and collaborative initiatives for learning and enjoyment
4. Continually be responsive to the evolving needs of its greater community

IMPROVING ACCESS

Improving Access

TDPL currently is open 51 hours a week Monday to Saturday, including three evenings per week until 7:00pm. The building has an elevator, is wheelchair accessible,

and now offers a number of curbside services for patrons who are not able to visit the Library in person. There are currently four public computers (12 more to be reinstated when COVID restrictions lift) with internet access and a free Wi-Fi hotspot that can be accessed inside and outside around the perimeter for the building. Through its user friendly website, the TDPL offers multiple free multimedia and reference eProducts which are accessible to patrons at their convenience. Some examples of these eProducts are: NNELS – eText refreshable braille, and eAudio, CELA - access to a collection of over 500,000 books, magazines, newspapers in a choice of accessible formats for those who are visually challenged, and Pronunciator - a language learning tool with 80 languages to choose from. As well, eBook, eAudiobook and eMagazine collections are available at any time for members with internet access. Patron use of these services increased by 38% in 2020. Online membership registration was implemented in April to allow new patrons and students access to digital products and collections during the building closure. New memberships totaled 229 in 2020. Virtual program participants borrowed newly acquired iPads, iPencils, and laptops to participate. Kobo readers were purchased for circulation with funding from the Provincial Technology Grant which granted patrons access to new Advantage collection titles.

BUILDING CAPACITY

Building Capacity

TDPL continues to recognize the importance of providing learning and training opportunities for its staff and Library Board members. This was in addition to the 219 hours library staff spend on various courses such as first aid, Controlling and Managing Digital Collections and Nobody's Perfect Parenting. Staff also have access to Gale Course and Lynda.com for professional development at a reasonable cost of wages only. In completion of these learning opportunities staff are able to share their knowledge and skills with each other and patrons. The Library Board welcomed two new trustees in 2020; each participated in a trustee Library orientation. In addition to attending virtual Board meetings, various members of the Board participated in a virtual annual general meeting and workshops hosted by the Kootenay Library Federation (KLF) and governance workshops hosted by The British Columbia Library Trustee Association (BCLTA).

The Library Director received a Personal Learning Grant as an initiative between the North Central Library Federation and the Association of BC Public Library Directors; financial support

was provided by the Province of British Columbia through the Libraries Branch, Ministry of Education. The grant allowed the Library Director to participate in a Facilitators Training Course designed for persons in positions of leadership. The topics covered were leading a team, one on one meetings, supervision, management, owner capacity and leading organizations. The pandemic has increased collaboration and support from the Library community, and organizations such as the KLF and Association for British Columbia Public Library Directors (ABCPLD). Regular meetings between the organizations offered opportunities to share reopening plans, safety plans, policies and to keep Library Directors informed about the Library community on a Provincial level.

Additional community collaboration, and learning was enhanced by a new partnership with the local Selkirk College Campus. Selkirk digital arts students trained Library staff to operate new technology equipment purchased for virtual programs and story times.

ADVANCING CITIZEN ENGAGEMENT

Summer Reading Club had a different look and feel in 2020 with a reduction of in person programs and without special guests or events. Two summer students did a phenomenal job delivering 38 programs to 318 participants. Program participants picked up 129 weekly take away “mission kits” full of activity supplies. One hundred and sixty-four curbside craft kits were assembled weekly; instructional videos were posted for participants online.

TDPLs popular Home Library Service program is essential for members who are unable to leave their homes due to illness or mobility limitations. By collaborating with community partners like “Better at Home”, TDPL was able to deliver material to HLS patrons at home, and in long term care facilities. Many curbside services were initiated while the Riverfront Centre was closed to the public due to the pandemic: curbside holds, curbside prints and curbside program kits.

Virtual pop-up story times were created to engage community members when provincial health regulations prevented gathering in the Library. Online contests and activities were created with community partners like Freedom Quest Youth Services for example. For Pride Day, TDPL partnered to offer online giveaways and activities that celebrated diversity. TDPL has increased its efforts to advance equality and provide resources for conversations and greater communication between diverse groups. We define diversity

materials as “books about or from the point of view of Black, Indigenous, and/or people of colour (BIPOC), LGBTQ+, people who are differently abled, religious minorities, and/or books by authors who identify as members of one or more of the listed groups”.

The Library Board and Adult Services Librarian reviewed Indigenous collections and program content with the goal to improve availability of resources supportive of the Indigenous community. The TDPL will be further developing its collections through the addition of print/dvd/electronic materials targeted to diversifying its collections to support material acquisitions dedicated to Indigenous knowledge. Having reached out to relevant organizations and community members for input, the TDPL aspires to identify the changes needed to best provide relevant resources that meet the recommendations of the Truth and Reconciliation Commission.

TDPL hosted several esteemed community members to read stories online in celebration of “65 Years of Storytime”: first responders, teachers and members of the Indigenous community. Enjoyed by 1249 participants, the online story time programs were well received by the community. Anecdotal feedback around programming and services during the pandemic has been positive. Patrons expressed gratitude to staff for adapting and continuing to provide essential Library services to community in a safe and positive light during difficult times.

ENHANCING GOVERNANCE

The TDPL continues to expand its profile in the community, with active memberships held with a variety of organizations: Kootenay Library Federation (KLF), British Columbia Library Association (BCLA), Association of British Columbia Public Library Directors (ABCPLD), British Columbian Library Trustee Association (BCLTA), Columbia Basin Alliance for Literacy (CBAL), and the local Chamber of Commerce.

Staff diligently collected daily statistics for all aspects of Library operations: circulation, collection management, programming, database usage, virtual and curbside services. The collection of this information allowed for accurate evaluation of circulation and services. Statistical and financial information was reported quarterly to the City of Trail, and The Village

of Warfield at their Governance and Operations meetings. TDPL's governance involves many professional relationships that reflect its transparency and accountability.

The Library Board had a busy year meeting monthly to support and provide oversight for the Library Director. Healthy Board culture and communication with management is recognized as an important, and clearly defined element for successful operations. A number of new Board policies were created in 2020: designated shared spaces, records management and strived to develop policy in the area of Intellectual Freedom and the Library as a public entity.

TECHNOLOGY GRANT

The technology grant rollout was delayed due to the inability to have in person programming; however, equipment purchases were completed. A new Kobo Reader was added to circulation. Integration of the new cataloging platform, Bibliocommons, began with completion expected in early 2021. Bibliocommons will offer a more intuitive navigation experience for patrons while searching the catalogue. This user-friendly upgrade will result in an increase of online and in-house circulation. Installation of the new laser cutting machine was delayed until February of 2021; public access will be granted when pandemic health restrictions are lifted to allow in for person programming.

COVID 19

The COVID 19 pandemic had an unprecedented impact on the Library, and the communities it serves. On March 17th the municipal government closed the Riverfront Centre and the majority of staff were laid off. Remaining staff worked from home to provide support for digital services, virtual programming, and curbside services. A multi-phased reopening plan and COVID safety plan were created, and the Riverfront Centre reopened in June. TDPL has been very fortunate to receive additional financial support from the City of Trail which was instrumental in allowing the Library to reopen with all of the necessary COVID safety requirements in place. Like most public facilities, many safeguards were put in place to ensure staff safety: plexiglass barriers, and personal protective equipment such as masks and gloves. Additional staffing was required to perform supplemental cleaning, and increased material handling. One positive outcome from

gathering restrictions, and limited building access was that more TDPL patrons participated in virtual programs, and increased their use of e-products. Restrictions and modifications to day-to-day business as a result of the pandemic remain in place for the foreseeable future. TDPL is hopeful that in the fall, access to the remainder of the public computers will be feasible as well as the return of public use furniture and in person programming and events. Patrons comment regularly on the inventive services and safe, welcoming environment that TDPL has worked hard to create.

SUMMARY

In 2020, the TDPL continued to support community interests and provide a wide range of services to various demographics. To support equitable access to information and connect patrons safely to programs and services was the Library's primary focus during 2020. Ongoing collaboration with stakeholders, and community organizations is strongly valued. Community support is reflected by the continued increase in memberships and impressive attendance and circulation throughout the year despite the many obstacles faced.

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 result in outstanding professionalism, transparency and accountability. We look forward to safely reinstating in-person programs, events and increased building capacity once the provincial health orders are lifted.

We would like to thank the Provincial Government of British Columbia for its continued support in 2020 and moving forward into 2021.

Respectfully submitted by,

Samantha Murphy – Library Director

Jeff Jones – Library Board Chair

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: TRAIL & DISTRICT PUBLIC LIBRARY

Total Technology Grant Amount: \$12,578

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Patron loanable devices: e-readers New e-readers to support readers of ebooks	Loanable devices help reduce barriers to digital inclusion and equity for patrons who rely on the library for access to computers and the internet	Increased use of ebooks. [may be difficult to tease out effects of e-readers] Loan each e-reader 2 times per quarter	Accessible, loanable devices support the provincial strategic priority to improve access for British Columbians	Purchase e-readers for public access to replace old models		September 2020	\$400		
Patron software upgrades: Bibliocommons – upgrade to online catalogue Support access to electronic and hard-copy collection	Improved finding and borrowing systems help reduce barriers and encourage use of current library resources and encourage feedback regarding library resources.	Increased use of library catalogue Increase circulation Increased # of holds placed per month Sharing of patron-created content: lists, reviews, etc. Increased # of user logins per month	Improved finding and borrowing systems for library collections support the provincial strategic priority to improve access for British Columbians and advancing citizen engagement	Licence BiblioCommons through partners BC Libraries Cooperative. Train staff.	Partnered with the BC Libraries Cooperative to leverage their expertise and licensing group.	August 2020	\$4200 Requirement for implementation Acquisitions module of Sitka \$2400		
Laser cutting technology for Makerspace Click or tap here to enter text.	Programming opportunities for patrons and neighbourhood schools with limited technology tools, business owners and hobbyists. Provide new technology learning opportunities for	Increase the number of partners using the library for engagement (school and homeschool community) Increases services as a result of our strategic planning survey.	Building capacity: supports learning opportunities and improves access for British Columbians and advances citizen engagement	Purchase laser cutting machine and filter for Makerspace		October 2020	\$5580	TDPL provides laptops, software and staff to facilitate	

	our growing home-school community	Increase overall programming numbers							
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