

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

INVERMERE PUBLIC LIBRARY

CHECKLIST

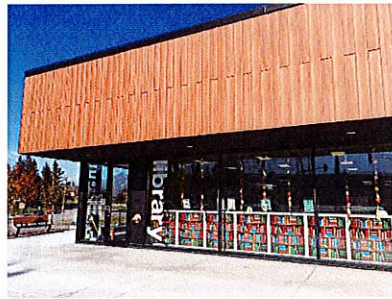
For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- ☐ [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
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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).

The Invermere Public Library is located at the edge of Lake Windermere in the Columbia Valley of the East Kootenays. The Purcell Mountains to the west and the Rocky Mountains to the east draw outdoor enthusiasts and tourists year-round.



The Invermere Public Library serves a large geographical area of the Regional District of the East Kootenays (RDEK). The area encompasses the residents of the District of Invermere (DOI), the Village of Radium Hot Springs, the Village of Canal Flats, and Areas F and G of the RDEK. The total population is approximately 9000. This number increases significantly in the summer months due to our proximity to Alberta and the number of recreational property owners who call the Columbia Valley home. This results in significant swells in the population that we serve at various times

of the year, particularly in the summer and during holidays as well as over school breaks throughout the year. The library is located within the municipal boundaries of the District of Invermere which is the commercial centre for the Columbia Valley. It is where most of the residents throughout the area come to access medical and other health services as well as their groceries and retail needs. The

children of the area attend elementary school in their own communities, but the regional high school is in Invermere and provides the only public schooling for students in Grades 8 through 12.

The library had another unusual year due to the second year of the COVID-19 pandemic. The library remained largely open to patrons though in-person programs and services were impacted by public health regulations meaning that the library had to pivot to online service delivery, virtual programming, and contactless curb side delivery of materials at times. Throughout the year, the library aligned itself with the provincial guidelines as well as Work Safe BC's protocols for the library sector as safety plans shifted from COVID-19 safety plans to communicable disease safety plans.

The pandemic had a major impact on the library, even with pre-pandemic opening hours, there were 50% fewer patrons through our doors. Though the library had to remove seating and postpone in-library programming, the IPL remained a hub for readers, students, patrons accessing online government services, small business owners, and citizens from every background who needed to access information and enhance literacy skills to help them participate in community life as fully as possible.

The pandemic did have a positive impact on the library's virtual collection of e-books and e-audiobooks as more titles could be purchased and for those new resources, Invermere library patrons had priority access. In keeping with the strategic goals of improving accessibility and providing the most current technology possible, these new e-books and e-readers, became part of our collection.

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

The Tech Hub initiative involves acquiring various pieces of technology to reduce the barriers to access technology for the community. The technology is to be divided into three workstations: a digitization station which would allow patrons to convert documents and files from video, photographs, slides, and various audio files to digital format; a creation and editing station which will support the capture of video and a suite of physical and digital tools to edit and create a finished product; and finally, a recording and editing station which will allow patrons to record and edit audio files for such things as podcasts and musical compositions.

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

This project supports the library's Goal of Community Engagements Objective 1.1 states: To encourage the public's awareness, participation, and perception of the library as an important resource for the communities of the Columbia Valley. By providing current up-to-date technology for the community, patrons become aware of the important and accessible resources for everyone to use. The Tech Hub also supports goal number 3: The services provided by the Invermere Public Library will meet the needs of the communities of the Columbia Valley. As content is created and shared, increasingly government services are available online only, and skills training and continuing education are delivered in online environments, it is critical that the Invermere Public Library services remain relevant, current, and accessible.

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.

<p>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>The Tech Hub project at the Invermere Public Library will support "digital inclusion" (BC Strategic Plan for Public Library Service, p. 8), reduce barriers to access, and provide technology and information to ensure that British Columbians can build the skills they need to keep pace in a rapidly changing world.</p>
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<p>2. Building Capacity for library staff and directors (e.g., training, and professional development)</p>	<p>The Tech Hub project will build capacity for all library staff. The addition of new technology and software requires that all staff be trained in order to support patrons who will be learning and using the various devices. Plans and funding are in place to enable the professional development of library staff once we move closer to the opening day of the Tech Hub.</p>
<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>The Tech Hub initiative will further our ability to connect the public to government services, skill development opportunities, and the creation and sharing of digital content. Making people's lives better will be facilitated by reducing barriers to access technology and ensuring that marginalized groups are aware of the services available and that their voices are heard through various media.</p>
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>The Board of Trustees will be revising the Strategic Plan for the next three years, as well as focusing on advocacy for the library in which the Tech Hub will be a featured component of library service. The board, supported by BCLTA professional development opportunities, will provide strategic direction to ensure that the library is able to meet its community obligations.</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>	

Problem Statement: Members of the public lack technology and skills to access digital resources, government services, and the tools to create content online.

Goal: Provide barrier free access and support to use current technology that might not otherwise be available in our community.

Resources and Activities

Technology – hardware, software, and peripheral devices
Financial resources
Human resources
Development of user guides
Provision of training
Engaging in advocacy
Building capacity so that staff can teach patrons

Outputs

Number of hours of technology support provided to patrons

Increase in the number of patrons accessing technology

Short-term Outcomes

Individuals, families, and groups gain new knowledge and skills through barrier free access to a wide variety of current technology.

Intermediate Outcomes

Individuals, families, and groups increase their understanding of various devices and how to use them to achieve their goals.

Long-term Outcomes

Improving access for British Columbians improves well-being, patrons feel empowered, and they learn skills that improve their education or level of employment.

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

The Tech Hub project would not have been possible without funding from various partners. Grants were received from the Columbia Basin Trust, The Columbia Valley Community Foundation, as well as local service groups. The District of Invermere provides the library space free of charge and has permitted adaptations of the space to accommodate the new technology. The Columbia Basin Trust provided the library with a technology consultant to assist with purchasing and guidance with modifications to the project due to COVID. The CBT also assisted with sourcing instructors to provide workshops to staff and the public for using the new technology.

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 library used some of the supplies budget (DOI and RDEK operational funding) to purchase materials in order to prepare laminated vaccine passports for members the community. To reduce barriers to access proof of vaccination, the library did not charge for this service. The library continued to maintain sanitization stations and purchase extra cleaning materials in order to comply with COVID safety protocols.
Emergency response (e.g., fires, floods, extreme weather)	The extreme heat in the summer of 2021 posed health risks to vulnerable members of the community. They sought the cool air of the library and could access a cooling centre in the adjacent firehall. It is expected that BC will experience more extreme weather and the library will be ready to respond.

Financial pressure (e.g., rising costs, reduced revenues)	The current levels of funding for the library are not keeping pace with inflation. Companies that provide library supplies, furniture, and electronic databases have all increased their prices, and without fundraising by the Friends of the Library group, the physical collection would not have been maintained to the extent that it usually is.
Staffing (e.g., recruitment and retention, mental health, and wellness)	
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	The library received the Connectivity Top Up grant which allowed us to increase our WIFI network in and around the building which houses the library. It was used extensively during the year, and it is anticipated that it will continue to be in demand as the public must access more government services, online learning, and forms, online.
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)	Vulnerable members of the community were able to access the library to warm up, use the public restrooms, and use the public computers. The library was able to refer people to services in the community where they could get assistance with finding affordable accommodation and food.
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: Anna Regno

Date: March 18, 2022

Board Chair Signature: Renee Mcaffer

Date: March 18, 2022