



**Beaver Valley Public Library
2020 Provincial Grant Report**

The Beaver Valley Public Library is a hub of free literacy-based programming/services for the people of our communities and this has come more to the forefront especially in light of many of the local services centralizing to the nearby city of Trail. Whether it is literacy-based programming for babies, children, young adults or help for seniors, job seekers or those in need of computer help for government forms, etc. we strive to meet the needs of our community members.

The Beaver Valley:

The Beaver Valley Public Library serves the communities of Fruitvale, Montrose and Regional District of Kootenay Boundary Area A; library service population was 4966 (according to the Stats Canada and BC Statistics website) in 2020. The challenges faced by the Beaver Valley Public Library and our communities are as stated before, is the loss of many services from our communities to the city of Trail; in addition, slow Internet speeds, and the lack of a local newspaper also makes communication of services, programming and what resources are available for residents of our communities.

Summary of Goals and Objectives:

- To increase awareness of the library, its services and community collaboration
 - To strengthen partnerships within and outside our community
 - To increase coverage of library events and services in local/regional media, with Villages and Regional District Area A
- Strengthen core library services
 - To ensure collection is up-to-date and meeting needs of library users
 - To enhance technology-based services
 - to enhance services to seniors
 - To enhance services for youth
 - To continue to improve service and meet the needs of library users
- To make the library a more welcoming facility
 - To provide comfortable public spaces both inside and outside the library building
- To promote a strong Board for good governance
 - To provide and sustain a strong Board to promote good, strong governance

Provincial Priorities

In 2020 the Province focused on the following priorities:

- Improving access for British Columbians
- Building capacity
- Advancing Citizen Engagement
- Enhancing governance

We have done our best to match our activities/events/programs with provincial priorities, while developing our Strategic Plan to meet the priorities of the province and the needs/priorities of the communities we serve.

PRIORITY #1:

Improving Access for British Columbians:

- This strategy focuses on:
- Promoting opportunities to improve the stability and dependability of high-speed , broadband Internet service—particularly for libraries that have the greatest need.
- supporting cooperation on shared services and digital collections so people through the province have better access to a broad range of library collections, wherever they live.

Strategic Goal: To strengthen core library services

- to enhance technology-based services, specifically continue with and to enhance online base resources
- to enhance services to our communities; including staff, regular library users, seniors and youth.

This goal is in progress.

Strategic Goal: To enhance technology-based services

- To continue with and enhance online-based and downloadable resources

This goal is in progress.

Programs that support Priority #1 and outcomes/outputs:

1)WORKING WITH BC LIBRARIES COOPERATIVE CONNECTIVITY CONSULTANT

With the receipt of our one-time Technology Grant we chose to use ours to work with the provincial Connectivity Consultant to look for ways to improve our very slow Internet.

About working with the Connectivity Consultant:

This is in progress and so far, we've been providing upload and download speeds, network information and are currently planning a meeting to see what could potentially come next. Internet speeds in our rural communities are notoriously slow, no matter what the service provider; in addition, many people in outlying areas are still on either dial-up access or satellite which is also slow.

Beaver Valley Public Library and Connectivity Consultant Outcomes/Outputs:

Outcomes:

Since this is all still in process, we do not have any concrete outcomes yet, but we are hopeful that through this process we can not only improve access for our communities but also have a say in showing the connectivity issues that are prevalent in rural communities in British Columbia.

Outputs:

Again, since we are still working on this there are no outputs yet.

PARTNERSHIPS:

Villages of Fruitvale, Montrose and Regional District Area A
BC Libraries Cooperative

2)ONLINE PATRON REGISTRATION

With the advent of the pandemic in March, we searched for ways to provide better access to both our online resources as well as physical materials, once we were open for curbside pick-up and in-library browsing. Activating online patron registration via Sitka was one way we could streamline this process.

About Online Patron Registration:

To facilitate easier access to online materials while we were closed, physical materials when we were open for curbside pick-up and also when we opened for in-library browsing, we worked with Sitka to activate the online registration feature.

Beaver Valley Public Library and Online Patron Registration Outcomes/Outputs:

Outcomes:

We have received very good feedback from members of the public who have now been applying for Beaver Valley Public Library cards via our online form. The team at Sitka was amazing and extremely helpful in setting this feature up in a timely manner. I also added the link to the registration form to the library website. This allowed persons who for whatever reason are unable to attend the library to apply for a card (often those who are immune compromised and not able to attend the library for fear of exposure to COVID-19), to have access to our wide array of online resources.

Outputs:

Since implementing this feature, we have had eleven (11) new members apply online to use the library's online services, with the biggest increase being in our e and audiobook usage which saw a jump of 9% over 2019.

PARTNERSHIPS:

Villages of Fruitvale, Montrose and Regional District Area A
Sitka Evergreen

****WIFI EXTENDER**

-In addition to the above, since we are unable to allow members of the public to sit inside the library to use our Wifi (small building with limited number allowed for safe distancing), we purchased and installed a Wifi extender that allow people to sit in their cars in the parking lot and use our Wifi. Our building is concrete block, our Wifi did not go far into the lot, so with the extender installed in the front window people are able to access our Wifi 24/7 and from any spot in the parking lot.

PRIORITY #2:

Building capacity:

This strategy focuses on:

-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.

Marie Onyett, Library Director, Beaver Valley Public Library
February, 2021

Strategic Goal: To continue to improve service and meet the needs of library users

-Seek out and promote training opportunities for staff, volunteers and Board members

Programs that support Program #2 and Outcomes/Outputs:

Online training and support for Board members and staff:

About online training and support:

At the beginning of the pandemic in March, 2020 with libraries and Inter Library Loans closed, many of the amazing organizations that support public libraries stepped up and began providing online training and support for both library staff and trustees. In pre-COVID-19 times, being a smaller public library in a fairly rural area it has been difficult for staff and trustees to attend in-person trainings due to distance and fewer opportunities. In this way the pandemic has actually improved how many training opportunities staff and trustees are able to attend because they are online or via Zoom.

BC Libraries Trustee Association (BCLTA) stepped in with many online training, support and conversational offerings for our Library Board members; our Kootenay Library Federation representative on the Board has been very diligent in providing information of these offerings to our Board members.

Association of BC Public Library Directors (ABCPLD) has provided regular online meetings, support and opportunities to learn new skills for coping with the very different set of circumstances this pandemic has brought to Public Library Directors. Should we not be able to attend meetings online, recordings are sent out to us so we can stay abreast of new information and protocols. In addition, the provision for stress relief protocols for Library Directors has been most helpful, since many of us in smaller public libraries work alone.

Kootenay Library Federation (KLF) instated weekly support meetings for our Library Directors Advisory Group (LDAG); with a wide variety of topics being covered and a variety of guest speakers, including an employment lawyer. In addition, the KLF has forwarded to us a wide variety of other training opportunities for both Library Directors and staff as well, with financial support when possible. The KLF has also funded/provided a full access Zoom account for every library in the federation.

The BC Libraries Cooperative and Sitka Evergreen have been staying in step with provision of online training for cataloguing, acquisitions and other subjects of use to library staff.

Beaver Valley Public Library and Online Training Outcomes/Outputs:

Outcomes:

It has been of real support and benefit to me, as Library Director to be able to stay abreast of new ideas, protocols, and what other libraries are finding works for them. It has been a real advantage to be able to attend these sessions virtually and we have found that in fact, there are more opportunities available to directors, staff and trustees because they can be accessed from home or work, without the necessity

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February, 2021

to travel. It has also made it more cost-effective for the smaller library as we do not have to travel, stay in hotels or close the library so everyone can attend. Obviously, while we are so grateful for these initiatives and would like them to continue even post-pandemic, we also value the camaraderie gained through in-person meetings and look forward to those continuing once it is safe to do so.

Outputs:

These are more difficult to measure except for how I know I have benefited and felt support in my job and in learning new things via these online opportunities. In addition, I have noted that the staff is very grateful for new ways to learn in these strange times.

PARTNERSHIPS:

Villages of Fruitvale, Montrose and Regional District Area A
BC Libraries Cooperative
Sitka Evergreen
Kootenay Library Federation
BC Library Trustees Association

PRIORITY 3:

Advancing citizen engagement.

This strategy focuses on:

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

Strategic Goal: To enhance services to seniors

-Develop and implement programming for seniors in the library, in the community and in the local senior's facilities

This goal is in progress

Strategic Goal: To enhance services for youth

-Develop and implement library centered programs with families, local schools and community youth services providers.

This goal is in progress

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Programs that support Priority 3 and Outcomes/Outputs:

1) BEAVER VALLEY PUBLIC LIBRARY AT MOUNTAINSIDE VILLAGE AND BEAVER VALLEY MANOR. (Both local senior's facilities)

About BVPL Mobile Library:

As noted in our 2019 report we'd just begun taking library materials to the two (2) senior's facilities in our community; due to COVID-19 we were not able to continue this program but will look at continuing once we are able to attend the facilities again.

Outputs:

-During January and February, 2020 fourteen (14) people made use of the traveling library, with 52 items being loaned.

****Please note that we do also provide homebound services with safe drop, as requested.**

PARTNERSHIPS:

Villages of Fruitvale, Montrose and RDKB Area A
Mountainside Village, Fruitvale, BC
Beaver Valley Manor

2) SENIOR'S CRAFT-TO-GO BAGS

About Senior's Craft-to-go Bags:

Since March of 2020 and the advent of COVID-19 related closures in our service areas we began providing craft bags for children and over summer we provided Summer Reading Club themed craft-to-go bags. One day in our conversations about the impact on children and youth, we also began talking about the impacts of pandemic related isolation/fear/boredom on Seniors. It was during this conversation that the idea of reaching out to seniors during this time was of utmost importance since Mountainside Village senior's facility was on complete lockdown.

We reached out to a local non-profit senior's support and advocacy group, Columbia Seniors Wellness Society for their input and also for feedback on our program ideas. They agreed to partner with us to present this program to seniors in our library service areas. Every other week, we provide a bag that includes supplies to make a selected craft, instructions, a beverage (tea, coffee, hot chocolate) and a snack, a crossword, sudoku, word search and a coloring sheet, the CSWS provides phone calls to the

seniors and also deliver the bags to seniors that are still living in their own homes, Board members from the BV Manor deliver to their residents and a staff member delivers to the door at Mountainside, since they are still on lockdown.

Beaver Valley Public Library and Senior's Craft-to-go bags Outcomes/Outputs:

Outcomes:

- The library connects with seniors in our communities
- We are able to connect to seniors who have no contact with others due to COVID-19
- Our delivery drivers are able to conduct wellness checks on seniors living alone
- We are able to work in partnership with both the senior's facilities, and local seniors' societies.
- This program has allowed the library to form partnerships with a wide variety of service providers in our communities.
- The feedback from seniors has been very positive; they love the crafts, treats, puzzles and also say it gives them something to look forward to; in addition, we have had feedback from family members that these bags have motivated their senior family members to re-start crafts/woodworking, etc that they used to do.

****** The most important outcome that has come about via this program is that the local driver was able to connect with a couple who were living in distress. The couple is living in their own home, the husband is palliative and the wife is his sole caregiver. The wife was completely overwhelmed and had not contacted anyone for help or a break; the driver was able to secure contact numbers for their support people and call them, the Columbia Seniors Wellness Society director was able to connect with the community paramedic to facilitate home visits for this couple. While this program is about providing crafts, snacks, connections, etc. for seniors, this contact is SO important and even if we only provide this for this one couple the program has been well worth it.

Outputs:

- We began planning this program in October/November 2020 and our first bags went out in December 2020.
- We provided two (2) batches of bags in December, 2020
- A total of 128 bags went out in those two (2) sessions.
- This program is ongoing in 2021 with over 70 seniors receiving bags.

PARTNERSHIPS:

Villages of Fruitvale, Montrose, and Area A
Friends of the Beaver Valley Public Library
Columbia Seniors Wellness Society
Mountainside Village, Fruitvale, BC
Beaver Valley Manor, Fruitvale, BC

Marie Onyett, Library Director, Beaver Valley Public Library
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This is the photo that appeared in the Trail Times newspaper along with an article outlining the Senior's Craft-to-go bag program; pictured are: Jaymie Fowler- Columbia Senior's Wellness Society, Marie Onyett- Library Director BVPL and Carly Eggie- Children and Senior's outreach Librarian. The full article may be accessed here:

<https://www.trailtimes.ca/community/beaver-valley-seniors-gifted-active-ity-bags/?fbclid=IwAR2y2YJD7TuBDODqVMDXiKMlqkaU6qRf5eHrTVmwdGLNG1aCWq0PhwrcOXs>

3)CHILDREN'S CRAFT-TO-GO BAGS

About Children's Craft-to-go bags:

At the beginning of the pandemic when we had to stop hosting in person programming due to our small public space and no meeting room we spent a lot of time dialoging about how we could continue to meet the needs of children in our communities. We decided that we could provide children ages birth to age 3years with Mother Moose bags once a month and ages 5-12 years with craft-to-go bags; we also provided weekly themed craft bags for 5-12 year olds during the online Summer Ready Club 2020.

The Mother Moose (ages birth -3yrs) monthly bags contain a simple craft, snack and a sheet that highlights a Mother Goose rhymes and songs

The children's bags (ages 5-12) weekly bags contain all the supplies for a craft and also puzzles and a colouring sheet.

Beaver Valley Public Library and Children's Craft-to-go Bags Outcomes/Outputs:

Outcomes:

- The library has been able to stay connected with families with children in the different age groups
- During this pandemic many families have been doing school at home and these craft offerings have enriched their learning experiences
- Many of the families send us pictures of their completed crafts, with thanks

Outputs:

- Mother Moose attendance at pre-pandemic in-library programming was nine (9) sessions with an attendance of 21 adults and 23 children.
- Seven (7) Mother Moose to-go bag sessions were done from May-December with a total of 66 bags distributed.
- Children's (ages 5-12yrs) to-go SRC themed craft bags went as follows: we provided bags for five (5) weeks from June 2-June 30, 2020 and in that time 45 bags were distributed.
- Regular children's to-go bags resumed in November, 2020, with 66 bags distributed from November 5, 2020 to December 22, 2020

**** Both of these programs continue in 2021 with a marked increase in the number of children/families receiving bags in both of these age groups.**

Partnerships:

Villages of Fruitvale, Montrose and Regional District Area A
Friends of the Beaver Valley Public Library
Local Day Care Centres

PRIORITY #4:

Enhancing governance

This strategy focuses on:

- Leading and supporting governance education.

Strategic Goal:

- To promote a strong Board for good governance
- To provide and sustain a strong Board to promote good, strong governance.
- Succession planning for trustees
- Board Recruitment
- Board Orientation

Marie Onyett, Library Director, Beaver Valley Public Library
February, 2021

This goal is in progress.

Programs that support Priority #4 and Outcomes/Outputs:

Membership in BC Library Trustee's Association:

About membership in BCLTA:

The BVPL maintain a membership in the BC Library Trustees Association (BCLTA) and as such is kept abreast of developments and the advocacy work taken on by the BCLTA. In addition, the majority of the members of our Board have taken the Trustee Orientation Program (TOP) training; the information provided by the BCLTA is crucial in the successful operation of both the board and the library, with division of tasks (Whose job is it?) between the Board and the Library Director. We have been so very happy with the movement to online/Zoom trainings made available to trustees since the beginning of the pandemic and are encouraged by the open dialogue and variety of sessions that have been developed and presented.

Outcomes:

- The BVPL board is well informed and up-to-date on policy, training etc that is essential in the effective operation of both the board and the library as a whole.
- The accurate division of responsibilities between the library board and the library director ensure that everything runs smoothly as possible.
- The KLF rep to the Board has been very diligent in presenting to other trustees the virtual opportunities that are available to trustees via BCLTA.

Outputs:

- Even during these trying COVID-19 times, the trustees are still able to take advantage of a wide variety of training and enrichment opportunities.

Membership in Kootenay Library Federation:

About membership in the Kootenay Library Federation:

Having an active Kootenay Library Federation (KLF) liaison on our Board has helped to cast good light on and bring to the forefront the responsibilities of library board members. Our current liaison is very active in her role with the KLF and in turn brings back pertinent information, requests for input, explanations how the KLF works for the library and the Board and also any relevant virtual training opportunities for Board members. It is very helpful to give trustees a view both inside and outside our library.

Beaver Valley Public Library and KLF membership Outcomes/Outputs:

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Outcomes:

- The Beaver Valley Public Library Board of Directors is well informed on strategic directions, how the KLF works for both the Board and Library.
- The Board is kept abreast of relevant online training opportunities that may be available to trustees.

Outputs:

The Board of Directors are aware of the role of the KLF both inside and outside our library; in addition, our KLF rep to the library board encourages trustees to participate in adding input to the KLF policy and strategic directions.

PARTNERSHIPS:

Kootenay Library Federation
BC Library Trustees Association
Public Libraries Branch, Ministry of Municipal Affairs

TECHNOLOGY GRANT:

We have earmarked and carried forward our Technology Grant monies for upcoming purchases to improve Internet access and speeds; these decisions will be reached in consultation with the provincial Connectivity Consultant.

COVID -19 AND PUBLIC LIBRARIES:

Since March, 2020 things have drastically changed in the way that we provide service to members of our communities. I have outlined many of these changes/innovations/programs in my report above.

In March 2020 the Beaver Valley Public Library was closed to the public, with staff working from home. The Library Director and one staff member attended the physical building to keep up on emails, phone calls, etc. At that time, we recommended that library users keep the materials they had out until we were actually more available for returns. We moved from this to curbside pick-up in May with request being placed on the phone or via email and we implemented set pick-up times. The next step for us was opening the doors for library users to enter the building to pick-up materials that they could order via phone/email or at the front desk but no browsing was allowed. We next opened for browsing with very strict paths to follow through the library and from that we moved to being open with full browsing but limited numbers of people allowed in. Our service hours, while greatly reduced from "normal" are on a gradual increase with a full opening planned once vaccines are available for staff and the members of the public.

BVPL is a smaller public library with a small building and physical distancing is difficult to maintain and because of this our public access Internet computers are reduced from three (3) to one (1) with no seating available. We have purchased and installed a Wifi extender so that those who would normally sit in the library and use the Wifi can now make use of the Wifi 24/7 from their vehicles in the library parking lot.

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Our public washroom is available but the door is kept locked and staff opens the door upon request; the washroom is cleaned after every use.

At present we have no public seating in the library because most of our furnishings are cloth and difficult to sanitize. Additionally, because of the limited numbers allowed in, we do not encourage users to spend lots of time in the library and no seating helps with that.

Library members from our communities have communicated that they are happy that we are open again and that they can come in and browse and order Inter Library Loans in person again.

This time of COVID-19 has been highly stressful and very busy with all the additional safety protocols required to be open to the public, in addition to keeping up with regular work and special programs we've spent time developing and presenting.

We are so grateful for all the information, training and support provided to us by Public Libraries Branch, BC Libraries Cooperative, BCLTA, BCLA, ABCPLD and also KLF, in this stressful time.

Summary:

As you can see by the above the Beaver Valley Public Library is committed to doing our best to align our activities with the shifting provincial priorities and new COVID-19 protocols while still meeting the needs of the communities that we serve in these very different times.

Opportunities to work with other community organizations to bring quality programming and support to members of our communities has been very encouraging, while the challenge, as always in our communities, is getting the information out to the target audience with no local newspaper. In addition, with the move to more online technologies another challenge for us in providing these services is lack of broadband or stable high-speed Internet in the large number of rural areas served by the Beaver Valley Public Library.

Thank you:

The Beaver Valley Public Library Director, staff and trustees would like to take this opportunity to thank the Public Libraries Branch, Ministry of Municipal Affairs for its ongoing financial support, help, direction, support and guidance.

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: BEAVER VALLEY PUBLIC LIBRARY

Total Technology Grant Amount: 10,000

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Connectivity (internet speed, connection capacity, etc.) Click or tap here to enter text.	Improve connectivity within library network, to allow us to provide an improved service to library users.	To increase bandwidth as much as possible.		Working with a connectivity consultant to see where can improve our connectivity. Purchase necessary equipment to attain goal, as suggested by consultant.	BC Libraries Cooperative	End of 2021	10,000		Should we have funds left after this project, we will look at how we can best serve the technology needs of our communities, perhaps with adding more copies to our Overdrive Advantage account.