



## TAYLOR PUBLIC LIBRARY PROVINCIAL LIBRARY GRANTS 2020 REPORT



### INTRODUCTION

The quaint little District of Taylor, which is located at Mile 36 of the historic Alaska Highway has approximately 1550 residents residing here. Within the District boundaries are several industries such as the Enbridge, Coastal GasLink, NorthRiver Midstream, Cameron River Enterprises, Pembina, Nels Osterio Ltd (provider of gravel and sand), and the Canfor Taylor Pulp Mill.

Amenities include:

- the Lone Wolf Golf Club - an 18-hole golf course with an extensive walking trail around its perimeter,
- District Ice Center which is a hockey/skating arena complete with a 'leisure pad' for inexperienced skaters for those enjoying time on the ice during main ice events,
- a Curling Rink which usually becomes the Summer-time swimming pool,
- a Community Hall,
- the Taylor Elementary School,
- numerous parks, playgrounds and baseball diamonds,
- the Taylor Medical Clinic
- And of course the Taylor Public Library.

Across the Peace River we have Peace Island Park for camping and community events, and the Big Bam ski hill for winter pleasure activities.

2020 was the year of the COVID-19 pandemic. All the amenities above were either closed (temporarily or permanently for the year) or severely limited in the usage of their services. Some summer programs were cancelled, while others were offered in a socially distanced way.

Our community consists of mostly families. Some people are single transient workers (here for contractual or seasonal work), some are young (here for the lower cost of housing), some are residents who came for a job and stayed, while some are long-time residents or pioneers. We have apartment blocks, houses, mobile homes, and even a few senior housing complexes.

We reviewed and revised our Strategic Plan in 2019. This revised Plan maintained a few of our goals as they pertain to our community's needs. Our goals for the next three years (2020-2022) are: Advancing Access to Information and Resources, Supports for Education Transformation, Enhancing Governance & Demonstrating Impact, and finally Shared Services and Collaboration.

### PROVINCIAL PRIORITIES

#### *PROVINCIAL PRIORITY – IMPROVING ACCESS FOR BRITISH COLUMBIANS*

*Library Goals that support the priority:*

There are a few of our Strategic Plan goals that would fit into this initiative: "Advancing Access to Information and Resources" is our first Strategic Plan goal and "Shared Services & Collaboration", goal number 4 would apply in parts to the Provincial priority of "Improving

Access for British Columbians”. In our goal, we strive to extend library services to all British Columbians, through our free internet and free wifi and wireless systems, through social media (promoting important education, literacy, training and Government programs) and through Interlibrary Loans and BC Interlibrary Connect.

We offer free library cards to residents, but charge a small fee for those who are ‘visiting’ and don’t have a library card from another area. (We have several companies that have workers under contract, so we openly allow any library card from another jurisdiction. It helps those workers that are here temporarily to stay connected.)

The wonderful thing about allowing patrons to use their home library card is that the whole of BC becomes their one big library.

#### Programs and/or Services that support this priority:

Interlibrary Loans, BC Interlibrary Connect, National Network for Equitable Library Services (NNELS), and BC OneCard service are available to anyone who holds a valid British Columbia library card. This library card has value to patrons with disabilities to continue to be part of the reading/learning library world.

Partnerships include: BC Cooperative for Libraries, North East Library Federation, and North Coast Library Federation, Interlink. These partnerships allow us to share databases, resources, programming, training, and be part of consortia purchasing plans.

In 2020, we updated our wireless services to make it easier for patrons to access our wifi and wireless systems. It was distressing for our library to see that during the time we were physically closed to the public due to COVID-19, our patrons were not able to connect to the World Wide Web. After updating, a ‘one-time’ connection password (which is advertised on our library door) is all you need and reconnection happens automatically. This upgrade was part of a Tech Grant given to us from the Libraries and Literacy Branch! Thank you to those wonderful folks!

We maintain social media accounts allowing us to promote and deliver services or share training and educational information, and forward important Federal and Provincial initiatives or programs. We feel that sharing as much information with our community as we can is extremely important in our small town. The other resource we have is the Taylor Times – a small local newspaper which we share a page of “What’s happening at the Library” info.

Even though the “Little Free Libraries” did not get full use in 2020, they are still available to travellers when the world starts moving once again. We have one at the Fort St. John Airport and one at Peace Island Park. We hope that during 2021, we can revisit and restock these libraries.

#### Partnerships that support this priority:

- North East Library Federation – Federation partner for BC ILC
- Illume – Partner for the Interlibrary Loan system
- National Network for Equitable Library Services – for print/perceptively disabled patrons

- BC Libraries Cooperative – partner for the BC ILC , shared databases, and SITKA support team
- United Library Systems – Library Collection wholesaler
- North Peace Airport Society – offering free materials to travelers, local and abroad
- Ministry of Education – funding for resource sharing, equity, and literacy
- Shaw Cable – Internet and Wifi provider
- FoodSafe – invigilation services
- United Way – program offerings and grant info which we pass along to the community
- Pimm’s IT Services –computer equipment wholesaler and IT services

### Outcomes that were identified:

During the first three months of 2020, before the pandemic was in full mode, we had 346 visitors at the library. On March 18<sup>th</sup>, 2020, a COVID-19 Provincial Health Order was issued and we had to close our doors to the public until a health and safety plan was created and put into policy and practice. The visitor numbers were a decrease of 67 from the previous year’s of 413 during the same amount of time.

Also during this time period in 2020, we had approximately 104 internet users and 53 wireless users, borrowed for our patrons 78 items, and loaned 296 items, while in 2019, we had approximately 108 internet users and 65 wireless users, borrowed for our patrons 64 items, and loaned 401 items. Mostly decreases in numbers as patrons did not have access to the library for half the month of March.

Our doors were closed on March 18<sup>th</sup> to any patron initiated activity for a period of almost three months. We began “Curbside Loaning” on June 23, 2020. Over this period, we renewed 24 items for our patrons. Note that Interlibrary Loans and BC Interlibrary Connect were not available over this time frame.

Over all, Curbside Loans were not that busy during the first weeks of lockdown – we had 11 items borrowed. But, for the period of our “Curbside Loaning” stage, we did allow two patrons, by appointment, to come into the library (under safety protocols) and take their FoodSafe tests – one on the Library’s internet computer, while the other brought their own laptop and connected wirelessly in another room.

The next phase of restoration of library services began July 7<sup>th</sup>. We kept curbside loans and adopted a ‘computer use by appointment’ stage. For the duration of this set of weeks (before August 4<sup>th</sup>) we loaned 37 items. The ILL or ILC’s were still not a viable option due to unknown safety protocols.

Phase 3 of reopening to limited patrons in the building began August 4<sup>th</sup>. There was a marked improvement of in-house patron loaned items from our library for this month alone – 144 items.

August ILC and Interlibrary loans were approximately 3 borrowed from other libraries and 29 loaned to other libraries.

The remainder of the year stayed under Phase 3 protocols. During this period we loaned to our patrons 535 items (878 in 2019); ILC & ILL's were 269 loaned (371 in 2019) and 64 borrowed (73 in 2019); 12 Early Literacy Station users (22 in 2019); 22 internet users (138 in 2019); and an unknown number of wifi users since our upgrade (101 in 2019).

As physical materials were not loaned as much during 2020 due to the pandemic and safety protocols, suggestions were made to the North East Library Federation (from its Library Partners) to do some consortia purchasing to increase the electronic materials collection. This resulted in research into the Overdrive Advantage collection for the North East Library Federation's seven libraries.

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## PROVINCIAL PRIORITY – BUILDING CAPACITY

### Library Goal that supports the priority:

Goal number two “Supports for Education Transformation” and Goal number four “Shared Services and Collaboration (of our Strategic Plan) both have initiatives that would share similarities in the Provincial priority of *“Building Capacity”*. Shared Services and Collaboration is mainly focused on partnerships with other libraries, federations, Provincial initiatives, and cooperatives, while Supports for Education Transformation is more about programs, services, and staff training.

### Programs and/or Services that support this priority:

Even though the 2020 pandemic put a hold on most programs and initiatives, we have maintained many of the partnerships we had before. These included: ABCPLD, BCLTA, BCLA, BC Interlibrary Connect, Interlibrary Loans, National Network for Equitable Library Services (NNELS), BC Cooperative for Libraries, BC OneCard Program, consortia partnerships and purchasing with NELF, InterLink, and NCLF, BC Books for Babies, LawMatters, People's Law School, and the BC Summer Reading Club (online version as well as a COVID-19 adjusted local version).

In most cases partnering with these different organizations is a cost and resource sharing initiative for everything from training webinars to electronic consortia purchasing, while others are about providing more services and expanding resources for our patrons, community, and staff, including Interlibrary Loans, BC ILC, and Summer Reading Club.

### Partnerships that support this priority:

- ABCPLD – Association of BC Public Library Directors – staff training & webinars
- BCLA – BC Library Association – Library Director training & information
- BCLTA – BC Library Trustee Association – Board training & information

- BC Libraries Cooperative – database and resource provider and SITKA support team
- LibPress – website development and provider
- LawMatters – legal materials, webinars, and information, also grant to support purchases of legal items
- People’s Law School – legal materials, webinars, and information
- North East Library Federation – shared costs, programs, and resources
- North Coast Library Federation - shared costs, programs, and resources
- INTERLINK - shared costs, programs, and resources
- BC Books 4 Babes – annual purchase of reading/music materials
- United Way – updates, program offerings, and grant info which we pass along to the community
- Shaw Cable – high speed network provider
- National Network for Equitable Library Services – for print/perceptively disabled patrons
- United Library Systems – Library Collection wholesaler
- Chapters/Indigo/Coles – Library Collection retailer
- ILLUME – Partner for the Interlibrary Loan system
- BC Interlibrary Connect – Partner for the Interlibrary Connect system
- BC OneCard – free material returns to home libraries
- FoodSafe – we provide invigilation services

#### Outcomes that were identified:

The year of the pandemic – 2020. COVID-19 changed a lot of ways that libraries did business. A whole new way of doing things that involved safety protocols. Some things had to be held back or not offered at all or libraries did some creative thinking to offer some of the programs - virtually. Regular in-person services or training was adapted to an online version.

Face to face “Zoom” meetings were held on a weekly basis hosted by a ABCPLD representative (Andrea Freeman) who dedicated her time to making sure the Library Director community was conversing and exchanging valuable information to keep the Library world revolving. Training initiatives evolved as ideas flowed during these meetings.

A majority of the Library Directors welcomed these weekly meetings – it was very beneficial both in the working sense and as an emotional support system. If a Director missed a live meeting, Ms. Freeman always made sure it was available through a recording and link.

As always, the LawMatters and People’s Law School groups hosted several webinars on various legal information. Throughout 2020 the webinars were more based around legal rights and ramifications of the COVID-19 pandemic on the workforce. Staff attended four – “EI and

Emergency Benefits for Workers”, “Returning to Work During the Pandemic”, “Making a Will in British Columbia”, and “Coronavirus & Benefits for Workers: Which are for You?”

The BC Libraries Cooperative offers free online webinars for staff and online training based on the Library’s SITKA system. These are available on their web site to encourage staff to keep up-to-date or learn more.

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## *PROVINCIAL PRIORITY – ADVANCING CITIZEN ENGAGEMENT*

### *Library Goal that supports the priority:*

Provincial priority of “Advancing Citizen Engagement” involves two of our Strategic Plan goals. Goal #1 – Advancing Access to Information and Resources and goal #2 - “Supports for Education Transformation”. The first goal lists ways used by our library to keep people informed and connected covering resources such as Interlibrary Loan and BC ILC, NNELS, the Little Free Libraries, and promotion of website, training, and educational links. The second goal is workshop and learning based covering author and literacy tours, online training, computer training, financial planning, supports for local authors, story times, and staff training. All of these would facilitate patron and/or staff learning.

### *Programs and/or Services that support this priority:*

Normally the programs and workshops covered under goal 2 would be our Lego Night and Board Game Afternoon (both are once per month); our summer programs of Summer Reading Club, Kids Kamp/KidZone weekly visits; the annual staff conferences and financial workshops; Invigilation services for various studies; and the free internet services. With the pandemic, some of these programs could not be offered and while some were modified under safety protocols.

Our free internet service allows access to databases and resources that are not available from inside your own home – again modified due to health and safety protocols so that some were actually changed to allow patron access from home during the pandemic.

The library’s Wifi and wireless had a system upgrade in 2020. This would allow patrons greater access outside of the building.

Social media was a huge part of life this past year. We promoted programs and educational materials to keep the community informed. Online videos for storytime, Provincial and Federal grant help (for those facing monetary challenges), educational resources and electronic databases to alleviate the social distancing and stay-at-home stresses.

In 2018, we began our “seed catalogue”. We initially purchased seeds that would be distributed for free to patrons interested in gardening. The motto was “Take some, Leave some”. Our hope was that patrons would be willing to share seeds from their own gardens to keep the catalogue going. We purchased a few more seeds in 2019. In 2020, we did not purchase any seeds for a few reasons: we had some seed left from our initial two purchases, there were seeds from patrons who were now sharing their garden abundance, and our budget did not allow room for fresh seeds.

### *Partnerships that support this priority:*

- North East Library Federation – shared costs, programs, and resources
- North Coast Library Federation - shared costs, programs, and resources
- Interlink - shared costs, programs, and resources
- BC Books 4 Babes – annual purchase of reading/music materials
- ILLUME – Partner for the Interlibrary Loan system
- BC Interlibrary Connect – Partner for the Interlibrary Connect system
- FoodSafe – invigilation services
- Ministry of Education – funding for resource sharing, equity, and literacy
- BC Libraries Cooperative – shared databases and resources
- GCF Learnfree.org – computer skills, career skills (resume writing), etc.
- Shaw Cable – Internet and Wifi provider

#### Outcomes that were identified:

COVID-19 affected most of our in-person programs and services. The only ones that we were able to do safely, but adapted, were the Summer Reading Club, Interlibrary Loan, Interlibrary Connect, Invigilation Services, and some staff training.

Summer Reading Club had 18 (eighteen) young people sign up. Due to the COVID-19 dilemma, we had to shift our program to parents and kids doing the program at home. This resulted in only 7 (seven) of the readers who brought back their filled in book records for a prize. We also had 11 (eleven) youngsters sign up for the online BC Summer Reading Club. As this portion of the program has a privacy and confidentiality aspect, we were not able to identify how many young people completed this program.

The seed catalogue was well-used in 2020. To the point where the catalogue actually ran out of some of the seed varieties. It seems COVID-19 was the year most people wanted to have a garden with fresh (cheaper) on-demand vegetables. The most used in our catalogue was some varieties of the beans, cylindrical beets, carrots (Rainbow and Nantes), corn, cucumbers, peas, tomatoes, and zucchini (yellow and green). More than five families found our newish program worthwhile.

During and after the garden season, we received requests from our ‘gardening’ patrons to have gardening and canning books added to our collection. We are very excited to be part of this new garden community.

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### PROVINCIAL PRIORITY – ENHANCING GOVERNANCE

#### Library Goal that supports the priority:

“Enhancing Governance and Demonstrating Impact” is our third goal and would align the best the Provincial priority of “*Enhancing Governance*”. Within this goal we strive to report monthly and annually the statistics and grant reports for each year of operation. The annual SOFI is



listed under this goal. One of our other items would be surveys. Although, no survey was done in 2020.

### Programs and/or Services that support this priority:

Board meetings receive monthly statistics and budget updates. The District of Taylor receives our monthly stats as well, when we hand in our monthly cash out report. This helps them to understand where and when monies for the library came in.

Month	2020 - COVID	Essy - Boardbooks	Juvenile JHC/JPB	Young Adult YHC/JPB	Adt FIC/PBK/LP/Dwnstr	NOI-fiction	Periodicals Magazines	Talking Book/Brkts	CD/Audiobooks	DVD	Games	Read IN-HOUSE	ILL to Our Patrons	ILL to Other Libraries	Overdue Fines	Photocopies	Printing	Faxes	Sales: bookbags Pans.	Periods	Book Sale	Donations	EL Station	Internet Users	Leapfrog Tablets	Wireless Users	New Members	Patrons
Jan	88	16	14	70	17	2			4		2	33	134		2.25	24.50					7537.50	7	43	2	25			
Feb	46	14	18	80	20				5			24	113	0.45		26.75			4.00		3.25	5	38	2	18	2		
Mar	50	21	9	46	10			3	9			21	49	21.95	4.00	7.50		2.00		5.00	37.00	5	23	5	10			
Apr	1			3																	8595.00							
May																					2342.06							
June	1		3	11																	1000.00							
July	8		6	18	1									10.00														
Aug	39	24	6	67	7			1	2			3	29			3.00					1.25		11	2	2	1		
Sept	39	7	4	54	18				3	1		10	69			6.75	5.00		20.00		1.75	1	5	2		1		
Oct	60	18	11	48	13			1	12			7	60			8.45					2000.00	7	13	4				
Nov	52	12	6	28	1				3	1	2	15	88			4.25	10.00						4	2	5		1	
Dec	45	11	10	62	13				2			32	52			17.75							2					
Tot	429	123	87	487	100	2	0	5	40	2	4	145	594	32.40	6.25	98.95	17.00	0.00	29.00	21517.81	29	137	22	55	5			
Total:																		21701.41										
\$5000 - Canfor \$1000 - Peace River Hydro Part. 342.06 TC Energ \$1000 - North East Lib Fed \$30 = Silent Auction																										Librar		
\$2500 - Lawmatters \$7595 Tech Grant \$1000 - Walmart \$1000 - 1st First Aid - Kelly Fie \$2000 - PNG																										Redu		

Members	Patrons Per Hour	9:00 to 10:00	10:00 to 11:00	11:00 to 12:00	12:00 to 1:00	1:00 to 2:00	2:00 to 3:00	3:00 to 4:00	4:00 to 5:00	5:00 to 6:00	6:00 to 7:00	Total Monthly Visits
5	8	20	10	11	17	41	17	5	10	144		
2	8	2	20	10	14	18	18	13	16	121		
3	11	5	6	4	6	16	23	3	4	81		
										0		
2										2		
										0		
										0		
										62		T-F = 2-6pm,
										57		S=11-3pm
6	6	0	1	27	16	16	11			83		
1	4	1	5	19	13	15	9			67		
1	1	1	5	8	4	24	3			47		
10	37	38	39	53	130	135	133	59	30	664		
Total:												664
Library Closed March 18th @ 7pm due to COVID-19												
Reduced hrs due to COVID-19												

Annually we do a 'year in review' insert for the District of Taylor's annual "Year-in-Review" report. Our submission is basic information for what this library can offer to the community with a few changes each year.

A copy of our year-end "BC Counting" statistics and the yearly Provincial grant reports is submitted to the District of Taylor. This gives them full disclosure and a better idea of how and what the library is doing.



Normally surveys are done annually, but with the pandemic, transference of virus was thought to be an issue and the Board felt 2020 was a year that you could not compare fairly to previous years.

The District of Taylor financial staff prepare the Statement of Financial Information for this library. (The accounting staff handle day-to-day bill payments and payroll.) This SOFI is reviewed by the Library Board before being submitted to the Province.

#### Partnerships that support this priority:

- District of Taylor – Budgeting, SOFI, Accounting, Payroll
- Taylor Public Library Board – Annual SOFI, Annual Policy Reviews
- District of Taylor Mayor and Council – appointments to Library Board with one council person as a representative on the Library Board
- Taylor Public Library Staff – monthly statistics reporting to Library Board and District of Taylor, annual BC Statistics reporting, annual Grant Letter report to Libraries and Literacy
- Libraries & Literacy, Province of BC – SOFI, annual statistics report, annual Grant Report
- Ministry of Education – Grant programs
- Peace River Regional District – Operating Grant program

#### Outcomes that were identified:

Even with the pandemic of 2020, all reports continued and were completed as necessary. Reporting measures enable the library Board to develop proper goals, policies, and procedures. Transparency of how public money is spent has always been a top priority for this library.

During the annual review of library policies and strategic plan, however, the Board again felt that 2020 was not a year that could be comparable to past undertakings, which also meant that surveys normally conducted within the community were not completed due to health and safety rules.

#### TECHNOLOGY GRANT – FINAL REPORT

We received \$7595 in a one-time Tech Grant from the Libraries and Literacy Branch. We were excited about this as during this COVID-19 crisis, we had a rude awakening as to how our Wi Fi was not meeting the needs of our community. Staff had to print an auto-generated and very obscure password slip, which was not practical when our doors were closed to the public. Yes, we could pass the information through a phone call, email, or 'chat' through the closed door, but that all adds time and stress for everyone involved. We moved forward with replacing this system as soon as possible.

We spent about \$4237 on a newer system which not only improved our Wi Fi speed, but made life easier for staff and community. A one-time password was needed to connect and will automatically reconnect next time the wifi is used. This results in a faster, easier, and simpler system.

The downside, is we still have to look at a way to monitor the traffic usage for our statistics. Our IT people are looking into this.

Another part of the money was spent on replacing our older laser printer. The imager part was failing. Through negotiation with the District and Ideals Office Solutions and this infusion of Tech grant monies, we were able to establish a 5-year leasing option for a new all-in-one printer/fax/scanner. Now we are (and have been since July) able to accommodate our patrons with faxing and scanning through email requests, notes dropped in our book drop during our brief closure, and in-person transactions now that we are open to the public. The loan agreement payments are ongoing, but the initial cost of \$3100 covered everything else.

The downside is the ongoing lease payments, the upside – if the printer has an issue, it will be cheaper to fix.

Remaining monies from the Tech Grant was spent partly on Summer Reading Club prizes and electronic databases and resources.

The Summer Reading Club is the most active and most important program we have. We felt that kids would be more encouraged to read and stay reading, if the Coles gift cards we give out at the end of the program were of a larger amount (\$15 or \$20). As noted above, we had 18 signups for the program, but only 7 brought in their reading records. Still a win! Monies spent here was \$100 from the Tech Grant and \$100 via our budget.

As for electronic resources and databases, the remaining Tech grant monies (\$158) and the North East Library Federation supplemented these costs. We felt that these services were a main ingredient for our library to support those who were socially distancing and/or isolating.

This is why we are so appreciative of this Tech grant. It has helped us to help our patrons find some kind of normalcy during this COVID-19 crisis and has allowed this library to thrive through 2020.

## COVID-19 AND PUBLIC LIBRARIES

2020 started off well enough for the library, but by March 18<sup>th</sup> the world turned sideways, the library doors had to be closed to the public as per COVID-19 Provincial Health Orders.

Shortly after that the Taylor Public Library was presented with a 33% reduction in the Library's budget – what could have been \$124,350, became \$98,750. As a result, the library's hours, programs, and staff had to be adjusted to correspond with the pandemic, budget, and safety protocols.

These changes meant programs were limited, adapted, or non-existent and another unfortunate impact of pandemic and budget, was the layoff of some staff, while others had to reduce their

hours, including the Library Director. The intent and challenge was to keep in line with Provincial programs and services and keep the library open for business to the end of the year.

Restoration of Library Services was a plan with five phases – all-dependent on Provincial and Federal health and safety guidelines. Phase 1 – “Takeout or ‘Curbside’ Delivery and Return” service began on June 23; Phase 2 – began on July 7 and was an extension of Phase 1 with the added “Limited Computer Access – by appointment only” service; Phase 3 – changed to “Limited Patrons in the Building” and computers were available to two people at a time, socially distanced, on August 4. This was as far as our restoration has gone.

Provincial Health Orders and the fact the COVID-19 virus has been hard to eliminate halted the next two phases of our restoration of services plan – Phase 4 – Extension of Phase 3 adding more hours, more patrons in the building, and more people to have computer access; and finally Phase 5 where we would be back to ‘business as usual’.

Regardless of COVID-19 and budgetary confinements, our library remained available to the community even with a closure from March 18 to June 23<sup>rd</sup>, as staff were still able to take phone calls and help where they could. When ILL and BC ILC service restarted – the library and staff were ready to meet the demands.

Summer Reading Club was adapted to an in-your-own-home program and used more of the online program (through the BC Summer Reading Club initiative). Staff handed out and received back reading records. Prizes this year were in the form of Coles gift cards – enticing kids to keep reading.

Ongoing are daily sanitizing of the library and a noticeably smaller number of patrons through its doors. On the other hand, interlibrary loans and interlibrary connect are increasingly used.

On a side note, District staff working from home were now using/borrowing five out of six of our laptops that we purchased via grant monies the previous year (2019). One we kept back for our patrons to borrow.

## SUMMARY

Taylor Public Library faced the challenge of COVID-19 to help the community endure the social isolation that was occurring, by being one of the few places that offered services such as online learning, electronic resources, and seeds for gardens.

Albeit programs and services were limited, we adapted where we could to offer as much as we could. An example would be our offering of seeds and board games during Phase 1 of our “Curbside/Takeout” service. This meant that patrons could call us, place an order, and the package would be made available to be picked up.

This very stressful year for our library, as in all libraries who promote literacy in all formats, saw challenges which were overcome by “thinking outside the box”.

Grants provide some stability and financial support for projects and resources. When libraries try to do network upgrading or equipment buying on their own, this financial consequence results in other programs or services suffering in quality and quantity.

Our laptop grants kept coming in 2020. This allowed our library to further purchase items – media cart, projector screens, projector, mice, surge protectors, etc. To purchase these items on a standard budget may not have been so successful.

The grant monies from the Province that trickle down to federations and individual libraries is vitally important to keep these literacy goals and plans for each community. COVID-19 proved how needed communication, research, and education on-line really is. We need to improve our internet connectivity for rural areas, as we still have families around our area that do not have reliable internet service. Therefore, education importance was impacted for these families during this pandemic.

Thank you Federal and Provincial governments, Libraries and Literacy Branch, District of Taylor, North East Library Federation, BC Cooperative for Libraries, and Andrea Freeman (ABCPLD) for all the financial, tech, and human support. It has been GREATLY appreciated by our library.

## 2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: TAYLOR PUBLIC LIBRARY

Total Technology Grant Amount: **\$7595**

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
<b>Connectivity (internet speed, connection capacity, etc.)</b>  <b>Replace Wi-Fi auto-generated password system</b>	Easier & open Wi-Fi access to patrons inside and outside the building without needing printed Wi-Fi slip	At first we will be able to calculate numbers – patrons will still need the one-time password. After that we will have to monitor through data usage.	Open wifi will help patrons during this time of COVID. A one-time password needed. Way easier to connect and faster! Enabling access for everyone. (Improving Access.)	Hired Pimm’s IT to update equipment, lines and antennas. Pre-emptively setting up for fiber when it becomes available to share with the District.	As part of the District of Taylor’s wireless system and currently through Shaw (which will change when fiber becomes available – may change to Telus).	Done in one day. But when fiber becomes available there will probably be some more work and costs associated with the update.	Spent \$4237.00	We initially had part of our whole budget set aside for this upgrade. Using this tech grant allowed us to shift our monies and focus on other essential items.	We are extremely grateful for this grant! Especially this year as our budget was reduced by over \$24,000. We were very aware at how our old Wi-Fi system was hindering patrons from accessing free Wi-Fi for their work and play.
<b>Patron hardware upgrades (public computers, printers, etc.)</b>  <b>New Multifunctional Printer for office</b>	Replace the one ‘borrowed’ from another of District of Taylor’s departments which was not in use at that time.	Printer usage is monitored by “Uniflow” system. Patrons do more fax and scan. Staff do more printing. Reports are updated monthly.	During this COVID crisis, we are receiving emails, phone calls, and documents with notes (in our book drop) for patrons asking for scanning or faxing to be done. Mostly work-related items. Improving access keeps people and the economy moving. (Advancing engagement.)	Printer leased through a leasing program that the District offered to include the Library. Far cheaper than if we were to ‘go it alone’.	We received a less expensive charge as we are part of the District of Taylor’s leasing program for the rest of their departments.	Done in one day. Setup was done while Pimm’s IT was here. Collaboration between the two companies was essential as it runs through the District’s networking system.	Spent \$2683.00	\$3100 for computer expenses, but this also covers any monthly Shaw Cable fees and IT fees/wages/costs. So added monies offset the hardship.	In a time of need, we were able to borrow a temporary printer. When time came to get our own, this grant was a life-saver! We were still able to help our patrons during initial closure period of the library.
<b>Other, please specify</b>  <b>Program prizes for Summer Reading Club</b>	All, but one, participants will receive a \$15 gift card for Coles. The one participant who read the most will receive a card for \$20. We use this reward method instead of medals and/or certificates.	We have 14 (fourteen) participants signed up through our library. Another 11 (eleven) online. We would like to accommodate both groups, as long as the individuals online are not the same as registered through the library.	We do our best to keep the young ones engaged and learning. The more active their minds, the more knowledge they can incorporate into their lives. (Advancing Engagement.)	We already have 2x \$10 gift cards to make up the ‘big’ prize of \$20. We will still need to purchase a further 24 (twenty-four) gift cards at \$15 each. Cards we don’t use can be used next year.	We are part of the online Summer Reading Club community. We endeavour to keep kids reading no matter where or when or how they read.	Purchasing of gift cards will be near the summer’s end. Just before kids go back to school. This will give them a chance to ‘shop’ with their gift card.	Predicted expenditure \$360.00	We do have a small budget for programming \$300. This extra money allowed bigger prizes this year.	We find that this type of prize (gift card) works better in our area. It also ensures that the kids will keep reading. Our numbers for SRC have remained steady with the same individuals over the last several summers.

Electronic collections (licensing)  eResources, eBooks & Magazines	Alleviates financial load caused by reduced budget monies.	Electronic collections are calculated into the Annual Survey.	Keeping patrons and community connected with valuable resources and involved with online learning. (Advancing Engagement.)	Watching our budget monies to enable connections these resource to the end of this year. Not sure about 2021.	Working collaboratively with the BC Cooperative for the best opportunities and pricing.	Throughout this year to purchase online databases and resources.	Predicted expenditure \$1600	We have a Stock purchasing line item of \$4400 of which \$1200 for electronic resources.	Boosting our stock budget will help us to buy more physical materials.

- » Improving access for British Columbians Supporting a connected library network that leverages its strengths and structure to deliver user-centred programs and services through the province.
- » Building capacity 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.
- » Advancing citizen engagement Increasing opportunities for people to access the information and resources they need to thrive as engaged individuals, workers and lifelong learners.
- » Enhancing governance Leading at the provincial level and supporting governance education.

## 2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: TAYLOR PUBLIC LIBRARY

The year 2020 has been a rough year for everyone. With the COVID-19 pandemic causing loss of jobs, closures of public spaces, and almost non-existent programming within the communities, every community and individual is short of funds. Libraries are an important factor to keep communities moving forward, even with temporary closures to the public and staff shortages. We find a way to adapt and change with the needs of our community. As the saying goes “Where there is a will, there is a way”.

During this crisis, we had a rude awakening as to how our Wi Fi was not meeting the needs of our community. Staff had to print an auto-generated and very obscure password slip which was not practical when our doors were closed to the public. Yes, we could pass the information through a phone call, email, or ‘chat’ through the closed door, but that all adds time and stress for everyone involved. We moved forward with replacing this system as soon as possible. This newer system has not only improved our Wi Fi speed, but it has also made life easier for staff and community. A one-time password was needed to connect and will automatically reconnect quicker is all that is required. Faster, easier, and simpler.

Our old laser printer’s imager part was failing. Before it actually failed in late 2019, we approached the District of Taylor for a temporary replacement, which they obliged doing, until we had budget monies to replace the dying one. This temporary fix allowed us to carry on. That thought failed when COVID-19 became our new reality and our budget took a huge hit. The budget went from \$124,350 down to \$98,750 (including Grant monies allocated from the Province and Region – Equity/Literacy, Resources Sharing, BC OneCard, and PRRD’s operating grants). Through negotiation with the District and Ideals Office Solutions and this infusion of Tech grant monies, we were able to establish a 5-year leasing option for a new all-in-one printer/fax/scanner. Now we are (and have been since July) able to accommodate our patrons with faxing and scanning through email requests and notes dropped in our book drop.

Remaining monies from the Tech Grant will be spent partly on Summer Reading Club prizes and electronic databases and resources. The Summer Reading Club is the most active and most important program we have. We felt that kids would be more encouraged to read (especially if school does not open or stay open) if the Coles gift cards we give out at the end of the program were of a larger amount (\$15 or \$20). In our area, we have heard of some parents who will be turning to home schooling. This gift card would/may alleviate some of their book or material costs, as well. As for electronic resources and databases, I wish that we could do more which was our plan, but we will make sure that what we have will be for the 2020 year.

This is why we are so appreciative of this Tech grant. It has helped us to help our patrons find some kind of normalcy and has allowed this library to thrive through the pandemic of 2020. We are hopeful that next year will see a slight improvement in our budget, but until budget planning begins, this will be an unknown dilemma.

Sincerely,

Sherry Murphy  
Library Director  
Taylor Public Library