

10015-100th Street Fort St. John, BC V1J 1Y7

2020 Provincial Library Grant Report

Director of Library Services: Karlene Duncan ▪ email: director@fsjpl.ca

INTRODUCTION



The Fort St. John Public Library Association is a library that works for everyone. It is a vibrant and busy community hub serving a population of approximately 34,000. The library is housed in the North Peace Cultural Centre which includes a café, theatre, art gallery and a variety of arts program rooms. The library is in the heart of downtown Fort St. John. Fort St. John is a unique northern community that attracts young families and continues to have one of the highest birthrates per capita in Canada.



The FSJPLA is a Public Library Association, as identified in Part 4 of the **Library Act**, and relies on grants, fundraising and donations. In 2020, the FSJPLA continued to face financial challenges. We were forced to cancel our planned 70th Anniversary Gala because of gathering restrictions, which was intended to be a substantial fundraising opportunity. Other challenges include our location within a rented facility, which can only provide approximately 1/3 of the square footage for our population, operating on restricted hours of operation, and operating with fewer full-time employees than other public libraries with comparable service area populations in the province. We are actively pursuing options regarding our rent to improve our financial stability.



Despite the challenges listed above, efforts to continue serving our community with quality programming, professional staff and a carefully managed collection, allow us to meet the diverse needs of our community. In 2020 we continued to use our Strategic Plan as a guiding document for addressing the goals and providing direction for our future. One of those goals was to change the governance model of the library. In April of 2020, we submitted a request to the City of Fort St. John to become a Municipal Library. In January of 2021, they regretfully declined this request. The City turned down our request at this time, because the outdated Library Act leaves local governments limited choices as to the models of governance. Mayor and Council have written a letter to the Minister urging and update to the Act.

PRIORITIES IN 2020

IMPROVING ACCESS FOR BRITISH COLUMBIANS

One of FSJPLA's ongoing goals for 2020 was to continue to improve digital and information access for British Columbians.

“
I'll be writing letters
to make sure this
program is continually
funded!”
-Margaret Little

Save our Northern
Seniors

Priority Aligned Programming | CLICK

The Fort St. John Public Library's free computer literacy program helps community members with basic computer skills like accessing government forms, searching for employment, connecting with friends and family online, and navigating our increasingly digital world. CLICK stands for Creating Literacy in Computer Knowledge. This program has arisen out of the need to meet B.C.'s strategic goals for library service which recognizes that not all British Columbians have equitable access to technology. Provincial funding supported this program in 2020.

Program Partnerships

Enbridge, SHELL, BC Hydro Go Fund, RBC Foundation

Prince George United Way & Community Foundations of Canada

Outputs and Outcomes

The CLICK program expanded in September with a full-time instructor, which was due in large part to program partners whose goals aligned with provincial public library services. In addition to CLICK, the library's new Connectivity Centre was completed using the provincial technology funds and began lending devices like iPads, e-readers and robotics to seniors and families. The CLICK program fills an essential, mandated need for free computer training. Many of our community members do not have basic computer literacy skills or access to technology and the internet. The new Connectivity Centre helps to bridge the gap for them. Together the CLICK program and Lending Library are housed in our new Connectivity Centre which provides a safe and private space for individualized learning. The technology grant funds were instrumental in achieving this safe space.



"I can't believe how much help
the library staff gave me
without making me feel bad
about it".

-CLICK Student

Many of the people using the CLICK program access this unique program as often as they can. There is no replacement for having a patient, knowledgeable instructor to help you on the computer or to help with your own device. There is no other service like this in Fort St. John.

In 2020, we increased public device charging outlets by 200% (from 1 to 4) and began a lending technology program; 6 iPad kits, 10 robotics/coding kits, and one laptop. Accessible, loanable devices support the provincial strategic priority to improve access for British Columbians. This advances citizen engagement in our digital world, supports K-12 education, and impacts poverty reduction.

BUILDING CAPACITY

Science
Technology
Engineering
Art +
Math

Priority Aligned Programming | STEAM Take 'N Make

The library pivoted in 2020 with a variety of programs that followed Public Health Orders. One of these was the STEAM Take 'N Make Initiative that ran from July to early December.

Program Partnerships

School District #60, Settlement Workers in School (SWIS) City of Fort St. John Recreation, SHELL Canada

Outputs and Outcomes

FSJPLA's aim in creating the STEAM Take 'N Make was to provide activities for children and families that support collaboration and interaction with the library as an information and entertainment space. This was supported by early years professionals from the library, the School District and the City of Fort St. John's Recreation Department. Our Children's Librarian and Program Coordinator collaborated with other professionals to create meaningful and personalized

Science, Technology, Engineering, Art and Math opportunities that engaged over 800 kids. FSJPL has received many requests from parents, caregivers and children for even more science programs. With every program, we hear children remarking at discovering something new, or aspiring to make something that does not yet exist. Programs like these continue to impact our community by providing an additional forum for children to learn STEAM skills for real-world application and to stimulate entrepreneurial passions. Provincial funding supported the wages for the Children's Librarian and Program Coordinator.

Priority Aligned Programming | Orientation Guide

The Fort St. John Public Library's Director of Library Services followed provincial initiatives for orientation of new library directors. The workshops that were recently held explained how provincial initiatives, services and legislation affects and supports their work.



Morgan gives us the best stuff – for free!

-STEAM Take 'N Make Recipient



ENHANCING CITIZEN ENGAGEMENT

Priority Aligned Programming | Outreach

Library Take-Out
Orange Shirt Day
Local Authors
Community Collections



The Fort St John Public Library closed to the public on March 17, 2020. The doors remained closed until June 16, 2020 when we opened for Library Take-Out. During the closure, the library remained “open” through our digital services and our social media campaign to inform patrons about our online services. Staff worked from home to renew library cards or set up new library card holders who wanted access to information (e-readers and audiobooks). Library staff also worked on cataloguing a large collection of board games, that were received by the public with much gratitude when they were finally complete and ready for circulation.

We also partnered with the Treaty 8 Tribal Association on Orange Shirt Day and held a public display on main street that showcased our library’s resources, including the Truth and Reconciliation Report and the Commission’s Calls to Action. Building relationships with Indigenous community members is part of our Strategic Plan for 2019-2021.

Program Partnerships | Treaty 8 First Nations | Save our Northern Seniors

Outputs and Outcomes

Local and provincial social media outlets were intrigued by the partnership on Orange Shirt Day, as we were able to be outside and wear masks and social distance, with the proper planning. Many members from the Treaty 8 Tribal Association commented that they did not know we had the ‘actual’ Truth and Reconciliation Report on hand. Passersby also asked questions.



Priority Aligned Partnerships: Municipal Governance, Board Orientation

City of Fort St John | Peace River Regional District


In April 2020, the library passed a motion at the Annual General Meeting to request Municipal status from the City of Fort St. John. Our aim is to strengthen the library's yearly grant in aid request to ensure our library's programs and services are sustainable. This request was declined from the City who has been in contact with the BC Library's Branch to request an update to the **Library Act**.

In December 2020, the Board of Trustees set dates for board (re) orientation workshops and set guidelines for information sharing for the new year. The Director compiled a comprehensive binder of information that includes the Strategic Plan, Roles and Responsibilities, Policies and Procedures, Trustee links and much more.

Outputs and Outcomes

Several workshops were held with the City of Fort St. John and other stakeholders. The FSJPL invited Denise McGeachy from the Libraries Branch to these discussions. The support that the province provided was essential in moving the discussion forward.

The outcome of the board reorientation will be measured in the years to come by the stability of the board's relevancy and importance in the library.



“The Library Act is rather archaic and in no form of governance does it allow a library to become a department with the municipality.”

- *Mayor of Fort St. John,*
Lori Ackerman





Priority Aligned Initiatives | Stakeholder Involvement

Our Annual General Report is shared with all stakeholders as well as all financial supporters. We share our strategic goals and our funding model to keep community members informed.


Outputs and Outcomes

The report showcases the important value that the province provides by recognizing all of the services the library provides and adjusting its funding and reviewing its funding each and every year.




Provincial funding impacts all aspects of library services and programs.

CONCLUSION





The inspiration, support and funding the FSJPLA receives from the Ministry of Education's Libraries Branch/Ministry of Municipal Affairs Public Libraries Branch provides the Fort St. John Public Library the means to continue serving the needs of our community. By supporting FSJPL in our endeavors to offer innovative programs and services, including resource sharing across BC, it has also provided us the opportunity to positively impact the daily lives of those we serve.



I have also included our Re-storing Services Plan after our closure due to COVID-19. While it does not include all of our documents (Safety Policy, Check-in Policy and Clean Desk policy that were developed due to COVID-19), it is a carefully prepared document that was referred to throughout 2020. Many non-profits in our community 'borrowed' the format to get their re-start programs off the ground.

Our programs, activities, services, statistics and outputs were all dependent on the success of our health and safety and our restoration of services. In 2020, keeping track of the numbers of program attendance, computer sign-ins and walk-in patrons was not the only way we measured our impact. We measured it through safe and friendly service to each individual we welcomed back through our doors or who we talked with on the phone. The service we provided to each person or their family had a huge impact on their quality of life, whether it was to set up their online library services for the first time, let them know we were back open for visits or just to welcome them back in to check their social media account on a computer. The province of BC's funding to libraries contributed to a greater quality of life of British Columbians in 2020 in immeasurable ways.



	<p>RE-STORING SERVICES @ THE FORT ST. JOHN PUBLIC LIBRARY</p>
	

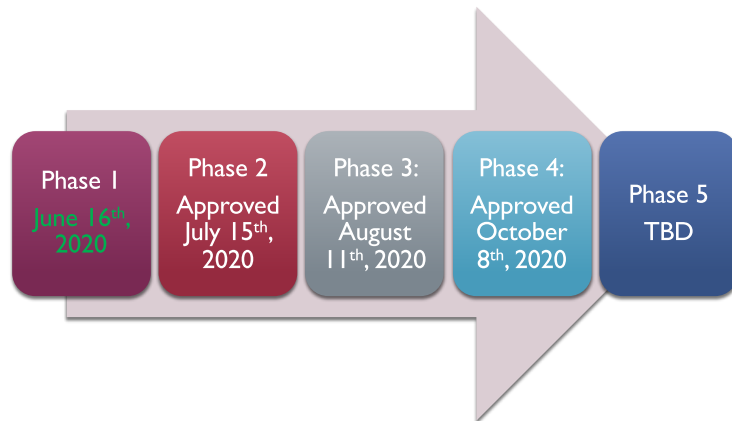
PHASED RE-OPENING

■ *Phased approach:*

building a framework not a timeline

This plan to restore library services toward the new normal, is a phased approach allowing for flexibility and scaling to meet changing direction from health authorities as the COVID-19 situation evolves. It considers the risk to vulnerable populations, public health protocols, guidelines from WorkSafe BC, the library budget and resource limitations.

FRAMEWORK: PHASES



Phase 1 June 16 th , 2020	Phase 2 Approved July 15 th , 2020	Phase 3 Approved August 11 th , 2020	Phase 4 Approved October 8 th , 2020	Phase 5 TBD
Limited staff working on-site; staggering shifts; decreased hours of operation	Additional staff working on-site; changes to schedule; possible increase in hours of operation	Staff working on-site, resume regular staff schedule and increase hours of operation	Staff working on-site, resume regular staff schedule and increase hours of operation	Reinstated regular staff schedules and hours of operation
General services (answering phone, emails)	General services	General services	General services Access to library space following guidelines	Restoration of full services & retention of new online services
No patron computer access	By appointment patron computer access	Patron computer access by availability Possible CLICK tech support appointments	Patron computer access by availability and by appointment CLICK tech support	Restoration of computer services and CLICK services
Library Take Out No patrons in the building	Library Take Out Possible library pick up in the building in addition to Take Out	Limited access to library space; possible library pick up; possible vulnerable populations hours	Access to library space with less restrictions; No Take Out/pick up	
No Homebound delivery services	Possible Homebound delivery services	Homebound delivery services	Homebound delivery services	

PHASE ONE: TAKE OUT SERVICE

Indicators or Criteria	Actions	Risks and Mitigation	Requirements
<ul style="list-style-type: none"> -Relaxation of stay at home order -Ability to provide contactless pick up -Sufficient supply of needed materials (gloves, hand sanitizer, disinfectant cleaning supplies, bags for Take Out) 	<ul style="list-style-type: none"> -Physical materials Take Out service on a scheduled basis -Open drop boxes -Possible pre-done 'grab bags' for take out requests for genre package -staff training about protocols and practices -Accept ILL returns from other libraries after quarantined -Planning for Phase 2 	<p>Risk: Close contact if patrons arrive at the same time. Mitigate by scheduling pick up times and waiting in your car until package is ready</p> <p>Risk: Handling materials from drop boxes. Mitigate through quarantine for minimum 72 hours.</p> <p>Risk: Close contact of staff. Mitigate by staff reduction</p>	<ul style="list-style-type: none"> -Quarantine space for returned materials -Paper bags -Contactless way to share materials -PPE for staff -Increased cleaning for staff work stations -Reduced staff in work spaces -Procedure for Take Out operation

PHASE TWO: TAKE OUT & LIMITED COMPUTER ACCESS

Indicators or Criteria	Actions	Risks and Mitigation	Requirements
<ul style="list-style-type: none"> -Continued progress (or maintenance) of provincial restart plan -Staff trained in hygiene protocols and WorkSafe BC requirements on new services provided 	<ul style="list-style-type: none"> -Continue Phase I services -Limited and scheduled public internet access computer sessions -Provide printing service -Engage with community groups to focus on vulnerable community member's urgent needs 	<p>Risk: Close contact between patrons and staff and patrons-patrons during public internet access. Mitigate by practicing physical distancing when letting patrons into library, signage, physically distanced computers, plexi glass at circulation desk</p> <p>Clean computers after each use</p>	<ul style="list-style-type: none"> -Washable or disposable keyboard covers -Cleaning by staff between patrons on computers following a checklist -Hand sanitizers at each computer -PPE for patrons

PHASE THREE: BROWSING

Indicators or Criteria	Actions	Risks and Mitigation	Requirements
<ul style="list-style-type: none"> -Continued progress (or maintenance) of provincial restart plan -Staff trained in hygiene protocols and WorkSafe BC requirements on new services provided 	<ul style="list-style-type: none"> -Continue Phase I & 2 services -limited open hours with physical distancing and building capacity limits for materials selection and pick-up -by appointment browsing 	<p>Risk: Close contact between patrons and staff and patrons-patrons during browsing in the space. Mitigate with physical distance markers and traffic direction markers. No tables or seating provided</p>	<ul style="list-style-type: none"> -hand sanitizers throughout space and required upon entry -floor signage

PHASE THREE: BROWSING

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ORIENTATION: PLEASE INITIAL GREEN BOX WHEN COMPLETE

■ Employee Name: _____

- ☐ ■ I have read the COVID-19 SAFETY Plan
- ☐ ■ I have read the Re-storing services at the Fort St. John Public Library Plan
- ☐ ■ I understand the physical distancing measures and hygiene and sanitation measures
- ☐ ■ I have read the Cleaning Procedures Checklists & know where to find them
- ☐ ■ I have read the Safe Handling of Materials procedure
- ☐ ■ I have read the Library Take Out Procedure
- ☐ ■ I know the name(s) of my OHS Representative
- ☐ ■ The hours of operation have been shared with me
- ☐ ■ The new staff schedule has been shared with me



HEALTH & SAFETY

- **Occupational Health and Safety Legislation**
 - It is the duty for employers and supervisors to take reasonable precautions to protect the health and safety of employees.
 - Employers and employees have a *collective duty* to maintain a safe workplace. Employers have a statutory duty to protect employees from work-related hazards, including any infectious disease that may pose a risk to employees.
 - Employees in turn have a statutory duty to protect their own health and safety and the health and safety of others in the workplace. This duty includes complying with the guidelines and directions provided by the various government authorities.
 - Our collective obligation is to keep the workplace and our communities safe.

FROM WORKSAFE BC: LIBRARIES

- Establish an occupancy limit for the library. See the [COVID-19 Safety Plan](#) for guidance on establishing occupancy limits. Implement measures to restrict the number of people in the library at one time.
- Encourage the use of other services, such as digital libraries and services like virtual books, digital audiobooks, eLending, and eLearning to reduce the number of people in the library.
- Reconfigure interiors and design public areas to maintain the physical distancing requirement for workers and visitors. This may include:
 - Reducing the number of computer terminals
 - Reducing access to spaces
 - Removing chairs and tables
- Ensure physical distancing is maintained during programs such as story time or workshops. Consider organizing digital program
- Manage the flow of people by implementing one-way walkways or marking off designated walking areas.
- Provide physical barriers such as plexiglass, at visitor information desks, loan out counters, and other locations where workers cannot maintain the physical distancing requirement.
- Control access to entry points for workers, customers, and deliveries. Consider having limited points of entry. If you have more than one door, considering designating doors for entry and exit.
- Provide hand sanitizing stations at all facility entryways for everyone to use.
- Post COVID-19 protocols using signage for both workers and customers throughout facility
- Wash your hands using good hygiene practices after touching common items.
- Consider creating cohorts of workers who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.



FORT ST JOHN

PUBLIC
LIBRARY

10015—100th Avenue ▪ Fort St John BC ▪ V1J 1Y7
250-785-3731 ▪ www.fsjpl.ca

Digital Initiatives and Project Summary
Re: 2020 Library Technology Grant: Interim Report

October 9th, 2020

The Fort St. John Public Library has been offering a free CLICK program for several years. CLICK stands for “Creating Literacy in Computer Knowledge”. CLICK fills an essential, mandated need in the community for basic computer literacy and online presence and engagement. Engagement with the community has shown that many people do not have the same basic level of computer literacy that has become critical for everyday life, from online banking to social and professional networking to accessing reliable health or medical information. Many of us take for granted the computer and online knowledge we learn through our place of work, learn through family and friends, or research online on our own. This program, which is unique to the community, helps to bridge that gap by providing personalized support, and devices and internet access.

CLICK ensures that everyone has access to essential computer literacy and meets the ongoing needs of the community by providing the computer skills required to interact fluently and safely online and perform essential tasks. Our popular one-on-one sessions help people in many ways such as:

- Navigating important websites (accessing CERB, health information and WorkSafeBC guidelines)
- Performing online banking set-up and transactions; arranging travel for medical appointments
- Performing employment searches and creating profiles; completing online forms and orientations
- Creating or editing spreadsheets and documents
- Virus protection and installation on personal laptops
- Connecting with friends and family over social media
- Using video chat programs with family, or for remote interviews
- Understanding personal devices and smart phones
- Accessing online continuing education courses.

The pandemic has only emphasized the importance of digital connectivity. FSJPL is working hard to adapt so that we can continue to offer computer literacy training in a way that is safe for our staff and users. This September, we resumed offering CLICK training sessions by appointment. We’ve also expanded our service to include CLICK Quick Help drop-in, which offers shorter training sessions to help users troubleshoot specific issues.



FORT ST JOHN

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In addition to resuming the CLICK program, we are using the funds to adapt our library space to better respond to our community's technology needs. In October, our new Connectivity Centre will welcome its first users. In one small footprint at the centre of the library, the Connectivity Centre will feature a staffed tech help service point, a safe desk area for CLICK sessions, device charging stations, and shelving for our exciting new Connectivity Library. The Connectivity Library will launch by loaning iPads, robotics and coding equipment to families participating in the library's STEM (science, technology, engineering and mathematics) children's programming, as well as giving seniors and community members the opportunity to try devices they may not otherwise have access to. The possibilities are endless for the Connectivity Centre and Connectivity Library, and both will respond to real needs in our community. Without the funds provided by the technology grant we would not be able to support this project or continue with the digital initiatives.

Thank you,

Karlene Duncan
Director of Library Services

Amy von Stackelberg
Technology Coordinator

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: FORT ST. JOHN PUBLIC LIBRARY ASSOCIATION

Total Technology Grant Amount: 20,374

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Patron hardware upgrades (public computers, printers, etc.) Upgrades to public computer stations	COVID-19 safer areas for patrons to access public computers and printers.	Increase public computer access in the library by 100%: We currently only have 2 computers available and prior to Covid-19 we had 8. Increase public device charging outlets by 200% (from 1 to 4).	Public connectivity supports the provincial strategic priority to improve access for British Columbians. Also impacts poverty reduction, as this service is often accessed for filling government forms, job search and job-related training.	Design, construct and install computer stations for patrons to allow safe and private computer access	We partnered with NDIT, Shell, Enbridge and RBC to provide wages to a temporary Technology Coordinator to facilitate this project.	August 2020: Plan, design and review estimates September 2020: Order necessary materials; work with contractors to increase electrical outlets, internet connection, surge protection October: Install	Construction and installation: \$3988	Partly supported by Technology Coordinator's wages (who designed, planned and implemented upgrades).	The public connectivity tables will be a long-term addition to the FSJPL. We needed an upgrade to the physical space and electrical capacity prior to COVID-19, but didn't have the funds.
Patron loanable devices (tablets, robotics, e-readers, etc.) Connectivity Library technology lending	Patrons will have access to our Lending Library (includes iPads, robotics, chargers) Loanable devices help reduce barriers to digital inclusion and equity for patrons who rely on the library for access to computers and other devices.	Begin lending technology by adding 6 iPad kits, approximately 10 robotics/coding kits in phase 1. In phase 2, add devices such as laptops, e-readers and potentially hotspots.	Accessible, loanable devices support the provincial strategic priority to improve access for British Columbians. This advances citizen engagement in our digital world, supports K-12 education, and impacts poverty reduction.	Research and purchase devices and prepare them for loan to public. Train staff to support public use of devices.	We partnered with Shell to provide funds for iPads and other loanable devices. Connected with BC Libraries Cooperative and IT in BC Libraries (BCLibIT) group for knowledge sharing. Planning future collaborations with community organizations during phase 2.	August to October 2020: Research, purchase and prepare iPads and robotics/coding kits. November 2020: kits ready for loan. November to December 2020: Research and purchase other devices.	Project is ongoing.	Shell Canada: \$5000 for device purchases Partly supported by Technology Coordinator's wages	Because of our space constraints, we needed to build locking storage for loanable devices, which is included in the Connectivity Centre.
Patron hardware upgrades (public computers, printers, etc.)	Patrons will have access to a Technology Coordinator by drop in or	Increase capacity for computer training, which was severely impacted by COVID-	Supports the provincial strategic priorities to advance citizen engagement and to	Create a designated space for the Technology Coordinator to work out of and	We partnered with NDIT, Shell, Enbridge and RBC to provide wages to a temporary	August 2020: Plan, design and review estimates	Construction and installation: \$21,175	United Way: \$5150 Northern Health: \$2952	At the FSJPL, our square footage is 1/3 the size of what it should be for a population of

Connectivity (internet speed, connection capacity, etc) Connectivity Centre learning space	appointment, in a COVID-19 safer space that is equipped with devices and connections needed for computer literacy training.	19 safety concerns, by 10 times.	improve access for British Columbians. Also impacts poverty reduction.	provide technical services to patrons. The connectivity Centre includes new phone line, network cabling, electrical outlets, and patron computer hardware. The Centre allows physical distancing between staff members as per WorkSafe, and allows computer training to take place using barriers and technological teaching aids.	Technology Coordinator to facilitate this project.	September 2020: Order necessary materials; work with contractors. October 2020: Install November 2020: First intake of appointments and drop-ins for patrons.		Partly supported by by Technology Coordinator's wages (who designed, planned and implemented upgrades).	our size, and we have a shortage of electrical outlets for patrons using laptops or tablets. We have struggled to provide our patrons with a space to learn, explore and engage with technology. The Connectivity Centre has already caught the attention of community members at large who recognize the need for this in our community. It is one of a kind.
Staff hardware upgrades Laptop upgrades	Increase staff capacity to support patrons' digital literacy and technology access.	Add 1 laptop for Technology Coordinator, increasing number of staff workstations by 10%. Upgrade 2 other staff laptops, increasing speed by approx. 20%.	Supports the provincial strategic priority to improve access for British Columbians.	Research, purchase and set up laptops.	Connected with a local small business that provided discounts.	July - October 2020.	\$4200 +2-3 hours 3 rd party IT support time	Leveraged relationship with local small business for discounted hardware.	