

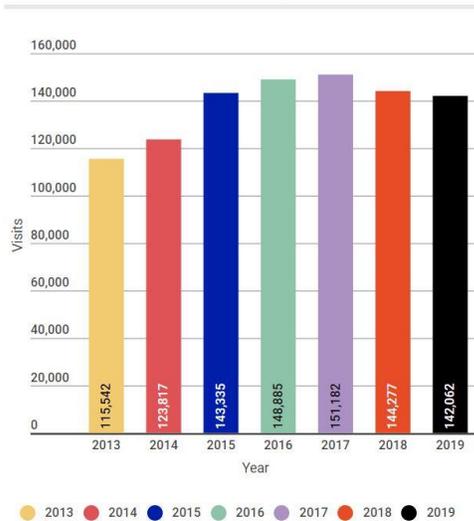


INTRODUCTION

About the Library

The Terrace Public Library provides public library services to residents of The City of Terrace; portions of the Regional District of Kitimat-Stikine; and, the First Nations communities of Nisga'a, Kitselas and Kitsumkalum. The library serves a population of just over 20,000 people. We seek to offer programs and services for patrons of all ages that: entertain and inspire; celebrate our diverse cultures, communities and people; and, support lifelong learning, reading and enjoyment.

In Person Visits (2013-19)



From the years 2013-2017 we saw a dramatic increase in the use of the library. In 2013 we had 115,542 in person visits to the library versus 151,182 in 2017. That is a 31% increase of in person visits. That being said in 2018 our in person visits went down to 144,277 and in 2019 we saw a further decline to 142,062. We are uncertain as to the reason why but we are still one of the most heavily used public facility in Terrace. Our 2017 numbers surpassed the visits of the Terrace Public pool. We are the community hub where people gather to relax, learn, and play (it is plain to see from our visit numbers) and we have people from all

demographics of our community. In fact, a video made in 2019 to recruit doctors to Terrace a statement by one of the doctors about the best places in town for entertainment the library was listed up there with the following popular places: Shames Mountain, the local Brewery, the city sportsplex, and the city pool.

The library's strategic 2015-2020 has ended and we are now beginning the process of creating a new strategic plan that will most likely be finished by the end of 2020. The past strategic plan had four strategic priorities: Partnerships and Collaborations, Technology, Advocacy, and Marketing and Promotion. At this point, it is unclear as to the directions the plan will have.

In 2019, the board finalized our Advocacy Plan, one of the 2015-2020 major strategic plan goals. From here, there is a good base from which to move forward on advocacy.

About the Community

Terrace is the retail and service hub for Northwestern British Columbia. Residents from surrounding communities and villages visit Terrace to shop and access services not available in their own communities. The library's service area includes two Tsimshian communities (Kitselas and Kitsumkalum) and the Nisga'a. As well the community has seen a sizeable baby boom over the last couple of years. We have seen this rise in the waitlist for our ages 0-5 programs as well from the collaborating we do with the local health unit for their kindergarten round up (we provide literacy packages to those who get vaccinations)

Industry in Terrace

Terrace, as mentioned above, is a service hub and has a lot of industry that services natural resources industry. The two largest and major employers here are the School District (and schools) and Coast Mountain College. The City of Terrace does not have "major" industry, at this point, in which to contribute to the tax base. The majority of the tax base is from property taxes.

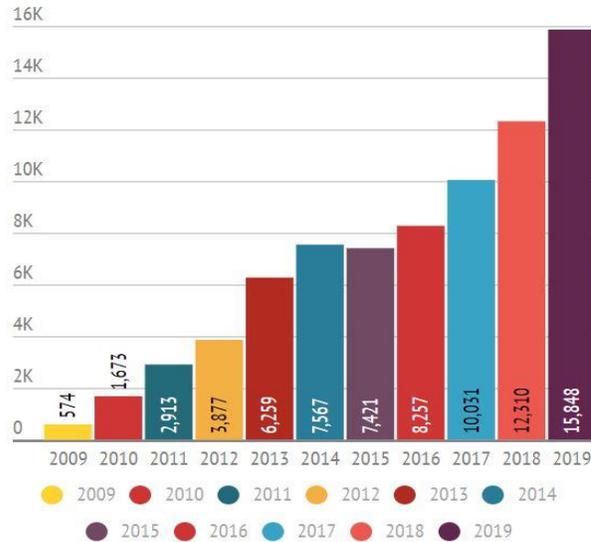
Current and Ongoing Challenges

Our **remote location** continues to limit the participation of library staffs and board in library-specific training, participation in library organizations, and networking beyond our federation boundaries. The cost of travel and accommodations is a barrier that makes active participation unfeasible in most circumstances. Technology and occasional travel subsidies have improved the situation a little bit. Additional financial support/subsidies for travel would greatly improve the situation. The remote location also affects our cost of technology: Specifically, the maintenance of technology. If something breaks down and needs servicing, we are paying large bills due to our remote location (for shipping, technicians, and travel costs). Subsidies for these huge costs would be great.

Database Costs/eBook Costs

We are grateful to be a part of the BC Libraries Cooperative and all the benefits of being part of the cooperative especially purchasing through a consortia and the hosting of an ILS. However, since we have offered eBooks our usage continues to rise (see below). We often receive complaints of patrons having to wait long periods for an eBook or eAudiobook. The collective budgets of the libraries participating, in the BC Coop Collection, can only stretch so far, to keep up with demand, especially when publishers with unreasonable prices for eBooks and unfair licensing models are targeting libraries. As well, one must consider the finite time that print materials will be used going forward in a world where digital content is on the rise.

eBook Downloads



Methamphetamine/Fentanyl and Needle Drugs in Library

In 2018 and continuing to this day we have seen large problem develop with people using the library to inject needle drugs (according to RCMP mostly Methamphetamine). As well, we have had to ban patrons that we know were using the washrooms to inject as well as catching a person using the library to deal these drugs. We installed needle disposal bins in our washrooms, trained our staff in safe disposal of needles, and lock our accessible washroom as people were able to go straight for it and lock themselves in to shoot up for long periods of time. Fortunately, we have not had anyone overdose but it could happen any time. We are worried about the safety of those who use the library as these individuals do not always use the needle disposal bins and toss the needle in the garbage bin or leave it laying around. We have also found needles in the park in which the library resides in. It is an ongoing problem (and I know we are not the only library in BC with this problem).

Since this becoming an issue in 2018 we have since put our staff through a Two day Mental Health First Aid Training, offered by the BC Federation of Labour, in order to understand and work with patrons presenting mental health issues. As well, the intention of the course was to be able have everyone as a team support each other who may be presenting mental health issues.

GOVERNMENT PRIORITIES, GOALS, PROGRAMS AND SERVICES, PARTNERSHIPS

Government Strategy 1: Improving Access

Our Goals That Support the Priority

Build new partnerships and strengthen existing ones: Within this goal are specific actions outlining to discover new opportunities for collaboration and to meet the needs of the First Nations people in the area.

Ongoing Programs/Services that align with this strategy

First Nations Communities: The library adopts a pro-active reconciliatory approach to ensure that First Nations communities continue to have access to public library services. The library continues and fosters these initiatives.

1. Residents of Kitselas and Kitsumkalum continue to receive no cost access to public library services.
2. The library has a strong partnership with the Nisga'a Lisims Government; residents and Nisga'a members received library services in 2015 through a partnership with Coast Mountain School District 92 (Nisga'a). This partnership is now in a formal signed service agreement that is ongoing unless either party decides the partnership should end. Our partnership has extended further and School District 92 has setup safe return boxes for people in the Nass to drop off their library materials. We are continuing to help support home literacy in the Nass by providing materials in the forms of information and activities that can be done in the home through School District 92.
3. The library routinely provides programs and services to First Nations community groups including Kermode Aboriginal Head Start, Kitwanga Day Care, Gitanyow School, and the Kermode Friendship Society.
4. Library staff travel to Nisga'a territories twice annually to: participate in local festivities and celebrations; engage with community members of all ages; and, share books and encourage reading and literacy. Trips this year included: attending the Salmonberry Festival in Gingolx and Gitwinski and bringing literacy activities for those there.
5. As well, the library supported the summer reading clubs of Kitselas First Nation and the Nisga'a by providing reading journals and other materials to add to their existing programs.



New Programs in 2019 that Align with Provincial Strategies

We collaborated with Diversified Transportation (a busing company) to improve access to the schools in our community who are at a distance from the library and have a hard time attending the library for class visits. These include the primary schools in the community of Thornhill and Cassie Hall, the primary school on the south side of the train tracks. Diversified's donation of one bus and driver a month for the library to use has broadened the access to the library of these schools that previous did not come for educational class visits.

We worked with the Macmillan Space Centre to bring the portable Space Planetarium to our community. The portable planetarium is too big to fit in the library so we worked with Suwilaawks Community School to bring the opportunity to our community. On a Non-Instructional Day (NID) for the School district Suwilaawks provided access to their gym and covered the cost of the clean up afterwards. We had a session that was open to the public, during a time when families needed to find something for their children to do on a NID, and we invited the three schools not part of the school district with a NID: Veritas, Ecole Mountainview, and Centennial Christian School. In total, we had 182 people come and learn through this interactive experience.

We have expanded our library of things collection, which we started in 2017, to a total of 139 items. This ranges from STEAM kits of all sorts (robotic and otherwise), outdoor activity sets (including Snowshoes, Pickle Ball Racquets, Disc Golf Discs, etc.), board games, Food Dehydrators and Steam Juicers, and instruments, to name a few. On average, we are seeing about 120 checkouts a month from this collection. A full list can be found here: <http://www.terracelibrary.ca/libraryofthings>

Outcomes and Outputs

In 2019 we had a total of 2,220 items checked out of the library by people who live in Kitselas, Kitsukalum, and the Nass Valley (Nisga'a). There is also 627 library cardholders in these areas.

We are also having more visits from the Headstart program (from the Nass Valley) run by Liza Haldane in the library. This as well increased the opportunities for learning and literacy in the lives of these people.

Our partnership with the Liza Haldane (in the Nass Valley) has led to an increased ask from them to attend more meetings in the Nass and other events which we cannot accommodate due to funding. They have seen how valuable the services we provide are to their community and their literacy needs and thus the request for more outreach and programs.

The library of things collection has provided access to items some people cannot afford or cannot justify buying for occasional use. We have provided access to learning outside the library in non-traditional ways, unlike books, with these items where people can interact with them at home or out in nature and parks. As well, some of these items help to develop a sense of community outside the library's walls, as they are communal items to be used with someone else or by a group of people, which helps to contribute to creating a bond and community.

How Has Funding Helped Address this Strategy?

The provincial Literacy grant pays for our programmer. Our programmer is a key component to the library and without the programmer; we would not be able to meet these priorities. In fact, if we did not have the literacy grant we would not have a programmer due to budget constraints with provincial funding not having increased in a long time and city council who is unable to provide funding for programs and outreach.

Government Strategy 2: Developing Skills

Our Goals That Support the Strategy

The closest goal the library has in its strategic plan is for staff training to ensure that library staff are knowledgeable about new technology so that they can assist patrons with said technology.

Ongoing Programs/Services that align with this strategy

Over the course of 2019 we ran seven 3D printing Certification workshops. These entail teaching the community about 3D printing, its applications and uses, and ensuring they understand how to use the library's 3D printer.

- One of these workshops was delivered to a grade five class from one of the local elementary schools. We receive request every once in a while to teach some of the elementary students about 3D printing. We taught a total of 47 grade fives about 3D printing.
- One of these seven workshops was delivered to a class from the high school. The class learned about modelling and printing in 3D. There were a total of 12 students. They were assigned projects where they had to use the 3D printer in their project.
- Two of these workshops were delivered to classes from the middle school. We had a total of 37 students learn about 3D printing and modeling.
- We hosted two 3D printing workshops to the public interested in learning about 3D printing and its implications. We had a total of 30 people over the two workshops.
- We had a small class of 8 from Mountain view Christian Academy in to learn about using the 3D printer.

New Programs in 2019 that Align with Provincial Strategies

We were very fortunate to have a retired college English instructor (with a PhD) volunteer to tutor from February to April, twice a week, offering to help people with their literacy needs including resume writing, reading, writing, and understanding school assignments (we have a lot of new college students from other countries and have a great need to learn English). Despite a lot of advertising of the tutor being there twice a week for a few months the Tutor only saw two people who were looking for help.

We brought in a renowned poet, Dr. Sarah De Leeuw, to run a two poetry workshops at the High School. The students were engaged and eager to participate. She was able to win over students who seemed disinterested and by the end of the workshops they were all eager to present their poems and participate. There were a total of 75 students who participated.

We have been bolstering our work with home school groups and their engagement with the library. We have had a great amount of success in helping to tailor what we offer with the

needs of the homeschool groups with that of what we can offer. One of the things we offered throughout 2019 is an early coding skills session for 22 kids of varying ages.

The teaching students at UNBC came for a visit to learn about early literacy resources. We instructed 23 students on materials to be used in early literacy and the benefits of early literacy and the library. We have a very concrete connection with UNBC's teaching program in Terrace.

Outcomes and Outputs

Our 3D printing certification workshops have reached 328 people in our community since we have had one to help develop skills in our community. We are providing an opportunity, in our community, to those who may not otherwise have access to 3D printing. We did not offer as many 3D printing sessions this year as we had our IT staff member leave the library to pursue a position at the City of Terrace so there was a gap in holding them as the new person was trained on 3D printing.

The library is seen in a different light as providing access to innovative technology.

The library is reducing the barriers to technology by making it accessible and easy to use and providing these valuable learning opportunities.

Our policy for use of the 3D printer is that you must have a library card. For anyone who does not already have one they must sign up for one. This helps to build the value in having a library card in our community.

We have a student who has taken a heavy interest in 3D printing. This student went through our workshop and is now designing their own objects to print and has become quite an expert in 3D printing. This student now volunteers their time twice a week after school to help people design objects to print. We do not have the extra funds to offer this extra help to our patrons. This student volunteers their time and we provide reporting to the school district of their volunteering for their high school graduation credits.

We were seeing a lot of international college students at the library and were hoping that the tutor would be of use to these individuals. This was not the case and the volunteer ended up seeing individuals who were not international students.

We have had to adapt how we offer literacy programs for the homeschool groups and it has opened our eyes to how they operate and what works for them. Word has spread through the groups which is positive for the educational offering for the youth of the community.

The UNBC Teacher program visits to the library are a great investment in educating the future educators as well as instilling in them the benefits of literacy and libraries. Some of the teachers in this program have gone on to teach in the local schools and they quite often come back with

their classes for school visits. At Terrace Public Library we are about the life-cycle and long play of literacy.

How Has Funding Helped Address this Strategy?

The purchase of the 3D printer and accompanying PC was possible with a donation by a private donor. The provincial funding provided the opportunity for some of the 3D printing workshops that were geared to the youth (grade fives, sixes, and Scouts).

The provincial Literacy grant pays for our programmer. Our programmer is a key component to the library and without the programmer; we would not be able to meet these priorities. In fact, if we did not have the literacy grant we would not have a programmer due to budget constraints with provincial funding not having increased in a long time and city council who is unable to provide funding for programs and outreach.

Government Strategy 3: Collaborating on Shared Goals

Goals That Support the Strategy

One of our Strategic Plan goals is to explore ways to involve more staff in community engagement as well as a goal to build new partnerships and strengthen existing ones with First Nation's communities.

Programs/Services that align with this priority

Outside of Strategy #1's list of programs and services (with regards to First Nations communities) we have for a long time worked with local literacy groups (by attending quarterly literacy meetings). At these meetings there is sharing about ongoing initiatives, services, programs, as well as planning large literacy events that are held annually.

A lot of our work with other organizations happens organically as it is a small community. It is about whom you know and whom you meet in the community. In 2019, we have had 282 outreach meetings with various organizations to partner and work together with in the community.

Every year we are strengthening our relationships with the schools in the area by providing programs at the library, at the schools, and materials/kits for their classrooms and "libraries."

We collaborate with libraries across the province in circulating book club sets for adults. We have expanded on the idea and provide YA book sets to the local high school for reading circles in classes. Once the high school is done with these books, they are available through BC Interlibrary Connect for other libraries to use.

We continue to share information amongst the libraries in the region, organically, and on occasion more structured. We commonly have staff from other NWLF libraries come to visit and learn from something we are doing here.

New Programs in 2019 that Align with Provincial Strategies

This year we collaborated with the local business community including the Downtown Improvement Area and the Chamber of Commerce. We partnered for Library month and Small business week which happened in October. Our goal was to bring awareness to the library, work with the business community, and drive up the reason to have a library card. We helped to drive business to the local community during a slow month (school supplies have been bought and Christmas shopping doesn't start for a bit). We ran a smartest card in your program for the month of October where we had 27 participating businesses in terrace who offered a discount for those who showed their library card. There were over 1000 participants who showed their card for the month of October and the majority of businesses said it was positive for them and they would participate again. We as the library offered advertising of the program and the businesses through the local paper, radio, and Facebook ads. We applied for a grant through the downtown improvement area to offset the costs of advertisement.

We worked with Sherwood Mountain Brewery to offer a pub quiz at their establishment. This worked for both the goal of the establishment and the library. The establishment goal being a way to bring in customers and foster a sense of community and the library as an organization that fosters a sense of community and wants to reach areas of the population that we do not typically reach. We had a total of 65 people participate in our pub quiz. The Crowd and owners were elated with it. This is the second time (2017 being the first) we offered a pub quiz at Sherwood Mountain Brewery.

We worked with the Northwest Library Federation and School District 82, with whom we share similar goals, to bring author and speaker Ivan Coyote to our community. The Northwest Library Federation strives to improve access to libraries part of the NWLF with relevant quality programming. The School District 82 has a goal of enhancing learner engagement and thus we thought the partnership between our three organizations would work well for Ivan Coyote. The School District provided the REM Lee Theatre, at no charge (usually a few hundred dollars to rent the space), which holds almost 700 people and the NWLF and Terrace Public Library covered the cost to bring Ivan here.

Outcomes and Outputs

Our partnership with the Nisga'a L.E.L.P has led to an increased ask from them to attend more meetings in the Nass and other events which we cannot accommodate due to funding. They have seen how valuable the services we provide are to their community and their literacy needs and thus the ask for more outreach and programs.

We have over the past few years seen an increase in asks from schools in both district 82 and 92 for class visits and programs. We have plateaued in the amount of visits and school programs we can accommodate due to a lack of increase in funding.

Our outreach has been effective in having the library partner with organizations that we would not generally/traditionally think of collaborating with. An example of this is our collaboration with the local mall to setup a space for Family Literacy Day where we handed out free books to people of all ages, highlighted our Library of Things and 3D printer. We saw a total of 150 people; a lot of which don't traditionally go to or think about the library. A common response we heard was "we didn't know the library offered..." which helps us to realize we need to get our message and services out to a wider base and that these outreach initiatives in non-traditional spaces is beneficial in getting our message out.

Ivan Coyote is a spoken word performer, writer, and LGBT advocate. Ivan Coyote performed stories to a full house (680 people – max capacity and people were standing in the aisles) at the REM Lee Theatre in September 2019. Students from Skeena Middle School, Caledonia, Coast Mountain College and members of the public were in attendance. Teachers thought it was one of the most impactful presentations the school has had in recent memory and many classrooms continued to discuss the issues of bullying and isolation after the event.

How Has Funding Helped Address this Strategy?

The provincial Literacy grant pays for our programmer. Our programmer is a key component to the library and without the programmer; we would not be able to meet these priorities. In fact, if we did not have the literacy grant we would not have a programmer due to budget constraints.

As well, the province funds the NWLF and some NWLF funds were used to help bring Ivan Coyote to our community.

Government Strategy 4: Enhancing Governance

Goals That Support the Strategy

We have a current strategic plan and there is no a goal in the plan that supports this strategy.

Programs/Services that align with this priority

Every year, the board and library director, looks at our strategic plan to ensure it is meeting our needs and the needs of the community as well as checking in to ensure we are meeting the goals of it. In 2020, we have begun the strategic planning process as our current plan expired.

Every board meeting, we review library policies to ensure they are relevant and up to date. As well, new policies are created in a proactive manner based around organizational and community needs.

Regularly we evaluate our programs, services, and the needs of the community. We use statistics that we gather as well as qualitative feedback we get from our community partners and patrons. Some of the evaluation comes through solicited feedback with passive programs where patrons let us know what they think of the library or said program. As well, we have a suggestion box where patrons can leave feedback and other suggestions. We also solicit feedback at the end of our programs. We use all of these to evaluate services and communicate our successes to our municipal funders. In 2017 we conducted a large survey soliciting feedback from patrons regarding our services. We will be conducting another one in 2020 most likely as part of our strategic planning.

Our board is a strong supporter and sees the value in having a workable strategic plan created from gathering feedback from our community, partner organizations, local government, as well as staff.

We report to our funders annually on how we are moving through our strategic plan. We could probably do a better job informing our partner organizations on our progress through our strategic plan.

Terrace Public Library is part of the NWLF which on occasion puts together workshops for its member libraries that has included governance workshops. In 2019, we brought up Babs Kelly from BCLTA to run a TOP Training session (as they have renewed curriculum). We had board members from Terrace Public Library, Kitimat Public Library, and Hazelton Public Library attend.

Outcomes and Outputs

Our municipality appreciates updates we give during our budget presentation regarding our progress on our strategic plan. We have heard from our council representative that it is something the municipality values. We are going to be moving towards a proactive model with our council and RD liaison as well as presenting to council more often going forward.

Our community, in general, sees the value in the library. We were mentioned, in a video created to attract doctors to Terrace, by a doctor as a place to go in Terrace (right up there with the local ski hill, the brewery, the pool, and sportsplex) – a huge win that showcases how important the library is (to the municipality). Our proactive nature ensures we meet the needs of our community and stay relevant!

How Has Funding Helped Address this Strategy?

We are greatly appreciative of the funding provided to the NWLF initiatives from the provincial government.

SUMMARY

The library continues to seek out various opportunities and partnerships to ensure its relevancy while meeting the needs in the community it serves. However, without the continued support from the municipality and regional district this might be a bleak situation. This is why in Terrace Public Library's strategic plan, 2015-2020, we have put advocacy as a major goal to address and have completed our first Advocacy Plan in 2019 and have started on some of the action items. This document will be helping to steer the library in new directions in order to ensure we reach a wider audience.

As stated in the introduction we still face challenges around increasing costs of technology and the needs, of our community, for low barrier programming in the face of fairly static funding budgets from the municipality, regional district, and provincial government. These are challenges that are common across libraries of all sizes in BC and we know libraries have always been institutions of frugality and adaptation. Our community, as many across British Columbia, are facing increased levels of those affected with mental illness and addictions struggling for support. We see and work with these individuals on a daily basis and some situations have become clear that we will be seeking funding and research best methods, in 2020, to help and assist these people in our library, as we are currently unstaffed/untrained in these areas.