PROVINCIAL PUBLIC LIBRARY GRANT REPORT

INTRODUCTION

Richmond Public Library acknowledges the Libraries Branch at the Ministry of Education for the provincial support we receive, allowing us to deliver on our mandate of providing essential resources for the education and empowerment of our community members. Serving all our residents with a focus on families, youth, seniors, new Canadians, job seekers and the tech-curious, and ensuring that they have the educational and literacy tools to thrive, will guarantee a brighter future not only for our community but for our province as well. We work collaboratively with other libraries and community partners to leverage shared resources and offer high quality services. By providing excellent print and digital resources as well as cutting edge technologies, and facilitating community building and collaborative learning, the library continues to provide value to support the changing needs of our community. Richmond Public Library appreciates the continued support from the Libraries Branch to realize these goals and is proud to support the Provincial Strategic Plan – *B.C.'s Strategic Plan for Public Library Service 2020.*

Description of Richmond

Richmond is a unique and ethnically diverse community with a large immigrant population, many of whom place a very high value on education and learning. Many people who come to settle in Richmond are interested in starting a local business, expanding their current business, or exploring development opportunities in Richmond. Transformed from a rural community to an international city, Richmond continues to develop its downtown core and waterfront areas. Even with the rapid changes Richmond has seen, the community continues to place a high priority on protecting the natural environment and preserving its heritage.

Richmond Public Library: The Community Hub

Richmond Public Library is a leader in offering creative, customer-driven and customer-led services for residents of all ages. Our focus is on providing innovative opportunities for lifelong learning, and easy access to services.

While mitigating the impacts of COVID-19, Richmond Public Library has continued to deliver exceptional service to our community. Staff adapted and shifted virtually overnight to offering online program and service delivery while working remotely. Then, when deemed safe to do so, staff returned to the branches to process holds, checkouts and returns for the community. In just 3.5 months, staff fulfilled over 35,000 customer holds through our Curbside Holds Pick up service. We've also continued to support customers who could not come to the library to pick up their holds, delivering over 2,100 items to Home Services Delivery customers. Since March 2020, the library has held almost 900 online programs with over 42,000 participants and launched a new, simple and easy-to-use website. Staff also responded to community needs by participating in a 3D printing partnership initiative and printing over 1,200 face shields and ear savers that were donated to local healthcare providers. The library is continuing to safely restore library access to meet the needs of our community which includes expanding our hours, and reopening our reading lounges and collaborative study spaces. Richmond Public Library is proud to be one of the city's

busiest community facilities; before the pandemic, we welcomed over 3,500 customers at our library branches daily and currently we see almost 800 customers a day at our quick drop-in service system-wide.

Demographics of Richmond

As a dynamic, multi-ethnic community with a current (2021) estimated population of 224,425 [1], Richmond is a thriving urban centre. According to the National Household Survey from Statistics Canada (2016), 75% of Richmond's population is of Asian origin [2]. Newcomers have contributed significantly to the diversity and vibrancy of the City of Richmond.

[1] *City of Richmond, Population Hot Facts*
https://www.richmond.ca/__shared/assets/Population_Hot_Facts6248.pdf
[2] *Statistics Canada, National Household Survey for Richmond, BC*
https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Code1=5915015&Geo2=PR&Code2=59&SearchText=Richmond&SearchType=Begins&SearchPR=01&B1=Ethnic%20origin&TABID=1&type=0

Challenges faced by Richmond Public Library

The biggest challenges the library faces are:

- keeping up with library users' increasing digital needs;
- meeting library users' increasing demands for study and work spaces;
- meeting the multicultural needs of our diverse community;
- all while preserving the fundamental value of literacy.

Strategic Plan

Following the 2018 Public Consultation, the library created a three-year Strategic Plan. Based on the information our community provided to us in 2018, a strategic vision for library services in Richmond emerged around **five Strategic Goals** that the library aims to meet. The library is in its final year of the 2019 – 2021 Strategic Plan.

The library's success is measured as it relates to the five new strategic goals: Community, Marketing, Resources, Core Services and Space. More information about the library's new vision and mission statement, plus the priorities related to each of the five strategic goals in the 2019 – 2021 Strategic Plan can be viewed at http://rpl.yourlibrary.ca/account/about_rpl/strategic_plan.

2020 was the second year of the library's three-year Strategic Plan.

When the Provincial Health Orders required Richmond Public Library to close its doors, the library refocused its 2020 goals and priorities to provide immediate support to the community in dealing with the new and sudden challenges of remote working and learning, social isolation and the mental strain and frustration that, for many, accompanied dealing with the impacts of the pandemic. In 2020, the library implemented and achieved many unforeseen initiatives and programs to support the community of Richmond through a very challenging year.

1. The library partnered with the Richmond Emergency Response Centre to support staff and residents with technology tools and training.
2. Within weeks of the library having to close its doors, staff implemented remote working technology system-wide and deployed a variety of customized and broad training to enable staff to deliver online programs and support customers remotely by phone and email.
3. The library partnered with the City of Richmond to provide a week of virtual Pride Week programming that featured, for the first time in Richmond, a Drag Queen Storytime.
4. The library collaborated with library leaders in BC and across Canada, local government and organizations to develop and share best practices throughout the pandemic, align how libraries would reopen in a phased approach and make important decisions quickly while working in a virtual environment.
5. The library utilized the Technology Grant to purchase a license for BookFlix, a popular and interactive resource for children and families to explore together. In addition, an upgrade to the library's wireless infrastructure improving Wi-Fi connections both inside and outside our four branches is in progress, and the library is in talks with a BC telecom provider to purchase Wi-Fi hotspots for use with a community partner to support our residents and enhance their digital connectivity and technology experiences.

These initiatives and programs are in direct support of the four Government strategies identified in *B.C.'s Strategic Plan for Public Library Service 2020.*

PROVINCIAL PRIORITIES

The Province focused on the following priorities in 2020:

1. Improving access for British Columbians
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

PRIORITY 1 - IMPROVING ACCESS FOR BRITISH COLUMBIANS

Indicate which of your library's goals, programs, services and/or partnerships support this priority and describe their outcomes.

People need access to the internet and digital technologies. As community hubs, libraries are providing vital access and helping people connect and navigate the digital world. We will continue to facilitate resource-sharing and help the development of a reliable and equitable digital infrastructure for library services. This work is critical to ensuring a strong digital future for people in all areas of the province.

»» Promote opportunities to improve the stability and dependability of highspeed, broadband internet service - particularly for libraries that have the greatest need. For this point, speak to the need to ensure everyone in our community has access to reliable and equitable digital infrastructure.

Free access to computers and Wi-Fi for the community has always been a high priority for Richmond Public Library and re-introducing these essential digital services remained significantly important during the pandemic. The needs of our customers became even more heightened during this time as they were seeking to access critical government financial supports and services, stay connected to local community resources, and maintain social/personal relationships.

Following all provincial and municipal health and safety guidelines, computer lab access re-started as a registered service in July. As Provincial Health Orders shifted, library staff re-created this traditionally drop in service to meet the changing requirements of pandemic service. The service, which includes access to staff assistance, computers, printers, scanning and photocopying was expanded from its original registered-only access to allow customers in each of our branch locations to drop in and access the service any time during library open hours.

In June, the library partnered with the Richmond Emergency Response Centre (ERC) to support staff and residents with technology and training. The library provided two computer terminals, eight iPads and offered eServices library cards to the residents so that they could access the library's digital collections and resources. To support residents using this technology, the library developed learning materials and connected them to essential digital learning resources, including Niche Academy for extended learning.

»» Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of library collections, wherever they live.

In 2020, customer demand for digital books and resources increased significantly while the library doors were closed. This increased demand for digital collections continued even with the launch of Curbside Holds Pickup service and the re-introduction of limited in-branch service. To meet the increased digital demand, the library increased its digital collections budget by 43% and invested in its ebook collection by purchasing new materials for all ages.

The library also invested in new digital resources for the community that encourage interactive reading and listening for children and those learning English. BookFlix, a popular interactive resource for children and families that engages readers through animation, read-alongs, games and puzzles was introduced in December. The addition of BookFlix was funded by the one-time Provincial Technology Grant and more information about the launch of this new service can be found in that section of this report.

The Inspire Curiosity campaign continued in 2020, partnering with the Richmond School District as well as both independent and private schools to put library cards in the hands of grade 1, 4 and 8 students that did not already have them. A total of 647 students received new cards in 2020. This initiative supported students and their families with their online learning as the cards provided access to digital resources during the library's closure as well as physical materials once the library re-opened.

The library prioritized easing social isolation for home-bound library customers with Home Services deliveries of library materials. Over 2,100 items were delivered to 64 library customers from March to December. This included a delivery of three months worth of books to Home Services customers at the beginning of the pandemic to lessen feelings of loneliness and boredom while the library was closed. Library staff met the individual needs of customers through readers' advisory over the phone.

The library introduced an eServices card for customers who did not already have a library card, so that they could access the library's digital resources. This access was especially important during the period when the library was closed due to the pandemic. Almost 2,400 new customers registered for the eServices card and started using the library's digital resources. As the library is now open, work is underway to convert all eServices cards to regular library cards, giving these cardholders full access to library programs, materials and resources.

Indicate which of your library's goals, programs, services and/or partnerships support this priority and describe their outcomes.

To support the delivery of quality programs and services that people depend on, we will work with the library community to guide our investment in training and professional development opportunities.

»» *Develop a learning framework starting with an environmental scan and the creation of an inventory to guide the ministry's strategic involvement in capacity building.*

Richmond Public Library staff pivoted swiftly at the onset of the pandemic to meet the suddenly changing needs of the community. Within weeks of the library having to close its doors temporarily, the library began to offer online storytimes, first in a pre-recorded format on YouTube, and then shifting to a live format on Facebook so that customers could interact with library staff.

With progress towards achieving some of the goals and priorities from the library's 2019 – 2021 Strategic Plan underway, library staff shifted their focus from in-person to online service delivery. Foundational remote working technology was quickly implemented in March and all library staff received training and supportive materials from IT to be able to work from home. By ensuring that customer service training was underway and scheduled for all staff, along with in-house training opportunities and the introduction of internal technology tools, staff were well-positioned to deliver online programs while working from home despite not having previous experience. Online program selections continued to increase for all ages once staff returned to work in the library. As library services expanded further, staff carefully modified in-branch physical access points and spaces to safely serve the community and create a welcoming library experience.

»» *Continue to collaborate on the development of ongoing professional learning and training programs.*

Richmond's homeless count in March 2020 revealed that the number of homeless residents had risen to 85 individuals. This represented a 21% increase since the last count in 2017.

To help meet the library's 2019 – 2021 Strategic Plan goal of building and growing our community by reaching out to vulnerable populations, and developing and leveraging our resources by investing in staff, the library implemented a system-wide training project on homelessness awareness. The library purchased a training license from homelesslibrary.com and provided 3.5 hours of core training on homelessness to all library staff. Staff completed this training throughout 2020. Librarians, supervisors and other public service staff also completed seven additional webinars that complemented the core training and further highlighted different aspects of Empathy-Driven Enforcement. Following the training, staff reported on their key learnings and takeaways.

The outcomes of this training are a decrease in the number of incidents involving customers and staff, a better staff understanding of how to apply the principles of empathy-based enforcement, and ensuring that staff are better equipped and empowered to effectively and confidently approach and deescalate situations before they become a documentable incident.

Based on the positive feedback received from staff about the training, further educational opportunities will be explored, including on the topics of anti-racism and trauma-informed training.

»» Develop an orientation guide for new library directors that explains how provincial initiatives, services and legislation affects and supports their work.

As the Vice Chair of ABCPLD, Richmond Public Library's Chief Librarian participated in regular monthly meetings to support colleagues around the province and share best practices throughout the pandemic.

Indicate which of your library's goals, programs, services and/or partnerships support this priority and describe their outcomes.

Engaging citizens – listening to British Columbians and raising awareness - improves public service and makes people's lives better as they benefit from government programs and resources. Engagement creates social inclusion, greater transparency and helps ensure the perspectives of traditionally marginalized groups are heard. It leads to more inclusive institutions and services. In our communities, libraries provide these vital opportunities and help increase understanding. We will work with libraries and support their important role in engaging citizens.

In February 2020, the library, together with long-time community partner Mary Wilson, celebrated Black History Month with a film screening and a series of in-person speaker events, culminating with a panel discussion and debate on the current status of Black History Month in Canada. The 2020 theme recognized the contributions of Black Canadians to arts, music, culture and sports, while breaking down historical barriers.

In July 2020, the library partnered with the City of Richmond to offer a week-long series of programs to celebrate Pride Week. From daily storytimes featuring stories celebrating inclusion and diversity for young children and their families, to an online film screening about six LGBTQ2S+ artists to a visual author talk with Brendan Fernandes, the library ensured that community members of all ages were afforded the opportunity to learn, build understanding and foster acceptance. The featured event of the week was a Drag Queen Storytime, the first event of its kind in Richmond. Miss Gina Tonic, the storyteller, was filmed in-front of a live audience outside Hamilton Community Centre and this presentation was also shared over Zoom.

Richmond Public Library has always offered programs to welcome and help integrate newcomers into our community. 2020 was no exception. Together with NewToBC, the library welcomed two cohorts of Library Champions, teaching participants valuable networking, advocacy, public speaking and social media engagement skills. In 2020, 27 Library Champions reached over 800 newcomers in Richmond and their social media activity made over 2,200 impressions.

»» Bring the library community together to foster knowledge-sharing, collaboration and lasting reconciliation with Indigenous peoples.

Richmond Public Library is committed to supporting Truth and Reconciliation. The library continued to build its Indigenous Perspectives Collections and adjust subject headings to responsibly represent Indigenous cultures and heritage. Library staff honoured National Indigenous Day on June 21 and Orange Shirt Day on September 30 by offering Indigenous-themed storytimes and adult-focused film screenings. In October 2020, the library welcomed Indigenous author Monique Gray Smith; ten classes of grade 1 through 4 students participated in this virtual author event. The library continued to be an active member of the Richmond Indigenous Collaborative Table.

»» Promote libraries as spaces to engage people in conversations about the provincial programs, policies and services that affect their lives.

»» Work to improve people's access to government resources and tools.

At the beginning of the pandemic, library staff researched and compiled a repository of municipal, provincial and federal resources and information to support the community through the pandemic. This information was featured on the library's website homepage during 2020. Librarians also provided virtual support by phone and email to help the community access these resources.

Indicate which of your library's goals, programs, services and/or partnerships support this priority and describe the outcomes.

Successful leadership and library service excellence depend on effective governance and accountability. Boards provide strategic direction at the local level and are responsible for ensuring libraries meet their financial, legal and community obligations. We are providing strategic direction at the provincial level and will continue to support governance education. How do our strategic goals align with those of the Libraries Branch?

»» Strengthen system governance by supporting board orientation, advising of best practices and by facilitating learning opportunities for sector leaders.

Richmond Public Library Board trustees participated in a variety of training opportunities, networking events, committees and initiatives to support their governance responsibilities and oversight of the library's 2019 – 2021 Strategic Plan. In 2020, Library Board members expanded their knowledge and brought valuable information back to the library after attending national and international library conferences and workshops presented by BCLTA, InterLINK, ABCPLD and others.

Library leadership also ensures that staff and external presenters support Board development and learning through regular Board Education sessions ranging from library operations to City and community partner initiatives. Trustees are invited to request topics they would like to learn more about so they are better equipped to represent the library, serve the community and advocate on behalf of the library. In 2020, these topics included: Intellectual Freedom, the library's refocussed customer service strategy, an introduction to the library's new website and a presentation on the impacts of going Fine Free.

In March 2020, the Library Board immediately pivoted to virtual Board meetings for safety; Board policies were amended to support this change. The Board Blog proved to be an effective communication tool to share information and initiate conversations about important topics of discussion. Virtual BCLTA and InterLINK meetings, workshops and trustee meet-ups provided a welcome opportunity to connect with, listen to and share in the concerns and experiences of other library trustees while discussing ways of overcoming the unprecedented challenges presented by COVID-19.

To support the library, the Board also contributed to and approved new policies needed to address the impact of the pandemic on library operations and supported staff as they developed and implemented safe work plans, best practices and training opportunities to realize the gradual restoration of programs and services at the library.

»» Improve the Annual Survey to better understand and address today's complex, social challenges.

»» Work with library stakeholders to revise the grant system so provincial library funding is more transparent, flexible, sustainable and equitable.

Please summarize and describe the outcomes of projects implemented (see Appendix for information about demonstrating outcomes).

Under the 2020 Library Technology Grant, Richmond Public Library received $38,538 towards the enhancement of digital services, technology and broadband connectivity initiatives. Since reporting in October 2020 on the status of the library's three projects funded by this grant, we can provide the following updates:

Wireless infrastructure upgrade
The 2020 Library Technology Grant will enable Richmond Public Library to offer improved Wi-Fi access for the community. To address the financial barriers to home internet access experienced by low-income residents, the library has offered free Wi-Fi access at its branches since 2004. In 2021, the library is focusing on improving connectivity for the community and is using a portion of the 2020 Library Technology Grant to upgrade the existing wireless system at all library branches. This will improve the reliability and capacity of the library's Wi-Fi service and will enable customers to make more stable connections from the exterior of our buildings based on their internet connectivity needs. This initiative will help to meet the provincial strategic goal for public libraries to improve access for British Columbians.

While awaiting the delivery of the hardware, plans are in progress with the City of Richmond's IT department to start network preparations. Since last reported in October 2020, 11 access points and one Power over Ethernet (PoE) switch have been ordered from Telus.

This initiative is in progress and will continue throughout 2021.

Wi-Fi hot spots
Using a portion of the 2020 Library Technology Grant, the library aims to offer a collection of lendable Wi-Fi hotspots in collaboration with a community partner, to enhance the number of supported internet users in the community. These lendable hotspots will improve connectivity for individuals without internet access at home or their own data available to use while on the go. This initiative will help to meet the provincial strategic goal for public libraries to improve access for British Columbians.

Currently, Richmond Public Library's IT staff are working with TELUS to determine the technical feasibility of this product offering. Senior staff, together with a trustee who has a professional connection with TELUS, are investigating the possibility of a pilot project for Richmond Public Library and Powell River Public Library.

This initiative is still in the beginning phase and is expected to continue through 2021. However, if this proves too expensive and complicated to implement, the library will pivot to provide an updated project that can be introduced to the Richmond community quickly.

BookFlix launch – new subscription learning database for Richmond Public Library customers

Richmond Public Library is committed to strengthening early literacy skills in young learners and during COVID-19, the library has been exploring how it can provide online learning materials that schools, children and their families can use to build these skills. A portion of the 2020 Library Technology Grant was used to purchase a license to BookFlix, a digital literacy resource powered by Scholastic, where stories and non-fiction connect through animation, read-alongs and interactive games and puzzles. On December 18, 2020, Richmond Public Library launched this resource to the public. As of the end of January 2021, there had been over 1,350 visits to the library's BookFlix page, including almost 500 click-throughs from a scrolling web banner promoting the new service on the library's home page. The new resource was promoted to families over the Christmas break and continues to be promoted to families and schools as a supportive, fun and engaging resource for young learners. This initiative will help to meet the provincial strategic goal for public libraries to advance citizen engagement for British Columbians.

This initiative is complete.

Funding Update

Since the Interim Technology Grant Report was submitted in October 2020, no other projects have been launched. The BookFlix resource launched on budget for a total of $9,400. To date, the library has committed about $16,000 of the 2020 Technology Grant to the Wi-Fi upgrade budget. Any surplus funding will be put towards the cost of implementing Wi-Fi hotspots. The reallocated budget of $13,100 for the Wi-Fi hotspots can be utilized to increase or reduce the number of hotspots purchased/data volumes to match the remaining funds available.

Describe how the library was impacted and responded to the COVID-19 pandemic. Please include the challenges faced, any innovative services or practices developed, as well as any emerging trends and ongoing needs identified.

2020 and the pandemic presented a number of challenges for the library, but at the same time, gave us the opportunity to rethink how the library delivers service to our community. The library pivoted swiftly to ensure the community would be supported and over the year, staff sourced, piloted and implemented foundational new resources, services, space improvements and programming that will benefit the community for years to come. In 2020, we:

1. Shifted virtually overnight to online service and program delivery, working remotely and then in our branches processing hundreds of holds, checkouts and returns to keep our community connected with the library
2. Offered almost 900 online programs to over 42,000 participants
3. Fulfilled over 35,000 customer holds requests via Curbside Holds Pick Up in just 3.5 months
4. Created an eServices library card for accessing digital collections and welcomed almost 2,400 new cardholders
5. Participated in a 3D printing partnership initiative to print over 1,200 face shields and ear savers donated to local healthcare providers
6. Launched a new intuitive website to simplify navigation for our customers and highlight need-to-know information during the pandemic, including government resources
7. Eased social isolation by supporting the library's Home Services customers with deliveries of over 2,100 items during the closure
8. Issued over 600 new library cards to grade 1, 4 and 8 students as part of our Inspire Curiosity Library Card campaign despite not being able to visit classes
9. Offered a variety of free online programs and activities during Summer Reading @ RPL with over 2,000 children, teens and adults participating
10. Launched our second book dispenser at the Seniors Centre at the Minoru Centre for Active Living
11. Capitalized on the time the library was closed to customers to RFID tag our entire collection
12. Installed new computer equipment and furniture

The COVID-19 pandemic presented a number of unexpected and extraordinary costs to safely provide library services to the community. Shifting to a virtual service model and ensuring that WorkSafeBC requirements and PHO protocols were in place necessitated the purchase of additional resources, technology tools, equipment and services.

Richmond Public Library's 2020 COVID-19--related costs amounted to $67,650. This included the purchase of safety equipment and PPE, signage, computer equipment and furniture, and working from home software.

SUMMARY

2020 was the second year of the library's three-year Strategic Plan. Richmond Public Library achieved and celebrated many new initiatives that directly supported the five Strategic Goals as outlined in our 2019 – 2021 Strategic Plan.

As we have now entered the third and final year of our Strategic Plan, we will focus on the most important remaining initiatives to support the five goals in our 2019 – 2021 Strategic Plan, in the areas of community, marketing, resources, core services and space. In 2021, the library will also begin the process of preparing the next Strategic Plan, which will build upon the core elements and goals of the current plan.

On February 14, 2021, the library introduced a fine free model and joined over 270 other libraries across North America in eliminating late fines and reducing barriers to access. We firmly believe that libraries are at the heart of their community and it is our role to ensure that all community members, regardless of circumstance, have access to the library's programs, resources and services.

Another key area of focus in 2021 will be to support library staff in their digital literacy development and ensuring we continue to provide programming, services and access to resources remotely and virtually to customers. Virtual programming successfully met the immediate needs of children and parents, teens, adults and seniors all experiencing isolation and because of the online platform, the library was able to reach so many more people in our community. To support technology training and access to digital tools for library users, library staff provided training and support through a variety of means to library customers and local community organizations. We will continue to build on this support in 2021.

Programming and partnerships to connect our community continue to be a priority focus. The library is continuing its Inspire Curiosity campaign to reach all grade 1, 4 and 8 students in district, private, independent and non-traditional schools to ensure that they each have a library card. Together with the Sister Cities Advisory Committee, the library plans to build on the continued success of One Book Three Cities and expand the program to five cities while introducing a full-length novel as 2021's feature book. Further City collaboration is confirmed with the City of Richmond Public Art Program to create the Engaging Artists in Community which is an artist-in-residence opportunity the library will host in 2021 and potentially into 2022.

Richmond Public Library remains committed to playing a key role in reducing social isolation, informing and engaging our community as move through the phases of the pandemic and beyond.

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: RICHMOND PUBLIC LIBRARY

Total Technology Grant Amount: $38,538.00

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Connectivity (internet speed, connection capacity, etc.) **Connectivity upgrade (Wireless Infrastructure Upgrade, to improve speed and quality of library systems and public Wi-Fi)**	Upgrade the Wi-Fi infrastructure to increase the total capacity of the wireless network across RPL branches. This initiative aims to make Internet access as universal as possible. Increasing the number of users who come to our facilities for network access, this lowers barriers to information and government services.	Key performance metrics: peak concurrent sessions, peak bandwidth usage, total number of sessions per period of time, total amount of bandwidth consumed per period of time. Marker of success: increase in all metrics, after adjusting for changes in service usage patterns due to the procedural responses to the COVID-19 pandemic.	Advancing citizen engagement Increasing opportunities for people to access information and resources through our commitment to free access and providing a reliable high-quality Wi-Fi infrastructure	Purchase and deploy 12 Cisco APs along with supporting POE+ network switches.	The City of Richmond will be providing labour in-kind as well as technical oversight as the hardware will be providing access to the municipality's network.	Q4 2020: • Purchasing • Deployment to begin upon receipt and concluding Q1 2021.	Estimate: $15-20k Allocation: 12 Cisco access points. Some POE+ switches will be required to ensure compatibility especially at branch sites.	City will be purchasing 1 x POE+ switch	Audit under way to determine how many network switches will be required to facilitate the 12 APs. This is where the price variance comes from. Potentially only need to replace Ironwood switch. Cambie may require a site to site VPN to accommodate access to City network
Connectivity (internet speed, connection capacity, etc.) **Patron loanable devices (Wi-Fi Hotspots)**	Loanable Wi-Fi hotspot devices for community borrowing. The goal of RPL is to help reduce barriers to faster more reliable internet access for vulnerable populations in the community. Internet access can provide a range of benefits including rise in income, inequality reduction and access to provincial government services.	Key performance metrics: number of users, and usage rate per unit. Marker of success: each unit has 75% usage rate over the year (no more than 25% idle time).	Advancing citizen engagement Increasing opportunities for people to access information and resources through accessible loanable Wi-Fi Hotspot devices and providing digital inclusion.	Purchase hotspots for general public access, staff use when doing outreach, for community partnerships, and to support vulnerable populations. Create booking platform (online/phone/in-person accessible) Reach out to community partners about new collection available Draft marketing plan to promote collection Create survey for users	The City of Richmond will be providing bulk pricing for purchasing via their Telus account. Partnerships explored to date include a technology lending program with Steveston Community Centre – Seniors Services and Richmond Family Place.	Q4 2020: • Purchasing • Staff training • Creation of booking platform • Creating survey to collect impact data • Set up of devices for public use Q1 2021: • Access for public of resource • Promotion of resource and reaching out to community partners who have secured technology/device lending programs.	Estimate: $8.5-9k Allocation: 10-13 Wi-Fi hotspot devices with data	Local libraries who currently subscribe to this resource, such as Fraser Valley Regional Library and Burnaby Public Library, were consulted and further collaboration will include Richmond School District.	
Digital programming **Providing access to online collections in formats that best suit your communities' needs (Subscription learning database)**	The acquisition of a new subscription learning database for early readers, which builds literacy skills through multi-disciplinary learning, and provides further support for educators and families. RPL will utilize this online resource to provide remote online learning opportunities, and to integrate it into literacy programs for ESL students and emergent readers.	Key performance metrices: average monthly log in Marker of success: average of 1k logins per month. Usage increases by 5% over the course of promotion.	Advancing citizen engagement Increasing opportunities for people to access information and resources. Improve access for British Columbians to RPL programs, services and collections. Promoting lifelong learning and encouraging every learner to maximize their potential	Purchase a one-year subscription to BookFlix. Training for staff – Children and Family Services to start, additional public service staff to follow. Marketing plan drafted to promote the product as an innovative addition to our e-resource.	Local libraries who currently subscribe to this resource, such as Fraser Valley regional Library and Burnaby Public Library, were consulted and further collaboration will include Richmond School District	Q4 2020: • Purchasing • Staff training • Promotion – social media campaign and direct information to community partners Q1 2021: • Access for public • In library programming	Cost: $9k plus tax Allocation: BookFlix database with technical support		