



Provincial Grant Report 2019

MARCH 2, 2020

Hudson's Hope Public Library

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COME IN, GO ANYWHERE!



HUDSON'S HOPE PUBLIC LIBRARY

Community Hub

The Hudson's Hope Public Library is located in a small north eastern community within a large municipal district. Our library is fortunate to have a generous municipality that has provided us with a building specially built as a library. The buildings log structure overlooking the Peace River highlights the pioneer origins of the community.

Many of our local facilities are open seasonally including the Curling Rink, Ice Arena and Outdoor Pool. Our central location, excellent programs for children and youth and our amazing library team preserve our reputation as a community hub throughout the year.

Local Industry

The main employer in Hudson's Hope is BC Hydro at the GM Shrum and Peace Canyon dams. These dams supply the majority of the energy produced by BC Hydro in the Northern Region. The two dams located in the District of Hudson's Hope provided 94.92% of the BC Hydro supply of energy in the Northern Region in 2019. The Northern Region makes up approximately 2/3 of the land mass of British Columbia. When compared with the entire province of BC and its BC Hydro energy production, we make 26.71% of the provincial energy supply here in the District of Hudson's Hope. (https://www.bchydro.com/community/in_your_region.html#reports)



The Site C dam and hydroelectric generating station has entered its fifth year of construction with a projected completion for 2024, according to the Northern Community Relations 2019 Annual Report. This project is resulting in a significant increase in commercial traffic traversing through Hudson's Hope. Our local food providers and gas retailers are noticing higher sales from the increase in traffic and resident workers but the increases are not having as large of an impact on our daytime patron flow. This is likely because the main worker demographic is one that are less likely to take advantage of library services, young to middle age adult males who are single or working away from their families.

Challenges and Celebrations

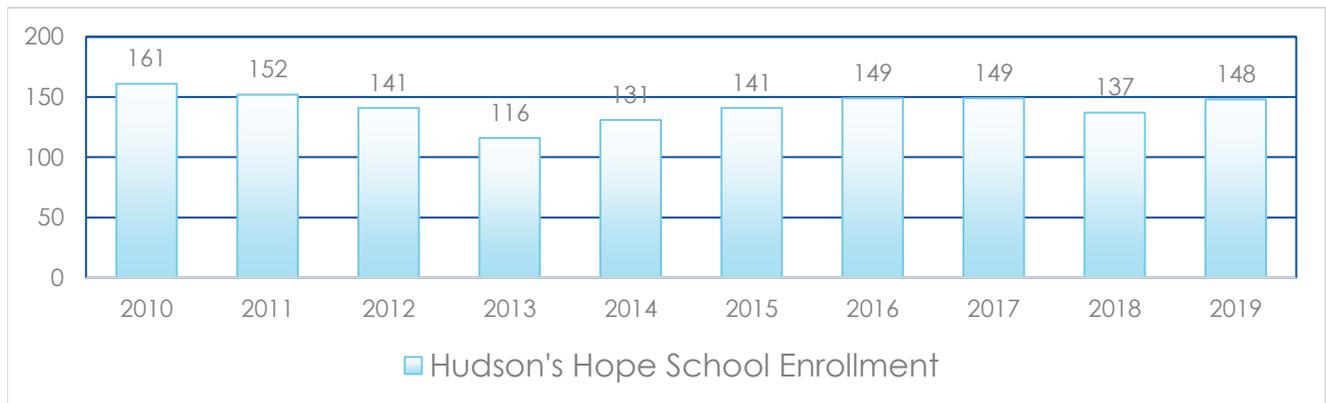
For our 2019 budget, the Board continued to support a grant goal to be included in the budget, which decreased the amount of work from the previous year when we were increasing budget lines as funds arrived. This grant goal initiative assumed that the grant goal would be reached and if we were not able to reach the grant goal, the Board was willing to support the budget from our reserve accounts. This provided operations with steady budget lines and enabled staff to work consistent hours throughout the year. For two years in a row we have been able to carry over some grant funds to take the pressure off searching for new grants to reach the goal, however in 2020 these grants will all come to completion and we will once again need to meet the grant threshold.

Generous support (\$500 or over) received in 2019 and how the funds were directed:

<u>Donor</u>	<u>Amount</u>	<u>Direction for funds</u>
GO Grant	\$5000	Operations: Program Support, ½ carried over from 2018
Pembina	\$5000	YA Programs & Section Upgrade, carried over from 2018
Children First	\$1850	Early Learning, carried over from 2018
AgriSpirit	\$15000	Furniture Upgrade, carried over from 2019 to 2020
Courthouse	\$3000	Law Matters legal collection
Peace River	\$500	Children’s Programs, carry over to 2020
Hydro Partners		

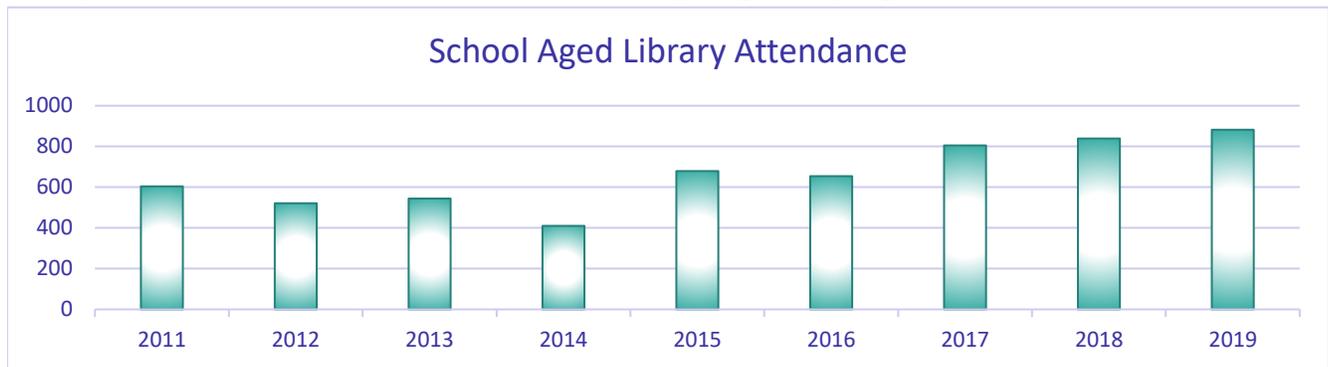
Demographics

The following chart illustrates population trends for the District of Hudson’s Hope through school enrollment at the beginning of each school year. The Hudson’s Hope school has recovered enrollment in the school year starting in 2019, which is 27.6% higher than the population dip indicated for the school year starting in 2013 and 8.1% lower than peak enrollment in the school year starting in 2010.



The table below indicates how many school aged children attended our programs each year. The similarity in the distribution of our program attendance compared to school enrollment displays a direct correlation between the attendances of our programs with how many children are enrolled in the public school. Increases in attendance after 2015 are, in part, due to STEAM initiatives and the

steady increase after 2016 is due to the addition of young adult programs.



Strategic Plan

We updated our Strategic Plan in 2018 and the new format lends very well to having a complimentary Operational Plan to solidify the operational and governance structures of our board and staff. We have upgraded our plan to include five strategic areas; *Customer Experience, Community Engagement, Library Atmosphere, Board & Employee Experience* and *Sustainability*.

Mission: "We are a welcoming hub that helps people grow without limits by providing free access to a rich array of the world's stories, ideas and information."

Vision: "Our library promotes and encourages lifelong learning in our community."

The first goal in our strategic plan is *Customer Experience*. In 2018, we obtained \$6850 in operational grants to support programming. We continued collaborating with the District of Hudson's Hope (DoHH) Events Coordinator to provide Pro-D Day Camps, where DoHH provides the morning active portion and the Library facilitates the afternoon activity portion.

Our goal for *Community Engagement* has been maintained through a number of initiatives. We have obtained a Families First grant, which resulted in us facilitating community collaborations within early learning businesses and organizations throughout the year. We plan to complete the purchase and cataloguing process for theme bins to provide loanable cognitive development toys for babies and toddlers.

The Board has also supported an annual capital allocation toward a technology upgrade reserve to ensure that we are providing up to date technology to meet the ever-changing needs our patrons.

Community collaborations have proven very successful with DoHH. The Events Coordinator provides a physical component to our Summer Reading Club (SRC) and Culture Camps. Collaboration with school was initiated, but we hit a barrier with ongoing programming staffing turnover at the end of 2018 and start of 2019. Staffing has now stabilized and we hope to reassess the feasibility of this collaboration goal within our new staffing model.

We plan to improve the *Library Atmosphere* to solidify our role as a community hub in our town. We adjusted our goal to upgrade our Reading Room with an update to the YA section of the library. Both

sections would have been able to meet the specifications under the grant, so it was a good choice to choose the lower work project during the transitional period for staffing. All needed funds for planned projects have been received and the Reading Room is scheduled for upgrade early in 2020. Once the furniture upgrades are complete, we plan to conduct a use analysis of our library space to ensure that we are fully meeting the needs of the community.

DoHH added our building to their monthly safety checks in 2018. This should result in some long time service issues being repaired or upgraded in our facility, which, had not been addressed due to Public Works management turnover. In 2019 the DoHH was able to address heating and cooling issues within the library and are looking to continue these upgrades in 2020 as well as replacing our roof and exploring the option of a lighting upgrade.

Focusing on *Board & Employee Experience* ensures that our organization promotes innovation and progress. Through this initiative, two staff members attended the Beyond Hope Conference in Prince George and one staff member attended the Rural Libraries Conference in Grande Prairie.

We have made great progress in our goal of *Sustainability* by signing a service agreement with DoHH. In 2019, there was no anticipated change to budget presentation procedure or method of communication with DoHH compared to previous years, although this was the aim of the board when developing the service agreement.

DoHH has secured a 1% annual increase, which provides much needed financial stability but this annual increase does not meet inflation so it is up to association fundraising to meet inflationary increases in the budget. Calculated at an average of .7% per year (assuming 1.7% inflation), means that HHPL would need to supplement the annual budget at an ever increasing rate to avoid making staff cuts. From the start of the service agreement, this would calculate out to \$3700 in 5 years and \$7900 after 10 years to maintain the current level of services.

We are consistently improving on both operations and governance to improve clarity of roles and reporting. Our new Strategic plan will lend well to providing a concrete base that will allow our organization to excel.

LIBRARY PRIORITY 1: Improving Access

Through our strategic initiative to enhance *Customer Experience*, we have been able to contribute in three main areas to foster equitable access and “make life more affordable”*.

Firstly, we subscribe to a group subscription to the Gale learning platform, through the NELF and NCLF consortia purchasing agreement with Gale. This allows staff and patrons access to courses that provide continuing adult education to enrich life experience and allow career advancement. Staff have been able to improve foundations in Microsoft Excel for better statistics tracking and reporting. Although patron use was down for Gale in 2020, it is still having a very high impact on our community with 33 enrollments and almost 500 hours spent in the learning platform across 16 users. Not all users

are completing the courses but most patrons are still spending a significant amount of time on the course and improving their knowledge base from the time spent logged on.

One patron who engaged in the Gale learning platform in 2019, was a grade 8 student with an interest in becoming an accountant. He started an introductory accounting course at the end of his summer break and was able to continue with the course along with his regular curriculum through September. He managed to successfully complete the accounting course amid a whole cohort of adult students, and finished with just as much enthusiasm for his intended career goal.

Since 2017 our Young Adult Programmer has been part of the Overdrive collection development team and her selections have had province wide impacts as circulations have shown continued growth within the Young Adult collection. The table available through Overdrive, "Checkouts by title audience", indicates that during each six month period over the past two years, adult circulations have increased by 8.5% each term while the average term increase for YA titles was over 10%. This is in part due to the amazing job that our programmer is doing on this committee as well as the trend for a larger readership of YA content. (<https://marketplace.overdrive.com/Insights/Trends>)

Our Young Adult Programmer was also asked to provide an introduction to the work that the Overdrive committee does, and what she does as a volunteer with Overdrive, during a session at the Beyond Hope Conference in Prince George. She did a fantastic job inspiring librarians to promote the "request a new title" feature to their patrons.

Our library has also continued management of the book club set collection, which is shared by the KLF, NELF, NCLF, NWLF and IslandLink. This program allows patrons ease of access to new titles of popular book club titles, as many libraries have policies in place that do not allow new items to circulate to other libraries via interlibrary loan during the first year in their library collections. Last year IslandLink chose to end their contribution to the collection but will continue to borrow from the collection until the titles that they have contributed to have been deleted from the collection. Even though this would have a large impact on the number of new items being added to the collection each year, we were able to change our deletions process to maintain the size of the collection. Circulations within this collection have increased substantially since the inception of the project, with a 21.6% increase in 2019.

LIBRARY PRIORITY 2: Developing Skills

Through our strategic initiative of improving *Board and Employee Experience*, we have been able to promote a number of learning opportunities within our organization, a couple of which have been highlighted below.

In 2019 we sent two employees to the Beyond Hope Conference and one employee to the Rural Libraries Conference. Each conference impacted our employees with the following takeaways; collection development organization and weeding, kids' program engagement methods, collection development for First Nations content and LGBTQ collections and other cultural initiatives including

honoring reconciliation. Each employee has been able to implement learning points such as improving LGBTQ collections, improving program attendee engagement during programming, and joining the catalogue decolonization project committee.*

In 2016, we joined the *1000 Books Before Kindergarten* initiative. We have had some success in this program and have a number of children on our “Reading Train”. Although there are some BC libraries engaging in this or similar programming, we are the only library in BC listed on the official program website. Cranbrook library reached out to us at the end of 2019 to find out what is involved in the program, so we may soon see another BC library on the official webpage.

With the trend for the school system supporting more group based projects, we have found that children in our programming have been very responsive to individual craft, art and building activities. These types of individual activities foster individual creativity as well as a sense of personal accomplishment.

LIBRARY PRIORITY 3: Collaborating on Shared Goals

Another strategic objective is to *Facilitate Community Connections* within the overarching goal of *Community Engagement*. We have participated in a number of community collaborations over the past year. In June, we hosted a program wind-up barbecue for our program attendees. We collaborated with the District of Hudson’s Hope’s Event Coordinator to provide active games for the party and the Fire Department was able to provide barbecues and cooks for the event. Teens from the Teen Club even offered to lend a hand throughout the event as well.

Throughout the summer, we also collaborated with the DoHH Event Coordinator to provide an active component to our Summer Reading Clubs. She was able to come two times a week and engaged our SRC attendees in active games for a half hour at the beginning of each club session, allowing children to “wiggle *their* waggles away” before engaging in sit down activities which really helped to improve focus and patience during our summer programming.

In the fall, we continued to collaborate with the Events Coordinator to provide Camps on specific Non-Instructional School days. She provided active play opportunities for the morning session and during the afternoon drop-in sessions, we ran stations which included crafts, games and stories. Over the course of the year we averaged 9 children per session, which for our small town is a great turnout on a non-school day! The first half of the year our camps continued to have a cultural focus and once the new school year started we had a career focus. During one session, our librarians engaged children in being junior librarians to check the content of our felt story bags and repair where needed. This session gave the children insight in to our jobs and the fun things that we get to do as librarians and went over extremely well.

Our library has also managed the Families First grant for our community. This grant has since discontinued but it facilitated a number of community collaboration events and opportunities including mom & tot exercise classes, yoga in the park, Family Day events and baby and toddler theme

bins. Unfortunately, as this fund has been discontinued and will no longer help facilitate these collaborations. We had hoped that the committee will carry on and find the resources necessary to continue with early learning community collaborations, but interest has dwindled from the rest of the committee. The library will still endeavor to seek out funds that will fund the collaborations and projects that the library was involved with, so we might continue “delivering services people can count on.”*

LIBRARY PRIORITY 4: Enhancing Governance

The strategic goals of *Sustainability* as well as *Board and Employee Experience* both lend well to the provincial *Enhancing Governance* initiative. In 2018, we were able to negotiate and sign a Service Agreement with the District of Hudson’s Hope. This agreement provides financial stability and will support the library with a 1% increase annually. The board hopes that this new step will improve communication between the association and municipality in future years. The process of engaging with this agreement has provided a solid financial foundation that we can depend upon and “building a strong sustainable economy” within our organization “that works for everyone.”*

*Provincial Government’s key commitments

Summary

Hudson’s Hope Public Library supports *Equitable Access* through supporting consortia purchasing through group licensing opportunities such as our Sitka Evergreen integrated library system, Gale online learning platform, as well as Overdrive and RBDigital for electronic audiobooks and books. We also participate in provincial initiatives such as management of a book club set collection that has over 130 titles as well as providing time for our Young Adult Programmer to participate in collection development for Overdrive.

We provide support for *Developing Skills and Knowledge* by participating in educational opportunities through conference training opportunities, as well as courses and sessions through Gale, InfoPeople, Law Matters, to name a few sources.

The *Working Together* initiative is demonstrated in our community collaboration initiatives that are providing early learning opportunities, reading support and educational support through our non-instructional day camps.

We strive towards *Enhancing Governance* through actions that have resulted in signing a Service Agreement with our municipal government as well as our board has focused a lot of time to amend policies and procedures to ensure there is a positive relationship between the board and staff of the

library. Our challenge moving forward is finding financial stability through our fundraising initiatives and the ongoing challenge of constructive communication with our municipal council.

We feel fully engaged with our strategic focus on *Sustainability, Library Atmosphere, Community Engagement, Customer, Board & Employee Experience*. We are inspired and motivated to make our library the best that it can possibly be for our community.