

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Coquitlam Public Library

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but feel free to include more or less text as needed – text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- ✓ [1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE](#)
- ✓ [2. MAJOR PROJECTS/PROGRAMS](#)
- ✓ [3. KEY CHALLENGES](#)
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1. INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year (up to 500 words).

The Coquitlam Public Library (CPL) serves the residents of the City of Coquitlam with two library branches (Poirier and City Centre) and a mobile library called Library Link.

In 2021, our online branch was renamed E-Branch. Additional staffing was moved to E-Branch through internal restructuring to support the growing usage of our digital collections and other online services.

The City of Coquitlam saw continued growth with 2021 Census population now at 148,625, a 6.7% increase from 2016. The City is planning a new Northeast Community Centre that includes space for a library branch. Actual size and implementation date are still being discussed.

2. MAJOR PROJECTS/PROGRAMS

Please describe any new or major ongoing projects/programs the library has delivered in the past year. To report on multiple projects/programs, “copy” the blank table below and insert additional tables as needed using the “paste” function. Use one table per project/program.

Project/Program Name
Past and Present: A Conversation about Race in BC
Provide a brief description of the activities involved in this project/program.

A speaker series about race relations and racialized groups in BC, culminating in a community conversation. 5 sessions were presented:

1. Kwikwetlem First Nation
2. Early Immigrants
3. Black History
4. Office of the Human Rights Commissioner
5. Community Conversation

Sessions were presented in hybrid format, with participants and speakers both in-person and via Zoom.

How does this project/program support the library's strategic goals and/or community?

This program supports CPL's Strategic Goal 2, Engaging with the Future, Objective 1: Engage the public in community conversations around public policy, critical thinking and knowledge sharing to prepare for the future.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)	Because these sessions were presented both in-person and online, people had more options to engage.
2. Building Capacity for library staff and directors (e.g., training and professional development)	Staff grew their skills in video and sound production as well as the technicalities of delivering programs in person and online at the same time to ensure all participants felt they were part of the conversations.
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This program attracted a diverse audience and allowed for some very meaningful conversations in a safe space. The first session featured a speaker from Kwikwetlem First Nation, and over 70 people attended to learn about the Nation's history and ways to move forward with reconciliation. The session with the Office of the Human Rights Commissioner had excellent factual information. Each session had opportunities for people to discuss their own lived experiences, which made for a richer program overall.

4. **Enhancing Governance** of the library system (e.g., board/trustee training, developing best practices, strategic planning)

One of the goals of this series was to create a feedback loop for the Library and the community with respect to issues of race. Using Jamboard, we collated actionable items from participants for both how the Library can respond and how the community as a whole can respond.



What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.

Immediate Outcomes:

- Though not specifically intended, our staff grew their skills in video and sound production as well as the technicalities of delivering programs in person and online at the same time and ensuring all participants felt part of the conversations.
- Participants indicated by survey a high level of satisfaction, engagement and learning from the sessions.

Intermediate Outcomes:

- The Library has plans to implement several ideas from the community that arose from this program, including:
 - More sessions on these topics
 - Creating a “living library” program
 - Have our spaces reflect multiple cultures

Ultimate Outcomes:

- We believe this program has helped CPL on its journey to become more community-led. We engaged our citizens in conversations and learned as much from them about how to shape our future activities as we believe they learned by attending.
- The knowledge gained by participants, including from the session with the Office of the Human Rights Commissioner, should enhance their ability to engage with their wider community in the province and be knowledgeable about its history and their rights and responsibilities going forward.

Did the project/program involve any partnerships? If so, what was the partner’s role (e.g., funding, outreach, service delivery?)

Funding of \$5,000 was received from a BC Multiculturalism grant. Each of the sessions involved partnering with various groups and individuals, including: Kwikwetlem First Nation (speaker), Office of the Human Rights Commissioner (speaker), SFU (facilitation).

Project/Program Name

Pop-Up Library (POP)

Provide a brief description of the activities involved in this project/program.

With our longstanding Library Link (aka 'the Link') mobile library service, we reach a substantial geographic area in Coquitlam and serve many regular community stops. However, as the Link is fully scheduled six days/week plus evenings, we were often unable to take advantage of short-notice opportunities to be present at community events or to take on special projects such as our very successful school library card blitz. To increase our reach during COVID-19 and beyond, in June of 2021 we purchased a small van to provide "Pop-Up" Library services and promotion in various outdoor locations in the community and seniors' care homes. Services include: sample materials for checkout (books, DVDs, technology), issuing library cards, digital services tutorials, and technology demonstrations (Ozobots, Spheros, virtual reality, 3D printing, etc.). We also provide delivery of materials (books, DVDs, magazines, etc.) to people who are homebound. POP is primarily staffed by existing programming and outreach staff members; however, we also use it as an opportunity for other branch staff to "ride along" and have greater exposure to community work.

How does this project/program support the library's strategic goals and/or community?

This program supports CPL's Strategic Goal 4: Library Everywhere; Objective 1: Take the Library out into the community.



How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

<p>5. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>The Pop-Up Library program allows more of our residents to interact with the Library by being in more neighbourhoods and at places and events that are convenient to them. The focus of the materials we bring to showcase is our technology collections, and many are surprised to learn about the breadth of collections available to them.</p>
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<p>6. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>With our strategic objective to “Take the Library out into the Community”, expanding our services beyond our bricks and mortar branches is one of our top priorities. This involves using not only our designated outreach staff but changing the focus of our entire organization to be more outward-focused. By offering the opportunity for “ride-alongs” with POP, staff from all departments have been able to learn new skills in community engagement.</p>
<p>7. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	
<p>8. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	
<p>What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.</p>	

Immediate Outcomes:

- The Library has had a visible presence in more neighbourhoods, with POP visiting 19 events/locations and engaging with 552 individuals during July and August, as well as making weekly deliveries to seniors' care homes (year-round since July).

Intermediate Outcomes:

- The Library has been able to build on previous partnerships with various agencies by offering this value-added program in conjunction with partner programs, including: Place des Arts, Spirit of the Children, SHARE Community Services, the City of Coquitlam's Park Spark team and Place Maillardville Community Centre. Partner organizations indicated by survey a high level of satisfaction with the program, and a desire to see it continue and increase.

Ultimate Outcomes:

- We expect to have increased visibility in the community, with an increased awareness of our services as measured by our annual Customer Satisfaction Survey
- We expect to enhance the sustainability of our delivery service to seniors' care homes by having this dedicated vehicle rather than relying on staff members' personal vehicles

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

With many agencies offering outdoor programs in various parks and other locations, we have tried as much as possible to coordinate and attend our partners' activities and invite them to ours to capitalize on larger crowds and word-of-mouth marketing. Partners include: Place des Arts, Spirit of the Children, SHARE Community Services, the City of Coquitlam's Park Spark team and Place Maillardville Community Centre.

Project/Program Name

New Technology Collections

Provide a brief description of the activities involved in this project/program.

In 2021, CPL built on our lendable technologies by offering several new collections:

- Laptops: Can be used in the City Centre branch or taken home.
- Immersive Reality (IR) books: IR books can bring topics to life using virtual and augmented reality technology. Books and virtual reality goggles can be borrowed together or separately.
- Tangiplay robots: For kids to practice creative thinking and problem-solving in a fun and interactive way.
- Makey-Makey kits: Invention kits to learn how to create closed loop electrical signals using a circuit board, alligator clips, a USB cable and everyday objects.

How does this project/program support the library's strategic goals and/or community?

These new collections support CPL's Strategic Goal 2, Engaging with the Future, Objective 2: Enhance digital inclusion in our community by offering programs related to digital literacy, future technology skills and making technology accessible.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.

1. **Improving Access**
for British
Columbians (e.g.,
connectivity,
digital collections,
shared services)

The lendable laptops allow people to connect in the Library in new ways – for instance, parents with young children can work on a laptop while their children are engaged with other activities, without being tied to a traditional computer station, mostly located far from the children's area. They can also be taken home for those who might own a phone or tablet, but only need a full laptop occasionally. Immersive Reality books offer a new way to engage children with reading that is especially powerful for those with visual and tactile learning styles. The Tangiplay

	and Makey-Makey kits enable children to develop creativity and digital literacy skills like coding.
2. Building Capacity for library staff and directors (e.g., training and professional development)	To support the collections our programming staff have presented programs that utilize them – this has resulted in them gaining technology skills themselves in order to teach children and others in their use.
3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	
4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.	

Immediate Outcomes:

- The Library has a greater selection of technology to borrow that meets the interests of a greater range of ages and abilities.
- New technology collections immediately had high usage, which has been sustained since launch.

Intermediate Outcomes:

- The Library is changing the perception of our services by providing non-traditional collections alongside traditional ones. Judging by feedback in our annual Customer Satisfaction Survey, along with our conversations with people who attend our Pop-Up Library in different neighbourhoods, many are surprised by what we offer and excited by the new choices.

Ultimate Outcomes:

- We expect to continue to help grow the skills of our community and our staff by providing collections that are fun and engaging while enhancing learning and creativity.
- The perception of the Library and its role will broaden beyond traditional services and increase relevancy to the community.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

Our Teen Advisory Group helped showcase the new collections for the public at a Tech Toy Expo event.

Funding for the Immersive Reality books was provided by the CAO Foundation.

Project/Program Name	
Community Advisory Group (CAG)	
Provide a brief description of the activities involved in this project/program.	
<p>The CAG is a group of 7 - 15 volunteers who are willing to dedicate time and effort to:</p> <ul style="list-style-type: none"> • Helping CPL listen to the community • Sharing information about CPL's many valuable resources with residents and groups in Coquitlam • Increasing opportunities for building community relationships • Helping ensure the Library stays ahead of the technological curve • Helping to advocate for the Library 	
How does this project/program support the library's strategic goals and/or community?	
<p>It supports our strategic goal #3 - Strengthening Community Connections: Expanding the development and awareness of relevant services, programs, and partnerships that connect the community.</p> <p>The CAG helps the Library to achieve this goal by having its members:</p> <ul style="list-style-type: none"> • Increase community awareness of Library services • Provide feedback to the Library from the community • Provide feedback about future Library services 	
How does this project/program support the B.C.'s strategic goal(s) for public library service? Please provide information for as many goals as applicable.	
<p>5. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>CAG members improve access to our digital collections and services, by informing community members about them.</p>

6. Building Capacity for library staff and directors (e.g., training and professional development)	
7. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	CAG members relay information about Library services to their networks.
8. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)	Feedback from CAG may inform strategic plans. CAG initiatives may also help Library to meet its strategic goals, mission, vision and values.
What are the key outcomes of this project/program? Please refer to the logic model in the appendix of the 2021 PLGR Guide for examples of how to write short, medium, and long-term outcomes.	

The Library has a better understanding of how it is being perceived by community stakeholders and what gaps in knowledge the public might have about the Library.

The Library can more readily understand the community and meet its needs.

The community has a greater awareness of Library services and how it supports the community.

The feedback that CAG members bring from the community helps the Library adjust its strategic plans to become a more forward-thinking, future-focussed institution.

Through the excitement and support that the CAG generates for the Library, the community desires to see the Library grow and offer new services.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?)

It did not involve partnerships.

3. KEY CHALLENGES

The following topics have been identified as recurring themes in previous years' PLGRs. The intent of this section is to collect detailed information in a structured, consistent format.

Please select the most significant challenges that the library has faced in the past year that you wish to comment on. Leave any other listed topics blank.

Use the 'Other' row to include any ongoing or past challenges that are not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.

Challenge	Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2021. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic).
COVID-19 (e.g., safety protocols, proof of vaccination)	<p>In late July, the Letter of Understanding between Management and Union that addressed pandemic variations on the Collective Agreement was discontinued, and most staff members returned to their previous duties with some modifications like hybrid remote work arrangements.</p> <p>As restrictions lifted, most indoor in-person programming was resumed in September, with outdoor, hybrid and online programs expected to continue indefinitely. Capacity limits for facilities (with limited seating) and programs were in place throughout 2021. Proof of vaccination was implemented for those aged 12+ attending indoor programs in early 2022, following provincial health orders, which have since been lifted. Proof of vaccine for staff was implemented February 28, 2022. Vaccine restrictions for staff remain in place at time of writing.</p>
Emergency response (e.g., fires, floods, extreme weather)	<p>During two heat dome incidents in summer, the Library opened its branches for additional hours, as well as temporarily lifting COVID restrictions on maximum occupancy. During the first incident, the City of Coquitlam did not yet have any cooling centres set up, and we saw particularly high numbers of people coming in. https://www.tricitynews.com/local-news/more-than-4200-residents-sought-refuge-at-coquitlam-library-branches-to-beat-the-heat-3923202. Additional staff hours were funded internally without additional support.</p>
Financial pressure (e.g., rising costs, reduced revenues)	<p>COVID-related costs (PPE, engineering controls, additional cleaning, etc.) continued throughout 2021. Revenue was also affected by the following:</p> <ul style="list-style-type: none">• We did not collect fines throughout 2021.• Meeting rooms were not available for paid bookings except for a brief period of one month.


	<ul style="list-style-type: none"> • Vending remained closed for the year. <p>CPL received a Community Support and Recovery Plan grant for \$110,000 from the City of Coquitlam to cover these COVID-related costs. However, we did not receive any inflationary increase to our operational grant from the City, despite inflation estimated at over 4% for the year. This resulted in a deficit for 2021, which will compound over time if cuts are not made.</p>
Staffing (e.g., recruitment and retention, mental health and wellness)	With a hiring freeze for most of the year, there was relatively little staff movement in or out of the organization during 2021. Mental health, particularly as it related to “COVID fatigue”, was identified as an issue by both union and management. In response we held a two-day workshop for our leadership team (managers and unionized services) as well as a full-day workshop for all staff (provided by Work to Wellness). Response to this training was very positive.
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	Library Link, our mobile library vehicle, is end of life and required several costly repairs in order to continue service. We made a capital request to City Council during the budget process for 2022 for a replacement vehicle. The City granted \$606,000 for a new vehicle, with the City taking over ownership and maintenance of the vehicle, while the Library will continue to staff and operate the service. We feel this new partnership will work well and will be more sustainable going forward. We expect a new vehicle to be ready in approximately 18 months.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	<p>Coquitlam continues to grow both geographically with new neighbourhoods and in density in existing neighbourhoods. In many areas services are not keeping up with the rate of housing development. The Northeast sector has been a focus for the City’s own service development, and there is now a plan for a Northeast Community Centre that includes space for a library branch. Actual size and implementation date are still being discussed.</p> <p>To address future needs for other parts of Coquitlam, the Library and City staff have engaged consultants to help develop a long-term facilities and space study. Work began in 2021 and should be completed in 2022.</p>
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	We have always served vulnerable communities, especially at our City Centre branch, which is located near transit, a homeless shelter, and other supports. During COVID, there was an uptick in occurrences, particularly with respect to mask mandates, physical distancing, and limited building capacity – clashes between customers and staff as well as between customers and other customers. We have an ongoing subscription to Ryan Dowd’s

	Librarian's Guide to Homelessness videos and found that the COVID-specific training offered this year was particularly helpful for our frontline staff to handle issues with compassion and self-care.
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature:  Date: APRIL 28/22

Board Chair Signature:  Date: April 27, 2022