

## 2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

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### 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](#)
- ☐ [4. SUBMISSION AND APPROVAL](#)

### 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).**

#### Fraser Lake Public Library Association 2021 Literacy Grant Report

Introduction:

Covid 19 continued to add problems to presenting in person Literacy Programmes in the Library. However, we were lucky enough to have sanctions in the summer lifted long enough to present a great Summer Reading Programme and resume some of our much beloved services.

From January to September, we were only open to the public Tuesdays, Thursdays, and Saturdays. This was partially due to the fact we required 2 staff to be working during open hours.

Starting October, we returned to our opening of 5 days a week. We did, however, change our hours to better serve our patrons keeping the same number of hours we were open in the past.

The Fraser Lake Public Library is the hub of our Community for several reasons:

- We offer free services to citizens of Fraser Lake, Fort Fraser, Endako and Nadleh and Stellaten our two local First Nations.

- We do not have any Government Agencies in town so the only public access to Government programmes or websites via computer is through us. IE. Employment Insurance, job boards, resume writing and more.
- As there is no movie theatre or video store in our area we have many DVDs for patrons to borrow. This provides entertainment for all ages.
- We normally provide programming for all ages but were only able to offer Summer Reading Club Programmes
- We provide access to educational material for teachers and students.
- We normally provide free space to user groups to hold meetings and offer their own niche such as supervised home visits, harmony sessions for seniors etc.
- The Fraser Lake Sawmills is the only industry left in our area and they needed to decrease their shifts by one which in turn has meant they needed to find new jobs. The taxpayer base is getting smaller, but we make do.
- With job losses and Covid all community services are in higher demand but with less resources we are all doing the best we can.

Please note that many of the Provincial Priorities and the Fraser Lake Public Libraries Goals often overlap.

Provincial Priority #1 & 3

Improving Access for British Columbians & Advancing Citizen Engagement

### **Summary of Fraser Lakes Strategic Goals**

#### **Goal 1: Reach out to the community**

**Increase awareness of library services available to the community.**

- Continue to place short one or two-line articles regarding our services on our social media, in our local print media, school newsletters as well as grocery bag stuffers.
- Continue to post Library events to Website, Facebook, Village Calendar & Heck Yeah Fraser Lake.

Patrons can access our Library on-line and for those without cards we continue to have a soft registration over the phone so they can also access our databases, e-books etc.

As books continue to arrive we catalogue them and put them on our shelves.

ILL's and ILC's are now available again to our public.

Photocopying or faxing important papers in person continues.

Patrons can order books from our Library catalogue through Sitka or they can phone us and order specific books or let us help them choose. Like others we are still providing Curb-Side Pick-up.

### **Goal: Strengthen Partnerships**

The following are some of the programmes we are still able to offer, and some are groups that we would normally offer programming with:

**GALE Courses** – These on-line courses continue to be popular with our patrons as the available courses are both fun and educational. We had many enquiries and patrons took quite a few courses.

**NCLF** - North Central Library Federation – No joint programmes but more funding was received for Literacy materials and programming

**STEAM – Science, Technology, Engineering, Arts & Math.** This year the HR Macmillan Science was unable to partner with us for in person programming.

**FLESS** - Fraser Lake Elementary Secondary School (FLESS Grades 4-12) the Library Director was able to partake in a Virtual Science Fair but not do any in person or in Library programming.

**RCL Branch #274** - The Library participates in the annual Royal Canadian Legion Poster Contest which again gives us a community presence. We also promote Remembrance Day and knowledge by ordering materials from The Ministry of

Veteran Affairs. We still had the materials available but as younger children were unable to come into the Library the free materials were not taken as much.

**Nechako White Sturgeon Recovery Initiative** – This environmental programme educates local citizens and children as to how important conservation has become to ensure this species survives. The travelling educational programme from Vanderhoof did not travel this year.

**Mouse Mountain School** – Literacy and use of the Library is another important aspect of our Strategic Plan so the Fraser Lake Public Library usually collaborates with Mouse Mountain Elementary School (K-3) to participate in several programmes. These include Ready, Set, Learn, Welcome to Kindergarten, Drop Everything and Read, Family Literacy Day and Librarian visits. However, these programmes did not happen this past year in a way that we could participate.

Normally from these programs we have several children, and their parents sign up for library cards but again this did not happen this past year.

**Northern Health** – We continue to distribute our Books for Babies packages through the health nurse who drops off packages with new Mom's. Our packages promote the Library by including a list of Library resources available to help them throughout all stages of raising children.

**Home schooling** - Home schooled families who normally meet once a week in the Library just ordered materials over the phone. Once Inter-library Loan or Inter-Library Connect was available we would order materials they required for their curriculum.

**Game Nights – Cancelled.** Normally once a week 10-12 young adults as well as 4-8 youth meet to play role playing games.

**Storytime's and Lego - Cancelled.** Normally presented at the Library on Thursdays and Fridays by an Infant Development Consultant from the Nechako Valley Community Services. - They are very popular as they are drop in and parents can bring their children when it suits them.

**Supervised Family Visits** – In conjunction with Family Services we have 2 families that use the Library regularly to conduct family visits between parent(s) and child( children)

**Goal: Promotion of Library**

- Make downstairs available to local groups to use (free of charge or for a small fee) Not able to have user groups.
- Promote Library Cards – key chain attachments. Many patrons like have the Key card as it is one less in their wallets.
- Implement surveys to users and non – users. This Christmas we kept track of our users when schools are closed. We wanted to find out how we could enhance this period for our patrons.

Provincial Priority #2 & 3 Between March 18 – Now

Building Capacity & Advancing Citizen Engagement

**Goal: Senior programming:**

- Develop a senior at home programme working with Better at Home, Autumn Services Senior Society & Silver Birch Seniors Residence.

As our most vulnerable population it has been difficult to run any joint programmes due to space and PHO regulations.

- Work with Village of Fraser Lake to have Community Bus pick up seniors and bring them to the Library.

The Community Bus started running part time in 2021 but as there were no programmes to take them to they only went to the medical clinic or grocery store.

- Work towards offering movies and other programmes at Silver Birch Seniors Complex.

This was a very successful programme in 2019 and continued into 2020. Audrey – Our Library Director went every Friday night and showed a movie at Silver Birch Lodge (Senior Home). It was enjoyed by many and we received a lot of positive comments. Unfortunately, again, this programme had to cease but once restrictions are lifted Audrey will re-start movie night.

### **Goal: Children's programming**

- Summer Reading Club, Lego, Story-Time, and others.
- Offer Programmes in conjunction with other groups - the Village of Fraser Lake, The North Central Library Federation, the Schools etc.
- Work with Literacy Groups to offer more programming for pre-Schoolers and their families.

Other than a very Successful Summer Reading Club Programme we had no in Library Children's Programmes. We ran programmes 4 days a week during our summer reading club and for the first time in many years we ran out of SRC medals. end we were asked if we could have more programs and days next year.

Our Canada summer Student is a Library School Student so had brilliant ideas that kept all the children engaged. In fact, one boy who is turning 13 asked if he could volunteer to help with the SRC next year.

We all set up a booth at the Community Market and sold our discards and promoted the Library and our Summer Reading Club. Crafts were available for the children.

As we colour code our children's books – parents could order books at an appropriate reading level for their children and use curb-side pick-up

Starting October Children aged 5 and up were welcome to come into the Library with their parent or guardian if they also wore masks.

### **Goal: Improve Facility**

Due to energy efficient grant through the Village of Fraser Lake the Library was able to:

- Install new lighting
- Insulation on the outside of the building as well as hardy plank siding
- New windows and more
- Paint on fascia and trim.
- New Fraser Lake Sign

The Library was the most expensive building to heat in the winter and already in the first month there has been a noticeable difference to the bill for the Village of Fraser Lake.

Provincial Priority 2, 3 & 4

Building Capacity & Advancing Citizen Engagement & Enhancing Governance

### **Goal: Enhance Services**

#### **Professional Development**

- Encourage staff development and excellent service through continuing education.

As we were only open to the public half time until September. Staff were able to spend more time on preparing book and bulletin board displays as well as keeping our patrons informed about what was happening at the Library during this time of Covid.

All staff completed performance reviews to help them work towards their personal goals.

- Create and implement a Library Board Development plan and increase the participation by the board.

The Board spent time going over and updating older policies and adjusting Covid 19 Plans as Provincial Health orders changed and what now allowed at the Library.

### **Succession planning**

Discussions took place but none of our current staff are interested or ready to step up into the Chief Librarian Role.

However, as our Summer Student is taking her MLS and will be completed just when our current Library Director is ready to retire. We are hoping she will be interested in moving here and taking the job.

We are also continually looking to recruit new Board members and hope that when Covid restrictions are lifted that we can do more training.

### **Collections**

- Increase funding to improve collections.

We did increase our funding for materials as we were able to use Literacy funding from both the Province and the North Central Library Association.

- Examine collection and technology to keep it current and in good repair.
- We continue to buy books from whatever source is the most economical.
- We enhance out-dated material so those looking for updated information are not disappointed.



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## 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.

<b>Project/Program Name</b>
We have had no new programmes created in 2021
<b>Provide a brief description of the activities involved in this project/program.</b>
<p>Due to Covid and PHO restrictions we had no programs for the public.</p> <p>However, there was a brief lull and good weather so our Summer Reading club was a success.</p> <p>Other than a very Successful Summer Reading Club Programme we had no in Library Children’s Programmes. We ran programmes 4 days a week during our summer reading club and for the first time in many years we ran out of SRC medals. end we were asked if we could have more programs and days next year.</p> <p>Our Canada summer Student is a Library School Student so had brilliant ideas that kept all the children engaged. In fact, one boy who is turning 13 asked if he could volunteer to help with the SRC next year.</p> <p>We all set up a booth at the Community Market and sold our discards and promoted the Library and our Summer Reading Club. Crafts were available for the children.</p>
<b>How does this project/program support the library’s strategic goals and/or community?</b>

Being able to present any program and engage our children was amazing.

**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.**

<b>1. Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	<p>Please note that many of the Provincial Priorities and the Fraser Lake Public Libraries Goals often overlap.</p> <p>Provincial Priority #1 &amp; 3</p> <p>Improving Access for British Columbians &amp; Advancing Citizen Engagement</p> <p><b>Summary of Fraser Lakes Strategic Goals</b></p> <p><b>Goal 1: Reach out to the community</b> Increase awareness of library services available to the community.</p> <ul style="list-style-type: none"><li>➤ Continue to place short one or two-line articles regarding our services on our social media, in our local print media, school newsletters as well as grocery bag stuffers.</li><li>➤ Continue to post Library events to Website, Facebook, Village Calendar &amp; Heck Yeah Fraser Lake.</li></ul> <p>Patrons can access our Library on-line and for those without cards we continue to have a soft registration over the phone so they can also access our databases, e-books etc.</p>
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	<p>As books continue to arrive we catalogue them and put them on our shelves.</p> <p>ILL's and ILC's are now available again to our public.</p> <p>Photocopying or faxing important papers in person continues.</p> <p>Patrons can order books from our Library catalogue through Sitka or they can phone us and order specific books or let us help them choose. Like others we are still providing Curb-Side Pick-up.</p> <p><b>Goal: Strengthen Partnerships</b></p> <p>The following are some of the programmes we are still able to offer, and some are groups that we would normally offer programming with:</p> <p><b>GALE Courses</b> – These on-line courses continue to be popular with our patrons as the available courses are both fun and educational. We had many enquiries and patrons took quite a few courses.</p> <p><b>NCLF</b> - North Central Library Federation – No joint programmes but more funding was received for Literacy materials and programming</p> <p><b>STEAM – Science, Technology, Engineering, Arts &amp; Math.</b> This year the HR Macmillan Science was unable to partner with us for in person programming.</p> <p><b>FLESS</b> - Fraser Lake Elementary Secondary School (FLESS Grades 4-12) the Library Director was able to partake in a Virtual Science Fair but not do any in person or in Library programming.</p>
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	<p>over the phone. Once Inter-library Loan or Inter-Library Connect was available we would order materials they required for their curriculum.</p> <p><b>Game Nights – Cancelled.</b> Normally once a week 10-12 young adults as well as 4-8 youth meet to play role playing games.</p> <p><b>Storytime’s and Lego - Cancelled.</b> Normally presented at the Library on Thursdays and Fridays by an Infant Development Consultant from the Nechako Valley Community Services. - They are very popular as they are drop in and parents can bring their children when it suits them.</p> <p><b>Supervised Family Visits –</b> In conjunction with Family Services we have 2 families that use the Library regularly to conduct family visits between parent(s) and child( children)</p> <p><b>Goal: Promotion of Library</b></p> <ul style="list-style-type: none"> <li>➤ Make downstairs available to local groups to use (free of charge or for a small fee) Not able to have user groups.</li> <li>➤ Promote Library Cards – key chain attachments. Many patrons like have the Key card as it is one less in their wallets.</li> <li>➤ Implement surveys to users and non – users. This Christmas we kept track of our users when schools are closed. We wanted to find out how we could enhance this period for our patrons.</li> </ul> <p>➤</p>
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<p>2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	<p>Building Capacity &amp; Advancing Citizen Engagement &amp; Enhancing Governance</p> <p><b>Collections</b></p> <ul style="list-style-type: none"> <li>➤ Increase funding to improve collections.</li> </ul> <p>We did increase our funding for materials as we were able to use Literacy funding from both the Province and the North Central Library Association.</p> <ul style="list-style-type: none"> <li>➤ Examine collection and technology to keep it current and in good repair.</li> <li>➤ We continue to buy books from whatever source is the most economical.</li> <li>➤ We enhance out-dated material so those looking for updated information are not disappointed.</li> </ul>
<p>3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>Building Capacity &amp; Advancing Citizen Engagement</p> <p><b>Goal: Senior programming:</b></p> <ul style="list-style-type: none"> <li>➤ Develop a senior at home programme working with Better at Home, Autumn Services Senior Society &amp; Silver Birch Seniors Residence.</li> </ul> <p>As our most vulnerable population it has been difficult to run any joint programmes due to space and PHO regulations.</p> <ul style="list-style-type: none"> <li>➤ Work with Village of Fraser Lake to have Community Bus pick up seniors and bring them to the Library.</li> </ul> <p>The Community Bus started running part time in 2021 but as there were no programmes to take them to they only went to the medical clinic or grocery store.</p>

	<ul style="list-style-type: none"> <li>➤ Work towards offering movies and other programmes at Silver Birch Seniors Complex.</li> </ul> <p>This was a very successful programme in 2019 and continued into 2020. Audrey – Our Library Director went every Friday night and showed a movie at Silver Birch Lodge (Senior Home). It was enjoyed by many and we received a lot of positive comments. Unfortunately, again, this programme had to cease but once restrictions are lifted Audrey will re-start movie night.</p> <p><b>Goal: Children’s programming</b></p> <ul style="list-style-type: none"> <li>➤ Summer Reading Club, Lego, Story-Time, and others.</li> <li>➤ Offer Programmes in conjunction with other groups - the Village of Fraser Lake, The North Central Library Federation, the Schools etc.</li> <li>➤ Work with Literacy Groups to offer more programming for pre-Schoolers and their families.</li> </ul> <p>As we colour code our children’s books – parents could order books at an appropriate reading level for their children and use curb-side pick-up</p> <p>Starting October Children aged 5 and up were welcome to come into the Library with their parent or guardian if they also wore masks.</p>
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<p>4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>➤ Encourage staff development and excellent service through continuing education.</li> </ul> <p>As we were only open to the public half time until September. Staff were able to spend more time on preparing book and bulletin board displays as well as keeping our patrons informed about what was happening at the Library during this time of Covid.</p> <p>All staff completed performance reviews to help them work towards their personal goals.</p> <ul style="list-style-type: none"> <li>➤ Create and implement a Library Board Development plan and increase the participation by the board.</li> </ul> <p>The Board spent time going over and updating older policies and adjusting Covid 19 Plans as Provincial Health orders changed and what now allowed at the Library.</p> <p><b>Succession planning</b></p> <p>Discussions took place but none of our current staff are interested or ready to step up into the Chief Librarian Role.</p> <p>However, as our Summer Student is taking her MLS and will be completed just when our current Library Director is ready to retire. We are hoping she will be interested in moving here and taking the job.</p> <p>We are also continually looking to recruit new Board members and hope that when Covid restrictions are lifted that we can do more training.</p>
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	We will be creating a new Strategic Plan in 2022
<b>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.</b>	

Due to Covid and the way we measure our success makes it very difficult to fill out this form.

We measure our success by attendance and feedback from participants.

Attendance at any program offered in Fraser Lake is not the greatest.

The last few years attendance at SRC has been poor with only one or two children attending each program

This year we ran out of SRC medals as we had over 28 children attend. For us that is a phenomenal number.

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

We partnered by advertising in the schools and the local paper as well as promotion every week at our Community market.

[Copy and insert additional tables below for each additional project/program as needed]

### 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)	NO proof of vaccine as vaccines were not available to children yet.  Masks were also not required during the summer as there was a lull. So we could hold programs in doors and out.
Emergency response (e.g., fires, floods, extreme weather)	Thankfully no fires this year like 2018
Financial pressure (e.g., rising costs, reduced revenues)	Costs were higher just due inflation of materials but we were given a grant from the North Central Library Federation to help.
Staffing (e.g., recruitment and retention, mental health and wellness)	This year Staffing was easier. However, we only had one applicant. Most local students who I approached preferred to be on CERB.

Disappearing services in the community (e.g., government, banking, health)	Health Services are a challenge at the best of times but with Covid it is nearly impossible to see or talk to a doctor. Even phone appointments to renew medications can take up to 2 weeks.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	<p>Connectivity is very slow and just running our Sitka can be slow. However, the Village of Fraser Lake is joining forces with City West and hopefully in 2022 this will no longer be an issue.</p> <p>Often computers freeze in the middle of a patron filling out a government form and this is very frustrating for both them and us.</p>
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<p><b>Goal: Improve Facility</b></p> <p>Due to energy efficient grant through the Village of Fraser Lake the Library was able to:</p> <ul style="list-style-type: none"> <li>➤ Install new lighting</li> <li>➤ Insulation on the outside of the building as well as hardy plank siding</li> <li>➤ New windows and more</li> <li>➤ Paint on fascia and trim.</li> <li>➤ New Fraser Lake Sign</li> </ul> <p>The Library was the most expensive building to heat in the winter and already in the first month there has been a noticeable difference to the bill for the Village of Fraser Lake.</p>
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	We are located close to our only local mall. It is easily visible from the highway but in 2021 the bus is still not running.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	We are very lucky in that we do not see a huge homeless population and for the few we have they are looked after by our local services groups.

Other (please specify)	
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#### 4. SUBMISSION AND APPROVAL

*Electronic signatures are acceptable where physical signatures are not feasible.*

Library Director Signature: Audrey Fennema      Date: March 9, 2022

Board Chair Signature:      Evelyn Daniels      Date: March 9, 2022