

INTRODUCTION

Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), q̓íçəy̓ (Katzie), kʷikʷəłəm (Kwikwetlem), q̓ʷa:n̓łəñ (Kwantlen), q̓iqéyt (Qayqayt), xʷməθkʷəy̓əm (Musqueam) First Nations, and on the ancestral and traditional territory of the sc̓əwaθən məsteyəxʷ (Tsawwassen) First Nation.

Surrey is a geographically large municipality that is characterized by rapid growth. Surrey's population has grown significantly between 2009 and 2019 to 571,610 people, and is projected to increase by over 267,640 in the next 26 years. Estimates are based on a combination of Surrey's building permit data and BC Assessment Information. ([Source: City of Surrey Planning & Development](#))

Surrey Libraries has ten branches with at least one branch in each of the City's town centres - City Centre, Cloverdale, Fleetwood, Newton, Guildford, South Surrey and Whalley. On February 10, 2021, a new branch opened in Clayton, one of the fastest growing census tracts in 2011. The Library is part of the Clayton Community Centre which integrates arts, library, recreation, and outdoor spaces into a single facility.

Surrey Libraries is a key partner in key City initiatives and participates on many community planning tables. The Library collaborates with over 75 community partners each year to provide programming and services that make a difference to the lives and learning opportunities of residents.

Surrey Libraries Strategic Plan 2019-2023

VISION: A literate, inclusive, thriving city

MISSION: We connect people, spark curiosity, and inspire learning

VALUES: community-focus, intellectual freedom, service excellence, equitable access, creativity, and collaboration

THEMES: literacy and learning, connections, welcoming and inclusive spaces

Strategic Objectives

- Promote and nurture literacy and learning
- Position the Library as the heart of the community
- Strengthen strategic community engagement
- Increase satisfaction with our services
- Improve access to Library services
- Align resources to changing community needs
- Explore opportunities to diversify and grow revenue
- Enhance responsible spending and accountability
- Refine processes to improve services and create capacity
- Broaden awareness of Library services
- Encourage innovation and collaboration
- Foster a culture of service excellence
- Cultivate a safe, engaged, and diverse workplace
- Develop and empower staff

PROVINCIAL PRIORITIES

The strategies referenced in this document are the four strategies identified by the Provincial Strategic Plan in [Inspiring Libraries, CONNECTING Communities](#). These strategies collectively support the vision for public library services in British Columbia.

PRIORITY 1 – IMPROVING ACCESS

Library goal that supports the priority: Improve access to Library services

Programs and/or Services that aligns with the priority: **Fun Family History Fridays**

This monthly virtual adult program started in October 2020, adapted from a pre-pandemic weekly program offered at the Cloverdale branch. Access to Family History resources were significantly restricted from March 16-September 7, 2020. This online program aims to provide a fun and lively discussion about using Family History resources to research family trees.

Partnerships that support the priority: no partners

Outcomes: 3 sessions / 23 participants

Cloverdale branch staff with special genealogy expertise surveyed the program participants using a PLA Project Outcome-designed survey:

1. You learned something that is helpful: 100% strongly agree
2. You feel more confident about what you just learned: 40% strongly agree, 60% agree
3. You intend to apply what you just learned: 80% strongly agree, 20% agree
4. You are more aware of resources and services provided by the library: 40% strongly agree, 40% agree, 20% neither

Sample of responses for question 5: What did you like most about the program?

- Convenient to do at home, a way of connecting with others and get new ideas
- Being able to talk with like-minded people
- I like hearing what other people are researching and the helpful hints that are shared
- Learning more about basic DNA searching
- Good to be able to hear what others are doing questions they have and answers others offer.

Sample of responses for question 6: How has this program helped you in your Family History journey?

- Suggested directions
- Learned more about the subscriptions offered at the Library
- Connecting with others who have the same interest
- It has steered me in different directions to look
- Stay in touch with new services news in the genealogy world

This program improves access to services for adults who are researching their family history with a wide range of available resources, and staff expertise to help navigate their journey.

PRIORITY 2 – DEVELOPING SKILLS

Library goals that support the priority: Promote and nurture literacy and learning

Programs and/or Services that aligns with the priority: Virtual English Conversation Circles

This program started as an in-person program at the Newton Library from January-March 15, 2020 and switched to a virtual program from April-December 2020 on MS Teams.

Partnerships that support the priority: No partners

Outcomes: 49 sessions / 214 participants

Staff surveyed program participants, using a PLA Project Outcome-designed survey:

1. You learned something that is helpful: 75% strongly agree, 25% agree
2. You feel more confident about what you just learned: 87.5% strongly agree, 12.5% neither
3. You intend to apply what you just learned: 87.5% strongly agree, 12.5% agree
4. You are more aware of resources and services provided by the library: 75% strongly agree, 12.5% agree, 12.5% neither

Sample of responses for question 5: What did you like most about the program?

- I was able to learn not only English but also Canadian culture and life! Thank you so much for teaching and sharing a lot of information. I would love to take a course again when it starts in September.
- Listen to people sharing their life stories
- More online English sessions online that help newcomers to adapt and enjoy life in Vancouver.
- English Conversation Circle program helps me to involve with the group and speak about the topics of interest.
- The librarians were always kind and tell us information. Everyone who attended were very good at paying attention to the person who told their culture and story to the group.
- It was wonderful experience and I learned a lot about Canada and English! Thanks a lot.
- The moderators are supportive, co-operative and helpful. The topics we covered helped me in understanding the different cultures.

Sample of responses for question 6: How has this program helped you in your life?

- I found out about the Canadian life in more detail. It helped me a lot to live here. Thank you.
- Practice oral English and listening skill also
- I feel more confident in speaking and get local connections.
- They asked some questions before the meeting which is good so I can prepared the topic they gave me. It is a good opportunity to think and practice to speak. And they gave us time to talk one by one so everyone can answer questions. They also shared their experiences which I never had heard before about Canada and library event! I'm really appreciate this program :)
- I feel more confident in speaking English. My hesitation in speaking English has been reduced.

This program is focused on developing and practicing English conversation skills, literacy, and learning for adults.

PRIORITY 3 – COLLABORATING ON SHARED GOALS

Library goal that supports the priority: Strengthen strategic community engagement

Programs and/or Services that aligns with the priority: **Baby Welcoming Event**

This program was planned for multiple dates and locations in 2020, however, due to the pandemic, only one event happened on February 20, 2020 at the Guildford branch.

The goal of Baby Welcoming is to connect families with each other and raise awareness of the baby-focused services within their community.

Partnerships that support the priority:

SOURCES, Infant Development Program, Child Care Options, Early Years HUB, Guildford Recreation Centre, and Fraser Health Authority.

Outcomes: 42 participants including 16 babies, 24 adults, 6 expecting parents and several male caregivers.

Participant Survey:

Families participated in a short survey to assess the impact of the event. Responses included:

- “I feel more welcome in my community” – 16
- “I learned about a new resource today” – 14
- “I plan to connect with someone I met today” – 11

Sample from participant comment cards:

- “Excellent resourced and lovely community. Thank you so much.”
- “Very good experience and connecting. Informative!”
- “I appreciated the open space for baby to play.”
- “Keep up the good work. We are in need in this community.”

Everyone involved was delighted with the success of the Baby Welcoming event to meet our goals of connecting families with each other and with raising awareness of baby-focused services within our community.

The warm, celebratory, and relaxed style of the event allowed for natural caregiver-to-caregiver, caregiver-to-Partner, and Partner-to-Partner connections and interactions. Partners connected with families they might not encounter in their work locations.

Families accessed diverse information about local resources all in one place, and asked specific questions about their unique situation with a knowledgeable Partner. Families met other families in their neighbourhood with babies, contributing to healthy community development. Families felt

welcome and a sense of belonging in their community. Partners met potentially marginalized or higher-risk families, as well as families who could learn about services to reduce or prevent risk.

PRIORITY 4 – ENHANCING GOVERNANCE

Library Goal that supports the priority: Broaden awareness of Library services.

Programs and/or Services that aligns with the priority: Complete Board packages and minutes posted online.

Outcomes: Increased transparency and better access/information to how the Library is governed

Up to 2020, only the Board meetings agenda and minutes were being posted online. To increase transparency and improve our community's understanding of Library governance, starting last year, complete Board packages, including supporting documents are posted online. The packages include background information and rationale for decision-making.

ADDITIONAL 2020 REPORTING: LIBRARY TECHNOLOGY GRANT FINAL REPORT

Library Goal that supports the priority: Promote and nurture literacy and learning.

Programs and/or Services that aligns with the priority: Chromebook Lending Project

Partnerships that support the priority: DIVERSEcity, ISS of BC, Options, PICS, SUCCESS, Seniors Come Share Society, Umoja

Surrey Libraries was pleased to receive a one-time grant of **\$44,752** for technology-specific projects. This funding is being used for a pilot Chromebook Lending Project. The project was chosen based on the needs expressed by community partners that many of their clients do not have access to devices to help find employment, connect with their communities to address social isolation, and learn digital skills.

The Library purchased 30 Chromebook laptops in August, signed MOUs with 7 community partners, and delivered the Chromebooks to the partner agencies in October 2020. The agencies began to lend the Chromebooks to clients who were looking for employment, wanted to learn digital skills, or to decrease social isolation. Designated library staff also offered technology help sessions to partner agency staff and their clients, both virtually and (if safe/eventually) in person.

Pandemic public health orders have impacted the project since many partner agencies closed their offices and are limiting face-to-face interactions with clients. From the feedback gathered in the evaluation process, once the pandemic restrictions ease, the potential impact is significant. The Library has ordered 20 more Chromebooks to expand the project, and is adding additional partners to the project. Based on the feedback, staff have also translated the quick start instructions into Arabic and Spanish.

Project Budget Allocation: Total Grant \$44,752: \$27,000 for equipment (50 laptops and carrying cases), \$17,752 for staff time (2 library staff, up to 10 hours per week)

Outcomes:

18 Chromebooks currently borrowed by partner agency clients with plans in place to lend more.

Select feedback from partner agencies:

- Clients have used the Chromebooks to create email accounts and complete online LINC English language assessments
- Currently working out how to deliver the Chromebook to client's homes, providing minimal orientation at the front door to use the device and then transition the rest of the orientation over the phone
- The Chromebooks show seniors that we are finding alternative options for them to connect with people in this pandemic, which is so important for those who are very isolated right now.
- The impact was excellent with clients learning on-line. Not all clients can afford to buy laptops or iPads. They need this initiative to continue borrowing Chromebooks just like they borrow books.
- Thank you very much for lending the Chromebooks to PICS. My clients have very much benefitted from using them at such a time.
- Having a Chromebook has made my job possible
- One Spanish speaking client that we had in a face-to-face session was very happy to even hold the device. She cried because she thought that she'd never be able to even learn how to open or touch a keyboard, and learn parts of the keyboard and their respective uses.

Select survey results from people who borrowed the Chromebooks:

1. You learned something that is helpful: 78% Strongly Agree, 22% Agree
2. You feel more confident about what you just learned: 44% Strongly Agree, 56% Agree
3. You intend to apply what you just learned: 56% Strongly Agree, 44% Agree
4. What did you like most about the program?
 - Technology support helped me complete online LINC English language assessment.
 - The program helped me learn and connect with others
 - I got to use my own laptop when I needed it most for my classes online
 - Being given access to a Chromebook has made it possible for me to work from home. Without it, I would not be able to conduct Zoom meetings, create presentations or send important emails for my program. I would not be able to do my job without it.
 - The opportunity to be connected to services and resources
 - I have the tool that help me to continue study English and without it I would not be able to study
 - I can use the Chromebook to study

- My facilitator is patient. I learned a lot.
5. What could the library do to better assist you in learning more?
- I don't know because I never went to the library before.
 - I am grateful for everything. I feel empowered. I can access all the resources I currently need. There is nothing more I can ask for. Thank you.
 - Would you extend the lending period so we could benefit more?
 - Thank you for the opportunity. Hoping to see more such programs in future

SUMMARY

The COVID-19 global pandemic was the defining event of 2020 and it impacted our work in every way, presenting both challenges and opportunities. A pandemic recovery plan to minimize the risk of the pandemic to both staff and public was developed and approved by the Board. The plan had a phased opening as follows:

- Level 1 (March 16 to June 28) - All branches were closed and 80% of staff were temporarily laid-off due to a shortage of work. A core group was kept employed to offer essential services and digital programming.
- Level 2 (July to Sept 8) - A take-out service was launched at 6 out of 9 branches with no public access to library facilities.
- Level 3 (Sept 9 to current) – Branches reopened with limited library services.

The Library started 2020 with 100% in-person programming and transitioned to 100% virtual programming after March 16. Despite the pandemic, we delivered 1639 programs to enrich learning and literacy, and we are proud to have connected with the 37,464 children, youth and adults that participated in our programs.

With almost 3.03 million visits to our website and our branches, nearly 650,000 people visited our branches. Of the 2.57 million transactions using the Library's materials collection, over 1.24 million physical books and materials were borrowed and over 1.32 million eResources were borrowed.

Surrey Libraries looks forward to improving the quality of life for our residents by helping advance their social and economic opportunities. We will strive to align our resources to deliver service where needed most and work towards our mission to 'connect people, spark curiosity and inspire learning.'

In summary, Surrey Libraries would like to thank the Ministry of Education for the generous grants that support the improvement, extension, and promotion of our Library services, while advancing the goals of the Province.

This report was prepared by Jenny Fry, Manager of Learning, Programs and Partnerships

2020 Library Technology Grant Interim Report for Surrey Libraries

prepared by Jenny Fry, Manager, Learning, Programs & Partnerships

1. Cover Sheet

- a. This funding is being used for a pilot Chromebook Lending Project at Surrey Libraries. The Library purchased 30 Chromebook laptop computers over the summer, signed MOUs with 7 community agency partners (Options, SUCCESS, PICS, Seniors Come Share Society, DIVERSEcity, Umoja, ISS of BC) in October 2020, and will be delivering the Chromebooks to the partner agencies by the end of October. The agencies then lend the Chromebooks to patrons who are looking for employment, want to learn digital skills, and will decrease social isolation by helping them connect to their community. Designated library staff will also offer technology help sessions to partner agency staff and their patrons, both virtually and (if safe/eventually) in person.
- b. This project was chosen based on the needs expressed by the Library's community partners that some of their patrons did not have access to devices to help find employment, connect with their communities to address social isolation, and learn digital skills.

2. Reporting form (see below)

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: [SURREY LIBRARIES]

Total Technology Grant Amount: [\$44,752]

| Area of Need | Outcome | Metrics | Strategic Links | Actions | Collaborative Links | Timeframe | Project Budget | In-Kind/ Leveraged funds | Comments |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------|
| Patron loanable Chromebook laptop computers (pilot project) | Loan Chromebook laptops through designated partner agencies to those wanting to build digital literacy skills, look for employment, and decrease social isolation | 1. 75% of laptops in use from Oct-Dec 2020; 100% of laptops in use from Jan 1-Mar 31, 2021 2. 100% of laptop borrowers have | Supports the provincial strategic priorities to improve access, building capacity, advancing citizen engagement, and developing | Purchased 30 Chromebooks, created MOUs and patron loan agreement template, designated library staff team to manage project and deliver tech help with | We ordered the laptops through the City of Surrey's IT department to reduce the laptop costs | June 2020: 30 laptops and carrying cases ordered, received, and processed by the City of Surrey's IT department July 2020: laptops tagged by Library's Collection Services | Estimate: \$27,000 for equipment (laptops and carrying cases), \$18,000 for staff time (2 librarians, up to 10 hours per week) | n/a | |

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| | for Surrey residents | library cards | digital skills for British Columbians | partner agency staff and patrons | | <p>August 2020: QuickStart Guide developed and ready to use</p> <p>Oct 2020: MOUs signed with 7 partner agencies</p> <p>October 2020-March 2021: designated library staff team deliver Chromebooks to partner agencies, offers tech help to partner agency staff and patrons. Partner agencies start lending Chromebooks to their patrons. Evaluation survey process to be implemented in January 2021.</p> | | | |
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