



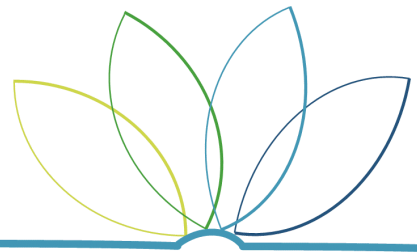
Provincial Grant Report 2020

MARCH 1, 2021

Hudson's Hope Public Library

Authored by: Amber Norton, Library Director

COME IN, GO ANYWHERE!



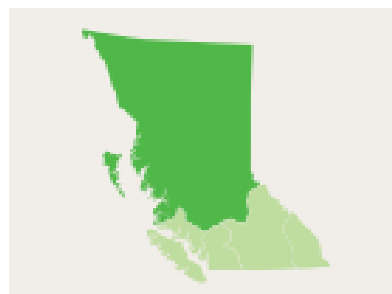
HUDSON'S HOPE PUBLIC LIBRARY

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 log structure building 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 through the GM Shrum and Peace Canyon generating stations. These supply the majority of energy produced by BC Hydro in the Northern Region. While the Northern Region makes up approximately 2/3 of the land mass of British Columbia, the two dams located in the District of Hudson's Hope (DoHH) deliver 29 percent of BC Hydro's total volume. (https://www.bchydro.com/community/in_your_region.html#reports)



The Site C dam and hydroelectric generating station has entered its sixth year of construction with a projected completion for 2024. (https://www.bchydro.com/energy-in-bc/projects/site_c.html) This project has resulted in a significant increase in commercial traffic traversing through Hudson's Hope.

Challenges and Celebrations

For our 2020 budget, the Board continued to support a grant goal to be included in the budget. 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 three 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 2021 these grants will all come to completion and we will once again need to meet the grant threshold.

Of course the biggest challenge this year was leading the organization through the "new normal" of COVID-19 impacts and regulations. Though it was quite challenging at times for everyone, it also facilitated much positive change within the organization such as policy updates, increased funding opportunities, and additional staff training time. The more challenging aspects of this transitional period have been getting new curbside delivery program up and running and getting facility use policies ready in a timely manner once BCCDC, WorkSafeBC and Library guidance documents were made available. Reopening was especially challenging due to the Library Director having to do the work that other larger libraries have a team and legal staff to work on. It was integral to the reopening process to have the support of a network of Library Directors through the ABCPLD.

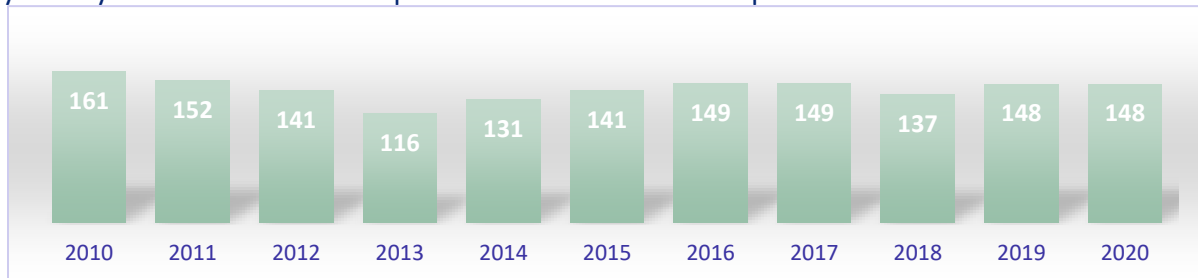
We received a number of grants and donations throughout 2020 and one large grant was granted an extension through 2021 due to COVID impacting the completion and scope of the project.

Generous support (\$500 or over) received in 2020 and how the funds were directed:

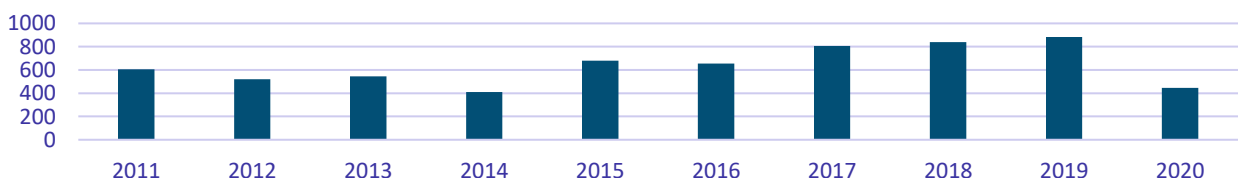
<u>Donor</u>	<u>Amount</u>	<u>Direction for funds</u>
Library Branch	\$7102	Technology Grant (carry over to 2021)
Library Branch	\$1200	Connectivity Grant (carry over to 2021)
AgriSpirit	\$15000	Furniture (Window) Upgrade, carried over from 2019 to 2021
Peace River	\$500	Children's Programs, carry over to 2021
Hydro Partners		

Demographics

The following chart illustrates population trends for the DoHH 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 population of the school remained steady at 148 enrolled students including 5 homeschooled children, which remained fairly steady even amid COVID-19 prevention concerns in our parents.



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 usual 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. Due to impacts from COVID, 2020 stats are drastically lower than previous years and thus are not a good comparison for programs compared to local school demographics. If the first 10 weeks of the year were an indication of what would have been if COVID were not factored in, our program attendance looked like it would have been a bumper year as Storytime increased by 12%, Tween Club by 182% and Teen Club by 36% for the first quarter of 2020 compared to the first quarter of 2019.



Strategic Plan

We updated our Strategic Plan in 2018 and was originally in effect through 2020. We chose to extend our Strategic Plan due to COVID impacting ongoing projects. Our plan includes 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 strategic goal is *Customer Experience*. In 2020 we made a number of staff and patron area adjustments to adhere to WorkSafe guidelines for public and staff building use. We made a number of attempts at online programming but in the end we found that online education from March through June seemed to burn out our patrons and they were looking for in person opportunities rather than online ones. We took the first step toward “keeping up with technology” through two provincial grants for libraries that will aid in upgrading technology and connectivity for our patrons.

Our goal for *Community Engagement* met some challenges due to COVID, but inspired us to up our game when it came to community advertising of the services that were still available while the library was closed as well as those services being provided with limited operations.

Community collaborations have been continued with the DoHH, although in a much limited capacity. The Events Coordinator provides a physical component to our Summer Reading Club (SRC) but these collaborative opportunities had a much lower impact due to COVID, as our online engagements are much lower than in person programs tend to be.

We plan to improve the *Library Atmosphere* to solidify our role as a community hub in our town. We had planned a project for the Reading Room which would transform the room in to a convertible space for individual, group or meeting space. It was scheduled for upgrade in spring of 2020 but this was postponed due to COVID. Thankfully we were able to get an extension on this \$15,000 grant to the end of 2021 and were also able to change the scope in order to replace windows as the Reading Room was closed to patrons as it was being used as the storage area for extra furniture, toys and supplies that can no longer be in the library due to COVID restrictions.

DoHH added our building to their monthly safety checks in 2018. This is resulting in some long time service issues being repaired and upgraded in our facility, which, had not been addressed due to Public Works management turnover. In 2020 the DoHH was able to address some heating and cooling issues within the library as well as started tackling the lighting issues. They are also looking to continue these upgrades in 2021 as well as addressing some exterior maintenance issues as well as exploring the option of a full lighting upgrade.

Focusing on *Board & Employee Experience* ensures that our organization promotes innovation and progress. Both staff and board thrived amid the challenges of COVID impacts. We have in fact made improvements to our organization policies, communication and have also modernized our financial management due to the pressure of COVID restrictions.

We have made great progress in our goal of *Sustainability* by maintaining a service agreement with the DoHH. In 2020, again, 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. We hope to amend this procedure in the future as our Service Agreement is due for renewal by 2022.

Through our service agreement, the DoHH has secured a 1% annual increase, which provides much needed financial stability in that it guarantees our budget during the agreement period. This annual increase does not meet inflation, so it is up to library 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 refining operations and governance to improve clarity of roles and reporting. Working toward a new Strategic plan for 2022 will lend well to providing a concrete base that will allow our organization to excel.

PRIORITY 1: Improving Access for British Columbians

Through our strategic initiative to enhance *Customer Experience*, we have been able to keep up with technology. Funds from the province to replace our patron computers, mobile workstation laptop and substantially upgrade our internet connection came at a very opportune time in 2020. We are also increasing our Wi-Fi footprint that will allow for open and reliable internet access throughout our property including in the parking lot and at our picnic tables on the upper banks of the Peace River. This Wi-Fi expansion will likely also extend coverage to the New Horizons Seniors Centre in the neighboring building which is currently without internet coverage. These improvements also help to meet our Technology Relevance Objective in our Strategic Plan and allow us to have a better start with our Technology Reserve policy and three year technology replacement 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. There was notable growth in the first two months of the year by approximately 25% over the previous year but after the COVID business closures, Overdrive loans went up by an additional 10%. HHPL was glad to support an increase to the Library2Go collection program to support the COVID influx of patrons and loans that were looking to utilize electronic

services. We are thankful to the provincial Overdrive selection team for their management of the collection amid such an influx of users as well as a migration resulting from RBDigital merger with Overdrive. Continued subscription to this collection will help “ensure that the needs of the community are being met (HHPL SP 1.2). (<https://marketplace.overdrive.com/Insights/Trends>)

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 that will be popular with book club groups, 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. 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. Additionally we have started redistributing the deletions not as individual books to participating libraries, but rather as a set of 5 or 10 books so that these libraries might maintain the sets to circulate province wide. Circulations within this collection have increased substantially since the inception of the project, with a 21.6% increase in 2019 but of course circulations were impacted by COVID closures as well. InterLibrary Loans were closed from March until mid-August but the final quarter of the year showed that circulations were already recovered within 75% of the 2019 circulations for the same quarter.

PRIORITY 2: Building Capacity

HHPL board, staff and patrons have participated in a number of capacity building initiatives in 2020.

The Gale learning platform supports ongoing adult education for free. This is made possible through the NELF and NCLF consortia purchasing agreement with Gale and funds from the Technology Grant. This allows staff and patrons access to courses that provide continuing adult education to enrich life experience and allow career advancement. We noticed that enrollments increased by 50% while time spent learning nearly doubled and the average minutes per student increased from 886 to 1114 which means that each student dedicated nearly 4 hours extra per course compared to years past.

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. That student who is now in grade 9 is completing an accounting 11 course, a full two years ahead of the recommended schedule. This is due, in no small part, to his superb math skills but also because his parents convinced the Key Learning teacher that he would excel due to his experience with the Gale Online learning platform and he is proving it with every test we invigilate for him in the library.

Our Library Director's involvement with the Association of BC Library Directors (ABCPLD) has proven to be an integral support for mental health and collaboration throughout the ever changing library atmosphere due to COVID-19 response. The network of Library Directors within ABCPLD as well as the supporting staff, Federation Managers and the Library Branch Director have supported libraries of all sizes through unprecedented change. ABCPLD has been able to provide key learning opportunities, networking as well as collaboration with other provincial partners such as BCLTA to ensure that training opportunities address the current struggles and needs for support.

Our library staff have engaged in numerous learning opportunities throughout the year including ABCPLD professional development as well as Overdrive, Sitka, Cataloguing and law training webinars.

PRIORITY 3: Advancing Citizen Engagement

HHPL consistently interacts with Service Canada and Canada Revenue Agency to provide learning opportunities for both staff and patrons. Both agencies offered webinars in 2020 as outreach for our community, which took the place of in person visits and individualized in-person service for our local patrons a couple of times a year.

Our Library Director is involved in the Decolonizing Description committee throughout Sitka libraries as a reconciliation measure. The foremost goal of this team is to build a recommendation to be used throughout Sitka to replace the term "Indian" with more politically correct terminology as well as enhance the system so that users, especially those of indigenous decent, do not feel marginalized by the terminology that they have to use the search engine within our catalogues as well as enhancing the return of more applicable materials based on keyword and subject searches.

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 DoHH. This agreement provides financial stability and will support the library with a 1% annual increase. The board hopes that this 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 our organization can depend upon, which results in "successful leadership and library service excellence" as they "depend on effective governance and accountability" (B.C.'s Strategic Plan for Public Library Service 2020, BCSPPLS 2020)

Our Library Director has also put her name forward to be considered if a committee is formed as the government communicates with stakeholders to review the provincial library grant system so that "provincial library funding is more transparent, flexible, sustainable and equitable." (BCSPPLS 2020)

Summary

Hudson's Hope Public Library supports *Improving Access for British Columbians* by keeping up with technology by upgrading our current internet and expanding our Wi-Fi footprint as well as replacing our aging patron computers and mobile workstation laptop. We also support our Program Librarian to continue being on the Overdrive collection purchasing committee as well as offering additional funding support to Overdrive with the influx of patrons when libraries closed their doors in March. We also continue managing the collection of over 100 book club sets for five federations.

We provide support for *Building Capacity* by offering the Gale learning platform for staff and patrons which showed a marked increase in usage in 2020. We appreciate all of the support through the ABCPLD staff and network amid COVID changes and increasing stressors. The opportunities provided by ABCPLD in 2020 have been indispensable.

The *Advancing Citizen Engagement* initiative is demonstrated through our involvement with the Sitka Decolonizing Description committee as well as facilitating webinars with Service Canada and CRA.

We strive towards *Enhancing Governance* through maintaining a Service Agreement with our municipality as well as our continued interest in provincial discussions regarding funding structure.

Although it has been a very different year in library services, we feel that we have been able to make a number of strategic accomplishments with our focus on *Sustainability, Library Atmosphere, Community Engagement, Customer, and Board & Employee Experience*. After a year of change and challenges, we are primed to roll up our sleeves and keep striving toward our mission to help people grow without limits.

2020 Technology Grant: HHPL Overview for Interim Planning Report

There are many Hudson's Hope Public Library initiatives impacted by way of the Technology Grant.

Through our Gale Online courses subscription we hope to further promote lifelong learning for our community and improving job skills. In the North, there are jobs available that may not have the larger center level of formal education in their applicants, these courses help prospective job applicants have more confidence in their abilities to take on career changes and job requirements. High school students also find these courses rewarding as they take them on to enrich their education.

Provincially we allocated additional monetary support to the provincial digital loans collection through Overdrive. There has been steadily increasing demand on electronic loans over the years and this resource experienced an immediate increase on demand with many non-essential services shut down in March due to COVID-19. In the NELF region we are also researching how to support a regional collection that will be available to NELF libraries, decreasing waitlists for our patrons as well as for the province.

Subscribing to Zoom has enabled us to build online programming for our Summer Reading Club as well as supporting Board and Staff meetings due to the small size of our library meeting areas. This is both a program and staffing tool that is additionally useful in stress management. Employees and members of the public are now reluctant participants in face-to-face interactions due to COVID-19, which may result in stress and anxiety occurring in the home and workplace for some time, even once the disease is in a more manageable stage.

We will be updating our 3 public computers which, in addition to our upgraded internet capability (Connectivity Grant), will provide much better customer satisfaction. Increasing the footprint of our Wi-Fi signal will also allow for easier access in our parking lot for use while the library is closed as well as during open hours for those patrons who do not want to increase their social contacts for avoiding the spread of COVID. The three computers that we are replacing may be kept for use in programming when needed as our library does not currently have the capacity for all 6 computer stations in a permanent setup but could still use them for one night events such as gaming nights for teen club.

Purchasing 2 iPads to add to our 3 current, much older, iPads and catalogue them so that they can circulate rather than being only for in-house use. We can build digital folders of apps for preschoolers, device reluctant parents as well as less technology savvy adults. We hope that providing an opportunity to try a tablet at home will help teach our patrons that there are great benefits to using technology in a positive way. We also want to show parents that children now need early access to technology since technology familiarity is as important to a good educational start as knowing ABCs or how to hold a pencil.

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: HUDSON’S HOPE PUBLIC LIBRARY

Total Technology Grant Amount: \$7102.00

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Electronic collections (licensing) Gale Courses	Supporting 2 years of Gale Online learning. Increasing confidence of job seekers in our community by providing a free online learning platform to better their skills and allow them to apply for better opportunities for employment.	Online tracking of registrations and completions	BCSPPLS: STRATEGY 1 Improving Access for British Columbians Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of library collections, wherever they live. STRATEGY 2 Building Capacity Provides learning opportunities for staff to update skills while waiting for library specific skills training opportunities. HHPL: Customer Experience: Continuation of Program Services; Supplementary programming	Renew subscription and promote monthly. Registrations already noted to increase after COVID closures.	NELF negotiated group purchase rate	2020 & 2021 subscription	791.84		
Electronic collections (licensing) Lib2Go	Additional support for COVID library closure. Improving patron opinions toward digital collection waitlists.	Overdrive stat tracking. Customer feedback.	BCSPPLS: STRATEGY 1 Improving Access for British Columbians Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of	Funds allocated in the spring.	All libraries who subscribe to Lib2Go	2020	119.21		

			<p>library collections, wherever they live.</p> <p>HHPL: Customer Experience: Ongoing Collection Development; Continue patron driven collection development initiatives</p>						
<p>Electronic collections (licensing)</p> <p>Lib2Go - Regional</p>	<p>Supplementing provincial collection with regional collection.</p> <p>Improved patron satisfaction by increasing availability of highest requested titles for regional users.</p>	Overdrive stat tracking. Customer feedback. Tracking the decrease of waitlists.	<p>BCSPPLS: STRATEGY 1 Improving Access for British Columbians Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of library collections, wherever they live.</p> <p>HHPL: Customer Experience: Ongoing Collection Development; Continue patron driven collection development initiatives</p>	Meeting with Overdrive to discuss pricing options for NELF and individual libraries.	NELF libraries	2021	1200		This project is in the beginning stage, budget is unknown for initiative. Bottom line of Project Budget column would be over our grant allocation amount by \$846.49 in case this line runs under.
<p>Digital programming</p> <p>Zoom</p>	<p>Subscribe to Zoom to support digital programming and operational needs.</p> <p>Providing online face-to-face connections for programming, patron and staff interactions.</p>	Program attendance. Staff feedback.	BCSPPLS: STRATEGY 1 Improving Access for British Columbians Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of library collections, wherever they live.	Subscription paid monthly. Track usage.	Library Board Staff Book Clubs	2020-2021	400		

	Maintain relationships unburdened by social distancing rules.		HHPL: Customer Experience: <i>Continuation of Program Services;</i> Supplementary programming						
Patron hardware upgrades (public computers, printers, etc.) Patron Computers	Replace 3 public computer towers	Will likely maintain current patron computer usage but increase satisfaction with setup, especially with upgraded internet connectivity.	BCSPPLS: STRATEGY 1 Improving Access for British Columbians. People need access to the internet and digital technologies. As community hubs, libraries are providing vital access and helping people connect and navigate the digital world. HHPL: Customer Experience: <i>Keeping up with Technology;</i> Support technology upgrades	Purchase towers and have formatted by IT, install then continue to track usage.	Employment Connections - FSJ	2021	3362.46		
Patron hardware upgrades (public computers, printers, etc.) Wi-Fi	Expand outdoor footprint of public Wi-Fi, includes Wi-Fi device and mounting bracket.	Increased traffic using open Wi-Fi	BCSPPLS: STRATEGY 1 Improving Access for British Columbians. We will continue to facilitate resource-sharing and help the development of a reliable and equitable digital infrastructure for library services. HHPL: Customer Experience: <i>Keeping up with Technology;</i> Support technology upgrades	Started tracking Wi-Fi usage this summer. Will continue to track usage to determine impact after installation.	Wi-Fi “name” shared with District of Hudson’s Hope for easy community access.	2020	324.98		
Digital programming	2 iPads with app folders for reading	Decrease of parental reluctance	BCSPPLS: BCSPPS: STRATEGY 1 Improving Access for	Purchase iPads.	StrongStart Church StoryTime	2021	1750		

Digital Literacy	literacy, cognitive development and physical literacy directed toward early learners. Other app folders will include tutorials on digital library services and direct links to library online resources to familiarize seniors or low computer literacy patrons with our services.	to allow preschoolers to use computers and devices. Track how many circulations and new users.	<p>British Columbians. People need access to the internet and digital technologies. As community hubs, libraries are providing vital access and helping people connect and navigate the digital world.</p> <p>HHPL: Customer Experience: <i>Keeping up with Technology;</i> Support technology upgrades & <i>Continuation of Program Services;</i> Supplementary programming</p>	Set up iPads with more up to date apps for early learning and reluctant tech users. Promote new program. Track usage by individual users as well as how many times each user uses devices.					
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