2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Greenwood and District 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

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

The Greenwood Public Library is a rural library that serves the City of Greenwood and a portion of Area E of the Regional District of Kootenay Boundary (RDKB) with a total catchment area of about 950 people and has been providing materials and service to the public since 1945. The library is a friendly, welcoming, and safe community providing access to computers as well as internet & Wi-fi access, printing, copying, scanning, and fax services; books, magazines, newspapers, audiobooks, & DVDs; and children's and adult programs. We function as a hub for local information sharing and for social connection for many of our patrons. Patrons' checkout physical library materials from our collection as well accessing our online databases, e-books, e-audiobooks, and online magazines via our website making us a virtual hub as well.

The library is the only safe, reliable, free public space in Greenwood, and it is thus a crucial community hub. Greenwood and community consist of retirees, working adults, and a few families with children; quite a few are on income assistance or disability pensions. There is no major industry in Greenwood, and much of the community work in neighboring communities, others are self employed or work in retail, ranching, logging, mining, service, and municipal government.

With the rapidly changing environment of the Covid-19 pandemic we were able to keep our service levels (and even increase, in some respects). We are not yet back to full programming as in 2019, however we were able to offer a full in person Summer Reading Club which was well received. We look forward to implementing more in person programs in 2022.

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

Functionality and Technological improvements

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

With the fluid Covid 19 pandemic situation we were unable to hold in person programming. In 2021 our volunteers, most of which fell into the vulnerable category, were unable to assist so with that, we turned our focus to enhancing our physical space and providing updated technology.

We have upgraded our main patron computers and software, as well as added Wi-fi extenders to provide more accessible service. We revamped the patron area to make it more functional and user friendly. We have also set a plan in effect for our children's area.

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

By the end of 2020 we had satisfied all of our Strategic Goals from our 2019-2023 plan. With this project we were able to expand upon two of those goals:

Community Services: to engage and support community members.
To make the existing facility more accessible and functional

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)	We have been able to much improve our patron experience on our computers. The bandwidth is much improved as well as the upgraded software enables more readily available access to our digital collections. The improved connectivity helps reduce barriers to digital inclusion and equality for those patrons who rely on the library for internet access and more.
2. **Building Capacity** for library staff and directors (e.g., training, and professional development)	With the updated computers and equipment our aspirations are that once the pandemic stabilizes and we will be open more with programming and more on-site training and development. We continue to collaborate with the KLF -LDAG and the ABCPLD groups to enhance our knowledge base
3. **Advancing Citizen Engagement** (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	We have been able to much improve our patron experience on our computers. The bandwidth is much improved as well as the upgraded software enables more readily available access to our digital collections. The improved connectivity helps reduce barriers to digital inclusion and equality for those patrons who rely on the library for internet access and more.

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.

Physical Space –In reorganizing the library, we found that not only does the proximity of the computer area enhance physical access, but it also fosters more social interaction, which in the long term supports information sharing, collaboration and increases community knowledge and connection.

Improved connectivity helps reduce barriers for those patrons who rely on the library for internet access. In the short term just having the bandwidth and updated equipment allows for additional reliable access; in the long term it will serve to help provide digital inclusion to information in an electronic format.

The updated computers and equipment alone provide our patrons with fast, reliable access to online resources and social connections. Once Covid-19 subsides and as the PHO's allow, our plan is to expand programming to include in-house computer training and informational computer sessions. It had become very apparent during the pandemic that quite a few people were "computer illiterate" and/or struggling with the digital world; to a library, which was a sad revelation. In the long term is will help alleviate that issue and to help our community by providing resources for them to become confident and capable in the computer age.

Other upgrades include new printers and Patron seating. We want to ensure that we continue to provide a safe and welcoming environment for our entire community.

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery?
Province of British Columbia provided the funding for all things technology. Our seating came by way of a local grant application.

[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)	COVID-19 pandemic has had an impact in determining the strategies and priorities of the library. Figuring out how to provide the highest level of services to the public within the confines of the Public Health Orders and COVID 19 restrictions has been a primary challenge. The fluidity of the situation presented additional stressors for staff as much of the community was suffering from Covid fatigue. Staff endeavored to reinforce the protocols with our patrons and albeit difficult, we were fortunate to have no major push back. Our library had reopened late in 2020 with limited hours which, early 2021 were able to increase however, since our volunteer base fell within the vulnerable category and unable to help with day-to-day tasks, the workload on staff increased due to the time spent researching and maintaining the safety protocols. We would not have accomplishment nearly as much without the support of regional and provincial library agencies; support with everything from interpreting the PHO to best suit our library to best practices on how to support staff and patrons.
Emergency response (e.g., fires, floods, extreme weather)	

Financial pressure (e.g., rising costs, reduced revenues)	The main challenge faced by the community is lack of a large tax base. The City of Greenwood is limited in the support it can provide to our library; as such, it has been challenging for the library to expand programs and services with limited financial support and rising costs. Funding continues to not meet the measure of the inflationary costs to run our library. Our combined Provincial, Municipal and Federal funding is represented approximately 55% of our annual expenses. Everything from wages, postage, books, and utilities have consistently been rising, yet our funding has not incrementally been adjusted. The increase alone in postage from 2019 to 2021 was 39.5%. Fortunately, due to the generosity of our community and our fundraising efforts have allowed us to continue with a great level of service for our community. We acknowledge that we cannot count on these revenue streams, however we do realize that is does show how much the community cares abouts its library. Moreover, with more entities in the same financial situation it becomes harder each year to maintain/increase our fundraising goals.
Staffing (e.g., recruitment and retention, mental health, and wellness)	In 2021 our staffing has been consistent, however with such a small population base it is extremely difficult to recruit and/or retain staff and volunteers.
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Connectivity remains an issue for our rural community. With only one internet provider available it leaves some residents with slow, if any connection and the option for our low-income residents is limited or financially unattainable. With the technology grant, we were able to purchase Wi-Fi boosters to help with the connectivity in and around the library which has helped to a certain degree with people stopping in their vehicles or on the street to use our public Wi-fi.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	Our physical space of approx. 1200 sq. ft. is very disjointed. It is home to our collection, reception/library director area, a children's area, a patron computer area, two small storage areas (one of which is partially utilized by the bookkeeper/admin), and a small board room area shares our non-fiction room. Upgrades and renovations are of paramount importance but with limited space and resources, it is hard to imagine how to "reinvent" it to make it a more useful area. We would definitely benefit from a new space/building, however financially, that is not feasible.

Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	As with other rural areas, our community has no public transit or taxi service. It can be difficult, especially for our lower-income residents to move around as they are dependent on family or friends. Our physical entranceway has a slight lip at the door which can impede accessibility to the library, however we are fortunate our Library Director is close enough to the doorway to identify if someone is having a problem and can lend aid.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: _____   Date: Mar 18. 2022

Board Chair Signature: _____   Date: 18/3/2022