

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Pouce Coupe Municipal 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](#)
- ☐ [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).

The Pouce Coupe Library serves our municipality as well as its neighbouring surrounding area. The Village of Pouce Coupe is a member of the Peace River Regional District, and currently the population is about 792. The library was first established by the Woman's Institute in 1933, and in 1951 was then taken over by the Provincial Library Commission.

Pouce Coupe's industries are a combination of petroleum, oil & gas, agriculture, farming, and tourism. Over the past few years our community has grown and expanded bringing new families and patrons to our library. We continue to work hand in hand with our local elementary school as a shared library facility.

Popular recreational activities in Pouce Coupe and our surrounding area include cross-country skiing, ice skating on our local outdoor rink, a skate park, baseball diamond, disc-golf, snowmobiling, fishing, hiking, and hunting.

In 2021 COVID-19 continued to make a major impact on public libraries throughout BC. The Pouce Coupe library worked through these challenges with minor changes to our programs and services. Throughout the pandemic we have still listened to what our community wants and needs, and are excited to see what 2022 brings.

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
Program Evaluations
Provide a brief description of the activities involved in this project/program.
<p>Due to the COVID restrictions both federally and provincially, it was not feasible to offer any of our regular programs or events due to the mask mandates, vaccination passports and restrictions.</p> <p>Taking the opportunity of the quieter time in the library due to the pandemic our staff and library board took this time to measure the effectiveness and success of our past and present programs and services and identifying areas of potential improvements or changes that could be made, brain storming new and creative ideas. We also took time to look at what other libraries have done in the past and how we could adapt and tweak them for use in our own library.</p>
How does this project/program support the library's strategic goals and/or community?
<p>This project supported our strategic goal of "Identifying Resources and Programs to meet Community Needs". We are continually assessing the library's progress ensuring that we are meeting the needs of our community and have the tools to do this. Assessing the needs of the library board and staff. Making sure we have the proper skills to meet existing needs and future changes in the community. Building on our success by expanding resources and programs for our patrons.</p>
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>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>We feel that this project met the Provincial goal of "Building Capacity – To support the delivery of quality programs and services". We were able to step back and reflect on the outcome of our existing programs and services in the library and looking at what we could offer in the future.</p>
<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<p>We have reflected on the needs of our board and staff over the past year and have focused on how we can better equip our staff and board members with the tools to succeed and better help our patrons' offering programs that are relevant to our library and community.</p> <p>Part of being a good board member is knowing how to engage with the community and our local government and council. We look forward to offering the TOPS program for our board and staff in the new year as well as participating in the virtual BC Library Conference April, 2022.</p> <p>The board also plans to review our strategic plan for the library. Our staff frequently take advantage of the BC Library Cooperative support training for SITKA, and take advantage of any other training throughout the upcoming year.</p> <p>One of the training sessions that we offered to staff last year was in light of a more unexpected situation. The stabbing at NVDPL's Lynn Valley Branch was a shocking and very traumatic event. To help our staff be better prepared to deal effectively with customer violence we offered a live webinar in April 2021, delivered by Arete on Customer Violence Prevention and De-escalation. Helping staff and my self learn how to de-escalate a situation when someone is angry or agitated and how to deal with a high stress situation.</p>
<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>During the pandemic we continued to provide access to computers, printing, copying, scanning, and fax services, as well as free WIFI with outlets for charging devices and sitting areas for people with laptops.</p> <p>We helped our patrons with writing resumes or filling out government papers, EI forms, COVID relief funds, income tax returns, job search, property tax forms and health & wellness information to our patrons.</p> <p>In August of 2021 our library subscribed to the Niche Academy database. Niche is a user-friendly online training program for use by our staff and patrons. This was a welcome resource during a time when colleges and universities are closed. Users are able to do courses on their own time at</p>

	<p>their own pace, and prospective users can explore e-Resource offerings at any time.</p>
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>Our library has a solid governance framework in place that includes policies and procedures, established by-law, and an achievable strategic plan that is based on why we exist and what we offer to our patrons. We have a strong board and dedicated employees that work well as a team.</p> <p>In 2021 the continuation of COVID was more evident then ever and a strong balance of partnership was needed. Working with our board and staying on top of all the Provincial COVID-19 requirements and restrictions has been a challenge, but we have continued to research and maintain new ways at keeping our patrons and staff up to date and report progress regularly to our Municipal Council through our monthly board minutes.</p> <p>Working with other libraries and federations was key to making our way through the unknown. We had to learn to deal with concerned patrons, staff and board members in the ongoing uncertainty of a pandemic. We have been pioneers for the last two years and it was a huge learning curve for all of us.</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>	

Due to the COVID restrictions, it was not feasible to offer any of our regular programs or events due to the mask mandates, vaccination passports and restrictions. Instead, our board and staff chose this time to measure the effectiveness and success of our past and present programs and services, identifying areas of potential improvements or changes that could be made. The four primary reason we chose to focus on for this assessment were:

1. A program evaluation can find out “what works” and “what does not work.”
2. A program evaluation can showcase the effectiveness of a program to the community and to our funders.
3. A program evaluation can improve staff’s frontline practice with participants.
4. A program evaluation can increase a program’s capacity to conduct a critical self assessment and plan for the future.

While evaluation is not without challenges, the information obtained from a program evaluation can help to streamline and target program resources in the most cost-efficient way by focusing time and money on delivering services that benefit program participants and providing staff with the training they need to deliver these services effectively.

Other hurdles we faced for this project was obviously the pandemic, how do we reach our patrons if they are not coming into the library but also the amount of time and staff training that accompanies it.

Tools our board and staff thought would be most effective and would produce the most feedback for this project were:

Surveys. Our patrons feedback can suggest how the program should be modified, or what worked well enough to be carried forward.

Observations are straightforward and self-defined, but they do require awareness before, after, and during the program. Documenting how patrons engage with the program through written

notes or photographs is a practical examination of the program's success. It is also convenient, since it only requires that the staff be present and equally engaged.

Internal Assessment - The foremost measure of effective learning goals should be the libraries mission statement and programs in public libraries are most effective when they support the goals of the library and as well as the province. Are we offering engaging, fun, and creative programs to the public?

Through engagement - Attendance at programs or events are simple assessments of patron interest in programs as well as further learning and talking one on one with the participants asking for their opinion and suggestions.

In order to work through this project, we looked at all of our existing programs and events. Separating them into categories such as one time use or continually running events. Looking at the frequency of the program, the age groups we targeted, does it follow both the province goal of "Building Capacity" and our library goal of "Improving Access for British Columbians"?

It is important to remember that program evaluations serve as tools to improve the overall result of the program. In the end we decided to hold off on our final analysis. We felt that in order to get a true sense of how the library connects to the community and find out what they want that we needed to look beyond the walls of our library. We will continue this project when more of the COVID-19 restrictions have been lifted.

none

[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)	The safety of staff and patrons continued to be top priority staying on top of provincial rules was definitely a challenge.
Emergency response (e.g., fires, floods, extreme weather)	<p>Thankfully we have not experienced any of these emergencies close to our library. If we have learned anything from the past year of drought, fires, and extreme floods, it is that we should always be prepared. Unfortunately, it has taken others misfortune for us to learn how to prepare in advance for these disasters and know what to do at the time for both at home and at work</p> <p>An emergency plan puts in writing the key elements of what will be done in the event of an emergency. The plan needs to be well thought out and useful for responding to all types of emergencies, whether they are small disruptions, or large-scale disasters. It is important to practice the emergency plan often with your staff, and make changes if necessary to prevent confusion or panic</p> <p><u>Key steps to this are:</u></p> <p><i>Make a plan</i> – your emergency plan needs to be well thought out. having a plan will help you deal with the stress and pressure of what to do at the time.</p> <p><i>Build an emergency kit</i> - Individuals and families should be prepared to take care of themselves for at least 72 hours. We have created hand out which are</p>

	<p>available to our patrons, providing information on disaster relief, emergency preparedness, and emergency numbers for local and provincial information.</p> <p><i>Knowing the risks and hazards in your area</i> - such as rivers, forest in your area can help you better prepare.</p> <p>All of this has been put in place in our library. Thank fully we have resources from the government and province that have helped us put these plans in place.</p>
Financial pressure (e.g., rising costs, reduced revenues)	<p>As directors, we were faced with the task of being able to run a functional library in light of rising cost of supplies, how to deal with the lack of staff due to illness, rising COVID costs and the reduction of funding from fundraising events. Working with our library board and federation we have been able create new and innovative ways to deal with these changes. We relied on each other to help us get through the unknown.</p> <p>A great book I discovered last year was called "Who Moved My Cheese" by Spencer Johnson, M.D. Proving that a positive adoption to change requires the abandonment of fear. To adopt to a healthy society and move out of the pandemic we had to change and move out of the norm, introducing new protocols and strategies to help fight the virus. The world is constantly revolving and changing, sometimes faster than we expect but we can always be prepared in regards to our budget. We were able to work around these challenges.</p>
Staffing (e.g., recruitment and retention, mental health and wellness)	<p>I feel that staffing was one of our hardest for 2021. We are a small library. We have one full time person and one part time. I think the pressure was even more to be vigilant of our safety protocols, to be constantly aware of the seriousness of the matter. The stress of "what if I get sick, what if we don't have some one to replace our staff". In our case I feel the director and staff also felt a combination of stress and depressions.</p>
Disappearing services in the community (e.g., government, banking, health)	<p>This was a difficult part of the pandemic. To have all our programs come grinding to a halt, well we found ourselves at a sense of loss in a way, think to our selves "ok, what do we do now?" Offering programs and a wide array of services to our patrons is who we are. It definitely took a while to get used to the change.</p>

	<p>In a sense we had to learn to re-create the wheel. How do we still offer quality, safe service to our patrons at a time when they are not able to physically come into the library.</p>
<p>Connectivity (e.g., low bandwidth, lack of home internet in the community)</p>	<p>Our community struggles with families not having access and resources to internet services. To help us meet the goal of both the Province of British Columbia as well as our own, the Pouce Coupe Library continued to provide access to computers, printing, copying, scanning, and fax services, as well as free WIFI with outlets for charging devices and sitting areas for people with laptops through out the pandemic.</p>
<p>Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)</p>	<p>Aging/damaged facility is not a problem for us. We are fortunate to share a facility with our local elementary school and are not facing any repairs, renovations or upgrades at this time. We have a good working relationship and user agreement in place with our local School District, and Municipality and we all share the same goals for our community.</p>
<p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p>	<p>We are a smaller library, access in and around our community is not a problem. Most services are centrally located and within walking distances from on another. A larger community is about 15 minutes from Pouce Coupe but there is not public transit to and from either of them. This makes it hard for some of our patrons to connect to services such as our provincial building and our Service Canada office.</p> <p>Our library does the best it can to help our patrons with online forms and information connected to these resources.</p>

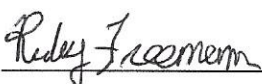
<p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p>	<p>We have not witnessed or had to deal with many issues of homelessness, addiction or mental health at the Pouce Coupe Library but that doesn't mean that its non-existent and that we should not be prepare for it.</p> <p>We have provided our staff with information and resources on how to recognize and deal with patrons that may come in to the library that appear to have addictions, or mental issue and how to handle a situation such as homeless people coming in to the library.</p> <p>One issue we did face recently in the library was how to deal with anti-racism. The province of BC recently had sent out anti-racism posters to public libraries in BC and one of our patrons had taken offence to the message on one of the posters. This brought attention to our staff that not everyone views things the same way and messages can be interpreted differently. In the end we chose to leave the poster on the bulletin board and offered to talk with our patron. Showing her support and understanding her point of view but at the same time explaining that she has the right to voice her opinion. In the end it came down to the fact that she was the only person that showed concern regarding the poster, that it is not enough cause to remove it entirely.</p> <p>Racism is becoming more evident and visible in our society. Our patrons are continuing to look for more resources and tools to deal with this topic.</p>
<p>Other (please specify)</p>	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: March 15, 2022

Board Chair Signature: 

Date: March 15, 2022