

## 2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Terrace 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](#)
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### 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 Terrace Public Library, located near the Skeena River, is on the traditional territory of the Tsimshian People. The Tsimshian People of British Columbia encompasses fifteen tribes, and we would like to acknowledge the People of Kitselas to the east and Kitsumkalum to the west both tribes of the Tsimshian nation. 25% of the population of Terrace identifies as First Nations. The City of Terrace is the retail, service, educational and medical hub for Northwestern British Columbia. Terrace provides year-round recreational activities and has a vibrant arts community.

The Terrace Public Library (TPL) provides services to the residents of the City of Terrace; portions of the Regional District of Kitimat-Stikine; and, First Nations communities of Nisga'a. Kitselas and Kitsumkalum. The Library serves a population of just over 20,000 spread throughout several communities. Terrace, has been suffering from a housing shortage with a growing population and a dwindling supply of affordable housing. The 2021 homelessness count identified 85 people as experiencing homelessness. This, in conjunction with historical trauma suffered by our Indigenous members and the weight of an ongoing drug crisis has put a strain on our community.

In the fall, the City of Terrace created two new positions, a Social Development Program Coordinator and a Downtown Safety and Security Officer. The Social Development Program Coordinator is responsible for coordinating policy development and implementation of activities to address priorities associated with social equity, community health and safety and well-being in the City of Terrace.

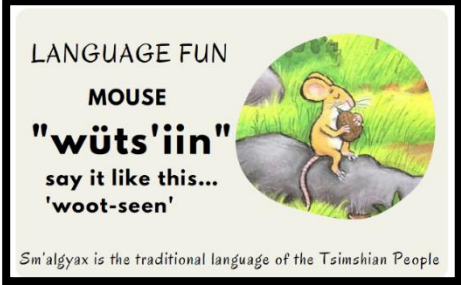

A newly appointed, Downtown Safety and Security Officer works with Bylaw, local business and those who are street-involved to build relationships, educate and help people find the resources and services they need.

These positions have a positive impact on the community and the library. The Social Development Coordinator has organized training, provided general advice and information about different and new services available in the city. The Safety Officer has helped library staff change how we interact with those in the street-involved community. Since this position has been in place, we have not needed to

call Bylaw enforcement and our calls to the RCMP have been reduced. These roles have supported library staff, as well as the individual(s) involved, promoting harm reduction and trauma informed services as an alternative to punishment.

## 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	
Pages in the Park	
Provide a brief description of the activities involved in this project/program.	
Pages in the Park, was a series of story walks held in local greenspaces between March and October.	
How does this project/program support the library's strategic goals and/or community?	
<p>Library Strategic Goals:</p> <p>Build new partnerships and strengthen existing partnerships:</p> <p>Pages in the Park, was created in partnership with the Terrace Women's Resource Centre and Decoda Literacy Solutions. This started out during Spring Break, and quickly grew into a bimonthly program due to its popularity. We were intentional about which stories we choose, the messages of the stories and the timing of when we did particular stories.</p>	 <p>LANGUAGE FUN MOUSE "wüts'iin" say it like this... 'woot-seen'</p> <p><small>Sm'algyax is the traditional language of the Tsimshian People</small></p>
<p>We partnered with Kermode Friendship Society, and held a story walk in support of National Indigenous Peoples Day and Orange Shirt Day. We collaborated with Terrace Pride Pals, and ran a story walk in support of Pride Month.</p> <p>We also partnered with the Indigenous Language Coordinator of Coast Mountain School District and translated key words from the stories in the Sm'algyax, the language of the Tsimshian People. We did the same with Nisga'a language, when we held story walks with groups from the Nisga'a Nation.</p>	 <p>NISGA'A LANGUAGE FUN MOSQUITO "biyooskw"</p>

Community Strategic Goals (City of Terrace):

Foster a high quality of life – celebrate our diversity in history and culture

Maintain our natural spaces and encourage an active outdoor lifestyle

To Promote a healthy community

Emphasise the importance of truth and reconciliation

**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. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)</p>	
<p>2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	
<p>3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>Fostering Community Knowledge-sharing</p> <p>Supporting Reconciliation: Including words and pronunciation in Sm'algyax and Nisga'a. We have heard from Sm'algyax and Nisga'a speakers the importance of seeing their language on our story walk signs. One Nisga'a speaker explained that for someone who wasn't allowed to speak their language, seeing their language included in activities like our 'Pages in the Park' is very meaningful to them.</p> <p>These story walks have also strengthened partnerships between multiple community organizations and the library. 'Pages in the Park' have been done in partnership with the Women's Resource Centre, Decoda Literacy, Terrace Pride Pals and Kermode Friendship Society.</p> <p>The books we choose for 'Pages in the Park' have been carefully chosen to highlight Indigenous authors, diversity, and positive messages. For example, one of our books "Stories from Robin Town" is a local book published by Kitsumkalum, Robin Town at the canyon of the Kalum River is their original home. "You Matter" by Christian Robinson includes</p>

	diverse characters and reminds everyone that they matter. We choose to use this book for a class visit by from the village of Gingolx. The students immediately connected the message of 'you matter,' to "every child matters," and connected very strongly to the message of the story
4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
<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>	
<p>Immediate Outcomes: To provide thoughtful diverse programming in a safe manner during COVID restrictions.</p> <p>Strengthen partnerships between community organizations.</p> <p>Intermediate Outcomes: Families were able to access fun quality literacy programs during Covid, safely in an outdoor environment.</p> <p>The library researched and selected appropriate books, researched Indigenous language notes, reached out to Kitsumkalum experts for guidance and 'non speaker pronunciation' notes, designed posters and accompanying storycards to augment literacy learning as well as providing draw prizes. The women's centre (CCRR) with funding through Decoda purchased story stands, provided Storywalk© trained staff and staff time to provide hands on delivery as well as promoting the program through daycare providers they service</p> <p>Ultimate Outcome: Strengthening community connections by bringing people together in a neutral setting to promote family literacy, a greater acceptance and understanding of diversity as well as supporting reconciliation and Indigenous language celebration. The ongoing success of this program was evident in the numbers of people who attended (1,931)</p>	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
<p>Terrace Women's Resource Centre/Decoda Literacy</p> <p>Funding – both organizations purchased books and considered this a shared collection</p> <p>Service Delivery – many of the story walks were staffed by Women's Resource Centre</p> <p>Terrace Pride Pals</p>	

Funding/service delivery – responsible for the take home activity  
 Kermode Friendship Society  
 School District 81  
 Service Delivery – translation assistance

**Project/Program Name**

Vitality Kits

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

Vitality Kits are designed to support individuals living with dementia and their families. Kits provide an assortment of prepared activities that are geared to exercise the mind; help retain skills such as fine and gross motor, required for daily activities; cognitive skills such as, choice making, memory, reading, sorting and encourage social engagement which is so closely linked to dementia. Kits offer a variety of activities and instructions on extensions and modifications to be used with multiple stages of dementia

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

Library Strategic Goals  
 Build new partnerships and strengthen existing partnerships  
 Staff Training

At the start of Covid, senior day programs were closed in Terrace, leaving seniors and their families with minimal resources. Our Vitality Kits were launched at a time when people living with dementia and their families/caregivers needed extra support. The kits are designed in a way that anyone can use them as they contain instructions and do not require any special training.

Created new partnerships with Northern Health and strengthened partnerships with our local care home, Terraceview Lodge.

Community Strategic Goals (City of Terrace):  
 Foster a high quality of life

**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.**

5. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	
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6. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	The Deputy Director and 1 staff member attended intensive 2 day training in DementiAbility (Gail Elliot) and the use of Montessori philosophies. This training informed the creation of local kits.
7. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This collection provides important information for individuals who are experiencing problems concentrating, short-term memory loss, change of behaviour, confusion and difficulties with language and the families that support them under the guidance of Northern Health. Each Kit also comes with information from the Alzheimer Society of B.C. including contact for the First Link© Dementia Helpline.
8. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)	
<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>	
<p>Immediate Outcome: New partnerships made and current partnerships strengthened, training in DementiAbility and Montessori methods in relation to dementia stages, connecting with other libraries working on the same project, sharing information and materials to cover a gap in services during Covid. Provide access to individuals and families who are coping with various stages of dementia.</p> <p>Intermediate Outcome: 10 Vitality Kits created along with 4 dual use items added to our catalogue with designated subject headings and instructions made available to community members to sign out with their library cards.</p> <p>Ultimate Outcome: Families left with few resources and no specialized training in dementia during Covid have access to information and easily used materials to foster activities that are geared to help retain skills and brain health.</p>	

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

Northern Health: Paid for staff to attend DementiaAbility training, donated one kit to our collection shared information and support.

Terraceview Lodge: Approached Northern Health for funding and allowed us to join their staff training session.

**Project/Program Name**

Kitchenware Collection

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

In 2021, we focused on adding Kitchenware items to our Library of Things Collection. Kitchenware items may be borrowed for 2 weeks, by anyone holding a Terrace Public Library Card. Our Kitchenware collection contains the following items

- Steam juicer
- Dehydrator
- Water bath canner
- Pasta maker
- Food mill
- Bundt cake pans
- Character cake pans
- Chocolate/candy molds
- Cake decorating set

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

Library Strategic Goals:

Build new partnerships and strengthen existing partnerships:

After purchasing the Kitchenware items, we partnered with Skeena Diversity Society and 'Ksan Society to create videos that demonstrated how to safely use the steam juicer and water canner. All three partners were able to promote their services to the community using these videos. 'Ksan donated produce from their community garden. Skeena Diversity Society was able to use the videos with their learners to help teach food preservation. The library was able to promote our kitchenware collection and library books about canning and steam juicing.

Community Strategic Goals (City of Terrace):

Foster a high quality of life

To promote a healthy community

When choosing items to add to the collection, we looked at items that would assist in food preservation, food security, sustainability, and affordability.

Food preservation/security: In providing a way for families to preserve food that they have grown, we are also helping with food security.



Sustainability: families are not required to buy items that that they may only use one. Borrowing cake pans rather than buying them allows multiple people/families to use the one item resulting in fewer items ending up in the landfill as they are only used once or twice before being thrown out.

Affordability: These items can be expensive; taking away the requirement to purchase the item makes them accessible for everyone in our community.

**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>9. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)</p>	
<p>10. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	
<p>11. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>Fostering Community Knowledge-sharing Three community partners worked together sharing their knowledge and skills to make the videos.</p> <p>Fostering community sharing of kitchenware items, which makes them more affordable and sustainable. Rather than purchase an item that you would use once a year, you can borrow it from the library. This item will then be used multiple times a year by multiple people</p>
<p>12. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing</p>	



best practices, strategic planning)	
<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>	
<p>Immediate Outcome: Community access to kitchenware that supports food security is made easier</p> <p>Intermediate Outcome: Work with community partners to promote and teach food preservation. Work with community partners to promote and teach use of other kitchenware items, such as the pasta maker.</p> <p>Ultimate Outcome: Community members use the items in the kitchenware collection to improve their food security See an increase in library usage as people make more use of the kitchenware collection</p>	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
<p>We partnered with Skeena Diversity and 'Ksan Society to create videos teaching how to use various items in our Kitchenware collection.</p> <p>Skeena Diversity: Funding: provided staff to film the videos Service Delivery: was responsible for filming the videos</p> <p>'Ksan Society: Funding: staff to film videos, and produce from their community garden Service delivery: use of their kitchen for filming</p>	<p>Watch Skeena Diversity use the Library's</p> <p><b>WATER BATH CANNER</b></p>  

<b>Project/Program Name</b>
Harm Reduction
<b>Provide a brief description of the activities involved in this project/program.</b>
<p>During the June 14, 2021 Council Meeting, the City of Terrace declared that "City of Terrace downtown in in crisis" due to the challenges around "homelessness, mental health, and addictions in the downtown area."</p> <p>According to the B.C Coroners Service, the northwest has seen the number of toxic drug overdoses double in 2021 compared to 2020. The northwest has the third-highest rate of toxic drug fatalities among the provinces health delivery areas.</p> <p>In 2021, library staff spent time on training as well as working closely with community organizations so that we can work to providing safer library services to our entire community.</p>

<b>How does this project/program support the library's strategic goals and/or community?</b>	
<p>Library Strategic Goals:          Build new partnerships and strengthen existing partnerships          Staff Training          Community Engagement</p> <p>Providing training to staff that looks at trauma informed services, de-escalation, and interacting with people who are impaired help to create a safer environment for everyone who uses the library. We provide valuable services to community members who are experiencing homelessness, and dealing with mental health and addictions, seniors, student, families with young children and everyone else who also uses the space. With such a diverse group of people using our space.</p> <p>We have created new partnerships and strengthened existing partnerships with Northern Health, 'Ksan Society, and the City of Terrace.</p> <p>Community Strategic Goals (City of Terrace):          Advocate for the provision of adequate services to meet social and health needs in the community          To promote a healthy community</p>	
<b>How does this project/program support the <a href="#">B.C.'s strategic goal(s) for public library service</a>? Please provide information for as many goals as applicable.</b>	
13. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	
14. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	Staff have attended the following training sessions Ryan Dowd's Librarian's Guide to Homelessness De-escalation training by Arete Training Opioid awareness training by Northern Health

<p>15. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>We have spent the past year building closer relationships with the various service agencies in our community. When library staff have a better understanding of the different agencies in our community and the services they provide we are better able to refer our patrons to agencies that can better support them.</p> <p>In the fall of 2021, the City of Terrace hired a Downtown Safety/Security Officer. The role of this individual is to business and individuals connect with the different support that they need, along with bylaw compliance. In working closely with the Downtown Safety/Security Officer we have been able to decrease our calls to the RCMP and Bylaw officers, and set clear boundaries with patrons to allow them to continue to use the library in an appropriate manner.</p>
<p>16. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>The library board has been involved in our harm reduction strategies. Working with the library board, we have needed to create some best practices for our library. We held a consultation with Terrace RCMP and received a list of suggestions. The suggestions were discussed over a couple of months, as we wished to ensure that any we adopted fit within library standards, and could be considered a 'best practice' for our building.</p> <p>Options to restrict access to non-library cardholders, using music or sprinklers to make the outside space less welcome were rejected. After speaking with the RCMP and Northern Health, we have made the decision to keep our washrooms locked, and provide access as requested. We are treating all washrooms as single use and limiting the amount of time one can access the washroom. This practice while time consuming for staff, has resulted in making our washrooms safer for everyone who needs to use them, and follows the best practices as advised by Northern Health and the RCMP.</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.**

Immediate Outcome:

Library staff become more knowledgeable in how to interact and support vulnerable community members.

Intermediate Outcomes:

Build better relationships with vulnerable community members resulting in fewer or more minor incidents.

Build better relationships with the agencies in town that support vulnerable community members, raising awareness of the services that the library provides and how we support vulnerable community members

Ultimate Outcomes:

Help to support the City of Terrace, as they work on relieving the declared crisis in the downtown core of the city.

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

Northern Health  
Terrace RCMP  
Terrace Downtown Safety/Security Officer  
City of Terrace Social Development Program Coordinator  
Kermode Friendship Society  
'Ksan Society

The above agencies and individuals have provided support, training, and advice as we have worked to create strategies to support harm reduction.

### 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)	<p>Following COVID-19 safety guidelines has impacted how we interact with our community and the services we are able to provide.</p> <p>Following provincial guidelines resulted in restricting access to the building, decreasing the number of computers available for the public, and decreasing the amount of seating available for the public. The following changes have had an impact on community members who use the library to access computers, study space, or just a safe space to spend the day. The library is one of the few places, and sometimes the only place in our community where people can access computers/internet or can spend the day inside.</p> <p>2021 was the second year in a row where we were unable to offer programs in the library. COVID guidelines required us to maintain space within our building; this meant that we were required to remove a large portion of our seating. Unfortunately, one of our storage areas for furniture that was not in use was our program room.</p> <p>Located in the Northern Health area, we experienced high Covid case rates throughout much of the year and made the decision that it was safer to not offer programs for young children when we could not guarantee that everyone was vaccinated.</p>

Emergency response (e.g., fires, floods, extreme weather)	
Financial pressure (e.g., rising costs, reduced revenues)	<p>The City of Terrace has a very small industrial tax base. Most of the tax base in the City of Terrace is residential, and from smaller businesses. The library acknowledges that this has an impact on the funding we receive from the City.</p> <p>Our funding from the City of Terrace and Regional District of Kitimat-Stikine has seen no increases aside from wages for the past several years. As we increase our services, programs, and collections our operating budget is required to stretch further and further each year.</p> <p>This fall, we received a request from City Council to complete an operational review, so they can be assured that are receiving good value for the funding they have provided us. We expect the operational review to be completed spring/summer of 2022.</p>
Staffing (e.g., recruitment and retention, mental health and wellness)	<p>In 2020/2021, we had 7.6 FTE staff. Using the 2020 Annual Survey, we can see that the 5 libraries with a service population of 17,051-20,802 the average number of FTE is 8.86.</p> <p>Using the 2019 survey (the last year before covid impacted library service hours) the average number of hours open by the same libraries was 2,651.2, whereas Terrace was open for 3,124 hrs.</p> <p>In 2019, we were above average in the number of hours open but staffed at a level that was below average.</p> <p>In the fall of 2021 the decision was made to reduce open hours by 10 hours a week, so that we can have more staff on at one time, helping to make the library safer for staff.</p> <p>(Using 2020 annual stats for FTE calculations as 2019 was calculated incorrectly. Staffing in 2020 was at a similar level to 2019)</p>
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	

Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	Our service area covers a large area; we serve communities that live 2.5 hrs away. The four villages in the Nass Valley are geographically isolated and travel to Terrace can be difficult especially during the winter, making it difficult to access the library on a regular basis.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<p>In 2021, the northwest recorded a rate of 53.2 deaths due to toxic drugs per 100,000 people. The third highest in the province. Terrace recorded the highest number of deaths in the surrounding area.</p> <p>This has been felt within the library. In 2021, we received several notices from Northern Health regarding toxic drugs in our community. We have noted that when there are toxic drugs in the community, we see more drug use take place in the library. Northern Health has also advised us that we need to be aware of washroom use during these times and check on everyone if they have been in the washroom for more than 15 minutes. This takes a mental and physical toll on the staff, as their workload has increased with monitoring washroom use and they are dealing with more drug related incidents.</p> <p>2021 saw some extreme temperatures with extended heat waves in the summer, and an extended period of colder than normal temperatures in the winter. Extreme temperatures have an impact for those who are unsheltered. There were times in Terrace where shelters reached capacity (due to several factors including staffing and space) during extreme weather and those in need were turned away. With minimal seating in the library due to Covid restrictions, this affected the number of people who could shelter within our space. To help support the most vulnerable within our community, we have purchased cases of water, granola bars, fruit leather and tea. During the summer, we handed out bottles of water to those who needed it, and during the winter, we would make tea for people sheltering outside of the library.</p>
Other (please specify)	

#### 4. SUBMISSION AND APPROVAL

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

Library Director Signature: 

Date: March 18, 2022

Board Chair Signature: Patricia L. Chapman

Date: March 17, 2022