

PROVINCIAL LIBRARY GRANT REPORT 2019

INTRODUCTION

Salt Spring Island is the largest and most populated (10,557) island of the Southern Gulf Islands. The Salt Spring community comprises seniors, families, artists, musicians, and visitors. There are 3,230 people ages 65 or older on Salt Spring, making up 30% of the community. This is nearly double the national average of 16.9% and significantly higher than the provincial average of 18.3% (*2017 Salt Spring Island Vital Signs Report*). In “Salt Spring’s living room”, the community’s support for the Library was expressed by 187,564 patron visits. People of all ages visited to read, think, meet, learn, see local arts and artists, research, connect, play games, surf the internet, and study. The Library added 775 resident cardholder new registrations, for a total of 5988 resident cardholders, and all cardholders (6979) had a total (physical) circulation of 160,979. The Library had 7,947 attendees at 438 programs for adults, and 4,185 attendees at 213 programs for teens and children. Programs included book launches, Tech Cafés, tech tutoring, artist events, games nights, storywalks, summer and spring break camps, and Reconciliation Reading Circles. The Library secured a \$9,000 grant from Employment and Social Development Canada’s *New Horizons for Seniors* Program to begin a Tech Basics for Seniors program. We added the Hoopla database, which had 3,451 online circulations. Support for the Library’s programs and services was shown by \$44,332 in Annual Appeal local community funding, an increase of 40%. 150 volunteers contributed to the Library’s core operations with an estimated 17,773 volunteer hours last year. In the third year of its *Salt Spring Island Public Library Strategic Plan 2017-2021*, the Library focused on its strategic priorities: OUR HUMAN RESOURCES: HR planning ensures we have the right skills at the right time to respond to the community; OUR FUNDING: Sustainable funding strategies allow us to deal with economic fluctuations; OUR RESOURCES AND SERVICES: Focusing on our resources and services ensures that we are positioned to be responsive to our community; and OUR COMMUNITY CONNECTIONS: Building linkages with our community ensures our relevance and responsiveness to their needs. The Library was successful in completing its 2019 objectives under the strategic goals: Develop a Succession Plan to include strategies for recruitment and retention and to maintain the appropriate balance of staff and volunteers; Develop a Training Plan to ensure that all staff and volunteers have opportunities to acquire experience and skill sets necessary for their work; Develop an Internal Communication Plan to improve information sharing amongst staff and volunteers; Develop a strategy for sustainable operational funding which explores grants, and other non-governmental funding sources; Develop a strategy for capital funding which explores grants, planned giving and other non-governmental funding sources; Develop a Children/Youth programming strategy and plan to ensure there are dedicated time and skill sets to respond to patron needs; Develop a digital resource strategy to improve access and digital literacy; and Develop an outreach strategy and plan to involve the community in literacy and technology programming.

PROVINCIAL PRIORITY 1: IMPROVING ACCESS.

Salt Spring Island Public Library supported improving equitable access to information by helping community members strengthen their technological literacy through a new *Tech Basics for Seniors* program, tech café programs, tech tutoring services, and partnerships. The Salt Spring Island Public Library *Strategic Plan 2017-2021* includes:

- *Innovation: Embracing change and technology supports those seeking new ways to achieve their goals.*

Through the Library *Tech Basics for Seniors* program, tech café and tech tutoring programs, and community partnerships with Salt Spring Literacy, the Library assists community members to gain new tech skills, increasing access to information and resources, both now and in the future.

Salt Spring Island Public Library's regular tech programs plus weekly private tech tutoring sessions with advanced tech volunteers increase computer literacy skills, thereby improving digital literacy. The Library's *Tech Basics for Seniors* program provides educational opportunities that build basic computer skills among seniors who struggle with digital literacy. The main objective of this program is to increase the digital literacy skills of seniors in our community, and to provide tools and educational opportunities that support the development of technology-related skills. This program aims to help seniors with low digital literacy to build skills including keeping in touch with family over email and social media, streaming video, filling in government forms online, basic word processing, downloading and using eBooks, eAudiobooks, and digital magazines, and protecting privacy and personal information online. Our community has a large population of seniors with the average age at 50.1 years, and 6,170 of our 10,640 residents over the age of 50 according to the 2016 census. This ongoing program includes several successfully initiatives:

- Offering an 8-session course in tech basics for seniors, aimed towards beginner computer users (continuing program).
- Providing a collection of beginner level computer instruction books available to borrow for anyone with a Salt Spring Library card.
- Offering a tech basics program to those at local seniors' centres and care homes.
- Providing laptop computers and tablets that can be used for seniors who are students in the computer basics program (ongoing).

In addition, the Library offered tech café seminars on technology skills such as Googling Deeper, Fraud Prevention, Health and Fitness, and multiple sessions of Excel level 1 and 2.

Salt Spring Island Public Library continued its community partnerships in 2019:

- With Salt Spring Literacy by co-sponsoring literacy programs at the Library.

- IslandLink provided database support with \$1078.98 for the new Hoopla database that offers patrons an enormous selection of movies and TV shows, music, audiobooks, eBooks' and comics with a unique model that allows patrons to borrow content immediately, and Criterion for regular youth movie matinees.

SSIPL was successful in launching a new Tech Basics for Seniors program, as well as offering regular tech tutoring sessions and tech café sessions, and assisting community members with digital literacy with partner Salt Spring Literacy. The Library taught nine Tech Basics for Seniors programs with 65 attendees, provided weekly, private tech tutoring sessions to 114 Library patrons, and 42 community members attended 8 tech café seminars. Programs with Salt Spring Literacy included One to One Children's Reading Tutor Training, and Family Literacy Day. The new Library database Hoopla, including audiobooks, eBooks, comics, TV, movies, and music, had a circulation of 3,451 by Salt Spring Library online patrons.

PROVINCIAL PRIORITY 2: DEVELOPING SKILLS.

In 2019, the Salt Spring Island Public Library continued to focus on developing skills by providing ongoing professional development opportunities for all volunteers and paid staff, and developing broad community emergency skills by forming a dynamic partnership with the Salt Spring Island Emergency Program (SSIEP). The *Salt Spring Island Public Library Strategic Plan 2017-2021* includes strategic values and goals that support ongoing continuing education for library staff and volunteers, including:

- *Service Excellence: Providing quality service by anticipating and acting on changing community needs*
- *Innovation: Embracing change and technology supports those seeking new ways to achieve their goals*
- *Human Resources: HR planning ensures we have the right skills at the right time to respond to the community*

Through developing a community partnership with the Salt Spring Island Emergency Program (SSIEP):

- A supervising staff member attended six 2-hour Emergency Preparedness sessions hosted by SSIEP.
- This supervising staff member now produces emergency preparedness literature for library usage, in consultation with a newly formed Safety Committee. As a group, they create new training and documentation for dissemination to staff and volunteers.
- The library also began hosting a variety of emergency preparedness workshops in its community program room, which staff and the public attend.

- On-going supervisor training through SSIEP is underway, based on excellent feedback from paid and volunteer staff about workshop content and applicability. The SSIEP workshops hosted at the library are ongoing and well attended by the community.

We aim to support our patrons needs by ensuring high-quality training opportunities for professional development and knowledge exchange, so that library trustees, staff and volunteers can learn from each other's successes, build best practices, and respond to the changing needs of users.

We offered training and skills development for paid and volunteer staff throughout the year. Initiatives included:

- Three library staff attended library conferences including BCLA Conference, ALA Midwinter Conference, and the Vancouver Island Library Staff Conference. Professional Development funding for staff to attend BLCA was provided through our partnership with IslandLink Library Federation. IslandLink also provided funding for the VI Library Conference. These conferences provided library staff an opportunity to network, collaborate with peers, and learn about trends and best practices in the library field. Staff also received accounting training in CRA tax procedures, and Payroll Law.
- We also built capacity through internal initiatives including identifying volunteers for job shadowing and cross training.
- The Emergency Preparedness for Salt Spring Islanders Series facilitated 8 programs including Neighbourhood POD information meeting, Emergency Preparedness, Fire Smart, Amateur and GMRS radios, PTSD/Critical Incident Stress, Communication During an Emergency, Earthquakes of Coastal BC, and Drones and Disasters with attendance of 277 Library patrons.

PROVINCIAL PRIORITY 3: COLLABORATING ON SHARED GOALS.

In 2019, the Salt Spring Island Public Library continued to honour Truth & Reconciliation through ongoing Reconciliation initiatives, presentations and programming with community partners. This program aligns with values in the *Salt Spring Island Public Library Strategic Plan 2017-2021* including:

- Community: Addressing expressed needs and committing to inclusiveness makes all welcome.
- Collaboration: Working with individuals, groups and organizations to make a difference in the community.

The Library commissioned a new and permanent Coast Salish Land Acknowledgment plaque with artwork by Sarah Jim, a 23-year old emerging indigenous artist. The artwork depicts two orcas in a yin-yang, and acknowledges Salt Spring's past and continuing stewardship by Coast Salish First Nations. Jim, a University of Victoria fine arts student with Tseycum First Nation ancestry, was on hand to unveil the plaque during a special event featuring award-winning poet Philip Kevin Paul of the Saanich First Nation and special guest Eden Robinson, award-winning novelist and a member of the Haisla and Heiltsuk First Nations. Community groups that use the program room now have a choice: They can either read the

acknowledgement out before their event, or if they are doing something more active or busy, the plaque on the wall will ensure the land acknowledgement is always present.

The Library also honored Truth & Reconciliation through ongoing Reconciliation initiatives, presentations and programming with community partners including:

- The Library facilitated a Reconciliation Reading group, led by local indigenous women in October and after five sessions, the 20 participants formed an ongoing group that meets bimonthly to share and discuss indigenous books and current events around Reconciliation.
- The Chief Librarian presented *Implementing Truth and Reconciliation as Librarians* at the 2019 BC Library Association Conference.
- The Library hosted two indigenous films *Washed Up*, and *The Condor & The Eagle*; and the Salt Spring (SS) Elementary School's launching of its First Nations Names map project.
- The Library supported several external events with community partners including: Tanya Talaga speaking on her 2018 CBC Massey Lectures *All Our Relations: Finding the Path Forward*; the film *nîpawistamâsowin: We Will Stand Up*; an Indigenous Arts and Crafts Market; *The Village Project: The Journey of Our Generation*; and Welcome Pole raising at Salt Spring Island Middle School.

The outcomes of this program included strengthened partnership ties to other local organizations that are working on reconciliation including the Salt Spring (SS) Elementary School, The SS Film Festival, The SS Forum, SS United Church; Gulf Islands School District #64 Indigenous Education Department; the Xwaaqw'um Project; and Adam Olsen, MLA. Quantitatively, the Reconciliation Reading Group had 162 participants at 10 sessions, while the First Nation films and map program had 132 attendees,

PROVINCIAL PRIORITY 4: ENHANCING GOVERNANCE.

Based on the SS IPL strategic goal: *Develop a Succession Plan to include strategies for recruitment and retention*, the Library Board Development Committee, worked to ensure the vitality, organizational effectiveness, and future of the Association in 2019 by successfully completing the following goals:

- Maintained a list of Board member competencies;
- Recruited and interviewed potential Board members for election or appointment;
- Recommended candidates to the Board for nomination and approval at the AGM;
- Oversaw the orientation/training of new Board members;
- Oversaw/facilitated assignment of new Board members to committees;
- Oversaw evaluation/self-evaluation of the Board and Board members;
- Oversaw Board succession planning both at the committee level and at the executive level;
- Conducted exit interviews of departing Board members;

- Identified and organized learning opportunities for Board members that are specific to governance, goals, strategic plan, and library advocacy;
- Plan and organized two Board retreats.

In 2019, the Board Development Committee held a Board orientation social and library tour, planned a Board retreat, conducted Board exit interviews for retiring directors, confirmed Board committee assignments and succession planning, and recruited one potential director to stand for election at the 2020 Annual General Meeting.

SUMMARY

The Salt Spring Island Public Library had its seventh highly successful year of operation in its green building. The 775 resident cardholder new registrations, Annual Appeal funding from our supportive community, and 12,132 program attendees at 651 programs in 2019 confirmed the Library's important role as the community hub. As a busy Library, our strategic priorities of human resources, stable funding, resources and services, and community connections are better met by continuing to increase our capacity with more paid staff and key volunteers including two new Information Technicians. As a community-led Library, our challenge is to offer a high level of service and programs to our diverse community, and to support our patrons with increasing digital literacy needs with decreasing volunteer staff. Our collection continues to grow and diversify with Craigdarroch Castle family passes, collection increases in beginner level computer instruction, Reconciliation, Large Print books, and the Hoopla database which had 3,451 online circulations. Adult program attendance grew 5% with adult basic computer skill development classes. Children and Youth programming engages young people of all ages, from the babies and toddlers who learn songs and rhymes at our popular Mother Goose program, to the 115 elementary school kids who signed up for summer reading booklets, to the teenagers who loyally attend our Friday Games Night in its seventh successful year. The diverse and skilled volunteer family and our small but competent staff made this possible with their investment of time, skill, and effort with huge dividends for our community. The "Yes Library" continues to work on recruiting and retaining volunteers and ensuring that the Library serves Salt Springers with the best service possible as they embrace the Library as the hub of the community.

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APPENDIX: PARTNERSHIP AND OUTREACH WITH LOCAL FIRST NATIONS.

4 | WEDNESDAY, MARCH 13, 2019

NEWS

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FIRST NATIONS

Coast Salish acknowledgement now at library

Artist Sarah Jim unveils work at poetry night

BY ELIZABETH NOLAN
DRIFTWOOD STAFF

Salt Spring Public Library has a new and permanent reminder of the provenance of the land's historic stewardship in the shape of a glass plaque with artwork by Sarah Jim.

The artwork depicts two stylized orcas in a yin-yang formation, and acknowledges Salt Spring's past and continuing stewardship by Coast Salish First Nations.

Jim, a University of Victoria fine arts student with Tseycum First Nation ancestry, was on hand to unveil the plaque during a special edition of Poetry Open Mic Night on Thursday. Award-winning poet Philip Kevin Paul of Saanich First Nation was the featured speaker, giving a moving reading that revealed something of the deep connection he feels to his homeland, its rivers, trees and rock, and its people.

The evening also featured special guest Eden Robinson, award-winning novelist and a member of the Haisla and Heiltsuk First Nations.

Speaking at the beginning of the event in the communi-



PHOTO BY ELIZABETH NOLAN

Artist Sarah Jim with the artwork she created for a Salt Spring Public Library plaque acknowledging that the library is located on Coast Salish territory.

ty/program room, head librarian Karen Hudson described the reason behind having the plaque commissioned.

"We've been working for a couple of years on Truth and Reconciliation activities in the library, and there's lots of information out there and standards for libraries," Hudson said, adding the library was fortunate to host

some elders last year during events held about the United Nations Declaration on the Rights of Indigenous Peoples.

"As a community we're trying to do things, and when events are happening in this room I've long wanted for there to be an acknowledgement of the ancestors that were on this land before we came here."

Hudson said the process of creating the acknowledgement took a while because the library wanted to include all the nations that had history or claim to the island.

"We came up with some words and we consulted with different people, but then we thought 'We want more than words,' and we wanted to put it on a plaque in this room." Hudson said participant groups that use the room now have a choice: They can either read the acknowledgement out before their event, or if they are doing something more active or busy, the plaque on the wall will ensure the acknowledgement is always present.

Hudson located Jim through Instagram and thought her work would be perfect for the project. Jim is a 23-year-old emerging artist from southern Vancouver Island. Her artwork depicts cosmic animals, wanderlust inspired images and surreal landscapes that consist of Vancouver Island iconography such as mountains, ocean, and forests. She has lately also been creating more traditional Coast Salish art as part of her heritage.