




MARCH 2, 2020

2019 PUBLIC LIBRARY GRANT REPORT

POWELL RIVER PUBLIC LIBRARY

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POWELL RIVER PUBLIC LIBRARY
100-6975 Alberni St.



Introduction

Powell River is located on the Upper Sunshine Coast, between the mountains and the Salish Sea. The Powell River Public Library serves the City of Powell River, the qathet Regional District and the Tla'amin Nation-- approximately twenty thousand people. Powell River is statistically an older community, the average age is over 50. Powell River is located in the Traditional territory of the Tla'amin Nation, this area of the coast has been the home of the Coast Salish peoples for thousands of years. The City of Powell River was established in the early 1900s around the pulp mill and logging industry. With the reduction in the number of jobs at the mill, Powell River and the region have been focused on economic revitalization. Encouraging tourism and new industries in the community is a priority.



A musical Storytime visited by cellist Arthur Arnold

2019 was the second full year located at the new library on Alberni St., we are pleased that use continued to grow. At the end of 2019, we saw our circulation of physical and digital collections up 3.3% and 24% respectively. Our program attendance was up by 6.5% and visits to our space increased slightly.

Being located in the centre of the community and providing an inviting space that is designed for many types of use, the library has seen consistently high numbers since opening its doors in 2017. This has been both an indicator of success and a challenge. It has been rewarding for staff to know how appreciated the service that they deliver is, and to know that library services are reaching more people in our community. That being said, increased use has led to increased wear on the collection, higher demand on programming and an increase in the frequency of difficult interactions with the public.

Strategic plan

The PRPL strategic plan is valid through 2019 and the new plan is anticipated in the first quarter of 2020. Largely the current plan is focused on the transitional period around the move to the new library and the changes that were anticipated in that time period. PRPL began the process of strategic planning in the third quarter of 2019. Both the Board and staff came together for a facilitated, full day session in December.

2019 Community Shift

Increased challenging interactions with patrons has proved to be the most difficult part of delivering library services in 2019. Response to new use patterns lead much of the training that was provided to staff. The safety procedures put into place in 2018 and 2019 have created a healthy culture of being proactive around the safety of staff and the public. The training and learning that lead to the most positive feedback from staff were: The Librarian's Guide to Homelessness, educational sessions with local social service providers like Public Health and Homeless Outreach and fire safety.

Discussion

Improving Access

Powell River strategic goals:

- Improve the literacy skills that are a key to success; PRPL facilities, programs and services will be developed with the aim of improving basic and technological literacy skills across our community.
- An assessment of how to best directly market programs and services to the schools will be developed by the end of 2017.
- Prior to the move to the new library, all staff will have a policy and procedure training to refresh skills.

PROGRAM / SERVICE	OUTPUT	OUTCOME	PARTNERS
<p>Participation in the Supportive Housing Community Advisory Committee (CAC)</p> <p>The supportive housing development is located one block from the Library.</p>	<p>Assistant Chief Librarian at quarterly meetings of the CAC.</p>	<p>Effective communication between the CAC and library staff.</p> <p>Improved service delivery to vulnerable population.</p> <p>Communication between social service providers about local trends and services improves our ability deliver services and refer patrons.</p> <p>Improved awareness of issues impacting the community we serve.</p> <p>Improved awareness at other organizations of library services relevant to vulnerable population.</p>	<p>CAC members include: RCMP, City of Powell River, qathet Regional District, Tla'amin Nation, Inclusion Powell River, Poverty Law, Lift and Community Health</p>
<p>Books on Wheels</p>	<p>Monthly home delivery of reading materials, and Victor Readers as needed to 40 patrons who are unable to visit the library.</p>	<p>Continued engagement with the written word and reading.</p> <p>Connection to community through volunteer drivers.</p>	

Developing Skills

Powell River strategic goals:

- Prior to the move to the new library, all staff will have a policy and procedure training to refresh skills.
- Development of staff and board are an ongoing priority; an annual development plan framework will be developed in 2017 and launched in 2018.
- A repository for locally created, digital works will be established and uploads will begin six months after the new library opens.
- PRPL will support the development of community connections by being a free and open environment.

PROGRAM / SERVICE	OUTPUT	OUTCOME	PARTNERS
Improved staff training on safety and violence prevention in public service.	Improvement of procedures and policies that promote a safe workplace and environment for the public. Presentations by local service providers.	Improved reporting of incidents and responsive procedural development has given our staff a clearer picture of how to deliver service to the public safely. Improved awareness of external resources to refer patrons to.	
Librarian's Guide to Homelessness Training	All fulltime staff completed training that promotes empathy and conflict resolution in challenging situations.	Improved confidence in ability to deliver library services well to patrons experiencing homelessness.	
First Aid Training	All staff completed FA Level 1 training to ensure that the library always has a First Aid attendant on site.	Awareness of medical emergencies. Compliance with WorkSafe BC.	City of Powell River provided a certified trainer for the certification of library staff
Staff Sharing Initiative	Two staff worked with colleagues at GVPL and SSIPL to discuss procedure and practice relevant to their roles.	Develop professional relationships that support learning and resiliency across the province. This is particularly important for remote libraries.	GVPL, SSIPL

Collaborate on Shared Goals

Powell River strategic goals:

- A formalized outreach plan (for library staff and the board) will be finalized by the start of 2018.
- PRPL will continue to partner with organizations and individuals to grow the quality of our resources and services.
- Relevant programs as well as services will continue to be directly marketed to the schools and families; an assessment of how to effectively deliver this information will be completed by the end of 2017.
- Development of staff and board are an ongoing priority; an annual development plan framework will be developed in 2017 and implemented in 2018.

Programs and Services

PROGRAM	OUTPUT	OUTCOME	PARTNERS
PRISMA in the Library	<p>Public access to professional musicians practicing in the library for two weeks</p> <p>Musical Storytime with Arthur Arnold, professional conductor and cellist</p> <p>The story of the Mosolov Harp Concerto - Adult program on the work of Russian composer Alexander Mosolov with performance by Arthur Arnold and Taylor Fleshman</p>	<p>Improved access to live orchestral music</p> <p>Music literacy for children and adults</p> <p>Enriched experience for patrons in library programs</p>	Pacific Region International Summer Music Academy
Explorers in the Library	<p>Weekly library visits from Explorers program (15 at risk youth from SD47) with school district staff.</p> <p>Quarterly library program with library staff on various types of expression—literary and visual.</p> <p>Work experience gained at the Nook the café in the Library. Over 1,100 hours in 2019.</p>	<p>Develop a sense of belonging at the Library for at risk youth</p> <p>Improved connection to the written word. These programs provide diverse access points to reading and writing</p> <p>Build confidence and skills in vulnerable groups – youth, indigenous youth</p>	School District 47, The Nook Cafe

Quickie Contest	Annual multigenerational, literacy event and writing contest.	Encourage a community of writers Promotion for library writing programs— Memoir Writers, Teen Writers and Creative Nonfiction participants Develop confidence in young writers and new writers	Powell River Living, local magazine
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Enhancing Governance

Powell River strategic goals:

- Development of staff and board are an ongoing priority; an annual development framework will be developed in 2017 and launched in 2018.

PROGRAM	OUTPUT	OUTCOME	PARTNERS
BCLTA Training Session	One day session for 8 trustees regarding governance issues specific to our community—meeting rooms use, Board and staff roles and strategic planning.	Improved knowledge of issues facing BC libraries. Improved confidence in PRPL Board Policies.	BCLTA

Summary

Opportunities

The larger library location continues to offer opportunities for programs, services and partnership. 2019 was the second year of a growing partnership with the Pacific Region International Summer Music Academy. In addition to hosting international musicians in a public space, and providing the public access to orchestral music, PRISMA was involved with our programming for children and adults. Children and their families learned about the expression of emotions through stories and music. Library staff also partnered on a program about the history of Alexander Mosolov's harp concerto with musical accompaniment.

With low cost or free room rentals to facilitate their events and build ties in our community, the library has been able to support authors and local organizations. The community of writers in Powell River is noteworthy, the demand for writing programs offered at the library regularly surpasses our capacity. New writing programs often have waitlists and support for local authors has not waned.

Unique opportunities for artists have also been cultivated in and around the library. The new library has resulted in tremendous local art including several large murals, a wood carving, and metal sculpture. All of which help to create a clear sense of place in the community.

Challenges

Inappropriate and unsafe use of the library by members of the public has been the key challenge faced in 2019. The response has included both facilities improvements as well as improved procedure and training for staff to support them in their work with the public. The underlying issues that are tied to many of the incidents are mental health and addiction.