

Introduction

At our Centennial Celebration Zoom event in December, Mayor Hewat read a proclamation from the Village of Kaslo that recognizes the Kaslo and District Public Library (KDPL) Association to be a 'Significant Heritage Service Organization' and called upon citizens to 'celebrate this great milestone and recognize the many volunteers' who contributed to the Library's success. December 18, 2020, the centenary of incorporation, marks this milestone. Volunteers formed the public library association that was entirely volunteer-run until 1971 when it became mandatory to hire a library director. Up until the lockdown of the pandemic, the library operated with one staff paired with one volunteer during open hours. Our team included 2 staff and up to 20 volunteers. For safety reasons, the volunteer program was suspended in March 2020 and only partly reinstated with a few volunteers helping after hours. There are hundreds of volunteers to thank in the last 100 years including over 195 volunteer trustees.

The library has operated from 3 buildings if you count the temporary relocation in 2011 to Front St. for 9 months of renovations. At first, library services were offered off the side of Miss Fawcett's desk while she worked as a stenographer at the Government Office (now known as the Kemball Memorial Centre). Because people came at all hours to access books from open shelves, the 'library' had to be moved to a locked janitor's closet with set hours in the same building so that Miss Fawcett could complete her paid work. In 1924, KDPL moved to a small room on the top floor '1898' City Hall National Historic Site (pictured right). The next move, which led to the first provincial and local government funding, was to a larger room on the main floor – same building. Then in 1982, KDPL moved to the ground floor of City Hall after extensive renovations to the dirt-floored-former jail-turned-storage area to expand and meet provincial requirements for size. This, of course, was a huge community effort achieved with many volunteer hours. The current space has served Kaslo & Area D residents well for almost 4 decades thanks to the Board, staff, and volunteers who have worked to make it welcoming with improvements and friendly service over the years. Once again, the space is outgrown. In 2020, the Board developed a vision statement "Building for the Next 100 Years" and worked on several projects in partnership with the Village of Kaslo towards the future construction of a new library for Kaslo & Area D.



KDPL serves a population of 2,136 from the Village of Kaslo including 20 small communities of Central Kootenay Regional District Area D. Five of these small communities (Lardeau, Meadow Creek, Cooper Creek, Poplar Creek, and Howser) are not included in our service area through taxation and may access library services via annual membership fees. Although about 70% of the population lives close to the library, our vast service area (5,786 sq. km) includes members who live over 50 km away.

When discussing our service area population & library users, it is very important to note that the population is much higher in the summer months with non-resident property owners making up just over 30% of property owners in the region. Statistics illustrate that part-time residents enjoy library services in Kaslo.

The Village of Kaslo, adjacent to beautiful Kootenay Lake and surrounded by mountains, is a popular recreation and vacation area with the majority of visits in summer. Visitors often use the library too.

The main occupations in Kaslo according to the 2016 census data include: sales and service (23%); trades, transport & equipment operators (18%); management (18%); business finance and administration (11%); health (10%); and education (8%). Most residents are European or Asian descent and 5.3% of the population identifies as First Nations or Metis according to the 2018 Community Profile Report published by the Columbia Basin Rural Development Institute. A challenge for Kaslo & Area D continues to be a lack of affordable housing and full time jobs for young families due to work that is often seasonal or part-time. The median age in Kaslo is 56 compared to 43 in BC. 30% of the population is at retirement age (65+) compared to 18% in the province contributing to a strong and skilled volunteer base.

There is a deep love for arts, culture, recreation, sport, and heritage in Kaslo & Area D and a large volunteer base that supports it. Volunteers have:

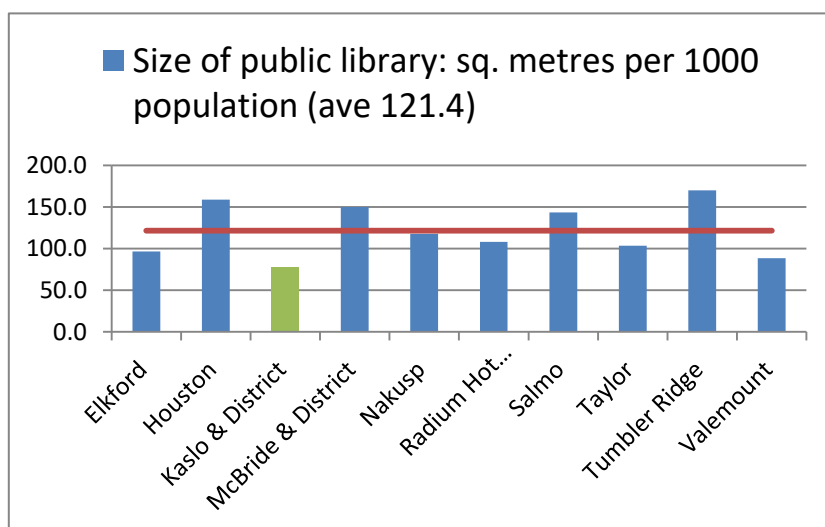
- Built and maintained the Kaslo River Trail (including construction of 2 spectacular bridges)
- Restored the oldest intact passenger sternwheeler (S.S. Moyie c.1898),
- Sustained the Concert Society, Arena, Curling Club and Tennis Club,
- Resurrected the 1896 Langham Cultural Centre for art shows, entertainment, offices,
- Hosted the popular Kaslo Jazz, Etc. Summer Music Festival for over two decades, and
- Developed a community fund that grew to over \$1,000,000 in a decade.

The above list of volunteer accomplishments is far from complete. Our library typically has a dedicated team of over 20 volunteers helping with day-to-day operations, governance, plus special projects. Some of our volunteers have donated their time for over a decade!

Challenges at KDPL:

Lack of space (ongoing): Interior renovations and new furniture have really improved our library, but after almost 4 decades in the same location, several aspects of operations cannot be addressed or improved due to lack of space.

When comparing our library to other libraries serving similar populations in BC AND adjusting for population, our library is the smallest. The library collection is cramped and there is no room to expand or introduce new collections. We juggle



with one shared office and very little storage space. There are no designated spaces for meetings or programs, so creating maker spaces, hosting programs, or holding meetings can only be done after hours with extra cost.

Radon: (resolved April 2020) In 2017, we learned that the radon levels at the library are above the recommended levels of 200 Bq/m³, which is not safe for staff according to Health Canada. During the lock-down in 2020, the Village carried out a remediation plan that included installing a pipe & fan to remove radon from the building. It worked! We are happy to report that radon levels – monitored in the office area and at the back of the library – have stayed below 200 Bq/m³.

Local government funding: Other than infrastructure issues, our long term strategic goal (challenge) has been to increase our financial support from local government to approach the BC public libraries average funding per capita to better serve our community and maintain a healthy organization. Our local government has been very supportive with regular increases over the last decade to reduce the funding gap significantly making it possible to ‘catch-up’ in many areas.

Provincial funding: It would be beneficial to British Columbians if Provincial grant funding for libraries included regular cost of living increases. The library continues to be a well-used service. Increased funding would help support libraries to build capacity, improve access for British Columbians, enhance citizen engagement, and enhance governance. The decade-long freeze on provincial funding means that libraries are continually expected to do more with less.

Eric Klinenberg, Sociology Professor, New York University & Author of *‘Palaces for the people’* studied a climate disaster in 1995 and found that communities with good social infrastructure had stronger connections and the resilience to survive a deadly heatwave that killed 729 people. Libraries are worth investing in for the well-being of British Columbians. His research led him to the conclusion that:

“Social infrastructure provides the setting and context for participation and the library is among the most critical forms of social infrastructure we have” and “when we fail to build and maintain [social infrastructure] the material foundations of our social and civic life erode.”

Under-staffing: This challenge has always been present but was highlighted during the pandemic (see COVID-19 report)

Strategic Plan:

In 2019, the Board & Staff worked closely with a consultant to update the KDPL strategic plan: 2019-2023. We are excited to focus on fun projects such as celebrating our centennial year in 2020 and to work with the community to build a new library. Progress report for 2020:

MISSION STATEMENT
The Kaslo & District Public Library is
your community gateway to lifelong
learning and enjoyment

Goal 1: Strengthen our role and services to better support our community

- Started implementing centennial celebration plan (some delays due to pandemic)
- New logo contest launched in Sept - 2 honorarium prizes awarded for concept. No winner selected. Project to continue with graphic artist in 2021.
- Centennial celebrations held in December via Zoom. Over 75 people attended including Mayor Hewat & Area D Director Aimee Watson.
- Remaining centennial celebration plans deferred to 2021 (history book & panel; town hall)

Goal 2: Move into a new facility

- Monthly meetings with Village of Kaslo – KDPL working group– ToR in place (since 2019.11)
- Consulted with Libraries Branch re: public library associations and current legislation (2019)
- Vision document: 'Building for the next 100 years' developed
- Concept designs developed with matching funds from Columbia Basin Trust (CBT) (Aug-Dec)
- Village announced purchase of land for new library through CBT land acquisition grant (Sept)
- Village applied for the Investing in Canadian Infrastructure Grant to construct new library (Oct)
- Community engagement & fundraising begins - \$76,150 raised in 2020
- Village establishes Library Capital Reserve Bylaw 1257 for donations

Goal 3: Strengthen long term fiscal sustainability

- Advocated for average per capita local government funding with small annual increases to the operating budget at the budget presentation meeting.
- Evaluation report: Transition to municipal library service -completed by Village CAO (Sept)

Goal 4: Further enhance the library as a workplace

- Staff benefits improved with introduction of RRSP pension contribution & 3 sick days for qualifying staff (2020) – entire benefits package under review by HR committee
- Radon levels successfully lowered to a safe level thanks to Village
- COVID safety plan developed per WCB guidelines and updated regularly
- Volunteer program suspended March 2020. 5/20 volunteers return to work while closed (July)

The following report shows how our library used provincial and other grants to achieve Libraries Branch priorities and align with Provincial Government key commitments.

Priority 1 – Improving Access for British Columbians:

Aligns with KDPL goal #1: Strengthen our role and services to better support our community

On January 1st, KDPL eliminated library fines (permanently) as part of our centennial celebration and our vision to provide equal and inclusive access to resources.

Nearly everything else we did to serve to our community in 2020 was in response to the pandemic and current provincial health officer orders. Like all the libraries in BC, we closed in March out of an abundance of caution to keep our staff, volunteers, and community safe. Not all service stopped though. The drop box was kept open for returns and items were quarantined. We supported our community by providing:

- Updates on the pandemic by posting links to reliable sources of

Kaslo library fine-free

The Kaslo & District Public Library is turning 100 this year! To begin the celebrations, the KDPL Board decided to eliminate overdue fines!

"Making this policy change aligns with our vision to provide equal and inclusive access to resources," says Anne Heard, KDPL board chair. "We encourage everyone in Kaslo & Area D to get a library card."

Most items are lent for three weeks with up to two renewals. If you are a bit late returning items, we won't charge fines. However, items that are 42 days overdue will automatically be marked lost. If an item is lost or damaged, a replacement fee is charged. E-books borrowed simply expire when due unless renewed.

At least 24% of public libraries in BC have gone completely fine-free and 21% are fine-free for specific user groups. We are excited to join this movement in our centennial year and plan to do other fun things to celebrate. Stay tuned for announcements and Happy New Year!

– Eva Kelemen

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Jan 13, 2020 Pennywise® = pl

information (BCCDC, Interior Health) on our website and front door

- Updates on library services/hours & COVID safety on website, Facebook, and front door
- Email and phone registrations, card renewals, and (digital resources) assistance.
- Easy access to databases with digital collections accessible from the Home Page. This was promoted on the front door and via the Village newsletter.
- Addition of 'new' databases that were provided free of charge by vendors to support our communities during pandemic.
- Extended due dates (to May 20) and card expiration dates (to Aug 31) via Sitka support
- Emergency funding to BC Libraries Cooperative to support the increased use of Overdrive/Libby e-books and e-audiobooks.
- Easier access to Wi-Fi outdoors: After contacting our provider (KiN) to ask how we could make the Wi-Fi accessible outdoors, they decided to offer an additional hotspot outside of the library in kind. We immediately promoted their generous service on our door.
- Access to a public computer & print/copy services: during the 'takeout' phase before people were allowed to come in and browse.
- A phased reopening plan as well as COVID workplace safety protocols per WCB requirements: installation of glass and Plexiglas barriers, increased cleaning, limiting occupancy, signage to ensure distancing and hand washing, hand sanitizing stations, and removal of chairs to encourage short visits, and later... masks.
- COVID-safe programs: (discussed in section 3) distanced storytime & crafting programs outdoors, several StoryWalks for families, activity kits for children, teens, or adults to do at home, Zoom programs.



There were 3 teen tech programs left to deliver in 2020 through the 2019 Columbia Basin Trust Technology Grant, but all three were deferred to 2021 due to the difficulty of getting facilitators, how to social distance, and current restrictions on hosting programs.

OUTCOMES:

Going fine free:

- Mostly generated enthusiastic 'hip hip hooray' feedback and improved relationships. Patrons are happy not to pay fines and sometimes donate instead.
- Barriers removed: for example: I once witnessed a patron feel so much shame for having a 40 cent fine that she did not return to the library for a long time. Also, some parents who have trouble managing their children's library books & due dates would sometimes quit coming to the library due to excessive fines. These examples are tragic and certainly a great loss for children & quality family time. Staff did waive fines before to eliminate some known barriers – but sometimes the damage was already done or not recognized.
- Negative feedback: a small minority were upset that we would do this since 'libraries have always charged fines' (we responded by illustrating the trend that many libraries are moving away from this) and 'people won't give books back' (see below).
- Did more people choose not to return books or keep them longer than the due date without the punishment of fines? NO. Overdue reports look the same as before with the same people having trouble managing returns. We continue to make phone call reminders regarding items that are long overdue.

- Small loss of revenue is outweighed by reduced barriers, improved relationships, better use of staff time

COVID response outcomes:

- In 6 weeks of 'Takeout' service (57 open hours), 941 items circulated
- Overdrive/Libby use increased by 42% for KDPL library users from Mar 18-Apr 21 compared to the same dates last year
- Everybody who came to pick up items during the Takeout phase expressed joy either for seeing us again or for the service or both! There were no complaints.
- One youth remarked, "I can't believe it! I'm so happy that the library is open again!" (Takeout)
- People were relieved to have access to the computer, printer, & copier as soon as we could make them available. Several days were completely booked.
- A few community members showed support by making donations to help pay for the expenses to buy PPE and modify workspaces for COVID safety so that we could re-open the library – these just about matched actual costs!
- People are tuning in to communications: Followers on Facebook and Instagram have increased significantly. Only a few short years ago, our goal was to increase to 100 followers on FB – we are now at 420.
- Generally very positive – the community has followed safety rules with a few gentle reminders needed here and there. The overall feeling is supportive. We are in this together.

Priority 2 – Building Capacity

Aligns with KDPL goals 1 & 4: Strengthen our role and services to better support our community – and – Further enhance the library as a workplace:

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KDPL is building capacity by supporting ongoing staff and board development and working towards adding an additional staff position to the team.

Both staff participated in Ryan Dowd's Homelessness webinars to better understand how to work with homeless clients and/or persons with mental health challenges.

Programming staff took webinars on how to use the new Library Aware software to create and circulate online newsletters. Other webinars discussed reader's advisory and graphic novel collection development. Staff also attended a talk by Nora Young on the Future of Libraries as well as regional and lower mainland meetings to discuss Children & Teens Services (CATS). Self-directed learning included learning how to use a video camera and video-editing. She also joined a committee with two other librarians to develop Read Local and Teen Bookclub via Zoom as part of 2 region-wide meet-the-author bookclubs for adults and teens respectively.

The library director attended group meetings such as the KLF-LDAG and ABCPLD held via Zoom regularly to connect with colleagues and better respond to the pandemic as it unfolded. There were a lot of great online learning opportunities in 2020 but scheduling to attend was a problem. It was a challenging year balancing usual projects, the New Library Project, changes & adjustments to

operations & increased cleaning, plus the extra workload without our full team of volunteers.

The Kootenay Library Federation (KLF) provided Zoom accounts to all member libraries to support operations & social distancing.

We participated in hiring 2 youth through Canada Summer Jobs only because they offered temporary flexibilities allowing us to hire them part-time, at separate times, throughout 2020 and into early 2021. Otherwise, we could not have participated at all since our library was not operating as usual (reduced operating hours; programs modified) and social distancing is a challenge in our small office area.

OUTCOMES:

- Homelessness training: Both staff continued with Homelessness training via Ryan Dowd's webinars. These sessions increase awareness about the challenges faced by people who are homeless and/or dealing with mental health issues such as how problem solving is approached and why certain behaviors are misunderstood. Learning about this helps to develop empathy, practice everyday kindness & fairness, and provides tips to lead others into acceptable behavior so that barriers to service are removed. It would help to have a refresher monthly.
- Newsletters: Training in Library Aware and Reader's Advisory has resulted in 4 monthly newsletters to recommend reads as well as a quarterly newsletter about the New Library Project updates. This new service in 2020 already has 122 subscribers.
- CATS: Sharing support and ideas for COVID-safe programs
- Course in Graphic Novels: Staff developed a deeper understanding of the roots of graphic novels and comics as well as sub-genres and how they are organized. Staff learned how to use Novelist to find information specific to graphic novels and is ready to share this with a seven-year-old patron who devours graphic novels.
- Nora Young talk inspired staff to find ways to reduce digital literacy gaps and connect people via social media.
- Director meetings (regional & provincial): provided much needed support to respond quickly to the pandemic (staffing/safety/PPE/etc) and reduce personal anxiety levels. Sharing of links, ideas, posters and logos helped all of us to function in uncertain times.
- Zoom accounts: KDPL heavily relied on Zoom in 2020 for Board and committee meetings and some programs (meet the author). Our centennial celebration had about a 50% higher attendance than expected for a normal in-person event.
- The modified Canada Summer Jobs program allowed us to experience having an additional staff for 8 months. This unusual circumstance showed that a part-time youth position could help solve some capacity issues. First, this allowed us to operate safely during a pandemic without our volunteers at the front desk and offered more assistance with programs due to better computer skills. For safety reasons, it is best to have 2 staff working during open hours. Having a 3rd staff provided the flexibility needed to offer more service in Kaslo. Second, this experience led to a Board motion to designate donations received in memory of a local youth mentor toward participating in the Columbia Basin Trust School Works Programs to continue this position during the school year until the funds are depleted. This temporary solution is very helpful to us.

Priority 3 – Advancing Citizen Engagement

Aligns with KDPL goals 1 & 4: Strengthen our role and services to better support our community – and – Further enhance the library as a workplace:

The death of George Floyd in 2020 led to many protests in North America and exposed the systemic racism that exists all around us. A group of concerned citizens responded by organizing a S.L.I.D.E. book fundraiser to purchase titles for the library that **Support the Learning of Inclusivity, Diversity and Empathy**. KDPL supported this initiative by promoting it (posters, Facebook, bookmarks); including a bookplate that shares how to search for the collection in the catalogue plus a button on the KDPL homepage to find the SLIDE collection instantly. Over 100 beautiful books were carefully selected and donated in 2020 making this program as successful as our sponsor-a-book campaign!

The KLF provided Zoom accounts to all member libraries to support safe engagement for meetings and programs. Programs included: KLF bookclubs, local bookclubs, Easter story time, and youth photography to name a few.

Over summer and early fall, the library offered pop-up programs in the park that included storytime and/or crafting. Preschool children were set up in hula hoops within their 'bubble' to ensure social distancing. We also offered several Storywalks for families to enjoy the combination of reading and walking outdoors at the same time.

As the cool weather approached, programs shifted to activity kits for all ages that included some science or climate action and always some fun.

In addition to the Provincial Grants, local partners helped to make COVID-safe programming possible. They include: Regional District of Central Kootenay, Village of Kaslo, Columbia Basin Trust, Kootenay Savings, Community Fund of North Kootenay Lake, Columbia Basic Alliance for Literacy, North Kootenay Lake Community Services, Kootenay Library Federation, Honey Candles, Kootenay Up the Lake Youth, JV Humphries Public School, Periwinkle Children's Centre, and S.L.I.D.E. organizers.

OUTCOMES:

- SLIDE initiative: Library collection improved by 100+ items and counting that circulated 343 times since September.
- Zoom account: 75 people attended the centennial celebration – approximately 50% more than an in-person event would have had.
- Zoom Easter Storytime: *"Story time and song worked perfect for X, as you could tell with all the hopping and excitement from her. X talked about the book and her favourite part at dinner tonight, which*

Thank-you to the organizers of S.L.I.D.E for purchasing over 100 books for the library that Support the Learning of Inclusivity, Diversity and Empathy. Thank you to community members who made donations. Books are not yet ready to circulate- we will keep you posted. #librarybooks #kaslopubliclibrary



was great”

- StoryWalks: 3 separate events had over 300 visits by adults and children without gathering at the same time. *Outcomes: physical activity, early literacy, and family time together in nature, young children outdoors enjoying reading stories together some even just learning to read. Feedback was overwhelmingly positive in the guestbook with teachers and visitors inspired to offer Storywalks too and requests that we offer more of these and on more trails.*
- Summer Reading Club activity kits: over 200 activity kits were picked up for the 6 space-themed activities. Feedback:
“These are literally the only organized thing my children have had all summer and it’s been so great”
“It encouraged us to share family time and read together. We took out more books online and at the library as a result”
“They are more aware of the universe and star watching. The themes and activities were excellent”
- Family craft kits: 5 crafts and a total of 70 kits were picked up
“Instructions were easy to follow, even for a craft-challenged parent like myself” Outcome: Parent having confidence and felt able to help and engage with her children in a new way at home despite not being super “crafty”.
- Halloween craft kits: 21 Paper Straw Bat Kits handed out for children aged 1-5 and 45 Creepy Spider Soaps handed out to children aged 6-12. Feedback:
“Thank you! We had fun making them”.
“Thanks, what an awesome idea “soap” for a covid Halloween crafty science-y activity!”
“Wow, so cool. We had such fun with this, I had no idea you could do this, a child-friendly soap recipe”
- Teen: Lip balm kits & Cookie kits – total participation: 24
Outcomes: Following a simple recipe, youth were able to make their own lip balm out of a variety of simple ingredients at home. *“I wanted to write to you to say a huge thank you for the lip balm kits you set up for the girls, they absolutely love them!”*
- Zero waste kits for adults (beeswax wraps, dryer balls, dishwasher tabs, etc) – 48 kits total (12 participants)
The local high school “Green Team” approached our programmer for ideas/recipes on how to offer a similar program at the school.
“During covid, I am particularly grateful for the activity kits for preschoolers and adults that we can do at home since we can’t attend any programs in person.”
“Between storytime at the library (pre-pandemic), outdoor storybook walks (something that inspired friends of ours in a different community to do for their home daycare and town house complex), kids activity bags and now adult zero waste kits, I have learned so much and it has provided days and days of activities for my child, keeping us out in the community, allowing me to share the unique ideas our library has done for our community and sharing them with friends in different communities.”
ZW survey: 80% strongly agree and 20% somewhat agree that libraries help people engage in activities
- In sum, programs (particularly during this pandemic year) were appreciated for the learning opportunities, activities, fun, connection, and to combat social isolation. Children, teens and adults had something extra special to look forward to from their library.



Priority 4 – Enhancing Governance

Aligns with all KDPL strategic goals

Everyone, with the exception of our newest trustee who joined the Board at the (late) AGM in November, has taken the Trustee Orientation Program (recently renamed BCLTA Governance Workshops) offered by the BC Library Trustees Association. All new trustees are encouraged to learn more about BC Public Libraries and Governance because it truly helps make the Board stronger as a team to make good policy decisions to help maintain a healthy organization. Our newest trustee has expressed interest in attending upcoming courses and has received an orientation package.

In 2017-8, the KDPL Board participated in a Non-profit advisory program offered by Columbia Basin Trust consultants that affirmed organizational/governance well-being and led to financial support to hire a consultant for renewal of the strategic plan in 2019. Trustees have also taken the Columbia Basin Trust Grant writing workshop.

Projects that the KDPL Board engaged in to enhance governance in 2020 included:

- Supporting the Library Director and Staff through the pandemic with changes to operations, staffing, COVID safety plans and budget considerations.
- Participating in committee meetings with the Village working group to continue the work towards a new library
- Celebrating 100 years – applying for sponsorships for centennial events, establishing logo contest and rules – evaluating entries, making gift bags, asking for donated items for gifts and prizes, preparing for Zoom event (rehearsal, security, etc). Sending thankyou's afterwards.
- Appointing new members to the HR committee to review and update the staff benefits package (Nov) to further support staff. (project in process)
- Continuing the work with the Kootenay Library Federation with a KDPL representative who also volunteered to serve on the KLF Executive (representing small libraries within the Federation).
- Attending the BCLTA Chair Meeting

OUTCOMES:

- The 2019-2023 Strategic Plan guided action for 2020 and several projects are in process
- Staff were resilient and acted quickly to adjust programs and services for safe operations
- Joint committee meetings resulted in the Village purchasing land through a CBT grant, an application submitted to the Investing in Canadian Infrastructure (ICIP), developing a vision document 'Building for the next 100 years', developing a fundraising plan, developing concept drawings with a matching grant from CBT, the beginnings of an asset management plan and operation budget considerations, the Village establishing a Library Capital Reserve Bylaw to accept project specific donations and issue tax receipts, a successful presentation to friends, and donations of \$76,150.
- Centennial celebration included presentations by local government leaders, a proclamation by the Village that KDPL is a 'Significant Heritage Service Organization', 75 community members



in attendance with feedback: 'Wonderful event', 'Very interesting – well done!', 'I learned a lot'.

- We are ready for KLF REP succession in 2021
- We are informed and have a voice on KLF direction, initiatives, and progress
- *“Connecting with other Library Board Chairs, via the BCLTA Zoom meeting, was great networking which shed light on many considerations we have in common. A discussion about recruiting and welcoming new Board Trustees was particularly helpful. A recommendation to include generative discussion in each Board meeting led me to propose to our board to allow for time in our regular meetings to discuss broad topics that would apply to our Library work for example; diversity, Antiracist action, reconciliation, addressing climate change, emergency response and policy review.”*

TECHNOLOGY GRANT – PROGRESS REPORT

We were thrilled to receive this additional grant in 2020, but 2020 proved to be a difficult year to complete projects. The Technology Grant Project was recently modified after careful consideration to replace the mobile printing technology, smartboard and charging station with a new colour copier. This will meet two priorities by improving access and advancing citizen engagement since people will be able access and use content that was originally online and scan/upload content to share online. The reason for the change is that we have the space to set this up right away and it has been asked for repeatedly in our community. There is a need for this service as there is only one other colour copier available for public use in our community. More people would benefit from this than the mobile printing technology which is not asked for as often and is not sustainable with the costly annual subscription fee. This may be feasible sometime in the future if fees come down or if the BC Libraries Cooperative can arrange a consortium deal. The smartboard and the charging station are still on our list for the future New Library.

The colour copier will offer printing, copying, scanning, fax, and scan to email for paper sizes up to ledger size. The 2 Kobo e-readers have been purchased. The next step is to develop a lending & return procedure before circulating. This will be based on best practices at other libraries. Please see the attached updated interim report.

COVID-19 and KDPL

It was impossible to separate the pandemic from 2020 activities in the above reporting. Nearly every task or project was altered, dropped, or deferred due to COVID-19. It was a very challenging year with scheduling then re-scheduling (several times), creating safety plans and then updating those plans...

The above reporting shows that KDPL carried on and worked diligently to provide library services through different phases and offered appropriate programs. I'm grateful for my staff who kept the community excited and learning new things with activity bags and other delightful programs. Even though we are worn out from too many Zoom meetings, Zoom was a most valuable tool this year helping us to carry on with operations and keeping us safe via social distancing.

Having to alter the library and increase cleaning duties was both an expense and challenge. Donations covered the physical expenses, but the extra work has created a backlog of other work.

The main issues that COVID highlighted (that we already knew about):

1. Our library is too small to allow for anyone to stay and work/study/read WHILE ensuring social distancing. (other space challenges noted earlier - New Library Project in process) Takeaway: a new library should incorporate contactless features and support social distancing while

- allowing for services (especially digital services to combat the digital divide).
2. Staffing is inadequate: The volunteer program was suspended in March with only a few volunteers returning to work once safety protocols were established and while we are closed to do some shelving and organizing. This means that our labour force was cut by almost 1/3 since we relied on volunteers to do so much including customer service, circulation, shelving, and more. Our goal to address this is to create a new position as soon as possible. In the meantime, we are participating in wage subsidy programs whenever possible. It is a challenge to ensure 2 staff on site during open hours when dealing with illness or even vacations. We are working on solving this problem.

Thank you

We are grateful to the Province of British Columbia for the various supports in place that connect BC libraries and help to share resources. With 71 BC public libraries sharing resources via interlibrary loans, interlibrary connect and BC OneCard, our remote community has access to almost 4.7 million items! Our community of avid readers, lifelong learners, and movie enthusiasts absolutely appreciates this service. The operating grant and equity grant supports daily operations and helps leverage funds for a more robust menu of programming. Ongoing funding to various support organizations makes BC Libraries even stronger. This includes the BC Library Cooperative, the Kootenay Library Federation, BCLA, BCLTA, and ABCPLD. In this pandemic year, all support systems were especially appreciated and sincere thanks goes to Melanie Reaveley of the Kootenay Library Federation and Andrea Freeman of ABCPLD for keeping us connected by hosting regular online meetings. The KDPL staff and board express thanks to the Libraries Branch for continued support.

This report has been approved by the KDPL Board at the March 15 regular Board meeting.

Submitted by

Eva Kelemen,
Library Director

2020 LIBRARY TECHNOLOGY INTERIM GRANT REPORT: KASLO & DISTRICT PUBLIC LIBRARY

1. PROJECTS:

- A. Offer mobile printing technology
- B. Join Overdrive Advantage and purchase e-books
- C. Charging station for public use
- D. Smartboard – wall mount
- E. 2 Kobo e-readers to lend

2. RATIONALE:

These purchases will be NEW services for Kaslo, Area D, and visitors bringing our library several steps further into the 21st Century. There are so many interesting things going on at public libraries with technology these days – and so many barriers for small libraries to keep up: financial, not enough space, and staff capacity. We are excited to improve services with the technology grant.

Patrons have often asked if they can print from their device – because it can be done in other libraries such as our neighbour library: Nelson Public. It is expected. It's been my goal to introduce this for some time but the two barriers are: financial and staff capacity. With 3 years worth of subscription fees and staff training included, we may be able to find a way to sustain this in future budgets or at least provide the service as a pilot project. Several of our residents come to the library to use the Internet/ computers/ printers/ power bars (for charging) to run their small business. While we can't yet offer use of a meeting room, most of the items that are part of this project will provide greater access to the Internet and digital technologies to improve access for British Columbians.

The Smartboard will be a vast improvement over our pull-down screen to liven up presentations by making them more interactive and versatile. Presenters, such as the Board, staff, authors, and guest speakers, and the audience alike will really enjoy this new technology. In the future, it will be housed in a high-tech meeting room as we work towards a new library facility for Kaslo & Area D. This project is in process. Then it will be useful for other groups conducting meetings. At present, if another group wants to have a meeting at the library, it has to be arranged after hours with a staff and board member present. It is time to improve this. Our current facility is small and outgrown and does not meet the needs of our community.

E-books are popular for our library members – circulation of materials is high. The big complaint we hear is about wait times. With Overdrive Advantage, we hope to buy some high use materials to help with that. By purchasing and lending Kobo e-readers, we can introduce the service to people who may not have had access to it before and lessen the digital divide.

2021 LIBRARY TECHNOLOGY GRANT REPORTING FORM: KASLO & DISTRICT PUBLIC LIBRARY- MODIFIED

Total Technology Grant Amount: \$8,356

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
Patron hardware upgrades (public computers, printers, etc.) New colour copier/printer/ with fax and scan to email	Access to multi-function copier will improve access to print/copy/fax services to support small businesses, resident or visitor technology needs	Increased printing (measured via income) Building staff capacity via training	Improving access to the internet and digital technologies for British Columbians Advancing citizen engagement	Research options with Ricoh Set up Develop procedures for staff. Train		Summer 2021	8000.00		Waiting for quote from Ricoh
Patron loanable devices: e-readers e-readers to support or introduce people to e-books/e-readers		Increased e-book loans Increase lendable devices by 50%	Accessible, loanable devices support the provincial strategic priority to improve access for British Columbians.	Purchase 2 e-readers and cases Develop procedures for staff. Train.		Summer 2021	400.00		Purchase complete – need to develop procedures