

KITIMAT PUBLIC LIBRARY

PLGR 2020



INTRODUCTION

The Kitimat Public Library is nestled in the northwestern corner of the province, at the head of the picturesque Douglas Channel in the District of Kitimat. The closest city of Terrace is a forty-five minute drive on a double lane road through wildlife – bears both brown and grizzly, coyotes, lynx, fox, eagles, wolves and the occasional moose. The fishing is world-class - halibut, salmon, shrimp and crab including Alaskan King are caught from boats, beaches and low-lying bridges. 8,000 people call Kitimat home plus hundreds of temporary workers. Our First Nations Haisla neighbours, centered in Kitamaat Village, live a few miles south of Kitimat and have for the past 9,000 years.

Two very significant events happened in Kitimat in 2020. The LNG's multi-billion dollar project continued which created huge employment opportunities forcing smaller businesses to search for hired hands, and because of an influx of workers affordable living spaces were difficult to find or afford. And in February, as we all know too well, there were rumblings of a world pandemic which eventually came to pulverize the economy and society.

OUR STRATEGIC GOALS

To address the concerns brought on by COVID-19 the Board revised its priorities and "Our New Normal – Our New Plan 2021 & 2022" was formally adopted. The plan focusses on four main priorities; health and safety of its staff and patrons, accessibility to material and resources (those considered to be essential services), client technological training (to ensure accessibility of resources) and preservation and maintenance of the Library venue and surrounding yards and gardens (to continue the progress made throughout the year). The complete Strategic Plan can be accessed at www.kitimatlibrary.ca.

Priority - Ensuring Health and Safety of Staff and Community Members/COVID-19 and Our Library

Many modifications were implemented in early 2020 to ensure that staff and public remained healthy. From March 18 – July 6 doors were closed to the public and services restricted to telephone, electronic and contactless pick-up. From the 7th partial activities resumed with the mandatory wearing of masks, working behind plexiglass, doubling-up of cleaning for each of the six days open during the week. Visits were limited to browsing/checkout, appointments were required for computer use and take-away, and seating/conference room rentals were not available.

To ensure patrons had easy access to reading and recreational resources shelves were stocked with a wide range of new books and movies, the collection of family board games was bolstered and a private ebook and eaudiobook collection was purchased. Bandwidth was expanded to provide faster Internet connection inside the Library but more importantly around the outside perimeter of the Library where access could be enjoyed away from others. Programming was restricted to at-home fun.

When the Library was closed to the public, time was freed up to work on a completely new and much needed website. Worn carpet was replaced, sections of the building interior were painted and a small renovation was made all which contributed to a more brighter, fresher and more aesthetically pleasing library experience.

Outcome: The Library will provide uninterrupted essential services. Staff and patrons will be satisfied with new methods for keeping them healthy. Patrons will have more borrowing choices.

Priority - Improving Access

In 2019 a router was relocated to an outer wall so the signal could be reached by users outside of the Library. In 2020 we increased the bandwidth, not only was the connection quicker it also ensured that the community had a free source of Internet at all times. We used part of the provincial technology grant to cover the first year of the fee increase. Going forward we will continue to offer increased bandwidth and absorb all associated costs.

Outcome: Access to faster Internet 24/7.

In 2020 we purchased our first ecollection for our patrons with part of the technology grant. Going forward we will offer this exclusive collection to our members, rolling the cost into our book budget.

Outcome: Better availability and more robust collection of ematerial.

In 2020 we offered contactless pick-up services to our patrons while initially closed due to the pandemic. We continued to offer this service once we reopened in July as we learned that this was appreciated by many. This is a service we are prepared to provide going forward.

Outcome: Creation of a unique program for sick or immunocompromised patrons as well as an ideal way to keep our staff healthy.

Priority - Building Capacity

The Library offers free, friendly and knowledgeable computer advice to our clients - over the phone, in person-behind plexiglass/masks and via printed tutorials posted to our new website.

Outcome: Our patrons can more easily access digital material with help from staff or through our web portal.

The Library ensures that staff keeps up with technological advancements in order to offer reliable information and instruction.

Outcome: Trainers will be trained. They in turn will be able to teach the public in a comfortable and savvy manner.

Continue to offer formal, contactless Trustee workshops and on-line Board meetings via Zoom.

Outcome: Trustees will gain valuable knowledge in a group setting among federation members. Members of the public who may not be able to, or prefer not to leave their home, can attend monthly Board meetings. Call-ins to monthly meetings by the public will be considered post COVID-19.

Priority - Governance

The Library continues to promote effective governance and strategic direction. Board meetings, during the pandemic, are held via Zoom. Annual reports, minutes of meetings, board meeting date announcements, collective agreements, policies and strategic plans will all be available on-line in a timely fashion.

Outcome: The Board and public have access to Library documents. The public will feel confident that the Board works effectively and makes sound decisions.

Priority - Advancing Citizen Engagement

Outreach programs were the norm in 2020 and will continue likely throughout 2021. The Summer Reading Club (at-home program) saw an increase in attendance rates of 40%. Monthly early literacy craft programs were offered, kits were picked up by appointment. On-line contests generated some needed excitement and the Valentine's Day project drew much community spirit. Classrooms, homeschoolers, and individuals of all ages filled three boxes of hearts and chocolates for our shut-in seniors. We offer an on-line Library Lovers' Book Club.

Outcome: While in-house programming has been put on pause, we still seek community engagement through outreach programs, drawing our members to events. News will be delivered via our new website and Facebook page.

TECHNOLOGY FINAL REPORT

Our grant was used without substantial change to proposed activities since submission of the Interim Report. We plan on continuing all of them going forward.

Activity:

Purchase patron hardware & software upgrades (Microsoft Office, Photoshop, Web Browsers, Windows OS)
1 new & 2 used desktops/3 new & 1 used Laptop/1 server/1 fax machine

Output:

Provide dedicated reference and training stations with the newest software
Provide mobile tutorials
Replace malfunctioning fax machine

Outcome:

Patrons will have access to free technological training
Patrons will be able to independently download digital material from home
Provide more users with current Microsoft Office software and Internet capability
Patrons will have more privacy when using the laptops
Patrons will be able to distance themselves safely

Activity:

Improve Internet connectivity

Output:

Upgrade from current Internet plan to a faster one with more bandwidth

Decrease wait times for staff and public when accessing online content

Improve WIFI connectivity both in-doors and outside the Library walls

Outcome:

Provide quicker access to information

Provide a more enjoyable experience

Provide a means to access the Internet without entering the Library

Activity:

Expand the Library's digital collection

Output:

Purchase private collection of ebooks and eaudiobooks

Outcome:

Provide quicker access to popular and tailored titles

Provide easier access to reading material

Take advantage of multiple formats

SUMMARY

We will resume full services when the risk of COVID-19 transmission has waned sufficiently. Until such time we will continue operating at reduced hours and limiting our services to essential ones. On a positive note, we have learned a great deal about working through a global pandemic and have created some new and exciting services for the future (contactless take-away, outreach Summer Reading Program, on-line meetings) and fabulous new spaces (new carpeting, website, and a small renovation).

Hand, Jonathan MUNI:EX

From: Virginia Charron <vcharron@kitimatlibrary.ca>
Sent: July 2, 2020 2:34 PM
To: LLB EDUC:EX
Cc: 'Shawn Durocher'
Subject: KITIMAT PUBLIC LIBRARY 2020 Library Technology Grant Interim Reporting
Attachments: FORM - 2020 Library Technology Grant Interim Reporting - Tech information.docx

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you for your generous grant of \$12,032 towards the enhancement of digital services, technology and broadband connectivity initiatives.

The timing couldn't have been more perfect.

While we were closed to the public due to COVID 19 we felt it was the ideal time to increase our internet speed for outdoor WiFi access around the Library perimeter. We anticipated more users and demand for bandwidth because some had lost their jobs and income while isolating and could no longer afford pricey internet fees and others may be new members to the community with the projects awaiting lengthy internet installations. Also by moving from 20Mbps to 275Mbps, wait times were vastly reduced for ILS access by patrons and staff and general speeds were greatly improved for all uses by all users. We will use the grant to pay for one year's connectivity and then continue to fund increased connectivity through our municipal operating grant.

COVID 19 and consequently being shut in or asked to social isolate underscored the importance for reading as a form of entertainment and happiness in lieu of travel and social events. The funding gave us the springboard we required to seriously investigate offering up a private collection to our members alone. We were greatly pleased to introduce our patrons to a wider selection of ebooks (thus decreasing wait times) and for many a new way in which to access material. We look forward to growing our private e-collection in the future.

Our new normal also underscored the need to spread out. By allowing our patrons to check out newly purchased laptops they can sit away from each other at the Library. Once we build up our collection of laptops we will allow some to circulate outside of the Library.

Our newly purchased hardware will also help with training, reference and web services all supporting strategic priorities of the province.

I believe it took us about 30 minutes to figure out how to spend \$12,000. That was an easy task, thanks for making it happen.

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2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: [KITIMAT PUBLIC LIBRARY]

Total Technology Grant Amount: [\$12,032]

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 desktop for public training and reference purposes	Provide a dedicated reference & training terminal with the newest software. Microsoft Office, Photoshop, Web Browsers, Windows OS	Ask for staff and public feedback	Accessible device which supports the provincial strategic priority to improve access for British Columbia	Prepare hardware needs assessment and purchase new desktop	N/A	April 8, 2020 Completed	\$1,380.59	N/A	
Patron hardware upgrades (public computers, printers, etc.) Refurbished Laptops for Tutorials & Lending to the Public	Provide mobile tutorials in the Library and community. Provide Internet access while maintaining safe distances during COVID	Record training and lending rates by staff and public	Available, loanable devices which support the provincial strategic priority to improve access for British Columbia	Purchase refurbished laptops from Computers for Schools (ReUseTechBC) and setup	N/A	One Purchased June 1, 2020 On-going Will be purchased when they become available through the organization	\$100 \$2,000	N/A	
Staff hardware upgrades Website Server	The public will have a faster connection and a better overall experience when accessing the Library’s website	Statistics will be gathered on a monthly basis using online analytics	Supports the provincial strategic priority to improve access for British Columbia	Purchase new server	N/A	May 6, 2020 Completed	\$2,062.15	N/A	
Connectivity (internet speed, connection capacity, etc.)	Decrease in wait times for both staff and public when accessing online content. Improved WiFi connectivity during COVID	Public survey results will be indication of satisfaction	Dependable public connectivity supports the provincial strategic priority to improve access for British Columbians	Upgrade from current Internet plan to a faster one with more bandwidth	N/A	June 20, 2020 Completed	Approx. \$100/month for annual total of \$1,200	N/A	
Electronic collections (licensing) eBook Collection	Provide quicker access to popular titles, as well as unique titles recommended by patrons. Improved service during COVID	Public survey and comment form	Provide easier access to reading material which supports the provincial strategic priority to improve access for British Columbia	Purchase of eBooks & eAudiobooks including local author works. Assess titles our patrons are waiting for	N/A	June 1, 2020 Completed	\$5,000/yr	N/A	