

## 2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Valemount 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](#)
- ☐ [3. KEY CHALLENGES](#)
- ☐ [4. SUBMISSION AND APPROVAL](#)

### 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).**

Valemount is a small rural community on Highway 5, where the Monashee, Cariboo and Rocky Mountains meet near Mt. Robson Provincial Park and the BC/AB border. According to the 2020 census our population is 1,052 but we also currently have approximately two thousand pipeline workers present in our village and surrounding areas, which has put a strain on our limited services. The local grocery store is struggling to keep food on the shelves and housing is severely inadequate to meet the demand for both residents and the extra workers. Staffing shortages are being experienced in many businesses and people have even left town due to lack of housing.

COVID-related restrictions and limitations had a large effect on the library in 2021. The library has been open five days a week with slightly reduced hours with staff working independently and from home, when feasible, due to our limited office space. In-person programming has been postponed, with alternative online options available. Access to the library's collections and computers, as well as its online resources were available during the year, and we continued to offer curbside and delivery to patrons who requested alternative services.

The library continues to get great benefit from its membership in the North Central Library Federation (NCLF), sharing resources, collections, and knowledge with the other member libraries.

## 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	
Free Legal Advice Sessions	
Provide a brief description of the activities involved in this project/program.	
Free, private, online legal advice with a lawyer practising in the Victoria area. These sessions were in fifteen minutes increments and there were four available sessions per event. These sessions were offered every other month and are a great resource for patrons who are not able to obtain legal advice by other means or who need direction on how to proceed with their inquiries. Sessions were accessed virtually via Zoom in the meeting room at the library.	
How does this project/program support the library's strategic goals and/or community?	
This project supports our goals of meeting the needs of our patrons and enhancing technology-based services by offering free sessions in a secure and private environment and enhancing legal literacy in our community. Advertising these sessions also promotes library use and raises awareness of our resources.	
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.	
1. Improving Access	Patrons without internet access or computers can use our resources to access online information, helping to address the digital divide.
2. Building Capacity	N/A
3. Advancing Citizen Engagement	Patrons have access to legal resources through direct access to a lawyer and receive advice and direction to appropriate services as needed.
4. Enhancing Governance	N/A
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.	
<p>Patrons have access to legal resources without technological or financial barriers.</p> <p>Patrons become aware of available library resources and their ability to access them.</p> <p>Patrons become more legally literate and find resolutions to their legal issues.</p> <p>The library helps patrons connect with resources needed, meeting both library and provincial goals of improving access to resources.</p>	
Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?	
The library partnered with the lawyer, who used to live in the area, and who offers his time at no charge. Robson Valley Community Services was the initial connection, and now helps to share information with their clients about the program.	

<b>Project/Program Name</b>	
Sharing resources	
<b>Provide a brief description of the activities involved in this project/program.</b>	
We continued to share our collections through Interlibrary Loans (ILL) and Interlibrary Connect (ILC) with other BC libraries and assisted with access to BC wide collections for our library patrons. As a small rural library this service is very highly utilized by our patrons, and we send and receive thousands of items each year.	
<b>How does this project/program support the library's strategic goals and/or community?</b>	
This project supports our goal of enhancing patron access to resources and resource sharing with other libraries.	
<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>	
1. <b>Improving Access</b>	This service allowing access to a much wider collection of materials which enhances opportunities for patrons and helps to reduce space and budget limitations for smaller libraries. Sharing collections creates a province-wide service which improves the experience for both library staff and patrons.
2. <b>Building Capacity</b>	
3. <b>Advancing Citizen Engagement</b>	
4. <b>Enhancing Governance</b>	
<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>	
Patrons have access to a wider range of materials. Shared collections benefit all library patrons regardless of size of community and makes the most efficient use of library resources province wide. Resource sharing helps to deliver the provincial goal of improved access.	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
Partnership with all other BC Public Libraries who are participating in resource sharing through ILL and ILC.	

<b>Project/Program Name</b>	
Collection development	
<b>Provide a brief description of the activities involved in this project/program.</b>	
Development of new non-traditional collections; board games, jigsaw puzzles, birding backpacks, technology, snowshoes, and the update and maintenance of existing collections. Contributions were made, by our library, to an NCLF shared collection of book club sets, an NCLF Overdrive Advantage Collection of e-books, and instructional videos on our website.	
<b>How does this project/program support the library's strategic goals and/or community?</b>	
This meets the library goals of maintaining current and relevant collections and introducing new collections based on the community's interests and requests. It also meets the goal of collaboration with other libraries and organizations by pooling our resources.	
<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>	
1. <b>Improving Access</b>	Patrons have better access to shared services with shorter waits for holds on e-Books and e-Audio titles, access to book club sets and a variety of non-traditional collections. The library meets the needs of patrons in new ways and provides timely access to information and resources.
2. <b>Building Capacity</b>	
3. <b>Advancing Citizen Engagement</b>	
4. <b>Enhancing Governance</b>	
<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>New and update collections available for patrons to borrow.</p> <p>Better access to resources and to literacy in unique ways.</p> <p>Shorter wait times for resources, and removal of financial barriers enabling easy access to resources.</p> <p>Helps to deliver the provincial goal of access for BC residents.</p>	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
Partnerships with the North Central Library Federation (NCLF) and the Northeast Library Federation (NELF) who share in the cost of resources, Courthouse Libraries BC who fund the legal resource collection and Columbia Basin Trust for technology collection funding.	

<b>Project/Program Name</b>	
Programming with partners	
<b>Provide a brief description of the activities involved in this project/program.</b>	
In 2021 we partnered with other organizations offering Kids Yoga Camp, Family night, Mother Goose Program, Kids Summer Reading Club, Soup and a Bun program, and the annual Christmas Angel Tree program. All programs were free for participants and involved our contributions of promotion, materials and/or labour. The Angel tree gift tags were set up on the tree at the library and patrons brought unwrapped gifts to the library, staff then passed the items on to the Valemount Food Bank for distribution to needy families as part of Christmas hampers.	
<b>How does this project/program support the library's strategic goals and/or community?</b>	
These programs supported our goal of improving and building on relationships with other organizations to provide literacy-related programs and activities.	
<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>	
1. <b>Improving Access</b>	These programs improved access for British Columbians by removing financial barriers to programming and events.
2. <b>Building Capacity</b>	
3. <b>Advancing Citizen Engagement</b>	
4. <b>Enhancing Governance</b>	
<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>Shared staffing and resources allowed participants access to a higher quality of literacy-based programming and helped to create a better sense of community through cooperation.</p> <p>These shared programs helped to raise awareness of each organization's resources both for participants and the organizers.</p> <p>Families had access to programs that helped to raise literacy levels and social skills.</p> <p>Helped to deliver the provincial goal of improving access to shared services.</p>	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
Partnerships included Columbia Basin Alliance for Literacy (CBAL) who organized and helped deliver Mother Goose and Family Nights, Robson Valley Community Services (RVCS) who organized and delivered the Kids Yoga Camp and Soup and a Bun Programs, and the Valemount Food Bank who wrapped and delivered the Angel Tree gifts as part of their Christmas hampers.	

<b>Project/Program Name</b>	
Computer and Internet access and support	
<b>Provide a brief description of the activities involved in this project/program.</b>	
We continued to provide access to computer stations and Wi-Fi to patrons for access to banking, government resources, and other Internet based activities. Computers were available for courses and workshops, and we provided test invigilating services. Staff assistance to access online resources was available to patrons when needed.	
<b>How does this project/program support the library's strategic goals and/or community?</b>	
This service meets our goals of strengthening library services through Internet-based support and test proctoring.	
<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>	
1. <b>Improving Access</b>	Providing online access with computer stations and Wi-Fi and providing support to access online services and materials.
2. <b>Building Capacity</b>	
3. <b>Advancing Citizen Engagement</b>	Provided access points and assistance when needed for accessing government resources such as unemployment, vaccine appointments, vaccine passports, etc.
4. <b>Enhancing Governance</b>	
<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>	
Improved access for patrons needing government documents. Removal of financial barriers for patron without access to Internet. Assistance for patrons lacking computer skills. Opportunities to improved skills needed for work or education through online courses and workshops. Helped to meet the provincial goals of improving access and advancing citizen engagement.	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
No partnerships for this service.	

<b>Project/Program Name</b>	
Staff training	
<b>Provide a brief description of the activities involved in this project/program.</b>	
Staff participated in multiple learning opportunities throughout the year to learn effective ways of dealing with homeless people, increase knowledge of library technology, become aware of equity and diversity challenges, and how to enhance mental health. The director also attended many meetings with other library directors to stay informed, share concerns, and access resources during this second year of Covid mandates and restrictions.	
<b>How does this project/program support the library's strategic goals and/or community?</b>	
These activities support our goal of strengthening library services by seeking out and providing training opportunities for library staff.	
<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>	
1. Improving Access	
2. Building Capacity	Library staff developed skills by participating in various online workshops and presentations. These workshops help workers gain skills to provide better service to patrons and for a better work environment.
3. Advancing Citizen Engagement	
4. Enhancing Governance	
<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>	
Workshops and learning opportunities were available for staff to develop new skills useful in their jobs in the library and personally. Meetings and workshops create a greater sense of community and support. Sharing resources and skills helped employees and directors deal with all the changes and challenges associated with Covid 19 and its impact on library services.	
<b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b>	
North Central Library Federation (NCLF), Kootenay Library Federation (KLF), and Association of BC Public Library Directors (ABCPLD) all partnered to offer workshops and host meetings to support and enhance staff skills and knowledge sharing.	

### 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)	Library service to patrons was impacted by the COVID-19 protocols due to the small size of our library and the restrictions around indoor events. Staffing was reduced due to space limitations and library hours were scaled back slightly. Basic library services were maintained with patron access to collections and computers and full access to ILL and ILC collections. Overall, we adjusted well to the new measures and found a good balance of comfort and safety for both staff and patrons. Unable to provide any in-person programs.
Emergency response (e.g., fires, floods, extreme weather)	
Financial pressure (e.g., rising costs, reduced revenues)	
Staffing (e.g., recruitment and retention, mental health, and wellness)	We operated on a base staffing level and worked independently to accommodate our small office and library spaces safely and comfortable. Staff were able to work from home when needed or when duties allowed. No additional staff members were hired during the year.
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)	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	
Other (please specify)	

#### 4. SUBMISSION AND APPROVAL

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

Library Director Signature: Wanda Cinnamon

Date: Mar 17, 2023

Board Chair Signature: Dwight Polyz

Date: March 17, 2022

