Salt Spring Island
Public Library
129 McPhillips Avenue, Salt Spring Island, BC V8K 2T6
http://saltspring.bclibrary.ca

PROVINCIAL LIBRARY GRANT REPORT 2020

INTRODUCTION

Salt Spring Island is a unique 70-square-mile island with a population of 10,557 (2016). It has a natural, provincially protected, environment and a diverse history from First Nations, to Hawaiian and Japanese explorers in centuries past, to freed slaves in the 19th century and draft dodgers in the 20th. 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*). Seniors on Salt Spring are relatively well off: only about 4% have low incomes, compared to a BC average of 15%. In contrast to retirees, families with children at home find it hard to juggle several jobs and the median income for couples with children at home is 27% below the BC median. When all household incomes, retiree and other, are considered, Salt Spring's median income is 13% below the BC average (CRD's 2015 report: *toward a more resilient Salt Spring*).

The Salt Spring Island Public Library celebrated its 60th anniversary in 2020, and as Salt Spring's community hub, the community's support for the Library was expressed by 83,671 patron in-person visits to read, meet, learn, see local arts, research, connect, play games, use the internet, and study, as well as 54,695 virtual (library website and catalogue) visits. The Library added 466 resident cardholder new registrations (with many from new online registration), for a total of 6025 resident cardholders, and all cardholders (6414) had a physical circulation of 86,229, and online circulation of 39,616, for a total circulation of 125,845. The Library had 2,534 attendees/viewers at 167 online and in-person programs for adults, and 6004 attendees /viewers at 116 online and in-person programs for teens and children. Programs included Spanish conversation, book launches and clubs, Tech Cafés, tech tutoring, artist events, games nights, storywalks, summer and spring break camps, and Reconciliation Reading Circles.

We expanded access to the Hoopla database, which had 6,526 online circulations, an 89% annual increase. Support for the Library's programs and services was shown by a record $45, 242 in Annual Appeal local community funding. Based on changes to the Rural Dividend program, which allowed for the inclusion of Salt Spring Island, the Salt Spring Public Library Association was reclassified from urban to rural for the purposes of the annual Provincial Per Capita Operating grant. 87 volunteers contributed to the Library's core operations, a decrease of 42% primarily due to individuals retiring and the larger community in isolation due to Covid-19, with an estimated 10,308 volunteer hours last year.

In the fourth 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 2020 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 FOR BRITISH COLUMBIANS

Salt Spring Island Public Library supported improving access for its community by increasing access to online collection to support community members at home during the pandemic, and by helping the community strengthen their technological literacy through tech programs, tech tutoring services, and partnerships with groups like Salt Spring Literacy. 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.*

The Library provided increased access to online collections by providing Lynda.com, Overdrive Advantage, and increased access to our Hoopla collection.

- The Overdrive Advantage (Salt Spring Library only) collection provides the large senior population isolating at home with reduced wait times on eBooks, which led to an increase in Overdrive circulation of 17%.
- The expanded Hoopla collection access allowed patrons to check out more audiobooks, comics, eBooks, movies, music and television, which led to an increase in Hoopla circulation by 89%.

Throughout the pandemic our tech and tech tutoring programs continued, but many transitioned into online programs as proscriptions and in-person staffing realities changed. Despite these challenges, the Library was able to continue helping community members gain new tech-based skills, increasing access to information and resources, both now and for future application.
The Library's *Tech Basics for Seniors* program provided opportunities to build basic computer skills among seniors who struggle with digital literacy. This program:

- Helping 50 seniors with digital literacy skills including communicating with family over email, Zoom, and social media, streaming video, filling in government forms online, word processing, downloading and using eBooks, eAudiobooks, and e-magazines, and protecting privacy online.
- Providing a circulating collection of beginner level computer instruction books.
- Providing basic e-book and e-audiobook access instruction to patrons at home.
- Providing first live peer-to-peer, then live-online personalized tutoring to 66 patrons on technology skills such as Zoom, Fraud Prevention, Excel, cyber-safety, archiving and compiling digital media into formats that can be shared, and ad-blocking to improve user-experience.

Salt Spring Island Public Library and community partners improved access including working with:

- The Salt Spring Island Foundation, who gave funds to the Library to purchase Lynda.com, a comprehensive database of online training-videos. This resource enabled people to update their skills and pivot on their career track in response to Covid-19 related changes in circumstances.
- Salt Spring Literacy by co-sponsoring literacy programs such as the outdoor Halloween SpookyWalk, which dispersed more than 200 books to children in our community, and brought together a dozen local businesses through sponsorship and participation.
- Salt Spring Literacy, again, through our holiday-based Zoom tutorials, aimed at facilitating the connection of elderly residents with distanced families over the Holidays. Using both Library and Literacy volunteers, 10 Salt Spring residents reached out and connected so that they could try to use Zoom over the Holidays. The youngest participant to use this service identified as 58 years of age, indicating that this service was especially valuable to an elderly and potentially isolated part of our community.

PROVINCIAL PRIORITY 2: *BUILDING CAPACITY*

In 2020, the Salt Spring Island Public Library continued to focus on building capacity by providing ongoing professional development opportunities for paid staff and volunteers, including developing skills by providing a 2-part online professional development opportunity. 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 funding provided by IslandLink, staff and volunteers were able to enroll in an online "Science of Service" 2-part course. This course was offered through the Gustavson School of Business at University of Victoria, hosted by Mark Colgate, a Customer Experience expert.

Our organization's capacity was further improved through acquisition of a Volunteer Management Database called Better Impact; a database which contains the information, scheduling, and training of all our volunteers. Our library and its volunteers have benefitted since its acquisition through:

- Better clarity and more efficient organization of new volunteers, which facilitated the creation of training protocols that have resulted in greater applicant retention due to faster response times and training paths.
- Self-identification of volunteers, in terms of shift sign-up or cancellation, information changes, and preferred emails has translated into data quality improvements. Scheduling issues have decreased dramatically.
- Centralization of volunteer lists pertinent to differing assignments or shifts allows for targeted messaging to applicable to volunteers resulting in enhanced and targeted message transmission.
- Volunteers' Dashboard user interface contains regularly disseminated email newsletter documents, for easy reference and one-stop resource reference.
- The database has improved information, communication, and volunteer experience quality, and has prepared us to be able to receive more volunteers in a professional and seamless way.

Capacity was increased with a partnership with the Salt Spring Island Emergency Program (SSIEP):

- An audit of existing documentation, equipment, and First-Aid kits was made in 2020 based on information gleaned from 2019 SSIEP workshops that occurred at the Library.
- The Library had their updated Safety Plan reviewed by a member of the SSIEP who has given the plan their approval with future recommendations.

2020 marked the beginning of a new Teen Volunteer Program at the Library. This program included opportunities for virtual volunteering, content creation, as well as conventional Library-based training, such as shelving. Funding for this position was provided by The Foundation of Youth a program available through the Salt Spring Island Foundation focusing on youth. The Program:

- Hired a Teen Program Coordinator who successfully ran two online groups for teens, a Writing Group and a Book Club.
- Hosted well-attended events including a live interview with best-selling YA author Kenneth Oppel. Funding for this interview was provided by IslandLink.
- Connected with 4 local organizations, including 3 independent businesses, who voluntarily presented live online programs on a number of topics pertinent to teens. This series was called 'Adulting 101' and took place over 4 weeks, with 21 attendees.

- Hired one part-time staff person in order to manage and guide teens in the program, publicize the program, and recruit new teen volunteers.
- Program has moved the number of teen Library volunteers from 0 to 7 in less than 6 months. Given that Libraries face challenges connecting with this demographic, this gain is significant.

PROVINCIAL PRIORITY 3: ENHANCING CITIZEN ENGAGEMENT

In 2020, the Salt Spring Island Public Library continued to honour Truth & Reconciliation through ongoing Reconciliation initiatives, and also focused collection development on Black, Indigenous, People of Colour (BIPOC), and members of the LGBTQAI2S+ community. 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 also honored Truth & Reconciliation through initiatives with community partners including:

- The Library continued a Reconciliation Reading group, led by local indigenous women, that meets bimonthly to share and discuss indigenous books and current events around Reconciliation. The Reconciliation Reading Group had 203 participants at 18 sessions.

Enhancing our Library collection so that it was representative of all people in our community, was a major Library focus for 2020. Two grants were applied for through the Vancouver Foundation by way of the Phillip and Muriel Berman Fund.

- The first $1500 grant included purchase of children's materials that were authored by, pertinent to, or prominently featuring Black, Indigenous, People of Colour (BIPOC), or members of the LGBTQAI2S+ community.
- Community representatives and a Librarian compiled lists together, and 74 BIPOC and 69 LGBTQ titles were purchased from the first grant.
- The second $1500 grant was received upon reporting back to the granting agency about the first grant. This grant focuses on fortifying our adult BIPOC selection, infusing the collection with greater diversity and more current offerings. A local BIPOC community member is compiling this purchase list with a Librarian.
- Books purchased have been circulating well, with over 50% of the titles in circulation at any given time. Local media has publicized this collection and social media response has been extremely positive. Local schools have requested lists of our Junior and Early Reader selections in order to make recommendation to their students.

Citizen Engagement was also fostered through outdoor event offerings and an array of online programming across all demographics:

- Outdoor event offerings included StoryWalks, a Family Literacy photo scavenger-hunt event, and a massive Halloween event at a local park, sponsored by local businesses and in support of local families trying to trick-or-treat safely with their children.
- Online programming, due to the pandemic, became the organic extension of our typically offered in-person programming and events schedule.
- For families, online StoryTimes were popular with nine videos produced by volunteers and staff, with a reach of 3684 according to data; our most watched video reached more than 800 people.
- Also for families, outside programs for families surged in popularity as the pandemic wore-on. May Day Activity Bags reached 73 households, and 129 activity bags were produced and personalized for each child receiving them. Community response and enthusiasm for this program cannot be understated.
- The Halloween SpookyWalk Event served more than 500 children and adults at our outdoor, one-direction trick-or-treat-through styled outdoor event. The businesses that participated or fiscally supported the event had tremendously positive feedback, and families were thrilled we offered this event in partnership with Salt Spring Literacy.
- Finally, throughout the pandemic, frequency and duration of our StoryWalks were increased, and many new titles were purchased as we made StoryWalks a weekly, all-weekend event for families to go through at their leisure via the Mouat Park trail. Social media reports indicate how much the community enjoyed this programming, which equated to 38 StoryWalks with an estimated 2023 walkers.

Finally, the Library enhanced citizen engagement by inviting the community to celebrate its 60th Anniversary though a series of events and projects:

- In 2019, the Library collected messages from patrons about why they love our library, and we created a groovy 60's promotional poster with "60 Reasons Why We Love the Library".
- An opening reception for a juried art show with a library theme kicked off the 60thAnniversary celebrations on February 1 with local artists and their work displaying why they love the library with 80+ attendees.
- On February 6th, Salt Spring poets shared their award-winning, library-themed poems at an open mic evening in the Program Room with 50 local poets.
- Other events included a movie and pizza session for teens, a movie screening about the New York Public Library, and a Sixties-themed dance in the stacks on Saturday night, February 22.
- Three legacy projects with community partnerships with the Salt Spring Island Foundation, the SSI Arts Council, 100 Women Who Care, and the SSI Archives: an exterior indigenous mural of Salt Spring (delayed until 2021), a portable, historical display of the library, and a library-themed tile installation, created by children.

PROVINCIAL PRIORITY 4: ENHANCING GOVERNANCE

Based on the SSIPL 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 2020 by successfully completing the following goals:

- Maintained a list of Board member competencies;
- Recruited and interviewed potential Board members for election or appointment;
- Recommended three Board candidates who were nominated and approved at the 2020 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;
- Planned and organized a Board retreat.

At the end of 2020, the Board Development Committee recruited three potential trustees, while the Policy committee approved changes to the Association bylaws, both for approval by the membership at the 2021 Annual General Meeting.

PROVINCIAL TECHNOLOGY REPORT: FINAL REPORT

The Salt Spring Island Public Library used the Library Technology Grant to increase community access to technology and information by providing increased access to online collections, to introduce people to new technology through lendable technology, and to purchase a 3D printer.

The Library used the majority of the funds to provide increased access to online collections, specifically through increased funding for our Hoopla collection and by purchasing an Overdrive Advantage collection. Purchasing these collections supports the provincial strategic priority: *Improving Access for British Columbians.* The Overdrive Advantage (Salt Spring Library only) collection provides the large senior population isolating at home during this pandemic with reduced wait times on eBooks, which contributed to an annual increase in Overdrive circulation of 17%. The expanded Hoopla collection access has allowed patrons to check out more audiobooks, comics, eBooks, movies, music and television, which contributed to an annual increase in Hoopla circulation by 89%.

The Salt Spring Library is planning a major technology upgrade with its upcoming MakerSpace Design Hub, including the Glowforge 3D printer purchased with this grant. The 3D Printer supports the provincial strategic priority *Building capacity,* and will help our community by inspiring creativity, innovation, and knowledge creation for all ages. Another resource that will reduce barriers to digital

inclusion for local youth is the purchase of a GoPro HERO7 Silver; an action camera to make videos. The GoPro has just been catalogued and added to the Library collection.
Through the Library Technology Grant funding, the Salt Spring Library has increased community access to technology and information for all members of our community, young or old, in the library, on the go, or at home.

COVID-19 AND PUBLIC LIBRARIES

In response to the Covid-19 pandemic, the library continually pivoted our programming and access to our materials according to the best information from BC Health officials. We closed the library to the public on March 18 when the pandemic was new and mode of transmission was little known. Full-time staff continued to work on in-library in new, separate spaces, and online projects including disseminating trustworthy information, and also on the necessary tasks related to COVID pivoting. Auxiliary staff were laid off, and part time staff hours were reduced until the library re-opened for Library Takeout on May 19. The library partially reopened June 22 for limited browsing, with computer use in a socially distanced and monitored Community Program Room away from the main part of the library, which was still closed. We extended due dates dramatically, over double our standard loan periods, so patrons would not incur fines for late materials. We quarantined all returned books, first for 72 hours, then dropped to 24, as the risk of transmission from surfaces was clarified.

We started initiatives, such as a hugely popular takeout program where patrons could call in or reserve titles online and then their order would be bagged up and could come and pick up at a predetermined pick-up time. The service received 724 appointments, distributing upwards of 6200 items. While the main part of the library was closed we took advantage of the opportunity to extensively weed over 6200 items from the collection, quarantining the books and then bagging them up into more than 450 free “mystery bags” for patrons to take home. We developed and posted “Safe Operations Plans” to keep staff, volunteers, and patrons safe. We continued to slowly open in phases, all the while carefully following distancing, sanitizing, and cleaning protocols. Room rentals and in-person events were cancelled.

Online programs were developed, and a safe outside summer program for children was executed with the help of summer students. We also had a May Day Activity bag project with 129 spring activity bags delivered to 73 families, and a Community Halloween SpookyWalk in the park with Salt Spring Literacy with over 500 attendees. We purchased additional databases including Lynda.com, and Overdrive Advantage to reduce wait times, and increased our Hoopla budget and patron checkout limits. Our database usage, including online eBooks and audiobooks, increased by 29%. The Visiting Library Service delivery to seniors program had 105 patron visits including 2 facility visits and checked out 538 books. Administration, government reporting, board and committee meetings, and the AGM continued as did collection purchasing through the year.

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SUMMARY

Despite the Covid-19 pandemic and shutting the library building for 2 months, the Salt Spring Island Public Library successfully served its patrons, in person and virtually, in its 60th year of operation. The 466 resident cardholder new registrations, a third record year of Annual Appeal funding from our supportive community, and 8538 program attendees at 283 programs in 2020 confirmed the Library's important role as the community hub. Even during a global pandemic, the Library pivoted to achieve our goals under our strategic priorities of human resources, stable funding, resources and services, and community connections through a large growth in online services and programs, and by continuing to increase our capacity through staff training and professional development, with our two new Library Technicians taking on increased responsibilities. As a community-led Library, our challenge is to offer a high level of service and programs to our community, while supporting our patrons with increasing digital literacy needs despite decreasing volunteer staff.

Our collection continues to grow and diversify with a GoPro camera, a grant funded influx to our BIPOC/LGBTQAI2S+ collection of 143 new titles for youth, and increased access to the Hoopla database which had 6526 online circulations. Adult programs morphed into primarily Zoom online programming with lower numbers but still a robust program. Our Reconciliation Reading program, which started as a month long program in 2019, evolved into an ongoing, regular library program. Youth programming become a successful hybrid of outside spring and summer Library camps, and virtual programming with new digital StoryTimes, Teen volunteer programming, and new library TikTok and YouTube pages, plus beloved family events for May Day and Halloween. The diverse and skilled volunteer family and our small but hardworking 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, training staff, and ensuring that the Library serves Salt Springers with the best services and programs possible as they continue to embrace the Library virtually and in-person as the hub of the community.

Contact information:
Salt Spring Island Public Library
Karen Hudson, Chief Librarian
khudson@saltspringlibrary.com
250-537-4666, local 223.

APPENDIX: COMMUNITY OUTREACH PHOTO:

Salt Spring Island
Public Library

129 Mc Phillips Avenue, Salt Spring Island, BC, V8K 2T6
http://saltspring.bc.libraries.coop/

August 28, 2020

Mari Martin
Director, Libraries Branch | Learning Division
BC Ministry of Education (Victoria)

Re: Interim Report, 2020 Library Technology Grant

The Salt Spring Island Public Library appreciates receiving the Library Technology Grant to increase community access to technology and information through our Library. We will be using the grant to provide increased access to online collections, to introduce people to new technology through lendable technology, and to purchase a 3D printer.

The Library is using the majority of the funds to provide increased access to online collections, specifically through increased funding for our Hoopla collection and by purchasing an Overdrive Advantage collection. Purchasing these collections supports the provincial strategic priority*: Fostering connected communities: Advancing access to information and resources.* The Advantage (Salt Spring Library only) collection within the Overdrive database provides Salt Spring Library patrons with reduced wait times for holds on electronic materials. With a primarily senior population, many patrons are isolating at home during this pandemic and the Advantage collection reduces long wait times for patrons, usually by months, and will contribute to an annual increase in Overdrive circulation by 20%. The expanded Hoopla collection access gives patrons more material with no holds or waits. Hoopla was already popular with our community since beginning to offer this electronic resource in 2019, but with this increased funding, we can allow patrons to have more items and to access more materials within the database. Accessing more materials, means that our seniors at home can access more materials and our youth users can access more graphic novels, a popular item within our Hoopla database. The expanded Hoopla collection access will contribute to an annual increase in Hoopla circulation by 50%.

Another resource targeting our local youth is funding for patron loanable technology through purchase of a GoPro HERO7 Silver. Providing a GoPro for patron use supports the provincial strategic priority *Building capacity: enabling inspiration and innovation.* The GoPro will give patrons access to an action camera to make videos. This will reduce barriers to digital inclusion and increase equity for patrons. The GoPro will be checked out a minimum of 12 times per year and patron made films will be added to the Library's new YouTube channel.

The Salt Spring Library is also planning a major technology upgrade with its planned MakerSpace Design Hub, including the 3D printer purchased with this grant. The 3D Printer supports the provincial strategic priority *Building capacity: enabling inspiration and innovation.* The 3D Printer will help our community by inspiring creativity, innovation and knowledge creation for all ages. Six programs on 3D printing will be offered per year, including programs for youth and seniors.

Through the Library Technology Grant funding, the Salt Spring Library will be able to increase community access to technology and information for all members of our community, young or old, in the library or at home, for years to come.

Sincerely,

Karen Hudson, Chief Librarian

2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: [SALT SPRING ISLAND PUBLIC LIBRARY]

Total Technology Grant Amount: [$12,940]

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
3D Printer for Library MakerSpace Design Hub.	The 3D Printer in the Library MakerSpace Design Hub will help our community by inspiring creativity, innovation and knowledge creation.	Six programs on 3D printing will be offered per year, including programs for youth and seniors.	The 3D Printer in the Library MakerSpace Design Hub supports the provincial strategic priority *B*uilding capacity: enabling inspiration and innovation.	Purchase and set up 3D Printer. Train staff and volunteers. Construct parts, toys, models, and prototypes via templates, or design.	We are partnering with the Tech and Robotics Program at Gulf Islands Secondary School, part of School District 64.	December 2020: Research 3D printers and purchase. Spring 2021: Set up 3D printer for public use. Plan programs.	$2,070 (of $10,250 total project budget).	Requested $8,180 from the Salt Spring Island Foundation.	
Patron loanable technology: GoPro HERO7 Silver.	The GoPro will give patrons access to an action camera to make videos. This will reduce barriers to digital inclusion and increase equity for patrons.	The GoPro will be checked out a minimum of 12 times per year and patron made films will be added to the Library's new YouTube channel.	Providing a GoPro for patron use supports the provincial strategic priority *B*uilding capacity: enabling inspiration and innovation.	Purchase and set up GoPro. Advertise GoPro on library website and social media, and encourage youth to make video to be featured on Library YouTube channel.	We are partnering with the Media Production Program at Gulf Islands Secondary School, part of School District 64.	Summer 2020: Research and purchase GoPro. Fall 2020: Advertise GoPro on library website and social media, and encourage youth to make videos for Library YouTube channel.	$408.63	In-Kind: staff time to research GoPro models.	
Electronic collections (licensing) **Overdrive Advantage collection.**	The Advantage collection of Salt Spring Library only materials gives patrons reduced waiting times for holds on electronic materials.	The Advantage collection can reduce wait times by months, and will contribute to an annual increase in Overdrive circulation by 20%.	Purchasing an Advantage collection supports the provincial strategic priority: Fostering connected communities: Advancing access to information and resources.	Monitor patron holds on Overdrive and purchase eBooks and eAudiobooks on Overdrive Advantage platform.	Partners with the BC Libraries Cooperative to provide access to Overdrive.	April – December, 2020: purchase eBooks and eAudiobooks on Overdrive Advantage platform.	$1500	In-Kind: staff time to purchase eBooks and eAudiobooks on Overdrive Advantage platform.	
Electronic collections (licensing) **Hoopla.**	The expanded Hoopla collection access gives patrons more material with no holds or waits.	The expanded Hoopla collection access will contribute to an annual increase in Hoopla circulation by 50%.	Expanding Hoopla collection access collection supports the provincial strategic priority: Fostering connected communities: Advancing access to information and resources.	Promote Hoopla eBooks and eAudiobooks on Library social media and website.	We are partnering with the Salt Spring Island Middle School, part of School District 64.	April – December, 2020: expand Hoopla borrowing limits and promote electronic collections.	$8961.37	In-Kind: staff time to promote Hoopla eBooks and eAudiobooks on Library social media and website.	