

## 2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Squamish 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).**

The Squamish Public Library serves a community of approximately 25,000 residents in our municipality and surrounding district, according to the 2021 census. This is an increase of 22% over 2016 census results. Squamish is a vibrant, young community; almost 60% of its residents are under the age of 40. We are on the traditional territory of the Squamish Nation, Skwxwú7mesh Úxwumixw, and many of our residents have chosen to move here from outside of the province and country to make Squamish their home.

Squamish is a dynamic community undergoing rapid socio-economic transformation and growth. In our highly active, multicultural, and family-oriented community, opportunities are emerging in tourism, knowledge-based industries, education services, manufacturing, and retail industries. We have become one of British Columbia's most talked about tourist destinations, with some of the best mountain biking, rock climbing, kite boarding, hiking, and snow sport opportunities anywhere. In addition to our seven public elementary schools (including French immersion and Francophone options, and a Cultural Journeys elementary school program with an emphasis on outdoor education), three public secondary schools (including Learning Expeditions, a fully project-based, technology infused middle and secondary program), a Montessori school, a Waldorf school, and two independent high schools, Squamish is also home to Qwest University Canada.

As with any community, Squamish and our library face challenges. Our neighbourhoods are spread out and public transit is limited, making our library's downtown location a barrier to access for some. Housing is expensive, and the vacancy rate in the rental market is close to zero. We are a diverse community with a range of needs and expectations; it can be a challenge to maintain a welcoming environment for all while being faced with safety and security concerns, including mental health and addiction issues.

Our library is an important community hub to the residents of Squamish. It is a gathering place for many community groups, and it is central to a variety of local initiatives, including those that promote early literacy, and welcoming new families to our community. We aspire to provide the collection, services and programs best suited to the needs and interests of our community. In 2021 we implemented several special projects: our Visiting Library Service for homebound patrons, thanks to grant funding from the Union of BC Municipalities, and a permanent window art installation depicting

a Squamish Nation legend, thanks to the Squamish Arts Council. Capital funding from the District of Squamish and the Squamish-Lillooet Regional District enabled us to carry out a large-scale interior space renovation.

We placed a special focus on staff and board training in 2021, which included a day-long Indigenous Awareness training workshop in the fall, funded in large part by a provincial multiculturalism grant. The pandemic continued to impact our ability to provide full library services in 2021, but we are proud of our abilities to implement innovative and creative solutions to serve our community to the fullest and safest extent possible.

## 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
Visiting Library Service
Provide a brief description of the activities involved in this project/program.
In April of 2021, we launched our new volunteer-supported <a href="#">Visiting Library Service</a> , delivering library materials to seniors and Elders in our community. We received a grant from the Union of British Columbia Municipalities to hire a dedicated Project Coordinator to develop this program. The Project Coordinator used their expertise to develop a sustainable and well-researched volunteer program, which recruits and trains volunteers, and connects them with patrons in our community who may have trouble accessing library resources.
How does this project/program support the library's strategic goals and/or community?
A pillar of our current strategic plan is to “Engage and Welcome Everyone,” including older adults in our community. Through our Visiting Library Service, we aim to support a continuous high quality of life for seniors and Elders in Squamish. The project development phases also involved reaching out to partners and community groups to seek out people who may benefit from the Visiting Library Service but who might not have already been connected to the library. This meant broadening our membership and reaching new audiences. In our recruitment of volunteers, many of whom are seniors themselves, we also found new audiences. The in-depth volunteer training gave applicants the opportunity to learn more about the library and its services and resources. These volunteers do much more than deliver materials to library patrons; they act as knowledgeable library champions in Squamish, sharing information and broadly supporting the vision of the library.

**How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.**

1. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	This project ensures that older adults in our community can receive the benefits of library membership even if they can't get to the library building. The Visiting Library Service connects them with whatever materials or resources they are looking for in a one-on-one capacity.
2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	By tapping into the eager volunteer base in our community, this program grows the library's capacity to reach more patrons and connect information to our community members.
3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This project engages our community through a new volunteer role, and connects those volunteers with further opportunities for engagement. Volunteers go through extensive training, which also makes them library champions in our community, who are well-versed in using online library tools, non-traditional library collections, and community resources.
4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)	

**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.**

**Short-Term Outcomes:**

- Volunteers increased their awareness of library resources and developed expertise in using library tools
- Community organizations and groups grew their understanding of library's myriad programs and service offerings
- Visiting Library Service patrons and their families learned that the library is a resource more than just a building

**Intermediate Outcomes:**

- Volunteers share their awareness and knowledge of library resources and tools within the community, acting as library champions
- Patrons and their families increase their use of library resources and materials
- The library has increased use among an older age demographic

**Long-Term Outcomes:**

- Community organizations increase regular referrals to the library's collections, services, and programs
- The community has increased awareness about all the library's collections, services, and programs

**Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?**

This project was funded by a grant from Union of BC Municipalities, and involved outreach and consultation from a wide variety of community stakeholders.

**Project/Program Name**

Squamish Nation Window Art

**Provide a brief description of the activities involved in this project/program.**

In June 2021, we installed four new large-scale vinyl window coverings designed by Squamish Nation artist, Siobhan Joseph, that tell the Squamish legend "[Why the Salmon Come to Squamish Waters](#)". We received a Community Arts & Culture Enhancement Grant from the Squamish Arts Council to undertake this project, which involved developing an RFP, sending it out to a wide audience of Squamish Nation artists, selecting an artist, and working together to get the artwork finalized, printed, and installed. The library consulted Squamish Nation Elders in the final decision.

**How does this project/program support the library's strategic goals and/or community?**

The windows of the library offer the opportunity for a large-scale showcase of local art, visible to library patrons, passersby, and the hundreds of people who use Squamish Transit. The final frosted vinyl design is visible from the inside and outside of the building.

The intention is for the artwork of a Squamish Nation artist to publicly and permanently acknowledge the library's location on the traditional territory of the Squamish Nation. This art commission aims to celebrate the art, traditions, culture, and land of the Squamish Nation through the vision of the artist.

The artwork also enhances the library's collection. The legend told by the art, "Why the Salmon Come to Squamish Waters," is available to read at the library. We had multiple copies of Siobhan Joseph's original artwork printed into books and added to our collection, which depict the entire legend.

**How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.**

5. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	
6. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	
7. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This project helps the library further express its commitment to reconciliation. By hosting Squamish Nation style art on Squamish land, this art increases the public awareness about whose land we are on. By consulting with Squamish Nation Elders, the library continued to build its positive relationship with the Nation.
8. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)	

**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.**

**Short-Term Outcomes:**

- Library visitors increase their awareness and understanding of Squamish Nation traditional territory and a specific Squamish legend.
- Library staff have increased interaction with Squamish Nation, especially with Elders.

**Intermediate Outcomes:**

- There is more knowledge and curiosity about Squamish Nation legends, beyond the legend depicted by the artwork.
- The library hosts Elders for increased programming and consultation.
- The library engages with the Squamish Nation with increasing frequency.

**Long-Term Outcomes:**

- The community sees the library as a leader in reconciliation.
- Squamish Nation sees the library as an ongoing partner.

**Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?**

The library worked with Squamish Nation Elders Coordinator to make sure the artwork selected was in Squamish style and approved by Squamish Elders. The library also received funding through a Community Arts & Culture Enhancement Grant from the Squamish Arts Council.

**Project/Program Name**

Honouring Residential School Survivors

**Provide a brief description of the activities involved in this project/program.**

In recognition of the first National Day for Truth and Reconciliation, we hosted three Squamish Nation elders for "Honouring Residential School Survivors" ([watch recording here](#)). This virtual event was attended by over 100 people in our community.

These Elders shared their stories about Residential Schools:

Kiyowil Bob Baker (attended St. Michael's in Alert Bay)

Chésa7 Gwen Harry (attended St. Michael's in Alert Bay)

Humteya Shirley Toman (attended St. Paul's in North Vancouver)

As part of our NDTR programming, we also purchased ~100 books to hand out to our community for free. On September 30, we attended Squamish Nation's event and handed these resources out to our community. This was a further opportunity for the public to see the library as a resource. These are the titles we handed out:

Phyllis's Orange Shirt

Ispik kaki peyakoyak/When We Were Alone

kimotinaniwiw itwewina / Stolen Words

I am not a Number

Beyond the Orange Shirt Story  
 Sugar Falls: A Residential School Story  
 A Knock on the Door  
 They Called Me Number One  
 The Education of Augie Merasty  
 Five Little Indians

**How does this project/program support the library's strategic goals and/or community?**

One goal of the library's Strategic Plan 2019-2023 is to "create a connection between the indigenous and non-indigenous communities of Squamish, supporting the work started on the reconciliation process." This event brought our community together and gave the public the opportunity to listen to local Elders share their stories. By building relationships with Nation members and Elders, the library can act as a conduit for these connections within Squamish.

**How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#)? Please provide information for as many goals as applicable.**

9. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)	Because this event was recorded, the video is accessible for the Squamish community (and beyond) to watch anytime. Making Elders' stories available as part of our library's collection enhances the information we can share with the public about local history, local stories, Residential Schools, and Reconciliation.
10. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)	There were library staff in attendance during the live event, and the recording can be used for cultural awareness training and professional development in the future.
11. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This program supported the truth and reconciliation work being done in our community and our province. Handing out free resources also engaged potential future library users.

<p><b>12. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</b></p>	
<p><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>	
<p><b>Short-Term Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Squamish community members increase awareness of local Elders' experiences in Residential Schools as evident by one participant's feedback: "The elders made what I've been reading and studying this past summer real. I greatly appreciate talking about telling their difficult experiences."</li> <li>• The library builds relationships with Elders and Squamish Nation and increases its commitment to truth and reconciliation.</li> </ul> <p><b>Intermediate Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Squamish community increases awareness of the library as a resource for reconciliation-focused programs and collections. One participant said: "Thank you for being a great resource in this community."</li> </ul> <p><b>Long-Term Outcomes:</b></p> <ul style="list-style-type: none"> <li>• The library holds an increasing number of programs that connect Elders and community members.</li> </ul>	
<p><b>Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery)?</b></p>	
<p>We worked with Squamish Nation members to host this program virtually. They set up the Elders virtually and coordinated the Elders' schedules.</p> <p>We used a portion of our LawMatters grant from Courthouse Libraries BC to purchase the 100 books we handed out to the community on NDTR.</p>	

### 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)	Our operations (e.g. mask enforcement, open hours, virtual vs. in-person programs, remote work arrangements) scaled up and down throughout 2021 in response to changes in public health orders throughout the year. Our take-out service remained a constant, which enabled us to provide consistent access to library materials regardless of the degree of "openness" of our physical facility.
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)	2021 was challenging for staff, in the way of the additional effort required to serve patrons through masks, plexiglass, and challenging patron behaviour. Year two of the pandemic with a staff team who mostly met and connected via video calls led to disconnection and communication challenges.
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)	We were fortunate to receive capital funding from our municipality and regional district to undertake a large-scale interior renovation at the end of 2021 and early 2022, which addressed some of our challenges around adequate staff workspace. It also improved the "flow" of the public area to provide a centralized service desk, a holds pick up room with access to both

	the interior and exterior of the library via a takeout window, and additional public lounge seating.
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)	The opening of Under One Roof at the end of 2020, a hub across the street from the library that provides food, shelter and social services, and an overdose prevention site on the same block as the library that opened in 2021, have been significant milestones in meeting the needs of many people in our community. The director of library services is a member of the Community Resilience Committee, which is an initiative of within Squamish's Community Action Team (a provincial initiative to help communities develop partnerships to provide focused, action-oriented strategies that will help to address the overdose crisis on a local level). We have hosted public programming opportunities such as film screenings on trauma and addiction, followed by community conversations, to provide opportunities for our community to better understand the challenges faced in Squamish. We also provide space for folks who are impacted by the toxic drug supply crisis to meet each month for a peer-lead grief group.
Other (please specify)	

#### 4. SUBMISSION AND APPROVAL

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

Library Director Signature: 

Date: March 31, 2022

Board Chair Signature: 

Date: March 31, 2022