

## K2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Kitimat Public Library Association

### 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](#)
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### 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).**

Heading into the third year of the pandemic, much has not changed in the community except for the wide range of COVID-19 protocols. While many community organizations and activity centers' mandates fluctuated a good deal, the Library's remained stable. We, like our municipality, have not required vacation passports and the Library required face masks at the onset of the pandemic before it was mandated by the government. Programs have, since the beginning of the pandemic, meant pick-up of activity kits, on-line clubs and meeting rooms transformed into work spaces for staff and patrons to spread out in. We expect that programs and face-to-face meetings will be available soon.

On the business end of things, the multi-billion dollar gas project has passed the halfway finish mark. In a few short years we can expect to see out-of-town workers return home, home costs and apartment rental rates drop back to affordable levels, and a serious decrease in heavy-duty work trucks speeding through town. Hopefully by that time as well, we can anticipate the chat in lunch rooms, restaurants, bars, gyms and airports to be about how we lived through the pandemic and how grateful we are not to have to worry about our health nor the health of our loved ones any longer.

Important news is the announcement of the Library Director's retirement after more than twenty years! It is expected that by mid-year the replacement will be hired and ready to assist the Board and community with setting out fresh goals and directions post-COVID at the Kitimat Public Library.

### 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	Building Capacity - Staff

Provide a brief description of the activities involved in this project/program.	
<p>COVID-19 restrictions meant training and development of staff would not be available in person, but rather on-line, either in the comfort of home or at work distancing from others. There was a wide variety, something for every member of our staff. Our technical staff enjoyed on-line conferences Dell Technologies World 2021/VMWorld 2021/ITech2021/Virtual Connect 2021/CPX 3602022 and all attended Indigenous Training as well as Arete Training (Workplace Conflict Resolution/Mitigation), and some LIBPRESS updates, Overdrive's training on Libby, and an information forum by LawMatters, Legal Aid BC and PovNet community advocates.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>Our staff must keep themselves educated as the community looks upon us as front-line workers in charge of disseminating reliable and accurate information. The pandemic did not stop us from learning, it only meant that we would sorely miss the social aspects of doing so in a group setting.</p>	
How does this project/program support the <u>B.C.'s strategic goal(s) for public library service</u> ? Please provide information for as many goals as applicable.	
<p>1. <b>Improving Access</b> for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<p>The technical webinars offered via computer conferences allow for a greater understanding of planning and troubleshooting computer disasters and recovery. As we were the victims of a Ransomware attack two years ago, we have learned the hard way why education is crucial to maintain the safekeeping of our digital records. We allow ourselves to lay a strong foundation for safe and private access through education.</p>
<p>2. <b>Building Capacity</b> for library staff and directors (e.g., training and professional development)</p>	<p>We participated in ongoing professional learning and training programs made available through our Library Federation, Overdrive, North West BC Community Forum, and by attending technical webinars and Conferences.</p>
<p>3. <b>Advancing Citizen Engagement</b> (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<p>The LawMatters, Legal Aid BC and PovNet held a virtual forum for community advocates, library staff and other front-line workers who assist with legal matters to increase connections with service providers. There is a direct overlap of the province's Strategy #3, helping people access government services/resources, etc.</p>



<p>4. <b>Enhancing Governance</b> of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<p>Training of staff is part of our Library's strategic plan as well as the province's #4 Goal.</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>	

Online conferences offer speakers “much greater reach”. There are more opportunities to learn with a variety of facilitators who may not have been available face-to-face. The number of webinars attended by staff was almost 30% more than in-person educational workshops.

Online conferences are significantly cost effective, we saved 90% of our training budget by learning on-line.

Building technical skills allows for greater public services and the ability to provide a safe and private environment.

The wide range of workshops allowed every member of the staff to attend meaningful and insightful topics relevant to them. Staff commented that they learned a great deal and feel confident in serving their public.

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

We thank the NWLF who made webinars possible, the North West BC Community Forum for their invitation to attend, and computer tech leaders worldwide for making their annual conferences free of charge and exciting even though they were virtual.

[Copy and insert additional tables below for each additional project/program as needed]

### 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.

<b>Challenge</b>	<b>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).</b>
COVID-19 (e.g., safety protocols, proof of vaccination)	We have a generous building/cleaning budget to cover the costs of installing plexiglass, purchasing hand sanitizer stations, masks, gloves, extra cleaning supplies and antigen tests. We thank the District of Kitimat for making this possible.
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 replaced one staff member. We received significant interest from qualified candidates, so this was not an issue. Mental health and wellness were not issues.

Disappearing services in the community (e.g., government, banking, health)	Many of the businesses have seen shortages of staff and products. Many people drive to the next town where more shopping and services are available.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Our Internet is quick and reliable. We produce connectivity outside the building as well, with no required password.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The exterior of our building needs work but it has been decided that other repairs and renovations are in more urgent need.
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)	This is an issue in our community but the Library is not impacted.
Other (please specify)	

#### 4. SUBMISSION AND APPROVAL

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

Library Director Signature: \_\_\_\_\_

Date: FEB 23/22

Board Chair Signature: \_\_\_\_\_

Date: FEB. 23/22