2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)
PORT MOODY 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 text boxes will expand as you type, so if needed, you can provide more detail. Click on a linked 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 (250-500 words).

The Port Moody Public Library serves a population of 33,535 through a single branch facility that is prominently located in the Civic Centre Complex. The surrounding neighbourhood has changed dramatically over the 25 years the library has been at this location, and library use has grown accordingly. Three high density residential/commercial developments (Newport Village, Suter Brook Village and Klahanie) are within a short walking distance of the library. The library's location, the range of programs and services offered, and our focus on being responsive to community/customer needs make us a natural hub for our community.

There was minimal growth in Port Moody's population during the 2011 to 2016 census period (1.6% increase or 540 people), and a slight reduction in the last census period of 2017 to 2021 of 16 people. Median age of the population is 40.6 years. In the 2016 Census, immigrants represented 32% of the population; 4% of these people were recent immigrants who had lived in Canada for less than 5 years. The top four countries for immigrants remain South Korea, China/Hong Kong, the United Kingdom and Iran. Chinese, Korean and Persian are the top three non-official languages spoken regularly at home.

At the end of 2016, the Evergreen Line arrived in Port Moody; a Skytrain station is now located just three blocks from the library. Development related to the arrival of Evergreen was expected to boom. However, population growth has remained flat.

A new five year strategic plan was developed for the Port Moody Public Library in 2019. The plan has three strategic directions:
1. Raise the profile of the Library in the Community
2. Revitalize how the Library does business to prepare for a future of growth and change
3. Provide robust and relevant programming that addresses 21st century literacy needs

The City of Port Moody released an Economic Profile 2016 document that provides the most recent economic information of the area including a business profile and demographics. The three largest employers are in the public sector: Eagle Ridge Hospital, the City of Port Moody and School District

43. The largest private sector employers are Pacific Coast Terminals, Suncor and Imperial Oil. BC Hydro's Burrard Thermal Power Plant was one of the largest private sector employers in Port Moody until 2016, when the plant was shut down.

One of the key challenges that the library and community face is the development and replacement of infrastructure. For the library, the concern is the current library facility (1,161 sq. m.) is too small for our community's needs and population. According to a functional programming report completed by Resource Planning Group in 2017, the library is only 43% the size required to meet current population needs. The library was renovated in 2017 and 2018 to meet immediate needs. The City is aware of the library's need for a larger facility and is looking at various funding options.

2. MAJOR PROJECTS/PROGRAMS

List any new or major ongoing projects/programs the library has delivered in the past year. To report on multiple projects/programs, copy and paste the blank table. Use one table per project/program.

2.1 Project/Program Name

Add New Collection Types

Provide a brief description of the activities involved in this project/program (250-500 words).

This initiative was about assessing community needs and interests along with the library's capacity to offer new types of collections. Each new collection was to meet a particular need be it educational or social. Two new collections were launched in 2021.
1. Circulating ukulele collection
2. Circulating social justice book club sets

A third collection of circulating coding kits were approved and organized in 2021. These kits are to be launched in 2022.

Each collection had to be researched to determine suitability, adequate space found for storage, and then purchases made. Cataloging and processing standards needed to be established, circulation parameters decided on, as well as communications determined for the launch of each collection.

How does this project/program support the library's strategic goals and/or community (250-500 words)?

This project supports the library's second strategic direction, "Revitalize how the library does business to prepare for a future of growth and change." This goal is about adapting to community needs and interests as they change over time. This project supports this goal because it takes a proactive, evidence based approach to library collection planning.

How does this project/program support the B.C.'s strategic goal(s) for public library service? Please list as many goals as needed (250-500 words per goal)?

1. **Improving Access** for British Columbians (e.g., connectivity, digital collections, shared services)	N/A
2. **Building Capacity** for library staff and directors (e.g., training and professional development)	This project built capacity for library staff because it pushed staff to consider offering different types of collections. In this respect, it provided an opportunity

	for staff to consider what other roles public libraries can play in the community.
3. **Advancing Citizen Engagement** (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	The social justice book club sets advanced citizen engagement by encouraging people to engage in difficult conversations about race, entitlement, power, and wealth. These issues directly relate to provincial programs, policies and services that affect everyday life for all citizens.
4. **Enhancing Governance** of the library system (e.g., board/trustee training, developing best practices, strategic planning)	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 information on short, medium, and long-term outcomes (500-1000 words).

Key outcomes include:
1) Regular circulation of new collection types
2) Increased interest in music for those using the ukulele collection
3) Increased awareness of the library as a place of change and innovation
4) Increased social connections for people using the social justice book club sets
5) Increased program attendance for social justice related topics

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery? (Maximum 100 words.)

The Port Moody Foundation partnered with the library by providing funding for the coding kits. The funding for the ukulele kits also came from investment funds managed on behalf of the library by the Port Moody Foundation.

2.2 Project/Program Name

Provide Relevant and Effective Library Services During the Pandemic

Provide a brief description of the activities involved in this project/program (250-500 words).

This "program" is a collection of initiatives intended to make library services more relevant and effective during the COVID-19 pandemic.
1) Stream programs so people can attend from anywhere
2) Develop alternative online programming
3) Create a podcast
4) Ensure staff have the equipment needed for online programming
5) Develop "Take and Make" programs that can be done independently
6) Create instructional videos to help patrons with technology and promote digital collections
7) Review metrics for current social media
8) Refresh social media channels

Most of the activities related to this program are concerned with library programming and, to a lesser degree, with the library's digital collection. This program was a natural outgrowth of staff awareness that library services need to adapt during the pandemic, and that we will need to continue to assess

how library services will be transformed when the pandemic is over. Each initiative flowed out of community need, staff interest and capacity.

How does this project/program support the library's strategic goals and/or community (250-500 words)?

The program supports all three of the library's strategic directions:
     1) Raise the profile of the library in the community
     2) Revitalize how the library does business to prepare for a future of growth and change.
     3) Provide robust and relevant programming that addresses 21st Century literacy needs
 	
 Specific goals supported:
     1) Increased awareness of library services and the benefits the library offers
     2) Improved communication with the public
     3) Staff and board having a greater understanding of community needs
     4) Services that anticipate community needs
     5) More opportunities for residents to gain needed skills and competencies

How does this project/program support the B.C.'s strategic goal(s) for public library service? Please list as many goals as needed (250-500 words per goal)?

5. **Improving Access** for British Columbians (e.g., connectivity, digital collections, shared services)	Access to the digital collections was improved through training offered to the public through the development of video resources.
6. **Building Capacity** for library staff and directors (e.g., training and professional development)	This program (i.e. collection of initiatives) built capacity for library staff because they were able to develop a range of skills they did not have previously as it relates to recording and presenting online content.
7. **Advancing Citizen Engagement** (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)	This program frequently promoted community knowledge sharing. This was particularly the case for those initiatives, like the podcast, that touched on issues related to social justice.
8. **Enhancing Governance** of the library system (e.g., board/trustee training, developing best practices, strategic planning)	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 information on short, medium, and long-term outcomes (500-1000 words).

Key outcomes include:
    1) Increased attendance for online programs
    2) Staff gained technical skills related to streaming content/programs
    3) Increased online awareness of the library
    4) Increased social connections for residents with each other and the library
    5) Allowed patrons to practice self-care (Adult self-care "Take and Make" bags)

Did the project/program involve any partnerships? If so, what was the partner's role (e.g., funding, outreach, service delivery? (Maximum 100 words.)

The Port Moody Foundation provided funding for many of the "Take and Make" bags (i.e. Storytime in a Bag).

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.
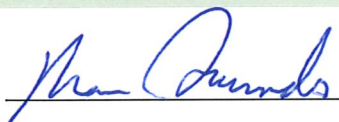
Please select the most significant challenges that the library has faced in the past year and provide a description of how the library addressed them. Leave any other listed topics blank if they did not significantly impact the library.

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. Including examples or stories (optional) may also illustrate how service changes helped addressed this challenge. Please specify if any provincial funding was used (e.g., annual library funding, the technology grant, other provincial grants, or local grants). (Maximum 500 words per topic.)
COVID-19 (e.g., safety protocols, proof of vaccination)	COVID-19 had a profound impact on library services and staffing. Many residents and staff members expressed deep concern for their safety. The library responded to the need to provide a safe environment, but found each adjustment/change presented its own challenge/stress at the time: 1) Library hours were reduced for most of the year. 2) The number of Internet computers available were limited because of the lack of space to socially distance individual stations. 3) A number of staff worked remotely with a focus on online programming. 4) Library facility had limited capacity. 5) No in-person programs were offered, but plans were developed for proof of vaccination when there were reactivated. 6) Safety protocols for social distancing (e.g. stanchions, reduced furniture) were only slowly adjusted as restrictions eased. The return of restrictions due to the Omicron variant at the end of 2021 was problematic.
Emergency response (e.g., fires, floods, extreme weather)	1) The library had to close early two times due to extreme weather (i.e. snow and ice conditions). 2) The library was not able to serve as a cooling center for the public during the heat dome like it normally would have because of limited seating due to COVID-19 restrictions.
Financial pressure (e.g., rising costs, reduced revenues)	Financial pressures increased in 2021 for several reasons. Budgeting was difficult because library revenue was difficult to predict. This was largely due to not knowing the extent to which circulation would recover. Supply chain problems added pressure because we were not able to fully expend our materials budget.

Staffing (e.g., recruitment and retention, mental health and wellness)	Staffing was a distinct challenge in 2021 due to a couple of retirements and the loss of many auxiliary employees. The loss of auxiliary employees was the result of them being hired by other libraries seeking to fill their hiring needs. Recruitment was difficult because many people favoured working for larger library systems. Mental health and wellness of many employees was affected due to the uncertainty of the pandemic and the restrictions imposed.
Disappearing services in the community (e.g., government, banking, health)	N/A
Connectivity (e.g., low bandwidth, lack of home internet in the community)	N/A
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The Port Moody Public Library continues to have a significant need for larger facilities. It only has approximately 43% of the space needed to meet current demand for library services. The facility itself is in good condition, but it is too small.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	N/A
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	The library is not very accessible for many people experiencing homelessness. Most of the services for this population are concentrated in Coquitlam and Port Coquitlam, and this makes the library too far of a walk for many.

4. SUBMISSION AND APPROVAL

Library Director Signature: _____   Date: _March 3, 2022_

Board Chair Signature: _____   Date: _March 3, 2022_