



2019 Provincial Grants Report Thompson-Nicola Regional Library

Introduction

The Thompson-Nicola Regional Library (TNRL), a department of the Thompson-Nicola Regional District, is a system of 13 libraries and a Mobile Library. Incorporated in 1967, the TNRD functions as a partnership of its municipalities and electoral areas. With a population of 132,663 (2016 census), the TNRD includes 11 municipalities (Ashcroft, Barriere, Cache Creek, Chase, Clearwater, Clinton, Kamloops, Logan Lake, Lytton, Merritt and Sun Peaks) as well as 10 electoral areas within a geographic area of approximately 45,000 square kilometers.

The TNRL administrative offices are in the main population centre of Kamloops, which accounts for 75 percent of the regional district's population and operates the two largest and busiest libraries– Kamloops and North Kamloops, Library Home Service and a Mobile Library along with Support Services that undertakes acquisitions, cataloguing, processing, Integrated Library System (ILS) management, and liaison for the library's website. As a department of the Thompson-Nicola Regional District, TNRL enjoys shared services including: Human Resources; Finance; IT; and Facilities Management.

The following are the TNRL locations:

1. Large Branches
 - a. Kamloops Library
 - b. North Kamloops Library
 - c. Merritt Library

2. Mid-Sized branches (26-30 open hours per week)
 - a. Ashcroft Library
 - b. Barriere Library
 - c. Chase Library
 - d. Clearwater Library
 - e. Logan Lake Library
 - f. Mobile Library (serves 30 stops on a 3 week rotation, averages 17 open hours per week)

3. Small 'Gateway' Branches (16 open hours per week)
 - a. Blue River Library

- b. Cache Creek Library
- c. Clinton Library
- d. Lytton Library
- e. Savona Library

Background

2019 is best characterized as a year of planning, growth and recalibration after significant staff changes and implementation of single service model and self check in 2018.

Additionally, other projects of note that were completed include:

- ✓ Refresh of North Kamloops Library to facilitate the self-check model;
- ✓ Leadership and staffing changes at our community libraries;
- ✓ Significant growth in program offerings and attendance at all 13 library locations;
- ✓ Enhancements to our suite of licensed electronic offerings;
- ✓ First-ever TNRL Writer in Residence;
- ✓ Spearheaded the *Symposium for All Interior Library Staff (SAILS)* Conference;
- ✓ TNRL's first Master Facilities Plan – Foundation for the Future 2020

Main Goals for 2019

The Thompson-Nicola Regional Library's strategic plan for the 2015-2019 period, entitled *Discover Connect Inspire* provides direction for the following priorities:

1. Connect more residents with the unique benefits the library has to offer through partnerships and marketing initiatives
2. Strengthen the community with lifelong learning opportunities.
3. Serve the community as a commons to discover, connect and inspire.
4. Bridge the digital divide in our communities through staff expertise and technology.

2019 Library Operational Priorities were as follows:

1. Capital Projects: Completion of system-wide Master Facilities Plan, Complete North Kamloops Library Project (adoption of single-service model and self-check)
2. Technology: Ecommerce implementation to support ease of payment, I-tiva implementation for enhanced telephone notification for patrons, enhanced website to promote ease of usability
3. Customer Experience: Expansion of Library Home Service to rural areas, Focus on expansion of partnerships and community engagement; portable Makerspace rollout

Grants Received

Base Operating Grant	\$ 345,733
Resource Sharing Grant	\$ 1,707
Literacy Equity Grant	\$ 24,000
OneCard Grant	\$ 16,500
TOTAL	\$ 387,940

All grant funds were fully expended in 2019 for the intended purposes. The TNRL supported the priorities articulated in the conveyance letter received from Libraries Branch to the best of its abilities.

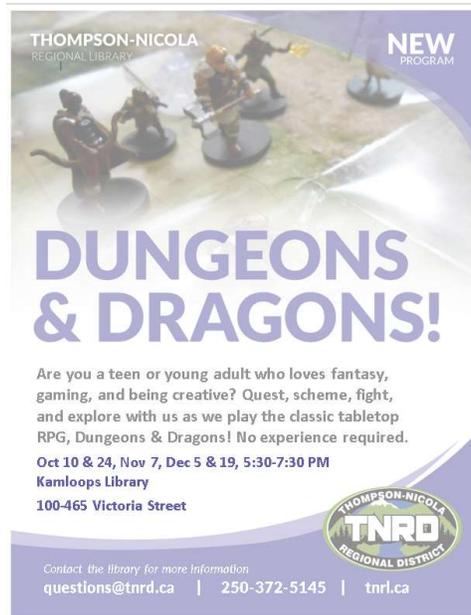
LIBRARY PRIORITY 1

Fostering equitable access to information and services

The TNRL fully supports the provincial government's priority of fostering equitable access to library service. This was accomplished in a number of ways:

Introduction of evening and weekend early literacy programs, t(w)een programs, and program focused on male caregivers

Pyjama Storytime, *Man in the Moon*, and *Storytime on Saturdays* we introduced in 2019, creating more opportunities for working parents and in particular male caregivers to experience the excellent early literacy programming the library has to offer outside of regular work hours. Previously almost all our early literacy programs were offered on weekday mornings. Additionally, tween maker programs and a very well attended evening Teen Dungeons and Dragons program was presented bi-weekly at the Kamloops Library.



An example of advertising for new evening program offerings

North Kamloops Library Modernization Project

In January, 2019, the North Kamloops Library was closed to the public for just over one week to undergo renovations. Key updates to this library include:

- ✓ A consolidated 'Welcome' desk that provide services to all library patrons;
- ✓ An emphasis on patron self-service including the reorganization of the library entry and staff workspace, installation of self-check units and an relocation of public computers with adjacency to the service desk for patron support and oversight;
- ✓ Additional display units and increased soft public seating areas

Kamloops Library Café Launch

In 2018 the Kamloops Library underwent a major renovation which included 800 square feet set aside for a café with access into the library. In May 2019 the privately leased *Amplified* café opened and has already proven popular with patrons, staff and the general public. The café provides amenities to the area surrounding the library, adding to a vibrant energy and increased foot traffic.

Ancestry Library Launch

In spring 2019, TNRL subscribed to the *Ancestry Library* database. This database is considered the world's premier digital family research tool and provides access to billions of genealogical records. Personal subscriptions to this product retail for over \$300 per year. TNRL's subscription to Ancestry facilitates access to those who would not otherwise afford it. In the last half of 2019 over 5,500 uses of *Ancestry* were recorded.

Additionally, library programming was developed to advertise *Ancestry* and help patrons hone their family research skills. A program titled *Ancestry Genealogy Help* was offered in Barriere, Clearwater and Ashcroft, while *Family History Workshop* was offered at the Kamloops and North Kamloops Libraries. The former was delivered in partnership with the Kamloops Family History society, demonstrating how the launch of one product fosters access to information, builds skills and helps the library to develop community partnerships.

Visual Identity Development

TNRL's first Marketing Team was established with the goal of creating a visual identity for the library that aligns with the TNRD brand. Style guide, program poster templates, RGB values, specified font, and a review of all collateral materials was undertaken. Riffing off our International award-winning Mobile Library wrap design, the tagline '*Let Your Imagination Run Wild*' was adopted. As the newly branded materials roll out, our visual identity and resonance with the public is strengthened.



THOMPSON-NICOLA
REGIONAL LIBRARY

Welcome!



Let your
Imagination
Run Wild
tnrl.ca

Front image of TNRL's new Welcome brochure, developed by the Marketing Team

I-tiva Digital Communication System Implementation

In late 2019 I-tiva digital communication system was rolled out for patron telephone notifications. It replaced the in-house system, which had reached end of life.

I-tiva offers improved reporting and scheduling features, and better integration with the ILS. The I-tiva messaging options are more adaptable and will work with more modern server infrastructure.

Planning and Development for New Library Website

Planning and development for a new library website began in 2019. A staff survey and initial research was completed. The goals for the re-designed website include: enhanced patron experience, flexible, intuitive, a modern aesthetic (that includes our brand), and

dynamic – ever changing. The new website will be compliant with web accessibility standards and is expected to launch in 2020.

Participation in the Kamloops Equity Forum

TNRL participated in a roundtable forum launched by Thompson Rivers University to help local service providers discuss common issues they are facing and how we can collaborate to provide more equitable services in Kamloops.

LIBRARY PRIORITY 2

Developing skills and knowledge

Writer in Residence

2019 saw the launch of our first *Writer in Residence* initiative which was met with an overwhelmingly positive response from the local writing community and media. Our first writer was award winning mystery author Deryn Collier, selected from 14 applicants with the assistance of representatives from the Kamloops Society for the Written Arts and Thompson Rivers University.

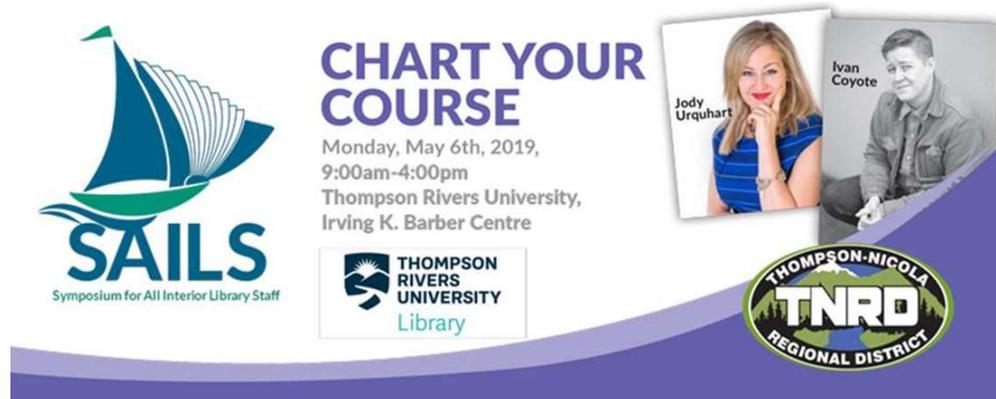
During her three months working with the TNRL Ms. Collier provided programming at 15 different venues across the TNRD, including 11 of our TNRL branches, reaching over 400 individuals. She spent over 100 hours providing programming through our libraries, visits to secondary and post-secondary institutions, and as a guest author at Words Alive Kamloops 2019. In order to reach a variety of audiences and skills levels we offered one-on-one sessions, a three session intensive series for writers ready to submit their manuscripts to publishers and agents, nine presentations geared towards readers and researchers, and numerous workshops and writing sessions open to all skill levels. WIR programming was made available to all residents of the TNRD remotely through phone, email, or recorded videos. Feedback for this initiative was very positive, from participants, community groups, and the Writer, and we anticipate offering it again in 2020. This initiative also provided local authors with the opportunity to present their works to the community at a wrap-up event.



TNRL's first Writer in Residence, Deryn Collier

Symposium for All Interior Library Staff Inaugural Conference

In collaboration with Thompson-Rivers University TNRL presented the first-ever *Symposium for All Interior Library Staff* in May of 2019. *SAILS* aims to improve library skills and foster collaboration across institutional boundaries throughout the Interior of British Columbia. The theme for the 2019 conference was *Chart Your Course*; Keynote speakers included Ivan Coyote and Jody Urquhart, with breakout sessions focusing on topics such as Print, Digital and Physical Accessibility, Maker programming, collaboration across libraries, Library of Things and more. In addition to all TNRL staff, library workers from across the Interior were invited to attend. The success of the 2019 Symposium has led to an expanded conference slated for April 2020, with delegates from across the Interior expected to attend.



Promotional Material for the 2019 SAILS conference.

Staff Training and Conference Attendance

Aside from *SAILS* for the staff development, TNRL employees attended and participated in the following courses and conferences:

- ✓ Employers' Advisors Office workshops
- ✓ Code4Lib
- ✓ Mental Health First Aid Certification
- ✓ Violence in the Workplace training
- ✓ Youth Services Institute Conference
- ✓ Children and Teens Services Conference (Kelowna)
- ✓ Beyond Hope
- ✓ British Columbia Library Association Conference
- ✓ American Library Association Conference

Virtual Reality Tours

In 2019 TNRL partnered with The Arc/K Project, Kamloops Heritage Railway, and the Thompson-Nicola Film Commission to offer a unique virtual reality (VR) experience. After strapping on the Oculus Quest headsets, participants entered into an interactive VR experience where they could explore the historic #2141 steam train and adjust the gauges, blow the whistle, climb the ladders, clear logs from the track, and more.

For most of our patrons, it was their first time experiencing VR. Patrons reported a great experience and were grateful to have been given the opportunity. Five programs were held with 77 participants attending. Through the purchase of equipment and licensing, we will be expanding our VR to our rural libraries as well in 2020.

Children's Interactives

Thanks to Interior Savings' *Community Investment Grant* Thompson-Nicola Regional Library installed twenty-eight high quality interactive toys in our 13 children's spaces across the Regional District. Families in the communities of Ashcroft, Barriere, Blue River, Cache Creek, Chase, Clearwater, Clinton, Kamloops, Logan Lake, Lytton, Merritt, North Kamloops and Savona are benefiting from the addition of these toys to their libraries. These interactive toys are best described as durable, high quality toys that promote learning and development of motor, sensory and pre-literacy skills. The interactives have quickly become 'anchors' in our children's spaces that draw in children and their caregivers alike. A plan to rotate the interactives throughout our libraries will provide for an on-going cycle of new experiences and continued engagement through subsequent library visits.



Children playing with new Interactive toys at the Kamloops Library

Indigenization of Ozobots Programming

Working together with the School District 73 Technology Coordinator, we took our Ozobots programming to the next level by expanding it into a two day workshop that saw classes engaging not only with storytelling and filmmaking, but also with a traditional Secwepémc story that was retold by a school district Aboriginal Coordinator for our use. Students were challenged to put their newfound robotics skills to the test by becoming storytellers themselves and retelling a portion of *Coyote and the Salmon* through film using the Ozobots as their actors. Our joint goal was to show students and teachers that robotics and indigenous knowledge could work together, as well as reinforcing for students that stories are embodied in the world around us and indigenous stories have been in this place since time immemorial.

Expansion of Literacy Kits

In 2019 we introduced new Literacy Kits focused on supporting parents and caregivers when introducing children to complex or challenging topics, including: Grief & Death, Friendship & Bullying, Gender & Identity, and Worry & Anxiety. These kits include picture books, a puppet, a CD, felt board and felt board story, a puzzle and craft and snack ideas. They are available for caregivers as well as daycares and library staff and are continuously checked-out.

Maker Programs

2019 saw the launch of Maker programs for youth ages 6-18 at our Kamloops Libraries, including stop motion animation, coding using the Scratch graphical programming language, and digital design using Adobe Draw. In order to provide these programs at multiple locations we have created a mobile maker lab that can be used throughout our system which contains iPads and laptops with preloaded software. Community branch staff increased their technical knowledge and diversified their technology programming by introducing coding classes, learning about *Ancestry Library*, and using the Learn with Lynda feature of *Lynda.com*. We plan to use our mobile maker lab to expand our youth programming across our region.

LIBRARY PRIORITY 3

Working together

Physical Literacy Kits

In partnership with the City of Kamloops and the local steering committee PLaYKamloops, the TNRL introduced 4 Physical Literacy Kits into our collection. These kits are designed for use with children 6 years of age and under, but can be used to play games and activities to promote building healthy movement skills at any age and any stage – adults included. Each kit includes items to encourage movement, such as beanbags, balls, scarves, jump ropes, and agility dots. Five books are included, which inspire children to act out different movement patterns. To assist caregivers, the 'Move and Play' cards in the kit describe many ways to use the equipment. The kits were launched at a special Storytime & Craft with a Physical Literacy spin in October at the Kamloops Library. The kits have proven very popular with patrons and are continuously checked-out with multiple holds.



The contents of a TNRL Physical Literacy Kit

Teddy Bear Clinic

In partnership with the TRU Canadian Nursing Students Association we hosted a Teddy Bear Clinic in March that was incredibly well received by parents and children. Participants were encouraged to bring their stuffed animals to a special storytime all about visiting the doctor and staying healthy. Afterwards, they took part in a number of activities guided by the nursing students including taking the stuffies' blood pressure, administering shots, and listening to their heartbeats. Participants left knowing more about what a visit to the doctors' might entail.



Teddy Bear Clinic advertising

Art in Public Spaces

In 2019 the TNRL partnered with the Kamloops Arts Council to present a series of visual art exhibitions in our Kamloops and North Kamloops Libraries. The Art in Public Spaces project links local artists with community spaces and businesses to showcase their work. Since June 2019 we have exhibited the work of 12 different artists through group and solo exhibitions. We are continuing this partnership in 2020.

Extreme Lending- Library of Things

Building on the success of the BC Wildlife Park pass and Family Fitness Pass lending, we partnered with several agencies to further develop the Extreme Lending Initiative. TNRL has fielded questions from other library systems across the country regarding the success of our Extreme Lending program.

Once again partnering with the City of Kamloops, TNRL introduced the *See the Heat* initiative that loans thermal imaging cameras and provides weatherproofing supplies to patrons in order to reduce energy consumption and costs. These cameras are very popular with patrons, circulating over 300 times in 2018, with 82 holds currently waiting to be fulfilled.

TNRL has partnered with the City of Merritt to provide families with a complimentary admission to the Nicola Valley pool and fitness facilities. The passes are targeted to low-income families to support their participation in recreational activities. Passes also enable patrons to 'try out' facilities before deciding whether to purchase memberships and passes in the future. The two passes are barcoded and laminated, attached to a lanyard and housed in doublewide DVD cases. Patrons from all branches can place holds on the passes, and upon picking them up have a week to use the pass. Patrons must present the pass and their library card to gain admittance. The passes have been a huge hit in our communities, circulating 21 times since their launch in Fall 2019. Passes continue to generate requests from patrons well into 2020.

2019 also saw the launch of the Budding Birder Backpacks. These kits are a legacy of the Stewardship Roundtable hosted by the Stewardship Centre for BC and Bird Studies Canada, and are made possible by the generous support of Wildbirds unlimited Vancouver and Vortex Optics. Each of the four kits includes one pair of Vortex binoculars, a guide to birds of Western North America, a waterproof guide to birds of BC, a bookmark with conservation tips and a laminated 'Birding Guide' sheet that provides tips on using the binoculars. Like the other extreme lending initiatives the

Budding Birder Backpacks are constantly checked out with dozens of holds waiting to be fulfilled.



A Budding Birder Backpack and its contents

TNRL continued partnerships into 2019 as follows:

- ✓ SD 73 and the Kamloops Boys and Girls Club included the BC Summer Reading Club as part of the programming delivered on the Bright Red Book Bus project through the summer to at-risk elementary schools and neighbourhoods in Kamloops
- ✓ Distribution of *Books for Babies Bags* through the immunization clinics at the Interior Health Authority in Kamloops
- ✓ Kamloops Early Language and Literacy Initiative
- ✓ Raise-a-Reader Campaign
- ✓ Interior Savings Unplug and Play Family Literacy Week
- ✓ Continued support for Battle of the Books program with SD 73 through the purchase of additional titles
- ✓ Continuation of our partnership with SD 73 in providing the Grad 3 VIP Library Card Campaign.

- ✓ Kamloops Pride, including a booth at the Kamloops Pride Festival and continuation of our annual Pride Panel.
- ✓ Our Remember When Storytime, launched at the Brocklehurst Gemstone Care Centre in 2018, continued through 2019 and expanded to an additional location at Ponderosa Lodge. *Remember When* is facilitated by Library Assistants and is designed to encourage elderly patrons share their personal stories and remembrances.
- ✓ Our continued partnership with the Kamloops Society for the Written Arts and expanded has resulted in new programs and initiatives. Twice monthly local writers meet at the Kamloops Library for an hour of silent, dedicated, writing time, followed by time for discussion, feedback, and networking.
- ✓ Partnering with the Kamloops Film Society and Kamloops Art Gallery TNRL hosted a film festival and a pre-screening tea party which featured activities and storytelling by princesses.

In 2019 we continued to provide expert-led programming through partnerships with:

- ✓ Nidus Personal Planning Resource Centre and Registry
- ✓ WorkBC
- ✓ IG Wealth Management
- ✓ RBC
- ✓ Family Law Seminars
- ✓ Kamloops Immigrant Services
- ✓ Chase Environmental Action Group
- ✓ Thompson Rivers Interior Paddling Sports Club
- ✓ Fair Vote Kamloops
- ✓ Big Little Science Centre
- ✓ Thompson Shuswap Master Gardeners
- ✓ Kamloops Family History Society
- ✓ Tk'emlups te Secwepemc
- ✓ Thompson Rivers University

LIBRARY PRIORITY 4

Enhancing governance

Development of a Facilities Master Plan

In 2019 Librarian and Architect Lauren Stara was contracted to support the development of a Facilities Master Plan to guide the TNRL in our assessment and planning of service locations, laying the groundwork for a forward-thinking and sustainable model for library facilities. *Foundation for the Future 2020* describes the current model of facility types and associated scope of services, recommends changes to the number and type of facilities, and outlines key priorities for projected future needs.

These 10 key priorities include a third Kamloops library, a library in Sun Peaks, and renovations to several branches built in the 1970s, accessibility and flexibility enhancements, and the creation of dynamic children's/teen spaces.

Public consultations

As the TNRL is a department of the Thompson-Nicola Regional District, a number of reports/initiatives went forward to the TNRD Board in 2019 and were approved as follows:

- ✓ One day closures at both the downtown Kamloops and North Kamloops libraries to support staff professional development and attendance at the region-wide *SAILS* Interior Library Staff Conference hosted by Thompson Rivers University
- ✓ Letter of support for Libraries 2020 Advocacy Campaign
- ✓ UBCM Community Excellence Award submission for the 2019 UBCM Community Excellence Awards for the 2018 initiative to bring local government voting opportunities to remote communities via the Mobile Library service
- ✓ Funding application to the Indigenous Skills Employment & Training Program (ISETP) for (2) summer students.
- ✓ North Kamloops Library Project – January 2019 Closure for renovations

Support and enthusiasm for all initiatives was as a result of planning, setting a high bar and demonstrating the impact projects will have in extending and improving library services.

SUMMARY

2019 was an extremely busy year and one of significant change for the Thompson-Nicola Regional Library. Work undertaken during this year will ensure our relevance as a library system and support the aspirations of all of our TNRD community's now and into the future.

Thank You!

On behalf of the Thompson-Nicola Regional Library System patrons, the TNRD, our Board of Directors and TNRL staff, a big thank you to the Province and our BC Libraries Branch for ongoing support of our public libraries.

Respectfully submitted,

Judy Moore, Chief Librarian
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