

## INTRODUCTION

The Nelson Public Library (NPL) is located in the Central Kootenay and serves the City of Nelson, as well as three adjacent Regional District Areas (RDCK Areas F, H, & E), one (Area E) does not contribute to library service through taxation. Residents of this area who wish to use the library pay a yearly membership fee. The total population of this region is just over 18,000 and is comprised of a vibrant mix of people ranging from seniors and families and youth. Nelson has a national and international reputation as a cultural artistic community which creates a thriving tourist industry. The economy is based on tourism, a post-secondary College, and provincial government offices. Nelson's technology sector is growing due to its best practices in broadband deployment, workforce development and innovation; attracting professionals who work remotely.

In 2020 NPL celebrated its centenary. A hundred years ago the Nelson Mayor and Council had the foresight to establish the Nelson Municipal Library – under the Provincial Library Act. Being a Municipal library meant sustainable funding, support and cemented the Library as an important City service. Even in amongst a global pandemic, we were able to celebrate this auspicious event; year-long celebrations included a community variety show, a museum exhibit, the publishing of a history book, the creation of two videos capturing community library stories, commissioned artwork and hosting an event exploring the future of Libraries with CBC radio's Nora Young.

As this report illustrates some NPL services changed drastically due to the pandemic and others, such as our continued efforts to ensure access to information remained a top priority. In 2020, Library staff continued to move the Tech Hub project forward: public access to editing, recording and digitization equipment (funded by an \$85,000 Columbia Basin Trust grant). In 2021, NPL will offer full access to the Tech Hub, contributing to the development and support of the City of Nelson as a leading technology centre by ensuring access to and training of technology to all residents.

NPL's biggest ongoing challenge is providing service to the RDCK Area E that does not pay into the library tax base. This is a significant barrier for many people who cannot afford the membership fee. It creates problems with being able to provide school programming as the principals and teachers are reluctant to bring students to a program where everyone cannot participate fully. The Library addressed this to some extent through a grant from the RDCK Area Director that allowed us to issue a library card to every student in the region, however this remains an ongoing long-term challenge. There have been four library service referenda in the last 20 years, one which resulted in Library services to RDCK Areas F & H, but Area E continued to vote no. Every week there are people who come into the Library to get a card and cannot afford the fee, and who are dismayed and disappointed that they cannot access free library service in BC.

2020 was the fourth year of NPL's five-year strategic plan. The plan was completed with extensive community consultation of teens, adults and community partners. The consultation results underline a tension between people's expectations for not only sustaining or increasing existing services, but also evolving to new services. Respondents wanted the Library to grow its digital offerings, but not at the expense of the physical collections, and to continue to build as a community hub, though not at the expense of quiet individual areas and space given to collections. The global pandemic put our strategic priorities to the test, through support from the NPL Board, and provincial library agencies (BC Lib.Co-op, ABCPLD, BCLTA, KLF), NPL not only managed to continue delivering on those priorities but excelled by quickly adapting and expanding its service delivery model. Lastly, 2020 ended on a note of excitement; the City of Nelson submitted a provincial infrastructure grant for a new community multi-use library facility. If successful the new facility would fulfill many of the community's expectations conveyed in the Library's strategic plan consultations.

**GOVERNMENT PRIORITIES, GOALS, PROGRAMS & SERVICES AND PARTNERSHIPS**

**1. IMPROVING ACCESS.**

Library Goals that support the priority:

1. Continue to build the Library facility as a community hub
2. Empower discovery of emerging technologies and provide training on digital resources
3. Support Literacy and lifelong learning through collections and programs

Program/Service Supporting Priority	Partnerships	Outputs/Outcomes
<p><b>1. UNIVERSAL ACCESS TO LIBRARY SERVICES.</b> NPL is one of very few communities in the province that has a population in the region who do not contribute, through taxation, for universal access to library service. In 2016 the area’s Regional District Director, granted the Nelson Public Library funding to underwrite the costs of memberships of students in that area. Since that time the Library has successfully negotiated yearly funding for continued support.</p>	<ul style="list-style-type: none"> <li>• School District #8</li> <li>• Regional District of Central Kootenay: Area E</li> </ul>	<p>Outputs</p> <ul style="list-style-type: none"> <li>• 304 students received memberships (95% of student’s living in the area).</li> <li>• Pre-COVID Library staff school visits and class visit the library</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>• Parents report great appreciation for the fact that their children are now able to access a library card without the barrier of a membership fee.</li> <li>• Teachers report more comfort in participating in class visits to the Library knowing that all students have access to library services.</li> </ul>
<p><b>2. INTERNET ACCESS</b> The Library offers WIFI Internet access: available 24/7. When the Library building closed due to the pandemic, the WIFI signal was boosted creating a stronger signal outside the library building.</p>	<ul style="list-style-type: none"> <li>• Nelson City IT Department</li> </ul>	<p>Outputs</p> <ul style="list-style-type: none"> <li>• 3,732 unique wifi logins</li> <li>• After promoting access to free, stable and 24/7 WIFI, the Library saw an increase in community members outside of the Library building, sitting on benches or in their cars accessing the WIFI.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>• The internet provides a crucial link to information that helps keep families healthy and safe during this global health crisis. The Internet also connects us to loved ones in this time of physical isolation.</li> <li>• Schools (K-12 &amp; post-secondary) turned their learning online, which created problems for those without any or adequate Internet access. The WIFI at the Library supported those residents.</li> <li>• During this time the Nelson Library did its part in helping bridge the digital divide that threatens to deepen offline inequalities.</li> </ul>
<p><b>3. DIGITAL LITERACY SUPPORT</b> The Library offers group and individual digital literacy training and support through services and programs. When the Library building closed, due to the pandemic, Library staff remained available by telephone or online to assist individuals with technology support. Staff also created a number of online tech how--to videos.</p>	<p>Ongoing</p>	<p>Outputs</p> <ul style="list-style-type: none"> <li>• During building closure staff answered 187 tech questions.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>• Digital literacy support helped community members connect to people, resources and library materials. Library staff supported individuals with FaceBook, Zoom, finding and using online government forms, and</li> </ul>

<p>With the building now open, Library staff are still unable to offer in-person support due to safety protocols. Telephone and online technology support remain an essential service for many community members.</p>		<p>downloading and accessing library ebooks and audio books.</p> <ul style="list-style-type: none"> <li>The Library played an integral role in people's lives and its contribution to the community's social infrastructure. Library staff learned firsthand about the importance of the human need to connect with others, and how that combats the negative effects of social isolation and improve mental health</li> </ul>
<p><b>4. LIBRARY OUTREACH</b> Pre-COVID the Nelson Library provided several outreach services to children, teens, adults and seniors, including monthly visits to long-term care homes. This service was suspended for four months due to COVID. It was re-introduced in a modified format to ensure the safety of the residents and library staff.</p> <p>With assistance from the long-term care home staff, the Library connected with members using Zoom. Library staff spoke to individuals asking what books they might like to read, what movies to watch and what audio books to listen to. Once the Items were selected Library staff delivered them to the homes for distribution.</p>	<ul style="list-style-type: none"> <li>Lakeview and Mountain Lakes long-term care homes</li> </ul>	<p>Outputs</p> <ul style="list-style-type: none"> <li>A total of 7 outreach sessions, 57 participants and 377 items lent.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>Library outreach helps breakdown social isolation for individuals that are homebound and live in rural areas with poor access to transportation.</li> </ul>

## 2. BUILDING CAPACITY

Library Goal that supports the priority:

### 1. Maintain a focus on supporting staff skill development

Program/Service Supporting Priority	Partnerships	Outputs/Outcomes
<p><b>1. LIBRARY STAFF: EMERGENCY OPERATION CENTRE</b></p> <p>Two Library staff members were seconded to work in the City of Nelson's Emergency Operations Centre. One worked as the Deputy Manager and the other as Communications assistant.</p>	<p>City of Nelson</p>	<p>Outputs</p> <ul style="list-style-type: none"> <li>491 Library staff hours worked at the EOC</li> <li>An additional two residents (library staff) are trained in Emergency Management</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>The seconded library staff assisted the Library in developing a COVID safety plan that included policies, procedures and communication strategies (for public and staff). Their training and hands-on experience in the Emergency Operation Centre contributed significantly to the success of the plan.</li> </ul>
<p><b>2. STAFF ONLINE TRAINING</b></p> <p>While the Library building was closed to the public, due to the pandemic, Library staff took advantage of the numerous online training opportunities offered by library organizations locally, nationally and internationally. They also focused on developing their knowledge and expertise of the many online learning resources and tools the Nelson Library has available for</p>		<p>Outputs</p> <ul style="list-style-type: none"> <li>89 online training sessions completed.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>The dedicated time Library staff had to participate in online webinars, tutorials, and courses boosted their knowledge of Library resources improving their skills and ability to teach and demonstrate to</li> </ul>

<p>the public, such as Lynda.com, Gale Courses, &amp; research databases.</p>		<p>community members how to use and access online Library resources.</p> <ul style="list-style-type: none"> <li>• Due to the pandemic the Library relied primarily on social media to communicate about Library programs and services. In addition, all programs converted to online formats. Library staff focused much of their professional development on online marketing and programming. These skills will continue to be used long after the pandemic is over.</li> </ul>
<p><b>3. KOOTENAY LIBRARY FEDERATION COLLABORATIVE PROGRAMMING</b></p> <p>As all programming changed to online formats during the pandemic, Nelson Library staff took the lead in developing several Kootenay wide programs and events for adults, kids, teens and staff, including: Teen Book Club, Adult Read Local book club, Creative writing for Teens and Kids and Children and Teen services bi monthly meetings. The KLF Executive Director supported these efforts with administrative and financial support.</p>	<ul style="list-style-type: none"> <li>• Kootenay Library Federation</li> </ul>	<p>Output</p> <ul style="list-style-type: none"> <li>• 14 events with 104 participants</li> <li>• Nelson Library staff created program templates and shared them with other participating KLF libraries to use.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>• By Nelson Library staff taking the lead on this initiative it provided smaller libraries with less resources an opportunity and support to host similar programs.</li> <li>• Increased the program offerings of KLF libraries that do not have the resources to host programs and in doing so increased the profile of those libraries in their communities.</li> <li>• In addition to facilitating book discussions, the authors attendance at the book clubs, provided a more profound experience to the participants. This was especially true for the Teen book clubs. Teens expressed how the experience was unique and how it will have a lasting positive effect.</li> <li>• The success of the collaborative programs and events demonstrated the value of working together. Such programs and initiatives will continue long past the pandemic.</li> <li>• Strengthened Nelson Library staff leadership skills and through the experience they gained confidence to take on more leadership roles in the future.</li> <li>• New connections were made between KLF staff, more service ideas shared, and further plans were made to work together through 2020</li> </ul>

**4. ADVANCING CITIZEN ENGAGEMENT**

Library Goals that supports the priority:

1. Continue to build the Library facility as a community hub.
2. Explore opportunities for expanding Library spaces to respond to community needs, including outreach services.

Program/Service Supporting Priority	Partnerships	Outputs/Outcomes
<p><b>1. FROM THE HEART: INDIGENOUS LEARNING CIRCLE</b></p> <p>In January 2020 the Library started an Indigenous Learning Circle with support from a Libraries as Democratic Convenors grant sponsored by SFU and the BC Libraries Cooperative and a portion of a Law Matters grant. The funding supported the purchase of resources for the group.</p> <p>The initial project was an extension of a local school district project called From the Heart: Youth Futures: a collaborative project among youth, schools and community engaging with Truth and Reconciliation. The Library supported the project through community dialogue by co- developing, co-delivering and hosting community focused teaching sessions.</p>	<ul style="list-style-type: none"> <li>School District #8</li> <li>SFU &amp; BC Libraries Cooperative</li> <li>BC Courthouse Libraries</li> </ul>	<p>Outputs</p> <ul style="list-style-type: none"> <li>20 sessions and 180 attendees</li> <li>Book club sets and discussions guides available to the public.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>The initial project focused on the teachings from one book. The success of those discussions led to the group continuing the bi-monthly meetings (ongoing into 2021). The group diversified their discussions to include, non-fiction, fiction, poetry and graphic novels.</li> <li>Participants feel a responsibility to take their knowledge and experience outward into the community. Though the group has grown a core group remains sharing their past learnings with new members and helping ensure a welcoming space to have difficult conversations.</li> </ul>
<p><b>2. LIBRARY EVENTS</b></p> <p>The Library offered several events in 2020 supporting Citizen Engagement:</p> <ul style="list-style-type: none"> <li>Eco-Society Book Club</li> <li>“Fake News” workshop</li> <li>Amnesty International: Write for Rights</li> <li>Lets Chat with – Fridays for Future.</li> <li>Social Isolation and loneliness</li> </ul> <p>Through collaboration with community groups Library staff organized, co-hosted and helped facilitate these public events. Library staff also created lists of corresponding resources.</p>	<ul style="list-style-type: none"> <li>Kootenay Eco-Society</li> <li>Amnesty International</li> <li>SD #8</li> </ul>	<p>Outputs</p> <ul style="list-style-type: none"> <li>5 Sessions 64 participants</li> <li>Book club sets and discussions guides available to the public</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>These events provided a platform for local groups to share local, national and global issues and support community conversations and foster connections.</li> <li>Residents gained knowledge and through the curated lists had access to additional resources to deepen their understanding of the topics.</li> </ul>

#### 4. ENHANCING GOVERNANCE

Library Goals that supports the priority:

- Ensure library services are delivered efficiently and effectively.
- Ensure governance and management practices support the Library’s goals and objectives.

Program/Service Supporting Priority	Partnerships	Outputs/Outcomes
<p><b>1. NPL BOARD GOVERNANCE</b></p> <p>In addition to regular board duties in 2020 the board developed annual goals and objectives. With the onset of the pandemic the Board reworked those goals using a Triage template to identify overriding priorities and re-evaluate the original goals.</p>		<p>Outputs</p> <ul style="list-style-type: none"> <li>Board Goals &amp; Objectives identified with clear actions for those responsible and a timeline developed to accomplish the goals</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>The Triage exercise helped the Board identify priorities and how to support the Chief</li> </ul>

		<p>Librarian focus on COVID 19 related issues and challenges.</p> <ul style="list-style-type: none"> <li>Trustees have a better understanding of the Library's strategic plan, where the board fits into the plan and they can speak with confidence to the plan to community stakeholders.</li> </ul>
<p><b>2. NPL TRUSTEE PROFESSIONAL DEVELOPMENT</b></p> <p>Trustees' participated in several BC Library Trustees workshops focusing on governance and Library Director, Board relations. In addition, trustees took part in a customized Advocacy &amp; Fund Development workshop delivered by BCLTA.</p>	<ul style="list-style-type: none"> <li>BC Libraries Trustee Association</li> <li>Kootenay Library Federation</li> </ul>	<p>Outputs</p> <ul style="list-style-type: none"> <li>Converging of Advocacy and Fundraising committees into a Fund Development committee</li> <li>Development of a stakeholder advocacy road map.</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>Trustees have a better understanding of their roles and responsibilities.</li> <li>Advance the boards relationship with stakeholders.</li> </ul>
<p><b>3. REGIONAL DISTRICT OF THE CENTRAL KOOTEANY AREA E TRUSTEE REPRESENTATION</b></p> <p>The Nelson Board recruited a community member from RDCK Area E to sit on the Board as a non-voting member. Area E does not contribute to library service through taxation.</p>	RDCK Area E	<p>Outcomes</p> <ul style="list-style-type: none"> <li>Gain a better understanding of the Library service needs of Area E residents.</li> <li>Develop a Library champion in Area E and increase relationships with residents in preparation for a future referendum to support library services through taxation.</li> </ul>

## TECHNOLOGY GRANT UPDATE

As stated in the Tech. Grant Interim report, The Nelson Public Library proposes to use the grant to purchase a self-check station and install radio frequency identification (RFID) technology. The Library's greatest asset is its professional staff: this project will reduce the time staff spend on menial tasks (checking items in and out) allowing them to provide more value-added services to patrons, such as, assistance with technical questions, improving patron's digital literacy skills. Currently, staff struggle to keep up with questions, troubleshooting and providing hands-on demonstrations on how to access the abundance of Library digital services to our patrons.

The project supports provincial priorities:

- Building Capacity: implementation of RFID technology will improve the Nelson Library's technology infrastructure.
- Improving Access For British Columbians: RFID technology will allow Library staff to provide more value-added services to patron such as access to digital library resources - eBook downloads, streaming services, and online learning tools like Lynda.com and Gale Courses.

This project can be done in stages; the first being the purchase of the self-check station, secondly the implementation of RFID. Though the grant does not cover the entire cost of the proposed project it has already helped leverage other funding (grants) by providing the preliminary (foundational) costs of the first step.

## COVID

On March 16<sup>th</sup>, 2020 NPL closed its doors to the public. Weeks prior, library services began to change (cancelling in-person programs and events, extending library item due dates to minimize the number of people coming to the library) to address the growing public health concerns of COVID19. Since then, NPL has continued to adapt Library services to adhere to provincial health authority orders and to address the unique needs of our community.

Though the building was closed for four months, in addition to increasing access to the library's digital collections (ebooks, eaudio, video streaming) Library staff remained available to serve community members: at first over the phone and online only and eventually in a limited capacity in-person. All library regular events transitioned from in-person to virtual: children's story times, books clubs, digital literacy training, and summer reading clubs. In April the Library transitioned from an online collection only to take out service. The large uptake of this service demonstrated the desire for reading materials in paper formats: Library staff struggled to keep up with the demand. Through this transition, It quickly became apparent to Library staff, how much the community viewed the library as a gathering place and its essential role in combating social isolation and being a force in helping bridge the digital divide.

Our decisions on how best to provide services were guided by what we heard from the community: directly, through social media and via contacts with other community organizations. Residents were being asked to change their once social lives into online lives. That transition was easier for some individuals than others – those with access to the internet (an Internet plan and a device) and skills to use technology, made easier transitions than those without. NPL's focus was on supporting resident's transition to online services. We accomplished this by firstly, increasing our online collections (ebooks, eaudio, streaming and training), boosting our wifi signal (making it more easily accessible outside the library building) and developing training and how-to videos to support people accessing online services. Patrons responded to our efforts and we saw a 25% increase in the usage of our digital collection. When the Library building re-opened public computers and assistance on how to use them was reinstated in a limited capacity (shorter time limits on computers and minimal assistance).

Combating social isolation was more challenging and required a different approach, with a focus on building connections. We accomplished this by increasing the Library's Social Media (sharing community events, health information and inspiring stories) and creating opportunities for community connections. Library staff organized and hosted close to 300 online events for parents (parenting through a pandemic), tween, teen and adult book lovers (book clubs, discussions, and writing groups), supported local business (highlighted services available in the community) and civic engagement (anti-racism and learning circles). When the weather turned warmer many online programs transitioned out of doors.

2020 Public Health orders restricted social gatherings in the Library this not only meant the cancellation of programs and events it meant limiting the number of people in the Library and the length of time spent in the Library. Community members were disappointed not to be allowed to study, work, escape the cold, heat or wet of the elements or sit down and read their favourite magazine in the Library. This was a significant challenge for NPL, adding stresses to library staffing. A new position of "greeter", was instated to welcome and inform library visitors of the changes in service and to monitor the number of people in the Library. This additional position limited the Library's ability to reinstate pre-COVID library hours: reducing hours by 50%.

Though NPL's COVID challenges and solutions were unique to our community, we wouldn't have accomplishment nearly as much without the support of regional and provincial library agencies. Support with everything from types of hand sanitizer, best practices on working remotely, and how to support staff's mental health during the pandemic. Thank you to colleagues across the province.

COVID 19 stretched NPL policy, service and staffing limits, though many procedures will be eliminated when public health orders are lifted the strength and resiliency we gained during the pandemic and many of the new services and procedures developed will remain.

## SUMMARY

In 2020 NPL board and staff continued to develop and strengthen relationships with local government and community partners while simultaneously accomplishing a number goals set-out in the library's strategic plan; some of which are outlined in this report. The Library's centenary was a highlight of 2020. The Library raised close to \$30,000 to help support the celebrations and create lasting legacies.

Library staff and the Board are excited to build upon these accomplishments to advance the priorities further in 2021. The Provincial Tech grant will help support the Library's radio frequency identification project slated for 2021. This project will enhance collection management and customer service while realizing significant productivity gains for staff. Gains that can be directed to assisting patrons with more value added services such as supporting digital literacy. The importance of which was made apparent during the pandemic. We appreciate the province's assistance in launching the project, without, would not be possible.

Nelson Public Library's greatest challenge continues to be finding resources for new initiatives while maintaining the trusted and respected programs and services people expect. Static funding from the province makes it increasingly difficult to manage these conflicting priorities with funds that have lost inflationary value over the past decade. Fortunately local government continues to recognize the value of the public library in our community and has provided inflationary increases to the Library's operational budget over the years. Nelson Public Library continues to provide innovative programs and services in response to evolving community needs. The Library is viewed as a trusted community partner at the many community tables in which Library staff participates. Nelson Public Library is indeed a creative and responsive public service organization inspiring a culture of discovery, creativity and connection in our community.

October 15, 2020

RE: 2020 Library Technology Grant Interim Report Cover Letter

Libraries Branch,

The Nelson Public Library proposes to use the Technology Grant to purchase a self-check station and install radio frequency identification (RFID) technology. The Library's greatest asset is its professional staff: this project will reduce the time staff spend on menial tasks (checking items in and out) allowing them to provide more value-added services to patrons. The library's old self-check system (purchased used, over 10 years ago) stopped working while the Library building was closed to the public in April (due to the pandemic). When the Library building re-opened an open-source self-check system was set-up as a stop-gap measure until a new system could be purchased. This system is not user friendly and it offers only the basic function of checking items out. Staff currently spend more time trying to demonstrate how it works and trouble shooting, making it more of a hinderance than a useful tool. The proposed system with RFID technology is simple to use, provides patrons with additional self-serve options such as automatic emailed due dates, renewing items and paying fines: there is an option for checking items out with personal mobile devices as well. For staff, RFID technology reduces the risks of repetitive stress because more than one item can be checked in or out at once, reducing several steps: a stack of items can be checked in or out by simply placing them on an RFID pad.

Freeing staff from menial and repetitive tasks will provide them with more time to assist patrons with library digital services such as eBook downloads, streaming services, and online learning tools like Lynda.com and Gale Courses. Currently, staff struggle to keep up with questions, troubleshooting and providing hands-on demonstrations on how to access the abundance of Library digital services to our patrons. Recently the Nelson Library was fortunate to receive a technology grant from the Columbia Basin Trust to offer digitization, recording and editing equipment plus the lending of laptops to our patrons. These extra services have put an added stress to staffing resources. A reliable multi-functional self-serve station and the implementation of RFID technology would assist staff by freeing up time to allow them to help patrons with technical questions, improving patron's digital literacy skills.

This project can be done in stages; the first being the purchase of the self-check station, secondly the implementation of RFID. Though the grant does not cover the entire cost of the proposed project it helps leverage other funding (grants) by providing the preliminary (foundational) costs of the first step.

This is an exciting project for the Nelson Public Library, which without the provincial technology grant would not be possible. If you have any questions, please do not hesitate to contact me.

Sincerely,



Tracey Therrien

**2020 LIBRARY TECHNOLOGY GRANT REPORTING FORM: NELSON PUBLIC LIBRARY**

Total Technology Grant Amount: \$15,756

Area of Need	Outcome	Metrics	Strategic Links	Actions	Collaborative Links	Timeframe	Project Budget	In-Kind/Leveraged funds	Comments
<p><b>Patron hardware upgrades (public computers, printers, etc.)</b></p> <p><b>Self-check station</b></p>	<p>A functioning self-check station that not only provides a simplified check out system for patrons it offers multiple automated options such as emailed due dates, renewing items and possibly paying fines.</p>	<p>More individuals using self-check, freeing up time for staff to help people with more complex tasks such as accessing library online resources (downloading ebooks, eaudio, and accessing online learning platforms like Lynda and Gale courses).</p>	<p>Building Capacity: a self-check station would improve the Nelson Library's technology infrastructure.</p> <p>Improving Access For British Columbians: a self-check station would allow Library staff to provide more value-added services to patron such as access to digital library resources.</p>	<p>Continue negotiations with vendors</p>	<p>Discussion with other Kootenay Library Federation libraries that have recently installed new stations to determine best solutions and costs analysis.</p>	<p>Spring 2021</p>	<p>\$16,000</p>	<p>\$244</p>	
<p><b>Other, please specify</b></p> <p><b>Installing RFID technology: software &amp; hardware</b></p>	<p>Reducing staff time spent on repetitive tasks (ergonomic risks). Speeds up the process of checking in and out items for both patrons and staff.</p>	<p>Reduced risk of repetitive stress for staff. Simplification of the check in and out process reducing time staff spend on menial tasks allowing staff to provide more value-added services to patrons such as assistance with library digital services and help at public computers. The simplification of the self-check process will also reduce the time staff spend on helping people at the self-check station.</p>	<p>Building Capacity: implementation of RFID technology would improve the Nelson Library's technology infrastructure.</p> <p>Improving Access For British Columbians: RFID technology would allow Library staff to provide more value-added services to patron such as access to digital library resources.</p>	<p>Continue negotiations with vendors</p>	<p>Discussion with other Kootenay Library Federation libraries that have recently installed RFID technology to determine best solutions and costs analysis.</p>	<p>Fall 2021</p>	<p>\$14,000</p>	<p>\$14,000</p>	

