

Annual Provincial Library Grant Report 2021 – for approval

Prepared by: S.Hall for the WVML Board

Motion Passed: February 16, 2022 Library Board Meeting

Moved by: R. Shimoda

Seconded by: R. Fisher

THAT the Board approve the grant report for submission.

CARRIED

2021 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

West Vancouver Memorial 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).

West Vancouver is situated on the traditional and unceded lands of the Musqueam, Squamish, and Tsleil-Waututh Nations, on the North Shore of Metro Vancouver. With a population of just over 45,000 as of the 2021 census (an increase of 4%), it enjoys cultural diversity, with over 4,000 residents speaking Mandarin at home, and over 2,500 speaking Farsi at home.

On average, census respondents in West Vancouver skewed significantly older and wealthier than the provincial or Metro Vancouver averages, but poverty, isolation, and the digital divide are all significant challenges for portions of the population. Many key social services are located in North Vancouver and do not maintain physical outposts in West Vancouver.

The District of West Vancouver has a challenging geography for maintaining infrastructure, and recent climate events have caused damage, particularly along waterways and the shoreline.

The West Vancouver Memorial Library enjoys high community support and usership, remaining one of the busiest libraries in BC. The library has pivoted with agility throughout the pandemic, but due to the older population, has adopted a conservative approach to the reintroduction of some in person offerings, such as indoor programs.

Foundational work in 2021 included the creation of a new strategic framework and business plan (available at: <https://westvanlibrary.ca/about/plans-reports/>), restructuring to address the need for additional staff for public tech support and free up librarian time for community work, and the commencement of space planning, with the goal of extending the useable life of the facility, and ensuring its ongoing responsiveness, given major shifts in community needs and behaviours.

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	
Climate Action / Disaster Support Hub	
Provide a brief description of the activities involved in this project/program.	
<p>The WVML has a long history of commitment to environmental sustainability, and this is reflected within the library’s strategic priority of ‘Integrity’. Numerous activities were undertaken to promote environmental awareness in the public. Recent extreme climate and pandemic related events have also highlighted the role of the library as a disaster support hub for our community.</p>	
How does this project/program support the library’s strategic goals and/or community?	
<p>The WVML has a long history of commitment to environmental sustainability, and this is reflected within the library’s strategic priority of ‘Integrity’.</p> <p>This is also in alignment with the District of West Vancouver’s strategic priority “CLIMATE CHANGE AND NATURE Protect our natural environment, reduce our impact on it, and adapt to climate change.”</p>	
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.	
<p>1. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<ul style="list-style-type: none"> During the summer’s extreme heat advisory, the Library was the only designated cooling centre in West Vancouver. The day the highest temperatures were recorded (June 28) was our busiest day in Q1/2, as people took refuge from the heat. Three nearby apartment towers lost power, and hundreds came to the library to cool down. In anticipation of the heat event, the library had restored seating ahead of schedule.
<p>2. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<ul style="list-style-type: none"> The library participated in awareness raising organizational events such a bike to work week.

<p>3. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<ul style="list-style-type: none"> ▪ The popular Readers’ Rooftop patio (a seasonal conversion of our rooftop parking area) reopened for the summer, now featuring a rooftop garden maintained by local Master Gardeners. ▪ We launched our Climate Future: Climate Action Toolkit, outlining achievable individual actions to take in the areas of food, stuff, transportation, buildings, and nature ▪ We hosted our first Climate Future: Bike to the Library event from August 9 to 21. Over 80 patrons cycled to the Library during that time and were rewarded with a free beverage from our café. ▪ Over 400 people attended our Traditional Plant Knowledge lecture with ethnobiologist/botanist Nancy Turner. One participant said: <i>“I just watched the very educational and timely Traditional Plant Knowledge with Nancy Turner. It is wonderful for me to continue to learn at age 80 in my own home.”</i> ▪ The three North Shore libraries curated the best moments from the four-day TED Countdown Summit in Edinburgh, Scotland and shared recorded talks via YouTube. The libraries also collaborated on North Shore Reads, which launched with its inaugural author talk featuring Dr. Suzanne Simard, author of Finding the Mother Tree in conversation with CBC’s Shelagh Rogers. Nearly 500 people attended. ▪ As part of our Climate Future initiative, we appointed Katljà (Catherine) Lafferty as our first Climate Writer in Residence. Lafferty will give voice to the climate emergency with an Indigenous perspective, both through her writing and through planning events and workshops for Library patrons, including youth and seniors. This will occur in the first quarter of 2022. ▪ In partnership with the DWV, hosted a series of outdoor Repair Cafes. ▪ Hosted Heat Pump workshops in English, Mandarin, and Farsi.
<p>4. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<ul style="list-style-type: none"> ▪ In alignment with both our library and District’s strategic goals around climate, staff advanced a project to replace our cooling tower and chiller replacement with more efficient units and heat pumps, which will result in savings of 29 tonnes of GHGs per year
<p>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.</p>	
<ul style="list-style-type: none"> ▪ Raised awareness of environmental sustainability through programs, our climate toolkit, and collections, with thousands participating. ▪ Provided practical engagement with a demonstration garden and connected citizens to local gardening expertise. ▪ Took practical steps to improve infrastructure efficiency, which will save 29 tonnes of GHGs per year. 	

- Provided a place of refuge for hundreds of citizens in need during the extreme heat event. This highlighted the need for improved planning and definition of our role in future events, as part of the ecosystem of local infrastructure. Our library has a powerful generator and unique characteristics that make it ideal for some event response, but not all.

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

- District of West Vancouver funded repair cafes, and co-funded (along with our library foundation) the rooftop garden.
- District of West Vancouver funded infrastructure replacement and led the project management
- North shore libraries partnered on North Shore Reads – planning, promotion, etc.
- North Shore Emergency Management assisted in emergency coordination.

Project/Program Name	
Addressing the Digital Divide Through Public Technology Training, Support, and Lending	
Provide a brief description of the activities involved in this project/program.	
<p>Our library assists the public with digital literacy skills, through group programming and one on one device clinics. Devices range from laptops to tablets to fitbits – or whatever the individual is struggling with. Services are provided in English, Farsi, and Mandarin.</p> <p>WVML provides diverse and cutting edge technological programs which are emulated by other libraries. Thousands of attendees of all ages take advantage of these offerings each year.</p> <p>The library also lends technology, from Chromebooks, to Sphero robots, assistive devices, Launchpads, tablets, and even, most recently, wifi hotspots.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>The library has both a high level strategic priority and specific annual business plan goals related to digital learning.</p> <p>2021 business plan goals</p> <ul style="list-style-type: none"> ▪ Develop adult programming that provides basic digital literacy skills, online safety and security, job reskilling, and programs around emerging technologies ▪ Provide live and asynchronous learning options ▪ Offer one-on-one device clinics for learners ▪ Build staff expertise in ILS, SQL, and Municipal IT tools <p>The District does not have a specific goal around Digital Learning, however this is a key strategy of provincial and federal levels of government, and of our major partner, West Vancouver Schools.</p>	
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.	
<p>5. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<ul style="list-style-type: none"> ▪ Thanks to grant funding to the three North Shore libraries from the West Vancouver Foundation, the Government of Canada's Emergency Community Support Fund, and the Government of BC, we started lending Chromebook laptops and WiFi hotspots to help address the digital divide in our community. The new items quickly developed holds queues. ▪ The library lends a variety of other devices, from assistive technology such as Daisy readers or Simple music players, to robots, tablets, preloaded ipods and kindles, and more.

<p>6. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<ul style="list-style-type: none"> ▪ WVML staff frequently collaborate or assist other libraries. Here's a recent email from a staff member at another library interested in offering AR/VR programming: "<i>I am very grateful for all the insight you and your colleagues are able to share.</i>"
<p>7. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<ul style="list-style-type: none"> ▪ We offered some of our most popular tech programs for Farsi and Mandarin speakers: Creating a Website with WordPress in Farsi and Discover Your Digital Library in Mandarin ▪ When the Province announced its requirement for proof of vaccination, our Community Computing Centre staff assisted hundreds of patrons with downloading, printing, and laminating their vaccine passports. These patrons expressed immense relief. ▪ Kids and families loved our technology programs over the summer. In Q3, we ran 36 online programs for kids and had over 950 attendees. Some favourites included Make Music with Beastbox, Family Stop Motion Animation, and Circuit Building
<p>8. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	

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.

- Thousands of patrons have attended programs on technology to further their knowledge
- Thousands of individuals have received personal assistance, through phone calls, reference queries and assistance with government forms, including vaccine passport, one on one customized assistance with devices, online learning modules, or technology loan. This assistance at the point of need is vital to their ability to connect and function in our world.

Evaluation of our services is ongoing, and for 2021 we found the following impacts:

ADULTS

Learning + Skill-Building

- Our programs provide meaningful, educational opportunities: 88.21% reported learning something new in a program
- More than just learning something new, adults *enjoyed* the learning; it was their favourite thing about our virtual programs.
- 18.46% said their favourite part was "Seeing a librarian"
- Specific, notable areas of learning that adults mentioned:

- The breadth of resources offer by the library
- New ways of using the library
- Learning about working and python
- The differences between AR, VR, and MR
- “Basics of starting a website plus excellent learning resources”
- “Basic html coding – and that it’s possible!”

Social Interaction

- In an isolating time, participants mentioned that they enjoyed talking with other learners, and that our programs made them feel less bored or lonely

YOUTH

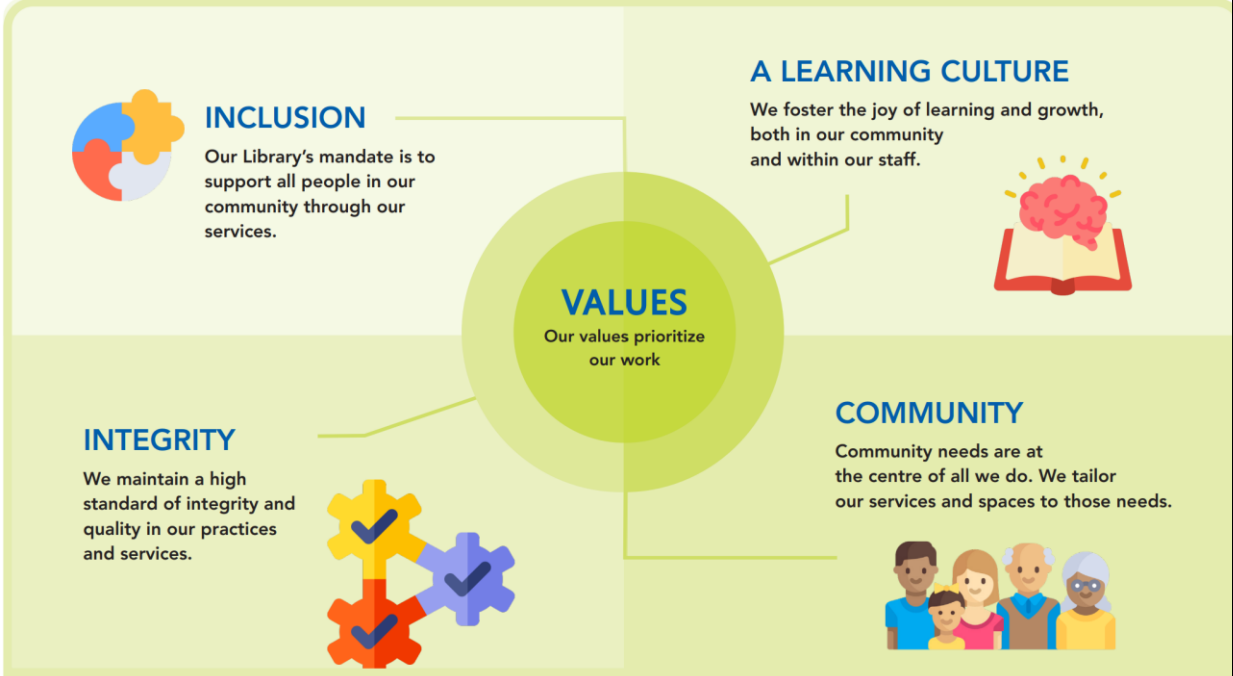
Learning + Skill-Building

During the course of the year, the majority of participants (85%) learn something new in the programs they are attending. This number dipped slightly in the second half of the year to 81%; which is unsurprising given that many children / families choose to repeat programs.

- Our programs provide meaningful, educational opportunities.
 - Almost 61% of attendees reported learning something totally new in a program.
 - The 24% that reported having some prior knowledge was not surprising, given our high number of repeat attendees/regulars
- More than just learning something new, kids *enjoyed* the learning; it was actually their second favourite thing about our virtual programs (just behind playing and having fun).
- Specific, notable areas of learning that kids mentioned:
 - I learned how to make code snowflakes, and it was really fun too!
 - how to solve difficult puzzles by looking for patterns
 - I learned how to make my very first game!
 - I learned how to make my very first movie!
 - I learned about how to make a story and the work that is put into it
 - I impressed myself by making up some music
 - This program helped express my love of drawing and cartooning and the steps to making puns and cartoons. I hope there are more programs similar to this.

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

- We had funding support for the loan of Chromebooks and hotspots through West Vancouver Foundation, the Government of Canada’s Emergency Community Support Fund, and the Government of BC.
- We are frequent collaborators with our local school district.

Project/Program Name	
Virtual programming	
Provide a brief description of the activities involved in this project/program.	
<p>The WVML provides a wide array of programming throughout the year. In early 2020, this programming pivoted to a virtual format. In 2021, this trend continued due to the pandemic, resulting in both wins and losses in terms of accessibility and reach. For some, virtual programming meant they could attend more programs, but for those with technology challenges or a desire for in person contact, it diminished their ability to connect. In 2022 we anticipate offering in person, virtual, and hybrid modes in different cases.</p>	
How does this project/program support the library's strategic goals and/or community?	
<p>This project connects to all four of our strategic values/priorities</p>  <p>The infographic features a central green circle labeled 'VALUES' with the text 'Our values prioritize our work'. Four lines radiate from this center to four quadrants, each representing a strategic value:</p> <ul style="list-style-type: none"> INCLUSION: Accompanied by a puzzle icon. Text: 'Our Library's mandate is to support all people in our community through our services.' A LEARNING CULTURE: Accompanied by an icon of a brain on an open book. Text: 'We foster the joy of learning and growth, both in our community and within our staff.' INTEGRITY: Accompanied by an icon of interlocking gears with checkmarks. Text: 'We maintain a high standard of integrity and quality in our practices and services.' COMMUNITY: Accompanied by an icon of a diverse group of people. Text: 'Community needs are at the centre of all we do. We tailor our services and spaces to those needs.' 	
<p>It also connects to the District's value of social well being.</p>	
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.	
<p>9. Improving Access for British Columbians (e.g., connectivity, digital collections, shared services)</p>	<ul style="list-style-type: none"> ▪ In June, we presented a new phone-in program called Dial-a-Story: Indigenous Storytelling by Squamish Elders, in partnership with the Squamish Elder's Centre. This program sought to reach out to community members who are not able to connect with Library programs online. The sessions were all fully registered and had lengthy waitlists. One participant said: <i>"Thank you so much for organizing such a beautiful program in this Indigenous History Month. Storyteller Elder William Nahanee's talk was really an amazing story."</i> ▪ This program was specifically named when our Accessible Services team won the national W. Kaye Lamb Award for Outstanding

Service to Seniors. Presented every two years, the award is given to a library that offers innovative and excellent service to their senior population. Our library was specifically recognized for our weekly materials deliveries to seniors, Squamish Nation Elders Centre partnership, and Dial-a-Story: Indigenous Storytelling program. One Accessible Services patron said, *“This service has made an important contribution to the wellbeing of seniors who have suffered the isolation of the past several months. Thank you so much for finding a way to make this happen.”*

- Our large-scale virtual programs for kids and teens thrived. Almost 400 students from 11 different West Vancouver elementary schools participated in the **Reading Link Challenge**. We also launched our second **fully virtualized Summer Reading Club**, with over 1,700 kids and teens registered, compared to 1,000 registrants in 2020.
- The North Shore libraries held the first-ever virtual edition of the North Shore Writers Festival in April 2021 and it was a huge success, with over 570 attendees tuning into six livestreamed events. Feedback collected from participants is below:



“Libraries are a life-saver and how you link up our community is wonderful!”

“Even though it was online, in some ways it felt more personal than watching people up on a stage.”

“I really appreciated that the North Shore Writers Festival could be delivered virtually this year. With so many community events cancelled due to COVID I feel that this festival was really enjoyed by people living on the North Shore.”

BOOKtopia: the West Vancouver Children’s Literature Festival ran from December 3, 2020 – March 11, 2021.

The Festival was fully virtual this year, which allowed us to open up events to all interested grades, including the public and particularly independent schools and homeschool groups. In all, over 850 attended.

BOOKtopia 2021 was proud to focus on BIPOC creators, anti-racism and curricular connections:

- **Roy Henry Vickers and Kay Weisman** - renowned Canadian First Nations artist Roy Henry Vickers and debut author Kay Weisman discussed their new book, *If You Want to Visit a Sea Garden*
- **Jerry Craft** - 2020 Newbery Award winner talked about his hilarious and ground-breaking graphic novel, *New Kid* as well as

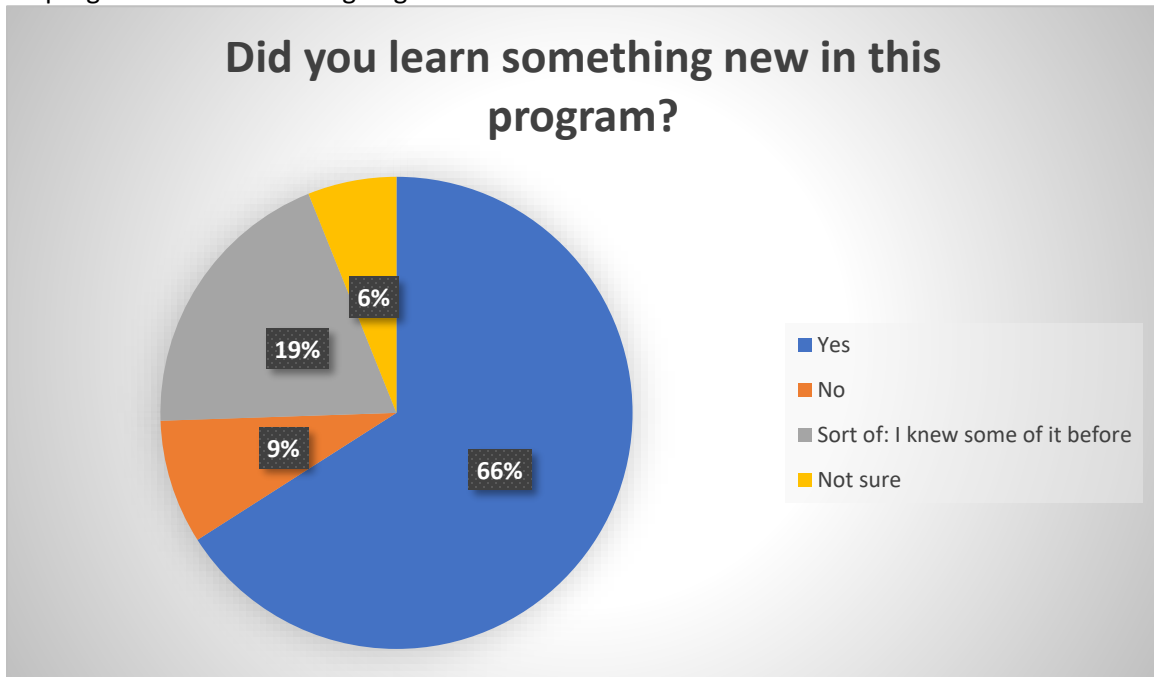
	<p>the brand new companion book, <i>Class Act</i> and treated students to a drawing demonstration.</p> <ul style="list-style-type: none"> • Christina Soontornvat - author of <i>All Thirteen: the Incredible Cave Rescue of the Thai Boys' Soccer</i> shared her journey writing about the Thai Cave Rescue, including her in-person interviews with the rescuers themselves. STEM, culture, & drama • Tanya Lloyd Kyi – a local author of more than twenty-five books for children and young adults who writes both fiction and nonfiction, Kyi spoke about how she combines science, history, and pop culture to create her information books, including <i>This Is Your Brain on Stereotypes</i>. <p>In addition to author events, we offered a number of virtual programs to support and inspire young readers and creators, including programs on graphic design, comic creation, coding, and creative writing.</p>
<p>10. Building Capacity for library staff and directors (e.g., training and professional development)</p>	<ul style="list-style-type: none"> ▪ Twenty-three staff participated in AMSSA's Safe Harbour – Respect for All diversity and inclusion e-learning module for workplaces. ▪ Virtual training on Active Witnessing with Angela Ma Brown made available to all staff
<p>11. Advancing Citizen Engagement (e.g., helping people access government services/resources, fostering community knowledge-sharing, and supporting reconciliation)</p>	<ul style="list-style-type: none"> ▪ We offered a new program, Webex: Getting Started, to support community members interested in attending District Council meetings, public hearings, and community board meetings via Webex during the pandemic. ▪ Our English language learning volunteers won a very well-deserved North Shore Community Resources Community Spirit Award for their work facilitating our English Conversation Online. ▪ The Library remained open on September 30 (National Day for Truth and Reconciliation) for public education. We ran two virtual events, a storytelling and crafting session for families and a film screening for adults, with special guest Chief Janice George. Nearly 800 people visited the Library on September 30, over 120 attended our virtual events, and close to 100 read our webpage with events, resources, and reading recommendations on truth and reconciliation. ▪ In partnership with North Vancouver City Library and North Vancouver District Public Library, we hosted a virtual event with Skwxwú7mesh decolonization facilitator and strategist Ta7taliya Michelle Nahanee. 177 people tuned in.

<p>12. Enhancing Governance of the library system (e.g., board/trustee training, developing best practices, strategic planning)</p>	<ul style="list-style-type: none"> Board training on inclusionary practices
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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.

- Virtual programming provided a safe form of connection and interactive learning on topics of interest for over 14,000 attendees in 2021. This number was down significantly from prior years due to acute staffing shortages, which meant we could not offer the same number of programs. Additionally, virtual programs carry different requirements and audience capacity potential (which can be higher or lower than in person, depending on type of program).

Adult program evaluation is ongoing. In 2021:



Content feedback examples

- Just wanna say: THANK YOU, your method is great. Every time that i go out, I realize that my english has been improved. (English Conversation Online)
- I learned statistics regarding our throwaway society, and the impact of textile production on our earth. But all the up-cycled textile examples were so inspiring.

- It helped deepen my understanding of the impact of residential schools on the communities. (Michelle Good in Conversation with Waubgeshig Rice)
- I learned that non-indigenous people have to take more responsibility for their own education on this topic.

Participant feedback on **Virtual Programming**

- Virtual programs like this are a delight because there is no commute time. A 1 hour or 1.5 hour presentation is exactly that, with no travel time. Also was able to wash the dishes and fold the laundry at the same time ;-)
- I loved the virtual meeting and am impressed with the range of programs you offer
- I love these on-line programs. I've never travelled less and continue to learn interesting stuff in the comfort of home

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

- We had numerous partners throughout the year
- Major partners are the West Vancouver Schools and the District of West Vancouver

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.

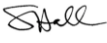
Use the 'Other' row to include any ongoing or past challenges that are not included in this list. If you have more than one 'Other' item to add, please insert additional rows into the table.

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)	<p>This has been an ongoing drain on resources, through illness, staff capacity in continuously adjusting policies and service levels, supply and infrastructure implications, and community conflict. Nonetheless, it's important to note we are fully in support of the protocols. We are simply noting the significant investment of capacity, which becomes visible in the things we can't presently do.</p> <p>One knock-on effect of the pandemic has been significant turnover of staff due to new opportunities opening up, major life decisions, retirement, etc. At times departments had vacancy rates of 25% or more through portions of the year.</p> <p>The decision to implement mandatory vaccination among our staff was a major administrative decision in the period.</p>
Emergency response (e.g., fires, floods, extreme weather)	<p>As a coastal community, West Vancouver anticipates significant impacts of climate change, which we can be sure will be resource intensive and will affect all parts of the district.</p> <p>For the library, in 2021, our role as a disaster support hub for the community again came into focus with our role as a cooling centre.</p>
Financial pressure (e.g., rising costs, reduced revenues)	<p>This is an ongoing challenge, particularly in the area of provincial revenues, which have been significantly reduced through a longstanding policy of frozen funding. This limits the ability of libraries to be resilient and support provincial goals.</p>
Staffing (e.g., recruitment and retention, mental health and wellness)	<p>Significant issues through the period, as described above.</p>

Disappearing services in the community (e.g., government, banking, health)	This was particularly evident starting in 2020, with the sudden move to digital for many services. All public libraries have worked with people in need to assist them in connecting to services and loved ones. Without our help, they would not have been able to do so.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	We are currently working on a longterm space planning vision, which will need to reflect changes in user behaviour due to the pandemic, such as the need for increased remote working space, interview facilities, etc.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	We are a single library system within a midsized community with a spread out geography. There is a strong transit system, but nonetheless, this poses challenges for some residents. Future planning may examine alternative service options.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	All libraries support these communities and continue to do so as part of their support of the whole community. Recent improvements to funding to mental health services have had a noticeable impact for other service providers like the library. Concerns around mental health and isolation drove our rapid pivot to virtual programming and our focus on access to technology and support throughout the pandemic.
Other (please specify)	

4. SUBMISSION AND APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: March 14, 2022

Board Chair Signature: 

Date: March 16, 2022

APPENDIX: REPORTING ON CHROMEBOOK AND WIFI HOTSPOT KITS

Although the required reporting review for these projects is now complete, as they were partially supported by one-time provincial funding, we are offering some additional reporting below.

WVML Long-term loan technology project Review – Wi-Fi Hotspot kits

Project Summary

On May 11, 2021, West Vancouver Memorial Library launched the hotspot lending project. The main goal of this project is to bridge the digital divide and support people who don't have access to the Internet at home. 10 hotspot kits were offered, with a pool data of 500 GB per month included. Inside the kits, we also provide a guide on how to get started, a map & a contact list for available free/low-cost tech support in the north shore area.

At the beginning of this project, 5 hotspot kits were set for general usage (so everyone with a WV library card can check them out), while 5 are assigned to the assistive services team for care homes in West Vancouver. However, as the assistive team is not able to visit the elders at care homes due to Covid-19, 3 out of the 5 were repurposed in December.

All hotspots are set for long-term loans, which means patrons can check out a unit for 84 days and renew for another 30 days if there's no one waiting in line.

Checkout Statistics Overview

From May to early December, the hotspots have been checked out 21 times in total, with 4 renewals.

10 records were processed. (0 records had been deleted.)
 Periodic: 7 records in range, 0 before the range, 0 after the range, and 3 with blank dates.

Time	Code	Meanin...	Record C...	PRICE	# RENEW...	# OVERDUE	IUSE3	TOT CHK...	TOT RENE...	YTDCIRC	LYCIRC
2021	1	-	7	\$1,540.00	2	0	0	21	4	21	0
Total			7	\$1,540.00	2	0	0	21	4	21	0

All hotspot units have been checked out since day one, and there's always more than a few holds on them. Right now (as of December 10, 2021), there are 4 people waiting in line:

Novatel Mifi 7000 Wifi Hotspot

★★★★★

+ 3-D Object - 2021 HOTSPOT
 All copies in use [View details](#)
 Holds: 4 on 8 copies

Place hold

For Later

And 2 are currently used by elders in care homes, to help those elders stay connected during the pandemic.

Data Usage Overview

With 7 hotspot units being checked out and actively used by our patrons, the total data usage is approximately 486 GB, which means around 69 GB/month/unit.

It is safe to predict that the hotspot units will keep their popularity among our patrons in 2022. And with this project up and running, more and more patrons in need will be able to access the Internet at no cost.

Relevant Project – Chromebook lending Review

As part of our long-term loan tech support, WVML started to provide 25 Chromebook kits for patrons to borrow and use at home. Patrons who have no access to the Internet at home have the option to borrow both a Chromebook laptop and a hotspot unit for 84 days, so they'll be able to connect to families and friends, look for job opportunities, and more, during the pandemic.

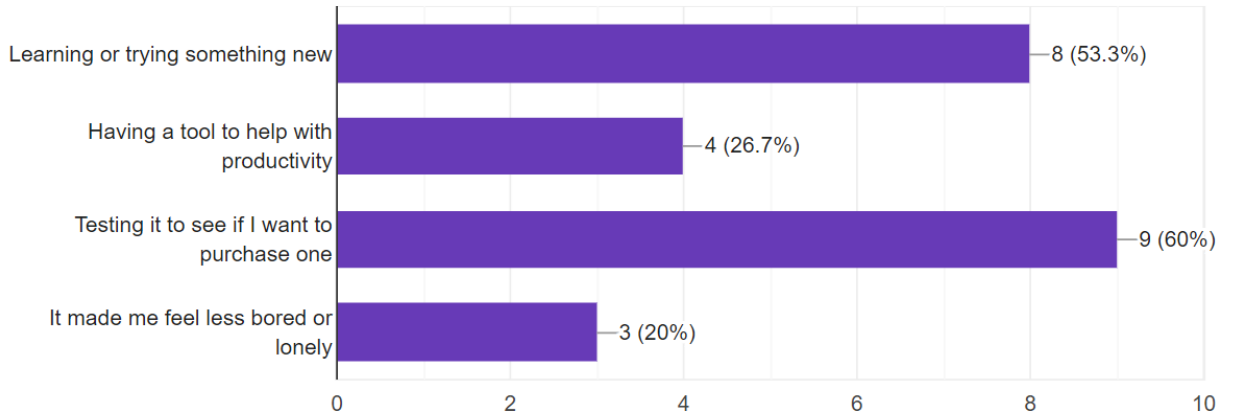
From March 18 to December 10, 2021, the Chromebooks were circulated 117 times in total, with 31 renewals.

Time	Code	Meaning	Record Count	PRICE	# RENEW...	# OVERDUE	IUSE3	TOT CHK...	TOT RENE...	YTDCIRC	LYCIRC
2021	0	-	22	\$11,220.00	7	1	1	117	31	117	0
Totals:			22	\$11,220.00	7	1	1	117	31	117	0

Survey Responses Analysis

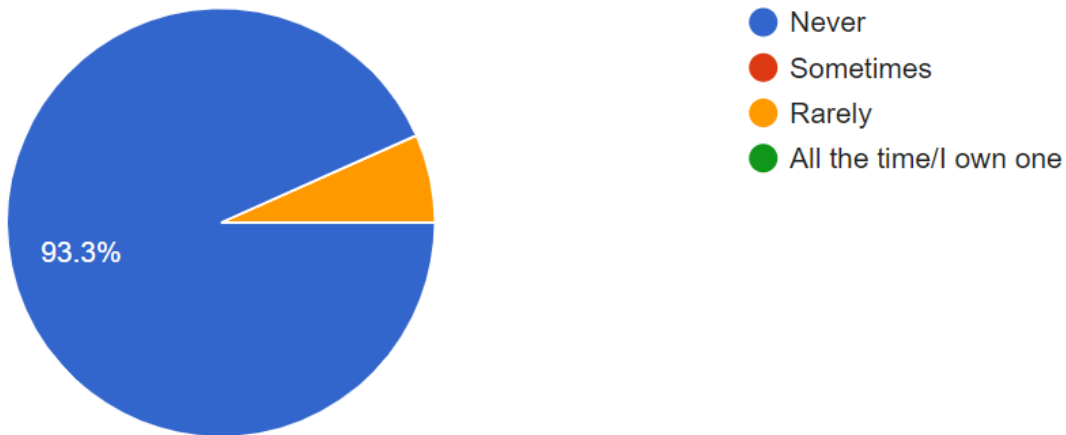
While returning the Chromebook to the library, we ask patrons to fill a short voluntary survey. This survey includes 6 questions and focuses on users' feedback on the usability and practicality of these lendable Chromebooks. Until Dec 10, 2021, we've collected 15 surveys with the following results:

Q1. What did you like most about using the Chromebook?(check all that apply)



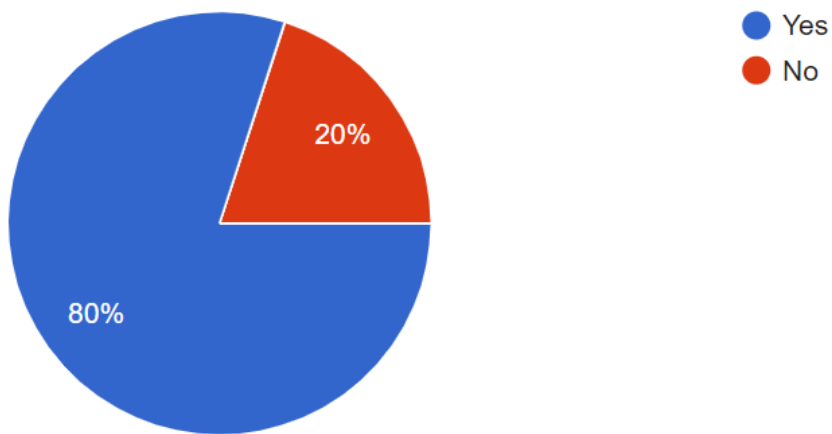
Based on the survey result, most patrons were using them to learn or try something new, or test to see if they want to purchase one.

Q2. Have you used a Chromebook before?



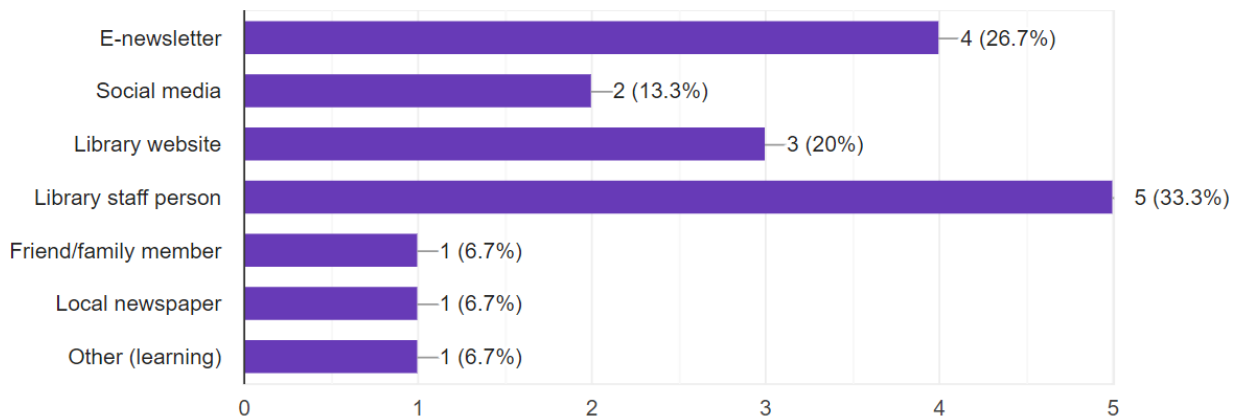
Based on the result, most people have never used a Chromebook before.

Q3. Were you able to accomplish all the tasks you set out to do using the Chromebook?



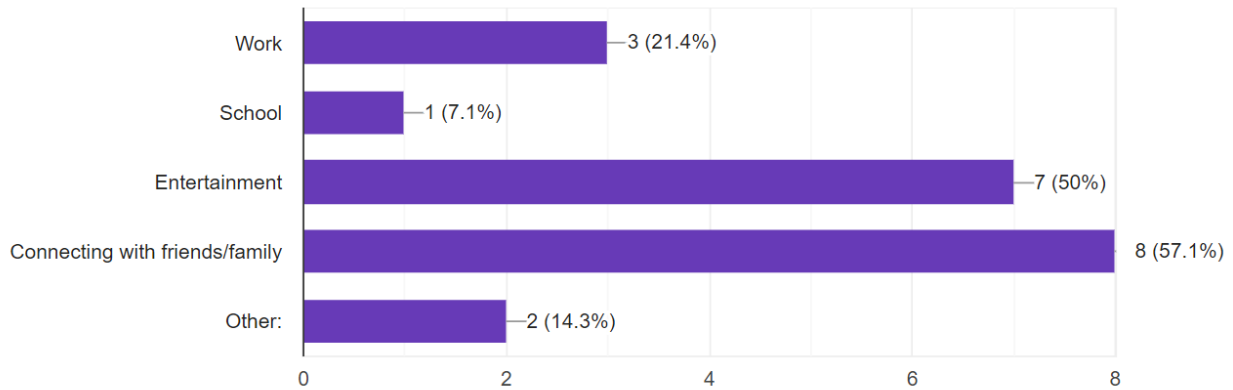
Based on the result, most people are able to accomplish all the tasks they set out to do using the Chromebook.

Q4. How did you find out about West Vancouver Memorial Library’s Chromebook lending project?



Most people found out about the project from our e-newsletter, or from a library staff person.

Q5. What are you using the Chromebook for?



Based on the survey result, patrons are using Chromebooks to connect with family & friends, and for entertainment purposes.

Q6. Comments

We've received much positive feedback from patrons, as well as some constructive comments which will guide us on making enhancement in the future.

- Great idea I thought I would use it more. I think I am more comfortable with apple products easier for me.
- Not easy to use because no mouse.
- it was great but mom is making us return it
- I tried downloading Zoom on the Google Play Store + it said it was not available
- I preferred continuing with my email account @ yahoo.ca rather than setting up Gmail account in order to use Chromebook 2.I was not comfortable with the concept of storing my files in the cloud rather than on the hard drive
- I tried downloading Zoom on the Google Play Store + it said it was not available
- Thank you for providing this service ! I hope to use the Chromebook again, when it is next available
- Loved having it as a fast supplement to my old (2011) MacBook.

Conclusion and Recommendations

Both our Chromebook and the hotspot kits have been popular in 2021. Based on patrons' feedback and our circulation data, we can see that a lot of patrons are benefited from the long-term loan take-home technology projects. Keep those projects up and running would be appreciated by the community, and will enable us to keep those patrons in needed connected and supported.