

## north west library federation

### 2022 Provincial Operating Grant Report Report Prepared by Federation Director Kaitlyn Vecchio

#### INTRODUCTION

##### NWLF AND OUR REGION

Northwestern British Columbia encompasses the North Coast, Kitimat-Stikine, and Bulkley-Nechako regions. We acknowledge that these regions exist on the traditional territory of Indigenous Peoples, including the Haida, Haisla, Gitksan, Nisga'a, Tsimshian, and Witsuwit'en Nations.

The Northwest Library Federation (NWLF) is comprised of seven public libraries, located in Houston, Smithers, Hazelton, Terrace, Kitimat, Prince Rupert, and Stewart. These libraries have service populations ranging from 400 to 20,300 people. As a result, NWLF member libraries have widely varying levels of capacity to deliver programs and services on their own.

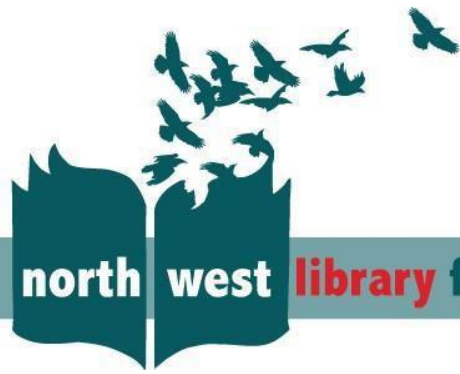
NWLF addresses this disparity with a vision of equitable access to enriching library experiences across the region. Our mission, in service of this vision, is to facilitate the cooperation needed to deliver optimal library service equitably throughout the region.

Coast Mountain College (CMTN) is an Associate Member of the NWLF and has non-voting status in the organization. While CMTN was an integral partner in the early years of NWLF, lately we have struggled to find common ground and resources for shared projects. We have begun to explore a renewal of this relationship and we hope to see more progress in 2023.

2022 was the first year in many where federation members were able to finally gather in person after years of only having the option to meet virtually due to the pandemic. In September 2022 the NWLF biennial conference was hosted in Prince Rupert. It was attended by library staff, trustees, and speakers from across the province. Moving forward, the NWLF Director, NWLF Board and Library Directors Advisory Group are excited to commence Goal #3: Collaboration within our Strategic Plan and meet in person at minimum once a year.

##### OUR STRATEGIC GOALS

2022 was the final year of carrying out our Strategic Plan. Through focusing on our goals, we had a successful year of virtual meetings, an in person conference, professional development and collaboration. The Northwest Library Federation has collaborated with Edel Toner-Rogala who graciously facilitated our strategic planning meetings in order to update our 2023-2025 Strategic Plan. The Mission, Vision, Guiding Principles, and Goals have stayed consistent to the 2020-2022 plan, however the action items in each goal have been reviewed and revised.



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The key goals highlighted in our 2020-2022 Strategic Plan are being carried forward into our 2023-2025 plan. These goals include:

- To make an impact and fill a need in our communities
- To feel a sense of accomplishment
- Build a strong, creative Federation full of dynamic ideas
- Focus on initiatives related to climate change, truth & reconciliation, and social inclusion
- More inter-federation sharing and collaboration
- Build on intra-federation resource sharing, when it makes sense
- Orient member library boards about the role of the NWLF

We plan to meet these goals through implementing the following four priorities. For a full account of the actions being taken to meet each of these priorities. Our new strategic plan will be viewable on our website [www.nwlf.ca](http://www.nwlf.ca) in March 2023.

**Priority 1:** Improving Access: Provide relevant, quality programming and resources to residents of the communities that member libraries serve.

**Priority 2:** Building Capacity: Provide ongoing opportunities for staff and board trustee training and professional development.

**Priority 3:** Collaboration: Create a support system of member libraries and foster a spirit of collaboration and interconnectedness.

**Priority 4:** Enhancing Governance: Keep fiscal management of the NWLF transparent and remain accountable to stakeholders.



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### PROGRAMS, ACTIVITIES, AND SERVICES IN 2022

The NWLF has continued to provide our **core services** to our member libraries throughout 2022. These include:

- Books for Babies
- Book Club Sets
- Preferred pricing on library supplies
- Training and database subsidies
- NWLF newsletter including a professional development opportunities roundup. A new element implemented within the newsletter, is all of the professional development opportunities highlighted are free. This will continue with future newsletters as well.

**New Project:** In addition to these core services, we have been able to shift from primarily virtual programs to in person programs. In 2022 we have collaborated with outside organizations to provide wonderful programs for the libraries starting Spring and Summer 2023. We are resuming our puppet show tours this coming summer. We have also partnered with BC Parks, and will be providing hiking backpack kits for member libraries patrons to borrow.

### Continuing to Benefit from the Virtual Shift

*Priorities Met from the Public Libraries Branch:*

- *Improved regional and local shared services delivery*
- *Improved access to professional learning opportunities for the library community*
- *Service expansion beyond community borders*
- *Support for B.C.'s Strategic Plan for Public Library Service*
  - *Improving access for British Columbians*
  - *Building capacity*

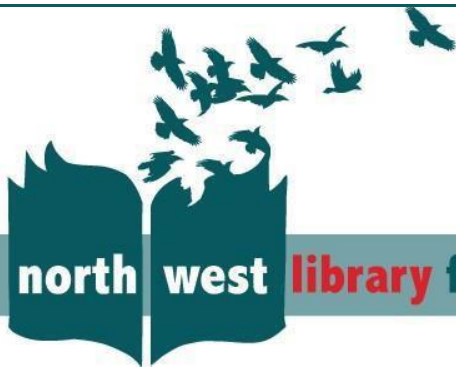
*Priorities and Goals Met from Our Strategic Plan:*

- *Priority 1: Improving Access*
- *Priority 2: Building Capacity*
- *Priority 3: Collaboration*
- *Priority 4: Enhancing Governance*

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### VIDEOCONFERENCING

The Zoom subscription the Federation purchased has proven to be invaluable. The NWLF Board meetings and Library Director Advisory Group meetings continue to be held quarterly via Zoom. Our Zoom account has proven to be extremely useful during our NWLF Fall Conference, as we used it to zoom in a session presentation, as the presenter was unable to travel.



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## VIRTUAL PROFESSIONAL DEVELOPMENT

- Improved regional and local shared services delivery
- Improved access to professional learning opportunities for the library community
- Support for B.C.'s Strategic Plan for Public Library Service
  - Building capacity

Priorities and Goals Met from Our Strategic Plan:

- Priority 2: Building Capacity
- Priority 3: Collaboration

Although our main professional development focus for 2022 was our NWLF fall conference, we continued to offer online training as well.

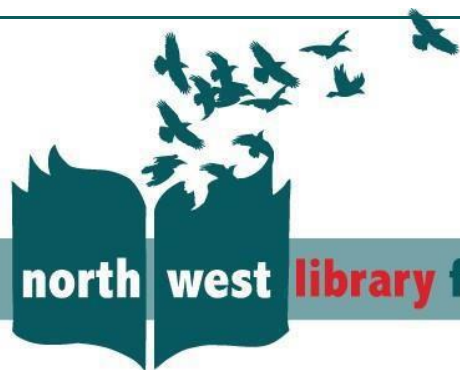
### Customer Service Training

Offered through the Gustavson School of Business - University of Victoria, three levels of customer services training was available to all interested NWLF member library staff.

Number of Participants	Key Program Outcomes
9	<ul style="list-style-type: none"> <li>• Level 1: Ace the 3Rs</li> <li>• Level 2: Moments of Power</li> <li>• Level 3: Develop a Service Strategy – Create a Service Organization that Shows Results.</li> <li>• Provided staff with a confidence to offer strong customer service skills.</li> </ul>

### STAFF FEEDBACK

*I found the 3Rs courses to be very interesting. I had all of my staff take the training as well.  
This is a great course for employees just starting out.*



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### Steps to Reconciliation

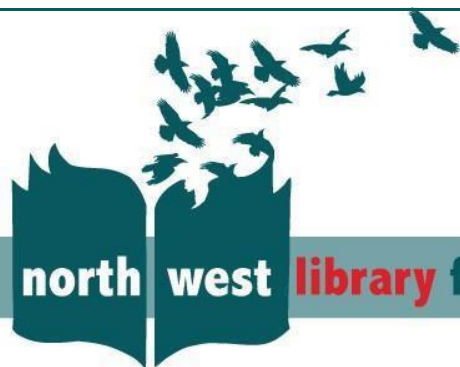
This Indigenous training continued from 2021 through 2022. In 2021 this training was primarily for library staff members. After a trustee request, I brought it to the attention to the organizers asking if my board members could participate in the training. Training for trustees was approved and appreciated by the NWLF board.

Number of Participants	Program Outcomes
27	<ul style="list-style-type: none"><li>• Understand how history impacts Indigenous Peoples.</li><li>• Understand how current Indigenous issues impact Indigenous communities.</li><li>• Understand Indigenous self-governance.</li><li>• Understand the cross-cultural perspectives of the same issue.</li><li>• Become familiar with terminology and know what terms to use in different situations.</li></ul>

### STAFF FEEDBACK

*I think this training is best for those who haven't had much Indigenous History/Relations training, as or yet. I enjoyed the self-paced nature of the training and the multimedia format helped with engagement.*

*I thought the Indigenous Awareness Training was excellent and would like to do more if it's available. The material was well presented and covered the basics (often very distressing) that we all should know. This kind of training is a real contribution to reconciliation; it helps us to better understand each other.*



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### IN-PERSON PROFESSIONAL DEVELOPMENT – NWLF Fall Conference

#### Priorities Met from the Public Libraries Branch:

- Improved regional and local shared services delivery.
- Improved access to professional learning opportunities for the library community.
- Service expansion beyond community borders.
- Support for B.C.'s Strategic Plan for Public Library Service
  - Building capacity

#### Priorities and Goals Met from Our Strategic Plan:

- Priority 1: Improving Access
- Priority 2: Building Capacity
- Priority 3: Collaboration
- Priority 4: Enhancing Governance

2022 was the first year in a few that the NWLF in person conference was able to take place. The conference took place on September 16<sup>th</sup> & 17<sup>th</sup>, 2022 in Prince Rupert. Many Northwest library staff and trustees gathered to listen, attend sessions, share, and collaborate with presenters from all over the province.

#### Conference Attendance Included:

NWLF Member Library Staff: 25

NWLF Board Members and Member Library Trustees: 10

Speakers from Across the Province: 12

#### Session Title & Speaker List

##### Keynote

Sarah Dupont: Head Librarian of the X̱wi7x̱wa Library at The University of British Columbia

**Community Development in Public Libraries:** How to Truly Remove Barriers to Services, Using an Equity and Inclusion Lens.

Speaker: Jorge Cardenas – Director at New West Minister Public Library

##### Diversity, Equity, & Inclusion in Collection Development

Speaker: Patricia Gibson, Collections Coordinator Librarian at the Prince George Public Library

## How to Integrate a Seed Library Collection

**Speaker:** Jessica Bonin, Learning Commons Teacher Librarian with SD57

## Let's Talk Co-op – Session Via Zoom

**Speaker:** Kevin Millsip - Executive Director with BC Library Cooperative)

## Governance and Relationship Building: The Power of Stories

**Speaker** - Babs Kelly, Director of Learning and Development with the BCLTA)  
Special Guest Speaker: Carolina de Ryk

## LawMatters' Legal Reference Lab

**Speakers:** Megan Smiley, Program Coordinator at Courthouse Libraries BC and,  
Rachel Carson, Outreach Librarian at Courthouse Libraries BC

## Library Staff Roundtables

## NWLF LDAG Meeting

## NWLF Board Meeting

A post-conference survey was sent out after the conference. The questions we asked focused on conference feedback and what attendees would like to see at the next conference.

There was a fair amount of specific feedback that related to roundtable discussions:

- ❖ "The roundtable discussion was my favourite since we finally had the chance to hear from people from different libraries".
- ❖ "Longer time for the staff roundtable".
- ❖ "I really enjoyed the breakout sessions. The smaller groups encourage more discussion and connection".

From this feedback a roundtable committee was established in the fall of 2022 and the federation is now hosting monthly roundtable discussions for library staff. These roundtables take place on the last Friday of each month via Zoom. These roundtable discussions are for library staff in the Northwest to share and connect on library topics with a focus on solution-oriented discussions. The overarching goal for these discussions is to provide participants with a positive takeaway that can be thought about / implemented in their library.

### **Additional Conference Feedback**

*Loved the conference and speakers! Great conference!*

*Thank you for subsidizing our staff so that we could attend this opportunity.*

*Our staff left the conference encouraged and with a better sense of connection within the library community.*



## Provincial Collaboration

*Priorities Met from the Public Libraries Branch:*

- Improved regional and local shared services delivery.
- Service expansion beyond community borders
- Support for B.C.'s Strategic Plan for Public Library Service
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*Priorities and Goals Met from Our Strategic Plan:*

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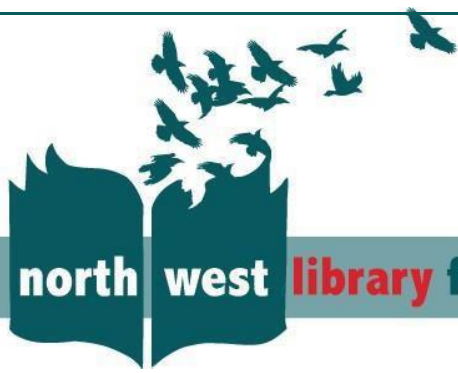
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## INDIGENIZING THE CATALOGUE

The Indigenizing the Catalogue project was initially started in October 2020, and in 2022 we continued working on this project in partnership with Langara College practicum students. The goal of this long-term project is to Indigenize our catalogues and collections. The intent of this project is to further reconciliation and increase access to Indigenous materials by updating our cataloguing and classification practices to include Indigenous names as identified by Indigenous Peoples. In 2022 the focus on this project was to research and provide updated subject headings suggestions. The 2022 practicum students worked on the following:

- The students researched and identified subject headings relevant to the library subject area and began searching library catalogues for headings to be changed.
- Located items in the catalogue that subject headings do not properly respect or reflect Indigenous names and suggested possible corrections.
- Once these subject headings were identified, the students created an Excel spreadsheet for each library as a means to record items which needed new subject headings to be added and/or changed. The students used the Excel spreadsheet that previous practicum students created as their main source for recording new and suggested subject headings to be added.
- The students focused on general subject headings that needed to be changed such as "Off-reservation boarding schools", "Indian reserves", and "Gitksan Indians" to "Gitxsan", or "Niska Indians" to "Nisga'a".
- Next steps: To identify and suggest new subject headings for certain places (such as Nass River, Greenville, etc).





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### ENHANCING GOVERNANCE

Stronger partnerships with the provincial federations and the British Columbia Library Trustee Association (BCLTA) continued to be established.

The Director of Learning and Development with the BCLTA attended our 2022 spring NWLF Board meeting. A governance discussion was had between all meeting attendees. The subjects that were focused on were:

- Role Clarity
- What is the role of the trustee?
- The difference between a Federation Board vs. a Public Library Board.
- The importance of a trustee's role.

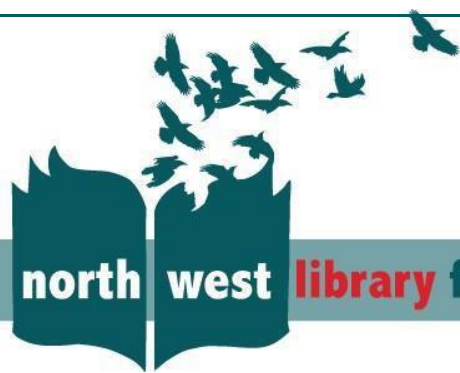
Over the next year, the NWLF Director will focus on creating an orientation/policy manual for NWLF Board members.

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### COVID-19 RESPONSE AND RECOVERY

The Northwest Library Federation is grateful for the Covid Recovery and Relief Grant. How the funds are being spent are provided in detail in the Covid Recover and Relief Grant Progress Report. However, a quick overview to include in this report quickly highlights how the federation will put the funding to use:

- Professional development opportunities for library staff and trustees.
- Work in collaboration with other federations to offer province wide virtual programs and services that will benefit all member libraries.
- Emergency management and recovery planning.



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### WHAT'S NEXT IN 2023

The Federation will continue to ensure our activities and programs focus on the guiding principles and goals of our federations strategic plan and the B.C.'s *Strategic Plan for Public Library Service*.

#### **Continuous Collaboration:**

- In 2022 the NWLF and its member libraries attempted to implement a New to BC Library Champions program throughout the Northwest. Best efforts were made with active promotion of the program and new partnerships made with newcomer organizations. However, despite our best efforts and full staff and board support, there was just not enough uptake and registration from the community members. This program is not a write off for the Northwest. It is a great initiative and is a possibility for the region in the future.
- The Federation will be hosting monthly roundtables on the last Friday of each month via Zoom. These roundtable discussions are for library staff in the Northwest to share and connect on library topics with a focus on solution-oriented discussions. The overarching goal for these discussions is to provide participants with a positive takeaway that can be thought about / implemented in their library.
- In partnership with the Public Libraries Branch and Privacy Expert, Erika Decker Brimmacombe, J.D., the NWLF Director will be managing the *Privacy Guidelines for Public Libraries* webinar series that will take place from March 2023 – May 2023.
- We look forward to seeing the success of this summers current scheduled new programs: Pico's Puppet Palace & Workshop Tour and the new Hiking Backpack Kits.
- We will continue to focus on skill development and training with a strong focus on building and maintaining relationships with Indigenous communities.
- We look forward to continuing to facilitate the cooperation needed to deliver optimal library services equitably throughout the region.