

C2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Coquitlam Public Library

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Suggested word counts have been included for each question, but 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. CHALLENGES](#)
- [4. COVID-19 RELIEF & RECOVERY – 2022 PROGRESS REPORT](#)
- [5. BOARD APPROVAL](#)

INTRODUCTION - LIBRARY AND COMMUNITY PROFILE

Provide a brief description of the community and library, focusing on what has changed in the past year. If provincial funding is primarily used to support your library's core operations, please include a general describe where it is applied (staffing, utilities, collections, etc.).

The Coquitlam Public Library (CPL) serves the residents of the City of Coquitlam with two physical library branches (Poirier and City Centre), the virtual E-Branch, and a mobile library called the Library Link.

The City of Coquitlam was projected to have an increase of 3.2% in its population for 2022, which would increase the population to approximately 152,000 based on the 2021 census numbers. Planning continues with the city on the Northeast Community Centre, and continues to have a placeholder for a new Library branch.

2. FEATURED PROJECTS/PROGRAMS

Please describe any featured 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. You do not need to report on every project/program, only highlights/notable examples.

Project/Program Name

Science Expo

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

After being on hiatus for 2 years, the revival of the CPL Science Expo was important, and it was turned into a Celebration of Science by including outside organizations and guests, such as coding groups, Douglas College, and astronomer Bill Burnyeat.

How does this project/program support the library's strategic goals?

This program supports CPL's following goals:

- 2. Engaging with the Future: engaging the public in conversations around policy, critical thinking, and knowledge sharing by encouraging young people to publicly display and speak about their projects and knowledge.
- 3. Strengthening Community Connections: developing and deepening community partnerships by creating partnerships with organizations and community members to help support the youth in their science projects

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:

- 1. Improving Access
- 2. Building Capacity
- 3. Advancing Citizen Engagement
- 4. Enhancing Governance

1-Improving Access: this science expo delivered an extremely user-centred program in Coquitlam, and encouraged an increased number of residents to visit the library branch during the expo.

3-Advancing Citizen Engagement: this program greatly encouraged community knowledge sharing, through the displays and experiments of the youth that were engaged and the sharing of that knowledge to the visitors of the science expo

What are the key outcomes of this project/program?

The key outcomes of this project were to:

Immediate: create excitement and curiosity in the community about science, presentations, and what the youth are learning

Intermediate: foster further curiosity in residents, and an increased usage and attendance in different types of programs and events at CPL

Ultimate: positioning CPL as a cornerstone of discourse and discussion in the City of Coquitlam

Did provincial grants enable this project/program? If so, how?

The 2022 Provincial Grant was approximately 4% of CPL's general revenue, which was used for all CPL's operations.

Project/Program Name

Korean Story Time

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

The creation of a language specific story time for the 3rd largest first language group in the city. Programming staff with Korean as a mother tongue were leveraged to ensure this program was successful

How does this project/program support the library's strategic goals?

This program supports CPL's following goals:

3. Strengthening Community Connections: developing and deepening community partnerships by providing programming in the 1st language of a community group that may not have access to many programs in the community. It also raises awareness of CPL through being able to speak to newcomers to the region in their own languages and helping to position the library as a support for them.

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

1-Improving Access: this program allows for people who may not have a strong grasp on English or may be newcomers to the area a place to connect with other Korean speakers, and feel that the community offers them something they can access.

3-Advancing Citizen Engagement: this program greatly encourages residents and newcomers to come to a public institution, such as a Library, and become active residents.

What are the key outcomes of this project/program?

The key outcomes of this project were to:

Immediate: provide a place for Korean speakers to meet, mingle, and have a story time conducted in their native language

Intermediate: foster further engagement from specific community groups, allowing for the spreading of Library programs and partnerships into cultural groups that it may not have much current reach

Ultimate: providing services in multiple languages to encourage newcomers and cultural groups to celebrate and engage in the broader civic life and libraries in general

Did provincial grants enable this project/program? If so, how?

The 2022 Provincial Grant was approximately 4% of CPL's general revenue, which was used for all CPL's operations.

Project/Program Name

Inclusive Hiring

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

Turning the Library into an Inclusive Employer, where we hire people living with developmental disabilities. CPL worked closely with posAbilities, a community living agency headquartered in Burnaby, to hire and train employees that qualified for Community Living BC services.

How does this project/program support the library's strategic goals?

This program supports CPL's following goals:

1. Excellence in Governance and Service: Diverse hiring has been shown to positively impact staff culture strongly. It also furthers CPL's governance and service excellence, by committing CPL to the practice and representing groups in the community that are normally not visible.
3. Strengthening Community Connections: this project helped in developing and deepening community partnerships by working closely with a local non-profit provider to help with the hiring and training

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

1-Improving Access: hiring inclusively has increased CPL's diversity and allowed CPL to become a safer and recognizable employer in the community, allowing for a greater range of people to visit the library and feel welcomed

What are the key outcomes of this project/program?

The key outcomes of this project were to:

Immediate: hire candidates living with developmental disabilities

Intermediate: change possible views and assumptions of staff and public as to what developmental disabilities are, how they impact people, and the importance of being an inclusive environment for all people

Ultimate: continue hiring inclusively, and inspire other libraries and employers to do the same

Did provincial grants enable this project/program? If so, how?

The 2022 Provincial Grant was approximately 4% of CPL's general revenue, which was used for all CPL's operations.

Project/Program Name

Juried Art Exhibition

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

Working with Evergreen Cultural Centre and the Port Moody Arts Association, CPL held its first Juried Art Exhibition. This was a 4 day event and through the event and 4 day event, relationships and connections were built with artists from the community.

How does this project/program support the library's strategic goals?

This program supports CPL's following goals:

3. Strengthening Community Connections: developing and deepening community partnerships by creating partnerships with organizations and community members to display and engage in art appreciation and creation

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

1-Improving Access: this art exhibition delivered an extremely user-centred program in Coquitlam, and encouraged an increased number of residents to visit the library branch during the exhibition.

3-Advancing Citizen Engagement: this program greatly encouraged the community to come together and celebrate local artists and artisans. Having a juried selection process engaged the artists who contributed to the show.

What are the key outcomes of this project/program?

The key outcomes of this project were to:

Immediate: create excitement and exposure in the community about and for local artists

Intermediate: foster further curiosity in residents, and an increased usage and attendance in different types of programs and events at CPL

Ultimate: positioning CPL as a cornerstone of discourse and discussion in the City of Coquitlam

Did provincial grants enable this project/program? If so, how?

The 2022 Provincial Grant was approximately 4% of CPL's general revenue, which was used for all CPL's operations.

Project/Program Name

Life Stories Program

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

By connecting with a variety of community members and organizations, CPL has hosted 3 / 5 sessions, giving platform to people with lived experiences in the following areas:

- People living with disabilities (individuals)
- LBGTQ2S+ (individuals)
- Incarcerated women (Elizabeth Fry Society and individuals)

The sessions were all filmed and edited by TriCity Community TV.

How does this project/program support the library's strategic goals?

This program supports CPL's following goal:

3. Strengthening Community Connections: developing and deepening community partnerships by creating partnerships with organizations and community members to hear from and understand the lived experiences of people that they may not have normally spoken to

How does this project/program support the [B.C.'s strategic goal\(s\) for public library service](#) from the strategic plan, which include:

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

1-Improving Access: this speaker series delivers a programs very much focussed on the individual experience, and encouraged an increased number of residents to visit the library branch.

3-Advancing Citizen Engagement: this program greatly encourages the community to come together and discuss and learn of others, and allow for participants to take away learnings and resources they need to thrive as engaged individuals and contributing community members.

What are the key outcomes of this project/program?

The key outcomes of this project were to:

Immediate: create a platform for people to share their experiences with others in the community

Intermediate: encourage discussion and discourse amongst community members, along with a potential for more understanding and empathy to people struggling with a variety of issues

Ultimate: positioning CPL as a cornerstone of discourse and discussion in the City of Coquitlam

Did provincial grants enable this project/program? If so, how?

The 2022 Provincial Grant was approximately 4% of CPL's general revenue, which was used for all CPL's operations.

3. 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 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 2022. 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>COVID-19 impacted the library at the beginning of 2022, when restrictions were implemented again, shutting down the ability of community members to utilize meeting rooms.</p> <p>With the 2022 BC Covid Grant, CPL was able to respond to COVID-19 in a number of ways:</p> <ul style="list-style-type: none"> • Updated remote work technology (laptops and cell phones) • Implemented lendable WiFi hotspots to help citizens stay connected • A temporary Librarian to aid in the development and implementation of programs intended to connect with community members • Tablets for seniors to allow for the increased usage of electronic materials, ensuring that seniors are able to access materials even if they are not comfortable or able to visit in person • Awareness video to help the public understand what they can expect in the Library <p>CPL also upgraded videoconferencing technology to better adapt to hybrid meetings on site. CPL further enhanced its technology and wellness kits with the addition of light therapy lamps, OBD II scanners, and radon detection kits.</p>
Emergency response (e.g., fires, floods, extreme weather)	<p>The City of Coquitlam repaired and activated air-screens at both Library branches, enabling a 'clean air' centre for the public should smoke or other air pollutants cause issues for people. No provincial funding was used for this.</p>
Financial pressure (e.g., rising costs, reduced revenues)	<p>Costs of electronic materials (lending and databases) has continued to increase, resulting in CPL having to analyze and decide which databases and resources to keep. An issue in this is the problem libraries have across the country in getting important data from the vendors of electronic services. No provincial funding was used for this.</p> <p>Revenue was reduced through:</p> <ul style="list-style-type: none"> • Fines not collected on Children's or Large Print collections

	<ul style="list-style-type: none"> • Meeting rooms are not being booked often enough to incur charges • Coffee machines have not been re-introduced
Staffing (e.g., recruitment and retention, mental health, and wellness)	With a budget shortfall at the beginning of the year, CPL moved to reassign technical services duties to the customer service department, realign shifts and eliminate an excluded position. This repositioning of salaries also enabled the creation of unionized supervisors to help support management and staff.
Disappearing services in the community (e.g., government, banking, health)	n/a
Connectivity (e.g., low bandwidth, lack of home internet in the community)	While there are not many challenges in this area, CPL did introduce lendable hotspots for residents that might now have internet available.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<p>The Library Link, CPL's mobile branch, is under construction and estimated to be complete in the fall of 2023.</p> <p>The Poirier Branch underwent significant renovations as part of the City's refresh plan. Items included:</p> <ul style="list-style-type: none"> • Cleaning of roof • Interior repainting • Interior floor replacement • Complete renovation of bathrooms • Installation of automatic sliding doors
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	<p>As above, the Poirier Branch gained automatic doors and a bathroom renovation, increasing the accessibility of the location.</p> <p>Planning of the Northeast Community Centre continues with the city, and should the Library placeholder be realized, a 3rd branch will be opened and provide services for one of the underserved areas of the city.</p> <p>The joint study between the City and CPL progressed slower through 2022 than anticipated, and now has an estimated completion date of mid 2023. This will guide CPL and the City's plans regarding public library spaces and services over the next 20 years.</p>

<p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p>	<p>While there have not been as many issues around mask mandates or physical distancing, there continue to be clashes between customers, and between customers and staff. The ongoing subscription to Ryan Dowd's Librarian's Guide to Homelessness videos continues to be helpful to staff. CPL has also built a relationship with the Hope for Freedom Society, a local non-profit that supports people struggling with addictions, and quite often homelessness. This relationship has proven to be very beneficial, with staff being able to call the society should issues arise with the accessing CPL services by people struggling with addictions or homeless.</p>
<p>Other (please specify)</p>	

4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT

Summary and Overview

Summary and Overview

We are using the Relief & Recovery Grant to fund projects that allow us to continue and build on the new services and ways of working that have been developed during COVID-19. These have included:

- upgrading our remote work technology
- expanding our outreach to seniors
- building on our lendable technology collection
- improving access to our physical branches

We have reallocated a small amount from Emergency Planning to Relief & Recovery. This will allow us to do the videoconferencing upgrade project. We believe by leveraging our partnerships with Public Library InterLINK libraries, we will need less funds for the Emergency Planning project.

Note: the costs for the Emergency Planning Project are just an estimate. If costs come in lower we may reallocate a portion to one of the Relief & Recovery projects, for example, more Wi-Fi hotspots or lendable technology if public demand warrants it.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$77,690.00	
Emergency Planning & Preparedness Grant Amount	\$19,865.00	
Total Grant Amount	\$97,555.00	

Project Progress Report

Please use this section for:

1. Report progress on projects included interim report **and/ or**
2. New projects developed since interim report (copy and paste tables as needed)

Project/Program/Activity	Replacement of remote work technology
Rationale	Equipment acquired during COVID-19 needs replacement, allowing staff to continue working remote and virtually, which is still in demand by customers
Area of Need	ii. COVID-19 recovery
Action/Output/Deliverable	Allocating staff Purchase of 7 mobile phones and 9 laptops
Outcome/Impact	Capacity building: our library staff are equipped to deliver programs, provide services, and work remotely with their devices
Metrics	Items purchased; staff feedback (short survey).
Collaborative Links (if applicable)	
Expenditure	Laptops: Budget: \$12,000 (9 units) ACTUAL: \$12,156.78 (9 units) Mobile Phones: Budget: \$1,700 (7 units) ACTUAL: \$1,706.88 (4 units)
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete.
Comments (optional)	

Project/Program/Activity	Lendable Wi-Fi Hotspots
Rationale	Some of our community members don't have access to internet at home to be able study, work or attend online interviews, all of which are more prevalent since the pandemic.
Area of Need	ii. COVID-19 Recovery
Action/Output/Deliverable	10 units will be purchased, processed, and made accessible for families who need them.
Outcome/Impact	Help bridge digital divide by providing stable and high-speed internet to our community members in need.
Metrics	Number of checkouts and user satisfaction survey.
Collaborative Links (if applicable)	
Expenditure	Wi-Fi Hotspots: Budget: \$2,700 for 10 units and storage pouches ACTUAL: \$2,676.80 for 10 units and storage pouches
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	Ongoing operating costs (approximately \$850 / month) comes from CPL's existing operating funds.

Project/Program/Activity	Upgraded videoconferencing technology for our meeting rooms
Rationale	Since the pandemic, community groups, as well as our Library Board and staff, are increasingly utilizing our meeting rooms in a hybrid format, with a mixture of on site and remote participants. Our current cameras and microphones are older technology and do not allow remote participants a full view or sound experience. Upgraded equipment will address this
Area of Need	ii. COVID-19 Recovery
Action/Output/Deliverable	Purchase 4 Owl Lab Meeting Pro Smart Video Conference Cameras (or similar) and make them available to public and staff for use in our meeting rooms.
Outcome/Impact	All meeting participants (public and library staff) will have the opportunity to fully participate, whether on site or remote
Metrics	Annual uses, feedback from staff and public groups
Collaborative Links (if applicable)	
Expenditure	Budget: \$6,300 (4 OWLs) ACTUAL: \$5,288.85 (4 OWLs)
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	

Project/Program/Activity	Increasing our lendable technology inventory
Rationale	<p>CPL lendable technology (STEM kits for children, Immersive Reality books, Telescopes, etc.) has been very well-received by the public. Our ability to expand this collection has been hampered by unexpected COVID-19 expenses such as PPE and new equipment needs for virtual programming and remote work. Neighbouring libraries have reported high demand for these new items, and we have received requests from our users to provide similar technology</p> <p>Further, items such as the technology kits listed below will allow for users to be better suited should a lockdown or restrictions be put back in place.</p>
Area of Need	i. COVID-19 Relief
Action/Output/Deliverable	Purchase of new lendable technology under the category "Home Tech Kits", including items like Light Therapy Lamps, OBD-II Scanners, and Radon Detection Kits
Outcome/Impact	<p>Lendable technology kits allow users to utilize technology in their homes for a variety of purposes, for example:</p> <ol style="list-style-type: none"> 1. Light Therapy Lamps: increased promotion of wellbeing and mental health 2. OBD II scanners: for car owners who wish to identify specific issues such as engine misfire or loose wires 3. Radon Detection Kits: to test Radon levels in the home
Metrics	Number of annual checkouts
Collaborative Links (if applicable)	
Expenditure	<p>Budget: \$4,200 ACTUAL: \$3,822.64</p>
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	

Project/Program/Activity	Installing new people counters
Rationale	The People Counter installation project will allow for the library to create a streamlined entry / exit pathway in case of any future health restrictions. It will also allow for the Library to promote a more inclusive and open atmosphere for its customers, by removing the barriers and stigmas of security gates and punishment
Area of Need	ii. COVID-19 Recovery
Action/Output/Deliverable	Opening a second entrance at each of our two branches. Installing people counters at all four entrances. Removing existing security gates/people counters, which are end-of-life and no longer desired.
Outcome/Impact	Ensuring our branches can manage foot traffic in a safe way, in preparation for future health restrictions.
Metrics	Four people counters purchased and installed by the end of October 2022
Collaborative Links (if applicable)	
Expenditure	Budget: \$14,000 ACTUAL: \$9,267.64
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	Annual costs of \$960USD are being absorbed by CPLs operating budget

Project/Program/Activity	Temporary Part-time Librarian to backfill Community Development Liaison (CDL) while launching expansion to Accessibility Services (focus on Seniors Outreach)
Rationale	Our Community Development Liaison is currently recruiting volunteers to be Technology Ambassadors who will help seniors and others we serve through our home delivery service with accessing library materials and other resources online. The temporary part-time Librarian will allow our Community Development Liaison to focus more fully on this project and get it off the ground. Once established, we believe it can be incorporated into our regular operations without additional staffing.
Area of Need	ii. COVID-19 Recovery
Action/Output/Deliverable	Temp PT Librarian position posted and filled for 6 months.
Outcome/Impact	Expansion of Accessibility Services – including a start up of a new Volunteer program - without a negative impact on core programming
Metrics	Number of programs planned and executed by PT Librarian; number of participants in the programs.
Collaborative Links (if applicable)	
Expenditure	Budget: \$24,360 (wages + benefits) ACTUAL: \$9,525.56
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	The Librarian was on staff for November and December 2022, and will be remaining on staff until the end of April 2023. These two months of funding are reflected in the Actual spent in 2022.
Comments (optional)	

Project/Program/Activity	Tablets for Accessibility Services Customers (focus on Seniors)
Rationale	These tablets will be circulated in a similar model to our Daisy Readers – a long-term loan so the customer can get accustomed to the device, have help from our volunteers in using it, and decide if it is something they wish to purchase for themselves if it works for them. While most of our Accessibility Services customers living in their own homes or in facilities do have access to Wi-Fi, we will also have lendable hotspots (see previous Project Planning Report) available if needed.
Area of Need	ii. COVID-19 Recovery
Action/Output/Deliverable	Purchase tablets and lend them to Accessibility Customers for long-term loans; volunteers will be trained to assist customers in their use.
Outcome/Impact	Accessibility Customers who do not have their own device will be able to access online library resources (eBooks, eAudio, etc.) as well as stay connected with family, friends, and other services.
Metrics	10 tablets purchased and processed, number of circulations (long-term loan)
Collaborative Links (if applicable)	
Expenditure	Budget: \$12,430 (including cases, chargers, warranties) ACTUAL: \$12,445.14
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Complete
Comments (optional)	

Project/Program/Activity	Update Emergency Plan and train staff and management
Rationale	We are currently working with our Public Library InterLINK partners to determine if there are any ways to work together on our Emergency Plans and Preparedness – getting a group rate for a consultant, and/or developing templates that all libraries could work from. We expect to have a clearer picture of this project by the end of 2022.
Area of Need	iii. Emergency Planning and Preparedness
Action/Output/Deliverable	Updated Emergency Plan; training sessions for staff and management
Outcome/Impact	CPL's staff and management will be better prepared for future emergencies
Metrics	Emergency Plan updated; staff and management trained in emergency preparedness
Collaborative Links (if applicable)	City of Coquitlam; Public Library InterLINK
Expenditure	Budget: \$19,865.35 ACTUAL: To be determined
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	<p>This project has been delayed while CPL works with the City of Coquitlam and InterLINK to ascertain the work already done and possibilities for combining budgets / economies of scale.</p> <p>Originally the timeframe called for an RFQ to be issued in January 2023, with a consultant hired for February 2023. This has been pushed back until at least April 2023.</p> <p>The emergency plan continues to be planned for an update by August 2023, with staff and management training by October 2023.</p>
Comments (optional)	CPL's Emergency Plan must be in alignment with the City of Coquitlam's Emergency Plan.

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: *Anthea Hoffe* Date: *Mar. 7, 2023*

Board Chair Signature:  _____

Date: March 9, 2023