2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Cranbrook 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

1. 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.).

Cranbrook is the largest community in the Kootenays, with a population of approximately 21,000 in the city and 6,000 residents located in rural communities in the surrounding Regional District of East Kootenay Area C. Cranbrook serves as the commercial, educational, health care, service and transportation hub in the southeast corner of BC. The region experienced a 3.7% population growth between 2016 and 2021.

Although the demographics are beginning to shift, most residents are of European or Canadian ancestry and speak English. Immigrants account for 1.8% of the population, and largely come from the US and Europe. The Ktunaxa Nation's ʔaqʼam community, located north of Cranbrook, represents 3.4% of the local population. Most people moving to the community come from elsewhere in Canada, particularly Alberta. Overall education levels are lower than the provincial average; high school completion rates

hover at 6.1% below the provincial average, while the number of individuals with a bachelor's degree or higher is 14% lower than the provincial average.

The Cranbrook Public Library serves the entire area from its one location in Cranbrook, encompassing urban, semi-rural and rural communities. Its facility, open 7 days a week, provides users with access to nearly 70,000 physical items, an array of digital resources accessible on public workstations and through free wireless access on mobile devices in the library, and with places to study, read and meet with others. Hundreds of programs for different ages and interests draw thousands of participants each year.

Provincial Funding Allocation

Core Operating Grant - the major source of funding for collections.

Literacy Equity Grant - supports programming activities: supplies, promotion, and some staff time.

BC OneCard & Resource Sharing Grants – cover the postage costs for interlibrary loans and BC OneCard material, and a portion of the staff time required to administer these services.

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
Sixties Scoop National Exhibit Tour
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
On 11 May 2022, the Cranbrook Public Library had the privilege of hosting the Sixties Scoop Indigenous Society of Alberta's National Exhibit. In-person survivors combined with interactive and informative displays conveyed the traumatic experience of Indigenous children being removed from their families and communities to be displaced into abusive foster homes. As there was no space large enough in the library, the Cranbrook History Centre agreed to host the exhibit in their Royal Alexandra Hall. It is a testament to the importance of this event that the Centre cancelled an event they had previously booked for the same day to accommodate the exhibit.

City of Cranbrook dignitaries were invited for the opening ceremonies. Present but not speaking were the Cranbrook RCMP Staff Sergeant and two Indigenous police liaisons;

three survivors from the Ktunaxa Nation; Chiefs and/or representatives from the five Ktunaxa Nation Bands; and two mental health professionals.

Opening remarks were somber, and painful for survivors. Here is the statement Mike Selby, the Program & Community Development Librarian, made on behalf of the Library:

> *Thank-you to the Sixties Scoop Indigenous Society of Alberta survivors for this unprecedented opportunity. Thank-you to the Cranbrook History Centre for partnering with the Library.*

> *Our hearts are broken at stark fact that unoffending, innocent, and beautiful children were stolen from their families, destroying the lives of all those involved. Libraries are about connecting people with information...we have been horrible on this subject. It is an honour and a privilege to be here with the survivors, as we work together to change this. Thank-you.*

After the unveiling of the exhibit, the Ktunaxa survivors sang a prayer for those children who did not survive.

The History Centre staff was on hand with bottled water and boxes of Kleenex. The exhibit was triggering for survivors and the general public alike.

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

This program directly addressed the library's strategic objectives to:

> *Work together on providing library services that recognize and honour indigenous voices and history.*

> *Work with local, regional and provincial organizations to expand our capacity to deliver programs and services.*

Partnerships were key to the success of this program. The idea to hold this program in Cranbrook came from the Sixties Scoop Indigenous Society of Alberta (SSISA). They contacted the library with a proposal to bring the exhibit to Cranbrook. Considering the nature of the program, staff felt it was critical that the library take on a facilitator role supporting SSISA to bring the exhibit to our community, rather than as the project lead.

Rather than being a barrier, not having a suitable space in the library proved to be an opportunity to strengthen its partnership with the Cranbrook History Centre.

The overwhelming support and engagement of the indigenous community was both humbling and uplifting. It was also wonderful that so many students from Cranbrook schools came to the exhibit.

People from all over our community, and beyond, came together for an event that had a deep impact on everyone who attended.

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

Enhancing Citizen Engagement

Finding a way to realize recommendations from the *Truth & Reconciliation Commission Calls to Action* ([Reports - NCTR](Reports%20-%20NCTR)) with integrity and honesty can be a challenge. This program achieved this for the Cranbrook Public Library because our role was to support and facilitate an exhibit that would allow members of the indigenous communities come together to share their stories with each other and non-indigenous people of a dark and painful chapter of Canada's history.

This event impacted people viscerally. It made what happened all too real. People left with much to think about and engage with on a deeper level even after the exhibit moved on to other communities.

What are the key outcomes of this project/program?

Outputs

In addition to those present at the opening ceremonies, 100 adults and 238 students visited the exhibit. Both elementary and high school students broke down in tears, saying they were sorry, and offering hugs to the survivors. The survivors cried with them, hugged and thanked the students.

Immediate Outcomes

Sandra Relling, the President of SSISA, stated "The Cranbrook Public Library is the first library in BC to welcome us. They have trail-blazed the way for other libraries of the province. None of this would have been possible without them."

SISSA Director Adam North Peigan thanked Mike Selby, the Programs & Community Development Librarian, personally saying the exhibit "was a phenomenal event."

Mike stated in his report on the event to the Library Board that, "I can't think of a better thing the Library has been a part of."
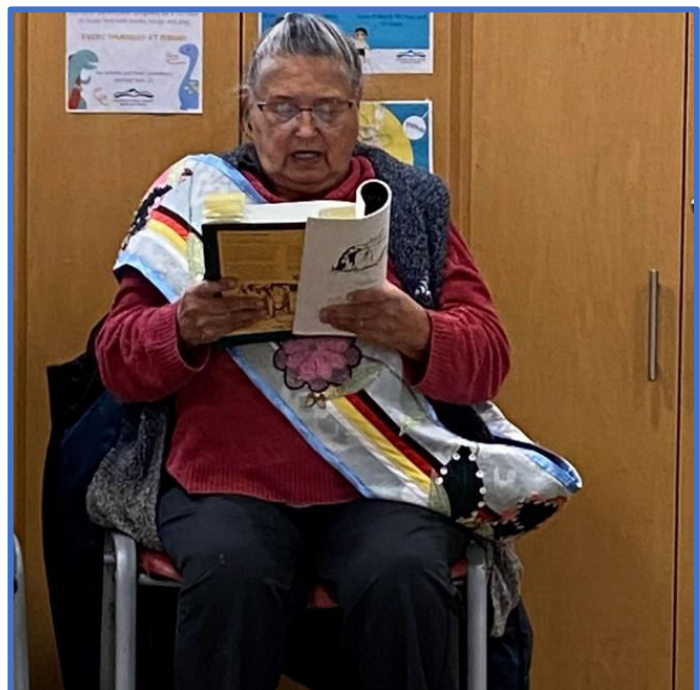
Intermediate Outcomes

This event had a major impact in strengthening the relationship between the local First Nations' community, the Métis council and the library. They have reached out to the library several times are now reaching out to the library with requests to partner with them on delivering their programs.

- The ʔaqʼamnik Elementary School's after school program visited for a special afternoon that included Storytime, a library tour, and allowed each child to get a library card. For many it was the first time ever visiting the library.
- The Ktunaxa Literacy Day on 24 October 2022 featured storytelling by elders, plus a number of activities to raise awareness of the Ktunaxa language which is a linguistic isolate not related to any other indigenous language.
- A team from the Ktunaxa Kinbasket Child and Family Services Society set up an information table in the library during regular Storytime programs in November and December to increase awareness about the need for more foster parents for indigenous children
- The Rocky Mountain Métis Association is holding beading workshops in the library starting in January 2023.

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

The library uses the provincial Literacy Equity grant to support its programs and events for the public.

Project/Program Name

Toddler Tuesdays Storytime at the Cranbrook History Centre

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

Once a month the library and the [Cranbrook History Centre](#) partner for *Toddler Tuesdays* which takes place at the Cranbrook History Centre. It's a program aimed at younger children, up to age 4 or 5, but all children are welcome.

Each session consists of two parts. The first half features a 30-minute Storytime done by the library's Children's & Youth Programmer. The second half of the session is a craft prepared and delivered by the History Centre's programming staff. The library's programmer stays for this segment to help the little ones and to chat to the parents and children.

The Cranbrook History Centre's main exhibit focuses on Canadian rail travel, reflecting a major reason for why Cranbrook was settled by Europeans in the late 19ᵗʰ century. It also houses the East Kootenay Paleontology Gallery which features fossils from the area and Burgess Shale. *Toddler Tuesdays*' theme alternate each month between these two themes. One month Storytime takes place on a restored historical train car, with a

theme related to trains, travel, moving, etc. The following month's theme relates to dinosaurs, fossils, etc.

Many of the families who attend *Toddler Tuesdays* are regular visitors to the library, but some are new to community events and programs. The staff at the History Centre have expressed many times how happy they are that the library does this program with them. Many members of their staff, from the executive director, program coordinator and staff helping during the programs, have all thanked the library's programmer and hope that the program will continue. They are very committed to, and invested in, the long-term success of this program. 2022 was the program's 2nd year.

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

The library recognizes that partnerships are essential to increase its visibility in our community. This is supported by the strategic objective to:

Work with local, regional and provincial organizations to expand our capacity to deliver programs and services.

This program started during the pandemic, when in-person programs in the Library were difficult to stage because there was no separate space available within its facility to hold programs safely. As a result of its popularity, *Toddler Tuesdays* has become a permanent part of the library's program schedule.

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
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Improving Access

Storytime at History Centre improves access by taking the library out into the community. People who might otherwise not consider visiting the library learn about it through this program and may end up visiting as a result.

What are the key outcomes of this project/program?

Immediate Outcomes

Here are the Children's & Youth Programmer's observations on how participants view the program:

> *It's very obvious to me that children definitely love coming to Storytime at the Cranbrook History Centre. It can be a wide range of ages who attend each session, and they all seem to really enjoy it. It's such a fun way to listen to a story-on a real train or sitting in the paleontology room. I bring multiple books, songs and props so every child can usually connect in one way or another. The adults who bring the children vary from parents to aunts and uncles, day home providers and many grandparents.*

Long-term Outcomes

She also reflects on the impact the program has on her:

> *I personally love the opportunity to get out into the community and deliver library services in a different manner. Reaching out to other groups is a fantastic way to meet new families, show the children that the library isn't just a building and to offer any information that I can. I DO get asked regularly about library hours, other Storytimes, and computers at the library. I think this helps put the library and our services get noticed.*

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

The library uses the provincial Literacy Equity grant to support its programs and events for the public.

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)	Restrictions implemented due to the Omicron variant resulted in heightened tension and multiple conflicts on a daily basis with some patrons regarding mandatory mask requirements. It was a stressful and emotionally draining time for all staff. Daily morning briefings offered a venue for staff to discuss concerns and focus on maintaining their mental health.
	The other impact of the continuing restrictions was that the resumption of in-person programs was put on hold until April. To deal with both these impacts, the library continued to adhere to its COVID-19 Safety Plan and associated protocols.
	After the restrictions lifted, a number of the innovations developed in response to the pandemic which had been well received by patrons were permanently incorporated into the library's service model.
	Library Takeout
	Started during the earliest days of the pandemic when the library was still closed to the public, patrons have come to love the convenience of ordering material online and then picking their order up. Over 9% of items borrowed in 2022 were borrowed via Library Takeout.
	Programs in the Community
	Due to restrictions and limited program space within the library's facility, we took programs to different venues around the community:
	• Summer Reading Club programs in the park;

	• Wine & Paint programs at a local restaurant; • Sixties Scoop exhibition at the Cranbrook History Centre; • Storytimes at campgrounds in Area C. These initiatives greatly increased the visibility of the library in the community. This has resulted in more requests for the library to hold programs at other community events. The provincial Literacy Equity grant is used to support many of these programs.
Emergency response (e.g., fires, floods, extreme weather)	As a result of the pandemic and the heat dome of 2021, the library is now one of the City's officially designated cooling / warming / clean air centres. The library provides seating and access to a water fountain and restrooms during its regular operating hours when it is activated to serve in this role. Conversations started in 2022 between the library and the RDEK's emergency services coordinator to explore the role the library could play in disseminating information to, and providing services for, people impacted by emergency situations. The library plans to use the entirety of the Emergency Preparedness Planning one-time grant to leverage other grants so that it can develop a business continuity plan. This will enable the library to provide more consistent levels of service, or modify service levels in a planned manner, reducing uncertainty and improving people's access to the library at times of increased need.
Financial pressure (e.g., rising costs, reduced revenues)	Increased expenditures due to high inflation and increased cost of living adjustments for employees put significant pressure on the library's finances in 2022: • IT Licenses & Maintenance – 10.9% • Salaries (excluding project grant-funded positions) – 4.9% The library covered these unanticipated cost increases in 2022 by drawing on it's emergency reserves. A permanent increase to core operational funding is required in future years to stave off service reductions. With limited options to secure additional funding for core operations (as opposed to one-time, capital, and project-specific grants which are relatively easy to secure), the library has had to ask for a 6.8% increase in 2023 to the grant it receives from its municipal and regional district governments just to continue operating at 2022 levels.

	As the provincial operating grants have not increased in well over a decade, the only way that these could be used to cover these additional financial pressures would be to decimate the library's already low collections budget. This in turn would severely undercut the library's ability to fulfill its mandate.
Staffing (e.g., recruitment and retention, mental health, and wellness)	The lifting of pandemic restrictions has led to in increase in illnesses circulating in the community, and by extension, in the library. The use of sick leave has reverted to pre-pandemic levels. To address this, three on-call casual public service clerks were hired. The need for increased coverage added to the financial strain.
	There was a complete turnover of the student page positions, with three new students getting hired.
	The acquisitions clerk retired at the end of the year. Given the current financial uncertainty, the decision was made not to fill this position immediately. Another employee presently receives material ordered prior to the retirement, but ordering new collections material has been reduced to a bare minimum.
	Counter to experiences in other sectors, there was no difficulty in recruiting highly qualified individuals to fill these vacancies. Overall, the library experienced a turnover in 30% of its positions (6 of 20 employees).
	The library's overall staffing levels in 2022, 10.3 FTE, is slightly lower than it was in 2008, 10.4 FTE. Yet the scope and complexity of the services and programs they deliver has increased dramatically in the past 15 years. The library has managed to adapt only through a combination of considered adoption of new technology (self-checkout kiosks, computer time and print management software) and a focus on building a collaborative workplace environment. The largest credit goes to the employees. It is due to their dedication that the library functions as well as it does.
	A limit has been reached in regards to overall workload for existing employees. It will require an additional investment to increase staffing levels so that the library can effectively address emerging needs such as:
	• meeting new legislative requirements (i.e. Accessible BC Act compliance); • fulfilling new audit requirements; • communicating effectively with the community to inform people of the library's programs and services;

	• responding to rapidly changing patron needs.
	This will require a significant increase in ongoing core operational funding. The other option to address these needs is to reduce existing services and programs, negatively impacting the library's ability to effectively deliver its core services.
Disappearing services in the community (e.g., government, banking, health)	Cranbrook's function as the regional service centre has insulated it to a certain extent from the complete loss of services in the community, but the availability of in-person access continues to decrease as the trend to move services to an online delivery model continues. Concurrent to this is the referral of individuals by organizations to visit the library to access, and get assistance with using, these online platforms.
	One of the objectives of implementing a self-checkout system was to redeploy staff from circulation to the delivery of more direct assistance to patrons. Therefore, the library has been able to accommodate the greater complexity of help required by patrons using online services ranging from online banking, to applying for jobs, to accessing government assistance programs.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	The library's current bandwidth is nominally adequate due to use being throttled for public users. While this ensures that users can access websites and email, it makes downloading multimedia files (such as digital audiobooks from Overdrive) painfully slow.
	The ISP has the capability to double the library's bandwidth. But, at an additional $25 per month, the cost is too high given the other significant financial strains. Using a portion of the COVID-19 Relief & Recovery grant was considered, but ultimately decided against because securing greater bandwidth would result in an ongoing operational expense for which the library does not have permanent funding.
	Unlike using the grant to fund a 3-year subscription for a cloud IT backup and disaster recovery product to address a high-risk vulnerability, increasing bandwidth, while it would be beneficial to patrons using the public computers or wi-fi, is not essential from a risk management perspective. Furthermore, if bandwidth were to decrease after grant funds ran out, it would have an immediate negative impact on patrons' experience and potentially negatively impact the library's reputation. Therefore, it was deemed prudent not to increase expectations by increasing the amount of available bandwidth.

Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The library is working with the City to revitalize the outside entrances to the facility to make these approaches safer and more accessible. The flooring in the entrance and employee work areas is scheduled to be replaced in 2024.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	As the anchor of the north edge of downtown, the library is in a central location, serviced by a bus stop, and has accessible entrances. From this perspective, the facility itself is quite accessible, provided that people can come to the library. The challenge is that the library has no presence in the outlying communities in Electoral Area C of the Regional District of East Kootenay, beyond providing access to its digital resources. Residents in these communities have to drive more than 50 kms if they wish to access any of the library's in-person services. The library has applied for a grant for a pilot project to deliver services and programs to these communities, working in conjunction with community reading centres, on a monthly basis. In the long-term, the library plans to establish permanently scheduled services to residents in Area C where they live.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	As the largest community in southeastern BC, Cranbrook has a significant vulnerable community. A number of individuals from this community spend time in and around the library due to its downtown location and because it is in close proximity to ANKORS, an organization that supports people with HIV/AIDS, Hepatitis C, drug addictions, as well as gender diverse individuals. There was a significant increase in this population in 2022. This trend is expected to accelerate in 2023. Through the Kootenay Library Federation, staff have access to Ryan Dowd's Homelessness Training. This has provided them with highly practical knowledge and skills that they use to deal with potentially challenging situations. This has led to fewer tense encounters and more positive interactions, particularly with our regular patrons from this population.
Other (please specify)	

Summary and Overview

Please provide an executive summary (overview summary) on the library's use of the COVID-19 Relief and Recovery Grants. The purpose of this section is not to duplicate the individual projects details, instead provide a short analysis and summary of your overall approach and progress. Please limit to 2 paragraphs and feel free to use bullet points.

Summary and Overview
COVID-19 Relief & Recovery Grant The COVID-19 Relief & Recovery grant was used to: 1. Improve the stability and resiliency of technological infrastructure; 2. Subscribe to a cloud-based IT backup and disaster recovery service; 3. Provide in-person professional development activities for library employees and trustees. Work on the first two objectives is substantially complete. A portion of the grant has been allocated to cover the cost of the cloud backup service subscription in 2023 and 2024. The plan is to secure operational funding by 2025 to make this interim backup solution permanent. Significant progress has been made on the third objective, with one staff professional development all-day in-person workshop on bullying in the workplace and dealing with difficult patrons taking place in November. Trustees held a retreat in early December to discuss a number of currently relevant topics, and identified issues for future discussion to be led by an external facilitator. More professional development activities for employees and trustees are planned for 2023. **Emergency Preparedness Planning Grant** This grant will be used in 2023 to develop a business continuity plan so that the library can more effectively deal with future emergency situations. The library is seeking additional grants from other sources to fully fund this project.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	34,150	0
Emergency Planning & Preparedness Grant Amount	11,383	0
Total Grant Amount	45,533	0

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	IT Backup & Disaster Recovery Service
Rationale	To implement an IT backup and disaster recovery process that adequately addresses the high level of complexity of the modern IT environment to minimize downtime in the event of data loss.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.
Outcome/Impact	Luckily there has been no need to retrieve data from the backups, but the knowledge that it is continually running in the background has reduced the worry of the impact of a disaster dramatically.
Metrics	Incremental backups occur throughout the day, with full backups running nightly. Six months' worth of backups are stored on the cloud so that even if the most recent backup contains a corrupted file an older clean version can be restored.
Collaborative Links (if applicable)	N/A
Expenditure	$7,970 (2022 - $2,642; 2023 - $2,664; 2024 - $2,664)
Detailed status update since the interim report	Complete – set-up In-progress – annual subscription costs.
Comments (optional)	

Project/Program/Activity	Public Access Workstation Replacement
Rationale	To replace aging public workstations that are crashing on a regular basis and unable to accommodate some operating system updates.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.

Outcome/Impact	The number of computer crashes and complaints of software incompatibility decreased almost to zero after the roll-out of the new public access workstations.
Metrics	Replaced 12 public access workstations for children, teens and adults; and replaced two catalogue access workstations.
Collaborative Links (if applicable)	N/A
Expenditure	$3,728
Detailed status update since the interim report	Complete.
Comments (optional)	

Project/Program/Activity	**Foot Traffic Counter**
Rationale	To replace the infrared-beam counter built into the obsolete security gate with a camera-based counter that can provide better data on library facility usage by patrons. This data can be used to plan future service levels.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.
Outcome/Impact	The new system provides highly accurate counts of people visiting the library. This will help with future scheduling as we now have a better sense of high-usage times when higher staffing levels are needed.
	The new system includes a directional sensor. It recognizes whether individuals are entering or leaving the building. This can be interpreted to give us a general idea of visit duration. For example, if the sensor counts 5 people coming in during an hour period and 11 people leaving, it can be inferred that 6 individuals spent more than an hour in the library. Combined with subjective observations from staff, we are gaining a better sense of how people use the library at different times of the day.

	This information may be used to make future decision on staffing levels at different times of day during the week, and on overall hours of operation.
Metrics	The foot traffic counter system provides data on in-person visits broken down in 15-minute increments, and distinguishes between people entering and leaving the facility giving a better sense of visit duration.
Collaborative Links (if applicable)	N/A
Expenditure	$1,573
Detailed status update since the interim report	Complete.
Comments (optional)	

Project/Program/Activity	**Uninterruptible Power Supplies**
Rationale	To minimize disruption caused by minor power outages by running the serves and key staff workstations with a battery backup.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.
Outcome/Impact	There were several minor power disruptions subsequent to the installation of the UPSs. They kept the servers, telephone systems, internet connections, and key staff workstations running and functional normally during these events. Although the public workstations and self-checkout kiosks, not connected to UPSs, did shut down. As soon as the power came on and they booted up again, people were able to use them as the servers and internet connection had continued running for the duration of the outage.
Metrics	2 smart UPSs for the server; 3 UPSs for workstations
Collaborative Links (if applicable)	N/A
Expenditure	$4,375

Detailed status update since the interim report	Complete.
Comments (optional)	

Project/Program/Activity	**Teleconferencing Equipment**
Rationale	To accommodate virtual options for meetings and programs.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.
Outcome/Impact	Trustees now have the option of participating in Board meetings even if they cannot make it to the meeting in-person. This new capability has proven useful when inclement weather or illness has made in-person attendance impractical.
Metrics	Teleconference device purchased and used at meetings and for select programs. Laptop purchased to use with device.
Collaborative Links (if applicable)	N/A
Expenditure	$4,135
Detailed status update since the interim report	Complete.
Comments (optional)	Although the teleconferencing device worked with the library's 12-year-old laptop, its wireless network hardware could not accommodate newer protocols. Since the backup and disaster recovery solution came in under budget, a laptop was purchased to use with the teleconferencing device.

Project/Program/Activity	**Electronic Display Installation**
Rationale	To replace the cork bulletin board with an electronic display that decreases visual clutter while improving presentation of library programs and services.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.

Outcome/Impact	The electronic display reduces visual clutter and more effectively highlights library programs and services.
	Installed directly above the community event bulletin board, the display takes up less wall space than the prior bulletin board. This created space for a larger Friends of the Library Book Sale shelf, increasing the revenue it generates. These funds, in turn, go directly towards purchasing collections material.
Metrics	Electronic display promoting library programs and activities.
Collaborative Links (if applicable)	N/A
Expenditure	$2,500
Detailed status update since the interim report	Complete.
Comments (optional)	

Project/Program/Activity	Emergency Preparedness Collection Development
Rationale	To ensure that patrons have access to up-to-date, reliable information on emergency preparedness and various types of disasters.
Area of Need	See Interim Report.
Action/Output/Deliverable	Through the partnership with the Regional District of East Kootenay's emergency services manager, the library now has an array of vetted titles related to various aspects of emergency preparedness. There is also a permanent display of emergency preparedness guides published by Emergency Management BC (EMBC) set up in a high-visibility area near the Fireplace Lounge.
	The project also resulted in an emergency preparedness display put up during the first week of May during Emergency Preparedness Week, that featured a backpack emergency kit as a prize giveaway.
Outcome/Impact	This project led to closer ties to the Regional District's emergency program. Discussions started on how the library can take a more active role in disseminating

| | information and providing services to people effected by emergencies.

There is also a corollary between this project, the upcoming project to develop a business continuity plan for the library, and the designation of the library as a heating/cooling/clean air centre. |
|---|---|
| **Metrics** | A circulating collection of print and video resources related to emergency preparedness and disasters.

A display of emergency preparedness information. |
Collaborative Links (if applicable)	See Interim Report.
Expenditure	$2,500
Detailed status update since the interim report	Complete.
Comments (optional)	

Project/Program/Activity	**Professional Development for Trustees and Employees**
Rationale	To offer in-person professional development opportunities for library employees and trustees to give them skills and knowledge to effectively fulfill their roles.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.
Outcome/Impact	An all-day facilitator-led workshop took place on 16 November that addressed workplace bullying and harassment, and dealing with difficult patrons. The high quality of the facilitator and program engaged all staff members, even those who had initially had reservations about the workshop. Staff also appreciated this opportunity to all come together for the first time in two-and-a-half years.

Trustees held a retreat at the beginning of December to discuss issues that need to be addressed internally to improve the overall effectiveness of the Board in addressing its mandate:

- Board recruitment and orientation; |

	• Providing direct service to regional district communities in the library's service area; • Strategic planning; • Review of library operations. By the end of the retreat, the trustees had selected several issues on which they plan to work on in 2023.
Metrics	See Interim Report.
Collaborative Links (if applicable)	See Interim Report.
Expenditure	$7,500
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	In progress. Staff provided feedback on potential professional development topics. This was used to create a list of online learning resources to support self-paced learning. In-person workshops will be held to address the most often mentioned topics. In addition to the workshop detailed above, further in-person workshops are planned for 2023 on a variety of topics, including dealing with stress in the workplace and maintaining one's mental health. In a survey, trustees identified a number of topics that they would like sessions on that would involve engaging an external facilitator: • Advocacy – local, regional, provincial; • Board self-evaluation and professional development planning; • Communications strategy; • Effective relationship-building with the local First Nation, City and regional governments.
Comments (optional)	

Project/Program/Activity	Business Continuity Plan
Rationale	To enable the library to implement a plan to minimize disruption of services, modify service levels or switch to alternate service delivery models in response to emergency situations and extreme weather events.
Area of Need	See Interim Report.
Action/Output/Deliverable	See Interim Report.
Outcome/Impact	N/A
Metrics	See Interim Report.
Collaborative Links (if applicable)	Regional District of East Kootenay Emergency Program Coordinator • To aide in defining the project scope and cost; • To identify possible consultants; To explore how to integrate the library's services into the Emergency Operations Centre's emergency response.
Expenditure	$11,383
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Pending. The intent is to dedicate the entirety of the Emergency Preparedness Planning grant to hire a consultant to conduct a risk assessment and develop a basic business continuity plan. It is anticipated that additional grant funding from other sources will need to be secured for this project.
Comments (optional)	

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: _____   Date: _16 February 2023_

Board Chair Signature: _____   Date: _16 Feb 2023_