

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Fraser Valley Regional 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.).

Fraser Valley Regional Library (FVRL), with 25 libraries and a central administrative centre, serves over 820,000 residents spread over 13,000 square kilometers that are governed by 15 municipalities and regional districts. In each of our communities, the local library is a trusted partner and is recognized as a vital community destination and resource for literacy, recreation, and informed decision making.

Spread across our region are people groups that are reflective of past and continued immigration to British Columbia, as well as industries that are both new and old – agriculture, forestry, and fishing to tourism, entertainment, and technology. The communities are dense and urban, as well as scattered and rural. Neighbourhoods are posh and upscale as well as humble and neglected. Roads are occupied by pedestrians and cyclists, mini-cars and buses, SUVs and pick-up trucks, delivery vehicles and semi-trailers. A snapshot of Fraser Valley Regional Library is a picture of the splendor and complexity of British Columbia society today.

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	
FVRL Playground: Disc Golf Lending Program	
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.	
<p>Fraser Valley Regional Library posted a video to playlist Virtual Playground. September 20, 2022 · 🌐</p> <p>Fore! Welcome to the world of Disc Golf!</p> <p>Fun and accessible to players of all ages and abilities, the game is played like regular golf except with discs thrown into baskets. Play year-round with friends or on your own at the many free courses throughout the region. Rain is no deterrent! A great way to spend time in nature, FVRL is making this fast-growing sport accessible to all curious customers.</p> <p>Learn more about Disc Golf at www.fvrl.bc.ca/discgolf or by visiting your l... See more</p> <p>NEW</p> <p>FVRL DISC GOLF at FVRL</p> <p>FVRL.BC.CA Disc Golf at FVRL Learn more</p> <p>144 23 comments 44 shares</p>	<p>Developed a new FVRL Playground Lending program of 125 disc golf sets, including 6 discs (2 each putter, midrange and driver). Each two-player kit represents inflation-friendly fun, an introduction to a fast-growing sport that has no green fees and is accessible at any age. Disc Golf represents physical literacy, sustainability (courses are designed with nature in mind), social development and math! Yes, math skills also play a role in disc golf, so these kits contribute to STEAM directions – learn about disc turning radius and speed as well as game scoring coupled with time out in nature and an all-weather sport.</p>
How does this project/program support the library’s strategic goals?	
<p>Inspiration: Our staff combined with our technologies and resources, encourages economic, creative and social growth in our communities, families and individuals. Welcoming Place: We provide fun, friendly environment focused on knowledge, creativity and experiences that transform lives. Partnerships: Our libraries are integral to sparking the potential of individuals and their communities through meaningful connections and relationships. Engaging Staff: Our staff continue to grow their expertise and confidence needed to meet evolving customer needs. Know Us, Love Us: We are known and celebrated for providing a broad and dynamic range of services.</p>	
How does this project/program support the B.C.’s strategic goal(s) for public library service from the strategic plan, which include:	
<ol style="list-style-type: none"> 1. Improving Access 2. Building Capacity 3. Advancing Citizen Engagement 4. Enhancing Governance 	

Improving Access: FVRL Playground Disc Golf Lending program addresses a societal need for leisure in inflationary times. To live a full and productive life, our customers need a leisure pursuit they can enjoy alone or with their family and friends. Parks and disc golf courses are free and accessible to all. We want to support each municipality to provide quality of life for their residents and the FVRL Playground Disc Golf program is available to anyone living in our 15 municipalities and regions affordably.

What are the key outcomes of this project/program?

To provide access to affordable, accessible, inflation proof leisure activity that supports quality time with friends and family, spending time in nature and enjoying each municipality they live in to the fullest. Our Disc Golf survey results: 73% spent more time with family and friends and in nature and had fun; 10% became new library members and 63% tried disc golf for the first time. FVRL staff were all trained in Disc Golf and felt it was the perfect post Covid experience that brought joy and hope and they can now inspire our customers leisure journey. Partnerships were another key outcome. FVRL partnered with the local Disc Golf associations in the region and created an [inspirational video](#) to share the joy of disc golf

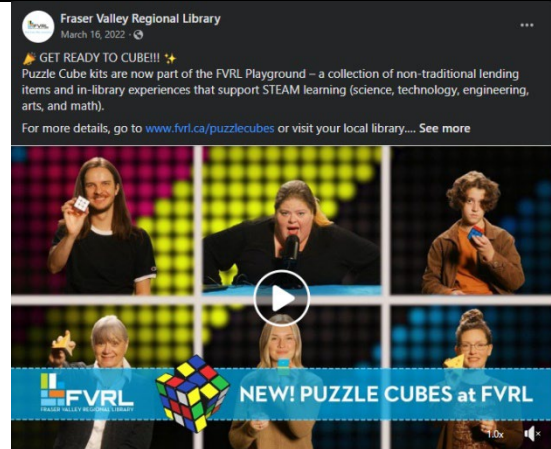
Did provincial grants enable this project/program? If so, how?

The provincial grant provides critical resources to support FVRL in providing high quality programs that enhance literacy, the STEAM economy, and healthy living, including our Disc Golf Lending Program.

Project/Program Name

FVRL Playground Puzzle Cubes

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



Educators and customers have been requesting that FVRL add something to our Playground to reduce math anxiety. Through conversations with teachers and customers FVRL staff found a fun way to explore the M in STEAM and to allow customers of all ages to engage in problem solving that makes math accessible.

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

This initiative demonstrates FVRL's Vision of Opening Minds and Enabling Dreams. **Inspiration:** Our staff, combined with our technologies and resources, encourage strong economic, creative and social growth in our communities, families and individuals. **Engaging Staff:** Our staff continue to grow their expertise and confidence. **Collaboration** with the Fraser Valley Cube Association to offer training workshops for staff and customers.

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

Improving access to experiences and educational material that allows each individual to achieve their own life goals. Reducing math anxiety opens pathways to learning and new opportunities and careers that would otherwise be impossible. **Building Capacity** – the Puzzle Cube initiative supports the reduction of math anxiety in students and teachers and builds capacity for enhanced educational learning in formal education settings and in informal education settings.

What are the key outcomes of this project/program?

To make 100 Puzzle Cube kits available to our customers, along with education and promotion in a fun way. Cubes tap into math skills such as spatial visualization, geometry and angles, pattern recognition and algorithms. To promote to customers of all ages and abilities. To provide a variety of differing difficulty level puzzle cubes including the Rubik's connected app that helps customers to learn how to solve the 3X3 cube using the beginner's method. Through our [fun inspirational video](#), promote the cool and fun aspect of math focused cubes. Hold local library cubing competitions. Celebrate the brain benefits of cubing! Puzzle Cube Borrower survey results: 94% had fun, 70% of borrowers felt more confident solving puzzles, 64% felt their memory, problems solving and pattern recognitions skills were strengthened, 50% solved a puzzle cube for the first time, 45% tried a puzzle cube for the first time. FVRL was very pleased with the results of the Playground Puzzle Cube Initiative and heard that the cubes were exactly what customers of all ages needed to reduce math anxiety and 10% of customers who borrowed a Puzzle Cube kit became FVRL library member for the first time

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

Programs like our Puzzle Cubes are possible due to the additional resources provided by the provincial grant, ensuring support for programs like this one, which develop critical math skills in our communities necessary for success in a technology-based economy.

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)	Given the challenges of in person programming under Public Health Order Restrictions, FVRL invested heavily in virtual programming, delivered through popular social networking sites using video conferencing software. Pre-recorded programs and live Zoom programs continue to be well attended and will remain a key delivery system for programs at FVRL.
Emergency response (e.g., fires, floods, extreme weather)	After the numerous events plaguing the Fraser Valley, FVRL has initiated the process for the creation of Emergency Preparedness Plans for each FVRL Library, and FVRL as a whole.
Financial pressure (e.g., rising costs, reduced revenues)	FVRL has been fortunate to receive approval for a 4% increase for materials in the last two years, however rising costs still outweigh increases.
Staffing (e.g., recruitment and retention, mental health, and wellness)	Like many organizations and other libraries FVRL has increasingly struggled with recruitment. FVRL supports staff through many professional development opportunities supporting mental health and wellness as well as our Family Services and Employee Assistance Program (FSEAP). Although use of FSEAP has decreased since 2021, mental health and wellness needs are still above average.
Disappearing services in the community (e.g., government, banking, health)	FVRL is seeing growing demand for social services that are increasingly hard to meet given reduced availability of these resources in the community. Increased mental health challenges in the community, exacerbated by addiction issues and homelessness, are appearing just as social services seem to be less available. There are inadequate supports in the community, and this leaves the public library with significant challenges. Our traditional role of connecting and referring people in need of these support services is being challenged. While some public libraries in Canada are trying to train

	<p>their staff to meet these new challenges, or bring in professionals trained in these areas to meet the demand, this seems an ineffective approach given the global nature of this problem.</p>
<p>Connectivity (e.g., low bandwidth, lack of home internet in the community)</p>	<p>FVRL continues to increase bandwidth wherever possible.</p>
<p>Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)</p>	<p>As a municipal system, all but one facility is owned by the municipalities. Our Administrative Centre is the only building owned by FVRL. Resurfacing of the parking lot was concluded in 2022. Building expansion solutions are being evaluated.</p>
<p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p>	<p>Many libraries services that were reimagined during the pandemic, such as virtual programming, telephone and email references services, and FVRL Express, continue to be used.</p>
<p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p>	<p>FVRL's Library Live and on Tour vehicle, funded largely by the Provincial grant, travels across the Fraser Valley to get out into the community and physically meet with some of the most vulnerable people at their point of need.</p>
<p>Other (please specify)</p>	

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

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
<p>FVRL's service area has been impacted by many severe emergency events over the past few years, and is engaging in new work to provide additional support to Fraser Valley communities directly impacted.</p> <p>New technology kits are being developed to support Fraser Valley residents in learning how to identify and mitigate various environmental risks, and better understand the role they might play in emergency preparedness.</p> <p>Emergency Preparedness Plans have been identified as an important need, given the increasing number of emergency events impacting FVRL business operations. The structure of a regional library precludes the usual Emergency Operation Centre connections maintained by municipal libraries, and a critical part of these plans will be to establish communication protocols with these critical bodies in time of need.</p>

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$164,911.69	\$212,882.25
Emergency Planning & Preparedness Grant Amount	\$54,970.56	\$7,425.00
Total Grant Amount	\$219,882.25	\$219,882.25

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	Healing the Planet, Healing Ourselves
Rationale	Lending kits of smart technology to help local citizens learn more about their personal carbon emissions, electricity consumption and air quality, as well as explore and implement solutions for their health and the health of the planet.
Area of Need	Mental and physical health, post pandemic recovery Climate change adaptation and mitigation Microsteps approach to support customer empowerment.
Action/Output/Deliverable	<p>Six kits are being added to the FVRL Playground Lending Collection as part of the COVID19 Provincial Recovery Grant. Three kits will focus on allowing library customers to focus on their own health and well-being post pandemic and three kits will allow our customers to take empowering microsteps towards healing our planet. Two kits will be launched every few months throughout 2023, with a dual focus of Healing the Planet and Healing Ourselves.</p> <p>The new FVRL Playground kits are as follows:</p> <ol style="list-style-type: none"> 1. 100 Radon Detector Kits – Healing Ourselves <ol style="list-style-type: none"> a. Radon Testing Kits will allow customers to test and screen for radon levels in their homes. b. Two Radon Presentations – one session in person, one virtual session – featuring top expert and doctor in the area of radon – will further allow customers to focus on their own health in the area of radon awareness. 2. 100 Thermal Leak Detector Kits – Healing the Planet <ol style="list-style-type: none"> a. Thermal leak kits will allow customers to locate and mediate problem areas increasing home energy efficiency. b. Presentation on Home Energy Efficiency to further inform customers on their energy reduction journey.

	<p>3. 100 Portable Solar Panels lending and Presentations: Healing the Planet Solar Panel technology in a portable form will allow customers to explore new environmentally friendly energy alternatives and to take microsteps towards healing the planet. Educational presentations will be part of the lending initiative.</p> <p>4. 100 Forest Experience nature Lending Kits: Healing Ourselves Our customers are facing many post-Covid challenges, and utilizing the scientifically proven concept of Forest Bathing, we will lend kits that equip customers to explore nature with Walking Sticks, microscopes, Books and pamphlets on Trees and Nature, and chimes to bring inner balance. Educational presentations will also be part of the lending initiative.</p> <p>5. 100 CO2 Monitors, 100 Air quality Index monitors: Healing Ourselves With air quality being a concern to many after wildfires and more, being aware of our personal air quality is a real need for personal health. With two monitors, our customers will be able to determine temperature, humidity, volatile organic compounds, fine particulates, formaldehyde, and a full air quality index measurement. Educational presentations will also be part of the lending initiative.</p> <p>6. 100 Energy Meters – Healing the Planet We want families to be aware of their energy consumption in order to make energy wise decisions to heal our planet. Microsteps like energy awareness allow us to make big impacts when it comes to climate change! Empowering our customers and providing education and an opportunity for hands on will include radon detectors, thermal leak detectors, air quality/ CO2 monitors, electricity consumption testers, thermal leak detectors, solar panels and/or nature appreciation equipment, as well as books, brochures and other support literature. Educational Presentations will also be part of the lending initiative.</p>
Outcome/Impact	Immediate outcomes we hope to achieve include:

	<ul style="list-style-type: none"> • Increased knowledge about personal energy consumption, household air quality, and renewable energy alternatives. • Increased confidence in household air quality • Increased mental well being from time spent in nature and with friends and family. • Reduced gas & electricity consumption • Reduced carbon emissions • Decreased climate anxiety with microsteps • Increased community awareness and citizen science data about radon in the Fraser Valley
Metrics	Circulation and hold statistics; Customer impact survey with each kit; and Collect customer stories, photos and social postings
Collaborative Links (if applicable)	We are collaborating with many experts in the field of climate change and health to support our educational presentations
Expenditure	<p>Lending Kits (tools, cases, books, presentations, promotional videos): \$90,000 total plus additional funds from FVRL Customer Experience budget.</p> <p>In addition to the grant funds, we will augment the budget for this project by approximately \$20,000 to further leverage value and impact, including social media campaigns and animated short videos to inspire.</p> <p>Library Use Kits for programs, displays, outreach: \$20,000 Staff Training: \$1,000 Launch Events: \$1,000 Promotion (contests, advertising videos): \$5,000</p>
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Healing the Planet and Healing Ourselves Launch on March 22, 2023; Radon Detectors/Thermal Leak Detectors Presentations on March 28 and 30. Late spring 2023, and Fall 2023 launches will complete the program.
Comments (optional)	We hope these kits help support a healthier environment and personal wellness for our communities. Through these kits we will expand our FVRL Playground, bringing further STEAM-related technologies and experiences to our communities. Increasing access to lending experiences and information provides hope and empowerment to our communities.

Project/Program/Activity	Development of Emergency Preparedness Plans
Rationale	Due to the large number of natural disasters that our population and our libraries experienced in 2021 and 2022 (floods, fires, wind storms, power outages), we identified the need to audit and improve our emergency response practices and procedures, and explore improvement in our business continuity planning with an eye to better coordinating efforts with our municipal membership.
Area of Need	Emergency preparedness and planning
Action/Output/Deliverable	<p>Preparation of formal Emergency Preparedness Plans for each FVRL Library, and FVRL as a whole, encompassing natural disasters such as floods, forest fires and other comparable events that have already impacted FVRL facilities. Contact will be made with FVRL member municipalities and regional districts to harmonize the Emergency Preparedness Plans with their Plans, and identify appropriate roles for FVRL to play in these situations.</p> <ul style="list-style-type: none"> • Engage Consultant to work with FVRL staff building overall Emergency Preparedness Plan • Liaise with municipalities to harmonize plans, including contact protocols with Emergency Operation Centres.
Outcome/Impact	<p>Outcomes and Impacts include Emergency Preparedness Plans in each library, and for FVRL as a whole, which will:</p> <ul style="list-style-type: none"> • Ensure safe operations in the event of a emergency • Ensure minimal service impact on operations during events such as floods, forest fires, earthquakes, etc. • Support municipal and regional district members' emergency planning efforts • If feasible, conduct joint programming with municipalities and regional districts to ensure community readiness
Metrics	One primary FVRL Emergency Preparedness Plan produced, with secondary plans for each municipality and regional district
Collaborative Links (if applicable)	FVRL Member Municipalities and Regional Districts
Expenditure	Total Project Budget \$7,425.00
Detailed status update since the interim report (e.g.,	Phase One – We hired a consultant to audit our current programs and to provide us with a better understanding of our vulnerabilities and challenges, as this expertise was

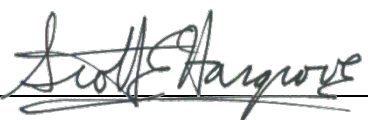
complete, in progress, pending, deferred, etc.).	<p>not available internally. This review was completed and a document was provided late in 2022 which provided us with a structured plan for improvement and ranked recommendations for the next step of the project.</p> <p>Phase Two - In Q1 of 2023, a team at FVRL worked to close the identified gaps and to reduce vulnerabilities in our current program. With resource support from an expert in the field of disaster preparedness, the FVRL team has worked to improve internal and external communications, develop specific elements of the program that were missing, review procedures and equipment, enhance documentation, and build a robust staff training plan. This phase will create a living document which will be reviewed and enhanced annually.</p>
Comments (optional)	

Project/Program/Activity	Improving Access to High Demand eBooks
Rationale	Prior to the pandemic, demand for eBooks was increasing at a significant rate. Demand for eBooks has increased exponentially since the pandemic, and short-term licenses are a proven way of meeting that demand while keeping collection budgets sustainable.
Area of Need	Supporting digital resources, collections and/or virtual services.
Action/Output/Deliverable	FVRL will purchase short term eBook licenses to manage massively increased demand for these popular collections, reducing wait times to be more comparable to traditional physical materials.
Outcome/Impact	Wait time to access high demand eBooks have been decreased with the purchase of short-term licenses.
Metrics	FVRL customers typically wait no more than eight weeks to access a high demand physical item on which they have placed a hold. Hold ratios for physical material are maintained at no more than a 4:1 ratio (4 holds to 1 item). Purchasing additional short-term eBook licenses will reduce the waiting period for these popular items by supporting a more comparable hold to item ratio
Collaborative Links (if applicable)	N/A
Expenditure	\$122,457.25

Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	All funds have been expended to enhance our popular eBook collection with short term licenses, reducing wait times as intended.
Comments (optional)	

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature:  Date: 22 March 2023

Board Chair Signature:  Date: 22 March 2023