

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Hudson's Hope 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 Hudson's Hope Public Library is located in a small northeastern community within a geographically large municipal district. The library building is a log structure overlooking the Peace River, the building aesthetic highlighting the pioneer origins of the community. Our central location, excellent programs for children and youth, as well as our amazing library team preserve our reputation as a community hub throughout the year.

The main employer in Hudson's Hope is BC Hydro, via the GM Shrum and Peace Canyon generating stations. These supply 95% of the energy produced by BC Hydro in the Northern Region and deliver approximately 3/10ths of BC Hydro's total volume.

[https://www.bchydro.com/community/in\\_your\\_region.html#reports](https://www.bchydro.com/community/in_your_region.html#reports)

The Site C dam and hydroelectric generating station will be located near Fort Saint John, however, the reservoir for the dam will stretch approximately 70 km between Fort Saint John and Hudson's Hope. This project has entered its ninth year of construction with a projected completion in 2025. This project has resulted in a significant increase in industrial traffic traversing through Hudson's Hope. [https://www.bchydro.com/energy-in-bc/projects/site\\_c.html](https://www.bchydro.com/energy-in-bc/projects/site_c.html)

The population of Hudson's Hope has noticed a decrease according to the most recent census data. The school is conversely reflecting an increase in students, which could indicate a flaw in the census data or a reconfiguration of the demographics of our community. Since the original census was conducted, there has been an adjustment made to our data as over 60 homes were missed resulting in just under 1000 residents in our community. With the

transient nature of the major industries and employers in the area, our actual permanent resident population is significantly different from the population that we actually serve.

## 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.

<b>Project/Program Name</b>
Library Layout
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
Our library had a substantial interior facelift in 2022. Throughout the spring and summer, we planned for a full layout shift. This project was to increase functionality of staff spaces and make more permanent individual office spaces with partitions, as well as provide a more permanent barrier to communicable diseases rather than maintaining our Plexiglas barriers. In August, we were able to complete the full layout shift while we had extra summer staff on hand. Every single book in the library got a new location! In October, we were able to install new partitions to create more defined and healthy office spaces for our employees.
<b>How does this project/program support the library’s strategic goals?</b>
<p>This project allowed us to make progress in three of 5 goals under our strategic plan:</p> <p><i>Customer Experience</i></p> <ul style="list-style-type: none"> <li>- <i>Program Services</i></li> <li>- <i>Collection Development</i></li> <li>- <i>Technology</i></li> </ul> <p><i>Community Engagement : Essential to communicate the value of libraries</i></p> <ul style="list-style-type: none"> <li>- <i>Advocating for Library Services</i></li> </ul> <p><i>Library Atmosphere: Improve Library Atmosphere to support connections, creativity and discovery. Advance staff safety and morale while improving upon functionality of spaces within the library to allow staff to better serve the public.</i></p> <ul style="list-style-type: none"> <li>- <i>Improve Library Atmosphere (library layout, patron seating, furniture upgrades)</i></li> <li>- <i>Technology Relevance (assess technology needs, patron computer access)</i></li> <li>- <i>Functionality &amp; Safety of Staff Space (library storage, safety upgrades)</i></li> </ul> <p>Community engagement was impacted as many patrons were interested in the new layout of the library. Patrons who only visit us from time to time were still noting the changes even months later, which keeps the layout shift an ongoing promotion as employees still offer quick tours of the rearranged space.</p> <p>Library Atmosphere had the most progress as we were able to make progress in all areas of this goal. Rearranging our collections and removing some collection and storage shelving units from the children’s library provided more floor space for our programming areas. It also shifted where the collections were within the room so that every collection was moved to provide a mini-facelift to their collection and program space. We additionally moved all of the young adult and adult collections throughout the library so that we were amend the amount of space dedicated to each section; non-fiction section decreased in size while all other sections increased in collection capacity. We were able</p>

to provide a new space this year for our patron computer and will also make a convertible space for another patron computer in 2023.

The layout project also progressed our Customer Experience goal, allowing us to meet the changing needs of our community while facilitating our organization to evolve and grow with our community. The new layout was able to refresh the spaces where programs are being provided: Reading Room, Children's Library and Community Living Room. Improving storage solutions facilitates our Programmers to allow them to have more time for program innovation. We additionally were able to provide adjustments to the amount of space allocated for each collection in the library, which better facilitates collection development initiatives.

**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

Our layout project allowed us to support the Building Capacity strategy. By adjusting our office spaces and storage solutions, we were able to streamline our workflow and reallocate that time savings back in to creativity, innovation and patron directed services.

Our project also had indirect impacts aligning with other BC strategic goals as well. Access to digital resources was supported by improving the space where we provide patron computer access. Our collection rearrangement will allow for our collection development initiatives to continue to flourish, which includes ongoing development of LGBTQ and indigenous collections.

**What are the key outcomes of this project/program?**

- Provide a refreshed space to allow for improved programs and services
- Inspire community members to talk about our revitalised spaces and services
- Reallocate space to support ongoing collection development initiatives
- Improve staff workflow by streamlining areas for use and storage options
- Promote healthy workplace habits by replacing short term fixes with long term solutions
- Convert open shared office spaces to individual office spaces

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

The majority of funding for this project was allocated through the COVID-19 Relief & Recovery, Emergency Planning & Preparedness Funding. These funds supported the cost of all new furnishings and some wages. The Library Board reserve accounts supported electrical improvements and the regular budget supported wages throughout the layout shift in the summer and the partition installation in the fall.

### 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)	
Emergency response (e.g., fires, floods, extreme weather)	<p>On August 30<sup>th</sup>, a wildfire ignited just outside the District of Hudson's Hope. By September 10<sup>th</sup>, all of the inhabitants of the DoHH were under evacuation order, which was rescinded on September 17<sup>th</sup>. Although the fire was no longer considered a Wildfire of Note on September 26<sup>th</sup>, we were under smoke advisories throughout October.</p> <p>The Battleship Mountain fire area peaked at almost 32,000 hectares, or roughly the size of the BC municipalities of Courtenay, Cranbrook or Fort St. John. The fire was contained approximately 4 kilometers from the WAC Bennett dam and GMS generating station, which provides nearly 24% of the energy produced by BC Hydro.</p> <p>Many communities in the area offered assistance to the evacuees of our town, Fort St John in particular offered many opportunities to our community members. We were so appreciative of the Fort St John Public Library who took the time to advertise that library services would be available to evacuees. Although our library was only closed during the evacuation, the Battleship Mountain wildfire affected our workload from the day of ignition until the smoke was no longer obvious, due to patron inquiries and staff redirecting patrons to appropriate information resources on a daily basis.</p> <p>We additionally postponed the September start of our regular children's programs until October. The delay and smoke had disrupted the normal flow of after school programming such that our clubs did not have a steady flow of regular attendees for the remainder of the year.</p>
Financial pressure (e.g., rising costs, reduced revenues)	

Staffing (e.g., recruitment and retention, mental health, and wellness)	
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<p>The library building condition has been an ongoing concern; exterior wood deterioration, pathway/egress, vermin issues, climate control and other staff/public safety issues. For the past decade, the Library Director and Public Works Director/Manager have engaged in ongoing communications regarding building repair and maintenance. Those concerns were brought forward to Council by DoHH staff. Council requested a building envelope assessment to determine what issues were due to the building itself.</p> <p>The resultant envelope assessment report underlined similar concerns that had been relayed to public works by library staff. In a special meeting, the Library Board and Council addressed concerns highlighted in the assessment. Council actioned a plan for immediate building improvements and services that addressed some areas of concern. They also initiated the process for more costly projects to be considered for the municipal capital improvement plan. In 2022, the DoHH had two climate control units installed for the library Reading Room and Children’s Library. A roof repair and shingle replacement addressed weather erosion and wood deterioration, as well as improved barriers against wildlife and insects.</p> <p>At the meeting in 2021, the DoHH noted that a committee had been appointed to plan for the replacement of the Community Hall with a new Community Centre. The community centre could potentially include the hall, senior recreation facility and the library.</p> <p>By the end of 2021, Council approved a Terms of Reference for the new committee and a resolution that approved releasing funds to engage “a consultant to prepare a conceptual design.” In Spring 2023, this committee is now engaging stakeholders to initiate discussions and planning.</p>
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	

Other (please specify)	
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**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.

<b>Summary and Overview</b>
<p><b>Library Layout Adjustment:</b></p> <ul style="list-style-type: none"> <li>- Convert open office area to partially enclosed and physically separate office areas</li> <li>- Provide privacy barriers to define office areas</li> <li>- Barriers additionally provide a means of communicable disease prevention</li> <li>- Decrease shared staff spaces with the exception of the checkout</li> <li>- Increase individual staff office space and office storage</li> <li>- Put a new face on library collections</li> <li>- Improve programming and community spaces</li> </ul> <p><b>Portable Technology Upgrades:</b></p> <ul style="list-style-type: none"> <li>- Replace all regular staff computers with laptops and docking stations</li> <li>- Allow for easier to transition to work from home or remote work at events</li> </ul> <p><b>Policy Updates:</b></p> <ul style="list-style-type: none"> <li>- Full policy review to update to current industry standards</li> <li>- Implement new policies for accessibility, WorkSafe and others as required</li> </ul>

	Grant budget	Reallocated budget
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$20,098.31	\$18,455.57 (\$2118.95 deferred to 2023)
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$6,699.44	\$8342.18 (\$3790.02 deferred to 2023)
<b>Total Grant Amount</b>	<b>\$26,797.75</b>	<b>\$26,797.75</b>

## 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)

<b>Project/Program/Activity</b>	Communicable Disease Mitigation: Layout Adjustment
<b>Rationale</b>	Staff areas of the library had concentrated staff in a small area of the library. Although we have taken steps to install temporary barriers between staff areas, and made small layout adjustments for communicable disease mitigation, a full library layout adjustment allowed for the staff to be distributed throughout the library layout resulting in decreased desk and space sharing.
<b>Area of Need</b>	Further improvements will help to provide more permanent and professional looking barriers for communicable disease prevention as well as duplicating previously shared furniture items, supplies and storage areas. The amount of space provided as staffing space was increased, which is more in line with industry and communicable disease prevention standards.
<b>Action/Output/Deliverable</b>	Purchase new wall partitions, additional furniture pieces, and storage solutions. Increase of employee paid hours for the duration of the layout adjustment. Implement layout project plan.
<b>Outcome/Impact</b>	Partitions better separated office space from public use areas and individualized staff areas. Partitions act as a more permanent communicable disease barrier for employee spaces and more clearly divide spaces within the library to impede patrons from walking in to employee zones uninvited. Partitions will allow for future configuration changes as well as use in other spaces compared to permanent wall installations.
<b>Metrics</b>	Increase in foot traffic to see library updates. Increased duration of use due to more community spaces.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$14176.29 Partitions \$2677.57 Staff Wages <u>\$1738.73</u> Furniture & Shelving Upgrades (pending) \$18592.59
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	The full layout adjustment was completed in August, this is where the majority of the staff wages was expended. The partitions were installed in the fall.
<b>Comments (optional)</b>	Installation of partitions was a separate project from the original time allocation in August due to delays with the manufacturer as well as our closure due to wildfire evacuation.

<b>Project/Program/Activity</b>	Emergency Protocols for Staffing Continuity: Portable Technology Upgrades
<b>Rationale</b>	Previously all staff had desktop tower computers, which were awkward to relocate to home offices when working from home during COVID closures, or needing to be off sick due to policy but not so ill that we could not still work. The library had previously purchased 1 laptop and two docking stations for one employee and with these funds purchased two more laptops and one docking station so that each regular employee has a similar setup.
<b>Area of Need</b>	Improve technology and emergency closure preparedness.
<b>Action/Output/Deliverable</b>	Install two new laptop computers set up with docking stations for two regular employees.
<b>Outcome/Impact</b>	Purchasing laptops for the remaining two employees will allow them to work from home in the case of a closure or policy required sick leave, which includes days away from work where an employee might want to choose to work from home. Unfortunately, we were already able to test our portable technology for an emergency closure in September when we were evacuated due to wildfire. The setup worked very well but it did bring to light that we may need to address connectivity if we were ever evacuated again as one of our employees did not have access to internet at her evacuation location.
<b>Metrics</b>	We intended to measure how much this project would decrease the amount of sick time when an employee cannot be in the workspace due to a policy required sick day or emergency closure. One employee was off for COVID leave in November, where they had symptoms but did not test positive when a family member had tested positive. During their first two days, during the remaining incubation period and early mild symptom stage, there was zero time loss. Throughout the duration of the illness, there was only 50% of the hours that needed to be allocated from the sick hour bank.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$4415.14
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	All planned items were purchased and installed in 2022. In 2023, there will be additional funds allocated toward customization of library desk setups and laptop bags and equipment needed to improve employee's alternative work location experience.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Emergency Planning & Preparedness: Policy Updates
<b>Rationale</b>	In line with many other libraries, our local policies were found lacking when it came to response to COVID – 19, but also with regard to emergency closures that we have had to endure for wildfire and property endangerment on previous occasions in recent years.
<b>Area of Need</b>	Board policy, emergency policy, operational policy and operational procedure review .
<b>Action/Output/Deliverable</b>	Supplement personnel wages in order to accommodate 3 additional staff hours per week to facilitate a major policy revision.
<b>Outcome/Impact</b>	Allocate additional hours to the Library Director in order to complete a full policy review from September 2022 through December 2023.
<b>Metrics</b>	Edit and compile entirely updated policy and procedure manuals.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$3790.02
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Policy review has started. New format approved and initial policies under review for presentation in a spring meeting. Will continue another portion of policy work over the summer for approval in the fall, and the final portion composed in the fall for approval at the end of year or in early 2024.
<b>Comments (optional)</b>	

## 5. BOARD APPROVAL

*Electronic signatures are acceptable where physical signatures are not feasible.*

Library Director Signature: \_\_\_\_\_

Date: 4/11/23

Board Chair Signature: \_\_\_\_\_

Date: April 11/23.