

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Kaslo & District Public Library Association

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.).

According to the 2021 Census, the population of Kaslo & Area has increased by 200 residents for a total of 2,511. This is higher than the BC average (8.7% compared to 7.6%), and not surprisingly, staff could feel the 9% increase in registrations.

The Kaslo & District Public Library (KDPL) serves residents of the Village of Kaslo and 20 small communities of Central Kootenay Regional District Area D. While most of the population lives within a few kilometres of the library, our vast service area (5,786 sq. km) includes members who live over 50 km away.

The Village of Kaslo, adjacent to beautiful Kootenay Lake and surrounded by mountains, is a popular recreation and vacation area with the majority of visits in summer. Visitors often use the library for reading, programs and access to WiFi. Also, it is important to note that the population of our service area is much higher in the summer months with non-resident property owners making up just over 30% of property owners in the region. Statistics dramatically illustrate that part-time residents use library services in Kaslo.

Compared to BC, the 2021 statistics confirm that our library serves a higher than average vulnerable population. For example: the library's service population earns \$10K less per year than BC; the Low-income Measure is nearly double (21.2% vs 10.8%); the unemployment rate is higher (12.9% vs 8.4%); only one third of the labour force works full-time whereas over 50% work full-time in BC. Housing shortage is a problem with few rentals and long waiting lists. As such, there are people who rely on the library as a 'second living room', to run their small business, to update resumes, or to keep current or connected with technology. The main occupations in Kaslo & Area D are: sales and service

(29%); trades, transport & equipment operators (22%); business finance and administration (11%). Most residents are European or Asian descent and 6.5% of the population identifies as Indigenous. Seniors (65+) make up 33% of the population compared to 20% in BC. While potentially increasing accessibility needs they also contribute to a strong and skilled volunteer base. Our library has a dedicated team of volunteers helping with day-to-day operations, governance, and special projects. Some have donated their efforts for over a decade!

The Kaslo & District Public Library is for everyone – all ages & stages welcome! We offer equal and inclusive access to resources and programs to meet the varied needs of community members for lifelong learning, information, recreation and education in a functional and safe environment. Popular programs include Family Storytime for early literacy & fun, Maker Programs for creativity and problem solving, and the Digital Tech Lab for digital inclusion.

In 2022, provincial grant funding was used for operations, to share resources, and leveraged to host 85 programs via additional grants & partnerships.

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
Indigenous Awareness Studies
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
<p>The 57th Truth and Reconciliation Recommendation calls upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal–Crown relations. This will require skills-based training in intercultural competency, conflict resolution, human rights, and anti-racism.</p> <p>Furthering Truth and Reconciliation through professional development as outlined in Call to Action #57 is an important goal for the Kaslo & District Public Library. From November 2021–December 2022, all permanent staff (2) completed both the BC Library Federations – Indigenous Awareness Course facilitated by Bob Joseph as well as the Indigenous Canada 12-module online course offered by University of Alberta.</p> <p>Both training opportunities were offered online and at no charge making it very accessible for the library budget & staff. Kaslo is remote, and the library does not have adequate funds to send staff to other communities for training very often.</p>
How does this project/program support the library’s strategic goals?

Learning about the history of Indigenous Peoples furthers Goal 1 of our 2019-2023 Strategic Plan to 'Strengthen our role and services to better support our community.' Knowledge leads to informed decisions with respect to service and program development and delivery. Through greater understanding it supports our mission of providing equal & inclusive access.

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:** The land on which we gather to share resources and programs is the traditional territory of the Ktunaxa, Sinixt and the Syilx Peoples, and is home to the Métis and many diverse Indigenous persons. About 160 of the 2511 people living in the Kaslo & District library's service area self-identify as Indigenous [2021 Census]. Education of staff makes our library become more inclusive, for example, by intentionally building better collections to support our Indigenous community and to share history & culture of Indigenous Peoples, which in turn will make our community more inclusive.
- 2. Building capacity:** Through these two training opportunities, KDPL has built capacity by increasing knowledge of all permanent staff to improve the effectiveness of responding to the needs of our community. The Indigenous Community has called upon all Canadians to learn about what really happened. With this knowledge, staff can develop programs, services, and collections to support learning, anti-racism, and reconciliation.
- 3. Advancing citizen engagement:** With an increased understanding of treaties, residential schools, diversity, and challenges, staff are better equipped to bring the community together to share knowledge through programs and services. Education is the required first step.
- 4. Enhancing governance:** Recommendations for policy making and future strategic plan development will be informed by this knowledge to further reconciliation and inclusivity.

What are the key outcomes of this project/program?
<ol style="list-style-type: none"> 1. Staff have a better understanding of the impact of colonialism on Indigenous communities and the ongoing challenges that stem from residential school history and racism. 2. Staff learned about the diversity of Indigenous communities. 3. Staff are inspired to continue learning. 4. Staff are committed to including Indigenous knowledge, culture, perspectives, and history in collection development. 5. Staff are motivated to create environments committed to strengthening relationships with Indigenous peoples.
Did provincial grants enable this project/program? If so, how?
<p>Yes. The provincial grants support the Federations that coordinated sharing the Indigenous Awareness Course facilitated by Bob Joseph. Provincial grant funds are used in operations including professional development wages.</p>

Project/Program Name
Digital Learning Support
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
<p>With a partnership with the Columbia Basin Alliance for Literacy (CBAL) and funding from Columbia Basin Trust, we were able to offer digital learning support on Wednesdays from Oct 2022 – June 2023. Each week, appointments are available for 2 x 1-hour support sessions to learn how to use devices like tablets, laptops, cellphones and to manage or access e-books, library databases, apps, dropbox, social media, email addresses, etc. The program has been very popular with seniors and is almost always booked.</p>
How does this project/program support the library's strategic goals?
<p>Offering a digital support lab each week furthers Goal 1 of our 2019-2023 Strategic Plan to 'Strengthen our role and services to better support our community.' The rate of bookings (20 bookings in 22 sessions in 2022) indicates need. With our vision to 'provide equal and inclusive access to resources and programs' and our values to 'reflect community needs', this program fits right in. By learning how to navigate technology, our large senior population (33.2% of the library service area population vs 20.3% of BC) will have a sense of belonging in our 'tech' society.</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

1. Improving Access: We are providing access to understanding and using digital technologies . This cultivates digital inclusiveness and helps people connect using technology. We are sharing resources: staff and technology equipment.

2. Building Capacity: When staff teach, they learn. Several of the sessions have challenged staff to seek answers to gain a better understanding to troubleshoot or advise making staff more effective.

3. Advancing citizen engagement: The digital tech lab appointments teach the necessary skills that the participant is seeking so that they can learn and participate to be engaged in the digital world.

What are the key outcomes of this project/program?

Participants have learned how to:

- Access e-books, e-audiobooks, and e-magazines via Libby/Overdrive on a variety of devices including tablets, laptops, cellphones, and Kobos
- Use a library database called NoveList to find reading recommendations based on preferences
- Log into their library accounts to place holds in Kaslo and other BC Public Libraries
- Download, print, and scan documents
- Send videos via dropbox or update Facebook account
- Use, download or delete apps
- Set up an email account or manage email addresses
- Connect to WiFi or change settings such as security settings in devices

The Key outcome of this program is digital inclusiveness with hands-on learning.

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

Yes – the COVID recovery grant helped us to return to pre-COVID hours and reimagine work scheduling so that we were able to partner with Columbia Basin Alliance for Literacy (CBAL) to offer Digital Learning Support appointments that are in high demand. The operating grant also covered costs of using the premises and equipment.

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)	The first few months of 2022 (before the mask mandate was lifted) were taxing for operations with COVID fatigue (mental health) and a divide in the community over mandates and freedom. Most of the community followed protocols and stepped up to care for each other. As services and programs moved back to a new normal, operations have improved.
Emergency response (e.g., fires, floods, extreme weather)	
Financial pressure (e.g., rising costs, reduced revenues)	<p>Provincial Funding has remained stagnant for over a decade, which means that the grants that support programs, resource sharing & operations have not increased with increased staffing, supplies, and postage costs over time. For example, over the last 5 years (2018-2022), postage costs have increased by 35% for resource sharing but the resource sharing grant has only increased by 3%. Also, our population increased by 200 but we did not see a corresponding \$780 increase for the 'per capita calculated' operating grant.</p> <p>With the Consumer Price Index at 6.9% for 2022 in BC, financial pressures for library operations have increased with increased cost for supplies (eg computers, books) and staffing with respect to cost of living increases (groceries & gas).</p>
Staffing (e.g., recruitment and retention, mental health, and wellness)	
Disappearing services in the community (e.g., government, banking, health)	<p>Kaslo has had limited health services for many years – so residents often have to travel 1-8 hours for health or dental care.</p> <p>Banking hours have been reduced to 3 days with fewer hours.</p>
Connectivity (e.g., low bandwidth, lack of home internet in the community)	There is a recognized population in the KDPL service area that has limited Internet access and depends on the Library for internet service and technical assistance. All IT installation and maintenance are done by a volunteer.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The Kaslo library operates from the basement of a National Historic Site that is 125 years old. While renovations have taken place (2011: new wiring, geothermal heat, sprinkler system, 2013: accessible entry, and, in 2020, radon mitigation), there are no longer any options left to expand or improve our very small 1,900 sf library. Some areas are not fully accessible. With no dedicated program or meeting space, some technology and other opportunities have been lost for the community. The facility has had water 'incidents' through

	<p>three exterior walls at least six times over the last decade. In 2016, an insurance claim had to be made after the library flooded twice due to heavy rains.</p> <p>The library board is actively working towards a new library for Kaslo & Area D.</p>
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	<p>Kaslo & Area D is remote and has vast service area (5,786 sq. km) which includes members who live over 50 km away. Finding hours to fit our service area is challenging. It includes the balance of having similar hours that are easier to remember vs. scattered hours to fit all groups (that can never be remembered).</p> <p>The building we operate from is 125 years old and not fully accessible due to lack of space and support beams.</p>
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<p>As mentioned in the introduction, the 2021 statistics confirm that our library serves a higher than average vulnerable population. For example: the library's service population earns \$10K less per year than BC; the Low-income Measure is nearly double (21.2% vs 10.8%); the unemployment rate is higher (12.9% vs 8.4%); only one third of the labour force works full-time whereas over 50% work full-time in BC. Housing shortage is a problem with few rentals and long waiting lists. As such, there are people who rely on the library as a 'second living room', to run their small business, to update resumés, or to keep current or connected with technology.</p>
Other (please specify)	

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

COVID-19 did a marvelous job of highlighting areas to improve in operations. With reduced hours and services, previous norms were evaluated with a new lens. With the relief & recovery grant, we were able to successfully

- re-imagine work scheduling and implement it for safety, sustainability, improved operations and better quality of service.
- return to pre-COVID hours – but with a new schedule that allows greater access for after school visits, teens and the labour force without sacrificing the preferred earlier open hours for seniors. The outcome – more visits!
- To build capacity by providing regular hours (4 hours/week) to on-call staff and make this improvement sustainable over time
- Comply with sick day requirements in the newly updated Employment Standards Act
- Catch up with projects that kept getting deferred during COVID
- Host an outdoor community square dance for all ages for connection & healing
- Host a singalong for all ages

With the return to pre-COVID hours and reimagining work scheduling, we were able to partner with Columbia Basin Alliance for Literacy (CBAL) to offer Digital Learning Support appointments. The reallocated amounts for relief & recovery carry on the return to normal operating hours, new scheduling & staffing, and outreach tapering off by 2025 for long-term sustainability in our 5 year budget plan. The deferred amounts for the emergency grant will be used to offer relief from heat domes or wildfire smoke and to develop an emergency plan and participate in training.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$7,147.83	\$14,369.76
Emergency Planning & Preparedness Grant Amount	\$1,843.99	\$5,328.54
Total Grant Amount (\$28,690.12)	\$8,991.82	\$19,698.30

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	New normal and increased open hours
Rationale	Making the library more accessible by returning to normal operating hours that are easy to remember and serve more of the population. Note: This project was challenging as it needed to be completed with the new staffing model implemented in 2021 (see comments). The recovery grant made it possible.
Area of Need	Covid-19 relief & recovery
Action/Output/Deliverable	Returned to 28 open hours per week (pre-Covid hours with slight changes) and made it permanent by combining the recovery grant & a partnership program with our 5-year budget plans. Added 3 hours per week starting July 1 st ; hired staff for Saturday (4 hours/week) & added 3 additional hours per week in September. New hours included early and evening hours and were kept simple (3 weekdays from 10-6). This increases accessibility by making it easier for patrons to remember when the library is open.
Outcome/Impact	Several senior patrons have cheered for early open hours being reinstated as part of COVID-19 recovery. Having three similar open evenings per week has attracted homeschool families, youth, and adults (after work) regularly.
Metrics	Noting feedback from community – gauging usage.
Collaborative Links (if applicable)	One of the evenings is made possible in part by a partnership with Columbia Basin Alliance for Literacy (CBAL) to June 2023.
Expenditure	\$4,235
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.)	This project is on schedule and will be completed by December 2025. Each year a smaller portion of recovery funds will be used to support the additional open hours & Saturday staff. By 2026, recovery will be complete and it will be operational.
Comments (optional)	The pandemic immediately and permanently changed how we operate. KDPL has relied heavily on volunteer help and even adopted a 'one staff – one volunteer' work model to allow for more open hours. The volunteer program was suspended to protect our seniors in March 2020 then partially reinstated. After careful evaluation, a new model was adopted with a smaller volunteer group (50%) and staff working together 75% of the time to address safety (reduce working alone). This reduced errors, and improved quality of service, management & communications.

Project/Program/Activity	Staff & operational resiliency
Rationale	Staff supported with fair wages (per 2021 inflation) & sick days per updated Employment Standards Act January 2022; facility is organized and welcoming; restock book bags used for take-out
Area of Need	Covid-19 relief
Action/Output/Deliverable	Wages increased by 0.8% to match the 2021 inflation rate of 2.8% starting July 1st, added 2 additional sick days per staff to meet new requirements per employment standards act (due to COVID); allocated funds to catch up on projects deferred due to COVID.
Outcome/Impact	<ul style="list-style-type: none"> • With the CPI increasing averaging at 6.9% for 2022, attending to wages with this relief made life more affordable for staff • Supports staff retention • Healthy community (sick days mean staff stay home when sick) • The relief fund made it possible for us to increase our sick day budget from 3 days/staff to the required 5 days/staff without making reductions elsewhere. This gives us time to make the adjustment in future budgets. • All sick days were used due to COVID and COVID prevention • Stress reduction for staff – supported to ‘catch up’ with projects that were repeatedly deferred during pandemic operations (including putting furniture back in place!)
Metrics	Mostly not applicable
Collaborative Links (if applicable)	
Expenditure	\$2,020
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Project is nearly complete. Deferred funds to restock bags used for Library Take Out during COVID. Will be completed in 2023.
Comments (optional)	

Project/Program/Activity	Community outreach events
Rationale	The pandemic was taxing for everybody. As part of recovery, we wanted to put on some events for fun.
Area of Need	Covid-19 Recovery
Action/Output/Deliverable	Hosted 2 all-ages events – an outdoor square dance & a singalong
Outcome/Impact	Both events attracted 40 people (children, adults, seniors) for fun & community connection. We’ve been asked to ‘do it again’ and noted that a 2-part singalong with everyone including small children for the first 45 minutes followed by an adult singalong would be more satisfying for participants.
Metrics	Record attendance, collect feedback

Collaborative Links (if applicable)	
	June 21, 2022 – Dec 31, 2023
Expenditure	\$892.83
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.)	Achieved goal for 2022. Remainder deferred to host 2 more events and complete.
Comments (optional)	

Project/Program/Activity	Technology tools for hybrid programs & meetings
Rationale	Greater access to programs & meetings; preparedness for social distancing or lockdown requirements
Area of Need	Emergency Preparedness
Action/Output/Deliverable	Purchased Meeting Owl (smart video conference camera, microphone, and speaker) plus extended audio reach. Staff received training.
Outcome/Impact	We were able to offer a fantastic hybrid (in person and via Zoom) program for more people with author Iona Wishaw reading from her latest book. 21 participated in person and 38 attended virtually from the Kootenay Library Federation region. This is much larger than usual attendance for an author reading. We received positive feedback from in person and virtual attendees. Having the OWL removed barriers such as distance and also accommodated people who were not ready for in-person events (still social distancing). We are equipped to run better meetings & programs with options for in person or virtual attendance to strengthen the organization. Services are improved.
Metrics	Measure attendance to programs and meetings when the device is in use – has it increased compared to average?
Collaborative Links (if applicable)	Kootenay Library Federation – for promotion and organization of region-wide event Nelson Public Library staff arrived early and helped with training, set up and testing the equipment for the event.
Expenditure	\$2,007.55
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.)	complete
Comments (optional)	

Project/Program/Activity	Prevent infectious disease spread
Rationale	Re-upholster furniture with vinyl fabric for easy cleaning and disease prevention – so that it does not need to be removed for a pandemic again. Easy-clean furniture will help keep our community safe/healthy and keep our library welcoming and

	accessible.
Area of Need	Emergency Preparedness
Action/Output/Deliverable	
Outcome/Impact	Less infectious disease spread
Metrics	na
Collaborative Links (if applicable)	
Expenditure	\$0
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.)	\$2,500 deferred and may be reallocated to developing an emergency plan. It was not possible to complete this project since the only re-upholstery service shut down in 2022.
Comments (optional)	

Project/Program/Activity	Emergency Preparedness
Rationale	To create a healthy and welcoming space during wildfire or heat dome
Area of Need	Emergency Preparedness
Action/Output/Deliverable	Plan: to purchase air purifier & water dispenser. Find emergency training opportunities for staff to participate in. Develop an emergency plan. Promote services.
Outcome/Impact	
Metrics	
Collaborative Links (if applicable)	Kootenay Library Federation for emergency plan template. Reach out to local emergency groups to see how we can be of service.
Expenditure	\$0
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.)	\$2,664.98 deferred to 2023.
Comments (optional)	

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: 

Date: March 1, 2023

Board Chair Signature: 

Date: March 1, 2023