

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

PEMBERTON AND DISTRICT 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](#)
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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 Pemberton & District Public Library is located within the Community Centre in the Village of Pemberton. It serves a total population of over 6,000, covering the Village of Pemberton and the Squamish Lillooet Regional District Area C, with a service area in excess of 5,600 square kilometers. It's location within a shared recreational facility in the village and the range of services offered strengthen its position as the hub of the community.

Pemberton and District is largely a young and growing population but with a sizeable seniors community too. It is home to long-time residents with agricultural roots, young families new to the area, part-time residents and the growing Lil'wat and N'Quatqua First Nations. Agriculture, forestry, service-based industries, and recreation tourism are the principal industries in the area. Its proximity to Whistler make it attractive to both tourists and those who wish to settle in the area.

Limited public transport options between Pemberton and the surrounding communities can make accessing Library services difficult for some and we must seek out outreach opportunities to strengthen our connection with the outlying areas.

Lack of affordable housing and high cost of living, are challenges that continue to be faced within the community, making the Library and its services an important resource for many. The 2021 census highlighted the significant growth experienced in the area, with a 32.4% increase in the population of the Village of Pemberton – up 3,407 from 2,574 in 2016. SLRD Area C also experienced a population increase of 20.3% (2,000 from 1,663) while Mount Currie saw a 3.3% decline from 1,285 to 1,242.

Property prices have increased exponentially in recent years, making living in the community no longer feasible for some and as the population continues to grow, this has not been reflected in corresponding increases to services and resources for the community.

Provincial funding is used primarily to support core operational costs of staffing, collections and other administrative expenses.

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
<i>Pop-Up Library</i> outreach program
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
<p>Once a month, two staff from the Library bring library services to the Lílwat Nation community in neighbouring Mount Currie. The visits take place at T'szil Learning Centre which is a centrally located, modern facility that serves the more northern communities of the Sea-to-Sky corridor by providing academic upgrading, trades and skills training and university-level programming. Staff provide in-person support with getting a library card, accessing digital resources and promoting library services. A selection of library materials is also available to browse and check out and the option to return materials is also provided.</p> <p>The support of the Ts'zil Learning Centre administrative team has been vital in the delivery of this service.</p>
How does this project/program support the library's strategic goals?
<p>Public transport options are limited in our community and expanding our outreach services to “meet people where they are” has been a strategic priority for many years. With the lifting of public health restrictions, we were able to refocus our efforts on resuming outreach initiatives in 2022 and to bring library services out into the wider community.</p> <p>Programs such as our Pop Up Library supports our strategic priority to Create Welcoming Spaces as we work towards reducing barriers to accessing library services and promoting the library as a shared space for all. It also supports our strategic priority of Build Connections by raising awareness of the Library and strengthening it's role in the communities we serve.</p>

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

This program supports the provincial priority of **Improving Access** by bringing library services to community members that face challenges accessing the physical location of the Library.

It supports **Building Capacity** by providing library staff experience in delivering and promoting library services off-site, working within the parameters of the pop-up location and experiencing firsthand the challenges faced by patrons regarding access and connectivity.

It supports **Advancing Citizen Engagement** by raising awareness of library services and supports available to all community members. By taking the Library into the communities we serve, we build relationships with those communities and support knowledge sharing.

Outreach programs such as this also support **Enhancing Governance** by demonstrating the importance of removing barriers to accessing library services which informs the strategic planning process

What are the key outcomes of this project/program?

The key outcomes of the program are:

1. To reduce barriers to accessing library services due to the geographic location of the public library
2. To increase awareness of the Library
3. To increase use of the Library and it's services across all service areas

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

The provincial funding contributed towards the additional staffing costs and travel required to operate this program while ensuring the physical Library building is sufficiently staffed

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)	Transitioning back and forth between public health measures continued to impact program and service delivery in early 2022. Restrictions on indoor gatherings and vaccine passports necessitated the review of already planned programs and while we endeavoured to have it minimise impact on those wishing to attend programs, the requirements did serve as a barrier to some. As health measures lifted and full services resumed, focus has been placed on supporting staff to effectively meet patron expectations and compassionately manage challenging behaviours while protecting the health and wellbeing of a small team. Provincial funding has been used to provide access to training opportunities.
Emergency response (e.g., fires, floods, extreme weather)	
Financial pressure (e.g., rising costs, reduced revenues)	Locally, the financial pressure continues to be demonstrated with the significant increase in cost of living in the area and challenges remaining competitive as an employer. Ensuring adequate annual inflationary increases to core revenue streams is a priority if we are to maintain, let alone enhance, current service offerings.
Staffing (e.g., recruitment and retention, mental health, and wellness)	Staffing continues to present challenges due to the high cost of living in the community. Ensuring a liveable wage that will enable us to retain existing staff is one challenge but attracting new staff, particularly those interested in pursuing a career in the Library field is more of a challenge due to the lack of affordable housing required for relocation. We reviewed the salary scales in 2022 to help us remain competitive as an employer in the area.
Disappearing services in the community (e.g., government, banking, health)	With the transition online for many government, banking and health services, requests for staff assistance with technology to access these services has increased significantly. In addition to providing in-person support, we have worked with community partners to offer outreach services at the Library (such as employment services and legal services) and have hosted clinics with Service Canada and CRA.

Connectivity (e.g., low bandwidth, lack of home internet in the community)	<p>The more remote, isolated communities still continue to experience significant challenges with poor or no cell service and lack of connectivity/ low bandwidth. Even within the well serviced areas, the cost alone of internet services remains a barrier.</p> <p>With the increase in video conferencing and online medical appointments, the Library is often the only viable option for patrons. We have subsequently upgraded our internet and leave our WiFi on 24/7.</p>
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<p>With a rapidly growing community, demands on the space continue to grow and meeting some of the changing needs of patrons has presented challenges. Lack of suitable programming/ meeting space is a particular challenge. Due to our open concept layout it is often not practical for video calls and meetings to take place in the space. The facility, while not old (est. 2008), will need to find ways to accommodate these changing needs and explore opportunities for expansion as the community continues to grow.</p> <p>In 2022 we had to rent additional space within the Community Centre to host after-school programming. We were able to use provincial funding to support these additional costs.</p> <p>We also partnered with a local co-working business to provide barrier-free access to meeting space and our open concept space is not suited to facilitating meetings and Zoom calls.</p>
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	<p>Lack of public transit remains an issue for the surrounding communities and presents real challenges for accessing library services. The Library serves a large geographical area but only a small percentage of that area is served by local transit.</p> <p>Online library card registration and outreach visits are two steps we have taken to reduce barriers to access.</p>
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<p>As visits to the Library continue to return to pre-pandemic levels, we also continue to see an increase in vulnerable community members visiting the space. Focus has been placed on regular staff training to compassionately support vulnerable patrons.</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

The Covid-19 relief and recovery grant is being used to enhance the functionality of the Library's outdoor space, particularly in the warmer summer months. This will provide additional seating for the community, particularly those wishing to make calls or have meetings without disturbing others using the interior space. Planned work consists of a sun shade and new seating. The goal is to have this work completed by late Spring/ early Summer.

The Emergency Planning & Preparedness Grant funds had been allocated to reserve to cover additional staffing/operational hours that may be required during extreme weather events. A portion of the funds will also be used in 2023 to cover the cost of essential staff training such as First Aid/CPR.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$24,727.89	\$0
Emergency Planning & Preparedness Grant Amount	\$8,242.63	\$0
Total Grant Amount	\$32,970352	\$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	Enhancing the functionality of the Library's outdoor space
Rationale	The Library has two exterior deck areas that are only accessible from within the Library. They are however, generally under-utilised due to the exposure to weather. As demands grow on the interior space, it is important that we maximise the use of any available exterior space for public use.
Area of Need	COVID-19 Recovery
Action/Output/Deliverable	Addition of a shade sail and outdoor furniture will increase the functional space for the public to use
Outcome/Impact	Patrons will have additional seating options outside of the Library where they can still access WiFi, particularly for Zoom calls and meetings
Metrics	Increased use of the outdoor space throughout the year
Collaborative Links (if applicable)	n/a
Expenditure	\$24,727.89 for a shade sail and weather-resistant deck furniture


Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	Purchase of shade sail and furniture in progress with anticipated completion in late Spring/ early Summer
Comments (optional)	

Project/Program/Activity	Emergency Preparedness – Extreme Weather response
Rationale	Located within the Pemberton & District Community Centre, the Library is one of the few public spaces with an HVAC system equipped to offer clean, climate controlled air. The funds would cover the additional staff costs required to enable an increase in library operating hours during weather events such as extreme heat, extreme cold or poor air quality.
Area of Need	Emergency Planning & Preparedness
Action/Output/Deliverable	Additional operational hours to provide shelter in the event of any extreme weather event
Outcome/Impact	Residents will have additional support and options for shelter during extreme weather events
Metrics	Number of visits to the Library during the increased operating hours
Collaborative Links (if applicable)	n/a
Expenditure	\$8,242.63 will be placed in reserve for additional staff costs to extend library operating hours in the event of an extreme weather event. In the event that they are not used by the end of fiscal 2023, they will be re-allocated to fund other emergency preparedness training opportunities for staff.
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	A portion of the funds will be used in 2023 to ensure all staff have received core First Aid/ CPR training. Remaining funds to remain in reserve for potential extreme weather event operations.
Comments (optional)	

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature:  _____ Date: 02-27-2023

Board Chair Signature:  _____ Date: 02/27/2023