

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Radium Hot Springs 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 Village of Radium Hot Springs is a vibrant community nestled between the Purcell Mountains to the West and the Rocky Mountains to the East – on the traditional unceded territory of the Ktunaxa and Secwépemc peoples, as well as the chosen home of the Columbia Valley Metis Chartered Community. The Village is situated at southern entrance to the Kootenay National Park and borders the Columbia River Wetlands.

The Radium Hot Springs Public Library is a municipal library located at the heart of the Village – inside the Radium Hot Springs Centre. The facility overlooks Legends Field, which is home to the Rotary splash park, a skating rink, and heated washroom facilities. The Radium Library is fortunate to have a strong relationship with our municipal government and rely on them for many in-kind contributions.

The Village has experienced significant growth in recent years; along with expanding infrastructure, the population of Radium has increased by 72% since the 2016 census. Our catchment areas throughout the Columbia Valley have also experienced substantial population growth, which has further increased our service population. In addition to our full-

time residents, there are also a considerable number of part-time residents and seasonal visitors that access our services.

Traditionally, Radium's local population consists primarily of young families, retired seniors, and part-time second homeowners. Many of the existing rental units in our area have been turned into short-term rentals. With rising housing costs and a shrinking rental market, many local families have had to relocate or dramatically adjust their living situation.

In 2022, the Radium Library saw an appreciable increase in circulation statistics, in-person visits, program attendance, and several other areas. Community need has surged, and the Radium Library did, and continues to do, its best to try to meet the demand.

Provincial funding is used to support the Radium Library's core services; it helps to support the provincial interlibrary loan system, and a small portion of staffing costs. While it is tremendously beneficial, on-going provincial funding only accounted for 7.5% of our annual revenue in 2022.

## 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>
Maintaining Basic Operational Services
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
With the rising costs of inflation, and increased service usage, the Radium Library's primary goal was to work to maintain our core service structure. The Radium Library has had to rely on local governments, community partners, and one-time grants to maintain basic operations. The Radium Library worked hard to offer innovative solutions within our allotted funding; however, current service structures cannot be maintained without increased on-going operational support from all levels of government.
<b>How does this project/program support the library's strategic goals?</b>



Basic operational services are integral to the strategic goals of the Radium Library. By maintaining basic core services, the Radium Library was able to meet its strategic goals at the most fundamental level.

**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 central public library service is providing access to information. The Radium Library's collection has many different resources available both in-print and online. Library patrons have access to a collection of over 8,000 books, an assortment of DVDs, a Library of Things, community resources, and a section of legal books. The Library also provides access to thousands of ebooks and audiobooks, and an array of online resources. Many of these items are acquired through consortium purchases, grants, and shared initiatives.

In 2022, the Radium Library worked to improve access to digital resources through the implementation of a Community Technology Hub. Funding for this project came from the Columbia Basin Trust Community Technology Program, with a few smaller supporting grants from the Regional District of East Kootenay Discretionary-Grants-In-Aid Program, the Columbia Valley Community Foundation, and the Village of Radium Discretionary-Grants-In-Aid Program. The grants for this project were approved in late 2019, however, the project was stalled due to the pandemic.

This year, the Radium Library purchased the final technological items to complete the project. This includes both loanable items and items for use inside the library facility. The Library also offered several digital literacy programs in partnership with the Columbia Basin Alliance for Literacy (CBAL), including one-on-one tech support, also in partnership with the Invermere Public Library, digital scanner services, and online learning resource workshops.

In 2022, the Radium Library restored full access to all library services, including basic computer and Wi-Fi access which is essential to enhance digital literacy and connectivity.

## **2. Building Capacity:**

The Radium Library is an active member of the Kootenay Library Federation (KLF). The KLF provides access to a variety of professional development opportunities for the staff of member libraries. This year, Radium Library staff participated in various webinars touching on relevant topics such as: navigating difficult situations, improving accessibility, and general library software training. The Library Director and board also participated in bi-annual Federation meetings.

In late 2019, the Radium Library board supported the Director's decision to pursue a Master of Library and Information Studies degree from the University of Alberta in her spare time. Another three courses were completed in 2022. The skills learned from were applied to improve the organization of information at the library.

Limited staffing has been the biggest obstacle to building capacity. Professional development opportunities are primarily offered during library hours, and the library does not have the capacity for staff to both assist patrons and attend training at any given time.

## **3. Advancing Citizen Engagement**

The Radium Library is committed to promoting inclusivity, diversity, and reconciliation through our strategic plan, services, collection materials, and programming. The library is working on improving accessibility and recognizes the responsibility public libraries have to the Truth and Reconciliation Commission Calls to Action, and the role libraries play in the dissemination of information. There is still a long way to go, however, the Radium Library is committed to the journey of reconciliation.

The Radium Library further advances citizen engagement by offering exam invigilation services, providing study spaces, providing access to free Wi-Fi, and having public computers available. Library staff assist patrons with accessing online government resources and provide printing and scanning services.

In 2022, the Radium Library offered our first Free Volunteer Income Tax Clinic, and plan to continue this needed service in 2023. The Library also regularly partners with the Columbia Basin Alliance for Literacy (CBAL) to provide a space for volunteers to work one-on-one with newcomers to improve language skills, and offers families a safe place to socialize, learn, and play.

Library programming fosters community connections and creates equitable opportunities. There are many young families in our community, and this informs the children's and family programming that we offer. This includes standard literacy programs such as weekly story times, STEAM programs, as well as various seasonal activities. The demand for seasonal activities inspired a tremendously successful annual Easter Egg Hunt event. This event drew



people from all over the library's service area, along with many part-time residents and weekend visitors.

This year the Radium Library also hosted, in partnership with CBAL, a baby rhyme time program that was very well attended and connected parents from all over the Valley. The library also participated in the annual provincial Summer Reading Club program initiative both at the Library and through outreach initiatives.

The Library's adult programming includes one-on-one tech support – in partnership with both CBAL and the Invermere Library – author tours, workshops, monthly seniors' programs, and a weekly art in the afternoon program. Both the seniors' and art programs are examples of unique community inspired programs that developed in response to community need in Radium.

### 3. Enhancing Governance

In 2022, the board worked to develop a new Strategic Plan that will be completed in 2023. The board continues to work towards a deeper understanding of the municipal library model and regional service agreements. The board is working on advocacy at the local and provincial level, and consults BC Library Trustee Association resources to enhance governance practices.

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

##### **Resources and Activities:**

The Radium Library worked to secure funding from multiple sources to ensure operational funding needs were met so that we could continue to offer essential services to the public.

**Output:** This funding was necessary for basic operational costs, and to meet the needs of the ever growing-community. Local governments and community partners were instrumental in this endeavour.

**Immediate Outcomes:** Community members were able to access essential library services. Vulnerable populations do not have access to technology at home rely on the library to access basic technology. An increasing number of Library patrons frequent the Library to access technology or receive assistance with technology.

**Intermediate Outcomes:** The public were provided with a safe space to access essential services. Despite our limited staffing capacity, the Library provided a diverse range of program offerings to meet community need.

**Ultimate Outcomes:** Communities rely on public libraries to provide access to essential services. Each year, public libraries stretch beyond their capacity to help to

deliver the provincial goals of improving access, building capacity, enhancing citizen engagement, and enhancing governance. Additional on-going operational funding is required to provide the accessibility and staffing needed to address community need.

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

On-going Provincial funding is used to support the Radium Library's core services; it helps to support the provincial interlibrary loan system, and staffing costs. While it is tremendously beneficial, on-going provincial funding only accounted for 7.5% of our annual revenue in 2022.

[Copy and insert additional tables below for each additional project/program as needed]

### 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.

<b>Challenge</b>	<b>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).</b>
COVID-19 (e.g., safety protocols, proof of vaccination)	While there were less restrictions in 2022, the aftermath of the pandemic continues to affect our service capacity. Needs have increased, and library resources are strained. Staff burnout and increased emotional labour continue to be a pressing issue.
Emergency response (e.g., fires, floods, extreme weather)	During extreme weather events, the Radium Library serves as a heating and/or cooling facility, a place to access clean drinking water and relevant information. We also offer access to emergency planning resources.
Financial pressure (e.g., rising costs, reduced revenues)	The Radium Library does our best to offer innovative programming and services within the confines of our funding. Rising costs and reduced revenues have forced the Radium Library to make significant cuts to our budget, which limits our ability to serve the growing needs of our community. Increased on-going operational funding is needed to alleviate financial pressure.
Staffing (e.g., recruitment and retention, mental health, and wellness)	With the looming financial pressures and shrinking budgets, public library staff are at a high risk of burnout. At the Radium Library, we have worked to provide equitable wages for staff and adjust for inflation. The impacts of financial stress, frontline work, and other external factors significantly impact the mental health of library staff. The Radium Library does our best to support the mental well-being of our staff, however, secure, on-going operational funding could help to improve the overall well-being of staff and improve retention.
Disappearing services in the community (e.g., government, banking, health)	In addition to high inflation rates and drastic increases to the cost of living, our community is facing a significant housing crisis. In our service area, there is a lack of availability and affordability for homeowners and renters. There are also not enough social supports available for vulnerable persons. We try to support our patrons in these areas where we can. The local bank has also been forced to reduce operating hours, which limits accessibility.
Connectivity (e.g., low bandwidth, lack of home internet in the community)	Patrons in the Library's outlying catchment area experience connectivity issues, and significant storms have caused issues with cellular service and phone lines. Vulnerable populations rely on the library for access to technology and strong connectivity is essential to be able to provide this service.



Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The Radium Library is fortunate to have recently moved into a new facility; however, as the needs for the community expand, so does the need for additional space and the potential for upgrades. The population in Radium has increased by 72% since 2016, which places a strain on our facility and resources.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	Public transportation is a significant issue throughout Radium and our service area. Patrons within walking distance are able to access the Library with minimal barriers; however, those in our catchment areas that rely on public transport face barriers to access.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	Vulnerable communities have really suffered this past year and the need for support has increased tremendously. The lack of social supports in our area for vulnerable populations puts a significant strain on public libraries, which are already being pushed beyond capacity. Staff have taken training to assist those experiencing homelessness, and hope to take naloxone training in the future to be prepared for any scenario.
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 Radium library will use the COVID Relief and Grant Funding to address reductions in staffing and supplies. It will also be used to purchase essential physical items, such as a new front circulation desk, to enhance both safety and accessibility. Funding for staffing will be directed towards outreach services, emergency preparedness training, and hiring a summer student – which has proven to be essential for the mental well-being of our staff who are already stretched thin and could not take on an extra workload to facilitate the provincial Summer Reading Club initiative.

This will carry into 2023 to address operational items recovery. We have outlined our budget for 2023 and are anticipating significant shortfalls in our income due to rising inflationary costs and a drastically increased population. Our operational funding has been primarily frozen stretching our resources beyond capacity. We hope to use funds to try to get close to the necessary amounts to offer basic services for programming, office supplies, and books.

	Grant budget	Reallocated budget
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$21,032.62	
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$7,010.87	
<b>Total Grant Amount</b>	\$28,043.49	

## 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>	Provide staff with outreach hours and hire a summer student to facilitate the 2022 Summer Reading Club
<b>Rationale</b>	Essential Staff Position cut due to COVID related expenses
<b>Area of Need</b>	COVID Relief/COVID Recovery
<b>Action/Output/Deliverable</b>	The summer student position was cut due to COVID related budget reductions. It is an essential position that contributes to the mental well-being of core staff who do not have the capacity to take on another workload. Outreach services are requested and needed in our service area.
<b>Outcome/Impact</b>	We hope to provide our community and catchment area with exceptional children's programming and provide our staff with necessary reprieve.
<b>Metrics</b>	This proved to be an incredible success; our staff have expressed sincere gratitude for hiring a summer program facilitator, we have been able to offer three times the number of programs, while maintaining a manageable workload for our primary staff. We have received praise and compliments from parents and caregivers for the exceptional work that our summer hire has helped to provide. We have also received praise for our outreach initiatives, which have broadened our reach in our service area.
<b>Collaborative Links (if applicable)</b>	With our outreach programming, we have collaborated with neighbouring libraries and community partners, such as the local elementary schools in our catchment areas, and the Columbia Basin Alliance for Literacy
<b>Expenditure</b>	\$2,700
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Complete. The summer student was hired in at the end of June, and their position will commence at the end of August.
<b>Comments (optional)</b>	



<b>Project/Program/Activity</b>	Front Circulation Desk Modification: Adapting physical spaces to make them safer and more accessible
<b>Rationale</b>	Essential improvements needed in light of pandemic
<b>Area of Need</b>	COVID-19 Recovery
<b>Action/Output/Deliverable</b>	Purchase a new front desk to enhance accessibility
<b>Outcome/Impact</b>	A more accessible front area for both staff and patrons; the desk will enhance the safety of staff and protect children from injuring their heads on the current pointed desk corners in the narrow space. It will also allow the front entrance to open up to become more accessible and reduce the risk of spreading illness in a congested area.
<b>Metrics</b>	Observing patron and staff's response to the space adaptations
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	Approximately \$8,300
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Funds deferred to 2023. Ordered in 2022, to be installed in 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Hire a summer student to facilitate the 2023 Summer Reading Club, and maintain outreach services
<b>Rationale</b>	Essential staff position cut due to COVID related expenses
<b>Area of Need</b>	COVID Relief/COVID Recovery
<b>Action/Output/Deliverable</b>	Funds deferred to 2023. We have outlined our budget for 2023 and are anticipating significant shortfalls in our income due to rising inflationary costs and an increased population, while our operational funding has been primarily frozen stretching our resources beyond capacity. We hope to use funds to hire a summer student for 2023, which has proved instrumental in 2022, and to continue to be able to offer vital outreach services.
<b>Outcome/Impact</b>	We hope to provide our community and catchment area with exceptional children's programming and provide our staff with necessary reprieve, and we hope to not have to reduce service offerings.
<b>Metrics</b>	This will help to lessen the anticipated funding gap for the coming year.
<b>Collaborative Links (if applicable)</b>	With our outreach programming, we have collaborated with neighbouring libraries and community partners, such



	as the local elementary schools in our catchment areas, and the Columbia Basin Alliance for Literacy
<b>Expenditure</b>	\$7,000
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Funds deferred to 2023. The summer student will be hired in the summer of 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	2023 Operational Items Recovery
<b>Rationale</b>	Essential core service materials
<b>Area of Need</b>	COVID Relief/COVID Recovery
<b>Action/Output/Deliverable</b>	Funds deferred to 2023. We have outlined our budget for 2023 and are anticipating significant shortfalls in our income due to rising inflationary costs and a drastically increased population. Our operational funding has been primarily frozen, stretching our resources beyond capacity. We hope to use funds to try to get close to the necessary amounts to offer basic services for programming, office supplies, and books.
<b>Outcome/Impact</b>	We hope to not have to reduce service offerings.
<b>Metrics</b>	This will help to lessen the anticipated funding gap for the coming year.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$8,000
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Funds deferred to 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Emergency Preparedness Training
<b>Rationale</b>	To enhance staff emergency preparedness
<b>Area of Need</b>	COVID Recovery
<b>Action/Output/Deliverable</b>	Have all staff take First-Aid Training. Our library plans to take first-aid training for all our primary staff so that we may assist our community in emergencies.
<b>Outcome/Impact</b>	We hope to have adequate training to respond in emergency situations.
<b>Metrics</b>	Our staff will be better equipped to handle emergency situations.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$2,100
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Funds deferred to 2023. Training will not occur until 2023.
<b>Comments (optional)</b>	

## 5. BOARD APPROVAL

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

Library Director Signature: Jacqueline Kozak

Date: Feb 23/23

Board Chair Signature: K. M. S. U.

Date: Feb 23/23