## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Richmond 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.).

Richmond is a unique, thriving and ethnically diverse community with a large immigrant population and a high population of seniors. Many people who come to settle in Richmond are interested in starting a local family business, expanding their current business, or exploring development opportunities in Richmond. Transformed from a rural community to an international city, Richmond continues to develop its downtown core and waterfront areas. Even with the rapid changes Richmond has seen, the community continues to place a high priority on protecting the natural environment and preserving its heritage.

To support the needs of our community and provide equitable access to its collections, resources and services for all Richmond residents, the library prioritized projects in 2022 in areas that focused on early literacy initiatives, innovative use of space and staff training and development. Throughout this last year, the library has continuously and successfully shifted through the pandemic with our emphasis being on engaging with our community and creating opportunities to learn, connect and belong.

## 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 |
|---|
| Building an Engaged and Informed Community – Early Literacy Initiatives |
| **Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.** |
| Early experiences with books and reading encourages language development, reading comprehension and school readiness with the ultimate goal of building a community of lifelong learners. Throughout 2022, the library prioritized early literacy initiatives. With significant brain development occurring for children before the age of five, it is our collective responsibility to provide the best possible start for all children. Foundational programming continues to be emphasized at Richmond Public Library such as Storytime and Babytime and we are also offering enhanced programming opportunities in order to further support new families who we may not have been reaching; particularly those who are vulnerable or new to Canada. <br><br> Two new programs, Bright Babies and Grow with Your Baby were both created to include a more focused curriculum, increased structure and more purposeful connection between the child and caregiver(s). Bright Babies includes a weekly parent-caregiver education component as it relates to early learning development. Family bonding and attachment are emphasized throughout the six-part Bright Baby series. Grow with your Baby is designed in partnership with Aspire Richmond, an organization supporting families of children with developmental needs. This program includes traditional songs and rhymes and a developmental component led by an Infant Development Professional (IDP) from Aspire Richmond. Families are encouraged to ask questions throughout the program and to recommend topics for what they are most interested in learning. <br><br> In 2022, RPL launched our new Early Literacy Corner at the Brighouse Library. This dedicated space offers interactive and tactile wall-mounted activities that encourage learning through active and imaginative play, while offering a warm and inviting environment in for children and families to explore while connecting with others. Play is an important part of child development as it supports skills development in the areas of relationship building, creative thinking and language growth. <br><br> The library's first permanent StoryWalk® was introduced in May 2022. Located at McLean Park, and funded in part by a Rotary District Grant and Decoda Literacy |

Solutions. Designed to guide participants through a picture book story in sequence, this interactive activity combines reading and physical literacy.

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

These projects support the following library strategic goals:

Community > Build and Grow Our Community > Respond to Community Needs/Reach out to Vulnerable Populations

Core Services > Expand Access to Programs, Services and Collections > Enhance Library experiences

| How does this project/program support the **B.C.'s strategic goal(s) for public library service** from the strategic plan, which include:<br>    1. Improving Access<br>    2. Building Capacity<br>    3. Advancing Citizen Engagement<br>    4. Enhancing Governance |
|---|

This project supports the following BC Strategic Goal for Public Library Service:

**Improving Access for British Columbians**
- Children's librarians connected with families in person, modeling and delivering valuable information and resources.
- The library introduced a dedicated StoryWalk® and Early Literacy Corner pages on our website to provide a place where community could learn more about these library resources and other services that are offered, for example, upcoming StoryWalk® programs, our circulating StoryWalk® Kits.

**Building Capacity**
- The library provided staff with time for professional development, building partnerships, creating/implementing programs.

**Advancing Citizen Engagement**
- These projects provide vital support to families through new programming and library resources and spaces (both indoors and outdoors).

**Enhancing Governance**
- The Board of Trustees participated and engaged in a library staff-led presentation (June 2022) on Early Literacy Initiatives. This learning opportunity provided trustees with an understanding of community need as well as influencing their advocacy efforts.

| What are the key outcomes of this project/program? |
|---|
| <ul><li>Families learn strategies for connecting with young children through early literacy initiatives.</li><li>Children acquire age appropriate skills in areas such as language development, creativity, and relationship building.</li><li>The library offers flexible and adaptable spaces where all families are welcome, regardless of background and ability.</li><li>Building a thriving community of lifelong learners.</li></ul> |
| **Did provincial grants enable this project/program? If so, how? NEW QUESTION FOR 2022** |
| Provincial operational grant funding supports our library's core operations which includes program and collection development with a focus on early literacy resources. |

## 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** |
|---|
| Building an Engaged and Informed Community - Reimagine Space for Our Community |
| **Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.** |
| To understand evolving needs for our community, the library optimized existing library space in 2022 by investigating and offering innovative options and partnering with stakeholders to realize these new opportunities.<br><br>Richmond Public Library is committed to fostering an environment of respect, understanding, diversity and inclusion. To support the Library's Strategic Plan and our mission to create opportunities to learn, connect and belong, the Inter-Faith Prayer and Meditation Area at the Brighouse Branch was launched. The space has been created in response to requests from library customers for a quiet space for prayer and reflection. This space is intended for brief meditation, mindfulness and finding a moment of peace. The space is available to all members of the public for this purpose and is open to people of any faith or no faith.<br><br>With the purpose of celebrating local art and artists, the library introduced the Community Art Wall at the Brighouse Branch. The Art Wall is a collaborative display space for community members to share their culture, stories and experience through art, facilitating cross-cultural exchange and community connection. Art is featured on an eight-week rotation and past displays have included artists who have been newcomers to Canada, Richmond's Islamic and Ukrainian communities, people with disabilities, individuals experiencing homelessness and LGBTQ+ youth. |
| **How does this project/program support the library's strategic goals?** |
| These projects support the following library strategic goals:<br><br>Space > Reimagine Space for our Community > Investigate innovative Options<br><br>Community > Build and Grow Our Community > Reach Out to Vulnerable Populations |

**How does this project/program support the B.C.'s strategic goal(s) for public library service from the strategic plan, which include:**

5. Improving Access
6. Building Capacity
7. Advancing Citizen Engagement
8. Enhancing Governance

These projects support the following BC Strategic Goal for Public Library Service:

**Improving Access**
- The library introduced dedicated Community Art Wall and Inter-Faith and Meditation Space pages on our website to provide an opportunity for community members to learn more about these library services and provide recommendations on further reading and community resources.

**Building Capacity**
- These projects increase the capacity of staff by reaching a larger customer base with which to build connections.
- Promotes new partnerships/relationships with community stakeholders which in turn increases staff knowledge and skill development.
- Further supports staff training in equitable, diverse and inclusive practices.

**Advancing Citizen Engagement**
- Innovative spaces create opportunities for community dialogue and allow for community members to see themselves reflected in the space.
- Both projects received funding from community members/organizations. Every donation the library receives allows us to go above and beyond the core library programs, services and resources to further and deeper engage with residents.

**Enhancing Governance**
- Provides an opportunity for trustees to connect with community who may be new to the library.
- Relationship building support trustee advocacy as well as future recruitment for board participation.

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

- The library offers flexible and adaptable spaces where all community members are welcome, regardless of background and ability.
- Library's commitment to equity, diversity and inclusion is recognized by community.

**Did provincial grants enable this project/program? If so, how? NEW QUESTION FOR 2022**

Provincial operational grant funding supports our library's core operations which includes program and collection development in arts resources.

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 |
| --- |
| Supporting a Thriving Community – Invest in Staff |
| **Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.** |
| The library is committed to developing and leveraging our resources and investing in staff.  Library staff continue to be called upon to provide services and support outside of the scope of their initial professional training. These services border on social work or other forms of social support and as such the library prioritized learning opportunities in areas of Truth and Reconciliation, conflict management and de-escalation, and supporting those who are experiencing homelessness. <br><br> A 4-hour, interactive, experiential and self-reflective workshop entitled Anti-Indigenous Racism Dialogues was offered twice to library staff in 2022. Discussion points included identifying and unpacking key terms, exploring the TRC Calls to Action and learning Anti-Racist practices that can be weaved into our personal and professional lives. Presented by Arete Safety and Protection, frontline staff received training in Workplace Violence Prevention and De-escalation. The intention of this unique training is to build the skills and confidence of staff so they are able to safely de-escalate conflict when it occurs in our libraries. <br><br> Developed by Homelessness Services Association of BC (HSABC), and in collaboration with the City of Richmond, the library offered training to those staff who may be working with individuals experiencing homelessness. This training was intended to build awareness and education about homelessness and poverty, reduce misconceptions and stigmatization, and provide practical skill development in inclusive trauma-informed customer experience. Level 1 was an online, self-directed course whereas Level 2 provide more in-depth training and practical skill development for staff teams that work regularly with the public and have more frequent interactions with individuals experiencing homelessness. <br><br> Ryan Dowd's online empathy driven homelessness training series was also reintroduced to staff with the library re-purchasing a 12-month training license. Similar training was offered at RPL in 2020. Core topics were introduced to all staff hired since 2020 and the introduction of supplementary topics are being offered to all current staff. |

| How does this project/program support the library's strategic goals? |
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| These projects support the following library strategic goals:<br><br>Resources > Develop and Leverage Our Resources > Invest in Staff<br><br>Core Services > Expand Access to Programs, Services and Collections > Enhance Library Experiences<br><br>The library supports the Truth and Reconciliation Commission's *94 Calls to Action*. |

| How does this project/program support the **B.C.'s strategic goal(s) for public library service** from the strategic plan, which include:<br>  9. Improving Access<br>  10. Building Capacity<br>  11. Advancing Citizen Engagement<br>  12. Enhancing Governance |
|---|
| These projects support the following BC Strategic Goal for Public Library Service:<br><br>**Improving Access**<br>• The library is removing barriers and offers flexible and adaptable spaces where everyone is welcome, regardless of background and ability.<br>**Building Capacity**<br>• The library provided training opportunities to enhance learning, create organizational awareness and ensure staff are better able to support community members of all demographics and economic backgrounds.<br>**Advancing Citizen Engagement**<br>• The library prioritized staff training in the areas of equity, diversity, and inclusion to support staff in responding to community needs. |

| What are the key outcomes of this project/program? |
|---|
| • Everyone in our community feels safe and welcome at our libraries.<br>• More effective resolutions to incidents involving community and staff.<br>• Staff are confident and contributing to a respectful and inclusive environment.<br>• The library is committed to responding to the Truth and Reconciliation Commission's *94 Calls to Action.* |

| Did provincial grants enable this project/program? If so, how? **NEW QUESTION FOR 2022** |
|---|
| Provincial operational grant funding and COVID-19 Relief and Recovery grant funding supported staff training and development. |

## 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) | Early in 2022, with updated PHO restrictions due to the sudden increase of the Omicron variant, the library quickly moved to reactivate COVID-19 Safety Plans. From moving all in-person programming to virtual only, to reassessing seating in public and staff workspaces, to procuring additional PPE for public and staff, and supporting some staff to work from home, the library moved quickly to support a safe working environment. While PHO capacity limits were lifted in February, proof of vaccination and mask mandates remained in place until March. Throughout the remainder of 2022, use of safety measures such as plexiglass shielding and PPE significantly declined with some staff making the personal choice to continue to wear masks. |

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| Emergency response (e.g., fires, floods, extreme weather) | The library was recognized by Richmond Fire and Rescue as dedicated Cooling and Clean Air Centres in Summer 2022. During all activations, at all locations, additional services and resources were made available such as defined pet areas. Extended hours, made possible with overtime, were offered at the Brighouse Branch on four of the twelve activation days. Vulnerable populations may have limited access to air conditioning or may be hesitant to operate air conditioning and cooling units due to potentially high electricity costs during peak heat hours and these extended hours ensured community members had a designated safe location to visit during extreme heat.<br><br>During extreme cold events, the library responded by actively promoting its spaces as safe respite.  The library also partnered with other organizations to share vital information regarding local warming centre activation. |
| Financial pressure (e.g., rising costs, reduced revenues) | The library is experiencing ongoing financial pressures, including rising cost of updating and expanding collections and resources, increases in the cost of recruiting and retaining staff and higher IT infrastructure costs.<br><br>The new ESA legislation has further compounded some of the budgetary staffing challenges and is an additional cost to be considered when hiring auxiliary staff (we cannot hire as many auxiliaries as we would have in the past.) |
| Staffing (e.g., recruitment and retention, mental health, and wellness) | Libraries offer a wide variety of services which require staff to have a diverse range of skill sets and education levels. Coming out of the pandemic we are facing staffing challenges as library staff explore careers in different fields and/or are in competition with other libraries for the same pool of experienced library staff. This poses recruitment and retention challenges and increased costs, particularly related to orientation and training. |
| Disappearing services in the community (e.g., government, banking, health) | Libraries continue to bridge the gap to social services.  In 2022, the library strengthened Richmond's infrastructure by removing barriers faced by vulnerable community members. Partnering with local organizations, the library was able to offer programs that focused on health and wellness, income tax support clinics and employment fairs.  Library staff continued to provide vital access to complex government forms or applications and provide service supports to customers with regards to unstable housing, food insecurity and healthcare. |

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|---|---|
| Connectivity (e.g., low bandwidth, lack of home internet in the community) | One of the library's most used services is our Wi-Fi network. Many Richmond residents do not have regular, reliable access to wi-fi and the library's wireless services are freely accessible both in-branch and outside the perimeter of each library location. Keeping this technology current requires ongoing resource allocation. |
| Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions) | The libraries four branches require continuous improvements to modernize existing spaces to better serve the changing needs of our growing community. Two library branches are leased and significant cost increases are expected as part of the lease re-negotiations. |
| Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility) | The library has four branches, located in the four quadrants of the City of Richmond, but there are still areas and neighbourhoods within Richmond where we are not able to meet community's expectations of full library services. An example of this is the Hamilton community, a vastly growing but isolated neighbourhood that is currently serviced by a library book dispenser located in the Community Centre and Saturday pop-up library service. |
| Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis) | In early 2022 the City of Richmond and the library applied for and received a Union of British Columbia Municipalities (UBCM) 2022 Poverty Reduction Planning and Action Grant. The grant offers an important opportunity to develop a standardized framework and approach to connecting Richmond residents at risk of or living in poverty to community resources.<br><br>The funds ($50,000) received are to implement Community Resource Drop-In Sessions at the Brighouse Library. Collaborating with not-for-profit community organizations, public-sector agencies, the business community and Indigenous serving organizations in the development of the sessions will ensure there are robust and diverse opportunities for community engagement. These sessions are providing access to a variety of services and supports, including information about referral support, and opportunities to build social connections with other community members. The monthly drop-in sessions are intended to include supports for a range of people, including recent newcomers, refugees, lone-parent families, seniors and people facing and/or experiencing homelessness. |
| 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 |
| --- |
| **Summary**<br>Richmond Public Library (RPL) serves an ethically diverse community that has embraced a hybrid model of library service during the various phases of the pandemic. Now that community is returning to the library, provision of reliable core services and innovative technologies are a priority.<br><br>Staff training continues to be a priority for 2023 as the intended outcomes are to offer strategies and tools so that staff learn how to effectively manage and respond to difficult situations while maintaining their own safety and the safety of others in the library.<br><br>The COVID-19 Relief and Recovery Grants have enabled the library to allocate resources to critical staff training, core IT infrastructure to support our communities' connectivity needs, and adding more furniture to welcome community to come into our libraries and spend time utilizing a variety of resources.<br><br>**Project Status**<br>All projects are in progress with IT projects slightly postponed due to procurement delays. Completion dates remain on target. |

|  | Grant budget | Reallocated budget |
| --- | --- | --- |
| **COVID-19 Relief & Recovery Grant Amount** | $84,771.27 | $15,500.00<br>$32,000.00<br>$26,993.00<br>$10,278.27 |
| **Emergency Planning & Preparedness Grant Amount** | $28,257.09 | $28,257.09 |
| **Total Grant Amount** | $113,028.36 | $113,028.36 |

**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 | Staff Training |
|---|---|
| **Rationale** | Our library plays a critical role in ensuring people have continued access to information and reading materials, are digitally and socially connected, and that we are a safe and welcoming space in times of emergency. |
| **Area of Need** | COVID-19 Recovery |
| **Action/Output/Deliverable** | Staff learning critical knowledge and skills in the areas of customer service, de-escalation and workplace violence prevention and homelessness. |
| **Outcome/Impact** | By learning critical knowledge and skills, staff will be able to fully support our diverse community with confidence, empathy and a high level of customer engagement. |
| **Metrics** | Success can be measured by continually reviewing customer comment cards and incident reports to not only understand statistics but also quality of customer interactions. |
| **Collaborative Links (if applicable)** | Public Library Interlink, Arete Training, Niche Academy |
| **Expenditure** | $15,500.00<br>Spent to date:  $3,879.00 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | Timeframe: September 2022-September 2023<br>Status:  In progress<br>Staff are currently participating in virtual Homelessness Training with Ryan Dowd and in-person Workplace Violence Prevention and De-escalation from Arete Safety and Protection have been and are currently being scheduled.  The Science of Service, all staff customer experience training by Mark Colgate, is currently under development and will be implemented in Q2 2023. |
| **Comments (optional)** | |

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| **Project/Program/Activity** | Video Conferencing System |
| **Rationale** | Our library plays a critical role in ensuring people have continued access to information and reading materials, are digitally and socially connected, and that we are a safe and welcoming space in times of emergency. |
| **Area of Need** | COVID-19 Recovery |
| **Action/Output/Deliverable** | Purchase and install hardware and equipment in largest group meeting room at the Brighouse main library.<br><br>Public have access to a video conferencing system that supports hybrid meetings, workshops and events to bring people together for learning and collaboration using innovative technology. |
| **Outcome/Impact** | Hybrid meeting technology will be accessible by everyone in our community thereby removing barriers to access. |
| **Metrics** | Success will be measured as program participation increases and community demand for service is met as we offer meaningful interpersonal connections to those who may be experiencing social isolation. |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $32,000.00<br>Spent to date: $0 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | Timeframe: February 2023-May 2023<br>Status: In progress<br>The library provided requirements and obtained a quotation from the vendor for this project.  We are reviewing the quote current before we proceed with the purchase. |
| **Comments (optional)** | Shipping delays are being accounted for in this timeframe. |

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|---|---|
| **Project/Program/Activity** | Network Infrastructure Upgrade and Evergreening |
| **Rationale** | Our library plays a critical role in ensuring people have continued access to information and reading materials, are digitally and socially connected, and that we are a safe and welcoming space in times of emergency. |
| **Area of Need** | Emergency Planning & Preparedness<br>COVID-19 Relief & Recovery |
| **Action/Output/Deliverable** | Purchase and install new network infrastructure hardware and identify an evergreening plan for the future.  The library will also collaborate with the City of Richmond Information Technology department to extend our partnership and define evergreening roadmap.<br><br>Networking hardware and equipment used at the library are refreshed and supported, including firewalls, distribution-core switches and access layer switches to ensure provision of services to our community, especially when our Internet and Wi-Fi might be all that is available during an emergency situation.  A viable and sustainable plan will also be in-place for evergreening the equipment. |
| **Outcome/Impact** | Continuing to invest and upkeep the library's technical infrastructure will ensure reliability of our services while reducing IT security risks. |
| **Metrics** | Success can be measured by fewer disruptions in internet service and a count of End-of-Life (EOL) network infrastructure hardware being used at the library. |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $55,250.09 (CRR $26,993.00 + EPP $28,257.09) / Spent to date: $46,769.41 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | Timeframe: October 2022-July 2023<br>Status: In progress<br>Equipment ordered/purchased in Q3 2022.  Products are backordered causing a delay in shipment.  The full list of equipment is expected to arrive late Q1 2023.  The library will proceed wwith the City of Richmond when the equipment arrives. |
| **Comments (optional)** | |

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|---|---|
| **Project/Program/Activity** | Expanded Seating |
| **Rationale** | Our library plays a critical role in ensuring people have continued access to information and reading materials, are digitally and socially connected, and that we are a safe and welcoming space in times of emergency. |
| **Area of Need** | COVID-19 Recovery |
| **Action/Output/Deliverable** | Purchase a variety of new seating to meet the varied needs of users and expand on current seating styles.<br><br>Expanded seating options throughout the main library will mean an increase in number of available seats and enhanced seating alternatives for adults, seniors, students, youth and children. |
| **Outcome/Impact** | Library space will be optimized through additional seating in various locations, resulting in more community members sitting and staying in the library according to their needs. When the library is activated as an official Cooling Centre, there will be extra seating to utilize and seek refuge in. |
| **Metrics** | Gate count and use of space increases, community spends more time in library, positive feedback from users demonstrating we are meeting community need. |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $10,278.27<br>Spent to date: $10,278.27 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | Timeframe: October 2022-June 2023<br>Status: In progress<br>Enhanced seating alternatives have been purchased and will arrive in March 2023 resulting in more community members sitting and staying in the library according to their needs. |
| **Comments (optional)** | |

## 5. BOARD APPROVAL

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

Library Director Signature: _____ Date: _____

Board Chair Signature: _____ Date: _____