

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Sechelt Public Library

CHECKLIST

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.).

DESCRIPTION OF THE COMMUNITY:

Sechelt Public Library is one of two public libraries located on the Sunshine Coast of BC. We are located a 25- minute drive and a 40- minute ferry ride to West Vancouver. The Sechelt Library services a population of over 20K from the district of Sechelt, the Sechelt Nation Government District and three areas of the Sunshine Coast Regional District; Halfmoon Bay, Pender Harbour/Egmont and Roberts Creek. As a tourist destination, we of course, have visitors from all over BC and from our neighboring town of Gibsons that also frequent the Sechelt Library.





WHAT HAS CHANGED IN THE PAST YEAR:

Over the past year, we have seen some significant changes mainly due to the after effects of the pandemic, its restrictions, the permeating fear instilled into everyone and the resulting changes in economics and inflation. Changes we have noticed specifically in the last year are, but not limited to, the following:

1. a slow return to pre-pandemic levels in some areas but not all
2. a need for hybrid (in person and via zoom) programming
3. ever-increasing demands put on staff
4. a need to think carefully about retention due to worry about obtaining a potential replacement (new hires would be hard to find due to lack of economic affordability and expensive housing)
5. a huge increase in the expectation of and demand from our library staff for being that primary point of interface between local governments, provincial governments and federal governments. We are compensating for the inadequacies, inefficiencies, cutbacks and lack of understanding of the realities in all three. Government agencies regularly send people to us for help for the things they do not offer or do not assist with.
6. a huge increase in the expectation of and demand from our library staff for assisting patrons with all things medical – faxing organ donor documents, zoom meetings for

cancer patients, the need to fax and scan documents for doctors phone call only appointments etc....

7. Capilano College sending students here so our library staff can train them on how to use their own cap college library system
8. An increase in the need for exam invigilation oversight from all institutions and professional organizations – such as Owner Builder exams, Langara College Courses etc. Our local Cap College charges \$85 for this service and we are free. It takes a few hours of staff labour in preparation and oversight for each exam.
9. An increase in community homelessness that has increased the need for the library to be used as a day shelter. This can come with many challenges
10. A huge increase in homelessness has increased the number of people inquiring about housing options available to them
11. A huge increase in mental illness creates havoc in the library that our staff must now deal with
12. A huge increase in community (and imported) drug addiction increases the need from our staff to deal with drug addicted and unstable personalities and dangerous situations in and around the library. Our outside book drops are now used from time to time as the place in which to prepare or cook their nightly drug adventure. The roof over our entrance door is used as a sleeping facility with detritus left everywhere including drug paraphernalia.

WHERE DOES PROVINCIAL FUNDING GO:

Assuming this question refers to core funding, this annually allocated provincial funding (\$77k for Sechelt Library) goes into the general revenue of our operating budget. General revenue covers staffing, basic materials (such as books), transportation of materials (ILL, ILC, local), building costs (BC Hydro, Fortis, janitorial), computer and IT services (Sitka, internet, software) and office and communication costs.

2. FEATURED PROJECTS/PROGRAMS

Project/Program Name

First Aid Training and First Aid Kits

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

Canadian Red Cross First Aid Training was made available to our entire Sechelt Library staff, volunteer staff from the Pender Harbour Reading Room (a reading room in our service area) and some of our younger library volunteers. On October 19, 2022 almost 20 people received First Aid & CPR/EAD Level C CSA Std. Z1210-17-Basic Certification – now valid for three years. This training was provided by a local St John Ambulance accredited organization, BC First Aid.



Two portable First Aid Kits were also purchased for any staff member who goes off site for programming or library business.



How does this project/program support the library’s strategic goals?

Well, if keeping the staff alive was a strategic goal (which it technically wasn't) then we have succeeded in accomplishing this. About three weeks after our first aid course we had a staff member who was choking and could not breathe or speak. Another staff member jumped up and performed the Heimlich Maneuver on her. Food dislodged and she lived – although with a very raw throat for a while. If we had not just recently had that staff wide first aid training that life saving technique may not have been so instinctual and the outcome not as favorable.

We do have a strategic goal of “organizational health” and although “staff training in a variety of areas” was not a specific component of organizational health – it could easily have been.

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

Building Capacity

»» Continue to collaborate on the development of ongoing professional learning and training programs.

What are the key outcomes of this project/program?

Emergency First Aid training was given to the entire Sechelt Library staff and some of our volunteers. The full day training was complete with AED and CRP A&C instruction. First Aid Certificates are valid for 3 years. Staff are now trained, and thus more prepared, to deal with any first aid emergencies with library patrons, with other staff members and any other medical emergencies that occur in the vicinity of the library grounds.

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

The BC Provincial Grant given to Sechelt library for Emergency Preparedness allowed us the opportunity to use funds for staff wide first aid training. It not only provided the funds but was also the catalyst for the idea of First Aid Training. Receiving the grant actually forced my thought process around emergency preparedness and how well prepared – or not prepared - we actually were in terms of training and planning.

Project/Program Name

Daisy Readers

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

As our community is comprised of a significant number of patrons over 65, there is great need for our library to be able to offer accessibility-oriented technology to those patrons who require it. Demand for this type of accessibility hardware tool is becoming greater than our current supply for circulation loan; therefore, two additional Daisy Readers, Victor Reader Stratus 4M style, and cases were purchased to become part of our library circulation. Humanware is the manufacturer. We purchased the actual Daisy Readers through the Canadian National Institute for the Blind (CNIB) because they preconfigure the Daisy Readers to work with the Direct to Player Service (digital downloads) offered through the Center for Equitable Library Access (CELA).



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

Strategic Direction – “Programs and Services”. Under that we have two categories that would encompass the Daisy Reader technology:

1. Older adults – create greater awareness of technology services and training and provide a supportive context for new skills acquisition and successful aging.
 - a. We provide full support for one on one training with patrons wanting to try the Daisy Readers for audio book options. We also assist with all technological challenges of downloading, offering audio options and troubleshooting
2. Collection – ensure our collection meets the needs of our community.
 - a. These Daisy Reader units are part of our library circulation and are technically checked out by each patron for use. We also manage our own revolving Daisy Deposit disc collection (100) from CELA and assist patrons, as required with direct download access to the libraries of CELA and NNELS.

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

Improving Access for British Columbians

»» Support cooperation on shared services and digital collections so that people through the province have better access to a broad range of library collections, wherever they live.

What are the key outcomes of this project/program?

Patrons who use a Daisy Reader are doing so because of accessibility issues. This could mean any type of cognitive or physical challenges. Whenever we have a patron with accessibility issues in regards to reading or listening to audio, we offer a one on one assessment of the needs vs what we have in the library to assist with their needs. This could mean large print, audio, online options, changes to font size, screen readers, accessibility apps, CELA, NNELS, Daisy Readers etc. In many cases the Daisy Reader is the answer. It takes time and patience to access, train, troubleshoot and support this service but it is worth it. The objective is always to have a patron that find an alternative way to continue the joy of reading and learning.

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

We had already been offering Daisy Readers and associated accessibility services to patrons who can benefit from this service and technology, but the demand is increasing every year. The grant allowed us to purchase additional technology for our patrons in need.

Project/Program Name

Air Purifiers

Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.

Blue Air brand air purifiers.

These are Consumer Reports recommended air purifiers designed for large areas and are considered very good at handling dust. We were able to test one thanks to the District of Sechelt and based on our experience and the findings by Consumer Reports we decided to purchase them.

They are a three-stage filter design, there is a machine washable outer filter to catch the larger particulate before the air passes to the main filter and then a charcoal filter is present to eliminate any odor. The main and charcoal filters are replaceable and are expected to last one year of use.

The unit has three stages of operation and at the lower stage will produce ~35 decibels of noise or roughly the level of a whisper. At max operation it will produce ~56 decibels or the amount of noise you would get in a quiet office.

The units also capture 99% of PM 2.5 airborne pollutants; allergies, mold, dust, pet dander, smoke and pollen with specially designed particle filter

We have purchased 5 of the following air purifiers for the library. 3 are located in the public area and two are in the staff areas. The public area also has ceiling fans to circulate air as well.



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

Strategic Direction: Facility Improvements

The installation of air purifiers was not a specific subcategory of our Facility Improvements strategic direction, but, that being said, our strategic Direction was created before COVID came. Now, there is more thought and attention of health, wellness and created a safe environment for staff and patron alike. Air purifiers are most definitely improving the air quality (and for some - mindset) in our library facility. That is something the Library Board would never argue with!

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

- 9. Improving Access
- 10. Building Capacity
- 11. Advancing Citizen Engagement
- 12. Enhancing Governance

Advancing Citizen Engagement

»» Promote libraries as spaces to engage people in conversations about the provincial programs, policies and services that affect their lives.

What are the key outcomes of this project/program?

The Sechelt Library is housed in a building that is 26 years old and needs renovation. Although we do have ceiling fans in the main library area, we do not always seem to have fresh air flowing. We also have a small room where do exam invigilation, technology appointments and accessibility appointments (AKA the "Room of Requirement") – and that room gets very stuffy. Our staffing areas are small and there is limited space per employee. Since COVID, there has been and will likely continue to be much conversation surrounding concern about air quality and levels of carbon dioxide inside buildings like our library.

- Air purifiers will not only circulate but purify the air in all three areas: main library area, Room of Requirement small teaching room and the staff area.
- The patrons will have much more of a sense of well-being and that they are in a healthy environment and will be grateful that we are taking air quality into consideration and taking it seriously.
- The purifiers also give a slight hum (levels are optional) and to me that is a nice, but very slight background noise.
- The staff, being in very tight quarters love the air purifiers and hope that they help keep us healthy

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

These air purifiers were made 100% possible by the BC Government Grant. The receiving of the grant itself not only made us think through, and even entertain for the first time, options like the air purifiers but also gave the funds to make it possible.

3. CHALLENGES

Challenge	Briefly describe how this challenge has impacted the library/community, and what steps the library took to address it in 2022. Please specify if any provincial funding was used, e.g., annual library funding, the technology grant, other non-PLB provincial grants (up to 250 words per topic).
COVID-19 (e.g., safety protocols, proof of vaccination)	
Emergency response (e.g., fires, floods, extreme weather)	
Financial pressure (e.g., rising costs, reduced revenues)	<p>We are currently in lengthy and exhausting budget negotiations with 5 local government funders. The 12+ years stagnancy of provincial contributions to our <u>ongoing operating revenues</u> puts much pressure on local governments to compensate. No matter how incredible we perform, how professional we are, how much the community loves what we do here or how much more we are required to do every year, we have to constantly fight for to have our very basic operating budget covered from our local government funders. If we do not get what we need this year from the funders we will be forced to make drastic choices as to what gets cut. The 12 years of stagnant funding from the province may now start costing libraries greatly. One time funding does not help with ongoing operational funding.</p>
Staffing (e.g., recruitment and retention, mental health, and wellness)	
Disappearing services in the community (e.g., government, banking, health)	<p>The great disappearing act in our community revolves around four main areas:</p> <ol style="list-style-type: none"> 1. The closing our local print shop due to financial stress. <ol style="list-style-type: none"> a. This has created enormous extra workload for our staff where we are actually the only printer, faxing and scanning in town – and everyone needs assistance 2. The requirement from the medical field for appointments to be done on zoom and via phone. <ol style="list-style-type: none"> a. This necessitates our staff to guide so many more patrons through zoom technology and assist with

	<p>technology question and issues in general as well as give assistance with faxing, printing and scanning.</p> <ol style="list-style-type: none"> 3. The pitiful lack of hours available and assistance given by Service BC and Service Canada. <ol style="list-style-type: none"> a. Once again, our staff come to the rescue in our community to compensate for the serious lack of human caring and basic services offered from those offices. <p>Note: we use provincial funding for general operational issues - which are the same funds today as were 12 years ago. Yet every day, more is expected of library staff.</p>
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<ol style="list-style-type: none"> 1. Disappearing disposable income from all patrons due to the current economic state of our country. <ul style="list-style-type: none"> o We are more in demand for everything from books, courses, programs, technology use and even exam invigilation due to high costs. 2. Disappearing sense of freedom and joy for life from all citizens <ul style="list-style-type: none"> o Covid created much fear and anxiety in our community and around the world and it continues to live with many. The current state of economics in our country is creating much anxiety and many will suffer great financial loss. We deal with the fragile state of mind now found in many patrons and must be cognisant of this in our community and in our dealing with all patrons. 3. Homelessness in on the rise everywhere including the Sunshine Coast of BC. Many use the library as a place to stay during the day. This created a whole new set of problems for

	<p>staff and patrons as homelessness is often associated with drug addiction. We have had drug addicts doing things that challenge the safety of person and property. This is now another dangerous social issue dumped on library staff in many ways.</p> <p>Note: we have considered using BC government technology grant funding to purchase technology items for the library circulation but there are cautions for us to consider. The problem we encounter is the high level of theft – for example two of our Samsung tablets were stolen by drug addicts. Libraries are equal access so we couldn't have said no to the original checkout as long as the library card was in good standing. We will be using current BC government grant funds to put two CO2 monitors into circulation. Hopefully they do not disappear.</p>
Other (please specify)	

4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT

Summary and Overview

Summary and Overview

We have allocated our one-time funding in the two areas as follows:

Covid recovery Grant:

To date, we used this grant in a way that would reflect our wishlist of items that could not have purchased with current operational funding

- Removal of glass used in the library for COVID safety protocol
- 4 new public computers
- 4 new keyboards
- 3 IPADS for STEAM Kits
- 2 new Daisy Readers

Emergency Preparedness Grant:

To date, this grant allocation is being used to fund training and development for emergency situations and also to further the Covid safety enhancements still in the library.

- First Aid course for all staff and some volunteers
- First Aid kits
- Face masks
- Hand sanitizers
- 2 x Co2 monitors for library circulation
- 5 x air purifiers for library area and staff area

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	31,185.64	34,487.00
Emergency Planning & Preparedness Grant Amount	10,395.21	7,093.85
Total Grant Amount	41,580.85	41,580.85

Project Progress Report

Project/Program/Activity	RFID Security Gates
Rationale	Enhance security measures
Area of Need	COVID 19 Relief
Action/Output/Deliverable	Research, purchase and install RFID gates at the library entrance
Outcome/Impact	With so many patrons using the self checks, numbers of which increased during the COVID scare, there has tended to be more and more items leaving the library – some unintentionally – with out being electronically recorded properly. This obviously creates inaccurate checkout records, creates additional problems down the line, wastes staff time and, of course allows for easier theft. Gates will be as wide as possible to allow for accessible access through.
Metrics	With enhanced security measures, we will reduce the number of items leaving the library unintentionally - or intentionally. Staff will be alerted to the RFID gate sound and be able to pre-empt the number of potential errors caught by improper use of the self check – or purposeful abuse.
Collaborative Links (if applicable)	Likely Bibliotheca Canada
Expenditure	Initially we allocated \$25000 to this project. To date \$0 actual dollars have been spent but much staff time taken in researching and discussing operation parameters with manufacturer.
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	After all our research and discussions with the manufacturer, Bibliotheca, we determined that it was just not plausible physically to have security gates installed in our library foyer space for a number of reasons. We have cancelled this project altogether.
Comments (optional)	Security gates, if operational, would also require staff to run after any patrons who set off the alarm, determine the cause and remedy the situation – or catch a thief. Staff advise that many years ago, prior to me being here, they did have security gates in a different library foyer setup (prior to a renovation) and they found it literally impossible to consistently find the staff and the time to run after everyone. Thus, the alarm system was ineffective. Plus – a thief will always find a way... So – for all these reasons we decided to cancel this project.

Project/Program/Activity	Renovation of staff kitchen
Rationale	To improve the functionality and storage of a 26-year old slapped together kitchen meant for a staff of 5 with no storage
Area of Need	COVID 19 Relief
Action/Output/Deliverable	Work with local carpenter to renovate the staff kitchen to function properly for a growing staff and to accommodate an ever-increasing amount of programming material and cleaning supplies.
Outcome/Impact	Our already very small staff kitchen became even smaller during Covid and all the associated regulations and rules. Additionally, the kitchen was originally built in 1995 for a staff of 5 – and now we have a staff of 15. Programming materials are overloading our storage and spilling into kitchen, cleaning supplies (especially big bottles of Covid cleaning supplies) are taking up more space than we have and staff are needing more space to not eat and drink (coffee of course) on top of one another, A renovated kitchen will allow us to house staff more spaciouly (and thus safely), bring order (and safety) to cleaning supplies and allow for additional storage of personal staff kitchen food and equipment.
Metrics	Safe and efficient storage of food, equipment and supplies, positive and safe experience for staff eating in kitchen, no bugs and dust collection sites, counter tops that are not broken and no “stuff” piled in in every place you can imagine.
Collaborative Links (if applicable)	Working with local carpenter who has done much custom work for us in the library and also potentially working with local businesses for appliances and plumbing.
Expenditure	Initially we allocated \$5000 to this project. To date \$0 actual dollars have been spent.
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	To date we have not spent this allocation and have not started this project. Time – or lack of it - is the only issue. These types of projects take much thought, consideration and planning - and that also means much time. What we have decided is that \$5000 will likely not be enough for the actual SOW we now intend. The kitchen is now used by 14 staff members and also doubles as a Zoom call, meeting room and breast-feeding room when required. The frig is now on its last legs as well. Storage is desperately needed. None of this would be covered in our

	regular operational budget. We have revised the scope of work and reallocated this budget from \$5k to \$25k.
Comments (optional)	

Project/Program/Activity	New Staff Desks including some Stand-up desks
Rationale	To improve the functionality and storage of a 26-year old slapped together kitchen meant for a staff of 5 with no storage
Area of Need	COVID 19 Relief
Action/Output/Deliverable	To locate suppliers of both desks and stand-up desks for purchase and installation in our staff area.
Outcome/Impact	The outcome would positively affect two areas: 1. The need to replace our hodgepodge of mishmashed desks collected over 26 years - in which many are broken and offer no storage for actual business functions. 2. To ensure those staff who physically find it difficult, for numerous reasons, to sit for extended periods of time will be able to have an alternative height option built within their current desk area.
Metrics	More professional looking office, with desk space privacy and more efficient storage options. Healthier environment for the staff with more privacy and options for desk heights to improve overall physical health of staff.
Collaborative Links (if applicable)	Likely Heritage office Furnishings, Brodart, Staples or other desk manufacturers.
Expenditure	Initially we allocated \$0 to this project but after having the cancelled RFID gate allocation now open – we decided this was an effective way to reallocate funds and improve the facility for the benefit and health of our staff.
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	The decision was just made to re-allocate these funds so no further movement on this project to date.
Comments (optional)	

5. BOARD APPROVAL

Library Director: Leianne Emery

Date: March 1, 2023

Board Chair: Pat Harvey

Date: March 1, 2023