

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Squamish 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 Squamish Public Library serves a community of approximately 25,000 residents in our municipality and surrounding district, according to the 2021 census. This is an increase of 22% over 2016 census results. Squamish is a vibrant, young community; almost 60% of its residents are under the age of 40. We are on the traditional territory of the Squamish Nation, Skwxwú7mesh Úxwumixw, and many of our residents have chosen to move here from outside of the province and country to make Squamish their home.

Squamish is a dynamic community undergoing rapid socio-economic transformation and growth. In our highly active, multicultural, and family-oriented community, opportunities are emerging in tourism, knowledge-based industries, education services, manufacturing, and retail industries. We have become one of British Columbia's most talked about tourist destinations, with some of the best mountain biking, rock climbing, kite boarding, hiking, and snow sport opportunities anywhere. In addition to our seven public elementary schools (including French immersion and Francophone options, and a Cultural Journeys elementary school program with an emphasis on outdoor education), three public secondary schools (including Learning Expeditions, a fully project-based, technology infused middle and secondary program), a Montessori school, a Waldorf school, and two independent high schools, Squamish is also home to Quest University Canada.

As with any community, Squamish and our library face challenges. Our neighbourhoods are spread out and public transit is limited, making our library's downtown location a barrier to access for some. Housing is expensive, and the vacancy rate in the rental market is close to zero. We are a diverse community with a range of needs and expectations; it can be a challenge to maintain a welcoming environment for all while being faced with safety and security concerns, including mental health and addiction issues.

Our library is an important community hub to the residents of Squamish. It is a gathering place for many community groups, and it is central to a variety of local initiatives, including those that promote early literacy, and welcoming new families to our community. We aspire to provide the collection, services and programs best suited to the needs and interests of our community. In 2022, we completed a large-scale interior space renovation, with well-received enhancements such as a convenient new exterior holds pick-up window at the back of our library and a central information desk. We updated our service model to empower staff to be more proactively patron-focused, and we notice the positive impact this is having on patron satisfaction with the helpful and friendly service we provide.

We had a successful year of several innovative new programs, and we installed a beautiful new outdoor mural, as described in the next section. It was wonderful to experience the community returning to our library, and to have the ability to operate under mostly post-pandemic circumstances, much more similar to "normal" operations than we'd experienced in recent years.

## 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>
Wisdom of Trauma: Film Screening and Community Conversation
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
<p>On February 17th, 2022, the library partnered with Under One Roof, and the Sea-to-Sky Community Action Team to show an online screening of Dr. Gabor Mate's film, <i>The Wisdom of Trauma</i>, followed by a community conversation. Everyone in the greater Squamish community was invited to attend this program. Over 200 people registered to watch the film, and there were 25 people who stayed for a fruitful community conversation afterwards. It was hosted entirely online.</p> <p>During the conversation, a graphic recorder created a real-time drawing. The result is a beautiful graphic that captures the community's response to the film, and their reflections of how their learning can be brought to our local community to grow empathy and compassion</p>

for everyone. The graphic can be seen online [here](#). It was given as a postcard to all participants, and can also be found on a wall in the Under One Roof facility.

This program involved multiple partners. Under One Roof and the Community Action Team, both under the umbrella of Squamish Helping Hands Society, helped to fund and organize the program. The Squamish Public Library helped to cover costs, promoted the program widely, and facilitated the community conversation.

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

The screening and facilitated discussion aimed to bring Squamish together to have an open and respectful dialogue around trauma, addiction, mental health, and healing. The film is a helpful tool for supporting these kinds of conversations and encourages the development of a trauma-informed community.

A goal of our strategic plan is to "engage and welcome everyone." One specific way our plan aims to reach that goal is to strengthen relationships and develop meaningful partnerships with local agencies to reach out to vulnerable people. Under One Roof and the Sea-to-Sky Community Action Team both work extensively with vulnerable people. By partnering on this program, we deepened our relationships with them, and reached a wider audience by connecting to their users and clients. These two organizations are the library's physical neighbors, inhabiting the same block in downtown Squamish.

One attendee wrote, "A rich experience to see both the film, and to participate in a community conversation following, with terrific resources and follow-up."

**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

By purchasing a license, we made the film available for free for anyone in our community who wanted to view it. There was also a screening at the Under One Roof facility to improve access to those wanting to participate, but unable to access technology. This broke down barriers and increased access.

Library staff who participated in planning and facilitating this event gained new understanding of how to serve vulnerable populations, especially those experiencing addiction and trauma.

The event attracted participants from across our community, including those with lived experience related to the film. That means our conversation was a way for different people to connect to each other, hears each other's experience, gain compassion and empathy, and engage together in building a more resilient community.

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

Short-Term Outcomes:

- Participants grew their understanding of trauma and addiction
- Participants got the opportunity to learn about specific lived experience from people in our community
- Participants gained awareness about the service and programs available at Under One Roof, the Overdose Prevention Site (operated by the Community Action Team), and the Squamish Public Library

Intermediate Outcomes:

- Community members acknowledge and engage with each other out in the community
- The library experiences increased use among Under One Roof clients

Long-Term Outcomes:

- The community has increased compassion for those experiencing addiction and homelessness

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

Provincial grants made it possible for our library to pay for the licensing of this film screening and for our subscriptions to host online programming.

**Project/Program Name**

Local Bat Programming

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

During the spring and summer of 2022, we hosted a local wildlife biologist for a series of programs focused on local bats. This biologist delivered engaging programs, answering a huge range of questions from the community, and creating enthusiasm in Squamish about local bats, conservation, and learning.

The programming series consisted of one virtual talk and two in-person walks through the Squamish estuary. 76 people attended these informational talks and hands-on walks. We also built a robust collection relating to bats in consultation with this local biologist and other British Columbia bat-focused organizations, namely BC Community Bat Programs. This updated collection includes current bat research, local bat identification guides, and two bat [detector devices](#). It has been enthusiastically received by our patrons.

The materials made available in our lending kits and our regular collection were created in consultation with BC Community Bat Programs.

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

One of the Squamish Public Library's values is "Literacy & Learning." This programming included many different formats: virtual, in-person, and self-guided use of our collection materials. By providing many different opportunities and formats for people to engage with our local bats, the library supports ongoing and lifelong learning for all ages in Squamish. All of these programs were full with a wait list, showing that they filled a need in our community. These programs were attended by families with children, seniors, and teens – all ages felt welcome to join in and engage with their questions.

The program series also connected a local expert to those hungry for knowledge. Participants noted that the programs also offered a chance for people to connect with each other. As one person said in their program evaluation says, the presenter "was very knowledgeable, and it was fun using the echolocation devices and walk around in the estuary at night looking for bats! It was also a really nice group of interested people asking great questions!"

**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

The additions to our collection made the information about local bats accessible to everyone in our community, not just those who could attend an event. The [bat detectors](#) were especially popular, with a long waitlist, making a self-guided bat tour accessible to anyone in Squamish.

By connecting to local experts, our staff has grown the capacity to direct patrons to useful resources about bats in British Columbia.

The citizen science movement is ever-growing and popular in our community. Bats are under-researched in our area. By engaging more people in our community, we advance shared knowledge and research, and opportunities for everyone to become involved in conservation efforts.

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

Short-Term Outcomes:

- Participants increased their knowledge of local bats and the challenges facing them
- Participants learned how to use bat-specific devices, such as the bat detectors, to measure bat activity
- The library grew its awareness of resources, creating more opportunities for access to information for the Squamish community

Intermediate Outcomes:

- Patrons check out and use our bat-related materials on their own, increasing lifelong learning
- Patrons engage with citizen science to help further bat research in the Sea-to-Sky corridor

Long-Term Outcomes:

- The library connects with more experts to continue to build opportunities for the public to engage with wildlife
- Our community has a robust knowledge of local bats

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

Provincial grants enabled our library to purchase resources to share with the community, including bat detector kits. Grants also allowed us to pay an honorarium to the presenter.

**Project/Program Name**

Sea-to-Sky Book Club: Gender Queer

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

In the fall of 2022, we collaborated with Whistler Public Library, Pemberton and District Public Library, and Sea-to-Sky Allies to facilitate a three-week book club discussion of the graphic novel *Gender Queer* by Maia Kobabe. We read the book together, over the course of the program, and facilitated discussion about gender identity and sexual orientation each week. We invited Sea-to-Sky Allies to join our meetings, as their mission is to support, educate, and provide resources to LGBTQIA+ children, youth, and their caregivers.

This book had been often featured in the news for the attempts to ban it in libraries. This program also offered the chance for us to build in education and resources around intellectual freedom.

This program was a collaboration between Squamish Public Library, Whistler Public Library, Pemberton and District Public Library, and Sea-to-Sky Allies. Our libraries each facilitated and hosted, promoted the program, and Sea-to-Sky Allies helped develop the discussion questions and guide the topics.

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

Our current strategic plan prioritizes the library's relationships and meaningful partnerships with local agencies. Our strategic plan also guides the library to develop learning-focused programming, including new formats for lifelong learning, that responds to community needs. By connecting with Sea-to-Sky Allies, and across our communities, our libraries saw this program as an opportunity to create a space for compassionate conversation and learning for our patrons.

Because this program focused on a book that has been at the center of many book challenges and has been highly visible in the news, many in attendance also brought questions about book banning and challenges within collections. This led to an instructional opportunity for the librarians involved to lead a discussion about intellectual freedom, and to further the understanding of library values.

**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

This event was hosted online, making the program accessible to those throughout our corridor. As a collaborative program between libraries, we promoted connectivity throughout our region, and increased awareness of library resources.

While planning for and facilitating this program, and by working with Sea-to-Sky Allies, library staff grew their own understanding and knowledge of LGBTQIA+ topics.

Through this program, people in Squamish, Whistler, and Pemberton connected with local experts, those with lived experience, library materials, and each other. This created an experience for participants that was rich with learning, knowledge-sharing, and engagement with the topics.

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

Short-Term Outcomes:

- Participants grew their understanding of the LGBTQIA+ experience through reading Kobabe's memoir
- Participants learned about local resources available to LGBTQIA+ youth, adults, and their families Participants gained awareness of intellectual freedom

Intermediate Outcomes:

- Library staff are better connected to local LGBTQIA+ resources and are confident in referring patrons to these resources
- Participants check out and engage with more library materials based on book club recommendations and *Gender Queer* read-alikes

- Our three libraries grow our relationship and offer further collaborative book clubs and other programs

Long-Term Outcomes:

- The Squamish community has a foundational understanding of intellectual freedom and library values

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

Provincial grants contributed to the purchase of multiple copies of the book for our library collection, in various formats, as well as our subscriptions for online programming.

**Project/Program Name**

Squamish Community Engaged Mural Project

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

Partnering with United Way British Columbia - Lower Mainland Region, as part of their Hi Neighbour initiative, a team of muralists was hired to paint a vibrant mural on the exterior of the library. This undertaking involved a series of community engagement events in the months leading up to the community painting party weekend, to gather input on potential themes and images. These concepts were provided to the artists, and they established the final design to brighten up the large, drab, graffiti-covered wall at the back of the building. The community was invited to join the muralists during the painting weekend (Victoria Day weekend, which was fortunately sunny and warm!), and the bottom six feet of the image were reserved for community members to paint within the lines and assigned colours pre-established by the muralists. The final product is protected with a sealant, applied by Goodbye Graffiti, in case the mural gets tagged with graffiti in the future. It was a fun weekend, full of laughter, collaboration, food, balloon animals and music. A wonderful [video](#) was produced to show the process.

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

This project supports our library's strategic goal to "Engage and Welcome Everyone," which includes utilizing library space creatively and effectively. We have a holds pick-up window (a service that emerged as a solution during the pandemic and proved itself convenient and popular) and a return slot on the exterior of the building, adjacent to the mural wall. It has become increasingly important to reclaim this outdoor space as a part of the warm and welcoming environment housed within the building's walls. In addition to library patrons, many other neighbouring buildings also have a view of this wall. This includes the adjacent overdose prevention site, Under One Roof, and several residential buildings. An installation of beautiful public art helps a community take pride in its neighbourhood.



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

- 13. Improving Access
- 14. Building Capacity
- 15. Advancing Citizen Engagement
- 16. Enhancing Governance

This project supports improving access, by providing a welcoming environment for the community, with imagery that reflects their dreams and wishes for Squamish. It also supports advancing citizen engagement, as we provided various ways for community members to contribute to the process, from sharing ideas ahead of time to hands-on collaborative participation for all ages and abilities via the community painting party.

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

Short-Term Outcomes:

- The library has a beautiful new mural to enhance its exterior
- The community had an opportunity to be part of the creation of a mural and see their vision come to life

Intermediate Outcomes:

- The area around the outside of the library, once filled with graffiti and garbage, is proudly maintained due to a feeling of ownership by the neighbours

Long-Term Outcomes:

- The library is recognized as a welcoming and accessible place for everyone

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

In this instance, funding was provided through United Way – British Columbia.

### 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)	Limited in-person service at beginning of 2022, in part due to Omicron, but also due to our renovation.
Emergency response (e.g., fires, floods, extreme weather)	The library served as a cooling shelter during the periods of extreme heat temperatures in 2022.
Financial pressure (e.g., rising costs, reduced revenues)	
Staffing (e.g., recruitment and retention, mental health, and wellness)	Our library experienced some staffing challenges in 2022, including leaves of absence and recruitment issues. Our federal Canada Summer Jobs funding that we rely upon for our summer reading club position wasn't able to be fully used because we were not successful in meeting the grant criteria of hiring one person full-time for one position (instead, we hired two people who shared the position part-time, which resulted in not receiving the grant in its entirety).
Disappearing services in the community (e.g., government, banking, health)	
Connectivity (e.g., low bandwidth, lack of home internet in the community)	
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	We experienced some issues with the HVAC system in our facility, which highlighted the challenges of aging infrastructure. Fortunately, our municipality is responsible for maintaining our building, and is aware of the need to be thinking ahead about an expanded and updated library facility in future.
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)	
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
We are very grateful for the COVID-19 Relief and Recovery Grant funding, as it enabled us to address some challenges that have arisen during the pandemic. We used the funding in a variety of areas, ultimately benefiting and improving the library experience for both staff and the public.

	Grant budget	Reallocated budget
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$33,269.53	\$41,494.41
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$11,089.84	\$ 2,864.96
<b>Total Grant Amount</b>	\$44,359.37	\$44,359.37

##### 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>	Investment in a tablet station, <a href="#">Hublet</a> , that provide patrons with freedom and privacy to access the catalogue, databases, and other resources while at the library.
<b>Rationale</b>	We have experienced more patrons looking to access mobile devices while at the library since re-opening.
<b>Area of Need</b>	Covid-19 Recovery
<b>Action/Output/Deliverable</b>	We will be able to double the current number of patrons able to access our online resources at any given time for which there is high demand. We will also be able to provide a secondary method for access that may reach a wider array of patrons.
<b>Outcome/Impact</b>	Providing patrons an additional way to access online library resources as the public computers often fill up. The public computers offer little privacy, and the tablets can be used anywhere within the library Wi-Fi network.
<b>Metrics</b>	6 new tablets with monthly reporting on usage by hour.
<b>Collaborative Links (if applicable)</b>	Partnering with Sitka to implement the tablet station as we will be the first library in Canada to launch Hublet.
<b>Expenditure</b>	\$31,966 for the purchase of the tablet station and installation.
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	N/A
<b>Comments (optional)</b>	The tablets are wiped clean of all patron information once they are returned to the tablet station.

<b>Project/Program/Activity</b>	Purchase of a neon open sign for our new pick-up and take-out window at the backside of the library.
<b>Rationale</b>	We have patrons who still don't feel comfortable entering the library, or patrons who are tight for time, and the window gives them an option to pick-up materials without

	having to come in. The new sign informs patrons when they can use the window for pick-up.
<b>Area of Need</b>	Covid-19 Recovery
<b>Action/Output/Deliverable</b>	Purchase and display the sign to improve communication to patrons about open hours.
<b>Outcome/Impact</b>	The clear signage at the pick-up window informs patrons when they can come to the window, and when the library is generally open.
<b>Metrics</b>	We can count the number of patrons who come to the back window to pick-up materials versus the total number of materials put on hold.
<b>Collaborative Links (if applicable)</b>	N/A
<b>Expenditure</b>	\$235.19
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	N/A
<b>Comments (optional)</b>	


<b>Project/Program/Activity</b>	Investment in new staff furnishings to improve ergonomics.
<b>Rationale</b>	Improved ergonomics can make staff more comfortable at work while helping contribute to productivity and improving overall health and safety.
<b>Area of Need</b>	Covid-19 Recovery
<b>Action/Output/Deliverable</b>	Purchase 4 sit/stand desks, 2 chairs and 4 pedestals.
<b>Outcome/Impact</b>	Staff are more comfortable and productive at work with sit/stand desks and improved ergonomic chairs.
<b>Metrics</b>	

<b>Collaborative Links (if applicable)</b>	N/A
<b>Expenditure</b>	\$9,293.65
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	N/A
<b>Comments (optional)</b>	


<b>Project/Program/Activity</b>	Purchase of 2 additional air filters to place in the patron area of the library to help improve air quality.
<b>Rationale</b>	The new filters will help clean the air circulating within the library by reducing airborne contaminants, including viruses, thus creating cleaner air for patrons and staff. The filters will also help clean the air that filters through the heating and cooling system.
<b>Area of Need</b>	Emergency Planning & Preparedness Grant Amount
<b>Action/Output/Deliverable</b>	Purchase two air filters to reduce the risk of Covid-19 or other viruses.
<b>Outcome/Impact</b>	Some immunocompromised community members may feel safer visiting the public library knowing the library is actively working to improve indoor air quality. All patrons and staff will be better protected against airborne viruses.
<b>Metrics</b>	Measure the air using an indoor air quality monitor.
<b>Collaborative Links (if applicable)</b>	N/A
<b>Expenditure</b>	\$2,864.96
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	N/A
<b>Comments (optional)</b>	

5. BOARD APPROVAL

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

Library Director Signature:  \_\_\_\_\_

Date: March 15, 2023

Board Chair Signature:  \_\_\_\_\_

Date: March 15, 2023