

## Appendix I:

### 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

#### LIBRARY NAME

Surrey Libraries

#### 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.).

Surrey is a geographically large municipality that is characterized by rapid growth. Surrey's population at the end of 2022 is estimated to be 603,970 people, and is projected to increase by over 280,000 (32%) in the next 30 years. Estimates are based on a combination of Surrey's building permit data and BC Assessment Information. ([Source: City of Surrey Planning & Development](#))

Surrey Libraries has ten branches with at least one branch in each of the City's town centres - City Centre, Cloverdale, Fleetwood, Newton, Guildford, South Surrey and Whalley. Surrey Libraries is a key partner in key City initiatives and participates on many community planning tables. The Library collaborated with about 40 community partners in 2022 to provide programming and services that make a difference to the lives and learning opportunities of residents – just under 40% fewer partners than pre-pandemic but up 10% from 2021.

Recovering from the COVID-19 global pandemic defined 2022.

In 2022, we delivered 3044 programs to enrich learning and literacy – a 60% increase from 2021 – and we are proud to have connected with the 83,831 children, youth and adults that participated in our programs (64% increase in participation).

With almost 3.46 million visits to our website and our branches, over 1.58 million people visited our branches. Of the 3.77 million transactions using the Library’s materials collection, over 2.73 million physical books and materials were borrowed, and over 1.03 million eResources were borrowed.

Surrey Libraries looks forward to improving the quality of life for our residents by helping advance their social and economic opportunities. We will strive to align our resources to deliver service where needed most and work towards our mission to ‘connect people, spark curiosity and inspire learning.’

In summary, Surrey Libraries would like to thank the Public Libraries Branch, Ministry of Municipal Affairs for the generous grants that support the improvement, extension, and promotion of our Library services, while advancing the goals of the Province.

## 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 1</b>
Zoom Audio Recorders: a new “Tech To Go” borrowable collection
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
The Zoom Audio Recorders are part of the Tech To Go Collection. There are 15 Zoom Audio Recorder Kits at 3 branches (5 at Semiahmoo, 5 Clayton and 5 Guildford). Patrons can place holds and check out the kits at any location. The Kits include: audio recorder, micro SD card, tripod, recorder case, instruction booklet, USB cable, and batteries. The soft launch of the collection was on June 20, 2022. As of February 14, 2023, there have been a total of 108 check outs.  The Kit has a variety of uses. It has a much higher quality microphone than on smartphones. It picks up quiet sounds better, and records loudness better. Patrons are using these recorders to conduct interviews, make videos, films, music, or podcasts, conduct formal family history interviews, and hunt ghosts.
<b>How does this project/program support the library’s strategic goals?</b>

This new collection supports the Library's strategic goals by meeting Strategic Objectives for:

**Our Community**

- A1: Promote and nurture learning and literacy
- A3: Improve access to Library services

**Our Funds:**

- B1: Align resources to changing community needs

**Our Processes:**

- C1: Refine processes to improve services and create capacity

It also supports 2022 Key Strategic Initiative #3: Improve access to digital and physical tools, training, and content.

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

1. Improving Access
2. Building Capacity
3. Advancing Citizen Engagement
4. Enhancing Governance

This new collection supports:

1. Improving Access: Surrey residents have improved access to a handy tool that can be used in many creative ways to advance their interests and their goals.
2. Building Capacity: Surrey residents can use this tool for a wide variety of creative projects to share with the broader community, which builds the capacity of Surrey residents to express themselves, record stories and memories and document events. They are also learning new technologies.
3. Advancing Citizen Engagement: Surrey residents can use the zoom audio recorder to engage with each other, engage with their environment, and share the results with the broader community, encouraging interaction.

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

Better access to digital resources. Anecdotal comments from staff and patrons have been very positive in terms of ease of use and quality of sound for recordings. Surrey residents now have access to a portable quality technology tool that is easy to use and enables them to initiate recording projects.

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

Provincial library grant funding was used to purchase this new collection for Surrey residents.

**Project/Program Name 2**

Offering programs to serve local authors and writers: Authors Among Us and the Creative Writing Workshop Series

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

Authors Among Us: this program features local authors reading excerpts of their work in a panel-style format, facilitated by library staff, either in-person in a branch or online on Teams.

The Creative Writing Workshop Series included four online sessions, one hour per session with successful writers:

- Tanya Boteju (Fiction)
- Joseph Dandurand (Poetry)
- Teresa Wong (Graphic Narratives)
- Robert O'Brien (Memoir)

One theme per session: fiction, poetry, graphic narratives, memoir

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

These two programs support the Library's strategic goals by meeting Strategic Objectives for:

Our Community

- A1: Promote and nurture learning and literacy
- A2: Strengthen strategic community engagement
- A3: Improve access to Library services

**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

These two programs support:

1. Improving Access: Surrey residents have access to local authors in a way that wouldn't otherwise be possible, discovering the wealth of talent within Surrey (and the surrounding area). The Library is also providing access to local and not-so-local successful writers who give tips and feedback on how to improve their writing.
2. Building Capacity: Authors Among Us encourages local authors to share their work with others, building up the capacity of local authors to showcase their work and provides opportunities for attention and more readers. Surrey residents who attended the creative writing workshops help build the capacity of writers within the community to further develop their skills and share their writing with others.

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

For the **Authors Among Us** programs:

- Total number of sessions – 4
- In-person sessions – 2
- Online sessions – 2

Total number of participants – 58

Average number of participants per session – 14

Authors:

- Joel Tibbits (Science Fiction)
- Liliane Leila Juma (Memoir)
- Satvinder Kaur (Non Fiction)
- Hassan Al Kontar (Memoir)
- Edwin Lee (Memoir)
- Jean Husband (Picture Book)
- Sarbdeep Johal (Picture Book)
- Samantha M. Bailey (Fiction)

Feedback from participants:

*“Very educational. I learned a lot”*

*“Casual ambience. Enjoyed listening to various authors. Wonderful to see a venue for aspiring authors”*

For the **Creative Writing Workshops**, the most popular session: fiction (32 participants)

Total number of participants: 81

Select feedback received:

*“Thank you so much for this great workshop. Your knowledge, experience and skills are very valuable and important for us to learn from. Thank you for sharing and teaching!”*

*“Thank you for sharing - fun and inspiring”*

*“Important to have this type of program. Encourages people to further their skills and appreciate local authors”*

This new program was successful and the Library plans to offer it on an annual basis. A key outcome is access to services people want through libraries. People want to find local authors and become local authors, so these two programs serve readers and writers in the community.

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

Provincial library grant funding was used to pay honorariums to authors and writers.

### 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 few COVID-related restrictions in 2022, the impact of the pandemic was certainly present, in terms of limited staff capacity in the summer (i.e. staff do not come in to work sick anymore, which is a good thing), as waves of COVID and other respiratory illnesses circulated widely in the community.
Emergency response (e.g. fires, floods, extreme weather)	Some branches were designated as cooling centres by the City during the summer heat waves, and as shelter in the winter.
Financial pressure (e.g. rising costs, reduced revenues)	Rising costs were mitigated by annual and one-time provincial library funding, and our ability to expand and continue running successful programs, like our Community Tech Lending project, with assistance from the provincial technology grant.
Staffing (e.g. recruitment and retention, mental health, and wellness)	As indicated above, there were some staff capacity issues particularly in the summer as various respiratory illnesses circulated widely in the community.
Disappearing services in the community (e.g. government, banking, health)	
Connectivity (e.g. low bandwidth, lack of home internet in the community)	Ongoing talks with the City of Surrey on how to address this. One way is through our Community Tech Lending project, with assistance from the provincial technology grant.
Aging/damaged facilities (e.g. need for repairs, renovations, upgrades/expansions)	Repeated flooding of one of our branches (Fleetwood); Need for more library space to serve growing community; some areas of the City are growing at an exponential rate without adequate City infrastructure.

Community access to the library (e.g. geographic isolation, lack of local public transit, building accessibility)	Huge geography of the Surrey means transportation barriers to access library services for many residents; accessibility challenges for people experiencing barriers.
Vulnerable communities (e.g. people experiencing homelessness, addiction, mental health crisis)	Ongoing challenges, particularly at City Centre: We were able to make great strides in terms of restarting some outreach partnerships, as well as piloting two programs to bring social workers to City Centre to serve vulnerable communities.
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.

Surrey Libraries chose to use the COVID-19 Relief and Recovery Grant for two projects:

1. \$143,000 to help fund a new Mobile Library Service, to better serve Surrey residents facing barriers to accessing library services; and
2. \$48,000 to install/update water fountains in five branches, to improve our emergency preparedness for extreme weather events, particularly extreme heat.

	Grant budget	Reallocated budget
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$143,000	
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$48,000	
<b>Total Grant Amount</b>	\$191,000	

## 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>	Mobile Library Service
<b>Rationale</b>	To provide library services and resources to Surrey residents where they are
<b>Area of Need</b>	COVID-19 Recovery
<b>Action/Output/Deliverable</b>	<p>\$143,000 represents 25% of the total initial project budget and it will be used to purchase the van, retrofit it to carry collections, technology and accessories</p> <p>One Ford Transit 250 van, filled with up to 2000 borrowable books and assorted technology</p>
<b>Outcome/Impact</b>	<ul style="list-style-type: none"> <li>• greater access to library services for people in areas of the City far from branches</li> <li>• increased equity of service across the City where transportation to a branch is a barrier</li> <li>• providing a wide range of services and resources on outreach visits</li> <li>• going to where the people are (e.g. shelters, parks, festivals, events, etc.)</li> <li>• new partnership opportunities with community organizations</li> <li>• increased ability to reach people isolated by the pandemic</li> <li>• increased service to people facing barriers to access library services</li> </ul>
<b>Metrics</b>	Operating at least 5 days per week to start, for minimum 35 hours per week of service to the community.
<b>Collaborative Links (if applicable)</b>	Many existing partners in the community, including schools, food banks, settlement agencies, seniors' homes and organizations, shelters and temporary housing, City of Surrey departments, Indigenous organizations, youth hubs, parks, festivals, events, and more.
<b>Expenditure</b>	\$80,000 for van purchase, \$63,000 for van upfitting
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	The van was ordered through the City of Surrey's Fleet Services department on September 16/22. Due to supply chain issues, delivery is expected between July-Oct 2023. We are in the process of selecting an upfitter for the van.
<b>Comments (optional)</b>	Work has also begun on a draft route schedule, purchasing collections and technology, and staffing model.



<b>Project/Program/Activity</b>	Water fountains in all branches
<b>Rationale</b>	Provide consistent and improved access to drinking water for patrons, particularly during extreme weather events
<b>Area of Need</b>	Emergency Planning & Preparedness
<b>Action/Output/Deliverable</b>	Create inventory of current water fountains in all branches, then work with the City's Facilities department on a branch-by-branch basis and schedule the installation or upgrade water fountains as required  Install or update water fountains in our branches
<b>Outcome/Impact</b>	To prepare for more extreme heat events in the future, people seeking refuge in library branches will have better access to drinking water than is currently available
<b>Metrics</b>	Installed water fountains in use by the end of 2023
<b>Collaborative Links (if applicable)</b>	City of Surrey's Facilities department
<b>Expenditure</b>	\$48,000: \$8,000 per location to replace and upgrade 4 existing fountains; \$16,000 to install plumbing & new fountain at one location
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Work orders were sent to the City's Facilities department to schedule the work in 2023; one water fountain was installed at the Ocean Park branch in January 2023; others in queue
<b>Comments (optional)</b>	

## 5. BOARD APPROVAL

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

Library Director Signature:  Date: February 27/2023

Board Chair Signature:  Date: February 27/2023