## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Terrace 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 Terrace Public Library, located near the Skeena River, is on the traditional territory of the Tsimshian People.  The Tsimshian People of British Columbia encompasses fifteen tribes, and we would like to acknowledge the People of Kitselas to the east and Kitsumkalum to the west, both tribes of the Tsimshian nation. Twenty-Five percent of the population of Terrace identifies as First Nations. The City of Terrace is the retail, service, educational and medical hub for Northwestern British Columbia. Terrace provides year-round recreational activities and has a vibrant arts community.

The Terrace Public Library (TPL) provides services to the residents of the City of Terrace; portions of the Regional District of Kitimat-Stikine; and, First Nations communities of Nisga'a. Kitselas and Kitsumkalum.   The Library serves a population of just over 20,000 spread throughout several communities.  Terrace, has been suffering from a housing shortage with a growing population and a dwindling supply of affordable housing. The 2021 homelessness count identified 85 people as experiencing homelessness. This, in conjunction with historical trauma suffered by our Indigenous members and the weight of an ongoing drug crisis has put a strain on our community.

## 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 |
|---|
| Ski Passes |

| Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program. |
|---|
| Late 2020 we were approached by My Mountain Co-op, "Shames Mountain" to see if we were interested in participating in a pilot project with them.  This project would allow us to checkout ski passes at no cost to our library members.  It took several months of planning, figuring out how we can fulfill the requirements of Shames Mountain, in as way that met our values as a library and in a way that was equitable for our community. <br><br> After months of planning, we were able to launch the program in January of 2021, and we were given 4 ski passes for every day that the ski hill was open. <br><br> Both Shames Mountain and the library considered the program a success, and repeated it again for the 2022/2023 season. |

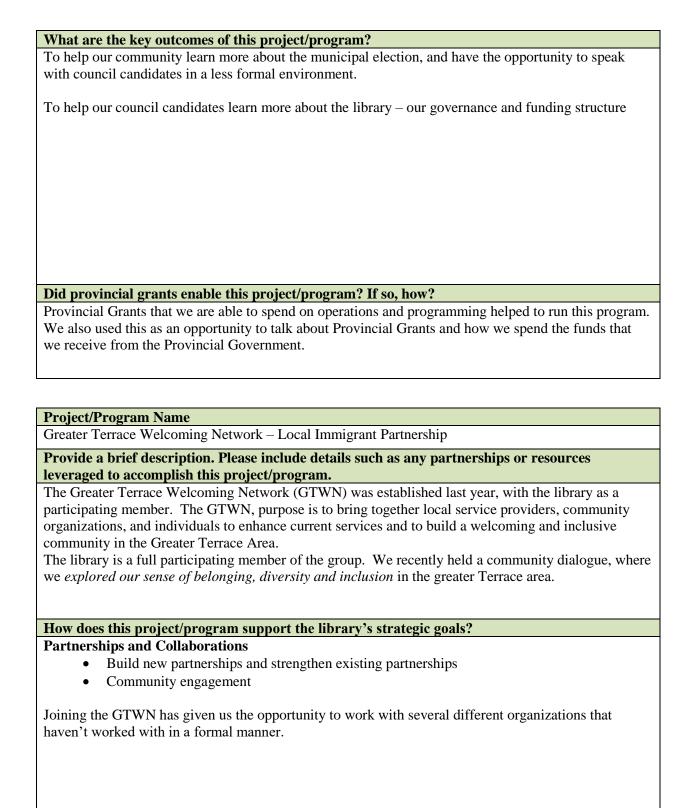| How does this project/program support the library's strategic goals? |
|---|
| **Partnerships and Collaborations**: <br> A local ski hill might seem like an odd organization to partner with, but this partnership has been very beneficial to both the library and our community <br> While it started as the library loaning out free ski passes, it has evolved to a much stronger partnership.  We have held 3 StoryWalks (Storyskis) at the ski hill to date.  We have held two for Family Day, and this spring Shames Mountain held a Pride day at the hill and we provided them with an appropriate themed book. <br><br> **Marketing and Promotion:** <br> Through this program we have seen a renewed interest in the library, an awareness of our other services.  We have community members who stop by to pick up a ski pass, who get library cards and become more aware of the different services that the library offers. |

| 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 |
|---|

**1. Improving access**

Through this collaborative program with Shames Mountain, we were able to offer members of our service area the opportunity to borrow a free ski pass. We heard from library members, that due to financial circumstances being able to borrow a free ski pass, was the only way they would be able to ski this year.

Offering non-traditional items such as ski passes makes the library accessible to people who would only think of the library as a place of printed items.

2. Building Capacity
Staff learned new circulation and inventory skills. Managing tickets was a very new experience for staff on the front desk. We developed strategies that expanded our ability to be flexible and offer non-traditional materials and services to our community.

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

During this program we have had several new people and families come to the library and become library users. We have also had community members view the library in a different way. They come in to borrow a ski pass, and after hearing and seeing the different services and programs we offer they have a new appreciation for the library.

We have gained a new partnership with Shames Mountain, which has given us to opportunity to hold programs at their location.

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

Funding from the Province that is used to pay salaries and have the staffing to accommodate the extra work needed to administer this type of program was used.

| Project/Program Name |
| --- |
| Honorary Librarian |

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

During the municipal elections, we sent out invitations to our Mayor Elect, and council candidates to spend an hour at the library as an honorary library. This would give them the opportunity to see how people use the library, and to engage with community members in a different way. Out of 15 council candidates 13 visited the library.
During their visit, they had a tour from the library director and then spent some time on the circulation desk with a staff member.

| How does this project/program support the library's strategic goals? |
|---|
| **Advocacy:**<br>We used this opportunity to help tell stories about the library. Each council candidate had different interests and questions, and we use this to share stories about how our library and all libraries provide services and programs that benefit local businesses, new Canadians, people with disabilities, students, parents, seniors, and vulnerable community members.<br>We also talked about how libraries are funded at both the provincial and municipal levels, and how the library act works and what that means for our relationship with City Council.<br><br>**Partnerships and Collaborations: Community Engagement**<br>Terrace has a very low voting rate at municipal elections. We shared information about the municipal elections, and share information about council candidates participating in this program. We encouraged community members to speak with council candidates when they saw them at the library and use this as an opportunity to learn more about the council candidates as well as the municipal election. |
| **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 |
| **3. Advancing Citizen Engagement**<br>Our community really enjoyed the opportunity meet with council candidates in a somewhat non-traditional manner. It was really nice to see council candidates engage with our library patrons of all ages and backgrounds. One of the interactions that stood out is when our Councillor Downie had a conversation with two young girls and their mother. They talked about election signs and asked questions about the election. When they left the library they were still talking about meeting Councillor Downie and the municipal election.<br><br>This year voter turnout increased from 17.8% to 23.28%, and we would like to think that we had a small part in that. |

| **What are the key outcomes of this project/program?** |
|---|
| To help our community learn more about the municipal election, and have the opportunity to speak with council candidates in a less formal environment.<br><br>To help our council candidates learn more about the library – our governance and funding structure |

| **Did provincial grants enable this project/program? If so, how?** |
|---|
| Provincial Grants that we are able to spend on operations and programming helped to run this program. We also used this as an opportunity to talk about Provincial Grants and how we spend the funds that we receive from the Provincial Government. |

| **Project/Program Name** |
|---|
| Greater Terrace Welcoming Network – Local Immigrant Partnership |

| **Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.** |
|---|
| The Greater Terrace Welcoming Network (GTWN) was established last year, with the library as a participating member.  The GTWN, purpose is to bring together local service providers, community organizations, and individuals to enhance current services and to build a welcoming and inclusive community in the Greater Terrace Area.<br>The library is a full participating member of the group.  We recently held a community dialogue, where we *explored our sense of belonging, diversity and inclusion* in the greater Terrace area. |

| **How does this project/program support the library's strategic goals?** |
|---|
| **Partnerships and Collaborations**<br>&bull; Build new partnerships and strengthen existing partnerships<br>&bull; Community engagement<br><br>Joining the GTWN has given us the opportunity to work with several different organizations that haven't worked with in a formal manner. |

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

**1. Improving Access**

This collaborative project improved access to the library by presenting TPL as a welcoming space with helpful resources to new community members

**2. Advancing Citizen Engagement**

The Greater Terrace Welcoming Network helps to provide immigrants with information, support and community while living in a new country and community. We also provide information/support to local business, organizations and the community as a whole about issues that new immigrants to our community face.

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

To become a participating member in the Greater Terrace Welcoming Network
To increase/strengthen services and programs that are used by immigrants in our community
To increase the awareness of library services to other member organizations, and to spread awareness of library services to immigrants in our community.

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

| Project/Program Name |
|---|
| Human Library |

| Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program. |
|---|
| Our Human Library Event was held in collaboration with Skeena Diversity Society. We decided to hold the event as an official Human Library event, so that our volunteers and books can receive the training that the Human Library puts on. At our first event we had 9 books, and 22 readers. Books topics talked about trauma, substance abuse, sexuality, racism and more. |

| How does this project/program support the library's strategic goals? |
|---|
| 1. **Partnerships and Collaborations**<br><br>We wouldn't have been able to run this program with Skeena Diversity Society as it was their volunteer that made the event possible. An event like this requires a large number of staff to help plan and run the event. Being able to participate in events where Skeean Diversity takes the lead, and events where the library takes the lead helps both organization mange the time, staffing and cost of running larger programs and events. |

| How does this project/program support the **B.C.'s strategic goal(s) for public library service** from the strategic plan, which include: |
|---|
| 1. Improving Access |
| 2. Building Capacity |
| 3. Advancing Citizen Engagement |
| 4. Enhancing Governance |
| 1. **Building Capacity**<br>The Human Library organization has told us that we are the first smaller community to host a Human Library event. Being able to partner with Skeena Diversity has allowed us to bring 'Big Town' event to our small town, and give people her the opportunity to experience the same type of programming as you might expect in a larger community.<br>2. **Advancing Citizen Engagement**<br>While our Books talked about their own stories, the event raised awareness about issues that are happening within our own community, province and country. Books talked about racism, discrimination, substance abuse, trauma, discussions that helped our Readers to hear personal stories that relate to some of the hot topics that are being discussed in our community. |

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

To foster conversations in our community that help people learn, unjudged and become more accepting of others.

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

Provincial grants that allow us to pay for staffing, programming helped with the costs of running this program.

**Project/Program Name**

Reading Takes You Places: Reading Incentive Program

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

We worked with Cassie Hall Elementary and Suwilaawks Community School and launched a school-wide competition. Classes from K-6 read for as many minutes as they could over a 14 day period. Each student tracked their reading on a bookmark with a map that showed their school and the library. Every 15 minutes of reading, received mark on their bookmark, getting the student closer to the library. 316 students and staff participated in this program. The class that read the most in each school received a Library sponsored pizza party.

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

**Partnerships and Collaborations**
Due to restrictions during COVID we lost our connections with local schools. We used this program to reintroduce the library to the school, teachers and students.

**Marketing and Promotion**
Students were given bookmarks that had a map showing how to get from their school to the library.

| How does this project/program support the **B.C.'s strategic goal(s) for public library service** from the strategic plan, which include: |
| :--- |
| 1. Improving Access |
| 2. Building Capacity |
| 3. Advancing Citizen Engagement |
| 4. Enhancing Governance |
| **1. Improving Access**<br>    When we approached the both schools we were not expecting every teacher at both schools to want to participate. Teachers were excited about this program and being able to use it to encourage their students to become more engaged with reading.<br>**2. Advancing Citizen Engagement**<br>    This program helped to make teachers more aware of the local library and the ways in which we can support them and their classes. |
| **What are the key outcomes of this project/program?** |
| Teachers noted that students became more engaged with reading and were reading more than they had prior to the program.<br>Teachers booked class visits after the program, and one teacher attended a summer reading information program with her class. |
| **Did provincial grants enable this project/program? If so, how?** |
| The grant money assisted with the purchasing the supplies needed to run this program. |

## 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) | The library worked hard to keep up with evolving safety plans. Dialogue was maintained with staff regarding safety and how to engage with patrons. Community members expressed varying levels of comfort or discomfort with all aspects of COVID (government regulations, personal space etc.), while staff learned skills to safely engage and discuss on this topic. |
| Emergency response (e.g., fires, floods, extreme weather) | This year we have experienced extreme weather in both the summer and winter. During the summer the library worked with the city and outreach workers to help plan cooling spaces, with the library becoming the only official air conditioned cooling space in town. During the summer we handed out water (freezies to teens) to those who needed it.<br>During extreme cold, we make sure that outreach workers know they can send clients to us. During colder weather we hand out hand warmers, tea and hot chocolate as needed. |
| Financial pressure (e.g., rising costs, reduced revenues) | The City of Terrace has a very small industrial tax base, with most of the tax base coming from residential and smaller businesses. The library acknowledges that this has an impact on the funding that we receive from the City.<br>Our funding from the City of Terrace and Regional District of Kitimat Stikine has remained fairly stable over the past several years, with the majority of our funding increase going to cover salary. With inflationary costs this has become very noticeable in the past year, as our budget is not increasing at the same rate as inflation. |
| Staffing (e.g., recruitment and retention, mental health, and wellness) | In the fall of 2021, we made the decision to reduce open hours by 10 hours a week, so that we can have 3 staff working in the evening so that staff are safer. While this has made library safer for staff, the reduction in hours is felt by the community who was use to the library being open to 9:00pm Monday –Friday. Due to COVID and the flu we had higher than usual sick time last year, and there were several times throughout 2022 that we had to close early due to staff shortages. |
| Disappearing services in the community (e.g., government, banking, health) | Services in our area have shifted in recent years. Over the past three years all of the agencies that offered invigilating services have stopped. We are seeing an increased demand for this service at the library. The majority of exams that we invigilate are worked based, and are required as a condition of employment. If we were not able to accommodate these requests individuals would be required to leave the community to take their exam, with some needing to travel as far as Vancouver. |
| 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) | Our service area cover a large area, we serve communities that live 2.5 hours away. The four villages in the Nass Valley are geographically isolated and travel to Terrace can be difficult especially during the winter, making it difficult to access the library on a regular basis.<br>Thornhill, while close to Terrace is located on the other side of the Skeena River. This barrier makes it difficult for children and teens from Thornhill to access the library independently as they are reliant on taking city busses or receiving rides from their parents. |
| Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis) | In 2022, Terrace had 110.5 deaths per 100,000 persons due to Illicit Drug Toxicity, the second highest rate in the province. This is felt within the library by staff, as we are dealing with more drug related activity in and outside the building.<br><br>Following the advice of Northern health, outreach workers and bylaw we check our public washrooms every 15 minutes, which takes both a physical and mental toll on staff who are taking on this extra work.<br><br>During the 2022 the library worked with outreach workers, the City of Terrace, and ICMT and became one of the cooling and warming stations that operated within the city. Outreach workers did not stay on site, but were able to come on short notice to assist if needed. To help with the extreme weather, we have handed out water, tea, granola bars and hand warmers. |
| Other (please specify) Vandalism | Between December 27, 2022 and March 2023 the Library has been broken into once and had $7,000 worth of equipment stolen. We have also had 10 windows broken in three different events. We are grateful to the City of Terrace and the Regional District of Kitimat Stikine who have covered the cost of the broken windows and the replacement of our stolen equipment. This has taken a toll on Staff, as we have come into work on multiple occasions to find windows broken and have needed to clean up after it. It has also taken a toll on our library patrons and community, who walk past boarded up windows and feel |

## 4. COVID-19 RELIEF & RECOVERY GRANT – 2022 PROGRESS REPORT
**Summary and Overview**

Please provide an executive summary (overview summary) on the library's use of the COVID-19 Relief and Recovery Grants. The purpose of this section is not to duplicate the individual projects details, instead provide a short analysis and summary of your overall approach and progress. Please limit to 2 paragraphs and feel free to use bullet points.

| **Summary and Overview** |
|---|
| The decision was made to use the Covid 19-Relief & Recovery Grant to help offset the cost of replacing older equipment that was starting to fail, and to help us increase our programming and partnership activities with a focus on working with outreach staff from Kermode Friendship Society. It is our intent to use this programming and partnerships to help create a sense of community and belonging at the library for the entire community, rather than having different communities use the space.<br><br>Our current emergency plans are very basic covering fire and minor floods.  We need to write a full emergency preparedness plan, but with limited staff time and expertise this is difficult to do.  The decision was made to work with our Federation Director, and post this as a temporary position. |

|  | **Grant budget** | **Reallocated budget** |
|---|---|---|
| **COVID-19 Relief & Recovery Grant Amount** | $31,689.94 | |
| **Emergency Planning & Preparedness Grant Amount** | $10,563.31 | |
| **Total Grant Amount** | $42,253.25 | |

**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 | Library security cameras and public washroom locks |
|---|---|
| Rationale | Both library staff and board highlighted these as areas of concern.<br>With the security cameras, we wanted to increase coverage outside of the library to minimize blind spots. Two areas of concern were our staff entrance/exit and the sidewalk in front of the library. We often have people gather in these two areas, which staff can not see from inside the building. Giving us increase coverage helped to increase security for staff and patrons when outside of the library.<br>Our public washrooms have been an area of concern for several years, as we have seen an increase in inappropriate washroom activity taking place. We want our washrooms to remain open accessible and safe. After consulting with RCMP, ICMT, and Bylaw we decided that we needed to keep our washrooms locked and let people in as needed. This was adding extra work for staff, and the decision was made to install remote locks on our washrooms allowing staff to 'buzz' individuals into the washroom from the circulation desk. |
| Area of Need | COVID-19 Recovery |
| Action/Output/Deliverable | • Instillation of one new security camera and reposition of existing outside cameras to cover blind spots<br>• Instillation of two electronic remote locks on the men's and women's public washrooms. |
| Outcome/Impact | • Increased safety for staff and public<br>• Washrooms have remained open and accessible to the public |

| | |
|---|---|
| **Metrics** | • Review of incidents that have taken place in the washroom and outside of the building. <br> Increased safety for staff <br> • Staff are able to safely monitor behaviour taking place outside of the library.  They can then make the decision to call for assistance (RCMP, Bylaw, and Outreach) from the safety of the library without needing to go outside. <br> • When staff go outside to deal with an incident, staff inside the building can easily observe what is taking place <br> Increased safety for public <br> • One person/family are allowed in the washroom at a time.  This prevents individuals from walking in on inappropriate washroom activity keeping our washrooms safe for everyone <br> • Keeping the doors locked give vulnerable community members the opportunity to feel safe when using the washroom.  They know that people will not follow them in. <br> • Staff can better who is in the washroom and how long they are in the washroom for, allowing us to perform routine safety checks and get help – Outreach, ICMT, Paramedics quicker. |
| **Collaborative Links (if applicable)** | RCMP, Bylaw, Outreach, ICMT <br> They have helped us come up with best practices to keep our building accessible to all community members in a way that is safe. |
| **Expenditure** | $2,693.75 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | Complete |
| **Comments (optional)** | |

| Project/Program/Activity | Self-Checkout |
|---|---|
| Rationale | The purchase of a new self-check machine would allow us to have a self-check in both the adult and children's area. There has been an increase desire to use the self-check since COVID, and our older machine that was in the adult area was seeing a lot of use. Putting a machine in the children's area makes it easier for parents with young children to use the library.  The machine is at a height that is child friendly and allows parents to checkout their items while their children stay in the area playing or reading, making it easier for parents with young children to checkout their items and leave. |
| Area of Need | COVID-19 Recovery |
| Action/Output/Deliverable | • Purchase a new self-check machine<br>• Move existing self-check to children's area |
| Outcome/Impact | Better patron experience<br>• Parents with children have told us they enjoy having a self-check machine in the children's area and that it makes checking items out and leaving a more positive experience<br>• Older children enjoy being able to check out their own items |
| Metrics | Feed back from library patrons |
| Collaborative Links (if applicable) | |
| Expenditure | $10,897 |
| Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.). | complete |
| Comments (optional) | |

| Project/Program/Activity | iPad – Children's Activity Table |
|---|---|
| Rationale | The current iPads at our children's activity table our outdated and need to be replaced.  We have space to have four iPads at this table, and currently have 3 as our fourth one is no longer work and can not be repaired. |
| Area of Need | COVID-19 Recovery |
| Action/Output/Deliverable | Replace current iPads with new ones. Making it possible for all children no matter their income level to be able to experience technology. Introduce young children to coding and age appropriate library apps |
| Outcome/Impact | Young children will become more interested in coding and technology Children from low income families will have the opportunity to experience technology |
| Metrics | |
| Collaborative Links (if applicable) | |

| | |
|---|---|
| **Expenditure** | $6,824.60 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | pending |
| **Comments (optional)** | December 27, 2023 the library was broken into, and all four of the new iPads were stolen.  We have just learned that the Regional District of Kitimat Stikine will be giving us funds to replace the iPads. |

| | |
|---|---|
| **Project/Program/Activity** | Router and Server |
| **Rationale** | Our router and server had aged out and needed to be replaced. We prior to replacing the router and server we had very inconsistent Wi-Fi, which was not working on a regular basis. |
| **Area of Need** | COVID-19 Recovery |
| **Action/Output/Deliverable** | Purchase new server for the public access computers and new wifi routers |
| **Outcome/Impact** | <ul><li>Increase stability of public access computers and wifi</li><li>Stronger and more stable wifi signal throughout the building</li><li>Our board room, which we allow individuals and groups to use can now be used for video calls. Allowing us to accommodate students, people doing interviews, and staff training</li></ul> |
| **Metrics** | |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $3,944.52 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | completed |
| **Comments (optional)** | |

| Project/Program/Activity | Outreach programming with Kermode Friendship Society and 'Ksan Society |
|---|---|
| **Rationale** | |
| **Area of Need** | COVID-19 Recovery |
| **Action/Output/Deliverable** | Working with outreach workers from Kermode Friendship Society and 'Ksan Society create community programming to support people experiencing homelessness, and to educate community members on topics such as opioid use, naloxone training<br>• Social Service Recruitment Fair held in October.<br>• Cooling and warming space |
| **Outcome/Impact** | Social service Recruitment Fair<br>• 13 community groups participate<br>• 39 community members attended<br>• 8 jobs and 3 volunteer positions applied for<br>• 1 job obtained through the fair (that we know of)<br>• Feed back from community members that they didn't realize the different services that were available in our community, and several mentioned that they would be making use of the different services/organizations<br>Cooling and Warming Shelters<br>• Received mostly positive feed back from the community around being cooling and warming spaces<br>• Had many new people using the library as cooling and warming spaces |
| **Metrics** | Statistics and feedback from outreach workers and participants |
| **Collaborative Links (if applicable)** | https://www.kermodefriendship.ca<br>https://ksansociety.com |
| **Expenditure** | $4833.07 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | In progress |
| **Comments (optional)** | There has been some delay in programming due to a variety of different factors. Programming will continue in 2023 |

| Project/Program/Activity | Bystander Intervention Training – Intercultural Association of Greater Victoria |
|---|---|
| **Rationale** | |
| **Area of Need** | Covid-19 Recovery |
| **Action/Output/Deliverable** | Have all staff attend Bystander Training |
| **Outcome/Impact** | Staff will feel more confident interrupting and addressing racism wherever they find it. Staff will receive training in anti-racism tools that will allow them to support Black, Indigenous, and People of colour in our library and community. |
| **Metrics** | Feed back from staff |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $2,500 |

| | |
|---|---|
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | pending |
| **Comments (optional)** | The training will be online, and there is a set amount of seats. As there will be more seats than library staff, we will open the training to library board members. |

| | |
|---|---|
| **Project/Program/Activity** | Emergency Preparedness-Policies, procedures, training, education – temporary position |
| **Rationale** | We need to update our emergency preparedness policies and training. With limited staff time, this is not a project that existing staff can take on. Offering it as a temporary position will allow a part time staff member to take on this project, work with our Federation Director and update our polices and procedures. |
| **Area of Need** | Emergency Planning & Preparedness |
| **Action/Output/Deliverable** | Hire temporary position to work with the NWLF Director to update our emergency preparedness policies and procedures Hold training for staff on updated policies and procedures |
| **Outcome/Impact** | New emergency preparedness policies and procedures that staff are feel comfortable with using if necessary |
| **Metrics** | New policies and procedures will be written. Staff feedback, on policies, procedures and training |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $7703.31 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | Pending |
| **Comments (optional)** | The position has been posted, and we are in the process of filling it. |

| | |
|---|---|
| **Project/Program/Activity** | First Aid Training |
| **Rationale** | It has been several years since any staff has completed first aid training. |
| **Area of Need** | Emergency Planning & Preparedness |
| **Action/Output/Deliverable** | Provide first aid training for staff |
| **Outcome/Impact** | Send up to 4 staff to city run first aid and CPR training |
| **Metrics** | Staff will have completed training and will be certified |
| **Collaborative Links (if applicable)** | |
| **Expenditure** | $2860 |
| **Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).** | pending |
| **Comments (optional)** | Waiting for training to become available |

## 5. BOARD APPROVAL

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

Library Director Signature: *Fiona Bruce*          Date: March 17, 2023

Board Chair Signature: _____          Date: March 17, 2023