

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Thompson-Nicola Regional 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 description where it is applied (staffing, utilities, collections, etc.).

The Thompson-Nicola Regional Library (TNRL), the biggest department of the Thompson-Nicola Regional District (TNRD), is a system of 12 libraries and a Mobile Library, operating on the traditional territory of several Indigenous and First Nations communities including Tk'emlúps te Secwépemc, and Nicola and Nlaka-pamux peoples. Incorporated in 1967, the TNRD functions as a partnership of its municipalities and electoral areas. With a population of 143,680 (2021 census), the TNRD includes 11 municipalities (Ashcroft, Barriere, Cache Creek, Chase, Clearwater, Clinton, Kamloops, Logan Lake, Lytton, Merritt and Sun Peaks) as well as 10 electoral areas within a geographic area of approximately 45,000 square kilometers.

The TNRL administrative offices are in the main population centre of Kamloops, that accounts for 75 percent of the regional district's population and operates the two largest and busiest libraries – Kamloops and North Kamloops, Library Home Service and a Mobile Library along with Support Services that undertakes acquisitions, cataloguing, processing, the Integrated Library System (ILS) and its management, and management of the library's website. As a department of the TNRD, the TNRL benefits from shared services including: human resources; finance; IT; and facilities management.

The following are the TNRL locations:

- 1. Large Libraries
  - a. Kamloops Library (51 hours per week)
  - b. North Kamloops Library (51 hours per week)
  - c. Merritt Library (41 hours per week)
- 2. Mid-Sized Libraries (26-30 open hours per week)
  - a. Ashcroft Library
  - b. Barriere Library
  - c. Chase Library
  - d. Clearwater Library
  - e. Logan Lake Library
  - f. Mobile Library (serves 30 stops on a 3 week rotation, averages 17 open hours per week)
- 3. Small 'Gateway' Libraries (16 open hours per week)
  - a. Blue River Library
  - b. Cache Creek Library
  - c. Clinton Library
  - d. Savona Library

**2. FEATURED PROJECTS/PROGRAMS**

<b>Project/Program Name</b>
Musical Instrument Lending
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
<p>In April 2022, TNRL partnered with local Riversong Guitars to launch its first musical instrument lending library of acoustic guitars. Riversong Guitars is an award-winning Kamloops business that designs and manufactures musical instruments. There are two different types of guitars available for loan by the Library: the Dreadnought and the Grand Auditorium, both produced by Riversong Guitars. To celebrate the new collection, TNRL and Riversong Guitars had a launch event at the Kamloops library that included musical performances by local musicians. It was well attended by, and reported on, by local media.</p> <p>The guitar lending initiative has been very successful with all 20 signed out or on hold for patrons across the TNRD.</p> <p>In December, the TNRL once again partnered with Riversong Guitars to add 30 Ukuleles to its lending collection. The concert-size ukuleles in mahogany or ebony finish were also made by Riversong Guitars. The Ukulele launch was equally successful, with plenty of media attention and a performance by the Kamloops Ukulele Orchestra. Ukuleles also circulate in great numbers.</p>

We're pleased to report that with both the guitars and the ukuleles there has been little to no breakage. Riversong Guitars has been internationally recognized for its design and durability. Anecdotally, the Library has attracted new patrons as a result of this offering.

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

Adding musical instruments to our collection helps support the community by promoting learning, discovery and skills development. The guitars and ukuleles expand the collection, and remove barriers to music literacy by offering everyone the opportunity to learn to play an instrument.

Using LinkedIn Learning to provide lessons on playing musical instruments enables easy patron access, and also helps promote TNRL's wealth of digital resources.

**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

The Library's musical instrument lending program removes barriers to access for musical instruments. The TNRL's license for LinkedIn Learning supports independent learning of musical instruments and more.

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

The output of this project was to make instruments available for lending at all TNR libraries. This immediately reduced barriers that our patrons may have had in accessing musical instruments.

An immediate outcome was an extensive hold queue on our guitars and the hold queue continues to be strong. Ukuleles also have high hold queues.

It is intended that TNRL will continue to expand the musical library by adding more instruments. In partnership with our local communities, the Library hopes to offer an array of instruments to help foster a musical community.

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

Provincial grants did help to support this lending project, as a portion of this funding was directed to library programming, and collections.

**Project/Program Name**

Musician In Residence

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

In 2022 TNRL built on the success of the former Writer in Residence and Screenwriter in Residence Programs. TNRL introduced the first Musician in Residence program, in harmony with the new instrument lending initiative.

The TNRL appointed three talented, local musicians: Jeremy Kneeshaw, Margit Gossage and Tina Hebner to host free, engaging programs for the public, including:

- Performance 101;
- Instrument Maintenance;
- How to Set up A Recording Studio on a Dime; and
- A Musician in Residence concert experience

All three musicians also offered free one-on-one consultations in the Library and virtually to aspiring musicians, where they provided coaching and feedback.

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

The TNRL Residency program encourages the development of written and performing arts in the TNRD, connecting artists with the general public and providing local artists with time, space and resources to continue work on their creative projects.

The debut Musician in Residence program supported TNRD residents and the musical community, and highlighted local talent.

**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
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4. Enhancing Governance

This program builds capacity by supporting the musical community and provides guidance to aspiring musicians. This free program enabled residents to have access to a professional musician. It also enabled all three local musicians to dedicate time to their creative work.

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

The key output of this project was having Musicians in Residence present workshops and support fellow musicians.

This initiative gave TNRL patrons access to knowledgeable musicians who could help them learn and evolve as musicians. The resident musicians taught and shared insights into what it takes to become a professional musician.

The Musician in Residence program is designed to support the musician in their own projects and help them to develop content, while sharing expertise with residents who would benefit from their experience. Some 50% of the musician's time is spent on community programming in partnership with the TNRL, and 50% is dedicated to the musician's own projects.

This was the third residency program offered by the TNRL. It was successful and TNRL hopes to continue to provide residency programs that highlight local talent.

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

Provincial grants did help to support this Musician in Residence project, as a portion of this was directed to library programming, and collections.

**Project/Program Name**

Ashcroft Library Renovations

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

Built in the 1970s, the Ashcroft Library was in much need of a refresh and a reimagining of the space. With public consultation, a new plan was developed for the library that increases the public footprint by 325 square feet, and enhances the children's space by adding Natural Pod interactive furniture and fun education design elements.

A key part of the renovation, the Ashcroft Library will also include the TNRL's new Service Extender which will increase the public access hours to the facility by nearly 50 percent. The *Service Extender*, developed in-house, is the *first of its kind in British Columbia* and is set to launch in early 2023.

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

The updating of the Ashcroft Library fulfills a priority on TNRL's Facilities Master Plan. The updated space includes bar seating, increased natural light, and a branded design that inspires learning. Changes to the footprint creates flexible spaces for patrons to gather. It includes an improved layout to help patrons find material, increasing collection merchandising.

Further, the new Ashcroft Library gallery space showcases local artists' works on a rotating basis. The TNRL's first installation and show featured the artwork of longtime Ashcroft resident, Ms. Esther Darlington.

**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
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This project advanced citizen engagement by consulting with the community on what they wished to see in updates to their library.

The Ashcroft Library grand re-opening celebration in December 2022 further increased awareness by including dignitaries from the Thompson-Nicola Regional District, the provincial government, the Village of Ashcroft, SD#74, as well as students from the local Desert Sands Elementary School. The Minister of Municipal Affairs also sent remarks to be read at the grand opening.

An Ashcroft and area wide invitation was mailed to all residents for the grand re-opening as well as to highlight the many service improvements.

Along with updating the physical space of the Ashcroft Library, Improvements were made to WiFi access. A new wireless printing feature has also been included.

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

A key outcome of the renovation is a refreshed and enhanced public space for our patronage to enjoy.

By re-using existing furniture and purchasing eco-friendly, environmental impact was reduced.

The renovation created a bigger space for library patrons by adding 325 square feet of public space (from a former storage area).

In 2023 TNRL will open the new Service Extender in Ashcroft which will nearly double the public access hours to the facility.

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

Provincial grants did help to support this project, as a portion of this was directed to library programming, and collections. Further, the connectivity grant enabled the TNRL to move forward with the Service Extender pilot.

**Project/Program Name**

Improved Collections Access

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

2022 included several projects to improve access to physical and digital collections. The TNRL piloted 'floating collections' by eliminating the home library for audiobooks and large print material. Simply put, wherever these items are returned, they become part of the branch offerings. This project aims to reduce transit and wait times for our patrons for high demand items and also will reduce the amount of item handling by staff.

The TNRL also changed its loan rules. Formerly most items had a four week loan period. This loan period has now been reduced to three weeks and better aligns with other BC public libraries.

It is anticipated that this smaller change will increase the turnaround of items, and therefore reduce the amount of time patrons wait for high demand items

On the digital front, TNRL further added to its collection Hoopla's streaming eBooks and eAudiobooks.



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

These TNRL initiatives were designed to help improve access to both physical and digital collections for patrons. These initiatives support our strategic goals by helping to increase circulation by decreasing the transit times and reducing hold wait times, and better managing our resources overall.

**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
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The addition of streaming ebooks and audiobooks via the hoopla platform improved access to digital collections for library patrons. This adds instant access to resources to counter the at-times, long hold queues for digital resources.

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

One key outcome of this initiative is that collections are more accessible to patrons. Items now spend less time in transit and hold queues are reduced for high demand items.

The TNRL's simplified loan rules make it easier for patrons to return their material on time and help remove barriers to lending.

Having streaming eBooks and eAudiobooks through Hoopla allows for instant access to material.

Ultimately, the TNRL's goal is to float all of its collections by the end of 2023, enabling an improved flow of materials and quicker turnaround time.

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

Provincial grants did help to support this project, as a portion of this was directed to library programming, and collections.

**Project/Program Name**

Improved Online Self Serve Access

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

Since the pandemic, the TNRL has worked diligently to create an improved online experience for self-serve access. In 2022, the Library's meeting rooms re-opened for public bookings and library programming returned to its full capacity. The Library introduced LibCal as the new program and room booking manager to help manage online registrations and bookings. LibCal is also used to book one-on-one technology help appointments.

Additionally, TNRL created a new and improved online library card self-registration tool. This tool instantly creates temporary library cards for patrons enabling them to access online content and place requests.

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

Reopening meeting rooms and introducing online booking, provided welcoming, inviting and accessible public spaces helps community members learn, connect and share with each other.

Adding an online system for card and program registration increases awareness of the programs, services and space the TNRL offers so that more residents will benefit from using 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
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4. Enhancing Governance

The online self-serve access initiatives built capacity among Library staff via the training on the use of a new program and meeting room platform. It improved access by allowing patrons to instantly access digital resources through the online library card registration system.

Reopening the Library's meeting rooms advances citizen engagement by providing spaces for our patrons to share, collaborate, and innovate together.

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

One key outcome was the reopening of our meeting room spaces that expanded our available public spaces.

Through the licensing of LibCal, it has expanded the Library's ability to book meeting rooms across the system and streamlined the process of booking spaces for our events and programs.

The library card self-registration tool provides patrons with instant access to our digital resources.

TNRL's online registrations and bookings provide easier access to our service from home.

Long term, TNRL's investment in online self-service initiatives will provide better support for patrons via easier, streamlined services.

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

Provincial grants did help to support these projects, as a portion of this was directed to library programming, and collections.

**Project/Program Name**

Mobile Library in Lytton

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

In 2021, most of the Village of Lytton burned down as a result of a wildfire, including the Lytton Library. Until such a time as the community and library can be rebuilt, the TNRL has deployed and made scheduling changes for the Mobile Library to serve Lytton and surrounding area residents. The Mobile Library now visits Lytton for 90 minutes every third Thursday, outside the still standing Kumsheen ShchEma-meet School. During this visit it serves the students and staff as well as the residents of this devastated community.

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

Provides better access to collections and resources for underserved communities and patrons affected by natural disasters.

**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
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4. Enhancing Governance

This new stop also helped improve access for library patrons in Lytton by lending out the Interior Savings Internet to Go mobile hotspots. These hotspots helped patrons who were facing crises to connect to the Internet. The Mobile Library also delivered holds and other library material to those affected by the wildfires.

This initiative enhanced governance by partnering with the local school district to provide an optimal location for the Mobile Library stop.

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

Patrons have access to free WiFi through the Mobile Library as well as through lendable hotspot devices.

This new stop provides library access to a community that has been devastated by a natural disaster. The Mobile Library brings material to support learning, entertainment, and community rebuilding.

Ultimately, the Library's longer term goal is to rebuild the library with the rest of the community.

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

Provincial grants did help to support this project, as a portion of this was directed to library programming, and collections. Funding for the hotspots was provided to the TNRL from Interior Savings.

**Project/Program Name**

Introduction of Community Service Officers and Support Workers

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

The North Kamloops Library has faced ongoing security challenges for a number of years. A security contract that was put into place in 2020 was ineffective at de-escalating situations and supporting vulnerable populations.

In partnership with the City of Kamloops, TNRL is piloting a new security arrangement whereby a Community Service Officer (CSO) is stationed at the North Kamloops Library in place of traditional security guards. CSO's work for the city of Kamloops with the goal of using an education-first approach to enforcement. They are better able to connect vulnerable patrons with the services they require, rather than acting in a strictly punitive manner and align with the Library's service.

TNRL, through a Young Canada Works grant also hired its first ever Community Service Intern in an effort to connect vulnerable populations with services and resources in the community. Another intern was hired for 2023.

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

Community Service Officers, a pilot project and partnership with the City of Kamloops helps to de-escalate issues while building relationships with all patrons. These goals align with the library's mission to provide welcoming, inviting and accessible public spaces for our communities.

Community Service workers (formerly bylaw officers) serve as both a support to vulnerable patrons through their strong connections with community resources, and also provide support to library staff.

**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
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4. Enhancing Governance

The new security arrangement builds capacity by allowing staff to focus on their regular library duties with the support from the Community Service Officers and the Community Support Intern.

All library staff have taken training in dealing with managing problem situations through the Ryan Dowd Homeless Academy (through a license with the Niche Academy).

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

Having Community Service Officers has reduced the number and intensity of incidents at the North Kamloops Library.

Considerable effort has been made to train library staff in dealing with problem situations, and employing de-escalation techniques. This combination of approaches has helped to create a safer library environment for everyone.

The Community Support Intern has been providing optional debrief sessions for staff following incidents in the library.

The Library's ultimate goal is to continue this successful partnership with the City of Kamloops to maintain a safe and welcoming environment for patrons and staff.

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

COVID-19 Relief & Recovery, Emergency Planning & Preparedness grant funding helped support our Community Service Officer pilot (\$25,000) approximately for the remainder of 2022.

### 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 are 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)	In mid-2022 TNRL opened up all in-person programming and meeting rooms as COVID restrictions were lifted. Throughout the year the Library's efforts were focussed on recovering from the pandemic by encouraging patrons to return to the library, by implementing initiatives to increase our circulation numbers and by increasing programming activity. Library patrons have been returning to the TNRL but are still not at pre-pandemic levels as the pandemic caused some loss of connection with many patrons.
Emergency response (e.g., fires, floods, extreme weather)	Fortunately in 2022, the TNRD did not sustain any new natural disasters, but is still dealing with the aftermath of the 2021 wildfires and floods (Lytton and Merritt). The Mobile Library is now stopping in Lytton to make up for the lost Lytton Library. The Interior Savings Internet-to-Go hotspots provide connectivity and some support to residents in the affected areas.
Financial pressure (e.g., rising costs, reduced revenues)	Inflation has resulted in decreased buying power. This affected capital projects (higher materials and labour costs) for the Ashcroft Library project. Supply chain issues resulted in delays for the Library in obtaining library material (books and audio visual materials).
Staffing (e.g., recruitment and retention, mental health, and wellness)	TNRL has experienced difficulties recruiting and retaining staff. This is in part due to the high cost of housing and unavailability of rentals. Merritt Library had reduced public hours for the first half of 2022 due to staffing shortage. Further, COVID still sees greater numbers of staff off sick.
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/expansion)	The TNRL has a number of aging facilities within the TNRD. Ashcroft Library was renovated in 2022. The TNRL is currently in the planning phase for renovations to the Clearwater Library scheduled for 2023/24. Initial planning is also underway for a refresh of the North Kamloops Library for its childrens and teen spaces. This project will see space deployed from back of house activities to an overall increased public services footprint.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	The number one priority for the TNRL, as set out in its Facilities Master Plan, is for a third library in South Kamloops. Relative to other library systems, the TNRL is lagging far behind in terms of number of locations, square footage and proximity to library services for many people living in Kamloops. Work continues on site procurement in the city's southwest.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	The TNRL continues to deal with the ongoing opioid crisis, and the three biggest libraries – downtown Kamloops, North Kamloops and Merritt felt the effects of homelessness and mental health issues. Kamloops was sixth in overdose deaths in the province in 2022. To try and help with these issues the TNRL partnered with the City of Kamloops to provide Community Service Officers at the North Kamloops Library because they are trained and better equipped to deal with the 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

The TNRL was delighted to receive the COVID-19 Relief and Recovery grant. These monies supported the creation of *BC's first Service Extender* at the Ashcroft Library. This pilot has the potential to dramatically improve access to library services in all rural and remote communities enabling access to the library's space and resources during non-staffed times.

TNRL also embarked on its first pilot project with the City of Kamloops by employing Community Services Officers (CSO's) in the place of security officers. Highly trained in human services and employing voluntary compliance techniques in dealing with challenging patronage, this knowledgeable team connects patrons experiencing homelessness and mental health issues to community support. This has resulted in a much safer environment for patrons and staff.

The Thompson-Nicola Regional Library is grateful for this grant that has enabled innovation and forward-thinking measures.

	<b>Grant budget</b>	<b>Reallocated budget</b>
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	103,606.71	
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	34,535.57	
<b>Total Grant Amount</b>	138,142.28	

## 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>	Community collaboration project - Service @ Grocery
<b>Rationale</b>	Kiosk and holds locker installation will begin to address service gaps/areas under-served in Kamloops.
<b>Area of Need</b>	Kamloops continues to be a city underserved by the library, in particular urban development in the southwest area of the city. In the absence of a physical library, and to expand the library's reach, the TNRL will be partnering with grocery stores to provide 'one stop shopping'.
<b>Action/Output/Deliverable</b>	Patron holds lockers and library vending machine
<b>Outcome/Impact</b>	Increased usage through and accessible, convenient location in the absence of bricks and mortar.
<b>Metrics</b>	Increase use of library card registrations, physical circulation, and use of e-library.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	approximately \$110,000
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Concluded request for quotation, currently evaluating proposals. Installation anticipated for Summer 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	Service Extender - a first for BC Libraries - enabling access beyond regularly staffed hours
<b>Rationale</b>	Dramatic increase to the number of hours of service and access to community libraries for residents.
<b>Area of Need</b>	Rural and remote TNRL community libraries - Clearwater
<b>Action/Output/Deliverable</b>	Expansion of patron access to library services.
<b>Outcome/Impact</b>	By incorporating the use of the Service Extender, residents will have access to specified community libraries, increasing from between 16-24 hours per week to 51 hours (unstaffed) – mirroring the North Kamloops Library. It will increase access to library collections, services and spaces. Patrons will be able to check out items, use the Wi-Fi and public computers, gather in study spaces and more. It will also provide ready access to patrons as cooling centres (due to extreme heat), and during weather events and wildfire season. Note: the Ashcroft Service Extender pilot project was made possible due to an earlier provincial connectivity grant.
<b>Metrics</b>	Increased library use by residents of Clearwater and area.
<b>Collaborative Links (if applicable)</b>	


<b>Expenditure</b>	<b>\$28,142.28 (amount of remaining funding)</b>
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Service Extender, a first in BC libraries has been installed at the Ashcroft Library. This made in TNRD solution has now been fully piloted and is expected to be made widely available to all Ashcroft and area residents. Plans are underway to extend this service to other rural and remote communities.
<b>Comments (optional)</b>	

5. BOARD APPROVAL

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

Library Director Signature: 

Date: February 23, 2023

Board Chair Signature: 

Date: 23 Feb. 2023