

2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME

Tumbler Ridge 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 Tumbler Ridge Public Library is a Community Hub, serving as a central resource service to many in Tumbler Ridge. As we are located in an isolated, northern community, over 100 km from any federal or provincial government offices, we often assist clients in accessing services and programs that they otherwise could not. There is no public transit available out of town. In recent years, we have helped to coordinate regular times for Work BC to come to Tumbler Ridge and we have supported the ongoing adult learning, focusing on literacy development including reading and writing, financial and digital literacy skills.

In the past few years, outside government agencies have referred many low-income individuals and families to Tumbler Ridge, as rents at the time were low. However, these agencies failed to recognize the lack of government resources and support for these individuals in Tumbler Ridge. The Library has stepped in as a makeshift social agency, guiding clients to online resources and providing secondary support to them by faxing, printing, and scanning documents.

As in 2021, the Library once again faced budgetary cuts from the Municipal Council, resulting in having to work within an already strained budget. The Library continues to apply for outside grants to support programs and services, however, operational grants are rare.

In 2022, the Library focused on implementing pandemic recovery measures as well as planning for and adjusting existing services and programs to be more adaptable with regard to any future pandemic-related closures. The Library also focused on implementing programming that supported the financial strain felt by many in recent years, such as a free Seed Library, where users are given the resources to grow their own fruits and vegetables.

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
TRPL Seed Library
Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.
Through a partnership with the United Way of Northern BC, the Tumbler Ridge Public Library was able to establish a free Seed Library, from which clients can take seeds to plant their own fruits and vegetables. As the end of the season, clients return seeds from items they have grown to ensure the Seed Library’s perpetuity.
How does this project/program support the library’s strategic goals?

This program supports residents of Tumbler Ridge, notably those experiencing financial strain, by providing the means to grow their own fruits and vegetables. As an isolated town, grocery prices in town, namely for fresh produce, can be of a higher cost. Our adult literacy learners using the Seed Library are also provided with the opportunity to practice their reading, writing and numeracy skills when planting and harvesting.

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

Advancing Citizen Engagement

The Seed Library program has provided an excellent opportunity for social engagement within our community. Several program users, representing a large cross-section of our demographic, have shared tips for success and best practices, resulting in higher social engagement and inclusion.

What are the key outcomes of this project/program?

- Increased access to healthy foods
- Community engagement
- Knowledge and resource sharing within the Community
- Ongoing adult literacy support

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

This project was funded by a grant from the United Way of Northern BC.

Project/Program Name

TRPL Shelving

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

As the Library experienced a temporary downturn in in-person visits due to the pandemic, including closure and clients unable to visit due to isolation or out of precaution in light of a pre-existing health condition, our Library's materials circulation was also impacted. The Library, in partnership with the Lakeview Credit Union, was able to purchase additional shelving, in order to continue to safely house the Library's collections and provide clients with the opportunity to browse items they may have missed due to the inability to visit, without having to de-select lightly used materials.

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

"The Tumbler Ridge Public Library's mission is to improve and promote literacy, intellectual freedom and free access to information for all residents of and visitors to Tumbler Ridge." Therefore, by acquiring additional shelving to continue to safely house materials, the Library can continue to provide a well-balanced, inclusive, and relevant collection to our Community.

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

Building Capacity

The Library's shelving project has allowed the Library to continue to provide access to resources to our clients.

What are the key outcomes of this project/program?

- Increased access to resources and materials
- Assist with ongoing collection development

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

This project was funded by a grant from the Lakeview Credit union, as well as a small portion of the COVID-19 Relief and Recovery Grant funds, which will be detailed further on in the report.

Project/Program Name

TRPL Website Redesign

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

The Tumbler Ridge Public Library, supported by the COVID-19 Relief and Recovery Grant, redesigned and launched the Library's website.

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

The Library's website has been redesigned in order to provide better access to the residents of and visitors to Tumbler Ridge. The Library's website also supports the library's mission to improve and promote literacy, intellectual freedom, and free access to information for all residents of and visitors to Tumbler Ridge.

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

Improving Access for British Columbians

The Library's website has been redesigned to offer more user-friendly access to resources and digital collections.

What are the key outcomes of this project/program?

- Improved accessibility
- Ease of use
- Ability to update more easily for Staff.
- Increased engagement and use of digital resources and collections

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

As detailed later in the report, the granting funds disbursed through COVID-19 Relief and Recovery, supported the Library's website redesign and launch.

[Copy and insert additional tables below for each additional project/program as needed]

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)	COVID-19 Relief and Recovery grant funding was used to purchase personal protective equipment, cleaning tools and to implement safety protocols arising from the pandemic.
Emergency response (e.g., fires, floods, extreme weather)	Tumbler Ridge often experiences fires in the surrounding area over the summer months. The Library Staff provide update maps and information regarding evacuation notices or alerts as they are posted.
Financial pressure (e.g., rising costs, reduced revenues)	Over the past few years, rising costs of materials has impacted the Library's operations, notably in light of reduced municipal funding. For example, while the Library materials' line in the budget has remained the same, that same amount now garners fewer books.
Staffing (e.g., recruitment and retention, mental health, and wellness)	As minimum wage continues to rise and the Library's municipal funding has been reduced, the Library has been unable to offer comparable wages to other entry level positions in Tumbler Ridge. PLB operational funding was used to off-set the 5 days of paid sick leave imposed after the budget had been approved by the Board
Disappearing services in the community (e.g., government, banking, health)	As Tumbler Ridge has no provincial or federal offices, Library Staff have always assisted clients with queries, directing them to appropriate resources. As many services have shifted online, Library Staff have seen an increase in clients requiring more assistance, as digital literacy skills, notably among older clients, remains low.

Connectivity (e.g., low bandwidth, lack of home internet in the community)	Tumbler Ridge has experienced an issue with reliable internet for many years. In 2021, the Library, in partnership with Telus, made 5 internet hubs available to clients for a one-week loan period, free to clients. We continue to see high use of the hubs as ports remain unavailable and in certain parts of town, the Internet connection is unstable.
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	The Library is currently at capacity, and it is difficult to offer new, innovative services, such as a MakerSpace, in a single room 5000sq.ft. space.
Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)	The Library is located in a central position in the downtown core. However, as there is no public transit, those with mobility issues who cannot drive may have issues accessing the Library.
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	There are various individuals experiencing addiction and mental health issues in Tumbler Ridge. Library staff have been offered NARCAN and de-escalation training sessions.
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 Tumbler Ridge Public Library has spent the majority of the COVID-19 Relief and Recovery Grant amount to fund a variety of projects and initiatives to best prepare the Library space and staff to operate during any other pandemic closures or restrictions.

One of the main issues we have encountered are rising costs. This has affected total costs, in some instances exponentially. One project, the installation of an outdoor drop box, remains on the Library's priority list of projects to complete, however, we will be seeking external grants to support this project, as we have re-allocated funds anticipated for this project to other projects previously underway. Please note we have included the anticipated amount of \$7400 in the reallocated budget amount, however, we have dispersed the funds in the same line to other projects.

	Grant budget	Reallocated budget
COVID-19 Relief & Recovery Grant Amount	\$21,635.81	\$7400
Emergency Planning & Preparedness Grant Amount	\$7,211.94	
Total Grant Amount	\$28,874.75	

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	Additional Shelving
Rationale	The Library will purchase a new shelving unit for its Adult Fiction collection as the Library did not wish to de-select any items with low use, in light of non-visitation during the pandemic for a variety of reasons.
Area of Need	COVID-19 Relief
Action/Output/Deliverable	Funding to support the purchase of new shelving, so that clients may safely peruse our collection. The Library's collection development continued during the pandemic and the Library does not wish to weed items with low circulation due to pandemic non-visitation but more shelf space is needed to accommodate this unexpected retention.
Outcome/Impact	Direct – Purchase of new shelving Immediate – The Library's entire collection can be safely housed without physical restriction Intermediate – New shelving provides clients the ability to comfortably and easily peruse titles they did not access during the pandemic, whether due to non-visitation, isolation, non-use of outreach services...etc.
Metrics	The Library has seen an increase of circulation as pandemic restrictions have eased and vaccines have become widely available.
Collaborative Links (if applicable)	The Lakeview Credit Union has generously provided the Library with a grant to cover the majority of this expense.
Expenditure	Lakeview Credit Union - \$5500 COVID 19 Relief and Recovery Grant - \$1000
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	The shelving was received by the Library in December of 2022 and completion of installation and shifting of the collection was completed by early January 2023.
Comments (optional)	

Project/Program/Activity	Website Redesign
Rationale	Should the Library face another pandemic closure or if clients cannot access the Library physically, the Library's website will be easy to navigate for clients from home, offering access to new titles for non-contact pickups, better access to online resources and access to current information.
Area of Need	COVID-19 Recovery
Action/Output/Deliverable	Funding will be allocated to redesign the Tumbler Ridge Public Library's website, making it more accessible, user-friendly, and easier for staff to update, with prominent, clear, access to our online services.
Outcome/Impact	Direct – Redesign of Tumbler Ridge Public Library website Immediate – Visitors to the Library's website can easily view and access services and programs Intermediate – Clients who are unable to access the Library physically, for whatever reason, including COVID-19 isolation, can browse and access titles, databases, online resources and more
Metrics	The Library anticipates that having a more user-friendly website will encourage clients to stay on it longer, promoting higher website traffic and use of online services and resources
Collaborative Links (if applicable)	Dino High Tech Solutions – a local IT service, able to develop and host the new website
Expenditure	Dino High Tech Solutions – \$ 2500 to date, ongoing
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	The website was launched on September 17, 2022. Ongoing design modifications and staff training. Design modifications anticipated to be completed by end of spring 2023. Staff have received training to update website as required.
Comments (optional)	Features on new website are still being modified, contractor has not finished billing for the project. Approximately \$1500 has also been spent training staff and having staff test functionality.

Project/Program/Activity	Door Counters (3)
Rationale	The Library established a new point of entry and exit during the pandemic, requiring people counters to record statistics accurately.
Area of Need	COVID-19 Recovery

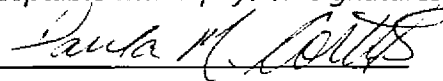
Action/Output/Deliverable	The Library will purchase 3 door counters to place on new entry and exit points at the Library that were established during the pandemic (fire doors that were not regularly used as entry/exit points previously). As these egress points are still in daily use, the installation of door counters would provide more accurate reporting than manual staff counting, as staff are often busy with other Library tasks.
Outcome/Impact	Direct – The Library will purchase and install 3 door counters Immediate – The Library will be able to provide daily use statistics efficiently and accurately Intermediate – The Library’s ability to provide accurate statistics will better reflect Library use in provincial reporting
Metrics	The Library anticipates seeing higher daily use numbers with the counters, as staff are often multi-tasking and are not able to always monitor the entry/exit points.
Collaborative Links (if applicable)	Library has applied for a grant for an RFID project. If approved, alternate counters will be included and this money will be re-allocated.
Expenditure	Previously estimated at \$100, new price point approx. \$300 per unit
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	As the Library is currently looking into the possibility of RFID, made possible by an external grantor, a quote for a people counter has been included. As this particular people counter has an annual subscription fee, the Library has requested quotes from other sources that do not require annual fees. The Library anticipates having new people counters by fall 2023.
Comments (optional)	


Project/Program/Activity	Outdoor Return Drop Box
Rationale	The Library wishes to purchase an outdoor return drop box to provide 24/7 drop off access for clients.
Area of Need	COVID-19 Recovery

Action/Output/Deliverable	The Library would like to purchase an outdoor return drop box for clients to return materials. The current drop box is located inside the Community Centre, but outside the Library, between internal and external doors. During COVID related closures, the Community Centre was closed for a period of time and therefore, drop-off access was unavailable. The Library would like to provide drop-off access for clients, as we are prepared to provide clients with drop off and pick up services during any future pandemic or emergency-related closures.
Outcome/Impact	Direct – The Library purchases and sets up an outdoor drop box. Immediate – Library clients can drop off materials regardless of closures. Intermediate – The Library can continue to circulate materials, including the return process, during any unforeseen closures. An added benefit is that any shift workers who might want to drop-off materials when the Community Centre is closed, will be able to use the drop box.
Metrics	The Library anticipates seeing a higher use of the drop box with a secondary 24/7 access return.
Collaborative Links (if applicable)	
Expenditure	When ready, Library will obtain specific quote from vendor. Anticipated cost is more than \$7000.
Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).	The Library has deferred this project at this time, as rising costs have impacted the entirety of the projects detailed in the COVID-19 Relief and Recovery fund. Shipping costs have also become increasingly prohibitive. Funds we anticipated to spend on this project have been allocated to other projects that we have completed with higher end costs than originally projected, notably the 5 mandatory sick day costs for employees.
Comments (optional)	

5. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature:  Date: 02/24/23

Board Chair Signature:  Date: Feb 24/23