

## 2022 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

### LIBRARY NAME

Whistler 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 Whistler Public Library is located on the shared, unceded territory of the Lil'wat and Squamish Nations in British Columbia, Canada, and serves a diverse community whose population and needs fluctuate with the seasons. The Resort Municipality of Whistler (RMOW) was incorporated in September of 1975 and was the first resort municipality in Canada. According to the 2021 census, Whistler now has 13,982 permanent residents, a 19% increase from the 2016 census. In addition to the permanent population, the resort receives over 3 million visitors per year, resulting in an average daily population of 29,265 (based on visitation in 2020). Whistler's economy, which is built on adventure and hospitality, contributes over 25% to BC's tourism export revenue, making it a unique community in British Columbia.

Since 1986, the Whistler Public Library has evolved and adapted to the unique challenges of supporting a vibrant and resilient tourism economy. In addition to its award-winning design, the library is renowned for its exceptional service standards and commitment to "the Whistler Experience." Despite the library's position in the heart of one of the world's premier mountain resorts, residents still face challenges such as high living costs, lack of housing diversity and affordability, and concerns about the effects of climate change.

In 2022, the library faced several challenges, including an evolving COVID-19 landscape, the ongoing impacts of the 2021 cyber-attack on the local government, the loss of the library's longstanding director, and the need to respond to climate change-related emergencies. However, in alignment

with the library's commitment to continuous improvement, we sought opportunities to transform these challenges into positives and growth.

Throughout the report, the library's initiatives are presented, demonstrating how we rose to meet community challenges in 2022 by working to better understand the needs of patrons and by staying true to our strategic plan. Whether serving as a site for safe refuge during economic and climate emergencies or working together to build a more resilient library and community, the Whistler Public Library continues to work toward our commitment to continuous improvement.

## 2. FEATURED PROJECTS/PROGRAMS

Please describe any featured projects/programs the library has delivered in the past year. To report on multiple projects/programs, “copy” the blank table below and insert additional tables as needed using the “paste” function. Use one table per project/program. You do not need to report on every project/program, only highlights/notable examples.

<b>Project/Program Name</b>
Community Feedback Tool
<b>Provide a brief description. Please include details such as any partnerships or resources leveraged to accomplish this project/program.</b>
<p>As we prepared for our next Strategic Plan iteration, our library wanted to develop a tool that would allow us to solicit patron feedback to measure how well we’d achieved our previous strategic plan objectives, and to gather community insight as we look ahead to what’s next.</p> <p>The new survey tool, available both online and in print, was developed in collaboration with a consultant, the library's management team and graphic designers. It focuses on four themes: "Inspire Wonder," "Everyone is Welcome," "Opportunities for Discovery and Connection," and "Caring for the Community and Environment." Respondents could choose to complete any number of sections. Since the purpose of the survey was to evaluate the effectiveness of the library’s strategic plan, the management team wanted to hear specifically from library users. The new survey was also intended to be a communication tool, allowing the library to show how we are living our values and helping the community.</p> <p>The online survey is similar to Google reviews and is designed as a live feedback tool, with user comments and responses from library staff visible to the public. This allows the library to continuously evaluate their services and stay in conversation with library users about their experiences. Both paper and online surveys were launched in mid-August 2022. The survey was promoted on the library's website, social media, and through email. By December 3, 2022, the team had collected 25 paper surveys and 103 responses to the online survey. The library's overall rating was 4.9 out of 5 stars. User ratings and comments were positive, with some suggestions for improvement.</p> <p>The online reviews are collected in an administrative portal, where they can be approved, pinned to the top of user reviews, and sorted by date or theme. The survey will continue to be used on an ongoing basis as a way to centralize feedback from our patrons. Comments left by patrons will be</p>

visible to the public, as will our responses, as a way to demonstrate accountability and responsiveness.

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

In the Whistler Public Library's 2017-2021 Strategic Plan we strive to "Make an Impact" by continuously evaluating our programs and services, and to use this data to drive conversations about the library's impact.

Through our community survey redevelopment project, the library can evaluate its programs and services to make improvements based on feedback from the community. By gathering feedback from library users and understanding the needs and priorities of the community, the library can develop programs and services that are relevant and effective, and that help to address important issues facing the community. This can include programs that promote literacy, provide access to technology, support lifelong learning, and offer safe and inclusive spaces for community members to come together.

Overall, our new survey tool helps to ensure the library is meeting the needs of its users and providing services that are relevant, effective, and impactful. The information will also be useful as we develop the next iteration of our strategic plan which is currently in process.

**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 project supports the provincial government's goal to **advance citizen engagement** in several ways. Public libraries in British Columbia are required to improve their services, guided by strategic plans based on community engagement. Our survey was designed to gather input to help identify the needs and priorities of our community, inform decision-making processes, gather feedback and inform the library's next strategic plan.

The survey helps the library to build trust and a sense of investment in the community. When community members feel that their opinions are being heard and valued, they are more likely to feel connected to and invested in their community, which can lead to increased engagement and participation. Our survey helps us identify the needs and priorities of the community, including areas where improvements or resources may be needed. The survey also represents a starting point for ongoing dialogue and engagement with patrons. It will be used on an ongoing basis to centralize feedback from our patrons. Comments left by patrons will be visible to the public, as will our responses, to demonstrate accountability and responsiveness. By sharing the results of the survey and using the results to inform the next Strategic Plan, we can work together to address areas of concern and to create positive change.

Overall, our community survey is an important tool for advancing citizen engagement by providing a platform for community members to share their views, helping to build trust and investment in the community, and identifying needs and priorities that can be used to guide decision-making and policy development.

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

The key outcome for this project is a clearer understanding of our community’s needs and priorities, increased engagement with our patrons, and improved decision making.

A library user concluded their survey with the following feedback: *"You guys are pretty darn good. The goodness of your leadership shines through. I maintain that this is the best building and space in Whistler. It is inclusive and reassuring, with kind and knowledgeable staff who do not display any prejudice."* This feedback not only ends the survey on a positive note, but also summarizes the overall survey data, indicating that the library is succeeding in creating opportunities for discovery and connection in safe and accessible environments.

Despite this positive feedback, the library must continue to consider how it can improve its services and spaces to better support the community, and show people how they "make life better," as outlined in their 2018-2021 strategic plan. Several respondents also shared ideas for improvement including comments that pertain to collection development, and ideas for new services such as a laptop lending outside of the library. One remark touched on several of these notions all at once: *"Access to more resources i.e. small soap/shampoo; tooth care etc. this is one of the only social service spaces in town. Rent out "discount" passes with more local sober activities. I love the welcoming space and architecture overall. I do think a separate kids/family entrance would help those studying in the building."*

Several responses signalled to the challenges and tension created by the library’s multi-use space. These include comments each about the space and noise, specifically regarding the children’s area and activities, and ideas about the timing of children’s programs. While one person said they feel welcome *"Always! Even when I had wailing babies and sticky-fingered toddlers with me..."*, others expressed concerns. *"Yes however not everyone is tolerant of kids. . . . It’s hard when people sitting at the desks roll their eyes and people are constantly shushing them. A friend of mine won’t bring her kids to the library anymore because of a bad experience and that’s sad to me."* Even when library users have concerns about noise, they feel welcome, thanks to library staff: *"I always feel welcome! Sometimes I wish it were quieter. Lots of screaming or crying children. Staff are always so helpful and kind."* Last but not least, there was one survey respondent who answered this question, *"Yes and I see you being inclusive."* This is significant as another point that shows the efficacy of the library’s 2018-2021 strategic plan and priorities, which state specifically that the library will "make inclusiveness visible." These comments are helpful for the library as we look ahead to our next round of strategic planning and assessing how to mitigate the challenges created by the library’s current multi-use space configuration and the diverse needs of our many users.

The online survey will remain active, allowing the library to continue collecting feedback and engaging with the community to assess our effectiveness.

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

By supporting our operational needs, the provincial grant supports our "people power"—the staff who initiated, over saw, and implemented the Public Survey project. Without this support, we would not have been able to produce it.

[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).
<p>COVID-19 (e.g., safety protocols, proof of vaccination)</p>	<p>During the week leading up to the 2021 Christmas holiday, Whistler experienced an unprecedented surge of Omicron cases, which forced us to switch back to 30-minute express visits to limit occupancy and simplify our services due to low staffing levels. This meant that services like seating and laptop lending had to be paused until the end of the surge. We also pivoted back to virtual programs and remote work to reduce the number of staff in the work areas and minimize the risk of workplace transmission.</p> <p>In the New Year, with the reinstatement of COVID safety plans and a decline in cases, we were able to move away from the 30-minute visits due to low occupancy and reintroduced limited seating and laptop lending. As soon as possible, we returned to 50% capacity seating in the library to fulfill the needs of community members looking for spaces to study, work, or simply enjoy our library resources.</p> <p>On April 14, based on current Public Health Officer (PHO) and WorkSafe requirements, we were able to return our public spaces to normal and bring our seating back to full capacity, fully reopening the Fireplace Lounge and study spaces to our patrons.</p> <p>Apart from capacity challenges, we also had to cope with shifting guidance and policies around vaccination requirements. The Resort Municipality of Whistler implemented a requirement for all staff and program facilitators in our building to submit proof of vaccination to HR, and in March, all adults were required to show proof of vaccination to attend in-person programs. To manage this, our in-person programs were registration only, with vaccine requirements clearly stated on all promotional materials, newsletters, and reminder emails to participants. These restrictions led us to deliver some programs online only and to pivot to delivering as many as possible in a hybrid manner to provide as much access as possible.</p> <p>Staff were quickly trained on how to check vaccine passports appropriately to allow entrance to programs, and technology was used to deliver programs both in-person and online simultaneously. These requirements also impacted some of our regular programs, such as Parent Infant Drop-In, which require the participation of facilitators. A large amount of staff time was invested in communicating the municipal proof of vaccination policy, coordinating the appropriate reporting, and managing negative responses from individuals who disagreed with the policy. These requirements were removed by April 8.</p> <p>Provincial funding helps to support this project by supporting our payroll and operating costs.</p>

<p>Emergency response (e.g., fires, floods, extreme weather)</p>	<p>Cooling Centre/ Emergency Weather Shelter</p> <p>Throughout 2022, the library collaborated with RMOW Emergency Services to provide refuge during extreme weather conditions. For instance, this year, it was decided that our building, along with Meadow Park, would become an official Cooling Centre when Environment Canada issues a Heat Warning. The Heat Warning criteria include a daytime high of 29°C, nighttime high of 16°C, followed by a daytime high of 29°C. If these criteria are met and the forecast indicates that the daily highs will continue to increase day-over-day for 3 or more consecutive days, Environment Canada will declare an Extreme Heat Emergency. We work with RMOW Emergency Services to determine if our open hours need to be temporarily extended during such emergencies. We have also collaborated with Whistler Community Services Society to assist them in achieving their extreme heat response plan, which includes having a hydration station outside of the library to reach out to community members and visitors who are at risk.</p> <p>Furthermore, as a climate crisis refuge space, the library activated the first overnight Extreme Weather Shelter on November 30th, 2022. Library staff met with representatives from RMOW Emergency Protective Services, the Fire Department, WCSS, and Zero Ceiling to coordinate logistics and plan for future activations. Through this partnership, the library offered overnight shelter space to community members in need during periods of extreme cold, as defined by Environment Canada at the equivalent of -20°C.</p> <p>Provincial funding helps to support this project by supporting our payroll and operating costs.</p>
<p>Financial pressure (e.g., rising costs, reduced revenues)</p>	<p>Like many other organizations across British Columbia, the rising costs of inflation have affected how WPL operates. This year, due to financial pressure and tax increases across RMOW, a tax rate increase of 8.4% was proposed, which was one of the most significant increases in the municipality's history. In response to this, every department was required to closely examine their proposed budgets and find areas to reduce costs. For the library, this meant delaying a facility upgrade and putting a pause on any further plans to expand hours.</p> <p>Meanwhile, there has been a shift in user behavior that has resulted in a significant reduction in a number of our budgeted revenues. For instance, as people move towards a paperless environment, our printing revenues were down by over 50%.</p> <p>The provincial grant is a crucial support for our organization as it goes directly towards our operating budget, thereby helping us to weather the storm of rising costs and reduced revenues.</p>



Staffing (e.g., recruitment and retention, mental health, and wellness)	<p>Staffing has continued to be a challenge throughout 2022. The ongoing pandemic and increased number of staff illnesses, as well as several extended leaves of absence made staffing the library difficult. In order to address this, we completed another round of hiring and added 4 more casuals to our pool to provide support to the team. Since fully onboarding the new hires we operate understaffed far less frequently.</p> <p>Provincial funding helps to support this challenge by supporting our payroll and operating costs.</p>
Disappearing services in the community (e.g., government, banking, health)	<p>Like many other organizations in Whistler, we have also been affected by staffing shortages, which have had an impact on the capacity of social service providers over the past year. For example, the Whistler Community Services Society has reduced their drop-in hours in our space from four days per week to just one day per week as of December 2022. Additionally, the Recreation department of our Municipality is experiencing staffing shortages, which has resulted in a reduction of early years programming and pool access. Inevitably this puts greater pressure on the library to meet the needs of our community by increasing our early years programs, or working to increase our hours.</p> <p>Provincial funding helps to support this challenge by supporting our payroll and operating costs.</p>
Connectivity (e.g., low bandwidth, lack of home internet in the community)	<p>With the full restoration of our technology services in 2022 after the 2021 cyber attack we have seen an ongoing increase in the usage our Wi-Fi, public computer, printing and services usage which shows the reliance many in our community have our free or affordable services.</p>
Aging/damaged facilities (e.g., need for repairs, renovations, upgrades/expansions)	<p>As previously mentioned, while we are still moving forward with our planned space improvements, we have had to delay some projects due to the increasing costs of inflation. For instance, we had intended to enclose our new Wonder Lab technology learning space with glass, but we have decided to reassess this project in light of the financial pressures faced by our municipality.</p> <p>Nevertheless, we are excited about our upcoming patio Shade Sail project. We utilized funds from the provincial COVID Recovery Grant to acquire tables for the deck and are collaborating with the RMOW facilities team to install a waterproof sunshade to expand the use of the space. This initiative was prompted by the COVID-19 pandemic to enhance the library experience beyond our building.</p> <p>Provincial grants have supported the development of our Shade Sail.</p>

<p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p>	<p>In 2022, Whistler experienced a transit strike that started on January 29 and lasted for 136 days, resulting in a complete suspension of bus services within the municipality. This had a significant impact on the community, particularly those without access to a personal vehicle, as it prevented them from being able to visit the library or access its resources. The lack of public transportation also increased financial pressures for many individuals who had to rely on expensive taxi services, purchase a vehicle, or buy a bike to get to and from work.</p>
<p>Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)</p>	<p>During the 2021 Christmas holidays, Whistler faced an unprecedented Arctic Outflow, prompting Environment Canada to issue an Extreme Arctic Output warning. To address the situation, the library partnered with the Whistler Community Services Society and the Resort Municipality of Whistler's Emergency Services team to activate the first-ever Emergency Weather Response Shelter for Whistler. The library's Community Room was used as a warming space during the day, while it was converted into an overnight shelter in the evening, with guards from Black Tusk Security overseeing the operation. Over the six-day activation period, more than 75 people visited the warming space, with 19 using the overnight shelter. The activation provided several individuals with access to crucial mental health and social services, prompting the continuation of the pilot project until the end of April 2021. The outcome will pave the way for future activations and a proposed policy for the Council.</p> <p>The library continued to serve as a climate crisis refuge space and activated the first Extreme Weather Shelter of 2022 on November 30. Library staff worked with representatives from Emergency Protective Services, the Fire Department, WCSS, and Zero Ceiling to coordinate logistics and plan for future activations. Through this partnership, the library offers overnight shelter space to community members in need during periods of extreme cold as defined by Environment Canada at the equivalent of -20. This unique library initiative demonstrates WPL's commitment to access and inclusion, with provincial funding supporting the challenge by covering payroll and operating costs.</p>
<p>Other (please specify)</p>	<p>In May 2022, Elizabeth Tracy, who had served as the Library Director at Whistler Public Library for 10 years, departed from her position. The library began the recruitment process for a new director immediately. However, due to the ongoing housing shortage in Whistler and the time required for the recruitment process, Mikale Fenton was not able to start as the new director until early November. Consequently, the library was without a director for six months during 2022. While members of the leadership team took turns to act as interim directors, this put additional pressure on their own jobs and responsibilities, leading to some areas being deferred during this period.</p>

#### 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 Whistler Public Library received a one-time COVID-19 Relief & Recovery grant, which we utilized to improve our space and enhance services for our community. Our largest project is focused on weatherproofing our outdoor deck to offer additional study and meeting space, even during inclement weather. We also created additional staff workspace when occupancy limits and physical distancing requirements limited the number of staff we could have working in the building, to increase our level of service to patrons.

As part of our Emergency Planning & Preparedness Grant, we replaced our AED machine and purchased standing poster holders to improve communication during extreme weather emergencies. We had originally planned to install a water fountain and bottle refilling station to improve access to drinking water during a heat emergency. However, this project has been deferred indefinitely (see rationale below) and we instead reallocated the funds to an outstanding flexible furniture replacement project that was delayed due to the pandemic, as well as to replace a RFID pad at one of our service desks. We acknowledge that this is a significant reallocation, and we are committed to seeking out other funding to be able to install a water fountain and bottle refilling station in the future. We are also well supported by the Resort Municipality of Whistler when it comes to emergency planning and preparedness, which is evident by our space being activated as a Cooling Centre during any extreme heat since and including the 2021 heat dome, as well as multiple activations of an Extreme Overnight Emergency Shelter in our Community Room during dangerously cold weather over the past two winters.

The focus of the projects listed below are about improving the flexibility of the library's physical space, enhancing service levels, and strengthening our emergency preparedness. The grant allowed us to undertake these vital improvements and provide an even better library experience for our community.

We have completed all of our projects with the exception of weatherproofing our outdoor deck, which will be completed this spring. All but \$1,689 of our grant money has been spent. This remaining money will go towards the installation of our new water-resistant shade sail.

	Grant budget	Reallocated budget
<b>COVID-19 Relief &amp; Recovery Grant Amount</b>	\$29,345.77	\$35,565.69
<b>Emergency Planning &amp; Preparedness Grant Amount</b>	\$9,718.92	\$3,499.00
<b>Total Grant Amount</b>	\$39,064.69	\$39,064.69

## 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>	<b>Outdoor space improvement</b>
<b>Rationale</b>	Create more outdoor usable space for our patrons for studying, meetings, and remote work by adding a rain resistant shade sail and tables to our outdoor deck space.
<b>Area of Need</b>	COVID-19 Recovery (adapting library service to meet emerging community needs amid the pandemic).
<b>Action/Output/Deliverable</b>	All-weather seating outdoors: <ul style="list-style-type: none"> <li>• 2 large tables and bench seating</li> <li>• Rain-resistant shade sail to cover deck</li> </ul>
<b>Outcome/Impact</b>	The ability to offer our patrons access to seating, Wi-Fi, and other resources regardless of weather or pandemic related restrictions on building capacity and services.
<b>Metrics</b>	<ul style="list-style-type: none"> <li>• Increased use of the deck</li> <li>• Use of the deck during all types of weather</li> <li>• Types of use of the deck now include studying, meetings, and remote work</li> </ul>
<b>Collaborative Links (if applicable)</b>	<ul style="list-style-type: none"> <li>• RMOW Facility Construction Management Department – purchase and installation</li> <li>• RMOW Planning Department – permitting</li> </ul>
<b>Expenditure</b>	<ul style="list-style-type: none"> <li>• Outdoor furniture \$7754 spent</li> <li>• Shade sail and support structure, including supplies, engineering, permitting, and labour costs: <ul style="list-style-type: none"> <li>○ \$17,708 spent</li> <li>○ \$1,689 to be spent</li> </ul> </li> <li>• Total cost \$27,151</li> </ul>
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	In progress – the permit for the shade sail and engineered support has been approved, the supplies have been ordered and installation will take place in the spring of 2023.
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	<b>Wonder Lab blinds</b>
<b>Rationale</b>	Observing occupancy limits, social distancing requirements and the disruption of Zoom meetings in shared workspaces, created the need for additional staff space during the pandemic.
<b>Area of Need</b>	COVID-19 Relief (covering unexpected pandemic-related expenses and reinvesting in projects/services that may have been put on hold as a result).
<b>Action/Output/Deliverable</b>	Create additional staff space by adding blinds to a glass room in the main space of the library.
<b>Outcome/Impact</b>	Able to meet the requirements of our COVID Safety Plan while bringing more staff to building from working remotely.
<b>Metrics</b>	All remote staff were able to return to working in the building.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$2,685 spent
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Complete
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	<b>Delivery and installation of new furnishings for various spaces in the library</b>
<b>Rationale</b>	<p>In 2017 we conducted a space needs assessment that resulted in a five-year plan to make improvements to our building in response to community feedback. This included creating increased flexibility in the library by expanding our Fireplace Lounge and creating a technology learning space called the Wonder Lab that will open in the spring of 2023. Purchasing new furniture for these spaces, as well as for our Community Room was delayed due to supply chain issues caused by the pandemic and 2021 flood damage. Once we were ready to restart this project, costs had increased, and the funds originally set aside to pay for the new furnishings plus delivery and installation were insufficient. Using a portion of our remaining amount of our grant money (after reallocating the funds from our deferred water fountain project) helped us offset the increased costs caused by the project delay, while remaining within our 2022 capital budget. This furniture purchase was crucial for creating flexibility in the library space, allowing us to offer the public greater access to library spaces while adhering to social distancing guidelines.</p>
<b>Area of Need</b>	<p>COVID-19 Relief (covering unexpected pandemic-related expenses and reinvesting in projects/services that may have been put on hold as a result).</p>
<b>Action/Output/Deliverable</b>	<p>Delivery and installation of the furniture pieces that had been selected:</p> <ul style="list-style-type: none"> <li>• 8 armchairs</li> <li>• 4 sofas</li> <li>• 7 occasional tables</li> <li>• 3 balance seats</li> <li>• 14 worktables</li> <li>• 26 chairs</li> <li>• 1 storage unit</li> <li>• 1 balance board</li> <li>• 1 vocal booth production pod</li> <li>• 2 production pod chairs</li> </ul>

<b>Outcome/Impact</b>	<ul style="list-style-type: none"> <li>• Improve the patron experience by replacing the furniture in the Fireplace Lounge and Community Room that had been in place since the building opened in 2008.</li> <li>• Increased flexible seating in the Fireplace Lounge to allow for social distancing guidelines.</li> <li>• Create a flexible space in the Wonder Lab that can be used for a variety of uses.</li> <li>• Easier for staff to set up and host events in both Fireplace Lounge and Community Room.</li> <li>• Reduce injuries caused by moving heavy furniture; most frequent injury reported to the library's Joint Health &amp; Safety Committee.</li> </ul>
<b>Metrics</b>	<ul style="list-style-type: none"> <li>• Positive feedback from staff and patrons.</li> <li>• Daily visitor count continues to increase to pre-pandemic levels with patrons staying for longer visits to take advantage of the new furnishings.</li> <li>• Successful launch of the Wonder Lab this coming spring (2023) as a flexible space to create and work in, as well as an additional programming space for library programs.</li> <li>• Reduction in the number of injuries reported that are related to moving furniture.</li> </ul>
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$4,508.96 spent
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Complete
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	<b>Radio-frequency identification (RFID) pad replacement</b>
<b>Rationale</b>	Patrons looking for more social connection prefer to have their items checked out at the service desks rather than use our self checkout machines.
<b>Area of Need</b>	COVID-19 Recovery (adapting library service to meet emerging community needs amid the pandemic).
<b>Action/Output/Deliverable</b>	Replace RFID pad that was no longer working at one of our service desks (using the rest of the reallocated funds from our deferred water fountain project).
<b>Outcome/Impact</b>	<ul style="list-style-type: none"> <li>• Patrons have the option to use self checkout or have staff check out their items at a service desk depending on the level of interaction they are seeking.</li> <li>• Staff have the necessary tools to check out items at their desks; RFID pad can be used for touchless checkout when needed to keep staff and patrons safe.</li> </ul>
<b>Metrics</b>	Increased opportunities for social connection.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$1,284 spent

<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Complete
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	<b>AED (Automatic External Defibrillator) replacement</b>
<b>Rationale</b>	The library is a high occupancy building and having a functioning AED machine allows our team to provide life-saving assistance if a patron or staff member experiences sudden cardiac arrest.
<b>Area of Need</b>	Emergency Planning & Preparedness (helping your community and library prepare for and respond to emergencies).
<b>Action/Output/Deliverable</b>	Replace non-functioning AED machine.
<b>Outcome/Impact</b>	Ability to provide life-saving assistance.
<b>Metrics</b>	Staff test the AED on a monthly basis to ensure it is in working order.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$1,911 spent
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Complete
<b>Comments (optional)</b>	

<b>Project/Program/Activity</b>	<b>Floor standing poster holders</b>
<b>Rationale</b>	The library becomes a Cooling Centre during extreme heat and serves as an Overnight Emergency Shelter during extreme cold. Communicating what services are available and where to find them in our space, and in front of the library entrance, are essential during these times.
<b>Area of Need</b>	Emergency Planning & Preparedness (helping your community and library prepare for and respond to emergencies).
<b>Action/Output/Deliverable</b>	Purchase of 4 floor standing poster holders that are durable, can be used in any location, and are easy to move and store.
<b>Outcome/Impact</b>	The poster holders helped the library to relay accurate and up-to-date information to help keep vulnerable community members and resort visitors safe during extreme weather emergencies.
<b>Metrics</b>	Increased awareness and use of services during emergencies.
<b>Collaborative Links (if applicable)</b>	
<b>Expenditure</b>	\$1,588 spent
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Complete
<b>Comments (optional)</b>	



<b>Project/Program/Activity</b>	<b>Water fountain and bottle filling station</b>
<b>Rationale</b>	Installation of a water fountain and bottle filling station to provide increased access to drinking water during a heat emergency.
<b>Area of Need</b>	Emergency Planning & Preparedness (helping your community and library prepare for and respond to emergencies).
<b>Action/Output/Deliverable</b>	<ul style="list-style-type: none"> <li>Identify a suitable location that minimizes installation cost and is accessible to all patrons.</li> <li>Installation of a water fountain and bottle filling station.</li> </ul>
<b>Outcome/Impact</b>	Ensure patrons stay hydrated during a heat emergency by increasing the visibility and ease of access of drinking water within the library.
<b>Metrics</b>	Increased consumption of water during a heat emergency.
<b>Collaborative Links (if applicable)</b>	<ul style="list-style-type: none"> <li>RMOW Facility Construction Management Department – purchase and installation</li> <li>RMOW Emergency Program Coordinator – collaborate on location to maximum the usefulness during an emergency</li> </ul>
<b>Expenditure</b>	Funds reallocated to other projects.
<b>Detailed status update since the interim report (e.g., complete, in progress, pending, deferred, etc.).</b>	Deferred indefinitely – due to limited capacity of the RMOW Facility Construction Management Department and complications around finding a suitable location.
<b>Comments (optional)</b>	This remains an important project for our team. However, we've decided to seek alternative funding to cover the cost of this project, as it is uncertain when the RMOW Facility Construction Management Department will have the capacity to take on the necessary work involved. Finding the appropriate location of the station that is near existing plumbing and will be accessible to all patrons has also created a roadblock that needs to be overcome. A new space needs assessment including our public bathrooms, which were not included in the scope of our 2017 assessment, is likely necessary. As a result, we have reallocated the funds set aside for this project to the new furnishings project that was disrupted due to the pandemic and the replacement of a RFID pad at one of our service desks (see above).

**5. BOARD APPROVAL**

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

Library Director Signature:           *Mikala Fenton*          

Date:           February 28th, 2023          

Board Chair Signature:           *Mike Walsh*          

Date:           February 28, 2023