

2023 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME:

Terrace Public Library

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

[X1. INTRODUCTION](#)

[X2. FEATURED INITIATIVES](#)

[X3. CHALLENGES](#)

[X4. BOARD APPROVAL](#)

1. INTRODUCTION

Library and Community Profile – provide a brief description of your library and the community it serves (e.g., demographics, local economy, governmental relations, historical context, current issues, etc.).

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

The Terrace Public Library (TPL) provides services to the residents of the City of Terrace; portions of the Regional District of Kitimat-Stikine; and, First Nations communities of Nisga'a, Kitselas and Kitsumkalum. The Library serves a population of just over 20,000 spread throughout several communities. Terrace, has been suffering from a housing shortage with a growing population and a dwindling supply of affordable housing. The 2023 homelessness count identified 156 people as experiencing homelessness. This, in conjunction with historical trauma suffered by Indigenous community members and the weight of an ongoing drug crisis has put a strain on our community.

2023 Year in Review – Highlight activities and accomplishments that the library has focused on this year. Briefly outline how library funding (local, provincial, annual, one-time/targeted) has been used or earmarked for library services and/or special initiatives to meet community needs.

Severe Weather Table

The social program coordinator for the City of Terrace launched the Severe weather table in 2022. In 2023, this table started to meet regularly to plan for cold and hot weather events. Participants include the local outreach agencies, northern health, the library and more. While the library isn't staffing an overnight shelter, we are able to make our space available during the day and by being an active participant on the table means that we receive the support of outreach workers during these events as needed. Staff appreciate being aware of what extra services are available so that we can advise our vulnerable community members know where they can receive extra support.

BC Parks Backpacks

This summer libraries in the Northwest Library Federation received a donation of two hiking backpacks. Libraries could choose between one person and two person backpacks. We accepted two, one person backpacks. These backpacks have been a great addition to our library of things collection. As part of accepting the backpacks we agreed that our cataloguer would catalogue both the one person and two person backpacks for all of the libraries in our federation who were accepting the backpacks. This made it easier for libraries who were not as familiar with cataloguing non-book items to add the backpacks to their collection as catalogued items.

This donation has also led to a program we are planning for summer of 2024, in partnership with BC Parks, Skeena Wild and Skeena Diversity Society. We are planning to hold program called "New to Nature" where we will spend the day at a provincial park and have different information tables/hands on activities. Activities may include water safety, plant identification, safe hiking, interactive campsite and more

Teen Summer Reading Challenge

This summer we launched our summer reading challenge. Previously teens could participate in the adult reading challenge. Summer of 2022 we noticed an increase in teen participation and teens asking for their own program. We created a reading challenge, where with each challenged completed was an entry into a weekly draw. We had 48 teens participate and our most popular challenges were "read inside a blanket fort" and "read a book with a character that is different from you."

Operational Review

In 2022 we received a request from the City of Terrace to complete an operational review. We hired Michael Shoop from the Shoop Group to undertake this for us. While the City did not list any particular concerns they, were hoping that we would

City/CCRR Joint Programming

This year we have fostered consistent collaborative partnerships between the Terrace Public Library, City of Terrace, and CCRR/Terrace Women's Resource Centre. This partnership allows us to share costs, resources, space and creative to provide large scale quality, community centred events. In 2023 we were able to hold five large community events with a total of 1,246 participants. Programs were held at the City of Terrace Sportsplex, George Little Park (beside the library) and in Terrace Public Library. These programs were inspired by larger goals of family literacy, food security, active lifestyle and community celebration.

Kitsumkalum Na Aksa Gyilak'yoo

We have been working to build close relationships with teachers and students at the local Ts'msyen run school in Kitsumkalum – Na Aksa Gyilak'yoo. We have arranged orientations for classes and sent library card applications that can be filled out ahead of the library visits, so

children can get their first library cards when they come for their library visit. We have created classroom cards that teachers can use to borrow books and other resources for their classroom. As a result the k-3 classes have been making monthly visits to the library. We have provided outreach to promote reading over the summer and created an adapted Summer Reading Club to work with their community led summer programs. At the end of their summer program, we hosted a private celebration for their families, and awarded summer reading club medals.

2. FEATURED INITIATIVES

Please describe any significant initiatives the library has undertaken in the past year, focusing particularly on use of the 2022 COVID-19 Relief & Recovery (CRR) and Emergency Planning & Preparedness (EPP) Grants, and plans to use the 2023 Enhancement Grant. To report on multiple initiatives, “copy” the blank table below and insert additional tables as needed using the “paste” function. Use one table per initiative.

Initiative Title	
Board Training	
What is the nature of this initiative? (both may apply)	
<input type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input checked="" type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify): Library Board G	
Social Impact (select as many as apply)	
<input type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input type="checkbox"/> Mental health and wellness	<input type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input checked="" type="checkbox"/> Planning/research stage	<input type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	

<p>We will be bringing in Edel Toner-Rogala and Jorge Cárdenas to provide training for board members. Training will cover the following topics:</p> <ul style="list-style-type: none"> • Community led libraries and how boards can create a culture within the library that supports this • Governance structures that board have available to them and how those structures may get in the way/be used to block becoming a community led library • New/other ways of doing governance that boards can incorporate into their own governance approach. <p>This training session will be open to all NWLF library board members and library directors. We will make use of the training subsidy provided by the NWLF to help cover some of the costs involved.</p>
<p>Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?</p>
<p>We had planned to hold this training in the fall of 2023, but due to circumstances we needed to reschedule to the spring of 2024.</p> <p>We had originally partnered with the Prince Rupert Library, and had planned on splitting the cost of the training. Since we needed to reschedule the Prince Rupert Library is no longer able to participate. While we are opening the training to all NWLF library board members we will be charging a small fee to cover those costs.</p>
<p>Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.</p>
<p>The majority of the funding for this event will come from the COVID Grant. Without having access to this grant we would not be able to afford the costs of bringing in two speakers for board training. This will cover the costs of travel, accommodation, and speaker fees. We will supplement the COVID Grant with the training subsidy from the NWLF.</p>
<p>Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)</p>
<p>We have several new board members that joined in 2023 and 2024. We will be doing strategic planning this year, and felt that before we started our strategic planning it would be good to have some board training. We hope that this training will make all board members more comfortable in their roles, and will give us all some new ways to think about your library and community as we move into strategic planning.</p>
<p>What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.</p>
<p>We anticipate that this training will make our board stronger and more engaged. A stronger understanding of roles and governance will give members confidence as we move into our strategic planning session.</p> <p>Training around community led libraries and DEI will also have an impact on our strategic planning sessions, as they will provide new ways of looking at the needs of both the library and community.</p>

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

<p>Initiative Title</p> <p>Sm'algyax Signage</p>

What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input checked="" type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input checked="" type="checkbox"/> Strategic planning and governance	<input checked="" type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input checked="" type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input type="checkbox"/> Mental health and wellness	<input checked="" type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input checked="" type="checkbox"/> Planning/research stage	<input type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	
<p>In our ongoing efforts to decolonize and support reconciliation in our community we recognize the importance of elevating Indigenous voices and supporting language revitalization. A Ts'msyen staff member has been creating Sm'algyax/English bookmarks, and with local language guidance we have incorporated written and auditory QR codes for outdoor story programs. These small steps have been well received. We intend to introduce more permanent Sm'algyax language signage to reflect Indigenous culture both inside and outside of the library.</p>	
Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?	
<p>We are in the early planning stages, and are currently reaching out to individuals who speak Sm'algyax for partnership and guidance. We want to make sure that we are respecting the local cultural traditions and want to do this in a way that is respectful and meaningful.</p>	
Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.	
<p>We have received a donation of \$2,129.00 from Western Financial that will be used for this project, additional funds will come from the Enhancement Grant.</p>	

Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)
Reconciliation is a key priority in a community comprised of many of its original people. Both Kitsumkalum and Kitselus are minutes away. As a community led library we strive to meet the needs and to support all members to feel welcome, valued and reflected in our spaces.
What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.
Signage in the local Indigenous language of Sm’algyax will support language revitalization as well as intercultural learning. We feel that this will have a positive impact on our entire community, and will introduce Sm’algyax to people who are unfamiliar with the language and make other people feel more comfortable in our space. I feel that the best way to show the impact is a statement from one of our staff members: “As a daughter of a residential school survivor, seeing my language in public spaces gives me hope and a sense of pride in knowing that we are revitalizing our language. It’s a step toward reconciliation. To be familiar with Sm’algyax, to recognize certain phrases, to know that I am welcome in a space that I may not have felt comfortable entering, that my mother may not have felt comfortable entering. It’s significant! If simply seeing the language of Indigenous people can have a positive influence, let’s do more! We can be the change.”

Initiative Title	
Circulation Desk Renovation	
What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input checked="" type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input type="checkbox"/> Mental health and wellness	<input type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input checked="" type="checkbox"/> Planning/research stage	<input type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.
Our current circulation desk is not accessible for either staff or patrons. The staff have their backs to the front door, computers are at awkward angles, and counters are not at appropriate heights. We plan to completely replace our current circulation desk with one that is accessible for staff and patrons, provides better sightlines for staff and is more ergonomic for staff to work at.
Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?
We are at the very early planning stages of this project. We will need to find someone to help us with the design process. We will also need to decide if we will have something custom built to order a premade circulation desk. Our location can make it more expensive to purchase something and have it shipped to the library. On the other hand if we choose to have something custom built we will need to find someone with the knowledge to create an appropriate design for our needs.
Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.
We have received a \$5,000 dollar donation from Western Financial. This donation is for the circulation desk. We also intended to use the Enhancement grant to cover the remaining cost.
Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)
This is something that library staff have been asking for this for many years. Lack of funding has made this project difficult to complete. Having the funding now, means we can create a better work space for staff and a more user friendly experience for our library customers.
What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.
Having an accessible circulation desk will make using the library a more enjoyable experience for our entire community.

Initiative Title	
New Accountant and Payroll Service	
What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	

<input type="checkbox"/> Basic operations <input checked="" type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input checked="" type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input type="checkbox"/> Mental health and wellness	<input type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input type="checkbox"/> Planning/research stage	<input checked="" type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	
We have found over the past couple of years that our current accounting and payroll needs have outgrown the accountant that we were using. While we had wanted to make the switch a couple of years ago, the cost of moving to a new accountant was prohibitive. We were looking at an increase of at least double what we were paying, and were unable to work that into our budget.	
Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?	
We have made the change to a new accountant and payroll service this February and are currently transitioning. There has been a learning curve for the staff involved in this transition, but we feel that once the transition is in place it will end up being less work for staff as well it will allow us to provide better financial transparency.	
Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.	
We are funding this transition with the enhancement grant. Over the course of the grant we will pay a small percentage of the increase which means the full cost can slowly be built into our budget making this an easier transition financially.	
Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)	

This item came up during our operational review as well in conversation with discussions with the Public Libraries Branch. We felt that our accounting and payroll needs had become complex enough that our current accountant was struggling to complete the work needed. Moving to an accounting firm that works with non-profit companies as well as larger for profit companies means that they are familiar with our accounting needs.

What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.

We believe that this change will allow for better financial transparency. This will be beneficial when we present our budget to the City of Terrace and Regional District of Kitimat-Stikine, as it will be easier for everyone involved to have a clearer understanding.

Initiative Title	
Strategic plan	
What is the nature of this initiative? (both may apply)	
<input type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input checked="" type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input checked="" type="checkbox"/> Environmental sustainability, climate action
<input checked="" type="checkbox"/> Mental health and wellness	<input checked="" type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input type="checkbox"/> Planning/research stage	<input checked="" type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	

<p>We will be working with the Shoop Group to complete our strategic plan this year. Following the completion of our operational review in 2023, we made a commitment to the City of Terrace that we would take the recommendations in the operational review into account when completing our new strategic plan. As the Shoop Group did our operational review, it made sense to use them for the strategic plan, as they are familiar with the background information needed.</p>
<p>Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?</p>
<p>We are planning on completing the strategic plan this spring. The Shoop Group will start by meeting with staff and having staff complete some background work, and then will meet with the library board to complete the strategic plan.</p> <p>We had planned on doing our strategic plan in the fall of 2023, but due the number of transitions/losses that took place in our board last year we felt that it was not a good time to take this one. We wanted our board to have some training and some time to relearn how to work together.</p>
<p>Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.</p>
<p>We will be paying for the strategic plan using the enhancement grant.</p>
<p>Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)</p>
<p>In 2023 we completed an operational review, which was requested by the City of Terrace. During this process we made a commitment to the City that we would take the recommendations in the review into account when doing our strategic plan.</p> <p>Our current strategic plan ended in 2020. Due to covid and several transitions on the library board over the past couple of years, as well as completing an operational review we decided that it made the most sense to wait until the operational review was completed before we started on our strategic plan.</p>
<p>What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.</p>
<p>The strategic plan will give the library board and library as a whole a new focus on where we want to go in the next few years.</p>

Initiative Title	
Space needs assessment	
What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware

<input type="checkbox"/> Lease & utilities	<input type="checkbox"/> Loanable hardware
<input type="checkbox"/> Collections	<input type="checkbox"/> Staff software/hardware
	<input type="checkbox"/> Connectivity
<input checked="" type="checkbox"/> Facility upgrades	<input checked="" type="checkbox"/> Library programming
<input checked="" type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input checked="" type="checkbox"/> Environmental sustainability, climate action
<input checked="" type="checkbox"/> Mental health and wellness	<input checked="" type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input checked="" type="checkbox"/> Planning/research stage	<input type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	
<p>We would like to undertake a space needs assessment, Some of our identified priorities are:</p> <ul style="list-style-type: none"> • Dedicated programming space – appropriate for large and small group programming • Public washrooms – accessibility, increase demand, safety • Sightlines throughout entire library – reassessing shelving and seating placement • Updated children’s and teen spaces • Indigenization of space – language, artwork, colour, use of space ... 	
Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?	
<p>We are in the very early planning stages of this project. Library staff have been consulted to help identify areas of concern. We have reached out to the Coast Mountain College – Terrace Library as they have recently completed this work. We are now ready to start looking for companies who can take on this project.</p>	
Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.	
<p>We intend to pay for the Space needs assessment with the enhancement grant. We then intend to use the remainder of the enhancement grant and other grants as needed to cover the cost of implementing the space needs assessment. The implantation phase will be a multi year project based on cost and priority of need.</p>	
Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)	

We have outgrown our current space and need to reassess how we are using it.

- Dedicated programming space
 - Our current programming space is not sufficient for our needs. We currently use our reading lounge when we have larger programs, which makes the majority of our seating unavailable. It has a space limit of 40 people, which is very crowded. Our story-time room is very small and can no longer accommodate our storytime programs. At the moment we are limiting the programming we can do, due to our space limitations. We will also hold programs outside in the park, but this is limited to weather and something we can only do a few months out of the year.
- Public washrooms – accessibility, increase demand, safety
 - We would like to investigate different ways we can continue to keep our washrooms open to the public while keeping them safe for the public to use. Due to limited public washrooms in town, we also find that we have a lot of demand by the public to use the washroom which has increased our janitorial costs. We would like to make all of our washrooms single use/gender neutral and investigate ways that we can incorporate harm reduction strategies into the space.
- Sightlines throughout entire library – reassessing shelving and seating placement
 - Due to the shape of the building and current shelving and seating arrangements we have a lot of hidden corners. Examining new configurations for both shelving and seating to help eliminate this would increase the safety for staff and everyone using the library.
- Updated children’s and teen spaces
 - Both our childrens and teen spaces are outdate. Looking at new colours/furniture/layout that can make these spaces more inviting and usable are needed
- Indigenization of space – language, artwork, colour, use of space ...

What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.

Space planning will improve the library for staff and the entire community. We would expect to see more programs being held in the library with more people in attendance. As well as increased library use both of the space and collection. As well, we would hope to see less drug related incidents occur in the public washrooms.

Initiative Title	
Indigenous Liaison – Storyteller in Residence	
What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input checked="" type="checkbox"/> Library programming
<input type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development

<input type="checkbox"/> Emergency preparedness	<input checked="" type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input type="checkbox"/> Mental health and wellness	<input checked="" type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input checked="" type="checkbox"/> Planning/research stage	<input type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	
We are in the initial stages of developing the program. We are researching similar programs in other communities and libraries and reaching out to local Indigenous cultural leaders for guidance.	
Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?	
We are in the very early planning stages. Staff time to complete the work has been a challenge.	
Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.	
We will be using funds from the Equity-Literacy grant to help fund this program	
Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)	
To continue on the path of reconciliation by honouring, promoting and celebrating Indigenous culture and to foster cultural understanding in our community	

What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.

We hope to support the development and delivery of Indigenous led programs and education. An Indigenous liaison will also help us to navigate best practices for creating culturally welcoming and supportive library spaces. This is an opportunity to form meaningful partnerships and greater understanding of community needs.

3. CHALLENGES

The following topics have been identified as recurrent themes in prior years' PLGRs, along with challenges that have surfaced throughout the current year. Use the 'Other' row at the bottom of the table 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 "copy" the last row and use the "paste" function to insert additional rows as needed.

Please use the check boxes in the 'Rating' column to specify how severely your library has been impacted by each challenge in the past year. If a listed challenge does not affect your library, you may leave that row blank.

Use the 'Response' column to briefly describe how the challenge has affected your library in the past year, and what actions your library has taken to address it, referring to the Featured Initiatives section above where applicable. If no action was taken, explain what the barriers are.

Challenge	Rating	Response
Financial pressure (e.g., rising costs, reduced revenues, forecasting uncertainty, local budget)	<input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	<p>The City of Terrace has a very small industrial tax base, with most of the tax base coming from residential and smaller businesses. The library acknowledges that this has an impact on the funding that we receive from the City.</p> <p>Our funding from the City of Terrace and Regional District of Kitimat Stikine has remained fairly stable over the past several years, with the majority of our funding increase going to cover salary. With inflationary costs this has become very noticeable in the past year, as our budget is not increasing at the same rate as inflation.</p>

<p>Governance (e.g., changes on the library board, relationship/conversations with local government)</p>	<p><input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>2023 saw a lot of changes to our library board. In March our board chair resigned immediately due to health issues, this was her eight year on our board. In June we had a board member pass away unexpectedly. In September, our board chair resigned from the position due to work-life balance. Our representative from the RDKS was unable to attend board meetings due to personal reasons and resigned from the board in September. For the remainder of the year we did not have an official representative from the RDKS on our board. During this time we completed an operational review that was requested by the City of Terrace. We have a lot of new people on our board, and have unexpectedly lost the senior board members who were mentoring and supporting new board members. We had a training session planned in the fall with Edel Toner-Rogala and Jorge Cardenas Garcia that would have talked about community led libraries and board governance. Due to illness we were not able to hold the training, and have rescheduled for the Spring of 2024.</p>
<p>Emergency response (e.g., fires, floods, extreme weather)</p>	<p><input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	
<p>Staffing (e.g., recruitment and retention, mental health, and wellness)</p>	<p><input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>While our staff levels have remained fairly stable in the past year, we have been required to close the library early several times due staffing shortages. We do not have excessive staff hours, so when one person calls in sick we are often required to replace them with casual staff.</p>

		<p>There are times we are unable to replace that person, resulting in the need to close the library early. We continue to hire casual staff as needed, but this is not a stable fix for this issue. Staff mental health and wellness is also a concern. We have had several overdoses and other situations in the past year that negatively impact the mental health and wellness of staff. We continue to provide access to FSEAP, training and support as needed. We have recently learned about the Mobile Response Team, through the Provincial Health Services Authority. All staff have been informed of this team, and the ways they can reach out to them if needed.</p>
<p>Connectivity (e.g., low bandwidth, lack of home internet in the community)</p>	<p><input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input checked="" type="checkbox"/> Least concern</p>	
<p>Infrastructure/facilities (e.g., aging/damaged, renovations, new builds/upgrades/expansions)</p>	<p><input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>Our building is well maintained by the City of Terrace. In 2024, they are replacing the boilers and air conditioners in the library.</p> <p>The space that we have to operate in is becoming challenging. We need to reconsider how we are using our space, and make some plans for the future. For instance we do not have a dedicated program space. This is becoming problematic as we are trying to do large programs inside the library are running into space issues. We are intending to do some formal space planning which should help with some of these issues.</p>
<p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p>	<p><input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>Our service area cover a large area, we serve communities that live 2.5 hours away. The four villages in the Nass Valley are geographically isolated and</p>

		<p>travel to Terrace can be difficult especially during the winter, making it difficult to access the library on a regular basis. Thornhill, while close to Terrace is located on the other side of the Skeena River. This barrier makes it difficult for children and teens from Thornhill to access the library independently as they are reliant on taking city busses or receiving rides from their parents.</p>
Disappearing services in the community (e.g., government, banking, health)	<input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	
Public health (e.g., COVID-19, vaccinations, access to Telehealth)	<input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input checked="" type="checkbox"/> Least concern	
Regulatory impacts (e.g., accessibility, privacy, employment standards)	<input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	<p>The library sits on the Extreme Weather table that is chaired by the Social Program Coordinator from the City of Terrace. We are active participants in planning responses for both heat and cold weather events. This helps to provide the library and outreach workers with a clearer understanding of how we can support each other.</p> <p>We continue to keep up to date with our Ryan Dowd training and implementing what we learn from this training as well as suggestions from outreach workers, northern health and bylaw officers.</p>

Sociopolitical tensions (e.g. intellectual freedom, protests, global events, racism, homophobia)	<input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	We have not had any concerns at our library, we do know that libraries in nearby communities have had complaints. We are in the process of reviewing and updating policies that deal with these topics.
Other (please specify)	<input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	

4. BOARD APPROVAL

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Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: James Bruce

Date: March 26, 2024

Board Chair Signature: [Signature]

Date: March 26 2024