INTRODUCTION

What makes your library a community hub

The Chetwynd Public Library is known as the community hub through the many services it provides to the citizens of the District of Chetwynd and surrounding area. We have become the gathering space for community connections and resources which enhance our regular library services. Patrons come to the library for a large variety of reasons such as:

- Borrowing books and other resource materials
- Attending workshops
- Attending some of the programs available for them and their families
- Accessing the internet for research purposes
- Printing resumes, immigration forms, employment packages, certificates, and other important documents
- Using the computers for a variety of reasons
- Relaxing, visiting, and enjoying a coffee or lunch from the Library’s Bistro
- Watching their children play and learn in a safe and welcoming environment
- Learning about our current resident pets
- Selecting materials from the resource corner on community events and information on community contacts
- Reading current newspapers and magazines
- Borrowing items from our “Library of Things”
- Contributing to or borrowing from our “Seed Library”
- Attending meetings or courses in our community room
- Providing internet access and services to transient workers who reside in camps
- Providing a safe, comfortable and welcoming space for whatever reason patrons may have to visit the library
- Faxing
- Studying and tutoring

With all the services and activities available at the library and with our extremely friendly and welcoming staff we have become the community’s living room. At times patrons come into the library just to have that sense of belonging and being connected to other community members. Our library collaborates with many community groups which connects and strengthens our community.

Demographics of our community

Chetwynd is located in the foothills of the Rocky Mountains in northeastern British Columbia. It is the first town eastbound that travellers encounter after emerging from the Rockies along Highway 97 and acts as the gateway to the Peace River area. The 64-square-kilometre municipality consists of the town, a community forest and four exclave properties. Nearby there are four provincial parks, two lakes, and several recreational trails; being surrounded by these trails Chetwynd is known for hiking, hunting, fishing and winter sports – perfect for outdoor enthusiasts. Uniquely beautiful chainsaw carved statues can be found throughout the town site, which is renowned for its annual international chainsaw carving competition. Chetwynd is among the younger communities in the province of
British Columbia. In 1962 Chetwynd became incorporated as a Village. The population of the District of Chetwynd is estimated to be 2503 as of the 2016 census data. This does not include the Regional District unincorporated areas of Saulteau First Nations, West Moberly First Nations, East Pine, Hasler Flats, Lone Prairie & Jackfish. The combined population is estimated to be over 5500. It is home to a Northern Lights College campus. The primary Industries in Chetwynd are forestry, oil, gas, mining, ranching & tourism.

**Any industries that are present and influence your area**

Chetwynd is an industrial based town:
- we have two large sawmills
- three active local coal mining operations
- oil and gas exploration and processing plants

All of these industries provide employment to many local residents. As with many industrial communities we too have been faced with the “boom and bust” that this field of employment is sometimes faced with. The logging and forestry based industries seem to keep the community moving forward and helps maintain the original population.

Due to the development in the oil and gas industry we currently have several very large camps for workers situated close to the town. These workers utilize the library as a place to go when not on shift.

The major industries offer high wages and good benefit packages which makes it hard for the small local businesses to recruit and retain employees. Many small businesses have had to recruit workers from overseas. We have a large Philippine population; many of whom have become Canadian citizens.

Recreational tourism is an important industry for our area. We have many rivers and lakes nearby for camping and boating and large green space areas for hunting, hiking and exploring. These areas attract tourists and provide income for local restaurants, hotels and shops.

Chetwynd has a college, but the cost of delivering training in a small community is a challenge. Even though there is a child care centre located right beside the college and they offer video conferencing to larger campuses and online courses they still have encountered some issues with costly courses, low registration, and lack of instructors. Many people choose to leave the community for post-secondary education.

**Some challenges that your library and community face**

- Chetwynd is located in the heart of a resource based area and as such we feel the effects from the highs and lows of the oil, gas, coal, and forest industries.

- Since we are a small town and do not have the amenities that larger centres have we encounter problems in attracting professionals such as doctors and nurses. Therefore, the library must provide services to the families
of such professionals to encourage them to want to reside in Chetwynd.

- Similar to all communities in BC, Chetwynd has an aging population and as the community hub we must offer services and events to enhance the lives of our seniors and elders.

- We have currently outgrown our library space and are looking to expand in the near future. In order to continue to provide the services to Chetwynd and area citizens we need the space to do so.

- Digital access is still a struggle for many residents in the outlying areas. Many areas still do not have cell phone or internet service and those who do have services pay prohibitive fees.

- There is no public transportation in the town other than a taxi company and the long and cold winters make it difficult for some to travel.

**Strategic Plan what your goals are and where you are in the process of achieving those goals.**

We have completed year one of our strategic plan which is a vision for our public library service for the community of Chetwynd and surrounding area. With a dedicated and responsive library team, the Chetwynd Public Library strives to deliver high satisfaction through providing the best possible customer service. Our team is personable, knowledgeable and helpful in accessing services, and are committed to continuous improvement.

**Mission**

We will nurture the social, cultural, and economic success of our community by engaging the community in a spirit of reading, learning and discovery.

**Vision**

To empower and inspire a creative and literate community.

2018-2021 Strategic Plan Key Focus Areas

1. **Working Together - Community First**

The Library merges strategic and responsive approaches to support discovery, creativity and connections at both the individual and community level. Through effective collaboration, the Library and our partners will help our community thrive. Together, we will nurture the social, cultural and economic success of our community.

   a. Support literacy and lifelong learning through our collections, services and programs.
      - We have a seed library where you can obtain seeds for free and after your plants have grown harvest the seed and return some back to the library. This gives many citizens the opportunity to grow their own healthy affordable food. In 2019 we plan to incorporate growing your own food into our children’s programs where the children will get to start their own plant and later transplant them into the community gardens.
      - We are taking our programs out into the community with our Adventure Fridays. Instead of the parents
b. Empower discovery of emerging technologies and support learning of digital tools & resources
   - We have a 3D printer that we take to the local schools. One of the classrooms made snowflakes and took them to the seniors at the hospital for Christmas gifts and sang Christmas carols with them.

c. Facilitate community connections to inspire knowledge creation and creativity.
   - The library staff reach out to community groups by attending their meetings and events and assisting and helping the group reach their goals. One group that we have helped out quite a bit this last year is the Chetwynd Social Planning Sukunka Group, which is a group that develops and supports initiatives that improve the quality of life in Chetwynd and area.

d. Build upon existing and create new partnerships to ensure programs and services meet the needs of our community.
   - We have partnered with the Chetwynd Arts Council. One artist volunteered at some of our programs and will host their own art class at the library in 2019.

2. Spaces to Connect – Spaces to Create

The Library provides engaging, welcoming spaces to support discovery, creativity, and connections. We want to create a comfortable place for citizens to visit by renovating our facilities or building a new library giving us enough space and dedicated areas for the varied needs of our library users (socializing; quiet reading and study; discovery and play; programs) We will explore creative ways for people to share their stories and learn from each other. We want to connect with our patrons wherever they are – online, in person, in a way that works for them.

   a) Explore opportunities for expanding library spaces to respond to community needs, including outreach services.
      - Advisory Committee meetings, working together with the District of Chetwynd and Peace River Regional District for a potential new library.

   b) Ensure the safety & comfort of all library patrons and employees.
      - Staff will continually use policy manuals and best practices to ensure needs of all patrons are met.

   c) The Library will be a safe, inclusive, and vibrant community space where everyone is welcome to learn, work, connect, and have fun.
      - We refreshed our children’s area to make it more vibrant and inviting for our youngest patrons.

   d) We will continue to support the Library facility as a community connector, social gathering space and centre of information.
• Continuing to meet with our stakeholders and community organizations to see how we can be of assistance in helping them meet community goals.

• Resource Corner – we have an area in our library dedicated to information and material on everything Chetwynd has to offer: information on groups, organizations, businesses, recreational activities, maps and more.

3. Bold Leadership – Sustainable Success

The Library is responsive and accountable to our community and our partners. We want to ensure sustainability of our facilities and services. We will build our library and community’s reputation as innovators, creators, and game changers. We strive to be the best employer, partner, and library.

a) Ensure core library services are delivered efficiently and effectively
   • Regular meetings, team building and program planning.

b) Communicate about library services and their value to ensure they are widely understood.
   • Advertising and promotion.

c) Be inclusive of and accountable to municipal, regional and provincial governments.
   • Reporting as required.

d) Ensure governance and management practices support the library’s goals and objectives.
   • Annually reviewing policy and procedures.

e) Ensure the library operates in an environmentally sustainable manner in all areas.
   • Recycling.

f) Ensure the library team is provided with opportunities for lifelong learning. Recognizing that each individual has their own personal strengths and potential, we encourage a culture of leadership and empowerment from and for all team members.
   • Professional development.

In support of the vision set forth by the board, the library staff have an action plan which translates the vision into a solid work plan which can be referred to throughout the year. This document essentially explains why we do what we do and is operationally focused. The way the action plan ties in the key areas of focus in our strategic plan enhances the way that staff and board members better understand our roles in our public library and the symbiotic relationship which exists in the planning and future of our library.

Changes since 2017

Our library is still working on our facility issues with the support of our major funding partners the Peace River Regional District and the District of Chetwynd. The Library Feasibility project from 2017 gave a clear direction that our time in our
current facility is coming to end. The facility issues that our aging building is facing are simply too great to patch and repair. The building no longer meets the needs of our community and the fixes which must happen do not make financial sense. This issue has brought the partnership to a much stronger place than before. A shared love for the library and the services we offer the community have all stakeholders with a vested interest in coming up with a viable and fiscally responsible solution. It is a great example of what can happen when all partners come to the table as equals and with the community led philosophy leading the process.

We started 2018 with the concept of attaching the library to the Chetwynd & District Rec Centre, sharing meeting spaces, storage areas and mechanical operations. It was determined in this study that the current location is ideal and the library is a community hub, but a bigger space is needed, parking is a challenge and more natural light is needed. The feedback received from the board, staff and community members was unfavourable in regards to the proposed location for the new library to be attached to the back of the Chetwynd & District Rec Centre. It did not align with the goal of having the library being visible and at the front of the lot.

A Library Advisory Committee was formed which is comprised of the architect, the Peace River Regional District, the District of Chetwynd staff and elected officials, the Chetwynd Public Library Board and staff. The Advisory Committee started to proceed through the steps of getting a new library.

A more favorable site was agreed upon with a standalone building located between the Chetwynd & District Rec Centre Leisure Pool and the Skate Park.

After a few meetings and workshops images of both the internal and external layout started to come together.

Due to grant opportunities; the Advisory Committee decided to submit a proposal hoping to be successful in obtaining funds in the building of a new library which we hope will be announced the end of September 2019.
Government Priorities, Goals, Programs and Services, Partnerships

Fostering equitable access to information and services

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<tr>
<th>Outcomes</th>
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<tr>
<td>• Promoting our digital library through social media</td>
<td>• According to our annual stats we have 603 more social media followers, 3534 more items borrowed, 1297 more digital subscription downloads and 142 more Tumble Book views in 2018 than we had in 2017</td>
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<tr>
<td>• Regular library hours 7 days a week where patrons can visit the library to use the digital resources.</td>
<td>• A continuation of building relationships with our patrons.</td>
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<td>• Inviting atmosphere where everyone feels welcome to come and use the library and its resources.</td>
<td>• Working with our IT specialist to ensure we are offering the best possible digital services within our constraints of budget and our rural location.</td>
</tr>
<tr>
<td>• Librarians always available and willing to assist patrons with our computers, Wi-Fi, digital library etc.</td>
<td>• Schools are booking the 3D printer for times that they would like to have it for specific class projects.</td>
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<tr>
<td>• Incorporating Digital Tumble Books in our children’s preschool programs.</td>
<td>• We have seen an increase with our teenaged patrons</td>
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<td>• We have a portable Lulzbot 3D printer that we use on location within local schools.</td>
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<td>• Library resources are available for all</td>
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<td>• Fine free library</td>
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The Chetwynd Public Library works towards exploring opportunities to provide open and wider access to a core suite of digital resources and provincial digital library initiatives with our diverse digital collection which is available 24/7 to all patrons with a current library card. We empower the discovery of emerging technologies and support learning of digital tools and resources in the library and through our website. We have ensured that the collection is easy to access and meets a wide variety of user needs. Subscriptions to Overdrive/Libby, RB Digital, TumbleBooks, Freegal Music, digital encyclopedia’s and much more all enhance our physical collection. Learning how to access and use these subscriptions is very important and we offer one-on-one support for our patrons as they discover the digital tools their library card can access by helping them access and trouble shoot. We also support digital literacy with our library programming. We simply could not offer the digital literacy services we have without the support of BC Libraries Cooperative and our IT firm, ESW IT North. Consortium pricing through the North East Library Federation enables us to subscribe to collections that may otherwise be cost prohibitive. With over 18,758 website searches, 2900 people using public access computers and 651,390 sessions on Wi-Fi we need to be able to offer reliable connections to the internet. As we are still considered
rural, speed and cost are always a concern. ESW IT North works with us to monitor the usage to ensure we stay within budget. Access to Wi-Fi and the internet are essential for our patrons and we are grateful for the support and funding we receive to help us ensure that our website, digital collection and access run smoothly and effectively.

We have both preschool and afterschool programs that run weekly in sets of 10 three times per year. Gamerz is an afterschool program which introduces the children to many varied types of digital content. We see the participants become much more comfortable with the content and soon they are teaching others. During our Lunch & Tales preschool program we have introduced Tumble Books. While the children are enjoying a healthy snack they are engaged in the stories from the program.

We have two 3D Lulzbot printers, one that we keep in house and the other that we use on location within local schools. With the one we keep in house we have noticed a greater comfort from the patrons who use the 3D printer and they have begun to share this knowledge with others. It is fun and interesting to see the figures they choose to build. We had one gentleman use the 3D printer to build the Hulk and due to the size and detail he wanted it was a fun process over a few days to see the creation piece together. In December a class used the portable 3D printer to make snowflakes as Christmas gifts for seniors at the Chetwynd General Hospital. Spreading Christmas cheer and a strong sense of community the children visited the seniors gifting them the snowflakes and singing carols with them.

We are consistently looking for ways to work on and keep up with the technological changes.
Developing skills and knowledge

Our library on location is in the process of growing as we reach out to all of the schools in our area. Our library on location visits to the schools consist of our librarian interacting with the children, learning of their interests, teaching them about literacy and the library, and sharing in their excitement for the stories that she reads to them. When visiting the daycares, preschools and schools our librarian will read the children a story and exchange out library books so they always have new books to read. This is something the children look forward to and are excited to let the librarian know what they liked about the books that they have read. We are currently visiting daycares with babies up to grade 7 students. It is so sweet as the babies we visit in the daycares are seated at a table with built in seats and listen attentively to the librarians emotions and expressions as she has them all engaged in the story she is reading to them. And it is fun to see the grade 7 students who eagerly put up their hand so they can share what books have intrigued them and which ones they would like the librarian to bring back on her next visit. At these visits we have learned, or possibly been reminded, that a favorite weekend activity for a twelve year old is to sleep in until noon.

We welcome classrooms visits to the library and at such times the library becomes alive with a flood of children and their excitement. We put together a scavenger hunt as a fun way to teach them about all the library has to offer, let them create something on the 3D printer, make a craft, play a game, sing songs and listen to a story. It is so rewarding when these students leave the library saying “this was the best day ever”, this is when we know we are doing our job right!

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<td>• Encourage the love of reading in preschool and school age children.</td>
<td>• Our children’s programs are always well attended.</td>
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<td>• To make the schools at West Moberly and Saulteau First Nations reserves feel part of the library and have the members enjoy both coming to the library and our librarian visits.</td>
<td>• Our travelling library called “Library on Location” visits the preschools and schools at both reserves at least once a month.</td>
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<td>• Encourage school children to use the library as a resource centre and as a place to come to learn and have fun.</td>
<td>• Visiting the children at their schools has encouraged them to use the library. Some of them register in our library programs and others attend our library special events.</td>
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<td>• Teach high school children how to conduct research for school projects.</td>
<td>• Many children do not have internet access at home and access at the schools is very limited. Our librarians assist students with research projects and internet use.</td>
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<tr>
<td>• Teach seniors how to use a computer for personal use and how to use social media.</td>
<td>• We designed Thursday nights as a night when seniors could come in and get help with their personal devices or use the library’s computers. We now assist seniors on an as need basis.</td>
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Outcomes

- Encourage the love of reading in preschool and school age children.
- To make the schools at West Moberly and Saulteau First Nations reserves feel part of the library and have the members enjoy both coming to the library and our librarian visits.
- Encourage school children to use the library as a resource centre and as a place to come to learn and have fun.
- Teach high school children how to conduct research for school projects.
- Teach seniors how to use a computer for personal use and how to use social media.

Outputs

- Our children’s programs are always well attended.
- Our travelling library called “Library on Location” visits the preschools and schools at both reserves at least once a month.
- Visiting the children at their schools has encouraged them to use the library. Some of them register in our library programs and others attend our library special events.
- Many children do not have internet access at home and access at the schools is very limited. Our librarians assist students with research projects and internet use.
- We designed Thursday nights as a night when seniors could come in and get help with their personal devices or use the library’s computers. We now assist seniors on an as need basis.
Because of the location of our library and the school bus route every child has the ability to access the library and we have quite the large group of afterschool students who use the library regularly. Due to a limited number of computers this gives the librarians an opportunity to educate the students on what else the library has to offer, other than gaming with roblox on the computers.

We have a librarian that works with our Young @ Heart 55+ group and participates with them during their various activities around the community. She exchanges books out for them and is able to assist them with our digital library and their personal technical devices. One of our preschool programs will meet at Sureurs Place, the Chetwynd seniors housing, once a month to have their story time shared with the seniors. This is enjoyed immensely by both the little ones and the seniors as they listen to the librarian read a story and then sign songs, play games, and build crafts together.

Our library on location also visits local businesses and exchanges library books out in waiting areas such as hairdressers and chiropractors. It is a great way to connect the library with our community.
Working together

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<td>• Increase patrons’ knowledge and understanding of the indigenous truth and reconciliation. Create a truth and reconciliation piece for our children’s area.</td>
<td>• Creating a structure for our children’s area which will symbolise the landscape and animals in our area. The items will be labeled with Cree words. When the Elders visit the children’s area it will inspire them to share stories about their way of life and indigenous traditions.</td>
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<tr>
<td>• We partnered up with the Chetwynd Social Planning Sukunka Group – a group that develops and support initiatives that improve the quality of life in Chetwynd and area.</td>
<td>• We helped facilitate the “100 People Initiative.” Local citizens have donated $100 each and the funds have been distributed to programs and/or events in the community. Funds have been given to:</td>
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<tr>
<td>• We provide the Northern Lights College students with access to library materials and internet services.</td>
<td>- Moberly Lake School for a new playground</td>
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<tr>
<td>• To work with any and all community groups in any way that we can.</td>
<td>- Chetwynd Outdoor Society for cross country ski trails and a warming hut</td>
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Creating opportunities for libraries to work together with the provincial government to identify and achieve mutually beneficial outcomes, through the understanding that libraries provide British Columbians with diverse information, programs and services in their communities is something that we really appreciate at the Chetwynd Public Library. The connection we have with libraries across the province helps us when we are contemplating changes or needing advice. The North East Library Federation (NELF) plays a very important part in this connectivity. NELF assists us with opportunities to combine the strength of the federation for group purchases, educational opportunities and bringing in special events to our remote area. We have been able to participate in author readings within our library for very little cost. It allows us to host something that would otherwise be cost and resource prohibitive. Graeme Pole came on tour in 2018 promoting his book *Siren Call*.

We are in the works of creating a structure for our children’s area that will be designed and fabricated with play-learning environments that will support the development of early literacy skills in children. Play is so important for a child’s
intellectual, social, emotional and physical development. Through play children learn problem solving, interpersonal skills, communication skills and acquire the foundational knowledge required to becoming successful readers. We are working together with our West Moberly and Saulteau First Nations Elders to come together with a vision for this structure. Our aim is to provide culturally appropriate touchstones, icons, and symbols that hold importance of our First Nations culture in the community. With this we are able to demonstrate the act of reconciliation with our indigenous partners.

**Enhancing governance**

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<tr>
<td>• Work with our funding partners with the planning of a new library</td>
<td>• Met with the Peace River Regional District representatives and the District of Chetwynd councillors regarding the building of a new library.</td>
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<tr>
<td>• Continue to meet the needs of citizens of Chetwynd and surrounding area.</td>
<td>• Area E director and an elected district councillor are appointed to the library board to help share information and communicate with the local citizens the values that our library provides.</td>
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<tr>
<td>• Updated and revised the Library’s Policy and the Human Resource Manuals.</td>
<td>• Made changes to our manuals to bring them more inline with today’s technological society and to better meet the needs and requirements of our patrons.</td>
</tr>
<tr>
<td>• Continue building a strong, qualified, diverse board of directors.</td>
<td>• Several new directors were added to the board. We recruited directors who have a strong passion for the library, the community, and life-long learning.</td>
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A success story from the Chetwynd Public Library

Rosie the Bookwork Scavenger Hunt

The Chetwynd Public Library partnered with the Chetwynd Chamber of Commerce and the Chetwynd Visitor Centre to host a community scavenger hunt. The Chetwynd Public Library took on the planning and came up with Rosie the Bookworm Scavenger Hunt and was interviewed by Peace FM our local radio station to advertise this fun and creative community event. The Chetwynd Chamber of Commerce sent out sponsorship letters and collected prizes from participating Chamber Members and the Chetwynd Visitor Centre took pictures of Rosie and the Little Giant at the parks. There were nineteen locations in the community that participated in the scavenger hunt. Six were parks which promoted physical literacy and the other thirteen were businesses that allowed us to use their locations. This gave the children and their families an opportunity to either play at a park or visit a business in the community that they may not normally go to. The children looked for a picture of Rosie with a popular children’s book title, rhyme, or poem written on it at all the locations. The library created booklets for the children to use to write down the sayings and put in a sticker to show they visited all the locations. Once their booklets were complete with all the sayings and stickers they brought it back to the library to enter their name into a draw for a prize. Approximately 25 children between the ages of 0-13 participated in the scavenger hunt which ran from September 1–10, 2018. This was a great way to promote our vision statement “to empower and inspire a creative and literate community”. It was also a very fun way to network, collaborate, and bring our community together.
We are extremely proud of our children’s programs and we are fortunate to be able to host Paws 4 Stories at our library for our I-Read afterschool program. Paws 4 Stories is a Therapy Dog Community Service that promotes the improvement in the reading skills of children. The idea is to have a child relax while reading out loud to a Therapy Dog. Learning to read is often less about intellectual limitation than about overcoming fears. Sometimes, children who are learning to read get stressed, not because they aren’t capable of reading but because they get nervous and they worry about looking dumb — and all those worries make it hard to focus. When a child reads with a dog they start to relax and they forget about feeling nervous. Before they know it, they are enjoying the experience of reading instead of dreading it, and they begin looking forward to the next time.