PROVINCIAL LIBRARY GRANT REPORT 2018

INTRODUCTION

Salt Spring Island is the largest and most populated (10,557) island of the Southern Gulf Islands. The Salt Spring community comprises families, artists, musicians, tourists, and seniors. There are 3,230 people ages 65 or older on Salt Spring, making up 30% of the community. This is nearly double the national average of 16.9% and significantly higher than the provincial average of 18.3% (2017 Salt Spring Island Vital Signs Report). In “Salt Spring’s living room”, the community’s support for the Library was expressed by 222,300 patron visits. People of all ages visited to read, think, meet, learn, see local arts and artists, research, connect, play games, surf the internet, and study. The Library added 733 resident cardholder new registrations, for a total of 6,914 resident cardholders, and all cardholders 7222 had a total (physical) circulation of 162,422. The Library had 7571 attendees at 455 programs for adults, and 7,474 attendees at 288 programs for teens and children. Programs included book launches, Tech Cafés, tech tutoring, artist events, games nights, storywalks, and summer and spring break camps. Support for the Library’s programs and services was shown by $31,560 in Annual Appeal funding from the local community. The Library secured a $7,789 grant from the Employment and Social Development Canada’s New Horizons for Seniors Program to begin a Visiting Library Service which brings the library to seniors who cannot attend the library on account of mobility issues. 146 volunteers contributed to the Library’s core operations with an estimated volunteer value of $627,068.

In the second year of its Salt Spring Island Public Library Strategic Plan 2017-2021, the Library focused on its strategic priorities: OUR HUMAN RESOURCES: HR planning ensures we have the right skills at the right time to respond to the community; OUR FUNDING: Sustainable funding strategies allow us to deal with economic fluctuations; OUR RESOURCES AND SERVICES: Focusing on our resources and services ensures that we are positioned to be responsive to our community; and OUR COMMUNITY CONNECTIONS: Building linkages with our community ensures our relevance and responsiveness to their needs. The Library was successful in completing its 2018 objectives under the strategic goals: Develop a Succession Plan to include strategies for recruitment and retention and to maintain the appropriate balance of staff and volunteers; Develop a Training Plan to ensure that all staff and volunteers have opportunities to acquire experience and skill sets necessary for their work; Develop an Internal Communication Plan to improve information sharing amongst staff and volunteers; Develop a strategy for sustainable operational funding which explores grants, and other non-governmental funding sources; Develop a strategy for capital funding which explores grants, planned giving and other non-governmental funding sources; Develop a Children/Youth programming strategy and plan to ensure there are dedicated time and skill sets to respond to patron needs; Develop a digital resource strategy to improve access and digital literacy; and Develop an outreach strategy and plan to involve the community in literacy and technology programming.
PROVINCIAL STRATEGIC PLAN STRATEGY 1: FOSTERING EQUITABLE ACCESS TO INFORMATION AND SERVICES.

Salt Spring Island Public Library supported fostering equitable access to information and services by helping community members strengthen their technological literacy through tech programs, services, and partnerships. The Salt Spring Island Public Library Strategic Plan 2017-2021 includes:

- **Innovation**: Embracing change and technology supports those seeking new ways to achieve their goals.

Through the Library tech café and tech tutoring programs, and community partnerships with Salt Spring Literacy, the Library assists community members to gain new tech skills, increasing access to information and resources, both now and in the future.

Salt Spring Island Public Library’s regular tech programs increase computer literacy skills, thereby improving digital literacy, through weekly private tech tutoring sessions with advanced tech volunteers. Patrons sign up for one-on-one sessions with tech tutors, who provide education for and assistance with technical topics, from eReaders and Overdrive, to computer and phone usage. These sessions increase the ability of all age learners to succeed in today’s technical age, and also equip them with the tools to access SSIPL’s online resources: eBooks, e-audiobooks, and online databases. In addition, the Library offered tech café seminars on technology skills such as Devices, Libby, Epublishing Series, Advanced Spreadsheets, Advanced Word, Gutenberg, LaTeX, and eBook Primer.

Salt Spring Island Public Library continued its community partnerships in 2018:

- With Salt Spring Literacy by co-sponsoring literacy programs and meetings at the Library.
- IslandLink provided database support for $1078.98 for RBDigital magazines, the world’s largest newsstand, which offers digital magazines for desktops, mobile devices, and apps with new and backlist titles with no holds, no checkout periods, and no limits; InstantFlix which has 7,000 high-quality shorts, features, documentaries, classic tv shows and web series from 85 countries; and OneClick digital which has downloadable audiobooks patrons can listen to on a computer, phone or other device.

SSIPL was successful in offering regular tech tutoring sessions and monthly tech café sessions, and strengthening its partnerships with Salt Spring Literacy to assist community members with digital literacy. The Library provided weekly, private tech tutoring sessions to 133 Library patrons (82% increase), and 132 community members (407% increase) attended 14 tech café seminars. Programs with Salt Spring Literacy including tutor training, One to One Children’s Reading Training, and Family Literacy Day had attendance of 95 persons. RBDigital magazine collection, InstantFlix, and OneClick Digital had a circulation of 2,087 by Salt Spring online Library patrons.
In 2018, the Salt Spring Island Public Library continued to focus on developing skills and knowledge by providing ongoing professional development opportunities for all volunteers and paid staff. The Salt Spring Island Public Library Strategic Plan 2017-2021 includes strategic values and goals that support ongoing continuing education for library staff and volunteers, including:

- **Service Excellence:** Providing quality service by anticipating and acting on changing community needs
- **Innovation:** Embracing change and technology supports those seeking new ways to achieve their goals
- **Human Resources:** HR planning ensures we have the right skills at the right time to respond to the community

We aim to support our patrons needs by ensuring high-quality training opportunities for professional development and knowledge exchange, so that library trustees, staff and volunteers can learn from each other’s successes, build best practices, and respond to the changing needs of users.

We offered training and skills development for paid and volunteer staff throughout the year. Initiatives included:

- Three library staff members attended the British Columbia Library Association Conference and the Vancouver Island Library Conference. Professional Development funding for staff to attend BLCA was provided through our partnership with IslandLink Library Federation. IslandLink also provided funding for the VI Library Conference. Both conferences provided library staff an opportunity to network, collaborate with peers, and learn about trends and best practices in the library field.
- Two library-funded first aid courses for staff and volunteers: CPR/AED Overview Training in January and Emergency First Aid Training in November. Both courses were facilitated by The Canadian Red Cross. Twenty-one people attend the CPR/AED course and 12 attended the Emergency First Aid course, and received certificates in emergency first aid. As a result of these courses, our personnel are now prepared to assist patrons or colleagues in case of a medical emergency.
- Two sessions of the workshop *Violence in the Workplace*, presented by Harmony Thiessen from Fiore Group. Funding was provided through a partnership with Volunteer Community Resources (VCR). These workshops prepared the 22 volunteers and staff who attended to work safely and confidently with patrons who have become or may become violent.
- A workshop on Yoga and Mindfulness for Children, run by Vanessa Lee of StoryYoga was offered for our children’s services volunteers and local ECEs. This program was offered in partnership with the Gulf Islands Early Years table, with funding from Success by 6. As a result of this
program, two library children’s program facilitators and 10 community members received a certificate of completion, built connections to each other and gained new skills in incorporating movement into preschool programs.

We also built capacity through internal initiatives including on identifying volunteers for job shadowing and cross training, and running tech workshops for library volunteers on working with eBooks on Libby and Overdrive.

**PROVINCIAL STRATEGIC PLAN STRATEGY 3: WORKING TOGETHER: CREATING LASTING AND SUSTAINABLE PARTNERSHIPS.**

In 2018, the Salt Spring Island Public Library established our new Visiting Library Service with funding from the Government of Canada’s New Horizons for Seniors Grant. For this program we created new partnerships with four seniors’ residences and established on-site library services with monthly visits. The program also provides visits and library services to home bound seniors who are living independently in their own homes. This program aligns with values laid out in the *Salt Spring Island Public Library Strategic Plan 2017-2021* including:

- Community: Addressing expressed needs and committing to inclusiveness makes all welcome.
- Collaboration: Working with individuals, groups and organizations to make a difference in the community.

The Visiting Library Service was created so that the library could reach the previously underserved population of seniors who live in care homes. Each month, two library volunteers visit a care home with a selection of materials from the library, which can be checked out at a mobile circulation desk. Volunteers also take book requests for future visits, create library cards, and are friendly visitors for the seniors. Because many of the patrons served through the program have print disabilities, an additional focus of the program has been to increase the number of large print books and cd audio books offered by the library to address the needs of those with visual impairments.

For this program, we have partnered with four seniors’ homes: Heritage Place, Meadowbrook, Lady Minto Hospital Extended Care, and Greenwoods/Braehaven. All of these were new partnerships established for this program. This program’s success is dependent on the enthusiastic support of our partners. Staff from our partner organizations have supported the program by promoting the visit with residents, helping residents to visit the library table, and helping to set up their space for the Visiting Library Service. We also partnered with IslandLink Library Federation, who provided additional funds for the coordinator’s wages, and the Thrifty Foods Sendial grocery delivery program, who delivered information about the program to home bound seniors living in their own homes.
The outcomes of this program included strengthened ties to other local organizations that serve seniors, and a vast improvement in accessible library services for seniors in our community. Quantitatively, we recruited 10 new volunteers, completed 24 visits to care homes, and served 39 patrons (many of them multiple times) in 2018. Many of these patrons returned each month, and we served approximately 10-16% of the seniors living in these facilities. This program has made a difference in our community by creating inclusive library services for seniors who are unable to travel to the library and who would otherwise not have access to library materials.

**PROVINCIAL STRATEGIC PLAN STRATEGY 4: ENHANCING GOVERNANCE.**

Based on the SSIPL strategic goal: *Develop a Succession Plan to include strategies for recruitment and retention*, the Library formed a Board Development Committee in March, 2018. To ensure the vitality, organizational effectiveness, and future of the Association and the Board. The committee will:

- Establish, assess, and maintain a list of Board member competencies;
- Recruit/interview potential Board members for election or appointment;
- Recommend candidates to the Board for nomination and approval at the AGM;
- Oversee the orientation/training of new Board members;
- Oversee/facilitate assignment of new Board members to committees;
- Oversee evaluation/self-evaluation of the Board and Board members;
- Oversee Board succession planning both at the committee level and at the executive level;
- Conduct exit interviews of departing Board members;
- Identify and organize learning opportunities for Board members that are specific to governance, goals, strategic plan, and library advocacy;
- Plan and organize regular Board retreats.

In 2018, the Board Development Committee drafted Library Board New Director Orientation Guidelines, held a Board orientation social and library tour, planned a Board retreat, began Board exit interviews for retiring directors, confirmed Board committee assignments and succession planning, and recruited three potential directors to stand for election at the 2019 Annual General Meeting.

At the October Board meeting, the committee provided the wording for the motion to support the recommendation presented in the Canadian Federation of Library Associations (CFLA-FCAB) *Truth and Reconciliation Report and Recommendations*, which passed unanimously.
SUMMARY

The Salt Spring Island Public Library had its sixth highly successful year of operation in its green building. The 733 resident cardholder new registrations, Annual Appeal funding from our supportive community, and 15,045 program attendees at 743 programs in 2018 confirmed the Library’s important role as the community hub. As a busy Library, our strategic priorities of human resources, stable funding, resources and services, and community connections are better met by continuing to increase our capacity with more paid staff and key volunteers including our new Library Technician and third tech tutor. As a community-led Library, our challenge is to offer a high level of service and programs to our diverse community, and to support our patrons with increasing digital literacy needs with decreasing volunteer staff. Our collection continues to grow and diversify with Robert Bateman Centre family passes, an expanded poetry collection, and a bird watching kit. Adult programming’s attendance grew 33% with the support of a fall intern to manage community-based programming and adult computer skill development classes. Children and Youth programming engages young people of all ages, from the babies and toddlers who learn songs and rhymes at our popular Mother Goose program, to the 115 elementary school kids who signed up for summer reading booklets, to the teenagers who loyally attend our Friday Games Night, now in its sixth successful year. The diverse and skilled volunteer family and our small but competent staff made this possible with their investment of time, skill, and effort with huge dividends for our community. The “Yes Library” continues to work on recruiting and retaining volunteers and ensuring that the Library serves Salt Springers with the best service possible as they embrace the Library as the hub of the community.
APPENDIX: PARTNERSHIP AND OUTREACH WITH LOCAL FIRST NATIONS.

Adam Olson, MLA for Saanich North and the Islands, and display as part of the 2018 Library series, art installation, and elder visit, on the United Nations Declaration on the Rights of Indigenous Peoples.
Since Time Immemorial

Nearly a hundred people attended an event at the Salt Spring Public Library on January 20th entitled, "Since Time Immemorial - First Nations' Continuous Presence in the Gulf Islands". The event marked three years since Grace Islet was purchased by the Province of BC. Elders from all the First Nations involved in protection of the sacred site were asked to speak. More p5.

Tsawout Career Fair
March 7th - 12:00 pm - 4:00 pm