



THOMPSON-NICOLA

REGIONAL DISTRICT

The Region of BC's Best

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2018 Provincial Grants Report Thompson-Nicola Regional Library

Introduction

The Thompson-Nicola Regional Library (TNRL), a department of the Thompson-Nicola Regional District, is a system of 13 libraries and a Mobile Library. Incorporated in 1967, the TNRD functions as a partnership of its municipalities and electoral areas. With a population of 132,663 (2016 census), the TNRD includes 11 municipalities (Ashcroft, Barriere, Cache Creek, Chase, Clearwater, Clinton, Kamloops, Logan Lake, Lytton, Merritt and Sun Peaks) as well as 10 electoral areas within a geographic area of approximately 45,000 square kilometers.

The TNRL administrative offices are in the main population centre of Kamloops, which accounts for 75 percent of the regional district's population and operates the two largest and busiest libraries– Kamloops and North Kamloops, Library Home Service and a new 'Mobile Library' (2018) along with Support Services that undertakes acquisitions, cataloguing, processing, Integrated Library System (ILS) management, and liaison for the library's website. TNRL enjoys shared services including: Human Resources; Finance; IT; and Facilities Management.

The following are the TNRL locations:

1. Large Branches
 - a. Kamloops Library
 - b. North Kamloops Library
 - c. Merritt Library

2. Mid-Sized branches (26-30 open hours per week)
 - a. Ashcroft Library
 - b. Barriere Library
 - c. Chase Library
 - d. Clearwater Library
 - e. Logan Lake Library
 - f. Mobile Library (serves 30 stops on a 3 week rotation, averages 17 open hours per week)

MUNICIPALITIES: Ashcroft | Barriere | Cache Creek | Chase | Clearwater | Clinton
Kamloops | Logan Lake | Lytton | Merritt | Sun Peaks

ELECTORAL AREAS: "A" "B" "E" "I" "J" "L" "M" "N" "O" "P"

3. Small 'Gateway' Branches (16 open hours per week)
 - a. Blue River Library
 - b. Cache Creek Library
 - c. Clinton Library
 - d. Lytton Library
 - e. Savona Library

Background

2018 is best characterized as a year of change and modernization for the Thompson-Nicola Regional Library. A major re-organization and re-alignment of our staffing focussed on our Kamloops Libraries. Through this process four librarian coordinator positions with system-wide responsibilities were developed. These positions have taken over responsibilities for children and youth services, adult services, customer services and e-library services across TNRL. Team Lead positions were created at North Kamloops and Kamloops Libraries, as well as Senior Page positions at both these branches. In addition, several smaller jobs were combined and realigned into larger positions, with more fulsome job descriptions and greater scope.

As well, significant capital projects were completed including:

- ✓ The launch of our Mobile Library;
- ✓ Renovations to our flagship downtown Kamloops Library;
- ✓ Centralization of materials selection to create efficiencies and relieve staff in the rural libraries of this task so that they may undertake programming and community engagement;
- ✓ Programming at all 13 library locations;
- ✓ Changes to our staffing model including the introduction of a 'single service' model of customer service at our two biggest libraries;
- ✓ A significant investment in staff training and development particularly for the library assistants in technology, and in children's and adult services;
- ✓ Library name and domain change;
- ✓ Roll-out of system-wide self-check;
- ✓ Enhancements to our suite of licensed electronic offerings.

Main Goals for 2018

The Thompson-Nicola Regional Library's strategic plan for the 2015-2019 period, entitled *Discover Connect Inspire* provides direction for the following priorities:

1. Connect more residents with the unique benefits the library has to offer through partnerships and marketing initiatives.
2. Strengthen the community with lifelong learning opportunities.
3. Serve the community as a commons to discover, connect and inspire.
4. Bridge the digital divide in our communities through staff expertise and technology.

2018 Library Operational Priorities were as follows:

1. Capital Projects: Kamloops Library Modernization, Bookmobile Replacement.
2. Adoption of new service model (Kamloops Libraries) and system-wide implementation of self-check.
3. Library Name/Domain URL Change and visual identity implementation.
4. Major electronic products launches – Lynda.com and CELA and review of technology.
5. Customer Service Survey and analysis.

Grants Received

Base Operating Grant	\$ 345,733.00
Resource Sharing Grant	\$ 1,814.00
Literacy Equity Grant	\$ 16,500.00
OneCard Grant	\$ 24,000.00
TOTAL	\$ 388,047.00

All grant funds were fully expended in 2018 for the purposes that they were intended. The TNRL supported the priorities articulated in the conveyance letter received from Libraries Branch to the best of its abilities.

LIBRARY PRIORITY 1

Fostering equitable access to information and services

The TNRL fully supports the provincial government's priority of fostering equitable access to library service. This was accomplished in a number of ways:

Kamloops Library Modernization Project

From mid-February to April 9, 2018, the Kamloops Library was closed to the public and underwent significant renovations. Key updates to this library include:

- ✓ A refreshed children's space, complete with an enclosed program room, soft seating area and a family washroom;
- ✓ A consolidated 'Welcome' desk that provides services to all library patrons;

- ✓ An emphasis on patron self-service including the installation of self-check units and an Information Commons that provides public computers in one area of the library with adjacency to the service desk for patron support and oversight;
- ✓ A browsing area for teen, large print, audio/visual, and newspapers and magazine collections; an 800 sq. ft. café with access into the library *opening May 2019*; the introduction of bookable public meeting room and group use rooms; an area earmarked for a *makerspace* and;
- ✓ Adult programming space, art displaying opportunities, increased study and soft seating areas.

Mobile Library Launch

The TNRL's new Mobile Library launched in June of 2018, replacing the near 20 year old Bookmobile. The new Mobile Library is equipped with bump outs to facilitate programming and community gathering space, and is outfitted with tablets for patron use, including the addition of public Wi-Fi. While the Mobile Library continues to offer traditional lending of physical items, the new space and technology provided by the Mobile Library connects patrons in the most remote areas of the region with valuable library and information services. Bookmobile service was first offered to the residents of the TNRD in 1974 as a means to connect rural and underserved populations of the region with library service. The former Bookmobile was purchased in 2001 and had travelled well over 400,000 km in the last 17 years. In December, 2017 the former Bookmobile was officially taken off the road owing to engine problems. For business continuity, and as a stop-gap measure, a reduced service was made available through van delivery until the launch of the new Mobile Library. An extremely popular service with rural residents, the Mobile Library has consistently ranks as the TNRL's fourth or fifth busiest library.

The Bookmobile schedule had not undergone a major overhaul since 1992, apart from minor changes and the addition of the Sun Peaks stop in 2007. Thus, a comprehensive evaluation of all stops, current and future, was undertaken. In formulating the new schedule, the following factors were taken into consideration:

- ✓ The population of each area served using 2016 census data;
- ✓ Proximity of each stop to a physical library location;
- ✓ Availability of a safe, accessible and visible place to park;
- ✓ Wear and tear on vehicle, kilometers driven and staff time spent to reach each stop;
- ✓ Demographics of each community where the Bookmobile already stopped;
- ✓ Feedback from a 2016 patron survey regarding Bookmobile service.

Based on the evaluation, and coinciding with the launch of the new Mobile Library, was an increase in the number of its open hours and stops. Mobile Library open hours increased from an average of 12.7 hours over the three week schedule to an average of 17 hours over three weeks; an increase of 36%. The number of stops was increased from 22 over the three week schedule to 30 over three weeks; an increase of 33%. Of the eight new stops created (4) are urban and (4) are rural. These new stops increase access to information and library services in traditionally under-served areas of the TNRD. Response to the new vehicle and schedule has been overwhelmingly positive, resulting in a circulation increase of 11%, and people entering increase of 27% over the same time period in 2017.

Centre for Equitable Library Access (CELA) Subscription

In spring 2018, TNRL subscribed to CELA. This database provides print disabled patrons with over 500,000 titles in accessible formats such as DAISY discs, downloadable files and braille. CELA was promoted at all branch locations, and promotional materials were disseminated to TNRD's three school districts as well as senior's homes the city of Kamloops. A presentation on CELA was also made to the local White Cane Club and CNIB branch. The service launched at TNRL in April 2018, generating over 5,000 circulations for the year. This database provides much needed content to some of the most vulnerable residents of the region.

System-wide Program Guide

2018 saw the introduction of TNRL's first-ever system-wide program guide. This professionally produced guide included library programs for all ages across the TNRD. The guide was distributed primarily through the *Kamloops This Week* newspaper, as well as through smaller papers in the region such as *Ashcroft Journal* and *Barriere Star Journal*. Overall 40,000 guides were produced and mailed directly to patrons, as well as being showcased in branches and on our website.

Library Card Application – Inclusive Application Form

Efforts were made in 2018 to be more inclusive to the LGBTQ2 community. Library card application forms were updated to encompass diverse genders. In addition to male and female, patrons now have the option to identify as 'x', or indicate they prefer not to disclose their gender. Using the 'x' identifier is in concert with federal and provincial government practices on official identification, and offers a more inclusive option for LGBTQ2 residents of the TNRD. In addition, TNRL hosted its first Drag Queen story time at a number of libraries in 2018. This program was very popular, well attended and received a good deal of media attention, boosting the TNRL's profile as a welcoming space for the LGBTQ2 community. Our Coordinator of Children and Youth Services also promoted library services to Gay/Straight Alliances at two high schools in Kamloops.

Library Name and Domain Change

The Thompson-Nicola Regional Library changed both its name and domain in 2018. Previously called the Thompson-Nicola Regional District Library System, the new moniker is shorter and more accessible in both its full form and in its acronym (TNRL versus the previous TNRDLS). The domain was shortened to tnrl.ca from tnrdlib.ca. These changes have enabled us to more effectively market our products and services, thereby increasing access.

LIBRARY PRIORITY 2

Developing skills and knowledge

Staff training and Development

2018 saw the implementation of a common job description of library assistant, transitioning most of the Kamloops libraries circulation/reference assistants to shift from primarily a circulation/materials handling role to one of programming, information and technology support, and outreach, positioning the TNRL to expand its reach and provide a higher level of patron service to all citizens.

Lynda.com Subscription

In 2018 TNRL purchased the learning platform Lynda.com. Lynda.com enables patrons to enhance their professional and personal skills in business, software, technology and creative applications. Individual subscriptions to this product are costly, and TNRL residents now have free access. Over 3,000 individual logins were generated in 2018, The Library plans to further promote this database in 2019.

Self-check Implementation

TNRL's new patron check-out was rolled out system-wide in 2018, with a goal of 95% of all circulation transactions occurring on the new self-service machines. This new model has enabled both our patrons and staff to grow their understanding of technology, increase their knowledge of library's online catalogue and My Account features.

LIBRARY PRIORITY 3

Working together

Community Partnerships and Extreme Lending

Building on the successful 2017 launch of the BC Wildlife Park pass lending, TNRL partnered with the City of Kamloops to introduce the Family Fitness Pass initiative. These passes provides families with a complimentary admission to any City of Kamloops pool and fitness facility. The passes are targeted at low-income families to support their participation in recreational activities. Passes also enable patrons to 'try out' facilities before deciding whether to purchase memberships and passes in the future. There are 20 Family Fitness passes for TNRL's system. Each pass is barcoded and laminated, and attached to a lanyard. The passes are housed in doublewide DVD cases. Patrons from all branches can place holds on the passes, and upon picking them up have a week to use the pass. Patrons must present the pass and their library card to gain admittance. The passes have been a huge hit in our communities, circulating 136 times between their launch in late August to the end of 2018. The passes continue to circulate well with positive feedback from our partner, the City of Kamloops. Passes continue to generate a patron hold queue well into 2019.

Through funding from CanCode, Science World has provided TNRL with Tech Up kits to encourage school-age children to learn about coding. In 2018 we received and launched an Ozobots kit, and began our goal of delivering the program to 150 children by the end of March 2019.

2018 saw the launch of partnership with Gemstone care facility in Kamloops. This partnership provides an interactive storytime called 'Remember When' that is designed to get older adults engaged in sharing their own stories and memories. The program is facilitated by Library Assistants at the Gemstone facility, with a different theme each month. Themes in 2018 included holidays, pets, school and family/home. The program started in October 2018, with an average of 14 participants per session. Feedback from both the residents and facility coordinators has been overwhelmingly positive.

TNRL continued partnerships into 2018 as follows:

- ✓ SD 73 and the Kamloops Boys and Girls Club included the BC Summer Reading Club as part of the programming delivered on the Bright Red Book Bus project through the summer to at-risk elementary schools and neighbourhoods in Kamloops;
- ✓ Distribution of Books for Babies Bags through the immunization clinics at the Interior Health Authority in Kamloops;
- ✓ Kamloops Early Language and Literacy Initiative;

- ✓ Raise-a-Reader Campaign;
- ✓ Interior Savings Unplug and Play Family Literacy Week;
- ✓ Continued support for Battle of the Books program with SD 73 through the purchase of additional titles;
- ✓ Continuation of our partnership with SD 73 in providing the Grad 3 VIP Library Card Campaign.

LIBRARY PRIORITY 4

Enhancing governance

TNRL worked with its parent organization, the TNRD, to initiate local government elections polling aboard the Mobile Library. Some 23 Mobile Library stops were set up as official polling stations, thereby increasing access for constituents in rural communities.

As the TNRL is a department of the Thompson-Nicola Regional District, a number of reports/initiatives went forward to the TNRD Board in 2018 and were approved as follows:

- ✓ Closure of the Kamloops Library for renovation;
- ✓ Changes to hours of operation for Kamloops, North Kamloops and Ashcroft libraries;
- ✓ Closure of the North Kamloops Library for its renovation (early 2019).

Support and enthusiasm for all initiatives was as a result of planning, setting a high bar and demonstrating the impact projects will have in extending and improving library services.

LIBRARIES IN ACTION – SUCCESS STORIES FROM BC’S PUBLIC LIBRARIES

- ✓ Launch of TNRL’s *State of the Art* Mobile Library -- BC’s only Bookmobile, and significant increase to the number of stops. Fall 2018 saw this delivery of library services in tandem with mobile polling for the fall election!
- ✓ Expansion of TNRL’s *Extreme Lending* program building on the enormous success of the BC Wildlife Park pass.

SUMMARY

2018 was an extremely busy year and one of significant change for the Thompson-Nicola Regional Library. Work undertaken during this year will ensure our relevance as a library system and support the aspirations of all of our TNRD communities now and into the future.

Thank You!

On behalf of the Thompson-Nicola Regional Library System patrons, the TNRD, our Board of Directors and TNRL staff, a big thank you to the Province and our BC Libraries Branch for ongoing support of our public libraries.