



LIBRARY REPORT

A Journey through April

By Leianne Emery

Executive Summary

For the duration of this reporting period (March 28 – April 24, 2020), the Sechelt Public Library has remained closed to the public. As staff, we continue to be a personal and welcoming resource for patrons who call or email, continue the administration of an operating business and continue to work at connecting with outside organizations in the furthering of the library's mandate and importance in the community.

At the same time, the absence of patrons inside the library has allowed us some time to rethink and revamp the flow and function of things like the website and the library itself.

Highlights:

This April report will focus on the following highlights:

1. Interesting statistics
2. Funding
3. Outreach partnerships
4. Marketing
5. Social media plan
6. Interlink + Sitka issues
7. Finances
8. Library changes within
9. Staff
10. Kind words

1. Interesting statistics:

Sechelt Patrons on Overdrive (Library to Go)

In the last 30 days (March 23-April 23, 2020):

- 597 patrons checked out items
- 3320 items checked out

From March 17, 2020 (Library Closing) to April 23, 2020

- 612 patrons checked out items
- 4,052 items checked out
- 73 new users
- 412 item recommendations from patrons

ALL Patrons on Overdrive (Library to Go)

From March 17, 2020 (Library Closing) to April 23, 2020

- 35% jump in average daily checkouts
- 20% increase in the number of holds

- 170% increase in the average number of new users per day (before March 15, there was an average of 51 new users per day. From March 16 - April 15 there was an average of 141 new users per day)

BC Government Quick Facts:

- Government provides \$14 million in annual funding toward operating costs at B.C.'s public libraries.
- There are 71 public libraries with 249 branches throughout B.C., serving 99% of B.C.'s population.
- Over 2 million people have library cards and access the services offered through 249 locations in British Columbia.
- There are 700 library trustees, 3,900 library employees and 2,400 volunteers in B.C.'s public libraries.
- B.C.'s public libraries hold almost 6 million volumes and 3.75 million titles in ebook/e-audiobook collections, plus many other digital resources including magazines, music, learning tools and films.
- People used digital resources from B.C. public libraries over 9.5 million times in 2018, including 5 million ebook/e-audiobook circulations and 4.5 million uses of other digital resources.

2. Funding

Sechelt Public Library has received the following:

- \$77,183 CDN from the BC Provincial Government (funding amount remained unchanged for all libraries). Monies received March 1, 2020
- \$15,348 CDN from the BC Provincial Government in surprise technology grant. Monies received April 15, 2020.
- An official quarterly payment outline from the SCRD for their portion of the 2020 budget agreement (\$277,170 CDN).

Indirect Funding with Shared Benefit:

- \$30,000 CDN additional contribution to Library to Go through BC Libraries Cooperative and its member libraries (62). BC Libraries Cooperative estimate they will have at least \$30,000 extra to put towards the collection to keep up with the increased demand. 31 libraries have contributed to this fund so far. Our contribution to this fund was \$431.00, representing 10% of our current spend.
- \$1.8 Million CDN in funding to the BC Libraries Cooperative for technology improvements. See below:

From the BC Government:

“Book lovers of all ages will soon have greater access to online learning and reading resources, thanks to a **one-time \$3-million** government investment in public libraries.

“It’s important that people have access to digital literacy programs, ebooks and online learning,” said Rob Fleming, Minister of Education. “I am proud to see the innovative ways our libraries continue to support and connect people who want to learn, explore and be entertained through digital resources. This funding will help bring libraries into the homes of families throughout the province.”

Libraries can use this new funding to provide enhanced digital and connectivity services by expanding Wi-Fi capabilities, offering community digital literacy training, enhancing online library programs and purchasing technology, such as scanners, tablets, microphones and cameras. Libraries will work together to deliver a province wide collection of e-books, magazines and other online services that people will be able to access with their library card.

Part of these funds, **\$1.8 million**, will be allocated through the BC Libraries Co-operative to support electronic resource licensing and help expand online common collections for all B.C. public libraries. The additional **\$1.2 million** will be distributed directly to libraries.”

3. Outreach partnerships - conversations and or meetings through April

Literacy Coalition

Pender Harbor Community School

Sunshine Coast Task Force (we volunteer on the Communications team)

LGBTQ+

Seniors Planning Table

SIGD

4. Marketing

Formal:

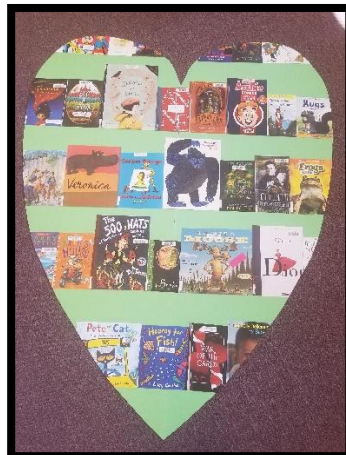
1. “Sechelt Library: Closed But Not Forgotten”, printed Coast Reporter April 3, 2020
2. “Sechelt Library: Closed But Not Forgotten”, online Coast reporter
3. “Library Closed, but Welcoming”, printed in Local April 9, 2020 (last print run for Local)
4. “Sechelt Library’s Spring Reading Program” online Local April 19, 2020
5. ““Spring Reading Program Challenges Kids”, online Coast Reporter April 24, 2020
6. “Sechelt Library’s Spring Reading Program”, printed Coast reporter April 24, 2020
7. “What To Do With Your Book?”, printed Coast Reporter April 24, 2020
8. “If Only I Had More Time I Would”, printed Coast Reporter, April 24, 2020

Note #8: This is the first in a four part series of planned Coast Reporter Ads



In-formal

On April 23, 2020 giant hearts were put up in two of our large windows facing where the public benches are. These hearts, one for adults and one for kids, are full of colorful book covers from books within our library. There is a caption in the middle of the two windows, giving tribute to some of the words Dr. Bonnie Henry often says, that reads, “Be Safe, Be Kind, the Library Misses You!”



5. Social Media

The current Social Media plan was assessed and changes were made to the timing and style of all the social media platforms. The new plan for Twitter, Facebook, Instagram going forward will be:

Monday	Data Base
Tuesday	Tip Tuesday
Wednesday	Staff Pic
Thursday	In the Spotlight
Friday	Matching the Friday Newspaper adds

Note: For this week's Staff Pic we focused on 4 books of Poetry from the **First Nation Communities Read** selected and other recommended titles. Next week we will focus on native and non-native poetry books. (April is Poetry Month)

6. Interlink and Sitka Issues

Interlink:

So that I could authorize the membership levy invoice for Interlink with 100% certainty, I had called the Manger of Operations at Interlink with some questions. It is a three part formula. Membership fee, VPL grant contribution and credit. This conversation led to two discoveries:

1. Our current membership levy is currently based on 75% of an adjusted population number and the VPL grant contribution (\$100k CDN) is shared amongst the members on a pro-rata basis. In a phased approach over the next three years, Interlink will adjust the population percentage basis of all the calculations. SPL will go from 75% population to 100% population contribution. Although SPL percentage (and others) will be at 100%, it will likely be offset by an even larger increase by the Fraser Valley, going from 50% population to 100% (\$389K to 778K CDN). The VPL \$100K CDN grant will also be removed.
2. The third part, the credit, is what led to the realization that we had an "issue". The formula for the credit, which will come in July 2020, is based on whether you are a net borrower or lender of books with the Interlink System. For every book we physically lend out of our own collection to a patron not from Sechelt, SCR D areas A, B or D or the SIGD, we are a net lender of 1 item. Our credit from Interlink is \$0.50 per item. The numbers since 2015 show we continually dropped our net lending status each year from lending 9276 books in 2015 to only lending out 1154 books in 2019. This changes the credit back to us from about \$4600 down to only \$577. This is a problem and it should have been caught much earlier.

Sitka:

After having the staff understand the issue and the basis of the calculation they have discovered that for multiple reasons the data was entered incorrectly into the SITKA system for patrons from out of town. This has incorrectly adjusted our net lender numbers over the last few years. Although it seems like a simple fix, it is not. There are now three staff working on correcting over 7000 records and there are many issues that are wrong. Besides the Interlink credit, these incorrect numbers will also have impacted our annual Provincial statistic numbers.

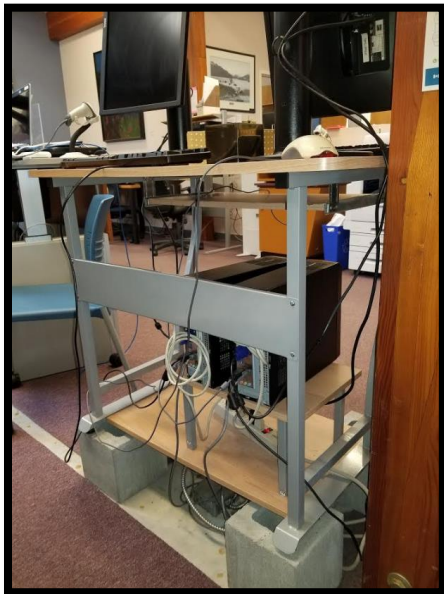
7. Finances

- We are taking advantage of the 10% wage subsidy offered by the Federal Government. Calculations are being done over the next few pay periods which will save us almost \$24,000K CDN on the federal remittance portion of the staff pay. The cap for the company is \$25,000 but we will hit the cap per employee first.
- The SIGD has advised they are taking budget numbers to the council meeting next week where hopefully the budget will be approved. There is some question on my part about the direction of the number which may or may not change prior to the SIGD meeting.
- We are making changes to the way we keep records for the encumbered funds to improve the managerial oversight of these funds. We intend for them to be more organized, official and transparent.
- We are considering using our intended Q4 budget to purchase books for the insane amount of holds that our Sechelt patrons currently have. There are plusses and minuses to this. We are also considering asking Friends of the Library to see if they wish to contribute to our purchasing power during these times – and as long as it will benefit only Sechelt (and area) Patrons.

8. Library Changes Within

Many changes are currently taking place within the library. After much reflection, input and considerations, we are making change within the library to improve the flow, the function, the safety and the esthetics of the library. These decision are being made after much consideration of the grander renovation that may come in future and the current budget. The staff have all had a part in these decisions and are excited about the changes. Most of them are still in progress and I would like to keep them a surprise for you when you return.

Here is an example of a reason we made some of the changes. Need I say more.



9. Staff

Our staff continue to work very hard and are working well together to accomplish the current needs of the library, improve business functions, improve patron experience and be properly prepared for a re-opening. Most of the staff are working from the library and we are trying to maintain physical distancing while we work. The few that work primarily from home are also getting enormous amounts of work done while we work together on library projects. We continue to have ZOOM staff meetings to keep everyone connected and the group dynamic is healthy and full of ingenious ideas. Everyone is working on something and are helping each other complete tasks. One area that our staff is very focused on the website improvement. Hundreds of hours have been spent on improving content and improving the patron experience. We are continually updating the information as things change within our daily library world.

10. Kind Words

We continually speak to patrons who are forever grateful that they can reach an actual “human” and can receive assistance with whatever their need is. This ranges from elderly patrons, school teachers, parents and scholarship hopefuls. Although we receive a few via email this is one email that I thought would be nice to include as an ending to the April Library Report.

Dear Sechelt Library staff,

We managed to get some books before the library closed and I just wanted to say a big thank you for choosing such diverse and beautiful children’s books. As a teacher and a mother, who gets library cards wherever we travel, your little library wins for the best ones. I love reading these beautiful books to my girls. I’m also reading them on Zoom to my students. Thank you so much for choosing these books!