



Director's Report

Sechelt Public Library

October 27, 2022 – November 30, 2022

By Leianne Emery

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1. Cover Photo

Welcome to one of our newest programs – PAWS 4 Stories! The photo is of “Star”, a certified St. Johns Ambulance therapy dog, being read a story by one of our young patrons. Star’s owner, Heather, is nearby. On any Wednesday between 4 and 5pm an appointment can be made for any child (6+) to read to Star for 20 minutes.

From the St John Ambulance website:

“The St. John Ambulance Therapy Dog Program reaches out to thousands of people across Canada on a daily basis bringing comfort, joy and companionship to members of the community who are sick, lonely, reside in long-term care and mental health facilities; are in hospitals, schools and library settings. Program participants reap the therapeutic benefits of the unconditional companionship of a four-legged friend.”

Therapy dog services are provided in a wide range of community settings such as:

- Hospitals
- Seniors residences and care facilities
- Schools, universities and colleges
- Community centres and libraries

The Therapy Dog program provides opportunities for individuals to:

- Talk with the volunteer and the dog
- Feel, touch, pet and cuddle the dog
- Receive unconditional love from the dog
- Carry-out or practice an activity in the presence of the dog

2. The Great Library Weed

NO. Not that kind.

We have embarked on a massively time-consuming but massively necessary “weeding” of all library items. Space available – or extreme lack thereof – is making weeding a definite necessity at this time. Although small sections or shelves are done from time to time, a full out inventory has not been done for many years. We are now having to put books on the very top shelves that are, for the most part, way too high for some patrons. Anyone now shelving wastes time and is frustrated as the correct spot on the shelf has zero space. In a perfect world, weeding should be done on a constant and ongoing basis, but our staffing levels are taxed almost all the time and this is not easy. There are many considerations to be thought through before we can just take a book off the shelf. The process of weeding takes time and thought. Here is our current basic process:

1. Make teams. Each team has a trained library technician in charge and we currently have four teams each tackling different sections of the library.
2. Produce computer generated lists of books that have not circulated in two years
3. Pull small sections of those books off the shelf at a time. We only physically pull a selection of books that can be “processed” in a day.
4. For EACH book on the “not circulated in two years” the team will go through these next considerations when determining if this particular book should really be removed from the shelf.
 - a. What is the physical condition?
 - b. Is this book considered a classic book? We will then likely still keep on our shelves.
 - c. Is this book part of a series? Circulation trend of other books in the series.
 - d. Recent and historical circulation – and circulation trends.
 - e. How many other libraries carry this book? We may still need to request for our patrons if necessary
 - f. Does this book have historical importance or historical relevance?
 - g. Diversification of our collection. If I remove, will we have all opinions on this subject still represented on the shelf. If I remove these will I eliminate the entire subject off the shelves?
 - h. Is it a local author? We like to keep as many as possible on the shelves.
5. Remove each book from the official library catalogue
6. Disengage the RFID tags

What do we do with these books once weeded?

1. We have been and will continue to review all our weeded books for specific donations we can make to: Shorncliff, Totem Lodge, Sechelt Hospital and the Sunshine Coast Hospice.
2. Whatever does not go to the destinations listed above will be put on a book cart in the lobby for our patrons to take home if they wish.

3. Funding Payments

The Funding Agreement indicates the following dates for payment to the Sechelt Library. All 2022 funding payments have been received.

	Beginning of Q1	Beginning of Q2	Beginning of Q3	Beginning of Q4
DOS	30%	30%	20%	20%
SCRD	25%	25%	25%	25%
SIGD	50% January 5	50% May 31	0%	0%

Funding received to date:

	Q1 pmt	Q2 pmt	Q3 pmt	Q4 pmt
DOS	Received	Received	Received	Received
SCRD	Received	Received	Received	Received
SIGD	Received	Received	NA	NA

4. Budget Meetings

SCRD:

We have been advised that the SCRD 2023 Budget schedule is as follows:

Prebudget – December 5-7, 2022

Budget Round 1 – January 23-25, 2023 (we will present)

Budget Round 2 – February 21-22, 2023

Budget Final Adoption – March 23, 2023

We must submit our budget documentation on or before January 6, 2023 and we have advised the SCRD that we (Pat Harvey and Leianne) will be speaking at Budget Round 1.

District of Sechelt:

We do not yet know when we will present to the District of Sechelt

Important Note:

It will be necessary to request an amount over and above our previously agreed upon increase of 3% to accommodate extraordinary (but necessary) changes to the cost of staff wages and benefits resulting from union sanctioned 5 factor analysis, greater than anticipated changes to staff wages and also from changes to staff benefits to be more in line with the District of Sechelt's unionized staff benefits. **We did address both the SCRD and the DOS, in in-camera meetings and power-point presentations in March 2022 and advised them that an increase would likely be occurring.** I will speak more to this at the Board meeting.

5. Grants

As part of the **BC Provincial Government one-time grant in 2022**, we have now spent some of the funds as follows:

1. Computer upgrades on 4 public computers. (noted in last month's Directors Report)
2. First Aid Training (noted in last month's Directors Report)
3. 2 portable First Aid Kits for any staff member who goes off site for programming or library business (see photo)
4. 7 new public computer keyboards (old ones were losing the white color on the keys)
5. 3 new iPads for children's and technology programming



6. Council Appointments to Library Board

The SCRCD has yet to announce the appointment of a representative to the Sechelt Library Board but the District of Sechelt just advised the following:

November 21, 2022

File No: 0540-2022

Pat Harvey, Chair
Sechelt Public Library Association Board
c/o Leianne.Emery@secheltlibrary.ca

RE: Council Liaison Appointments

At the Regular Council meeting of November 16, 2022, the following members of Council were appointed as liaisons for the Sechelt Public Library Association Board:

Representative: Councillor Adam Shepherd
Email: shepherd@sechelt.ca

Alternate: Councillor Alton Toth
Email: toth@sechelt.ca

Should you have any questions, please don't hesitate to contact me at kpoulsen@sechelt.ca.

Sincerely,

Kerianne Poulsen
Deputy Corporate Officer

7. Library Inventory

The Sechelt Library has not undergone an inventory reconciliation since the library moved to the current location in 1996. This is also very time consuming and has to be done when no-one is in the library physically and also so that the book's status does not change (other than book drop check-ins) while we are in the midst of the process. We have considered many options for timing but none that work as well as the days between Christmas and New Years. It is typically quiet and even the District of Sechelt closes their office during this time. We have planned for our entire staff to work on the inventory project over the three days of Wednesday December 28 – to Friday December 30. The necessary technology (laptops, RFID scanners) is also in place for this purpose. We will then re-open on Saturday, New Year's Eve.

Please note: The Policy manual indicates that “unusual closures” like this is something I must request Board permission for (

8. Harbour Spiel

We contacted Brian Lee, Editor of the Harbour Spiel, and asked if we could write an article for any upcoming publication. It was suggested that, if I could write an article that they approved of, I could possibly have it published in the January edition. In order to be considered it had to focus on Pender Harbour and Egmont.

This is the draft I have written:

Sechelt Library – 32 Years of Change

One of our senior staff, Rose, just celebrated her 32-year anniversary working with the Sechelt Library. 32 years ago, the small original library building was staffed with 1 full-time and 2 part-time employees and many volunteers, books (and some cassettes) were the only items on the shelves, one DOS based computer served the entire library's needs and staff physically searched through a “card catalogue” to search for books. Things have changed!

Today, we have 14 fulltime, part time and casual staff and many invaluable volunteers (2 of which were also at the original library building 32 years ago). Over 45,000 books adorn the shelves and the cassettes, replaced with CD's are almost gone as well. We have 6 in-house use laptops, 3 loanable Samsung tablets, 9 public computers, 2 public access computers to search the library catalogue, 5 laptops in STEAM kits, 3 programming IPADS, 12 staff computers, 1 training room computer and 3 at the front desk. As for the card catalogue – well, that is now a much sought-after antique piece.

What has not changed is that whenever someone wants to know something, they almost always still call a library. It is a trusted go-to source for almost everything. Every staff member at the Sechelt Library strives to be professional and purposeful and I see, day in and day out, how passionate they are about making a positive difference in people's daily lives and leaving that trail of excellence behind them. Our many programs and events, unique services, books and other

interesting library items – and of course our personal service, they are all for you and they are all free.

We increase our impact even more when we work with community partners and organizations. On the Sunshine Coast Literacy Coalition, we enjoy a joint membership with the Pender Harbour Community School, many of our Books for Babies bags were sent to the Pender Harbour Health Centre for easier distribution to new parents in the community and some of our outstanding program hosts come from the Pender Harbour area. In my almost three years as Director, the Sechelt Library has also enjoyed a good working relationship with Karen Dyck and her team at the Pender Harbour Reading Centre. We have collaborated on many things including COVID rules, regulations and protocols, WIFI sharing areas, WIFI funding, marketing and promotion for Reading Centre fundraisers, Summer Reading Club, library memberships, free Books for Babies packages and, best of all, a weekly courier service between Sechelt Library and the Reading Centre - for Sechelt Library items.

Did you know, that, with your Sechelt library card, you could have the following items from the Sechelt Library collection sent up to the Reading Centre – and deliver them back as well:

1. *Books, large print books, audiobooks, paperbacks, CDs, DVDs, graphic novels and magazines* from our collection (even “new” status)
2. *Surprise Packages* full of books that we personally choose for you (everyone loves this!)
3. *Books for Babies* package for those who had a baby in 2022

Of course, we’d love for you to come into the library and take part in activities, personal one-on-one services (like technology assistance and accessibility assistance), use our genealogical databases for free or be tempted by the many incredible items we have on display, including ukuleles, STEAM kits, radon detection kits, Samsung Tablets or Brain Games. Did you know, that you can also officially designate someone on your library card to pick up items for you?

Even from your home and with just a simple library card, you can also read or listen to books online (Library2Go), enjoy newspapers and magazines from around the world (Press Reader), learn another language (Mango), find French Language books (Bibliothèque Numérique), take online courses (Gale and Linked-In Learning), read and research from BC Historical Newspapers – and so much more...

As a public library association, we are governed by a Board of Directors. We have been privileged to have had Leonard Lee, SCRD Area A, as a representative on our Library Board for the last year and will soon have another SCRD representative for 2023. Each month, as I write and present a Library Directors Report to the Board (also available to the public on our website), we have also enjoyed learning about SCRD Area A activities each month as well.

It has been our privilege to serve a population that now sits at about 20k, including Halfmoon Bay, Roberts Creek, Pender Harbour, Egmont, Sechelt and the Sechelt Indian Government District. We could be a phone call away or a visit away from making your life even more interesting...

Leianne Emery

Director, Sechelt Public Library

9. Library Hours to Change

The staff have really taken advantage of those last two work hours of their Saturday's (3-5) to work on projects and clean up from what always seems to be a very hectic Saturday. Saturday staff always work flat out because we can only afford to have 4 staff working on any Saturday. But, during the next week or two, we are extending our Saturday public entry hours from 3:00 pm to **4:00pm**.

During COVID, we changed hours so many times that we ended up creating a list of everything that had to be addressed when library hours changed – so as to not miss anything. The list is now at 19 items!

Note: we have been working with the District of Sechelt (Dylan and Kerianne) and Vital Signs to design new signage for both organizations. It is now up on the 2 exterior building entries.

10. New French language database



The BC Library Cooperative received a grant from the Francophone Affairs Program to provide a French Language eBook and audiobook collection. This was to be made available to the public through any library in BC.

The new database is now called, **Bibliothèque Numérique** and you can find on our Sechelt Library website.

Based on consultations with the Francophone community in BC in 2021, The Francophone Affairs Program advised there was overwhelming support (of course) for a separate standalone French-language collection – and not one that would be sub-collection within OverDrive/Library to Go). The Library Cooperative, after considerable review, opted for a Cantook Station platform provided by DeMarque which already had a much larger collection of eBook and audiobook titles that OverDrive/Library to Go did.

The current grant will cover at least 2 years of fees for all libraries who wish to put on their websites. In year three we will have to pay a database subscription cost each year. The Library Coop did receive additional grants from the Francophone Affairs Program for purchasing additional content. The French

content, which you can still find on the Library to Go / OverDrive collection will be migrating to the new platform.

We had our social media advertising, which we wrote in French, professionally checked by a French speaking person. Thank-you Cam at the District of Sechelt!

11. Program Guides – December 2022



SECHELT LIBRARY
Space to think

REGISTRATION

All programs are **FREE!**
Call (604) 885-3260 or drop by the library to register.

LIBRARY HOURS

Monday: 10-5 Dec 26 CLOSED
Tuesday: 10-5 Dec 27 CLOSED
Wednesday: 10-6 Dec 28 CLOSED
Thursday: 10-5 Dec 29 CLOSED
Friday: 10-5 Dec 30 CLOSED
Saturday: 10-3
Sunday: Closed

CONTACT

☎ (604) 885-3260
✉ info@sechelt.bclibrary.ca

SOCIAL MEDIA

For more exciting information and photos, follow us on social media.

- 📱 @secheltlibrary
- 📷 @secheltlibrary
- 🐦 @secheltlibrary

HAPPY CHRISTMAS

Every day we strive to make your day a little lighter and a lot brighter. If you leave the library with more knowledge, more optimism, more weight off your shoulders – we have done our job.

Meet the amazing staff at Sechelt Library:

Rose Toenders (32 years)
Technical Services Supervisor
Beth Dodds (24 years)
Public Services and Interlibrary Loan Supervisor
Lorinda Waite (18 years)
Information Librarian
Janette Hellmuth (16 years)
Library Technician – Accessibility
Teresa Eckford (14 years)
Library Technician – Research
Jeff Wadge (7 years)
Claire DeVries (6 years)
Public Services and Interlibrary Loans
Sam Iversen (6 years)
Charlotte Gray (1 year)
Children's Services Coordinator
Cheryl Pederson (5 years)
Gail Norman (3 years)
Public Services Assistant
Gillian Smith (4 years)
Adult Program Coordinator
Jason Gregory (2 years)
Technology Education Coordinator
Jessica Kraus (1 year)
Accounting and Administration Assistant

We also have an incredible team of almost 20 library shelving volunteers as well as 9 trustees on our Board of Directors, all of whom dedicate their time to support our library and its staff. For all of them, we are grateful.

Happy Christmas season to you and your loved ones,

Leianne Emery (almost 3 years)
Director, Sechelt Public Library

ONE-ON-ONE SUPPORT

Genealogy Tutoring FREE
Curious about your history? Want to discover your family tree?
Appointment required.

Tech Assistance FREE
Monday, Wednesday, Friday
30 minute one-on-one sessions with our local tech expert. **Appointment required.**

Repair Café FREE
Saturday, Dec 10, 10:30-2:30
Free, while you wait, repair to domestic appliances and devices by volunteers from Gibsons Repair Café.

Accessibility Services FREE
One on one assistance with Daisy audio players, accessibility programs, and resources for individuals with visual impairments or other print disabilities.
Appointment Required.

FRIENDS OF THE LIBRARY

Happy Holidays
Happy Holidays from the Friends of the Sechelt Library. We look forward to seeing everyone in the New Year.
First Book Faire of 2023 will be January 20-22





SECHELT LIBRARY
Space to think

December 2022 Program Guide




ADULTS

Adult Card Making with Ruth 
 Thursday, Dec 8, 11:00-12:00
Community Room & Zoom
 Join Ruth Moore for a free card-making class!
 All supplies provided. **Registration Required.**

Astronomy Group Meeting
 Friday Dec 9, 7:00PM-9:00PM
Community Room & Zoom
 Presentation by Sunshine Coast Astronomy Club.
Registration Required.


Dungeons & Dragons 
 Tuesdays, 5:30-8:30 **Sechelt Library**
 Come and delve into the fantastic stories of Dungeons and Dragons. Join our group for exciting adventures in imagination every Tuesday. Call or email the library to register. **Registration Required.**
Currently seeking Dungeon Masters.
No Meeting Dec 27 or Jan 3

Stitchin' 
 Mondays, 10:30-11:30 **Community Room**
 Bring your knitting/crochet/stitching project and enjoy a friendly stitchin' session with other crafters.
Drop-Ins Welcome. No meeting Dec 26

Chair Yoga
 Mondays, 12:00-1:00 **Zoom & In Person**
 Join Bobbie Seale-Cobiskey for this gentle form of yoga. **Registration Required. No meeting Dec 26**

Ukulele Jam
 Thursdays, 1:30-3:00 **Community Room**
 Fun ukulele jam for all levels. **Drop In**
Other Instruments Welcome. No meeting Dec 29

Non-Fiction Book Club **NEW**
 Tuesday Dec 6, 1:00 - 2:30 **Community Room**
 Read *Laughing All the Way to the Mosque* by Zarqa Nawaz and bring along suggestions for future meetings.
Registration Required.

General Fiction Book Club 
 Tuesday Dec 13, 1:00-2:30 **Community Room**
 Read *The Only Café* by Linden McIntyre in preparation for the next book club meeting on the 2nd Tuesday of the month. **Registration Required.**

Mystery Book Club
 Tuesday Dec 20, 1:00-2:30 **Community Room**
 Read *Silent Bite* by David Rosenfelt in preparation for the next book club meeting on the 3rd Tuesday of the month. **Registration Required.**

Men's Book Club
 Tuesday Jan 24, 1:00-2:30 **Community Room**
 No meeting in December, next meeting will be Jan 24. Please read *Why Young Men* by Javil Jivani in preparation. **Registration Required.**

Writer's Studio Writing Consults
 Saturday, Dec 10, 12:00, 1:00, 2:00
Room of Requirement
 Free 45 min consultation with Jocelyne Gregory MFA, on seven pages of your poetry or prose. Please provide the sample of your work 1-2 weeks prior to your appointment. **Registration Required.**

COMING JANUARY

Egypt - Land of the Pharaohs
 Tuesday, Jan 3 3:00-5:00 **Community Room**
 Join Thomas Greiner for a fascinating boat tour of ancient monuments and temples including the pyramids at Giza. **Registration Required**

Author Reading: Marion Cook
 Saturday, Dec 3, 2:00-4:00
Community Room & Zoom
 Marion Cook, writing as Emma Dakin reader from her latest mystery - *Danger in Edinburgh*. Fellow crime writer, Winona Kent, will read from her recently released novel *Ticket to Ride*

Author Reading: Cathalynn Labonté-Smith
 Monday, Dec 19, 3:00-5:00 **Community Room**
 Author Cathalynn Labonté-Smith will read from *Rescue Me Behind the Scenes of Search and Rescue*

Winter With Winnie
 Monday, Dec 12, 3:00-5:00 **Community Room**
 Join Richard Austin for Winter with Winnie, seasonal tales from the Hundred-Acre Woods.

CHILDREN & TEENS

Fall Family StoryTime
 Saturday, Dec 3, 10, 17, 10:30 -11:00
Children's Area or outside.
 Recommended for families with children 5 and under. Join us on Saturday for a drop-in Family Storytime for books, songs, and play. **Drop-Ins Welcome. No StoryTime Dec 24 or 31**

PAWS 4 Stories
 Wednesdays, Dec 7, 14, 4:30-5:30 **Children's Area**
 Practice your reading by signing up for a 20 minute appointment to read with a certified St. John Ambulance therapy dog.
Registration Required. Recommended for ages 6+. **No session December 21 or 28.**

Teen Anime Club
 Friday, Dec 2, 16, 3:00-4:50 **Community Room**
 Join us to watch anime and discuss manga. Snacks provided. Ages 9-18. The content is rated PG13 or TV14A. **Registration Required.**

Youth Book Club
 Wednesday, Dec 14, 3:30-4:30 **Teen Area**
 Read *The Wolf Wilder* by Katherine Rundell, and discuss it with us. Snacks provided! Ages 9-12. January's book club pick will be *The Baby Sitters Club: Kristy's great idea* (Graphic Novel) by Raina Telgemeier. **Registration Required.**

Teen Book Club
 Thursday, Dec 8, 3:30-4:30 **Teen Area**
 Read *Wilder Girls* by Rory Power, and discuss it with us. Snacks provided! Ages 12-19.
Registration Required.

Cookie Decorating
 Saturday, Dec 17, 12:00-3:00 **Community Room**
 Come decorate yummy cookies with us! Register for a 30-minute time slot and receive everything you need to decorate. Supplies Provided.
Registration Required. All Ages Welcome!

Homemade Gifts Workshop
 Friday, Dec 9, 3:30-4:45 **Community Room**
 Come join us in making some homemade gifts! We'll be making a sugar scrub, hot chocolate pops and a photo ornament. Please bring several small photos for the ornaments. All other supplies provided. For ages 10-17.
Registration Required.

Books for Babies
 Have you had a baby in 2022?
 A FREE "Books for Babies" bag, full of literacy goodies, is awaiting you at the Sechelt library. Compliments of the Sunshine Coast Literacy Coalition!

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Leianne Emery (almost 3 years)
Director, Sechelt Public Library

12. Literacy Coalition Activities

Sechelt Public Library is an active member of the Sunshine Literacy Coalition, which also includes, Gibson Library, SD46 Strong Start, Pender Harbour Community School, Capilano University (who Chairs the program), Sunshine Coast Writers Festival and a local Children's book author.

In addition to our "regular jobs", literacy coalition activities also take up much time but we all feel it is important to promote literacy on the Sunshine Coast.

Here are some of the projects Sechelt Library (Charlotte and Leianne) Literacy Coalition members are currently working on:

Story Walks:

Funding was made available to produce three Story Walks that can be circulated between Sechelt Library, Gibsons Library and the Pender Harbour Community School. We were involved in the choosing of the three books and the laminating of every single page for all three books. Gibsons library will take the pages and velcro them onto realtor signs and the SD 46 will store them.

Family Literacy Day Event – January 2023:

We have hired Rick Scott to perform for two kids concerts during the day on Friday January 27, 2023 at the Roberts Creek Hall. Sacha Faesaart has been hired to do sound. Registration will be required as the hall can only have about 90 people. The Literacy Coalition will be organizing and providing food and drink as well. Sechelt Library has also done all the marketing and advertising posters and other members will send to Coast Reporter and other places for distribution.



Gift baskets for child care Centres:

Music, Puppets and books will all be provided in a nice basket to all the Child Education Centers and Daycares on the Sunshine Coast. Everything chose, ordered, put together and delivered by Literacy Coalition members.

Books for Babies 2022:

The Books for Babies program recognizes the importance of reading to children at a young age and keeping them in book rich environment. The program helps turn families into readers and library users. Sechelt Library has put together 100 books for babies bags including a book, CD, downloadable music RFID and marketing materials for Sechelt Library. We have shared our packages with the Pender Harbour Health Centre, the Sechelt Health Center and, of course, have them available in the Sechelt Library.



13. Coast Reporter Kisses and Patron Comments

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Kisses & KICKS

Hearfelt kisses to David Croal who took care of my injured elderly friend when I had to leave her in emergency. You are the kindest human being. – Eileen.

Kicks to the West Sechelt residents who continue to add water to their swimming pool in contravention of the Stage 4 water restrictions.

Grateful Thanksgiving kisses to Day & Nite Towing who calmly and warmly solved my four-way flashing lights problem on Sunday. I'm glad that you could help me over the phone within a minute. I'll never forget your simple solution.

Cheers to IDA Cosmetic dept for always listening & assisting in every way!

Kisses to Dr. Rachel Spence & all the wonderful techs at Sechelt Animal Hospital! Thank you all so much for your rapid response to our boy Yogi after he did a nosedive off the balcony. He is resting comfortably thanks to you.

Many thanks to Mike at Roberts Creek Legion for retrieving my lost purse, keeping it safe, and notifying me. More thanks to Gail for providing contact info and to Pamela, who showed up Saturday morning to open the Legion so that I could get my purse in time for a Gibsons event. So grateful to all of you and to our Little Legion community. You rock.

Once again to the staff at the Sechelt library who helped me through a difficult situation and help me immensely, thanks for doing such a great job. And always with a smile.


Thanks to Andre for his fantastic fence and maintenance – still holding up well after 12 years ... RaRu

Overdue ovation to Steve for his outstanding yard work and painting. Much thanks, RaRu

Kisses to all the family and friends who helped us through the sudden passing of our sweet golden retriever. Your thoughtful gifts, kind words, and warm hugs were a great comfort as we grieved our precious pup.

Thanks to Tessa at Clayton's deli – you make shopping there a pleasure.

Many thanks to Adrian who towed my stranded family from Nine Miles Beach to Tuwanek. Much appreciated, many thanks!



26 October 2022 - M [redacted] came into the library tonight and handed over a bag with food in it. I asked him "what for." And he replied "You guys are always so helpful, so positive. It's a great place to come to." I thanked him. Contents of bag: crackers, grapes, 4 deluxe cheeses, chocolate and pate. (... alas, no wine)

Oct. 29 Much appreciation from parents for the kids' programming: "Fun" "imaginative" "best library programs" "better than our previous library" & the type of positive comments

Oct. 29 Squirrel by checkout is so cute!

Oct 29/22 KIMBERLY PARK PATRON [redacted] (MT DANIEL VIEW RD)

UPON RECEIVING INFO ABOUT OUR PENDER HARBOUR DELIVERY SERVICE AND WILLINGNESS TO EXTEND HOLD EXPIRY DATES

Date: 11/30/22 11:15 PST
To: info@sechelt.bc.ca
From: [redacted]
Subject: [redacted]
"You guys really go above and beyond!
You really do!!"

THE LIBRARY SYSTEM HAS BEEN A GIFT
IN MY LIFE. AS A SINGLE MOM, THERE
WERE MANY DAYS WHERE THE LIBRARY
CHANGED OUR TIME FOR THE BETTER.
SUCH IMPORTANT THAT YOU DO!
I MEAN IT... THANK YOU! "

Nov 10/22

... ARRIVED AT THE LIBRARY AT A LOSS (AFTER SPENDING HOURS ON HOLD WITH THE GOVT TO NO AVAIL) SEEKING HELP TO DOWNLOAD AND PRINT LEGAL DOCUMENTS FOR SELF-REPRESENTATION IN COURT. A RETIRED BUSINESSMAN, HE WAS FRAGILE AT THE LACK OF HELP HE COULD ACCESS. HIS SMARTPHONE WAS DIFFICULT FOR HIM TO NAVIGATE, HIS EMAIL UNABLE TO DOWNLOAD TO PRINT ETC ETC. AFTER SETTING HIM UP ON A PUBLIC COMPUTER, RESETTING HIS PASSWORD USING HIS PHONE, AND TEACHING HIM TO SEARCH HIS EMAILS WITH KEY WORDS, WE WERE ABLE TO SUCCESSFULLY GET HIM THE DOCUMENTS HE NEEDED FOR HIS COURT APPEARANCE. (THESE KINDS OF INTERACTIONS HAPPEN REGULARLY AND 30 MINUTES OF TIME IS NOT AN UNUSUAL REQUIREMENT).

Nov 12/22

Patron commented on how much he loves the library and the staff. How we relate to everyone is "glorious".

Saturday Nov. 19, 2022

Kudos to my colleagues for the excellent info on the website! "Download eBooks & Audiobooks" page helped patron answer all his questions. Lorinda

Date: 11/23/22 [13:19:15 PST]
From: [REDACTED]
To: info@sechelt.bclibrary.ca
Subject: Hello there.

I recently had my Breville oven fixed at the repair cafe.

This saved me \$500 for a new one and prevented another piece of junk in the landfill.

I will be taking my vacuum cleaner and my sewing machine to the next ones.

Saving the landfill and saving money.

I perhaps will consider a local repairman that I have to pay.

But I can never find one.

Thanks for having this .

A pensioner,

[REDACTED]

Friday November 25, 2022

A patron came to the desk after
his appointment with Jason to say
how happy and grateful she is
that we have Jason here to help.
He sorted Libby out for her when
she couldn't figure it out for herself.

Friday Nov. 25/22

Patron Blown away by Jason and the library
for the EMPOWERMENT HE RECEIVED TOWARD THE GARDEN
EVENT PUT ON AT SEASIDE CENTER -- "YOU GAVE ME A
HUGE BOOST AND IDEAS FOR ~~REACHING~~ REACHING A WIDER
AUDIENCE! THANK YOU!"

14. Coming in the Next Library Director's Report

1. Scanning Pens
2. Copyright Law Changes