

Chetwynd Public Library

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Community Engagement Response:

Our library has not done a formal survey in the past 2 years. We do offer program participants the option to offer suggestions, ask questions, and give feedback. Our front desk staff are the ones who pick up on most of the customer feedback. Regularly patrons will suggest an item they would like to see in the library, and as Chief Librarian I then do the research and ultimately order the item. Because we attend regular Community Service Provider Meetings we have first hand access to many of the needs of the community. Some of those providers are Success by 6 who operates out of the library, Northern Health, Peace FM, Sukunka Group, Literacy Action Committee, Northern Lights College, Chetwynd Secondary School Arts Program, to name a few. Some of the programs and services that we provide due to our affiliation with these groups are: ESLASP (English as a Second Language Settlement Assistance Program) and the Literacy Outreach Program in partnership with Northern Lights College, Sukunka Group, and Literacy Action Plan Group. The Library acts as a steward for all the funding, paying the expenses, payroll, providing desk space, utilities, program space and overall support of both programs. This has been a very beneficial collaboration for all parties concerned. These programs have brought our rapidly growing immigrant population into the library and our Coordinator for both programs, because of her being well established with the library is a library icon for that segment of our community. Through these programs we have introduced our new immigrants to such sport activities as curling, skating, walli ball, karaoke. Some of them are being tutored in English by volunteer tutors. These programs have had a tremendous impact on integrating these people into the community.

Grants

Operating Grant:

Amount: \$17702.4

Plan: Yes, we used it all.

Use: We used \$200 of the funds to order more magazines that patrons had suggested to us. \$9,500.00 was used to hire a new staff person (certified ECE) to facilitate all of our pre-school programs from September to December of 2011. It was perfect timing to do a staff shuffle allocating other jobs to existing staff. As a library, we felt this was also was a good opportunity to jump on board with the Ministry of Education's Strong Start programs and the endeavor to have children ready for kindergarten. It is pretty clear that in the very near future pre-school programs will not be recognized as quality programs unless they are facilitated by a certified ECE person. The Remaining \$8,000.00 was used

toward our technical services expenditures. Our library has a total of 17 computer stations, all networked; 7 for free public access, which tend to be in need of constant updating and repairing.

Outcomes: The outcomes and benefits to the community from these funds are fairly clear. Magazines seem to be a popular item at our library and if we can accommodate our patrons in this area we will. Our magazine section is well used within the library as in-house due to our wide selection and due to the amount of traffic waiting for children, having lunch, or people just taking a moment to relax. Hiring of a new qualified ECE staff person has projected the library's image in the community to one of "being aware", "looking to the future", when it comes to the needs of our pre-school population. We have a strong following of young parents and all of our programs have a waiting list. This is no longer just because our programs are "free", but because our programs now meet the standards that we see young parents demanding now. Technical Support is essential to the day to day operations of any library. Our patrons have commented that "our public access computers are so much faster and newer than others they have used". We work hard on trying to keep up with the fast-paced technology age.

Resource Sharing Grant:

Amount: \$1193

Use: Without the Inter-Library Loan services made available provincially, our library would fall short of fulfilling all of our patron requests for materials and resources. Being a very small library in terms of space and collection it is impossible to keep a collection that would satisfy everyone. Over the years the Inter-Library loan service has become an established way of life for our community. In 2011 we loaned to other libraries some 230 items and borrowed from other libraries some 250 items. With our staff shuffle in 2011 our Inter-Library loan person is now able to keep on top of requests and can take the time to do more extensive searches for our patrons. Our front-line staff works hard at promoting client searches through our website which patrons are eager to use. What we still find amazing is how many new patrons we get each year who are thrilled about this "free" service.

BC One Card Grant:

Amount: \$7400

Use: Because we are a relatively remote area of the province we do not have a lot of BC One card requests. However, we do promote this to as many patrons and visitors as we can. Our system deals quickly with returned One Card items getting them sent back to their home library within a week. We regularly do staff updates for BC One card processing as this often becomes a confusing issue due to the fact that we do not do a lot of them. In 2011 we returned some 51 books to other libraries. We have purchased extra padded mailing envelopes for shipping the returns. Our website promotes the BC One Card under services and programs.

Library Literacy Grant:

Amount: \$9679.95

Use: Our library is currently partnering with the Northern Lights College, the Sukunka Group and the Literacy Action Committee to provide Literacy training for new immigrants in our community. In 2011 we purchased a substantial collection of Literacy materials for use both by tutors and clients. This consisted of materials in learning and teaching the reading, writing, and comprehension of the English language. Our Library is the steward for any grant funds that have been applied for from other sources, administering the funds for expenses and payroll for the Literacy staff person. We provide the home base for both English as a Second Language Settlement Assistance Program and the Literacy Outreach Program providing space, desk, utilities, materials and supplies, as well as copying, faxing, etc. Much of our Literacy Grant is used in this endeavor. By being involved in this collaborative effort the library image has been boosted into a whole new realm of community service. Working together with these groups, especially the College, has elicited a very positive reaction from the community opening up the doors of communication and participation between the two organizations. ESL students who, may have been intimidated by the College atmosphere are now working with Tutors in the College setting. These same students are visiting comfortably, both the College and the library. These programs have established the library as a home base for community literacy projects and programs. Our best Literacy story to date is the goal of one new immigrant to get his Canadian driver's license. He and his volunteer tutor diligently worked many, many hours over the course of a year and a half to accomplish this feat. Without the special materials supplied by the library and the determination of both the tutor and the student this goal would never have been met. In March of 2011 we, as a library heard about Dolly Parton's Imagination Library Project and were so taken with the idea that we decided to be a champion a Chetwynd chapter. The Imagination Library is all about inspiration and imagination and has been so successful across the U.S.A. that it has now spread into Canada. How it works is, each month, from the day the child is born until his/her 5th birthday, a carefully selected book arrives in the mail. There is ample research to support early literacy and that the key to success in school and beyond is developing proficient reading skills. One of the most important things a parent can do to develop these skills is to read with their child as much as possible. As a library we are committed to working toward getting every child in our community under the age of 5 years signed up to receive these books. As champions it is up to us to register the children, maintain the database, and place the monthly book order with the Dollywood Foundation of Canada. It is also our responsibility to raise the funds needed each month to pay for these books and the mailing of them. This is where some of our provincial Literacy Funds are used. To date in our community we have approximately 237 children receiving books by mail.

Outcomes: Because both of these programs are ongoing in our community, the effects to date have been so very positive. We have had a strong influx of Philippine, Chinese, Korean, and some Spanish speaking immigrants into our community in the last two years and being able to provide ESL and Literacy Outreach programs to them has made their transition considerably easier. From being tutored in English to being introduced into the sporting activities of the community, being personally shown where to find various resources they will need, to being actively mixed with other community members, has been a positive move for both the people and the community. The "Imagination Library" program has had a very positive impact on the community's pre-school population as we have actively promoted the program at every opportunity. We were able to integrate the program into our two Aboriginal bands as well as partnering with Northern Health and Success By 6 to spread it through the community. My

favourite story here is "a young man, who we hire as a plumber, has a little girl (1 ½ years) and we convinced him to sign her up for the program. I met him at the post office recently and he made a point of running over, book in hand, and said "My little girl loves these books and she now has me reading to her every night, and I never read before. She can't get enough of Llama, Llama". This is what it is all about!

Working with Community Partners

1. Northern Health is a partner in many ways; specifically with: -Pre-Natal Drop In Program - 2 times per month a library staff member visits the hospital and facilitates this 1 ½ hour program for the Health Nurse. This is a free drop-in program for "Moms to be" or "Moms with young babies" where they can ask questions, find resources, meet other new moms, become familiar with the hospital, etc. This provides an opportunity for the library to sign up new babies for Imagination Library, to promote our pre-school and baby programs, and to promote the library in general.
2. Northern Lights College/ Literacy Action Committee -English as a Second Language Settlement Assistance Program (ESLSAP) allows the hiring of a Coordinator to work with immigrants in our community needing assistance in learning and understanding English. The Literacy Action Committee applies for the funding and is responsible for the Coordinator while the Northern Lights College is the Post- Secondary Institution needed to sign off on the funds. They also provide space for some of the Tutoring sessions. The Library partners with both by being stewards for the funds, providing space, utilities, supplies, and resources for the Coordinator, tutors, and participants.
3. Walter Energy (Coal Company): -Each year Walter Energy sponsors a "Writing Contest" for school-aged children where they can participate in an essay writing contest to win an "I Pad". Walter Energy likes to work through the Public Libraries as they feel they will get the most exposure with us. The library takes care of displaying the Contest, collecting each group's essays, which are then passed on to Walter Energy to have them judged. This partnership shows how libraries and industry can work together. There seems to have been a strategic move toward working with libraries by the corporate community in the past few years.
4. District of Chetwynd Mayor & Council: The Library partners with the District of Chetwynd in their "Winter Lights Celebration" held annually. During that period when the town is "lighting Up" and celebrating with sleigh rides and Santa visits, the library hosts one of our fund-raisers, "Deck the Halls Gala". For the past 7 years we have put on this event, inviting a dozen local vendors to display and sell their wares, people decorate and donate wreaths (supplied by the library), centre pieces, Chetwynd Secondary School Arts program donate handmade glassware, all to be auctioned off by both silent and live auction. The District grants us funds to pay for the food we serve and other expenses. It is a great evening for the entire community to mingle, laugh, bid and generally enjoy an evening at the library.

Community Benefits

Provincial Grants have allowed us to: - partner with ESLSAP assisting new immigrants to Canada and to the community. This benefits the community in so many ways; especially when most of them are working in the food industry and need the ability to speak English more fluently. My favourite story here is how one man worked with his tutor for over a year to be able to pass his driver's test and get his Driver's License. This would never have happened for him had it not been for this program.

-Our Books 'n Bytes Bistro provides a meeting place for pre-school moms to gather, visit and have lunch while their children are in our library programs or playing in our children's area.

-Imagination Library Program benefits the community, especially the pre-school community directly, by providing another avenue for parents and children to "read together". Many households in our community do not visit the library (especially the Aboriginal community), and do not have or see the need for books in their homes. This program is reaching many of them by sending a book by mail to each of their children under the age of 5 years. My favourite story here is "when I met Mike the Plumber in the Post Office and he had just picked up one of the books in the mail. He said, I never read before, but now, I read to my little girl every night because she loves these books so much, especially Llama, Llama". This is what it is all about!

Library Benefits

-create a Senior's Program - Young@Heart -55 for the past 2 years now we host a monthly program inviting seniors over 55 years of age to gather, visit, enjoy dessert (supplied by the library) while they watch and listen to local talent or speakers on all topics, such as nutrition, finances, wills and estates, fraud, local historians. This program is extremely popular with between 25 and 40 people attending each month. Seniors are so thrilled with what we provide; comments such as "very interesting topics" and "love the desserts" are common.

-Imagination Library Program as outlined above helps the library in so many ways; we have one mom with twins so she receives the same books for each child and has decided to start a little library with the second set at Gramma's house so they can read them over again. comment "This way they don't have to pack the books to Gramma's, as she will have copies, because they love them so much".

-Technical support provided by the Provincial Grants keeps the public Access computers up and running and our customers happy. Updates and remote support allow library staff the ability to offer quality computer assistance and service.

Shared Space

No, we have our own building.

Programs for Youth

-we re-vamped our Girlz Club and now accommodate grades 6 and up. This is a weekly program designed to assist young pre-teen and early teen girls in developing confidence and self-esteem while working as a team, many times outside of their comfort zone and circle of friends. Hosted every Monday evening for 2 hours, our Library Staff person provides food, sometimes made by the girls themselves, and a project for them to undertake, such as cake decorating (local decorator assisting), applying makeup, card making, scrapbooking, bullying, social media, nails, and various crafts. Over the 2011 we had approximately 10 local people from the community volunteer to come in and teach the girls their specialty. Interest was so high that we had to extend our limit from 10 girls to 14 girls. They love it and there are very few absences and if they cannot make it, they phone in to make sure they still have their spot.

We participated in the following programs:

Books for BC Babies	Leap BC	Mother Goose	Success by Six	Summer Reading Club	StrongStart	Family Literacy Day
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Business and Job Seeking

Our library supports job seekers and business in the following ways:

- offer a Job Posting list
- public access computers for public to do job searches, type and print resumes, -Fax, copy and scanner available to public
- off one on one assistance with resumes, job listings, EI forms, job searches

Managing you Library

Training and Professional Development

We make time and encourage staff to register for webinars on various aspects of library service. Staff is encouraged to take any workshops in the area pertaining to self-improvement, programming, or public service. One new staff member started her first course toward her CLTP certificate in 2011. All Staff and Board participated in our Strategic Planning workshop in November of 2010 where we developed a plan for the next 3 years. The Library Director and two Board members attended the BCLA Conference in 2011. We generally try to send 2 or more staff to the Grande Prairie Library Conference as well. Being in

a remote area makes it more difficult to attend workshops due to distance. Also, our Budget allots \$500.00 for each staff person to use for Professional Development and training. If that is used up we generally can find funds to accommodate most requests.

[Vision, Mission, and Strategic Plan](#)

Our Vision and Mission Statement is: "Our Mission is to inspire our community in a spirit of learning and discovery". Strategic Plan being sent separately.