

KITIMAT PUBLIC LIBRARY

Our New Normal - Our New Plan

2021 & 2022



a wide variety of print and digital material and games for greater learning and entertainment pleasure, to be viewed as the go-to place for friendly and knowledgeable computer advice and to promote literacy development in a welcoming and sophisticated venue and via digital space.

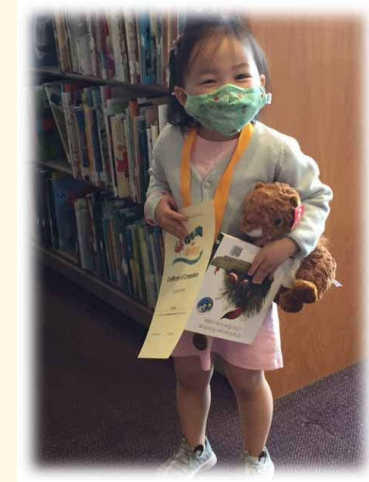
Our mission is to provide and promote open and equal access to the resources and services of the Library in order to meet the informational, educational and cultural needs of the community. We encourage reading and the use of current technology for life-long learning and the involvement of all community members.

While we move into a second year of a global pandemic, continued modifications have been made to how we conduct library business in order to keep our staff and public free of COVID-19. We hope that with a global vaccination by late fall we will see many of our services restored by the end of the year.

Our main focus over the two years are four-fold, to ensure the continued health and safety of our staff and clients, to offer

Our first goal, the top priority, is to ensure the continued health and safety of staff and community members. We will

- offer enhanced cleaning of high touch areas
- require masks ages 5+
- respect plexiglass dividers between staff & public
- keep hand sanitizer stations
- offer contactless take-away service by appointment
- invite immunocompromised clients to visit when closed to the public
- reduce number of visitors at a time if required
- ask visitors not to visit while ill
- offer outreach programs
- reduce opening hours or closing the building as needed



We consider the borrowing of Library material to be an essential service. Whether picking up in person, at the front door with contactless pick-up, or by a requested solo visit, we hope to offer all of our patrons a way for them to get what they need and want. Our goal is to offer a wide variety of print and digital material and games for greater learning and entertainment pleasure. We will

- continue to expand our English & French books, games and movies collection
- build on our private electronic database titles
- offer uninterrupted interlibrary loans services even if shuttered
- encourage public recommendations of titles through social media (Facebook & Website) to ensure our members get what they want and need



Our goal is to be viewed as the go-to place for friendly and knowledgeable computer advice and to do so we must keep up with technological advancements. We will

- provide current computer software and hardware equipment
- offer reliable information and instruction
- deliver fast and efficient WIFI in-house and around the facility
- provide the newest audio-visual formats for collection development
- ensure our members can easily access the required software to download digital material
- provide necessary technical staff training

A further goal is to promote literacy development in a welcoming and sophisticated venue and via digital space. We will

- offer a wide variety of resources and programs in multiple formats for all ages and tastes
- deliver the best personal customer service possible in a welcoming setting
- continue to develop social media content for effective communication with the public
- seek needs' input from the community through surveys
- maintain the current aesthetically pleasing building décor and surrounding vibrant outdoor yards and gardens

