



# Phase II – Formal Consultation Phase

## Focus Groups

### 2022-2026 Strategic Plan Study

Date	Topic	Location	Participants
October 12, 2021	ACC Focus Group	The Gallery at L.E. Shore	8
October 13, 2021	Seniors Focus Group	The Gallery at L.E. Shore	11
October 14, 2021	Teen Focus Group	L.E. Shore	6
October 16, 2021	Strat Plan Drop-In	L.E. Shore	0
October 20, 2021	Parents Focus Group	L.E. Shore	No Registration
October 21, 2021	Blue Mountains Senior Network Focus Group	Zoom	6
October 23, 2021	Open Topic Focus Group	L.E. Shore	No Registration
October 26, 2021	Strat Plan Drop-In	Craigleith Community Centre	0
October 26, 2021	Museum Focus Group	Craigleith Community Centre	2
October 28, 2021	Rural Focus Group	Ravenna Hall	No Registration
November 1, 2021	Strat Plan Drop-In	L.E. Shore	2
November 3, 2021	Educators Focus Group	L.E. Shore	No Registration
November 6, 2021	East End Focus Group	Craigleith Community Centre	No Registration
November 9, 2021	BVO Focus Group	The Gallery at L.E. Shore	10
November 10, 2021	Arts & Culture Focus Group	The Gallery at L.E. Shore	8
November 10, 2021	Seniors Centre Without Walls Focus Group	Via Phone with Seniors Centre Without Walls	3
November 13, 2021	Open Topic Focus Group	Ravenna Hall	2
November 17, 2021	Open Topic Focus Group	L.E. Shore	No Registration
November 25, 2021	Tween Focus Group	L.E. Shore	1
November 25, 2021	Georgian Bay Youth Roots Focus Group	Zoom	2
November 27, 2021	Strat Plan Drop-in	L.E. Shore	1
December 16, 2021	Agricultural Advisory Committee	Zoom	6
<b>Total</b>	<b>22</b>	<b>5</b>	<b>68</b>

## Arts & Culture Council Focus Group – October 12, 2021

1. Are ACC Presents presentations happening monthly, or weekly?
2. Can we charge for art classes?
  - a. Public Library Act: can't charge for materials (like books) but can charge for workshops, etc.
3. ACC spoke in the past and to new members about having one, two, or three artists come in on a Saturday to do a little workshop or something - show people how the art happens. It would be a good opportunity for the public and for artists to connect.
4. ACC has not gotten around to doing this, but it was something in the past we have identified as wanting to do.
5. We have not done these things because of Covid; you just haven't been allowed.
6. Where would it happen? Right here in The Gallery.
7. There would be limited storage space, as we can't keep things here for artists.
8. We could do classes here, two to four hours on a Saturday. We would close the door, instructors would be here, artists would be here.
9. What I'm trying to drill down to is classes for kids: they can be dynamic. What I mean is they are messy and rowdy. You need more than one person to do it.
10. Adults are liking the same things.
11. We gear it to the audience; artist to do the task or to do a piece. Kids workshops will not be four hours, but adult workshops can be four hours.
12. Do you [BMPL] want us to provide regular programs? We are not doing regular programs unless we have interested artists or a partnership.
13. We don't always run our own programs like this - we have a partner and we provide the space. Like Seniors Exercise, hip hop class, etc.; so if an artist wants to do an eight-week series, then we would work with them to provide space, work with them on pricing, registration etc.; we don't do this now, but we would partner; we are more likely looking at one-offs, rather than series.
14. Artist in The Gallery is a great opportunity for the public to view the art. [Maybe we] could do the metallics.
15. Not in here! It's too messy
16. We could do the rocks.
17. [ACC Presents] talks on various things. We can put the artists in a zoo, on a tarp, not bad with Covid because you're two meters apart
18. Staff are looking to artists community for experts to do programs.
19. Like idea of the speaker - can have 63 people in here with current restrictions; markings on floor are two meters distance, all masks, double vax with proof.
20. Size of workshop is good for like 20 people - that's what we did when we had felting; the choice is with the artists about class sizes and things like that; with kids, it's more of a classroom style setting and we are conscious of "teacher to child" ratios and safety.
21. If it's kids, leave it to [BMPL staff].
22. We have never focused on kids.
23. Workshops are available, but not just for kids in the community and offered.
24. Kids are more into digital art and are using the Creator Space Mobile Digital Arts Lab for that - doing lots with animation.
25. Keep kids in age brackets for coordinating the workshops.

### **So, that was some background, what events or types of things would you like to see?**

26. One thing we used to do at another place was Magic Mondays. It was weekly and we had different artists come in each Monday; it would be about 2-3 hours; all supplies were part of the program fee; flat fee was charged to participants. It was simple and meant for beginner workshops. Some things I did was book making, print making, acrylic; whatever is out there. It was very successful because it was for beginners and was a lot of fun.
27. Kind of thing we are hearing about in our Community Conversations and from patrons over the last four years.
28. We could go to people who are teaching classes in the area already.
29. Nice way to introduce a whole bunch of artists in the community. You could even pair things down so you have a couple of artists a month.
30. Farmers Market as is possibility
31. Market artists of ongoing shows, as show hangings. For example, the 3<sup>rd</sup> Saturday of the month, meet and greet with the artists.
32. Just had MAP to our post-it note questions.
33. How do you do that [ACC Outreach at Farmers Market]? It was [ACC member] who volunteered.
34. Nice that people see the show and compliment the artists at the meet and greet.
35. There's a craftsman book coming out, and we had folks come and look with us. Luncheon was offered too. It was really neat. We had like ten live craftsmen for people to chat with.
36. The craftsmen were artists from the community, who were also in the show that matched the book; this is a great idea for the show in December.
37. We could ask people for a couple of Saturdays. Have a couple of artists to have a spread available.
38. Don't have a reception for a few years with Covid happening. So this could be a good alternative.
39. Now artists are dumping and running. There is no meeting, no together.
40. Organize artists' talk; people want to know about the art, and don't only have to buy it; they want an opportunity to ask questions: why are you doing this, how do you do it, why did you choose this medium, etc.
41. If we wanted a reception, we could do a standing only reception; there could not be any walking (as that's illegal with food and drink in hand) but you could stand around.
42. Reception vs artists' talk – could be a role that [ACC] might want to take on.
43. The Movie was one thing we did. Collingwood, Meaford and Owen Sound all have movie clubs. Something like that could work well here.
44. It takes someone like [former ACC member] who can search out a good movie.
45. What about the theatre, how are people feeling about that? Will we go?
46. It's open.

### **What's your appetite for gathering with other people?**

47. No, not at all. Down the road maybe, not now.
48. For personal reason, I'm not comfortable with more people in here. I have family I'm protecting.
49. How many for Jazz? They will sell to the max, so we are assuming we'll see 63.
50. Personally, I'll never go to the theatre again
51. I'm very comfortable with masks and distancing.
52. Do folks want us to bring back person-to-person? Is it a minority group that is being loud, or is it everyone?

53. Yes, people do know that there will be this many other people in the room when they are signing up for the events.
54. The room layout is patterned, so it's a very similar layout to what we have now. We'll space some for rows, but you don't have to be distanced if you have masks. But we'll have wider rows. Not grouped anymore either, so you sit right beside each other
55. I'm not comfortable in here with 63 other people.
56. The school I'm close to just shut down for ten days - the high school because of something
57. We should target young people who are doing video stuff, and other digital arts.
58. It would be great to get some of the youth.
59. We can have kids and adults get started.
60. We could have a residency for youth. Not sure if there is an art college around here we could partner. They could use the whole space and it would be for them. They could do their work and the public could watch and see. It would give empowerment to use the space for work, and have the public be curious and watch.
61. Creator Space for music editing, or like learning the violin? Music would be something we could do, we could get input.
62. Marsh Street just got musical instruments and music lessons.
63. Dance and hip-hop night. Yes, it's another one we lost with the pandemic - same with yoga. There are so many we need to remember.
64. There will be another change too when Covid is gone.
65. We want to build on our wish list throughout the year; we want to build on this [the wish list].
66. We don't stop because of Covid; we adapt.
67. Many libraries are on the endangered list because they stopped everything; we don't want to lose it.
68. [BMPL staff] was at the right time, especially for all the virtual stuff. We need young people because they've been trained; they were born with it; it's so good of an opportunity.
69. Showcases, workshops, exhibits, and series would be good.
70. We need to be looking for a large group with varying perspectives.
71. MAP change every 6 months instead of 12 months install, as an idea to bring in more artists; but it's hard to get artists for the year, let alone to put it out for 6 months; it could be too much work.
72. Focus groups will be talking about everything.
73. We want to ask the general public, all the way to emerging and professional artists. We need to know everything. What we need for our arts and culture at BMPL and in our community.
74. Not geared to events - it's about everything to do with ACC; any information and feedback to inform the Arts & Culture
75. People don't know much about the Arts & Culture Council though; we need to explain why we are drawn to help with this kind of work; it's important for the community members to see the ACC

### **Seniors Focus Group – October 13, 2021**

1. It's [his] job to do the laundry. Yeah, I just do the laundry.
2. We're fortunate to have the resource like The Gallery to use for concerts and entertaining. I enjoy the jazz and always stay for the art shows.
3. I avoid the trails; they're too busy. It just doesn't make sense to go when it's so busy.
4. I don't cycle on the weekends. I do some cross country skiing and I read books. I like to work with CANN (Climate Action Now Network).
5. I like working on the gardens.

6. Yeah, we just work on our gardens. It's been really nice through covid and everything.
7. The greatest resource is Riverside Graphics for \$5.00 they made a handy COVID card. I wonder if I can get mine printed on a T-Shift and just flash everyone my t-shirt
8. The book selection is really excellent here. I like that I can make a request and talk to a real person. They have really great book knowledge.
9. I'm a reader. I mainly use books online and I like the hold pick-up.
10. The Gallery is great and is really supportive of artists.
11. My family is very tolerant with me as I have many inadequacies with tech
12. The staff here are amazing and very helpful with that kind of thing.
13. I heard about the Focus Groups in Slabtown when Mary was there for her mailbox party.
14. I'd really like to have a movie night. I think it would be great to watch movies and then have a discussion about them afterwards. They do that at Meaford Hall but that's a little too far for me.
15. We started that in the last week of March 2022. We sold out in the first week. It was such a great night, but then COVID happened and we were all in lockdown.
16. A coffee group for seniors would be great. I think it would spin off once people started to join in.
17. Yeah, like a coffee clutch.
18. That's a good idea.
19. On movie night, the TIFF does a lot of fun events and Meaford has started to do something called the MIFF, I think. It's a bunch of fancy friends in Meaford. The MIFF is famous for hooking up with directors or producers
20. Typically it would be alumni from CBC on Zoom. It was a lot of fun. We even saw people from England and South Africa.
21. It was a very professional style interview that they did. It was quite good.
22. You never know how engaged they are going to be. But it really adds a lot of dimension to the movie
23. I wonder about kids and seniors together.
24. I miss that! Are your seniors doing crafts and things?
25. A lot of seniors are picking up items. I wonder about programs where young people read to elderly. But this is for everything pre-COVID.
26. Yeah, blending generations would be great. It's very solitary. I don't think it's a healthy way to live all by yourself. People need to be with people.
27. Can we use Zoom to help with isolated seniors? That could be a way to help out.
28. Yeah, but it's not the same.
29. I like real voices and real people
30. If you're lonely or feeling isolated, you want to be able to touch someone's hand. You don't want to look at a screen.
31. We are getting 75% member tuned in each week for our program. Seems to have worked well over the last year.
32. In my professional training, I wonder if you're prepared for rural librarianship, and rural buses. You really need to be bringing books out to that level. Not everything can be here.
33. What do we do for people who don't do travel. They may not have cars, or may not have licenses to be able to travel here.
34. Having a mobile book would be too expensive or would it be easy to acquire
35. Are there other ways of doing it? Like for shut-ins. What would be a good solution for them?
36. I think it's been done. What about Craigeith, I'm wondering perhaps what people would do for over that side? It's a very long way to come to Thornbury and the Craigeith people might be feeling more isolated.
37. It would be good to be setting up a telebank or something like that. It could be done online, like a bulletin board. It could cover what can I teach, and what you want to learn. It could have a bunch of

contact information on it, so if you wanted to learn how to darn socks there would be someone there who could help you.

38. I always thought something like that would be a good idea. I really would be interested in journaling and writing workshops.
39. Yeah, it would be great if it was a one-on-one thing. Like a skill sharing board
40. Yes! You could match skills with needs and desires.
41. You could even doing it over Facetime or try it with music
42. It would be difficult to know how to balance it so each person learns with experience and there is change going forward.
43. It could be a system like Starbucks, which ran very successfully. It would be so many pottery folks on there who could teach you to do that.
44. There are lots of dying arts, and we need to do things to revive these art forms. I actually know how to darn socks. I'm pretty good too. I could even teach others.
45. It would be a nice way to mix generations together.
46. Yes it would. We could even ask Indigenous Elders and wise people and people skilled to interface from wherever. How do you think it could happen? We have a great deal to learn from other cultures too.
47. Sounds like a database with skills is needed. And we need to advertise and match up.
48. We could have an Indigenous elder come and teach about things. It would be great to have it in person because you always get a lot of people storming the podium afterwards.
49. You need to have people with skills and with presentation skills
50. COVID making people inward looking. Not many people are thinking of others right now.
51. As someone who is doing less and less as they get older. I like the idea of a library directory of handyman's as well.
  - a. Yes
  - b. Same
  - c. Yes
52. There are lots of small jobs that I need help getting done. And it could just be a community member that comes and helps me out.
53. I think it would be great to have a directory to find neighbors and community skills to help us.
54. I'd be looking for other hobbies too that may be seasonal based
55. There's new digital too and it would give a list. Not like the handy man website.
56. We could even look at trucks.
57. Yes, we need some kind of directory.
58. [Tech Partner with BMPL] is great for these kinds of tech skills
59. Technology is a big challenge for every senior. Sometimes it's just not available to us.
60. We also need a meal program because that's been discontinued. There's no way for seniors to get meals anymore
61. I like to talk on the phone rather than do email.
  - a. Yes
  - b. Yes
62. It's very difficult for seniors to cope with technology especially new technology
63. I need to learn how to screen cast stuff like movies onto my tv
64. Seniors with any kid over 11 can get help, but what if you don't have family members close by or who can help you.
65. We don't have social media.
66. I use it too much. [He] always says I'm on it too much, just scrolling and scrolling
67. He has lots of time to read, he has so much more time. I'm just obsessed with social media.

68. It makes me feel compelled to share things.
69. I have arthritis so I can't use an iPad. I'm willing to learn but I just can't hold it up. It's one of those the spirit is willing but the body is weak things.
70. We remember the library before any tech. That's our normal.
71. I long for more in-person and phone calls rather than emails.
72. We're human first; we need voice and touch.
73. It's hard because I just can't get a ticket without going on the computer. It's just the way it is. I need to get tickets to be able to go places, and I just can't get it without a computer.
74. Elder abuse is difficult. I'm not savvy enough to know if someone wants to take advantage of me over the internet. And then everything is stolen and taken without us even knowing.
75. It's very easy to be suspicious as a senior. It's why we don't go on any of these sits.
76. It's a 30 minute distance if I don't want to process a credit card over the phone. And more people are comfortable with that.
77. The library can do a lot to support that.
78. For us, you have to get a ticket just to get in the door at church. They don't use it to take money, but you need a ticket for it.
79. I downloaded mine. The tech guy had to write it, and then I got it working on a list.
80. As much as I hate to admit it, it's just the reality
81. The library can do a lot to help seniors and to help people make sure that they aren't scammed and getting abused
82. It's not related to the topic, but Markham does the Pechatcha talks. It's like 70 slides in 70 seconds or something like that. It's a lot of fun. My daughter was in it and she did a little talk about it. I think she had like 10 seconds to talk about her slide or something. It was a lot of fun and you got to learn something really quickly. So in one evening, you could have so much variety. And no one know what the other person was presenting on, but it was really interesting to see how they all sort of wove together and had a similar theme or connection to them. It was fun because if you didn't get on board in 60 seconds, the person wasn't talking long so you just had to wait the little bit.
83. People really miss the entertaining things to do.
84. We're not selling books, and others are not very electronic, so it's good to go to different readings. People really like that. As a musician, in the late afternoon we all get together and bring a drink. It's just 2 or 3 of us musicians in the background and we just sit and chat and play our instruments. It's a lot of fun.
85. I would like to do something like that.
86. It's very social. We don't touch, so it's all distanced. We just appreciate visiting with each other.
87. It has to be perfect to just be with each other.
88. The personal relationship is very important to mental health. I don't want to be nostalgic, but it's just really personal.
89. There's a lot more pressure to grow and expand.
90. I remember going to the library with my mother. She used to read very fast. The library we went to was just wonderful. I remember the librarians would always be happy to see us and they would go to my mother and say "we just got a new book and we think you'd like it" I miss that feeling of someone familiar with my profile as a reader. I want someone who really knows books. It's just nice to know that someone thought about you.
91. In Meaford, [Meaford Public Library Staff member] would do that, but now not so much
92. It's really nice to have that really personal attachment.
93. I wonder if it's possible because there's so much pressure now.
94. Our world gets smaller and we do less and less. So it's difficult to get to know people.

95. Some staff are really excellent at that, particularly when we used to be able to return our books at the counter. They would also make a connection for us. Now with covid it's harder to get that connection. There's still some connection but will it still be like that and stay that way.
96. It's difficult now because you're not able to return the books on the counter with the book return spot location.
97. Does the library have contact with Errinrung? Not right now, but before covid. I know that the staff are very taxed, and we aren't allowed in. I'm sure they can do the drop off and run, but maybe not the Storytime anymore. It's the safety of the residents. That must be tough for them.
98. We need volunteers already in Errinrung to be involved. You already have to part of the community in order to be safe and sneak the books in. We respect their safety.
99. What about thinking more pre and post COVID?
100. I don't think Long Term Care homes will get to post COVID
101. How will we serve our community if we can't access them and find other avenues though?
102. I guess it comes down to the family then. You'll need family that can go and be part of the community and offer that kind of pick up and drop off to them.
103. We don't have coverage right now to be able to do that kind thing
104. What if you put a squib in the Review. You could advertise that you need a place where you can advertise books. You know "this just came in". you could do the same with these places.
105. You could use outreach to figure out who is able to come and down it. We can tap members to deliver and who are there.
106. What if you go to the churches? That's probably really tough too.
107. Your strategic plan is curtailed by the hovering shadow of COVID
108. It's an interesting time to be planning right now; what an opportunity.
109. Well you need to be looking at the outcomes of what you want to achieve. It's about how you address it each year.
110. Yeah, but now it's spinning out of control.
111. Yes, but it's outcome based. It's outcomes of helping shut-ins and homebound
112. It needs to be measurable is a good action plan
113. This style is really good.
114. It's achievable.
115. Outcomes should change. Yeah [repeated 3 times]
116. How can we be a solution maker?
117. How much does climate crisis impact the library?
118. We are aware of our footprint, for example the supplies for the password.
119. It's just one less piece of plastic out there
120. If we seriously look at single less plastic then that's what we can do
121. We can't solve the climate crisis but it is one less piece of plastic that we are putting out there. Think of all the cardholders at the library and then all the plastic that they would use.
122. I confess that I like the plan for expansion. What happened?
123. We waiting for the master leisure study and the scop didn't include arts and culture. It looked at courts, arenas and harbors. So it's in the next phase. We need to keep fighting. Way back, council asked us to wait. They looked at strategic to have voices from the community. There's a lot still to come. The master facility is next and it will go back to zoning and look at a more sustained and broad picture. There are 4 different documents with the town that BMPL needs to fit in.
124. Every facility of the town needs to be in that document
125. Seniors listen to CBC book program, and they were interviewing librarians across the province.
126. People would be proud to have our own library to talk on there. We need to have someone good go on there and talk.

127. Same thing with the group of authors. It's a current program. You could do a podcast and have a technical studio.
128. It would be good because then I can take it to different spots.
129. There's Georgian Bay Reads, that's the best entertainment above Broadway in my opinion.
130. There's the rock sculpture if the library reads GBR. We were so proud and it was so fun.
131. It feels like we are outliers though. What's the last one you do? Grey County Reads. Yes, Jeff Bowes was the winner last time.
132. I really would like to celebrate Ken Haigh's book. It's in the library. Is it on hold yet?
133. I have to say, I believe to the Readers' Advisory Book club that [community member] runs. We do that by zoom. You just come to the meeting to talk about any book that you've read and now I've read more than 7 books. There's this one person in the group that just reads the most incredible books. They always have great suggestions and I always put their books on hold. It's a great little way to shop around. It's great too if you're not very social.
134. I have a lot of forgetfulness so it's hard to remember what books that I've read
135. I might be a young senior but I just hate going out in the winter
136. I like more afternoon things
137. Few seniors drive in the dark, so it's hard for us to be doing things in the evening.
138. Elderwood is conceiving a new healthcare centre.
139. No one teaches you how to grow old. It comes as a surprise. More often as a health thing.
140. It would be so educational and helpful to have people who understand the issues that we are facing and the biases and to help us with this transition.
141. It's really interested to have a seniors to help us understand this phase. It would be good to talk about the up sides and the down sides to it and how to transition this phase.
142. I didn't know my grandparents so I don't know what they went through
143. Yes, you don't worry in that kind of way
144. But we need someone who can pass on this knowledge or wisdom
145. It's not up to the library for the cultural shift, but there could be a way for you to help.
146. The attitude toward the elder is more respectful and kind. I feel so embraced there and love for the elders. It's so different that before.
147. There's no value put on caring for each other. Maybe the library could be a place where you learn more. It could be the start of the cultural shifting of having others and seeing cultural talks. There could be a perspective for seniors
148. Back to young people and circle the conversation back, what about ancestry and the quest of families.
149. I'd like to see ancestry resources more. It would be great if we could get them from home. I'm on a quest for my family history. Would there be anything in the archives?
150. It's a great opportunity to provide services to find your roots. What kind of recording devices should I have? How do you do it? How do you look up your family history?
151. I have someone in my family that does all kinds of work on the family history. But he gets all the right knowledge. This could be another area that you could explore.
152. I think it would be great to have it as an intergenerational contact. It could be about what growing old is like. Sometimes you just need someone to tell you to grit your teeth and get to it.
153. You could have a volunteer at the library for genealogy. That would be something you could resurrect.
154. It would be kind of fun, actually.
155. I haven't done my family history. What I'm suggesting is more of interest groups. You know something like the Georgian Bay Vintage Car Club and 599 Garden Club.

156. It would be great to bring in experts for books in the library. Do you have an expert on books at the library?
157. They could ask you what kind of books they are looking for. They could even help you with another way of checking resources. Maybe staff don't have the dirty thumbs to be able to do this.
158. What about the climate and environmental issues? COVID is ideal for gardening. It just created the best atmosphere for gardening; it was much kinder. There were more birds in the garden, less cars. It just seems so much better.
159. Seniors like looking and watching the birds. They are a lot of fun to look at. And the birds are such a great deal of interest.

**Question for your appetite to come back together in-person.**

160. I'm not ready for that
161. I'm not either
162. No
163. But we only get 40 people
164. What's the threshold for most people's comfort? Because you need to be masked and double vaccinated.
165. Yeah, what kinds of things are we looking at over the next few months? I always keep looking at the new numbers. I think it's safe when it's under 200 for all of Ontario.
166. The community centre is a pain because it's closed. Thank God it's not about temperature recording. It's just masks. I'm not willing to be more adventurous. We don't need to be exposing more people. But the food and the drink is really important for people. There's a lot of bonding that happens over food. It's a really important part of our meeting is to have the potluck part of it.
167. The Gallery doesn't do receptions anymore; we just adjust.
168. I'm concerned about my grandkids because they aren't vaccinated—they are just too young. There are also other family members who are immune compromised. I'm just not going to take the risk. I need to be very careful for other people.
169. It is nice that we can do two small groups back to back. I wonder if people are comfortable with this.
170. There's a lot of different information out there. It's all about group size, and vaccination status, and distancing. There's just different information.
171. It's good to err on the side of caution though. You have to model the communication from what the public health is saying and you don't have to justify it at all.
172. What about natural gardening? The town likes it and it's starting to happen.
173. It would be great to have an interview about natural gardening. Maybe [community member] has the PowerPoint of what we did.
174. We could set up the room for recording and streaming. Would it be okay to have 30 people in here then? We could be streaming and that way people could still watch.
175. It's really interesting to know the community at large. It's a good summary of what you are doing.
176. All the comments and the raw data will be shared, and there will be more emerging themes coming out of this.
177. It's a pretty thorough strategic plan that you are doing.
178. You need to make sure that it's outcome based though because that keeps us responsive.
179. Its been wonderful to have the library through the pandemic. It's a true life saver.
180. Talking about saving a life! The library really does a good job.
181. We want to hear from as many voices as we can.

182. Even the previous Council was responsive to the community. We have a very responsive Board & Council
183. I wonder if the intergenerational programing could be done with high schoolers. You said that you have a TAG and TWAG program. I wonder if they would want an ex-officio member of those programs to come and do something.
184. The library is becoming more and more of a life line, especially as we get older and isolation starts to set in with COVID. The pandemic doesn't look like it's going anywhere. It just looks like it's coming here to roost.

## **Teen Focus Group – October 14, 2021**

### **How can we make our Teen area more inviting?**

1. Posters
2. Cool pillows
3. Chalk board wall
4. Window/wall murals
5. Funky carpets or funky pillows or funky furniture

### **What kind of programs would you like to see at the Library?**

6. After school snack thing
7. Game night: board, interactive (etc.). Inside or outside
8. Movie nights
9. Trivia night
10. Cooking class
11. Ornament making for the holidays
12. Photoshop or editing
13. Wood burning
14. Acting class
15. Dance class/night

### **What are some cool things that you think the Library should add to its collection (Library of Things)**

16. Bluetooth speaker
17. Noise canceling headphones
18. Cross country skies
19. Stand up paddle boards

### **When you visit the Library, what are you looking for?**

20. Study place
21. Books
22. Programs
23. Quiet workplace
24. Social interaction (groups, clubs)

## **Start Plan Drop-In – October 16, 2021**

No Drop-Ins

## **Parents Focus Group – October 20, 2021**

No Registration

## **Blue Mountains Seniors Network Focus Group – October 21, 2021**

### **What kinds of things can The Blue Mountains Public Library do to better serve our senior community?**

1. What you currently do well:
  - a. Provide support for tech and technical
  - b. You were available online with Covid which was terrific
  - c. It was hard to provide in person, but you provide meeting space, exercise programs (and it's still going online), and lots of opportunity to make connections
  - d. You're really the start of a hub of activity
2. They need you to keep doing more, and to keep continuing what you are doing.
3. We hear lots about isolation and seniors.
4. My hope is that the Library is willing and able to be the focal point of senior activity.
5. There is nothing like that in our area.
6. I would like to put in that they need BMPL expansion. They need more brick & mortar, and that will be the focal point, a central resource where communication involving or working with the Seniors Network; or the Seniors Network does more of that [central communication].
7. Our feedback from the last Seniors Fair, if this is helpful, is that they need more activities; some of them sedentary, like euchre, cribbage, darts, and chair yoga.
8. They need like a hub where people do things together.
9. It would be great if you could link to Beaver Valley Community Centre; they have walking, cards, pickle ball. There are senior activities there.
10. I wonder if there is a way to interweave and connect.
11. We need a focal point for seniors.
12. Communication is also important for seniors, not just the Library, but a more community comprehensive and inclusive communication; We have a big need for that.
13. The Mayor Task Force is great; great communication around town about senior needs.
14. For example, seniors have confusion around the passports, so the Town said they'll put out pamphlets with information, and where to go in town for help.
15. We need a central information hub.
16. Partner with the Seniors Network to have this information hub.
17. Partner with Marsh Street too because they started their lunch and learn.
18. Information is very disconnected in our community; we need other organizations to be in touch.
19. It's great that other organizations are doing programs and services for seniors; it's great they are doing it on their own – it's enterprising and innovative, but we need centralized for seniors.
20. To serve seniors well, we need a centralized focal point.
21. We need a coordinated centralized focal point.

22. Particularly around communication and offering a variety of communication.
23. It's not enough to have it on social media, as not everyone is ok with the internet, has internet or can use it.
24. Seniors are more isolated and we need to pay more attention.
25. We are looking at a multi-use recreation hub feasibility study sometime in the winter; the key is what facility is needed for everyone, including seniors; RFP making sure we do not duplicate efforts across the community; it's not what we want to do; we want to compliment what's happening in the community; we don't want to take away from facilities in the community
26. There are lots of opportunities for senior's communication, programs and services to dovetail with the Library.
27. There is opportunity for SNTB to have more of a leadership role in developing facility use.
28. The Seniors Fair has been the main activity for the Seniors Network.
29. Partnerships with the Library could be for publicity for the fair, and possibly having a monthly presentation via Zoom and the phone about what's coming next month: tax benefit themes, income tax theme, housing theme, etc.
30. Accessible to people and publish to the fair; it aligns well with the Library.
31. For me, a hub is the physical space, so youth group will be considered and seniors will be considered too; we don't want to take away from other organizations.
32. Seniors have other needs for space, and these need to be captured into the facility.
33. What about a food cupboard for people who do not have access to food? Other libraries have started doing that - what about trying something like that?
34. Other libraries also have community service reps for a day or ½ day to talk to the community; it can be for seniors or youth.
35. Libraries are places that are neutral and for everyone; you don't need money to go to the library; it's warm in the winter, and cool in the summer; it's safe and usually welcoming.
36. Because we do not have any social services in our community; there are none in the town at all, so can the Library or future center serve that function of having community social services?
37. For example, Seniors Centre Without Walls has a legal consultant that people can talk to and ask for advice.
38. We don't even have a Service Ontario in TBM. People need to do this locally.
39. The Library needs to link the senior needs with community assets that we already have; you need to look at the assets in the community first.
40. We need a focal point or a hub and bring Service Ontario into it. We need services that people use in their daily and monthly lives. These aren't being offered locally and they need them local.
41. Seniors really recognize the work the Library is doing for them and really appreciate that.
42. Seniors see the Library as a welcoming space.
43. It would be great to get BVO info sessions happening again, or something like that.

### **Open Topic Focus Group – October 23, 2021**

No Registration

### **Strat Plan Drop-In – October 26, 2021**

No Participants

## Museum Focus Group – October 26, 2021

1. Craigleith Heritage Depot is closer to me for the bookclub
2. It's a beautiful place to live.
3. In the new REEL History Film, Apple Festival, the line that "People could be nicer to us" really cut and spoke to me. Our seasonal workers are so important to the agricultural industry, and it was so painful to hear the worker interviewed talk about how people aren't nice. I see it in lines at the stores. I always try to make small talk.
4. It was neat to see the technology that is in farming and how they are using it for cold snaps. I have questions about chemical thinning. It was sad that they can lose all of next years crop because of a mistake.
5. Our farming community is very innovative. And they work 24 hours, so they are very busy. They must not take vacation at all. They might take some vacation in the winter, but isn't that when they do the pruning to the orchards? Yes, they must have to get back early to prune in the winter. And there is also the storage and warehouse that need tending to, so winter isn't vacation time either.
6. Where are some of the produce warehouses? Blue Mountain Fruit Company, Golden Town, Binkley's are some.
7. [The REEL Film] was neat to see inside the plants. You Museum & Library types really get around. You're great!
8. So, how can you reach the rural communities better? If these farms are out in the rural areas, how can the library better reach them?
9. I remember about 2 or more years ago, I met [fellow focus group attendee] at the Town Council meeting... it must have been spring 2019 about the expansion. [The expansion] didn't make it's way into that budget. I remember it was a combination of a bigger plan, at that time, there was big talk of expanding hwy 26, but you can't expand both. There were lots of people there for all kinds of different reasons, but there were lots of developers.
10. The 2019 budget Council meeting was really hard. People were so angry and there were just a few. We were there and we were excited to have a real library and expansion of the museum proposed for us. It is so needed. This project should not go away. The Depot needs to be built on to. The Museum isn't big enough. We need places to do programs. Sit and Talk. Have our meetings. Our book club sits outside, but now we are at winter. Even before physical distancing we struggled. Now that we are a growing group, we have outgrown the space. The Depot needs an addition.
11. I found that meeting very enlightening. The Town needed to do a bigger Strategic Plan, but don't know what happened with that. I had no idea that they were thinking of expanding Hwy 26.
12. The Craigleith Heritage Depot is very special because I've been coming for 30 years and it's been transformed, it's survived, and it's evolved.
13. It needs to be built on; it's too small. The Craigleith Heritage Depot certainly has showed our history. There's not enough space and the library is small.
14. I love the Craigleith Heritage Depot because it's my place to go. I bring friends here for tours when they visit. They always get to come here.
15. Oh, we wanted an expansion for The Depot!
16. [BMPL] made the points. I remember them looking at Brantford, Carnegie Hall, they are modern and people were, oh my god, against, same thing with Richmond Hill it's big and modern. They just didn't see why our little town needed a modern museum and library.
17. But, if you build it, people will come. And then they will be immersed and filled with the history.
18. These hubs [BMPL] are essential. The Museum is representative of our historical culture.
19. The hours change over time, from 3 to 20 hours open.
20. We are still very Museum, and believe the Museum needs more space and remediation.

21. The Municipality was unsure what to do, so the people said fix [The Museum] and get it open again. There were few people as a voice, so Thank You for standing up for your Museum.
22. You are the representative voice of the community.
23. That's why there is a the Museum and the East End Focus Groups.
24. We know the service model and think it's very Thornbury-centric.
25. Yes, it's very centered around Thornbury.
26. Are [Town Council] thinking East End is all seasonal residents? Because all the connection and build up is around L.E. Shore but not the Craigleith Heritage Depot. They [Town] believes that nobody lives there in the East End.
27. But 3 Town Councillors, at least, live here!
28. Now, we know it's not all seasonal residents and that it's flipped more recently and there is a lot more people moving up here. Look at the Toronto exodus, now the Town has evidence that there are permanent people living here. And it's not all new homes that they are moving into.
29. We serve everyone, regardless of tax payer status.
  - a. Exactly!
  - b. Everyone!
30. But even our weekenders have to use the space because children still need to do homework on the weekends, and they will need WiFi to do that.
31. There's also the trail where people hike and need to use the washroom.
32. The Craigleith Heritage Depot is an access point to culture, recreation, leisure. It's an iconic place. You can't lose that!
33. We know we serve over 15,000 community members and not the listed 7,000 because we look at community member regardless of residency status.
34. Yes, and that's going to change and evolve.
35. Look at my neighbourhood, we now have 2 executives who have moved up from the city, plus their adult kids sold their Toronto house, and now they all live together up here in one house, full time, too.
36. This is just the change we've seen in 1 year, and now we see neighbours every day because they are full time. You never used to see your neighbours because they were seasonal, but now there are neighbours all over the place.
37. It will be interesting to see what the Toronto exodus people do after the pandemic. Because are they missing Toronto or liking it here? They've flipped the time they spend here and there now. Now they commute 1 day and are here for 6 days.
38. They need more space for people to meet each other and interact.
39. The Craigleith Heritage Depot needs a grant to spruce things up and draw more people together, like to cook and come on in.
40. You could see other clubs and they could use the space.
41. With the growth here, we don't have meeting spaces like L.E. Shore. It's meeting space is really nice and accessible.
42. You need better display cases because the display cases are dark when I go in. The painting on the walls is dark. We need the space to be more light so it is easier to see the displays.
43. Leave the turret room were we used to meet; don't change that.
44. You could retrofit new cabinets with lighting. See you totally got it!
45. It's great that you got a grant to repair the exterior and door and siding because it makes room for the other things that need to be modernized at The Depot.
46. The exterior colours going back to traditional colours of the rail station is exciting. I can't wait to see which of the two [Grand Trunk Railroad or CN Rail] the community selects.

47. For the interior, don't do historical because if you have low vision it can be difficult to see if the colours are dark. We hope the colours change in the future for the interior. I think it would really help with vision and to brighten things up, and to highlight the collections and artifacts better.
48. You capture all the highlights of the area, but it is limited with what we can do for gathering areas.
49. It's important to maintain the building.
50. It's an iconic location and so is the space around it.
51. People need space and a little breathing room to wander around in comfort. The library helps bring the Museum back to life.
52. Now there's research, and has great books, and good books for your bookclub. Wolf Winter is a great book.
53. People are inspired by being together and not just about the books, but want to gather in a cultural centre and only the public trusts the community resource.
54. It would be good to develop the collections with the library because visitors also want to borrow books. Example, is volunteers go and research
55. The library and the museum is a really good combination. It was a real investment in our culture and that was a major shift.
56. The collections are very intertwined, but its not a suitable space to do both because it needs to be expanded with integrity to keep the building iconic.
57. I'd like to see the Museum area a museum. Keep it iconic, and then add programming and meeting space to it.
58. It would be nice because it would be right on the border.
59. We have this, but it's too small. We need cultural space where people can come together and gather here on the east end. It needs to be future oriented and its very essential.
60. There's underlying hope that if The Craigleith Heritage Depot is considered iconic then hwy 26 won't be expanded to 4 lanes. It breaks it up, then you wont' have a trail, and you won't have a scenic road. Come on people, wake up! That's ridiculous to expand the hwy.
61. The Mayor is doing a great job at fighting the hwy expansion
62. \$2 million investment into The Craigleith Heritage Depot made it a better argument to not destroy an iconic building.
63. If we stop and think, we all know hoards of people coming because it's so attractive up here.
64. Look at Northwinds, people kids come to the Museum when their parents bring them to the beach.
65. There's shade outside the building, so it's close to natural history
66. The Museum does the films, and the apple festival. It's a Museum, but is about cultural heritage and has space for the whole area. And because of the films, it's great.
67. It would be really helpful to segregate the newsletter activities. When I am looking for the Museum I have to drill through everything. Or locations. Is it here or there. I would like a newsletter that comes to me in email and has links [blog style] so I can click on the headings that I want more information on.
68. Maybe have a look book that's by date so you can look and see what's happening. You still need to distinguish and reinforce the two branches.
69. The Museum does a lot to support the industry for shale.
70. You have a big email blast of approx.. 1500 people. To help them give it more time you could have things you think are hits.
71. At the end of this, will you tells where the research is going.

**What has the Craigleith Heritage Depot given you? What is it able to do for you?**

72. Bookclub is part of the heritage building.

73. It represents the community of Craigleith. [The Craigleith Heritage Depot] is the hub of this community.
74. This is where I prefer to come for community
75. The Museum is the hub of this community – it gives me community. When you come in, you see it. It is a home coming symbol. Now that I live here full-time, it is part of the iconic aspects of being here in Blue Mountains.
  - a. Yes, There is no other community hub. This Depot is a Multi-dimensional place. We gather. We research. We get our materials. We hand out. We stop in from the trail. This is the community hub for us here [in the East End] and it is just too small. But we want it to be expanded, not build us a new hub. This is iconically Craigleith!
76. I love the small town community feel and we wouldn't have that if we were still in Toronto.
77. There are places I go because I need to. Going to the Depot is a destination.
  - a. Yes-it is part of our world.
78. It is the heart of this community. Even people who haven't been here for a visit know the Depot building. It tells the stories of our history. Skiing, apples, Indigenous. Champlain. Mary Ward. But it is not just a museum and history, it tells the story of who we are now. Technology. Hiking. Biking. The Bay. Our gathering place.
  - a. This is different place. It can tell history, but it also tells the story of who we are and what our place is. The Museum needs to be protected.
79. Don't divorce the library and the museum. Because then it's a destination. We're here every day.
80. Having the combination and open being open to regular hours is a real benefit.
81. If The Craigleith Heritage Depot is a stand alone, then many may never visit. The Black History museum, whose been there? It's a fabulous place, but I don't know if it's a destination
82. The depot is part of our world.
83. I think The Depot is the heart and identity of The Blue Mountains.
84. When I moved here I did not know the history. I thought I was part of Collingwood until I got my first tax bill. I came to the Depot and learned about who we are and what the history is.
85. When you go to a the Museum you learn about the history and the identity of The Blue Mountains.
86. Oh, I think it's the heart of the community.
87. The Museum tells the stories of what happened.
88. The Museum is the only place you can get that now. This is different because it's telling the history of the community in story
89. You have to keep it
90. Newcomers don't know the history, and without that knowledge you don't have community, therefore you don't have connection, therefore you don't have community. The Museum is at the center of that community.
91. Every new resident needs to know the history to be part of the community
92. I love the Mayor, he's so great and so supportive and visionary.
93. I like that in the new people at Town that they have a broader background, can say things like that. The Mayor is great for vision.
94. Blue Mountain Watershed Trust is concerned about the closure of 91, and the Mayor is diplomatic and concerned about the traffic route that will destroy the community
95. He's concerned about the bigger visions
96. This are is a huge attraction.
97. I'm very impressed.
98. I don't know if there's division among them [town council]
99. Do they have cat fights?

100. They should bring friends to see the Mayor, like the meet the Mayor where he used to shake things up by visiting different areas
101. The province sounds like lifting restrictions
102. There's a new variant in England, the delta super spreader or something. Just as soon as we think we're going back.
103. People are very respectful to keep safe. We like to share information not germs.
  - a. That's a great slogan!
104. You've done a good job at being various access points for people, lots of virtual contact for kids and older people. The audience must go beyond our community though?
105. We are making sure we meet the goals that you have for your community and asking your friends and neighbours what they want for their community.
106. You do a lot with historical donations because they are placed in trust to us.
107. Yeah, we used to eat at the Depot when it was a restaurant
108. Today, some donations are agricultural books from 1890s, and they just are lying around, can we donate them?
109. Why don't you have information on some of these things? Because no one has given us this information on it yet, so it's hard to collect.
110. The basement where there was remediation, can that space be accessed? You could come and see what is in the basement; it would be a great promo.
111. The job of the artifact is to turn to dust. The Museum's role is to keep it from turning to dust for as long as possible. So we have to adjust climate and make sure it's all safe.
112. Well, could you bring it up to the main floor and just pull it out and share it every once and a while?
113. The archival material makes that it's the most sensitive to light and temperature changes. It's very fragile, so its online and out in other ways.
114. Some behind the scenes would be fun to watch and look at though.
115. Are you able to accept larger things? Sometimes, maybe not a pipe organ, but we would accept a stage coach!
116. It would be good if you had options for offsite storage. That way the collection records could be an ongoing big project.
117. It needs to be incremental across the board. We need to track how much light. An open house in the basement is not very sexy because everything is packed away in boxes. It's not open and visible. Some of the collection has open storage because it's a teaching collection. We collect in public trust, so we keep it as long as possible. An example is someone will leave their bible for their great grandchild to find when they do the family tree.
118. It would be great if artists and writers were inspired by the things in your archives. It would go beyond borders too because its provincial across the world.
119. George Prince had visitors coming from Bruce, and wherever he went to. That's what fillings do too.
120. Like capture this friendship from the bookclub!
121. 400 years forward and backwards, it's a continuation of the Museum, and about what it means to people. People like to meet other people and even when they are doing research. It interesting to hear from other people doing research too.
122. I think you do a great job. I'm hopeful the Depot will be expanded because it's iconic. Coming here for as long as I have been, they know it's the big turn. 25 years it was what you came for. You turn to go to blue and its there. It's the right place, and I'm hoping it gets bigger and better.
123. I think you're great. You're amazing at providing alternatives, and you were right out of the shoot doing it. You did the April Aloud. You reacted really well. There was the People Staying Home stories, and they really needed it.

124. Have you been tracking things, and have you really gained a lot of interest? They had more people viewing the online exhibits.
125. We made physical tourism to virtual tourism. We have accelerated virtual tourism. Walter Trier was an unknown international artists up the hill, and had no fan fair. But now we get emails from South Africa and Germany and all around the world interested in this artists.
126. It was powerful to get local community interests, and then direct that to the online exhibits and not have to have someone start from scratch on their research.
127. Virtual tourism is already in the worlds.
128. The Museum is not just about east end, it's about all TBM.

## **Rural Focus Group – October 28, 2021**

No Registration

## **Strat Plan Drop-In – November 1, 2021**

1. The Commitment to excellence and research being shown in the BMPL Strategic Plan Study is fantastic. We would like to have any information you find so we can build on our own programs.
2. Lots of good things came out of Grace United Church: BVO started. CAN started.
3. There are so many young retirees. They have skills. They are looking for volunteerism.
4. What are projects that we could work together on?
5. LGBTQ2+ are under-represented for programs and services.
6. Always looking for new community engagement projects.
7. The vaccine policy is problematic. We are not vaccinated and I could not attend your focus group. Thank you for meeting with me in a Drop-In so I can share my information. If children are added onto that, my boys will not be able to participate in your programs.
8. We attend all the programs. You have done such a fantastic job during the shutdowns. We were outside for story time and excited about coming back in.
9. My boys are 11, 8 and 4 and when we asked what is the first place they wanted to go back to, they all said the Library.
10. We recently found your Creator Space activities. My oldest loves them.
11. We need more programs for young men. There is no youth centre, so we need many mentors for boys so they grow up to be strong and compassionate. There are no programs just for boys where men can be role models. We do your programs when men are presenting, so we can get that role model for them. The Astronomy program. The Creator Space. These are led by men who have found their purpose. Thank you for bringing these men into the Library so our boys can interact with them.
12. You are the place in the community that we all come. With no youth centre we need you to keep offering activities for our youth and given them a healthy place to go.

## **Educators Focus Group – November 3, 2021**

No Registration

## **East End Focus Group – November 6, 2021**

No Registration

## **BVO Focus Group – November 9, 2021**

1. People aren't even aware of the donation process.

2. People want to give us garbage. It's a broken cycle of waste management. We can't afford to throw out other peoples garbage.
3. There's been a huge increase in donations recently.
4. The increase in population here is more, which means there's more cohort that is downsizing and have stayed here more. It may have been their game plan over the 5 years, but it happened very quickly. They have been thrilled that they have a place to take their garbage.
5. We get truck loads full, housefuls of garbage. These things aren't able to be donations, they are just garbage that is being unloaded to us.
6. We aren't as fast with the turnaround because of staffing.
7. We do have the collaborative art book sale which is nice.
8. There's an ACC volunteer at both locations [BMPL & BVO]. We also have a company that takes some of our no longer loved books, but they are also quite particular because they are also a non-profit and the shipping costs of books is expensive. So they need to be particular, like us, because they don't have margins to spend.
9. We can pay kids to rip off the front covers, but it seems criminal to throw out the books, and so much goes into it.
10. We would love to have some better way, like having mini libraries on peoples front lawns.
11. Being on Town property is a process.
12. We are looking at partnerships with the provincial park
  - a. That's such a good idea!
13. It wouldn't be anything huge but just a sample of a book library
14. We've partnered with Rotary, but the locations were problematic. So we are not looking at public spaces.
15. Have you considered looking at parks and places to eliminate the struggle?
16. I know younger kids shop at BVO for Christmas presents. The lower prices for kids means that they can buy something for mom and dad from their allowances. Maybe kids are more comfortable coming here to the library after school.
17. Anything we can do on Saturday or in an evening and bring things here that we can push?
18. Our manager can't be here because we're open then, but she likes to connect one-to-one with people.
19. The kids toys and things in the showcase is great, and we could put things along the windows for people to do window shopping, like we did with the collection materials over the pandemic.
20. Housewares might work with that too.
21. I heard that Collingwood does things like offers snacks for people, and this was done through sharing with volunteers. Things like crackers, granola bars. They have this, and it's easy for kids to take and easy to keep.
22. I know there are boundaries there that can be broken to help those who need better access to food and shelter.
23. We saw a big increase in the amount of youth during the pandemic, especially with mental health. Mental health stress went to the top. [BVO staff] knows these stories.
24. What's your engagement with youth? We have TAG and TWAG but it's a certain calibre of child. It's a great opportunity for our youth to engage and act but it's not the mass of who we are.
25. There's a struggle to get teens because we aren't walking distance from their school. They are coming in from Meaford and then picking up a second bus to head home.
26. We have changed our teen space around, and gave more online access. They are more engaged online than when they are face-to-face.
27. Can the bus drop them off here? So the opportunity is there, but now there's a new school. This would be a new partnership with them.

28. There's a bus crisis right now because they don't have enough drivers. So if they can't get a driver then the bus doesn't run.
29. Meaford rec doesn't do anything if the teens are here. We are the defacto, and we don't hit the mark of a youth centre.
30. Tweens are next door, and we are always looking for ways to support the youth.
31. There are big picture things that need to be taken care of too.
32. Now building a new service model and rebuild the volunteer program and build back the youth users. Because of the pandemic, we weren't able to grow with the kids. Normally we get to grow with them as they progress through each stage of life and through each grade, but with the pandemic we weren't able to grow with them. So, we are now reintroducing life long learning aspect to their life.
33. We appreciate the space usage for seniors. No space for us to spread out where we are. We can rent from churches.
34. The information sessions from seniors is a valued partnership and we look forward to building it back again with maybe a hybrid of in-person and online. It would be good to keep the distance.
35. We also had the preschool with before and after care. It was walking distance to get them here for the love of books and for lifelong learning. Private daycares are coming to the library, and is a move forward.
36. It's good that preschools can borrow books, and classroom visits is a good break and add on to students learning.
37. We need funding for a community centre. We're looking at opportunities for a community fridge, that can be stoked from the garden and volunteers can monitor it. It's up to the community to own it and to have access as they need it. It could even be youth that are using it.
38. We are looking at a community centre or a community garden; the library is a good alternative. And it could refer people to other locations.
39. We have the foodbox program, you refer people to us and act as an information and redistribution.
40. We also have the Library of Things, we have a few things but if you have any brainwaves out there as the trucks arrive.
41. We could have lending out of pedometers which would promote good food and exercise, and you have the snowshoes and things that can be lent out.
  - a. Yeah that's great
  - b. Ask us for toys
42. If you put it out there, then the people will come.
43. I remember when I didn't live here all the time, that I used to call the Library and ask the staff for an update on the road conditions. I know other residents of Mississauga who would do the same thing and would call the Library for the road conditions because we were on the way up from the city.
44. It's a nice place to come and decompress. It's easier to come here because there's amenities close by. You can do all your errands in ½ an hour. You'd never just say "gotta go". It's just so nice to have the convenience of having everything here that you'd have in the city and it's more friendly.
45. I want more parent opportunities. Haven't heard how parents are doing, but I know they don't have babysitters. I can see that a 1 stop shop would be very appealing to families with 2 working parents.
46. But with 2 working parents, you never get to know anyone. It could be as simple as going to a meeting like here at the library. It really is a hub.
47. I really like the social opportunities to connect at the library. Jazz is always thought well of.
48. I think there would be desire to have support for mental health. You could talk to peers about the same stages you are in life.
49. I used to come for exercise and it was mainly a success because of the social interaction. You maintained your physical health and you got to meet friends. It was really fun and motivating.

50. Seniors Centre Without Walls offers programs via phone. There is a desire to get together. They do a check-in and chat, which is a bit of an update and news tid-bits. It's unscripted.
51. For seniors, the isolation is really hard. They need a place where they can social distance and visit.
52. This is a different kind of gathering. Exercise keeps seniors healthy. I remember there was quad exercises just so you could go to the toilet. They were coming no matter what.
53. Volunteers aren't always able to have social time.
54. I can speak. I felt very isolated and Seniors Centre Without Walls engaged in phone opportunities and was very involved.
55. There are people who have reached out and have been a good success at helping others. Some have not reached out. But volunteering has changed. There are a new group of people coming in now. This different orientation had a solid stable role to play. They stayed so long because it was social, it was fun, and it was satisfied their going to help others.
56. It set the state for these opportunities. Now there is more competition because volunteer opportunities pop up more and there are more prestigious kinds of volunteering. It's all different things. People would rather work on private golf clubs.
57. Technology has its own barriers. There's more appetite to be engaged, and for folks to be doing Zoom. There was definitely sticker shock at first. We only give those supports online.
58. The biggest barrier for people was the money for a tablet and people need WiFi. We had many people coming with new to me technology devices looking for help.
59. Not everyone has technology in conversations because if people don't have it then they can't live in meaningful ways.
60. BVO helped with internet.
61. Yeah, we used to get seasonal workers and residents out on the front lawn making calls to their families and connecting to WiFi.
62. People will borrow tablets and laptops too.
63. [BMPL staff] is wonderful. I love to watch the tech tutorials.
64. Folks also need financial help to connect with others. WiFi hubs to lend out would be good to provide in the area, especially if they know that it's going to work.
  - a. If a cell phone doesn't work, then a WiFi hub won't work either though, so it's a big tough.
65. It would be good for folks who can't afford to connect or who meet a certain criteria of affordability.
66. It could be a partnership where the library has the resources and BVO tells us who needs the access. This would also help with resources needed after school has ended
67. We have a big ECE shortage right now and there is a waitlist of over 80 families right now. It's a very sad reality right now for our community. It's an issue for the county too, that there's not enough daycares and ECE's. It's a crisis! We are short 111 daycares and ECEs. We need a requirement that has this increasing. There is a big need for this in the community.
68. This is where shared space is great, like when we rent the church. But if there is a funeral or something at the church, then we can't run EarlyON.
69. We really need a physical senior centre. Most communities have a physical space with phone as an add on with Seniors Centre Without Walls.
70. Seniors use more on the workdays, and we need to look at how we fill those gaps.
71. A community hub needs storage space and secure storage space so that partners and community members can keep things there too. Multiuse rec spaces for young to old community members to gather and be.
72. The library could have a climbing wall, and even pickleball.

## Arts & Culture Focus Group – November 10, 2021

1. I'm from Duncan
2. I'd really like to see studio tours. Clarksburg and Thornbury has two each year and a number of people get involved. It's organized by artists. Yeah, it's very well organized they have maps. It happened in 2019 and typically on the May 24 weekend and in October around thanksgiving.
3. The whole community comes together. It's hosted by all the reps from the galleries in Thornbury, Clarksburg, Meaford, and Collingwood. It's a big network meeting for everyone. There are events throughout the community, kind of like a tailgate party. We used Grey Roots which helped it become more aware and supportive. Often thought that would bring all of us together.
4. The Library could host the network event because it has the space. When the Thornbury/Clarksburg studio tour to get more involved with The Gallery for the tour.
5. Arts map helps and is paid for with the ads.
6. Bracebridge does a cool thing called art in the park. Clarksburg has done that before and it's been okay. It's very weather dependent though, and it's a big commitment.
7. We could do music in the park. Jazz in the park on Sunday nights. Art in the park is a different level. Think Gallery space.
8. I'm from the Marsh St Gallery. I'm a webmaster and do photography.
9. People don't come much these days, as there is low traffic.
10. There is garden people in and out. They set up and play the piano.
11. We had over 400 people drop by when we did it. They want representative art in the garden.
12. [Community member] in Collingwood came for it and set up on Bruce St.
13. The Gallery doesn't use sidewalks. It's a county issue for activities on the sidewalk.
14. We need to reinvent the gallery. We could do painting in the snow. It would be a very large and easy scene.
15. We are fortunate that people come in because of the library here. It's nice that each person can have 2-3 pieces by each artists out.
16. We don't have to look for a new area, it could be right beside the Marsh St Gallery.
17. George St is also happening on Sept 2-4<sup>th</sup> over the weekend. We invited only Clarksburg though. We needed to have a base and then later explore inviting other areas to it. We are looking to do a projection series on the outside of a building.
  - a. BMPL: Let us know when you're ready and we can partner
18. Beyond what space needs, what kinds of support for artists and artist programs are happening?
19. We could blog about what to do elsewhere in the community for arts and culture
20. Places for flyers, like an artists corner. It would need to be more than a bulletin board though.
21. We don't have that many galleries, so we can have a piece by each one, and include it as an ad as a standing promotion.
22. GLAM – there are few managed under a library. We're also a Museum that looks holistically at culture.
23. ACC presents, and speaker series are good.
24. There is drama at the Marsh St.
25. We don't want to duplicate services, so how do we support new and emerging artists?
26. We could offer workshops, where people could come and do something new.
27. The Gallery as not a destination because there is permission to explore. It's passive art, too.
28. What if you can rent the [showcase] to artists and artisans and crafters. The Gallery is able to do it. We are now booking 2022. There is a small commission on the sales in the showcases but it's very comparable to other art and gallery commissions.
29. What about doing any events outside?

30. There is the MAP program that is at the Town and features an art collection.
31. It's a scary process to go outside with the weather.
32. But we could do sales & exhibitions of seasonal art, and try concerts on the lawn.
33. Music programs are back with numbers returning.
34. Crafts for kids and artists.
35. We could do free programs or with minor fees, for cost recovery.
36. It would be an inroads for people to test something new. They could gather, and experience and go elsewhere or go off to do something over at another gallery or place.
37. We could do a story cove archive. Maybe with Dan Field.
38. He's not showing here for this exhibit, but look in the archive because he's shown before.
39. The show becomes antiquity and then it goes in the archive.
40. We do collect the art history with the music, and also local history and archives. We haven't entered much into art. But we do have Walter Trier where there's a collection and photos. So that's the kind of idea that we do for collections.
41. You work with archives and work with antique shops. There's a lot of tourists, and they don't come to Clarksburg much because there is no link to promote and captivate the audience.
42. They need parking and eating with their art visits.
43. In 2019 we wanted to establish something like that but it would be basic at first. We tried to do an arts corridor because between Clarksburg and Thornbury we are right on a stretch of several galleries and art shops that would be excellent for that kind of event. Similar to Best on Bloor. These are regular art shops and galleries and other art & culture places that you can go. We could print the brochure with cost recovery, it would be able to fit into your pocket. It would take you from up Bruce St through Marsh. We can try it again and see if there is appetite for it.
44. We would want the entire gallery for the event. There might be any people that would be interested. If you're at one shop and there's 5 other places it might be interesting to them. And people are driving, so it's a good way to promote the whole piece.
45. Send the library an invitation for the project show from lockdown. It's a limited series, with the project on the wall and a movie of Clarksburg coming in and out as a black and white silent film. [Community member] uses 2020 150<sup>th</sup> anniversary, and it's matched with the old footage of Clarksburg.
46. We want to send an invite when it's present, but also look at how to integrate storytellers and tell the story of Clarksburg. The library could identify the text and people who can read it. We were hoping to have it supported for November, but it will probably be in January. We need to find the storytellers.
47. We could also make it into a travelling show. Similar to Stay At home Stories with the Museum, and describe how life has changed.
48. You might enjoy the REEL to REEL series because it tells the history of Indigenous peoples, fossils, and has really good background. It's all short films.
49. I think this is a very engaging group of people.
50. The juried art show, foundation clerks and award have a fund to afford a prize, like a prestigious sort of prize. It would be great if there was some way to engage to sponsor some sort of prize for artists, and to see an annual award to recognize arts & culture. Can be by LGBTQ2S+ sponsored of \$50,000
51. It would be great to see the things produced from that kind of award.
52. I love the special prize project, like the winner of the Tremont. Collingwood was putting out money for a juried prize with some sort of prize. It was great to see what sort of things came in. I'd love to see something through the ACC like that, maybe for emerging artists. It's too bad we can't do something like that.

53. It would be great if the prestigious prize could come from the Resort or the Town because what came out of the award was really amazing. It could be displayed somewhere in front of Town Hall.

### **What supports are needed?**

54. There is a sculpture forest in Haliburton. It's a very visual experience and put on by the school of the arts.
55. We don't see a lot of sculpture here. But you can go online, we have so much property like down by the park.
56. What a wonderful idea to get people to Clarksburg.
57. You could go out and be finding sculpture, with different art collectives.
58. I'd love to see more public art.
59. Installations of artists could be temporary even. Half could be fun sculpture because it was the most fun to be out in nature and viewing art at the same time.
60. We also need more 3D art.
61. The BIA is spearheading art installations. I'm thinking something like Nuit Blanche thing that meant to engage for a short period of time. Then it's a real reason to get out, as it's a whole gambit of things to do. It could be on Town property too, so that way there is lots of room for sculptures and art.
62. Sculptors want their stuff out. There's ones out in the lawn at some homes.
63. We need the book for the front LE Shore sculpture. The girl holds a book, but it needs welding back on. There's also a wooden sculpture down by the fish ladder.
64. That's what we're talking about. It's there all season.
65. It really needs a plaque with a name, and who made the art and where people can go to see more of it if they like it.
66. The grass area beside the library could be a great temporary place for this kind of thing. But it can't happen with this or the next expansion.
67. There could be an ACC rotation with us commissioning a call.
68. The phone booth that the town did could be on the sidewalk to see. It was freestanding and stable on its own. Something like that could be first.
69. There is lots of space in front of the building.
70. What about ice sculpture? That could happen for Olde Fashioned Christmas. People who come here for hockey might enjoy that.
71. We also need visual equipment. Do you loan out visual equipment?
72. Yes, there is the Creator Space Mobile Digital Arts Lab. There is a camera, film, computers and online training courses to get people started with digital arts.
73. We need to do an exhibit of digital arts.
74. This really helped us transition to our first online show during the pandemic.
75. It's great at being a first entry for art programs for others. It introduces you to a lot of ideas. It's a neat partnership. They couldn't do it on their own, we couldn't do it on our own, but together we are able to create this great thing. It's mainly run by a couple who own Mountain Goat Productions. They help us with all our REEL history films.
76. How many libraries are there in TBM? We are a two branch system with L.E. Shore and Craighleith Heritage Depot, but we have reciprocals with Grey Highlands and Meaford. We don't have reciprocals with Collingwood as they have to pay annual fees.
77. In my old library, there was a gallery, but half the time it was closed for meetings all day and it was tough to get in and view the art.
78. Sometimes there is something happening at the same time but it's nice that here you can actually view the art.

79. Collingwood put in a gallery and it's in their throughway. Everyone turns and sees the art. There was a big kafuffle when the gallery moved.
80. I always like when the parents drag along their 2 year olds and then as they are walking into the library the child just stops. You can see the arm tug as the parent doesn't notice that the child has stopped to look at the art. It's great. It's nice to have passive art, that they wouldn't normally see.
81. We keep the nudity down.
82. The Imagination Studio was here over the summer and had a bunch of oil paintings up.
83. We can have children, events for live, the February show and so much more.
84. The broad stroke is what makes this gallery so special.
85. We got a lot of work to do now.
86. We should invite everyone to the area, and get an arts corridor. It's not a new idea, but it started around 2007.
87. Everyone can make a bit of money to make the maps and the little signs, like artists palettes, to help people go from shop to shop. Something like that the BIA's heart shop local signs but for the art. There could also be a pet parade and strawberry ice cream and his baby brother as a cat.
88. Then the food drive with BVO and between the school.
89. [This area] has been an art corridor.
90. It would be great to do the studio tour, arts map so why something different than that. We have a natural place of a straight line right down Bruce and to Marsh St. We could bring everyone in as a network meeting. It would be great to have us all together to support each other.
91. It takes a village.
  - a. 2 villages! [Thornbury & Clarksburg]

### **Seniors Centre Without Walls Focus Group – November 10, 2021**

1. All participants are finished work and they are all homeowners. 93 years old is the eldest participant but 80 is the average age.
2. The burden of homeownership can become onerous for seniors
3. For many seniors, appreciating the everyday becomes impossible because of body limitations
4. New Territory for seniors is difficult for participation because not all seniors can drive anymore
5. Driving is difficult for seniors as if they can't drive or lose their license or don't have access to a vehicle then they cannot get medical and shopping done
6. Yes, there is some public transit available, but it's not in TBM
7. Some people have specialist appointments in Barrie and that's not very local.
8. Red Cross doesn't have volunteer drivers to help everyone, so it's difficult
9. Transit is too long for people to go to Collingwood, and then Wasaga, and then get the Linx to Barrie transit and either take the Go Train/Bus or take Barrie Transit.
10. Things become less accessible as you get older
11. For example, if someone needs cataract surgery it's going to cost them \$470 only in transportation costs if they do not have access to a vehicle
12. This area is not well served in terms of medical, and many medical appointments are also in Wasaga Beach. This is also an underserved area
13. BVO and BMPL had a wonderful working relationship especially with the public information sessions; there was also the lunch and learns which was part of a 2hour information session
14. Working at home is dodgy with the internet connection and tech skills needed to do that

## **Tell us what tech services, tech support, tech collections are needed for our senior community?**

15. They need help learning how to run their phones. Many seniors got a new phone during the pandemic and don't know how to use it
16. They need one-to-one learning, someone to show them. Many of their family members just take the phone or device and set it up for them. Family members don't know how to teach, they don't know how to give this information and the skills so they can do it on their own. Seniors don't like being treated as if they can't learn and this is tough. Many of them are very smart and they just want to learn how to use their device. They want confidence with it. They need a little brochure or something to help them for when they are at home.
17. They need someone who knows how to teach them. Not someone who just does it for them. They need someone to show them how to do it, and then they, the senior, can do it themselves beside the teacher.
18. They need someone who can teach who knows how to educate people, how to get them to learn. This person needs to let the senior participate and practice with the tech beside them. They need to be let to do it but have the teacher there for guidance. You guide them through and they repeat the actions.
19. Seniors have had to learn many things, and even they just want someone who will let them do it. There's been so many different tech things that they have had to learn. There's even things around the house that they need to learn.
20. For example, I just learned how to use cruise control the other day. I had no idea how to use it. I can't use the car manual because it's not user friendly. The whole reason why I'm looking in the manual is because I don't know how to use the car, but the manual isn't user friendly.
  - a. I don't know how to use cruise control either!
21. We really just need a step-by-stop instruction and that will really help us feel like a real pro.
22. I really like [BMPL staff] as they are really helpful with tech. They are very easy to work with.
23. [BMPL staff] is on YouTube and they tell you what topic is being discussed and shared, and there are also tech workshops and programs you can do at the library too.
24. We need help with some very specific issues though, and you can always go back and rewatch the videos. They are really good.
25. I have a flip phone, but there are a whole bunch of things on YouTube that are very helpful.
26. The car manual doesn't make any sense, and if you email the rep they just give you a link to a video. We need something that's very incremental, and here's how you do the next thing, and here's how you do the step after that. It needs to be very incremental.
27. I've learned a lot by watching [BMPL] YouTube videos
28. The car manuals are written like a contracts and legal paperwork. That is not written for someone who is struggling to learn something. It's written for someone with a certain skill set and knowledge level that most of us don't have. We look at the manual to begin with because we don't know how to use something. So it's really frustrating when you also don't know how to read the manual.
29. I don't read well to begin with; I'm very slow reader. The BVO is really helpful. The library has also boosted WiFi access. I believe you can also get hotspots. I bet that some of the neighbours can get the library WiFi, but I think you can just access it from the parking lot.
30. WiFi is a great access service that the library provides that is very valuable to the community. It's really essential.
31. It's so nice that you just pull into the library parking lot and you get access to the library and to WiFi.
32. It's very spotty WiFi in the north of TBM.

33. Our Seniors Program is about 12 people. I wonder if we can get 19 people sitting sideways in the gallery and if then we could rent the space again.
34. New Territory for Seniors would be great to bring back to the library and people find it very useful and the participation was always great.
35. Everybody would love to meet face-to-face. We could do a lunch and learn session. It would be great if we could physically get together. It could be the same as a restaurant.
36. It would be wonderful to meet in-person.
37. Message us again about how we can meet in-person at the library. Don't underestimate the importance for people needing person-to-person. It's really important that we get social interaction.
38. We could do one before winter if people are really keen.
39. On Monday, we have our check-in and chat program. We could keep it open and talk about meeting in-person
40. The seniors exercise program is only on Facebook right. I saw a couple videos on YouTube. It's important that you keep this open. Not everyone has Facebook. Seniors Exercise also needs to be for the blind to keep them active, as not every senior has good vision. Many are experiencing vision loss and need something like closed caption to help them understand what they are seeing. It also helps because it describes what the video is so people can do better to follow along with what the instructor is doing. It's great when the description is on because people who can't see the leader very well can at least hear what the leader is doing and still follow along.
41. Facebook is not adequate for people over the phone. They really like the tea and coffee at 11 on Monday. Where they join on the phone and they bring their tea or coffee and chat over the phone.
42. It would work well if we could do it in-person
43. We would put outside some drinking boxes for people, and pre-packaged brownies. Everything would have to be pre-packaged, especially with us doing person gatherings.
44. I just found it was a cluster of people when I went out. People were not distancing very well at all.
45. Some people were even standing.
46. Personally, I don't think it's a good idea to be gathering and eating all together.
47. We are just trying to do what's best. People can sit and social distance.
48. I've noticed before that people came for information and they sat opposite from each other and it was a nice to get together with other people. That's what we're trying to do is just get people to gather together.
49. We could do coffee and tea and have some cookies in packages there too. We could keep it small to start with and just see how it does. There are few people from the area who would come, as many people who participate in SCWW are also not from this area but they've heard about us through friends and they join in.
50. We have people from Durham and Ajax who regularly use the SCWW.
51. What kinds of connection would there be with community service organizations?
52. There are housing programs and these really help the homeless
53. We really need to get a satellite legal clinic from Service Canada, Ontario here.
54. We have to go elsewhere when we need anything from Service Canada or any of these community service organizations.
55. I'd like to see that kind of thing expanded to be at the library
56. I've heard that some urban libraries have a Food Pantry. We have one here at BVO. It's a program that [BVO staff] runs
57. Because transportation is difficult, it's hard for a lot of people, and these services are just not here.
58. It might seem like a lot to ask for.
59. The Library and BVO need to be the community centre of TBM
60. We have needs for more recreation, which is slowly starting to open up again.

61. Pickleball is maxed out, and it's very popular with young seniors. A lot of them are playing it.
62. Things are starting to open up for walking club, but is it open yet?
63. Shuffleboard is good, but we also need to learn how to play it, and a portable version would be great.
64. We need more programs and activities for people with low energy and low movement and mobility.
65. They put it on the post-it note board.
66. Put out a query to older adults. You need to hear from 200+ older adults about these centres. Do they want a portable shuffleboard? How would people handle it?
67. What about chair yoga? That's a good thing that people need to do. There needs to be more chair yoga and find what other people need based on their mobility.
68. What kind of podcasts and audiobooks are there at the library? I know you have the large prints.
69. There's audiobooks and Playaway's which are fun. CELA also has more access to resources for people with vision loss.
70. I'd like to listen to the podcasts on CBC. How do I access those?
71. I've tried to go on YouTube to listen to the podcasts, but it just doesn't work for me.
72. You need to download the app. Podcasts are great to listen to, but you don't watch them. They are just for listening to. It's like the old radio programs.
73. There's tons of resources for learning that kind of thing.
74. There's also too many resources for covid. COVID really hastened our reliance on technology and our needs for skills for tech.
75. All the things are new, everything is new. We never needed these tech things before. There's so much that we have discovered because of COVID.
76. It really accelerated our pace of change, which has been difficult. The tech part is so important and we really just need help with it.
77. We really need tech support in our own homes, like a homebound tech support service. We need the library coming to us to help us with our tech things. Then we don't need to go out.
78. If we are having troubles with our desktop computer, there's no way we can just take that computer out and get help with it.
79. I need help with my TV. I don't know how to use my TV. The landlines have become more complicated too. I don't know how to use it all.
80. I need someone to come and take a look at my landline and my TV. I have service but I don't know how to operate it.
81. I'm having problems with my laptop. I need a guide how to use it all.
82. The TV and landline and laptop are all integral parts of the home now, and it's hard when you don't know how to use your home.
83. I know lots of other seniors who ask me for this kind of help, but I don't know where to point them to or how to get them help.
84. The only option is to go to the high school guidance office and see if there is a high schooler who can help the seniors. We need the high schooler to be able to come to my house and show me how to do it.
85. Yes, they need to be able to come to my home and show me how to use it. It's difficult to learn when you aren't in your own space. You just don't feel safe unless you are in your own space.
86. Yes, we need to demand this.
87. People don't know how to use these things. They only ask for what we think is available. So if we don't know what is available, then we can't ask, and we just struggle along.
88. Technology is very adaptive, and it's a great volunteer opportunity for the high schoolers.
89. Homebound services is not really a thing, as I'm not very bothered with it right now.
90. Mainly my phone I'm interested in.

91. Lots of people are getting rid of their landlines, but I like to have it as the back up. I have a cell phone too. When we move, we'll probably get rid of it.
92. Not now though, maybe if I don't drive and I'm not able to get out of the house I'll have it then.
93. My neighbour got a new cellphone from CNIB because he doesn't drive
94. Someone like that should have someone to drive them around, but it's very expensive.
95. The library should provide that kind of service.
96. It's important especially with winter coming up and people living far away
97. Not everyone lives 3km from the library
98. The price of gas is going up, and seniors on a fixed income just can't afford to put fuel in their vehicles.
99. The most I've paid for gas is \$1.49 and that was very expensive.
100. Many seniors live on a fixed income and all the other expenses are relative, so you just can't afford many of them.
101. The money is paid by the taxpayer and most things are available.
102. You should partner with BVO about getting the tiny libraries. There is Heathcote and other places that may be easier for neighbours to pick up. It should be in public places for people to pick up.
103. You should look at the Community Hall and the Ravenna Store. And Lora Bay too
104. You could also put them on private homes front lawns.
105. It's an important idea because TBM is a collection of communities. It's easy when you live in Thornbury or Clarksburg but not everyone lives here. Not all the other parts are easy to get to.
106. My condo at the harbour has a room with books in it.
107. Golden town apartments also have a book library. But these are only for residents. We really need one that's for everyone and not just the people who live there.
108. Do you supply to congregate living?
109. Golden Town, and Maple apartments would be great. You could drop off a selection of books every two weeks. It could be like a rotating collection. It would create a tiny group congregate setting.
110. People in the winter would be appreciative as it would help with the road conditions. When the weather conditions are wintery the roads and walking and driving are very dangerous for seniors.
111. We need to socialize and get out there and be with other people.

### **Open Topic Focus Group – November 13, 2021**

1. Everything is too focused on the Town; it's very Thornbury centric.
2. I'm talking mainly about the hours. They haven't changed to what I'm looking for.
3. I'm talking about before COVID hours. I know things had to change with COVID and that's good.
4. I find the Library hours are for the people in Town. It's very Town focused.
5. I depend on the Library greatly. I need it for printing and scanning and more than just getting some books. I don't have these things at home because I rely on the library.
6. Technology is not built well and it's just built in and obsolesces.
7. This is ridiculous that technology is so expensive and it's just turning into garbage so quickly. The ink either expires or it dies, and there's no reprint.
8. So look at Thornbury hours for the grocery store, the post office, these are all open earlier and before 9 and 8.
9. I've had to cancel holds because it doesn't fit with my scheduled to come all the way to Town for 1 thing.
10. It needs to change out of working hours. Wouldn't it be nice to hook it in with the other errands that I have to run.

11. As for your books, you give a very generous hold period. But sometimes my home projects run overtime and then I need to go to the Library but it's closed.
12. Opening at 10 is for liquor stores and some clothing stores, but not the library.
13. I'd love it if the library was consistent with Town Hall as this would make it easier to plan my day.
14. I can relate to this, as I'm newly retired. I use the Library for the fax machine.
15. I did webinars but I didn't go to Toronto for my work, before I was retired.
16. I used the library as my work site to deliver these presentations. My internet at home is too unreliable for me to be able to work from home. So I have to use the library.
17. I used the booth way in the back of the library and this worked well. I had no other choice but to use the library because I can't have my internet go out in the middle of a webinar presentation.
18. You may need a quiet zone, or even a quiet zone around the computers or the computer stations.
19. I'm not sure if there is an ongoing need or if it's just one off that people need these quiet spaces.
20. I use the computer because I have very unreliable internet. It's also so expensive for a minimal income.
21. Yeah, if you're retired, you have a fixed income so it's down to the penny. Every penny counts.
22. The internet is still [terrible] up here. Our neighbours did a survey with other neighbours. And we need to link it all together. I prefer to do these things from home but I use the library site as a working area. The service is great but the hours are not.
23. The covid hours are what they needed to be, but if you could change it would be nice if it changed.
24. Being open on Sunday was nice when I was a weekender, but now it doesn't matter anymore because I'm retired.
25. I'd like use of a meeting space. There's not a lot of meeting space.
26. I'm also a member of the garden club, and I'm assuming we can go back when the pandemic is over to meet in the library.
27. I think the comfort level is not there yet though. I think we might be looking at a January meeting in the library. One of the things in January is we don't have the tech expertise. So we'll need help with that. Many of our members are concerned about the tech because there is so much to learn and not everyone is comfortable with the technology to be digital and to do something in person.
28. The library has a lot of property, could you set up a marquis on the lawn. Part of it would be the community building.
29. We all don't have the bandwidth for zoom, either mentally or with our internet access. So I can't participate in the online programs over covid because there's no bandwidth.
30. If you had a marquis then people could participate still. There could be more child seating on the outside of it. You could still do the talks. A marquis set-up so people could still see the meeting and it would resume the community building that the library is. You may not be able to do it all the time but you could do it for ½ the year and serve the community.
31. I don't want to be out there in the rain, so it would be all sitting on the lawn but preplanned.
32. You can't charge fees for it because it excludes the right of way. Many seniors have fixed incomes.
33. The library thrives at it being a community building, and this would help bring back the community building.
34. The town has their garbage fees. It's hard to swallow because we already pay taxes. But what are you getting for them? The Styrofoam is hard to get rid of, and again it's in the taxes so why do we need to pay for garbage.
35. The fees add up. It's all the same pot of money in the end. It really discourages what you're attempting to do which is to build a more environmental community. But if the fees are too expensive, then everyone is just going to start to burn their garbage.
36. It's finite income and we can't find other means of having income. My neighbours are burning their garbage because what's going to happen to them?

37. The town is supposed to be about the “environment” but what does that even mean to them. It doesn’t mean anything. Think about everything that is going into the atmosphere because they are burning their garbage and can’t afford to pay for the garbage.
38. We need recreation and socialization opportunities. We need to get some exercise.
39. The library shouldn’t have to pick-up that recreation role though. We know that that’s a huge role. If you want pickleball and tai chi it’s all full in the area.
40. Seniors exercise is already full, it’s always packed.
41. If the weather was bad then the marquis would shelter and protect people.
42. If a healthy lifestyle is important to the Town then goal should be mental fitness for seniors. That’s the core need.
43. David Suzuki foundation is a great thing for that.
44. The next step is information packages and LE Shore and Craigeith Heritage Depot to explore more about why we care, the purpose and how to work.
45. There needs to be a grant submitted from the Town with intent posters, information sheets. People can pick up and use the web or even post the information.
46. Unless your coming into town as your intent, you’re not looking for this information.
47. I saw a talk, and then in person attendance on environment.
48. I know the BVO has similar subjects and if there was an interested there could be a zoom presentation. That would be the easiest.
49. I participated in the bird zoom session.
50. If people don’t have zoom, it is just one tool.
51. How can we have a hybrid with a meeting.
52. There is the pollinator grant information. You could reach out and let us know one way or another. It would be an information piece and we off to assist with the content in our facilities. There could also be a link to a webpage, and a link to the pollinator spots in the town.
53. One lady’s husband does some printing, but I’m not sure if it’s already needs to be developed. It’s the support that’s needed to develop the poster. But it’s a balance between it being detailed enough to drill in why it’s important, but with a QR code to connect to the website or where to pick up more information because it’s not being utilized right now.
54. There are two weeks in early spring that could be good, and it could be a reminder that it’s now planting season, so think about pollinators and not cutting down certain plants, and it could go out again in early summer or in fall. It could have segments and be part of a series.
55. And with a new opening time, this would let us run our errands.
56. There’s not a specific day I’d like you to be open early, and not looking at it being open more across the board. The bank is open at 9 though.
57. You need a mix of long days and short days. Maybe one day like Monday or Wednesday be open at 9am.
58. Any way that the library could tie in to more rural communities more. Maybe with a bookmobile thing.
59. You could have talks at the library and you could get local farmers to discuss applies on the vine and organic farms to give tricks of the trade. Library programs are very urban based.
60. We need to support the organic farmers and it would be a nice direction. Especially the pollinator side. We don’t want to cause uproar between the farmers, but we need to look at ways we can support organic farming and give them a platform. It’s not about condemning another farming practice though. It’s about education and giving a platform.
61. I’d like to be looking at the apples on the vine and an hour of tech introducing the different technology farming practices that are being used. You could involve some of the farms, even outside of town.

62. How does this support the town strategic goals of the environment.
63. It would be great to also have information about honey and how this can be an education platform.
64. But it has to be careful so not to cause bumps with what is happening. The larger farms are doing what they need to do and it's not about one against the other.
65. I think there is a lot to learn about the environment. You hear from them and what their struggles are. It's really a global issue not just local issue.
66. It's really about how the community can support without attacking the other farms.
67. It would be great for postage stamp farms, but that doesn't fix the problem
68. There are rules of what you can put in your front yard too
69. There's information about how lawns are bad and lawns need to convert across the globe.
70. It's something I want to do but it's definitely hard to know where to start.
71. I know that coneflower, milkweed are all nice things for the pollinators, but it's all very specific to what's local.
72. There's also nature and water protection things that need addressing too. CANN should be a part of the community building. The Review has a lot of information on this kind of thing. It would be great to have a larger profile for it.
73. There is also the tree trust which I'm not sure if everyone knows about that.
74. People are also looking for seedlings and seeds. They don't appreciate that there are other activities that they can be supporting.
75. It's a good presentation idea or it would be good to have a list of local community groups.
76. It's important to be diplomatic and face-to-face presentations win every time.
77. It's the passion of the presenter that really comes through with the in-person. It's also a good opportunity to clarify questions
78. You could be looking at providing services outside like maybe Heathcote park.
79. You could also have a book mobile, but it may not be worth it if it's very expensive.
80. Can you provide materials to rural through other ways?
81. Homebound and delivery service could all be done with volunteers.
82. I'd be happy to pick up someone's books while I was in town doing errands and things.
83. But it's hard to know who needs it. I don't mind picking up but who needs it?
84. You could also have volunteer drivers. We have a lot to deliver.
85. I've been living with eBooks and with ILLO, but there is also the isolation aspect now.
86. In the first year of COVID, I only went to Foodland.
87. It was here before COVID was announced, because there was lots of people getting sick before March when it was declared.
88. We talked about mobile library on lawns, that would be great to put that out here.
89. I wanted one here but in the parks would be a great thing.
90. I bet the [Ravenna] General store would do it here.
91. There was a crew ready to build but it stopped with location.
92. You need to think about where people congregate.
93. Churches would give permission, and on the trail and at parking areas. That would make a lot of sense.
94. Yes, but I try not to wear a backpack when I hike. I like the idea of a free library being at the trail but it's awkward to carry a book with you as you hike.
95. If there was a hold pick up then that would be different. Keeping control of that could be difficult though.
96. We also need to find a way to keep the books out of the garbage. You could have a key holder on site and that could help.
97. You could also pick up holds maybe at the market, but with little kiosks that are well stocked.

98. If you had a volunteer to pick up, you would have to man the kiosks less. There would be less of a need for that.
99. You could also post like 5 things that can't wait for people to get them, like surveys and information.
100. You should also run the post-it activity more than annually. I think it's a good participation thing.
101. Like the way the monthly newsletter is, it's great that it highlights Ken. I read both his books and I love them.
102. I really like the book profile on the newsletter. It was great because he was the first LE. Shore librarian, and because we were looking at going to Bhutan and hike the train in England it was a great read. He brings a lot of history to his books and it's very personally philosophical.
103. It's great to profile the books because you don't know about him unless you profile the book.
104. I don't really like reading blogs. But your blogs really highlight the books well.
105. I have troubles with how many steps it takes to renew a book. If I call to renew, but I just have to keep scrolling and look. You were 5 and now there's lots of steps. Anyway, it would be great to make it more of a straight forward service.
106. The website is complicated, and I just want to renew the book.
  - a. The website is us, but that catalogue where you renew the book is a national database
107. By the way, do you take volunteers. What do volunteers do?
  - a. It's based on area of interest
108. If you have an interest, then we'll find a niche.
109. I could help with handwriting reading. I read cursive.
110. We need people like that.
111. We have so many opportunities.

## **Open Topic Focus Group – November 17, 2021**

No Registration

## **Tween Focus Group – November 25, 2021**

1. I'm new to the area, so I really just wanted to make more friends.
2. Baking could be cool, and some of the other things that Teens do.
3. Can my sister come here too and we can do the activities together?

## **Georgian Bay Youth Roots Focus Group – November 25, 2021**

1. Everything changed for teens and youth with COVID
2. We've heard from youth, and I drive to Collingwood to use the Library in the evenings because you aren't open many evenings.
3. There is good space in Collingwood and they have snacks. It's important for teens who need quiet of our their homes
4. I liked the library but it's about access of hours. You need to be available to youth after school hours
5. They need a sense of space to study or for small work areas and they also need collaborative areas.
6. It needs to echo the idea like with Meaford. Being open until 5pm is a challenge for a lot of kids.
7. My son goes to the library because he needs to go do his homework and we don't have a place to hang out.
8. He goes to Meaford after school because it's close to the high school and then parents arrange for pick up
9. If you could be open later that would e great.

10. Our youth are from Meaford.
11. I love that the library is close to the public school in Thornbury, and it's great for pick up and drop off. It's also nice to know that the kids are maximizing their time after school. Especially if they are in high school and they are getting bussed there.
12. I love that there is a youth advisory group at the library.
13. There needs to be something for arts and programming and to help them take leadership.
14. It could be time to do a survey to see what they are looking for in terms of what space they need
15. We have youth specific things, but the library really needs to be a safe space for them to be and to learn social skills and other important skills
16. I don't think our library is a shhh-ing kind of space, which is great. I'm not sure if there is any youth designated space for them to discuss and have conversations
17. There is also good opportunity for more outdoor space usage. Kids need to have a space to hang out and need to have some protection against the rain. It doesn't all need to be covered but even a covered section would be good. This could then be shared and promoted with social distancing still, and it would be a good use in the winter and great to use in the summer.
18. You should really have your courtyard accessible all season round. It would be a great spot in the winter for teens to hang out and have a space of their own.
19. Its harder for teens to hang out in the winter. It would be great if there were some picnic tables for them to do some work on.
20. You need to advertise that there is free WiFi available.
21. When winter gets mild, if the courtyard was cleared and accessible on mild days, that would be great. It needs to be covered so you can still spend some time there and be protected outside.
22. It would be important to create some sort of sheltered area, like rooms but outside. This would create a sense of privacy and it would be cozy and inviting
23. You also need outdoor outlets, but it could just be a USB so that way people could charge their phones or devices. These could be close to the windows and you could put up signs and things for the teens that they could look at while their phones are charging right there.
24. If the youth were gathering outside of the windows, then you could post what is coming up in the future and try to get them excited and interested that way.
25. It would be a natural way to communicate about library events with our teens. Then when you see them plug their USB in they would see the posters and information.
26. We don't have a printer or a computer at home, so if the library closes at 5pm it means that all the homework needs to be done before 5pm. As a mom, we go in on Sundays, but we really need to advertise that there is homework help. I need help learning how to help my son with his research and his group assignments and where to look. There also needs to be a connection with the schools about this. It should be "what your library can do for you"
27. Parents really need a lot of support to help their kids and teens at school. The library supports the learning. There could be different activities that parents could sign out that helps them teach their kids.
28. The public library is a great place for this and they also need help with French and we need to have French language books and things that support parents helping their kids.
29. It would be great if every Wednesday at 5pm it was an open math session or time to work on essay writing. Kids could bring the homework and loop up stuff and ask questions with the teacher there.
30. They need to learn how to access those resources, but they also need it as a drop in time

31. Its hard to write up lab work if you don't have a teacher on hand or an expert at home. Kids and parents really need access to an expert to help with the extended learning at home.
32. I love that idea
33. You could have math night, and English night, and chemistry night.
34. I remember my first year in uni[versity] had a essay writing service that would help with this kind of thing. They would help you develop your thesis, they would do peer review and offer other support so you could write a great essay.
35. It would be great if you could send it in multiple ways. You could be in person or send by email. You could have retired teachers and virtual teachers helping out as on call experts
36. Know the high school has lunch hour where you can get help with math, but I don't know how much it's used or if it's for every kid.
37. When school time is over it's just a complete lockdown for kids. They need to come home and there's no help or fun for them anywhere.
38. Parents need to be more engaging. Parents need more opportunities for engagement and to learn what's new with the curriculum and how we work with schools for engagement. Parents need to learn what the 21<sup>st</sup> century math is and how it's shaped around the curriculum.
39. They don't teach grammar anymore in schools, that's for the parents to teach now. They need a workshop for online and written resources that helps with grammar. It's apparently not even a thing they look for anymore from kids because there is a new way of thinking of grammar, like what you are saying.
40. I have a child in youth grades at elementary, and they have these part times special offer to be at the library for grades 6,7,8s. they walk over and it becomes more common for them to get in there and have support.
41. What supports do the teachers need? The teachers need to be doing more teaching outdoors and outdoor education. Grade 7 come to the facilities and there could be co-facilities with the teacher and librarian to do a workshop and teach on a subject or a skill.
42. They have the expert to come to them. It could be facilitated and run.
43. There is not a lot out there about outdoor education, and a workshop would really help the teachers lean how they can do more outdoor education for their students.
44. I don't see teachers going outside to teach. You need to be shown examples of how they can be outside teacher
45. Outdoor education has a such an importance on learning. it's traditional to learn about animals, and plants and how to grow on the property. But if you taught it outside it would have more meaning. For example, during poetry unit, outdoor education could have people doing imagery workshops and then go outside and be inspired and write your own poetry
46. You need a great curriculum designed for outdoor education resources
47. Teachers need to see what it looks like and how they can participate and add it to their classes.
48. Like they could look up a space and can have a presentation be done outside on it. Maybe out on the water.
49. We need to be creating more outdoor spaces and make them user friendly for learning. it would be such a nice way to learn.
50. You could even create art outside.
51. There could be a unit to learn about how plants grow and then you get to take home a little plant and watch it grow.

52. We have indoor community gardens, but it's not a new space. Community gardens are really missing. It would be such a unique partnership.
53. There is some community garden space at BVCS but I'm not sure if it's still there.
54. We also need to speak to the trades and look at agriculture and horticulture and green houses. What bridges are there between gardening and jobs? Like civic and careers.
55. Kids need to explore greenhouses and create entrepreneurship opportunities, and help with farm to table methods.
56. We need to hear from specific careers and dream jobs. If library is on the list then this would be a huge potential. What job opportunities and what schooling is needed for the jobs kids are interested in? the library could also hold mock interviews for grades 7-10s and it could be partnered with the school.
57. The school library isn't open, the teacher has books in their classroom that they use
58. The capacity with teachers is very isolating. There is a really big shortage of teachers. There's also the resources loss, and the human resource loss too. There's no one to help.
59. Parents are focused on working, and on navigating parenthood for youth and encouraging them. Parents are about focusing on their role and on attachment theory.
60. There needs to be more connection for parents and support for parents. It also needs to be by grade support. It would be great parenting opportunity to engage, and it would be really cool.
61. It could be made of part BVCS and part high school and part library to partner where the parents could all come and learn how to help their kids with their homework, and the curriculum and other things.
62. The library is a more open and caring space. And they could be the partner.
63. The library could also advertise that it's a good place to bring your little buddy for big brothers big sisters.
64. You also need a counsellor and therapist from the area there at the library so people could participate.
65. Youth need more after hour opportunities and need more after hour access to the library.
66. There needs to be mental health drop-in for youth
67. You need to go back to your hours and have better hours. Youth need a safe place to be, that's allowing them to be in a space. So it needs to be open. It's a safe space and it feels private. Youth need this because not all of them can go home, so they need a safe space.
68. They need to know that you have advanced confidentiality and that you're a safe space. Then they know they can get to the library.
69. What about transportation. We have no transportation. So what happens after the bus?
70. It would be great if you could offer transportation between school and the library.
71. There's the launch pad in Hanover.
72. But it would be great to have transportation between for the teens. Like there's transportation between Walkerton and Hanover. Something like that would be great.
73. They really need transit and transportation access.
74. It's a challenge to walk everywhere
75. We need a library bus. This is the option and for parents to work it would be great because their kids would be on the library bus while they are working hours that are not school hours.
76. Most sports finish around 4:15 so if there are working parents, there's still lots of time until parents pick them up and they need something to do.

77. Maybe the library bus could take people to the Depot too, or out to Ravenna Hall and Heathcote.
78. Maybe pilot project to get it utilized and see how much interest there is in it. There must be funding for this somewhere, for youth grants or transit grants
79. Would youth even want to use it or would it be available for our younger youth
80. There's definitely no access to transit and transportation for youth but they need to be building independence.
81. It should run in the morning too for parents who have to work in the morning. This would really help parents. The bus could come and get your kids and then it would also provide before and after care. I'm also thinking about our younger youth too
82. My own [child] doesn't like to be left alone even though he can be by themselves. They don't like being left alone for 1 hour let alone all the time after school until I get home. Wouldn't it be great to have a bus that does this for kids. It would be supervised quiet time in a safe space. After school is a long time to be unsupervised and there's not enough structure to keep the kids focus. They need something more structural.
83. They need something from 3:15 to 5. If they are close to the library they can just walk home, but if they are at the library and don't live close to the library then they need the youth shuttle.
84. It could be a cool partnership with rec centres too, and you could all share the bus.
85. Parents aren't around to be helping kids. Before kids could walk to the arena and at 4 there was the power skating program. Could that be combined? You could then coordinate program timing with other organizations
86. Keep the hours the same and offer lots of other services.
87. It would be a neat pilot to see if it would change any hours. For example, it would be good if on Fridays you were open until 9pm.
88. BVO could partner and it would help bring back the rec funding.
89. Kids need somewhere to go. They need the option of a safe space that has a little more structure to it.
90. You could do movie nights which could be similar to what Meaford does and then do one in Thornbury. Maybe not during the ski season though.
91. But not everyone can afford to go skiing.
92. It would be great to have movie under the stars.
93. A great partner would be with the PTA, you could do an outdoor dance party and a movie night. It would be free for kids and they could run around and listen to music. It would be a great community event to give youth volunteer opportunities too. It would create a good sense of community.
94. You could also extend it to the arts. Talk to BVO.
95. They could get free art lessons.
96. You also need something to bring together the different grade 8 classes like a mixer at the library that's full of activities, so they can get to know each other before grade 9 when everyone is at the same school together.
97. It should be an outdoor activity too, so that both groups can come together and it would be the start of the high school cohort.

### **Strat Plan Drop-In – November 27, 2021**

1. Multigenerational visit discussing how arts could be expanded at BMPL
2. A request for music and more music events.

3. Interested in lecture series on music, as well as concerts.
4. Youth activities with music as well

### **Agricultural Advisory Committee – December 16, 2021**

1. I don't think there was a lot of uptake in Ravenna. It's good that you had one good focus group in Ravenna.
2. Can seasonal workers use the library? And how can they get a library card?
  - a. We [BMPL] considered seasonal workers to be residents. They are an integral part of our community. They are able to come to the library and get a library card at any time. If they know the farm they are working at that's great, if not, then we can still get them a library card.
3. There are lots of opportunity for our seasonal residents to connect with the library.
4. A welcome package to seasonal farmers could be helpful.
5. Workers could use more information from BMPL to know what their opportunities are. They are busy and no one can make them come to the library, but those that are interested may not know they can access the services.
6. It would be good for you to make contacts with agricultural employers, as they are the key linkage to workers.
7. Seasonal workers have better access to online, but they could use more.
8. The government rewrote the contracts so that seasonal workers had to have access to internet or WiFi on the farm. So many farms increased their connection to the internet so this could be provided to seasonal workers.
9. They probably need to also know how to go online to the library and how to use the library website.
10. You need to reach out to the growers and let them know that "here's another thing available" to your seasonal workers and to the farms. That would be really helpful.
11. I know that those from Jamaica and the Mexico do use the library and they really appreciate being able to use it.
12. So, anyone can get a library card at no cost? It doesn't cost them anything to get the library card.
  - a. Yes, there is no cost for Seasonal Workers to get a library card. They can just come on in and get one. Our farmers and seasonal workers are residents, and so just like other residents in The Town of The Blue Mountains, seasonal workers can also get a library card. We treat seasonal workers as residents and they are an important part of our community.
13. WiFi is now part of the farms contract obligation and is required at various accommodation sites to.
14. We do appreciate the library and everything it offers.
15. You really need to contact the growers. You could get connections with Seasonal Workers through contacts like the Georgian Fruit Growers Associations and others.
16. We really thank all that you [BMPL] do.
17. What have people been asking or telling BMPL during the consultation about the farms and workers?
  - a. People have been intrigued by the innovation of the farms. The REEL History films have provided some info on this and people are interested in hearing more. Can the farms and the library work together to get information out to the public.

18. At the Annual GBFGA meeting in December the topic of whether the website is useful came up. Working with BMPL to determine information needs could be helpful to get this type of info out to the public.
19. It's funny that we are talking about this because we were just talking about this topic [website content] at our Annual Meeting.
20. Because a lot of farmers are so busy they actually need help with a lot of website creation and maintenance. We know that you're not in the business of running websites, but I wonder if there is a workshop or something that the library could offer about how to keep it up to date, what information to include, and such.
21. It would be good to network on that kind of thing and what information is good to have on a website.
22. Many people are worried about the unknown and pesticides are a big unknown. It would be nice to be able to answer questions and put minds to rest about farming practices. Pesticides are a lot softer now than they used to be, and they are very particular. The chemicals are so soft these days that they don't last very long. If they have 24 hours in the sunlight, they are gone. It used to last 21 days or longer, but now it's just 24 hours.
23. It's hard for us to get information out there to the public because farmers are just so busy all the year round. People need to know that pesticides are important in the long game and we need to be talking to people about it.
24. There is a narrow view of pesticides and chemicals.
25. It's hard because there are many farmers who have been farming the land for generations, and then they get new landlords who put all kinds of restrictions on them.
26. Sometimes it's what I call the Ecoterrorists as they've taken a course on pesticides and think that they are now experts on farming and pesticide usage. But they are only seeing a narrow view about pesticide usage and farming. They aren't seeing the full picture.
27. Modern agriculture needs to be given thanks. People need to understand what goes into it and why we do things a certain way.
28. It could be a little difficult to organize the commodities, but it would be great to have an agricultural week and it could also have online features about the different technology, innovations, practices, and methods of modern agriculture practices.
29. Many people don't know that modern pesticide practices were invented here in the Blue Mountains with the apple industry. Guelph University came up and with the farmers in this area they changed the practices around pesticides. We were the leader. This area was the leader in modern pesticide practices. This area is what changed the rest of farming practices. It was all pioneered by our apple growers.
30. We don't put lots of pesticides on anymore. Now it's just use what you need and leave everything off. Years and years ago it used to be spray for everything and anything. But we changed that. Our apple farmers changed that with the help of Guelph University research. Now we only use pesticide treatment for the issues that growers are experiencing, and not for everything. If a season comes for a certain kind of pest but the pest isn't here, then we don't spray for it. We pioneered that.
31. I would be happy to give you my email through the Agricultural Advisory Committee and connect with you.