



2026 Business Plan Library (1660)

Anton Dounts, Manager of Library Services

Working in partnership with communities, large and small, to offer local, sub-regional, and regional services to ensure that the Cariboo Chilcotin is a socially, economically and environmentally desirable region.

Department/Function Services

The Cariboo Regional District Library (CRDL) was established in 1994, following the conclusion of the agreement between the Thompson Nicola Regional District and the Cariboo Regional District for the provision of public library service to residents of both regions.

As defined by the Library Act [RSBC 1996], the Cariboo Regional District Library operates as an integrated public library system that provides comprehensive library services through its fifteen branches to residents of the Cariboo Regional District (CRD). In addition to free access to reading materials and programming that are available to all, with their library card, residents of the CRD may borrow materials from any Cariboo branch. Furthermore, through the BC OneCard agreement, CRD library patrons may visit and borrow materials from any public library in British Columbia. This reciprocal arrangement also allows cardholders from other BC public libraries to visit and borrow materials from any CRDL Branch, with the convenience of returning items to any library in the province.

The CRDL's primary public services encompass: region-wide lending of print, audio, and video materials; "Library of Things" collections, featuring hobby-specific items such as sports equipment, radon detectors, and activity kits for people with cognitive challenges; online lending of e-books and e-audiobooks; free access to diverse digital resources available via the library's website; resource sharing with other libraries; provision of free internet access through public internet stations and wireless local area networks (Wi-Fi); free meeting spaces for nonprofit groups; and a variety of programming for children alongside special interest programming for adults, often developed in collaboration with other organizations. Centralized technical services (provided out of the Library's Network Office) for library branches include website maintenance, ordering, cataloguing, processing and distributing materials, and interlibrary loan support.

The library was established by the Cariboo Regional District Library – Local Service Establishment Bylaw No. 2466. Bylaw No. 2466 stipulates that the requisition for the service cannot exceed the greater of \$1,574,604 or a tax rate of \$0.81508/\$1,000 of assessment. Property owners in rural areas pay based on improvement assessment only, whereas those in municipalities pay on land and improvements.

All directors on the Cariboo Regional District Board are responsible for the governance of the library function. Library services are provided throughout the district, in all electoral areas.

Significant capital projects:

- 2009: completion of the Quesnel Library building
- 2010: completion of the new 100 Mile House Library building
- 2017: removal and replacement of the McLeese Lake Library building
- 2018: re-location of the Bridge Lake Library from rented space in Bridge Lake to a new CRD-owned building located in Interlakes. The branch was re-named Interlakes Library
- 2024: commencement of the multi-year project for the renovation of the Williams Lake Branch

Business Plan Goals, Rationale & Strategies

Building upon the foundation of established services and professional staffing levels achieved through comprehensive training initiatives, the Library is positioned to advance its capacity-building efforts in alignment with the strategic priorities outlined in the 2025-2029 Strategic Plan. This forward momentum encompasses the development of innovative programming designed to serve patrons across all age demographics, the renovation and enhancement of both staff and public spaces, the continuous improvement of library collections, the pursuit of professional development opportunities for staff, and the standardization of policies and operational practices to ensure consistency and excellence across all library services and locations.

2026 Goals

1. **Goal:** Complete the physical work of the Williams Lake Library Branch renovations.
Rationale: The design phase for the Williams Lake Branch renovation project, which began in 2024 to enhance both the layout and furnishings, reached completion in September 2025. The Library is committed to executing all necessary measures to ensure the project's completion by 2026, thereby satisfying the grant reporting requirements established by the Public Library Branch of the Ministry of Housing and Municipal Affairs.
Strategy: Collaborate closely with the project consultant and design firm from JM&C, construction supervisor (to be contracted), and all involved parties to

ensure the Williams Lake Branch renovation project is completed efficiently, cost-effectively, and in a reasonable time frame.

2. **Goal:** Redesign the exterior space of the Williams Lake Library Branch.
Rationale: The outdoor seating area and adjacent green space at the Williams Lake Branch has become problematic, attracting disruptive behaviour that concerns community members. Compounding this issue, the deteriorating brick paving presents safety risks, particularly creating tripping hazards for patrons with mobility challenges. These combined factors undermine the intended use of the outdoor space by library users.
Strategy: Building on the Board's approved funding for perimeter fencing to establish a dedicated library courtyard and green space for patron and staff use, as well as potential programming activities, the Library will work collaboratively with the Procurement department to address remaining exterior space challenges. This effort will focus on developing a comprehensive implementation plan and design for 2026.

3. **Goal:** Allocate sufficient funding to procure CRDL-branded promotional materials for community engagement activities.
Rationale: When participating in community events, the availability of branded promotional items significantly enhances the Library's ability to attract attention and engage with the public. Offering small gifts creates natural opportunities for conversation and interaction, thereby increasing brand awareness and fostering stronger community connections. These tangible items serve as lasting reminders of library services and help establish the CRDL's presence as an active and valued community partner.
Strategy: Reallocate budgetary funds to earmark \$8,000 for the purchase of a diverse selection of CRDL-branded promotional items. This investment is designed to acquire sufficient inventory to sustain community outreach efforts over a two to three-year period, ensuring consistent availability of materials for various events and initiatives throughout the library system.

4. **Goal:** Increase annual funding for digital resources beyond the mandatory year-over-year inflationary adjustments.
Rationale: The Library must expand its digital offerings to address the current over-reliance on the OverDrive platform and mitigate the lengthy hold queues resulting from its popularity and the absence of viable alternative platforms. This expansion is particularly critical as the CRDL prepares to participate in a BC-wide pilot project introducing the Palace Project App to patrons. To ensure the viability and success of this new platform, compatible digital collections must be established and maintained. Diversifying digital resource offerings will provide patrons with improved access to materials while reducing wait-times and enhancing overall user satisfaction with library digital services.

- Strategy:** Increase digital resources funding by \$6,500 (offset partially through the elimination of underutilized digital database subscriptions). Maintain this enhanced funding level consistently over the next five years to support the Palace Project App pilot implementation, allowing sufficient time to test the new platform's performance and evaluate its effectiveness in reducing holds queues and improving patron access to digital materials across the library system.
5. **Goal:** Eliminate late fees for all juvenile collection items and make all juvenile and teen patron accounts fine-free.
- Rationale:** Overdue fines create significant financial barriers for young people who would benefit most from unrestricted library access. Removing these fees will better align the CRDL with many other provincial libraries that have already implemented fine-free policies for youth, demonstrating positive outcomes in patron engagement. This initiative will reduce the stigma and embarrassment associated with overdue materials, encourage consistent library use among young patrons, and foster lifelong reading habits by ensuring that financial concerns do not prevent children and teens from accessing library resources. By eliminating this barrier, the Library can strengthen its relationship with young community members and their families.
- Strategy:** Implement the necessary back-end adjustments to the circulation policies that will eliminate late fees for all items designated within juvenile collections and all patron accounts classified as juvenile and teen. The projected loss of collected revenue from this initiative is not expected to exceed \$4,000 annually. Note that replacement fees for lost and damaged materials will remain in effect, though staff will be encouraged to exercise discretion and make reasonable accommodations where appropriate to individual circumstances.

2027 Goals

1. **Goal:** Equip staff with enhanced resources and training to manage hostile interactions and minimize exposure to traumatic situations.
- Rationale:** Identified as a strategic priority in the 2025-2029 Strategic Plan, this initiative addresses the heightened risk of confrontational encounters linked to the escalating housing and opioid crises affecting communities throughout the region. Library staff increasingly face challenging situations that require specialized knowledge, skills, and tools to navigate safely and effectively while maintaining their own well-being and the safety of library patrons.
- Strategy:** Research and procure subscriptions to professional online learning platforms that deliver relevant training in de-escalation techniques, trauma-informed practices, and crisis management. Ensure staff members are allocated dedicated time and opportunities to complete training modules. As an alternative or complement to online learning, organize facilitated workshops to enable comprehensive participation and skill development across all library locations.

2. **Goal:** Develop and implement a marketing strategy to promote library services and programming throughout the communities served by the CRDL.
Rationale: Patron feedback consistently reveals a lack of awareness regarding the breadth of services and resources available through the Library system. Many patrons have expressed that they would utilize additional services if they had been informed of their availability. Addressing this communication gap has been identified as a strategic priority within the 2025-2029 Strategic Plan, recognizing that effective promotion is essential to maximizing community benefit from library offerings.
Strategy: Establish a marketing plan committee comprised of the senior library staff from various locations and service areas. Collaborate with the Communications Department to leverage their expertise and resources in developing targeted outreach initiatives. Through this partnership, create a comprehensive marketing plan that will guide efforts to expand patron engagement and reach underserved segments of the community. Allocate dedicated staff time to ensure meaningful participation in committee activities and plan implementation.

3. **Goal:** Establish a regular schedule of training sessions, delivered both in-person and remotely, that engage staff from Area Libraries and Community Branches.
Rationale: Staff engagement sessions revealed a strong desire for expanded professional development opportunities. Several staff members acknowledged feeling inadequately prepared to confidently discuss certain library services with patrons due to gaps in their own understanding of how these services function. In response to these concerns, library staff specifically recommended implementing regular group training days focused on topics directly relevant to daily library operations and customer service excellence.
Strategy: Systematically identify priority training topics and schedule recurring sessions in both in-person and virtual formats to address the most pressing learning needs across the system. Area Libraries will explore dedicating Mondays for training sessions, with Community Branch staff participating remotely via MS Teams to ensure system-wide consistency in service delivery. To facilitate staff participation without disrupting branch operations, additional labour hours from auxiliary staff will be allocated to provide coverage during training periods.

4. **Goal:** Diversify the digital resources by employing different digital platforms.
Rationale: The sustained popularity of digital materials has generated substantial demand that continues to grow year over year. However, this increased demand has been accompanied by exponential cost increases, with licensing fees rising as much as 10% annually in the immediate post-pandemic period. These escalating costs have significantly constrained the Library's purchasing power, resulting in fewer copies of high-demand titles being available within the allocated budget and consequently longer wait times for patrons seeking popular digital content.

Strategy: Reallocate funds within the collections budget to strategically enhance digital resource availability, potentially through participation in the OverDrive Advantage program via BC Libraries Cooperative Licensing. Additionally, the CRDL has begun expanding its digital platform options through participation in the Palace Project Pilot, a BC-wide initiative designed to provide libraries with more diverse licensing options for procuring e-books and e-audiobooks. This multi-platform approach will reduce the Library's over-reliance on the OverDrive platform by diversifying digital subscriptions, creating more flexibility in collection development and potentially improving cost-effectiveness while better serving patron demand.

2028 Goals

1. **Goal:** Explore the feasibility of procuring laptops or similar devices to enhance patron access to digital library services.

Rationale: A significant digital divide exists within the region between residents who have reliable internet access at home and can readily utilize the Library's digital collections, and those who lack such access and are therefore unable to benefit from these resources. By offering lendable personal devices, the Library can help bridge this technological gap and ensure more equitable access to digital materials across all communities served by the CRDL. This initiative aligns with priorities identified in the Strategic Plan to reduce barriers to library services and promote digital inclusion.

Strategy: Evaluate the viability of acquiring and circulating laptops or Chromebook-type devices through the Library's lending system. To fund this initiative, explore options including reallocating existing budgetary resources or utilizing available grants. Assess technical requirements, circulation policies, and ongoing support needs to ensure successful implementation and sustainable operation of a device lending program.

2. **Goal:** Investigate the feasibility of implementing self-directed learning sessions for all library staff.

Rationale: Staff engagement surveys revealed a strong desire among library employees to expand their professional knowledge and skills, but identified the need for more flexible scheduling to make continuous learning achievable. This challenge is particularly acute for part-time staff whose positions require direct customer interaction throughout their entire shifts, leaving no dedicated time during work hours to engage fully in professional development activities. Providing structured learning time would demonstrate organizational commitment to staff growth while enhancing service quality across the library system.

Strategy: Conduct a comprehensive analysis of the financial, operational, and scheduling implications of instituting self-directed learning sessions for full-time, part-time, and casual staff across all library branches. This program would allocate

dedicated time, on a monthly basis, for employees to pursue learning activities related to library work, with topics selected either by the employee or employer based on professional development needs. The findings and recommendations will be discussed at a Library Managers' meeting to refine the proposal. If determined to be feasible, paid self-directed learning opportunities for all levels of library staff beginning in 2028 or 2029 will be implemented.

3. **Goal:** Assess the feasibility and potential implementation of a digital-services-only library card option for CRDL patrons.

Rationale: Digital-services-only library cards represent an emerging trend among public libraries that addresses evolving patron needs and preferences. This card type serves multiple user groups: individuals who exclusively access digital resources, patrons who prefer reading solely in electronic formats, and those who may not qualify for full-service library membership under current eligibility criteria. Offering this option would expand access to library resources while acknowledging the shift toward digital consumption of library materials and accommodating diverse patron circumstances.

Strategy: Research and analyze digital-services-only library card programs at other public libraries, compiling relevant policies, procedures, and best practices. Using these findings as a foundation, develop a tailored set of policies and procedures specifically designed for the Cariboo Regional District Library system that address local needs and operational considerations. Prior to service launch, introduce staff across all locations to this new offering and deliver comprehensive training on associated policies and procedures to ensure consistent implementation and patron support throughout the library system.

4. **Goal:** Conduct a comprehensive review of infrastructural and material needs across all library branches and develop an implementation plan to address identified requirements.

Rationale: Creating and maintaining a pleasant, welcoming environment is essential to serving current community members effectively and attracting new users to library programs and services. The physical condition of library branches directly impacts patron experience and perception of the Library. Ensuring that all locations remain comfortable, clean, well-organized, and properly maintained requires systematic evaluation of each facility to identify areas requiring attention, repair, or enhancement.

Strategy: Conduct site visits to each library branch, working collaboratively with Community and Area Librarians to perform thorough assessments of facilities, equipment, furniture, and materials. Document items and infrastructure elements requiring repair, replacement, or upgrade at each location. Compile findings into a prioritized action list that considers urgency, safety, patron impact, and available resources. Develop a realistic implementation schedule and prepare corresponding budget allocations to ensure systematic addressing of identified needs across the library system.

2029 Goals

1. **Goal:** Enhance the Library's visibility and strengthen its profile as a vital community service provider and an essential collaborative partner.
Rationale: The 2025-2029 Strategic Plan identified public awareness of library services as a critical priority for organizational growth and community impact. Consultations with both staff and community members have revealed that a significant portion of residents remain unaware of the diverse programs and services offered by the CRDL. This knowledge gap represents a missed opportunity to connect residents with valuable resources and demonstrates the need for more proactive outreach and engagement efforts to ensure the community fully benefits from available library services.
Strategy: Reallocate necessary resources to enable increased library staff participation in community events, festivals, and gatherings throughout the region. This initiative will require investment in essential outreach equipment such as portable tents, display tables, promotional banners, and other presentation materials. Additionally, budget allocations must accommodate promotional items for distribution, as well as increased staff labour hours and travel expenses associated with attending off-site community events. This enhanced presence will position the Library as an accessible, engaged community partner while raising awareness of programs and services across all areas served by the CRDL.

2. **Goal:** Optimize branch physical spaces through comprehensive assessments of staff workflow and patron traffic flow patterns.
Rationale: The spatial layouts of many library branches were established at their inception, often determined primarily by the furniture and fixtures available at the time of opening rather than by strategic planning for optimal functionality. As service models, collection sizes, and patron needs have evolved over the years, these original configurations have, in some instances, resulted in cluttered environments and inefficient use of available space. Outdated layouts may also present accessibility challenges and fail to support contemporary library operations and patron behaviours, necessitating a systematic re-evaluation of how branch spaces are organized and utilized.
Strategy: Establish ad hoc committees tasked with conducting thorough reviews of floor plans across all existing branches, evaluating current space utilization against functional requirements for both staff operations and patron experience. These assessments will identify opportunities to improve efficiency, effectiveness, and accessibility in each location. Where existing furniture and fixtures contribute to suboptimal layouts or hinder operations, the Library will dispose of or replace these items with furnishings better suited to the space constraints and operational needs of each branch, ensuring that physical environments support rather than impede service delivery.

3. **Goal:** Engage with community members to develop and expand public programming that serves a broader range of age groups.
Rationale: While CRD libraries have successfully established robust and consistent programming for young children and has made significant strides in bringing adult programming to the community, engagement with older patrons has continued to be a challenge. To be sure, the Library is cognizant of a strong community interest in library programming tailored to more diverse age demographics, with particular emphasis on adult-focused offerings. Addressing this service gap was identified as a strategic priority within the 2025-2029 Strategic Plan, recognizing the importance of serving all community members across their lifespans.
Strategy: Utilize multiple engagement methods including the new Library website's Forms function, in-person interviews with patrons and community members, and surveys to ensure comprehensive input. Analyze collected feedback to identify programming themes and formats that resonate with different age groups, then develop and deliver diverse programmes facilitated by trained library staff that reflect community interests and expand the Library's reach across all demographic segments.

2030 Goals

1. **Goal:** Standardize library procedures across all branches to ensure fair, equitable, and consistent service delivery to residents throughout the Cariboo Regional District.
Rationale: Patrons who regularly visit multiple library locations have reported experiencing inconsistent application of library policies from branch to branch, leading to confusion and, in some cases, frustration. These discrepancies undermine the patron experience and create perceptions of inequitable treatment. The Cariboo Regional District Library is committed to providing uniform, high-quality service across the entire region, ensuring that all community members receive the same level of service regardless of which branch they visit.
Strategy: Conduct a review to identify library procedures that are currently being applied inconsistently across different branches, with particular attention to practices that have generated patron confusion or complaints. Convene regular meetings with Area Librarians to develop and document standardized procedures that will be adopted system-wide. This initiative represents a substantial undertaking that will require significant time investment as well as staff training component to ensure successful implementation and adherence to new standardized protocols across all library locations.
2. **Goal:** Develop a new five-year Strategic Plan to guide library services and operations from 2030 through 2034.
Rationale: The Strategic Plan functions as the Library's foundational guiding document, incorporating feedback from community members and stakeholders regarding library services and priorities. This collaborative planning process

ensures that library management directs resources and effects initiatives that authentically reflect community needs and expectations. A well-constructed Strategic Plan provides clear direction for decision-making, resource allocation, and service development while maintaining accountability to the communities served by the CRDL.

Strategy: Conduct an evaluation of the outgoing 2025-2029 Strategic Plan to assess both its successes and challenges, identifying lessons learned that will inform future planning. Apply relevant stakeholder engagement methods to gather input from patrons, community partners, and other interested parties, creating a list of priorities and aspirations for library services. Organize a professionally-facilitated workshop to synthesize this feedback and distill priorities into four or five focused strategic goals that will shape the Library's direction over the next five years. Finally, draft and publish a clear, accessible public-facing document that will be made available on the Library's website, ensuring transparency and community awareness of the CRDL's strategic direction.

Overall Financial Impact

The following major projects are expected to draw down a significant portion of the Library's budget:

Williams Lake Library Branch Renovation Project

The major redesign and renovation of the Williams Lake Branch, encompassing a complete reimagining of the interior space, will be entirely funded by the provincial one-time Library Enhancement Grant. The total grant exceeded \$1.2 million, with an estimated \$750,000 specifically allocated for this project. Design consultations commenced in September 2024 with the signing of the design contract. As of October 2025, all furnishings and interior design elements have been finalized. The Library is now prepared to process payment and coordinate delivery schedules to align with the upcoming physical space renovations.

Staff Training and Professional Development

Expenditures associated with staff recruitment and training in 2026 will be accommodated within standard projected operating expenses. However, the implementation of regular training days scheduled for 2027, along with the allocation of additional compensated time for part-time staff to engage in self-directed professional development planned for 2028, will have budgetary implications for the Salaries and Benefits lines designated for part-time staff. These financial impacts must be identified, quantified, and incorporated into budget planning processes during 2027 to ensure adequate funding is available for these professional development initiatives.

Elimination of Late Fees for Juvenile and Teen Patrons

Eliminating overdue fines for all patrons with Teen and Juvenile accounts, as well as for all library materials catalogued under the juvenile collections modifier, will be implemented in 2026. This policy change will result in reduced fine revenue for the Library. Staff will proactively adjust expenditures in 2026 and subsequent years to accommodate this change in revenue generation, ensuring that the overall financial impact remains as close to budget-neutral as possible.

Library services are projected to have \$830,727 in capital reserves at the beginning of 2026.

Significant Issues & Trends

Challenges Caused by Housing and Opioid Crises

Public libraries throughout the province are experiencing a significant shift in patron demographics, with a marked increase in individuals experiencing homelessness and those displaying symptoms of mental health challenges and substance use disorders. This evolving landscape creates complex challenges that extend beyond the traditional scope and capacity of library services, leaving staff without adequate resources or training to effectively respond to these shifting community needs. Of paramount concern is the safety and well-being of library staff, who now routinely encounter confrontational and potentially threatening situations as part of their workday. The necessity of employing security personnel has become standard practice in many library locations, adding considerable financial pressure to already constrained public library budgets while highlighting the broader societal issues that libraries are increasingly expected to manage without corresponding support or resources.

Book Challenges and the Strain on the Library Processes

School and Public Libraries throughout North America have witnessed an exponential rise in the number of book challenges since the pandemic. The vast majority of challenges are based on materials that cover the themes and topics of sexual orientation and gender identities. To a lesser extent, the objections also revolve around characterizations and depictions of sex and their incompatibility with the Christian religious teachings. Despite the library workers' formal vetting processes, to ensure that the materials are age-appropriate, challenged books present a strain on the libraries' financial and human resources. Each challenge requires hours of labour by professional librarians: to review the challenges, research the subject, consult with trade publications, draft responses, and inform the colleagues from the Centre of Free Expression. In extreme cases, the staff is being targeted and harassed (in-person and online), as well as threatened with vexatious litigations.

Evolving Library Collections

Library collections are expanding beyond traditional books, audiobooks, and multimedia materials to include a diverse array of physical objects available for patron borrowing. These non-traditional items encompass musical instruments, technology devices such as computer tablets, educational science kits, and recreational equipment, reflecting libraries' evolving role as community resource hubs. The CRDL Area Libraries have embraced this trend through the introduction of the "Library of Things" initiative, offering patrons access to specialized items ranging from exercise kits designed for individuals living with dementia and radon testing kits for home safety assessments, to recreational equipment such as pickleball, snowshoes, and disc golf sets that promote active lifestyles and community engagement.

Staffing Challenges and Workplace Safety

Maintaining a workforce trained to deliver optimal library service presents ongoing challenges even under ideal circumstances; these difficulties have intensified considerably during and following the pandemic years. Staff must continuously update their knowledge and skills to remain current with emerging trends and evolving best practices within the librarianship field.

Additionally, the 2025 CUPE Library Health and Safety Survey Report has brought additional critical concerns to the forefront, underscoring the complexity of contemporary staffing challenges facing public libraries. Key issues identified in the survey include:

1. Chronic understaffing, which leaves insufficient personnel on-site to ensure staff safety when managing challenging patron interactions
2. The absence of effective post-trauma counseling services for library workers who experience distressing incidents
3. Lack of equipment provision and training for the safe disposal of biohazardous materials that staff increasingly encounter
4. The prohibitively high cost of security personnel often prevents libraries from maintaining adequate protective presence, leaving staff vulnerable during high-risk situations
5. Deficiencies in clear incident reporting protocols and consistent follow-up procedures
6. Perceptions of inadequate management attention to frontline staff concerns and safety issues

Acknowledging the severity and interrelated nature of these challenges, the CRDL Strategic Plan and corresponding five-year Business Plan establish detailed approaches to address workplace safety protocols, professional development opportunities, and employee well-being as essential foundations for sustainable library operations. The CRDL is currently grappling with chronic understaffing driven by persistent difficulties in recruiting and retaining auxiliary and part-time personnel. This ongoing staffing crisis threatens the Library's ability to maintain current service levels and may ultimately necessitate reductions in public services or operating hours if recruitment and retention challenges remain unresolved.

Measuring Previous Years' Performance

The Library is primarily a public-facing, operational-based service, as opposed to a project-based service. As such, although special projects are identified each year in the business plan, significant progress can only be made on those projects if the operational side of Library services is stable.

At this time, we are primed to resume work on established goals in 2026, as we are ready to continue to tackle the goals of the 2025-2029 Strategic Plan.

Several major projects that commenced in 2024 have achieved significant milestones or completion. The Nazko Accessibility Project has been successfully completed, with the final report drafted and submitted to the funder, resulting in the receipt of the full grant amount. For the Williams Lake Branch Renovation Project, furniture has been purchased and the plan for construction work is being finalized, positioning the project for completion in 2026.

Following the direction of the 2025-2029 Strategic Plan to improve staff work experience, the Library has prioritized professional development opportunities. Since January 2025, over 11 workshops and presentations have been delivered, with participation from more than 16 registrants across the system. Additionally, CRDL has committed to becoming one of the few library systems in the province to offer the Palace Project App, which is set to launch in early 2026, providing patrons with expanded access to digital collections.

Furthermore, CRDL has collaborated with the Central Cariboo Community Food Hub to bring Library Food Cupboards to Community Libraries in four different communities: Anahim Lake, Forest Grove, McLeese Lake, and Likely. This partnership demonstrates the Library's commitment to addressing community needs beyond traditional library services.