

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2023 November 16 (Thursday)

PLACE: Online

TIME: 19:00h (7:00pm)

CHAIR: Mandy Yang

We would like to recognize we are on the ancestral and unceded homelands of the hən̓q̓əmi̓n̓əḥ and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this territory.

PAGE NO.

1. **Motion** to receive agenda
2. **Minutes** (5 minutes incl. agenda)
 - i) **Motion** to adopt the minutes of the regular meeting held 2023 September 21 as circulated
3. **Reports** (10 minutes total)
 - i) **Board Chair** (verbal)
 - ii) **Council Liaison** (verbal)
 - iii) **InterLINK Representative** (verbal)
4. **Items for Decision**
 - i) **2024-2027 Strategic Plan** (20 minutes) 3
 - ii) **Policy Updates – Use of Library Space** (5 minutes) 6
5. **Items for Information**
 - i) **2024-2028 Budget update (verbal)** (10 minutes) 9
 - ii) **Quarterly Report Q3 2023** (10 minutes) 9
 - iii) **Overdue: The Case for Canada’s Libraries** (10 minutes) 23
6. **Other Business**

ENCLOSED

7. Next Library Board Meeting – 2023 December 14 at 7:00pm at Tommy Douglas.
8. Adjournment

Motion that the regular meeting adjourn and that the Board resolve itself into an in camera meeting from which the public is excluded to consider patron bans.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 NOVEMBER 16

SUBJECT: 2024-2027 STRATEGIC PLAN

RECOMMENDATION:

THAT the Library Board approve the 2024-2027 Strategic Plan.

REPORT:

Background

At the February 2023 Board meeting, the Chief Librarian presented a strategic planning outline and the Library Board appointed Sarah Bartnik, Gene Blishen, Sangeeta Subramanian, Caroline White and Mandy Yang to sit on the Planning Committee.

The strategic planning process was divided into three main phases:

- **Research** took place in March and April, and the Strategic Plan Research report was presented to the Library Board at the May 2023 meeting.
- During the **Engagement phase**, input was gathered from Board, staff, patrons, community members and key contacts to inform the development of the strategic plan. The engagement took place in May and June, and a Strategic Planning Engagement Report was presented to the Library Board at the July 2023 meeting.
- **Plan Development** was facilitated by consultant Nicki Kahnamoui and guided by a working group that included key staff and the Planning Committee. Two workshops were held with trustees and exempt managers in September and October. The consultant worked with the Chief Librarian and the working group before, between and after these workshops to consolidate input and develop a draft plan. Finally, the draft was reviewed by the BPL Public Engagement and Awareness team for consistency and language.

Draft Plan

The draft plan below is presented for the Board's approval. The plan is intended to run from 2024 to 2027.


VISION	A caring, curious and connected community
MISSION	We create inclusive spaces where people can gather, learn and play

<p>VALUES</p>	<p>Integrity We are open, transparent and accountable.</p> <p>Intellectual Freedom We support the rights of individuals to seek and receive information from all points of view.</p> <p>Community We honour the wisdom & experience in our community and work together.</p> <p>Creativity and joy We encourage new ideas, imagination, play and celebration.</p> <p>Equity, Diversity, Inclusion & Accessibility We apply an equity, diversity, inclusion and accessibility lens in all that we do and actively work to reduce barriers and foster understanding.</p> <p>Reconciliation, Indigenization and Decolonization We build trust and relationships with Indigenous peoples and actively work to identify and dismantle colonial systems and practices.</p>
<p>PRIORITIES</p>	<p>Connect the Community</p> <ul style="list-style-type: none"> • Develop library services that serve the diversity of people living in Burnaby. • Lower and minimize barriers to library services. • Provide library services to communities in their preferred language. • Connect people to the services and resources they need. • Create opportunities so that library users learn from and feel more connected to each other. <p>Create Welcoming and Innovative Spaces</p> <ul style="list-style-type: none"> • Provide additional BPL facilities and services to people across Burnaby. • Indigenize the design and naming of library spaces in relation with Host Nations. • Celebrate Burnaby’s diverse communities in BPL spaces. • Provide a refuge for people in response to affordability and the climate crisis. • Create accessible, flexible spaces that respond to evolving community needs. • Create physical and digital spaces that inspire play and imagination. <p>Encourage Curiosity and Learning</p> <ul style="list-style-type: none"> • Provide library services and collections that feed people’s curiosity, learning and imagination. • Engage library users in advancing equity issues. • Engage library users in understanding the impacts of settler colonialism, and ways in which we can advance Truth and Reconciliation. • Increase information literacy and civic engagement among library users. • Facilitate community participation in brave dialogues on big issues.

<p>PRIORITIES continued</p>	<p>Strengthen organizational culture</p> <ul style="list-style-type: none"> • Encourage connection, creativity and fun. • Weave equity, diversity, inclusion and accessibility into BPL’s culture and governance. • Strengthen staff and trustee commitment to the principles of Truth and Reconciliation • Support staff mental health and wellness. • Balance the goals of the organization with the capacity and resources needed. • Support a learning culture for staff and trustees. • Create a supportive environment where members of equity deserving groups can lead and shape the organization.
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Next Steps

The Public Engagement and Awareness team will develop print and online versions of the plan, to be shared in January 2024 with key partners and the public, and with people who contributed to the development of the plan. Staff will begin work on operationalizing the plan in November and December, with the 2024 Operating Plan coming to the March 2024 Board meeting.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 NOVEMBER 16

SUBJECT: POLICY UPDATES – USE OF LIBRARY SPACE

RECOMMENDATION:

THAT the Library Board amend the Use of Library Space policies as recommended below.

REPORT:

[Section 9](#) of the BC Library Act authorizes the Library Board to make rules for regulating the use of its facilities and services by the public. [Section 47](#) of the Library Act authorizes the Library Board to suspend library privileges for breaches of library rules and to exclude from the library anyone who behaves in a disruptive behaviour or damages library property.

At the September Board meeting, trustees approved changes to Board Policy C4: **Use of Library Space by Outside Agencies**. This included changing the name of the Policy to Use of Library Space. In making this change, staff did not change the wording of the Policy Objective. The attached amended Policy includes this change.

A handwritten signature in blue ink, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

C4. Use of Library Space

Objective

The purpose of this policy is to regulate use of library space ~~by outside agencies~~.

Policy Statement and Details

The BC Library Act authorizes the Library Board to make rules for regulating the use of its facilities and services by the public. The Library Act also authorizes the Library Board to suspend library privileges for breaches of library rules and to exclude from the library anyone who behaves in a disruptive manner or damages library property.

Restricting Access to Library Services

Staff only restrict access to library services or premises when an individual's behaviour is demonstrably disruptive. Where feasible, individuals are to be given the opportunity to change inappropriate behaviour prior to sanctions being imposed.

Information on individuals banned for more than one month will be provided to the Library Board. A ban of more than three months must be approved by the Library Board. Suspended individuals may appeal their ban to the Library Board, and will be informed of the right to appeal in writing.

Use of Library Space by Outside Agencies

Library space is primarily intended for library purposes, including programs conducted, initiated or co-sponsored by the library. The library may permit use of space by City of Burnaby departments, Burnaby based not-for-profit community groups and other not-for-profit community groups for meetings and programs of an informational, educational or cultural nature.

Permission to use library space or facilities does not imply library endorsement of the group making the booking, their beliefs or their activities.

Users may not charge an admission fee, fundraise or solicit donations, sell items, or market services without prior approval of the Library Board.

Books by authors speaking at library events may be sold.

The Library expects that groups using library space comply with federal, provincial and municipal legislation, regulations and bylaws.

If, in the opinion of the Chief Librarian or designate, the use of library space by any group presents, or potentially presents, a risk of significant disruption to library users, library staff or library property, then the Chief Librarian or designate shall have the discretion to refuse or cancel such a booking.

Notice Boards and Distribution of Free Materials

Public notice boards and the distribution of free materials may be provided as a community service.

Material that is primarily commercial will not be displayed or distributed unless it fulfills a cultural, educational or recreational role.

Material promoting an individual political party or politician will not be displayed or distributed.

Religious material will not be displayed or distributed unless it promotes a specific, dated event.

Posters, flyers or handbills promoting a fundraising event for not-for-profit organizations may be posted and/or distributed as space permits.

Displaying or distributing materials does not constitute library endorsement of content.

Canvassing and Research

The library will not permit outside agencies or individuals to personally solicit donations, survey or study library users, or petition library users on library premises except in special circumstances upon the approval of the Board.

Election Campaigning

Election campaigning inside library space is prohibited. All Candidates Meetings may be held in library spaces and limited distribution of material promoting an individual political party or politician may be permitted within a meeting room in which an All Candidates Meeting is held.

Election campaigning outside libraries is governed by the City of Burnaby's [Election Campaigning Policy](#).

Filming and photography on library premises

Filming and photographing of library staff and users on library premises is not permitted without prior written approval of the library. Filming and photography by an individual is allowed in library spaces provided it does not include unrelated staff or patrons, that it respects the privacy of library staff and users, and does not disrupt library services.

Last Reviewed: 2023-11-16

Signed: _____

Sarah Bartnik, Library Board Co-Chair



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 NOVEMBER 16

SUBJECT: STRATEGIC PLAN REPORT Q3 2023

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

- Discover and understand our communities’ needs and aspirations
- Identify and remove barriers to library services
- Act as a hub, connecting people with each other
- Recognize and celebrate Burnaby’s diverse communities

NEW MEMBERS	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Metrotown	523	4,188	3,665	701%
McGill	1,526	1,666	140	9%
Tommy Douglas	1,747	1,641	-106	-6%
Cameron	878	1,003	125	14%
HLAS	28	37	9	32%
TOTAL	4,702	8,535	3,833	82%

HLAS	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Visits	328	305	-23	-7%
Patrons Served	613	709	96	16%

OUTREACH VISITS	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Adult	73	75	2	3%
Teen	5	35	30	600%
Children	31	24	-7	-23%
TOTAL	109	134	25	23%

OUTREACH CONNECTIONS	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Adult	665	948	283	43%
Teen	425	145	-280	-66%
Children	774	704	-70	-9%
TOTAL	1,864	1,797	-67	-4%

Supporting Outdoor Cooling Centres

This summer is the third year that The Society to End Homelessness in Burnaby opened outdoor cooling centres in Civic Square and at Kensington. Community Librarians loaned Wi-Fi hotspots to the Society; the hotspots provided important connectivity at the cooling sites for folks to find resources including shelter beds, and offer some distraction and entertainment while folks hung out to escape the heat. Community Librarian Nicole regularly checked in with folks when the cooling centre was open at Civic Square to see if the library could provide any other supports.

North East Community Fair

Community agencies from across Burnaby came together to throw a community fair outside the Cameron Library and Recreation Centre this September. Organized by the North East Burnaby Interagency Committee, this event was created in hopes of sharing resources with community in this area as there are fewer structural supports and service agencies located in this part of Burnaby. More than 700 community members were in attendance, and the library hosted a table where families could come, learn about the library services, and create their own bookmarks to take home.

Burnaby Community Action Team

Community Librarian Emily partnered with Fraser Health and members of the Burnaby Community Action Team (BCAT) to host a Meet the Burnaby Community Action Team event at the Tommy Douglas branch. The BCAT consists of community agencies and volunteers that are working together to address opioid crisis in Burnaby. The drop-in library event at Tommy Douglas invited the public to connect with community partners and volunteers to learn more about how the community is responding to the drug poisoning crisis and reduce stigma around those who use substances. Important connections were made, and three members of the public were trained in Naloxone administration during the event.

Home Library Support

Working across departments, BPL Children's Coordinator Vicki referred a new immigrant family facing multiple barriers to Home Library & Accessible Services. With Metrotown Information Clerk Mahnaz providing Farsi-English translation, HLAS staff were able to determine some of the needs of this family and how HLAS could support these needs. This family has three young children, one with special needs, and they have found it difficult to access any in-branch library services. Working with Mahnaz and the children's team, HLAS staff have been able to deliver a selection of Farsi library materials to this family on a regular basis.

Libraries in Parks

Cameron Children's Librarian Ana led a Library at the Park weekly program over 5 weeks at Cariboo Park. The Library at the Park initiative came out of conversations with the Armstrong Elementary community, particularly with the teacher-librarian and settlement workers, about the need of the community to access library materials during the summer when the school is closed. The children's team has identified the Armstrong neighbourhood as a high priority for engagement because our branches are not easily accessible by transit to its residents. Ana reported that materials she brought in multiple languages were much appreciated, including Spanish, Arabic, Punjabi, Chinese (Mandarin and Cantonese), Japanese and Portuguese. Ana established relationships with returning patrons over the weeks, and families came back to return items and borrow more material. Families also signed up children for the Summer Reading Club, and used the Wi-Fi hotspot to get online.

Tommy Douglas Children's Librarian Alex held outdoor storytimes in Edmonds Park during the summer. Participants, particularly those with babies, were very appreciative of the program. Many families took advantage of the space and gathering opportunity to socialize long after the program finished.

Ukrainian Teens Group

Teen Librarian Victoria connected with one of the regular community groups at Tommy Douglas, a Ukrainian Teens group. Victoria met one-on-one with some of the teens who were interested in learning more about how to find and apply for volunteer opportunities in Burnaby for the summer. She shared resources on the BPL website such as the Community Resources Guide, as well as various organizations that the Teen Services team has relationships who had opportunities available. The meetings also provided a chance to connect with the youth about what their needs around volunteering and work experience is, and what barriers they face as newcomers to Canada and Burnaby.

Welcoming Community Groups back to Metrotown

With Metrotown renovations almost complete, library staff welcomed community groups back to the library.

- Burnaby Family Life (BFL) staff visited the library with a group of Kinyarwanda-speaking families, who originate from Congo and arrived in Canada after spending many years in Rwanda. The concept of libraries was new to the families, and low barrier access and a welcoming environment was crucial in bringing in this group. Librarian Sue shared children's books that highlighted positive reflections of African families and cultures, and she and BFL staff encouraged families to look at books together even if they couldn't read the words, and to tell their own stories based on their own experiences. All 17 visitors – six adults and 11 children – signed up for library cards, and the children were excited to receive special lanyards to hold them.
- Sue has also been visiting the Pacific Immigrant Resource Centre's Food Access Program. While many of the clients were keen to sign up for library cards, the PIRS Outreach Worker said that they would need bridging support to access the library space, materials, and services. A special visit and tour to Metrotown was arranged in August on the week the Food Access service was closed. Sue heard from families that libraries in their home country were not spaces they would have visited with families, and were very surprised and happy to see it as a welcoming space. The children loved taking turns practicing using the self-serve check-in during the tour and a mother was very happy to check out books in Spanish for herself and her children.
- Sue also invited the SUCCESS Mandarin-speaking Parenting Club for a library visit and tour. The children enjoyed engaging with puzzles and decorating bookmarks while parents learned about using the library with language support provided by SUCCESS staff. Sue and SUCCESS staff also delivered a semi-bilingual storytime and sing-along – within a group of eleven Mandarin-speaking families, we discovered five different ways of saying “quack quack” during “Old MacDonald”! Another highlight of the visit was that

one of the grandfather caregivers, who was temporarily visiting Canada to support his daughter, was delighted to learn that he could sign up for a library card and access books and newspapers in Chinese.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Revise the Community Resources Guides and Map	Noreen	The working group has been formed.

2. Encourage Curiosity and Exploration

We will:

- Inspire learning and critical thinking
- Cultivate imagination, creativity and play
- Support skill development and digital knowledge
- Enable creation & sharing

<i>CIRCULATION – PHYSICAL ITEMS</i>	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Adult	228,275	289,341	61,066	27%
Teen	24,232	30,258	6,026	25%
Children	295,504	359,118	63,614	22%
TOTAL	548,011	678,717	130,706	24%

<i>CIRCULATION – DIGITAL</i>	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
e-Books	78,831	74,727	-4,104	-5%
e-Audiobooks	30,936	33,893	2,957	10%

<i>COMPUTER SESSIONS</i>	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Metrotown	585	17,551	16,966	2900%
McGill	5,194	6,750	1,556	30%
Tommy Douglas	10,225	11,741	1,516	15%
Cameron	3,343	4,342	999	30%
TOTAL	19,347	40,384	21,037	109%

PROGRAMS	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Adult Community Connections	9	24	15	167%
Adult Digital Literacy	5	9	4	80%
Adult Life Long Learning	3	4	1	33%
Other Teen Programs	19	12	-7	-37%
Other Children Programs	6	39	33	550%
Story Times	28	48	20	71%
Children Digital Literacy	0	0	0	0%
TOTAL	70	136	66	94%

ONE-ON-ONES	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Patron one-on-one sessions	22	23	1	4.5%

DIGITAL RESOURCES	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Movies/Music Streamed	10,674	9,796	-878	-8%
Online Courses Accessed	5,204	4,928	-276	-5%

Métis Finger Weaving

This September, the library hosted a Métis finger weaving and sash program. The community learned the history of the Métis sash and created a small sash to take home. Facilitated by Lorelei Lyons, an Indigenous educator with 2 Métis Women and knowledge carrier for North Fraser Métis Association, 17 community members of different ages attended, discussed Métis culture, and learned a basic finger weaving technique. Moving forward, BPL plans to host more programs that highlight and celebrate Indigenous culture and ways of knowing throughout the year.

Translating technology

A Mandarin-speaking patron at Cameron who did not speak English was struggling to make herself understood. Librarian Ana used the Google Translate app on the library desk iPad to communicate to her through the app's speaking feature. The patron was very happy when she realized they were communicating. She was looking for a space to study and asked if she needed to reserve the table or if she needed to pay. The app's translation is not perfect, but they managed to communicate, and Ana felt very happy to be able to talk to her. Even patrons who observed the interaction were impressed and asked us about the app.

Storytelling for Kids

Children's Librarian Alex developed 'Storytelling for Kids', a series of three new programs for school-aged children at the Tommy Douglas branch. Each program engaged different types of storytelling – oral/physical, drawing, and writing/drawing – to support literacy, engage children's creativity, and appeal to different interests and abilities. Sessions for the younger 5 to 8 age group felt particularly successful because they involved direct parental participation; one young child's mother later said that her son took up regular, journal-like story-making as a result!

Summer Reading Club

This year's Summer Reading Club was hugely popular with Burnaby families. Each branch provided self-directed activities for children and their families. This summer the activities included guessing which country certain games and toys came from, and which animals turned into which fossils; all to support the Summer Reading Club theme of "Journey through Time" and make the library an engaging place for children to explore and learn. At Metrotown, Children's Librarian Hana experimented with a new program called "Kids Reading Zone" designed to support young school-aged children participating in the Summer Reading Club.

Tommy Douglas branch hosted a Summer Reading Club medal ceremony/wrap event, the first ever at the branch. The branch's Community Rooms and Children's Alcove hosted various activities such as LEGO, popcorn, and art making. With around 300 community members attending, the event was a great success thanks to the work of Tommy Douglas staff, the Children's Department, and special guests, who included Board Co-Chair Sarah Bartnik, Mayor Mike Hurley, and Councillors James Wang and Daniel Tetrault. SRC wrap parties were also held at McGill and Metrotown branches, with a total of over 1200 people attending the three events.



SOGI Council Family Picnic

Two teen librarians hosted regular meetings of the SOGI (Sexual Orientation and Gender Identity) Council from one of the Burnaby high schools, at the library, as the Council works to welcome new members in the new school year. SOGI members have said it is wonderful to have access not only to a safe, neutral space for their meetings, but to also have access to supplies they may not have at school. The Teen Services team hopes to continue working with Burnaby SOGI and GSA (Gender and Sexuality Alliance) groups to remove barriers and provide safe space for these teens. This engagement and support by the library is particularly significant right now in the wake of ongoing, recent protests happening across Canada, attacking 2SLGBTQIA+ people generally and SOGI education specifically. Teen and Children's Librarians also helped to organize the District's SOGI Family Picnic.



Operating Plan Project Updates		
Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	Systems staff continue to work with the vendor and city to implement pay-by-card functionality, which is the last major phase of rollout for this project. This project is now expected to complete in Q4.
2.2 Open the Metrotown Digital Studio	Trish	The two recording studios included in this project opened to the public in September. The larger digital studio space, which supports creative design and digitization, was delayed due to construction deficiencies but scheduled to open in Q4. This project is expected to complete in Q4.

3. Create Welcoming and Innovative Spaces

We will:

- Build a new Cameron branch
- Reimagine existing spaces
- Activate new spaces
- Enhance virtual spaces

<i>VISITS TO BRANCHES</i>	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Metrotown	8,033	74,307	66,274	825%
McGill	93,381	98,559	5,178	6%
Tommy Douglas	77,267	76,606	-661	-1%
Cameron	41,925	47,361	5,437	13%
TOTAL	220,605	296,833	76,228	35%

<i>ONLINE VISITS</i>	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Website	203,573	192,289	-11,284	-6%
Catalogue	485,874	691,444	205,570	42%

<i>ROOM USE BY COMMUNITY GROUPS</i>	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Metrotown	0	211	211	0%
McGill	9	20	11	122%
Tommy Douglas	45	139	94	209%
TOTAL	54	370	316	585%

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Construction continues on the temporary Cameron branch in the Lougheed Mall. Expected move-in date is now January 2024. The design phase is complete for the new, permanent Cameron branch. No firm date for deconstruction has been finalized.
3.2 Renovate Metrotown Spaces	Beth	Recording Studios, the Community Room and the lounge area are now open. Work to

		address deficiencies in the Digital Studio is ongoing, with expected opening in Q4 2023.
3.4 Bring Indigenous design to Metrotown and Cameron	Beth	In July, the consultants visited all three potential Indigenous placemaking sites: Cameron, Metrotown and McGill libraries. The team had great conversations with the branch managers at each site about opportunities for Indigenous communities to have a say in what these spaces could look like.

Metrotown Renovations



Metrotown renovations are now largely complete. Patrons are making good use of the lounge area, which is spacious, light-filled and welcoming.



The atrium skylight is a key feature, and the wood slats also serve to dampen sound reverberation in the building. This area is a blank canvas and we will be looking for more ways to tie the space in with the community.



The beautiful new Community Room on the second floor is now being used for family programming, including storytimes, and there's room for much-needed stroller parking.

In September, we opened the two recording studios. Each studio features a powerful computer with audio recording software, microphones and additional recording equipment. Users range from regular patrons curious about the space during renovations to new BPL members who have used similar spaces in other libraries. Patrons include musicians looking for a quiet place to record, beginners taking audio recording courses, families with small children, and seniors trying out a new hobby.

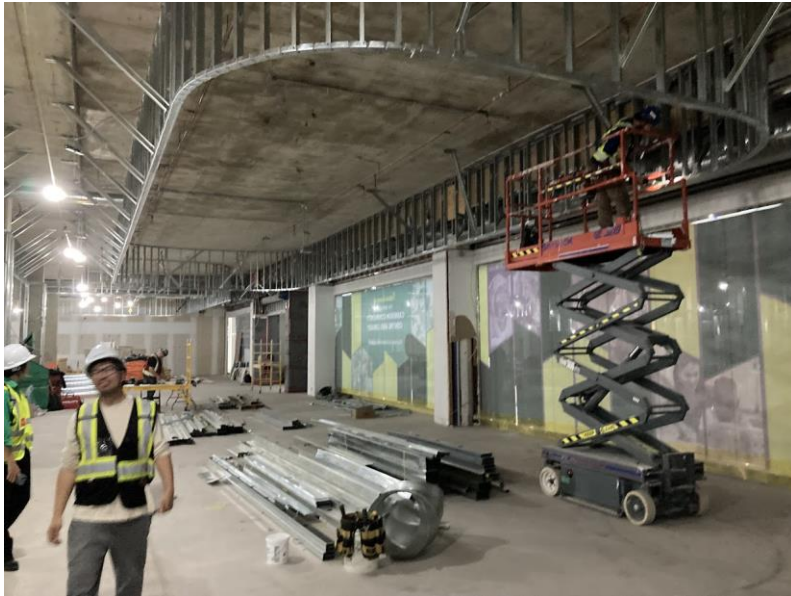


The Digital Studio is delayed due to issues with the storage doors and is scheduled to open in December. We've included a "coming soon" digitization display and a Question of the Week poster to build patron excitement and interest.



Temporary Cameron construction

This quarter, construction continued at the temporary Cameron location inside Lougheed Mall. Staff visited the site and worked with City staff and contractors on construction, technology, furnishing and moving logistics. Teen Librarians worked with Teen Advisory Group (TAG) members to gather feedback on the development of the teen space, which will include a large bulletin board to allow teens to showcase their art. TAG members say they are very excited to have BPL provide platforms for their creativity as it is rare for them to have access to this within the community.



4. Invigorate people & culture

We will:

- Support staff to reach their full potential
- Deepen our learning and integration of the principles of Truth & Reconciliation
- Transform our work processes and systems
- Strengthen our partnerships
- Promote our services

STAFF TRAINING	Q3 2022	Q3 2023	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	59	85	26	44%
Staff Attending Training/Conferences	43	95	52	121%

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete. A report on anti-racism projects will be provided in December.
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete. A report on anti-racism projects will be provided in December.
4.3 Improve materials handling processes	Trish and Heidi	Team leads are currently working on a LEAN project to reduce processing for new audiovisual materials. They are also in the early stages of developing a LEAN toolkit for library staff. This project is expected to complete in Q1 2024.
4.4 Create new staff Intranet	Trish	The project team is currently working with IT on the development of a Sharepoint site to replace the current staff intranet. That work is well underway, and the site is expected to be ready for staff feedback and user testing early November. This project is scheduled to complete in Q4.
4.5 Implement the Accessible BC Act requirements	Beth	The Manager, Community Development is participating as the BPL representative on the Access Advisory Committee for the City of Burnaby. The Access Advisory Committee did not meet. The committee will be consulted on the accessibility plan and the feedback mechanism in November 2023 with plans to complete the plan in Q1 of 2024.
4.6 Create a new Strategic Plan	Beth	The strategic plan engagement report was shared with Board and staff in July. Plan development workshops were held in September and October. The final plan will come to the November Board meeting for approval.

Staff kudos

A patron from a prostate support group called the Chief Librarian to thank the library for our support in providing meeting room space for the group, given that the Burnaby Hospital location they were using is no longer available. The patron highlighted the support that the group have received from staff at the Tommy Douglas library, particularly Nik, who he described as “incredible” and “first class” and “really something special.”

Communicating in ASL

Teen Librarian Victoria recently started to learn ASL online with the Queer ASL organization based out of Vancouver, as part of an effort to better serve Deaf and Hard of Hearing youth and other patrons. This will be helpful not only during regular service desk hours but also as part of the ongoing relationship-building with the School for the Deaf and Hard of Hearing program at

Burnaby South Secondary, which has a dedicated residence program for youth located near Metrotown and Tommy Douglas branches. Collaborating with the Children's Librarians, it is our goal to improve our outreach and services to these youth, as well as to be able to welcome them into the library in an ongoing relationship.

Making Work Placements more Inclusive

Teen Services is working with the Human Resources team to make work placements for high school students more inclusive. Traditionally, a work placement provides 40 hours of work experience, with the student scheduled to attend from 9am to 5pm, Monday to Friday, over a two week timeframe. Adaptations were made to two recent work placements to make them more accessible to teens with diverse abilities, low English skills or other barriers, who typically struggle to find work placements. Both work placements were scheduled to allow the teen to attend for a shorter amount of time each day which has enabled the placements to be provided over an extended amount of time. Changes also included involving a designated Teen Librarian for the teen to shadow during the placement. We have received positive feedback from the teens and their schools about these work placements, and will be evaluating the library's capacity to support similar work placements going forward.

Comments and suggestions from patrons

I am deeply appreciative of the service. This a concrete example of my tax dollars in action.

HLAS patron

HLAS make a *THOUSAND TIMES* difference for me. The books, audiobooks and CDs open me to a world that's beyond my house. I feel more connected to the *real* world.

HLAS patron

I want EV charging stations at this library

Tommy Douglas patron

When will the old book sale tables be back? There was some great books. What a waste to put into landfills.

Tommy Douglas patron

Thank you for creating a safe space for local non-profits to have meetings. It is very needed, helpful, and so appreciated

Tommy Douglas patron

I want to live in here!

Young Cameron patron

Who says when you aren't on vacation that you can't go on a trip? I take so many trips with all the DVDs I bring home!

Cameron patron

I am an international student [...]. Back in my home country, the libraries are too small and would never find much there. The people who go to the library would be people in their 60s/70s - who are retired and like reading books. So coming from such a place, The libraries all around Vancouver were such a culture shock for me where the libraries are so well maintained, they have a large repository of books, the books are well organized, you can take a few photo copies every month, there are so many events organized for various groups of people, the amazing

website and how you can put the books on hold, self-checkout and the MOST IMPORTANT THING - The people here are so kind! Never once have I faced an issue where someone who works at the library was even a little bit rude. I have been issuing and reading books at the library and at home and I have been also working at the library for my class assignments and projects. Last day, I asked a librarian how to look for a book and she patiently helped me in finding the book. I wish I knew her name, she was very kind to me. I thank each and everyone of you at the library for your service.

I am in love with Canada and its people and you guys are one of the biggest reasons

BPL patron

I am thoroughly impressed with your acquisitions. You always seem to have the books I want or have them on order. In contrast. Unimpressed with apparent decision to not continue with the "book bin". I did visit each time I was in the library. I often found older books that were of interest to me. I deposited my good reads for use by others. My grandchildren were always delighted to find "free" books that they could keep. This bad [my opinion] is a significant decline in community engagement.

BPL patron

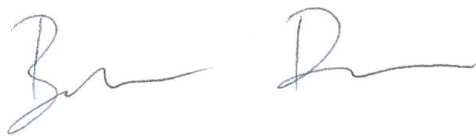
We really appreciate the library gives us \$5 for printing our important documents from the library station. It is a convenient and user-friendly service, which makes us feel our tax money works.

BPL patron

Thank you! My mom once told me "Canadian public libraries are such an amazing resource" as usual she wasn't wrong. Being a new mom in a foreign country is not an easy job, specially on those early days when your body is still adjusting to the biggest change that a woman can experience. Finding baby time/baby social in those early months of motherhood helped me tremendously into not falling in postpartum depression. I found a place, a safe space where I felt that me and my baby belonged. We learned new songs, we danced, we laughed, we bonded, and we met other parents and their babies, some of them we now consider friends. Now that the bittersweet moment of starting daycare have arrived, I have to say goodbye to this wonderful group. My baby and I thank you Randi for hosting and for providing valuable resources to us. Keep doing what you are doing! I'm sure that many families will continue to benefit from your kindness and warm words.

p.s. We sing the elevator song everyday at home

Handwritten letter to children's librarian Randi from a McGill patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 NOVEMBER 16

SUBJECT: OVERDUE: THE CASE FOR CANADA'S PUBLIC LIBRARIES

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT:

On October 4, the Canadian Urban Institute and Canadian Urban Libraries Council released a report entitled *Overdue: The Case for Canada's Public Libraries*. This report is the outcome of three years of engagement with Canada's urban libraries and details the significance of public libraries for Canada's post-pandemic recovery, competitiveness, and resilience and calls for renewed and diversified investment. There's a summary of the report at <https://culc.ca/2023/10/cui-releases-overdue-the-case-for-canadas-public-libraries/>, and the full report is at <https://canurb.org/publications/overdue/>. The research was funded by contributions from member libraries of the Canadian Urban Libraries Council, including BPL.

The report calls upon each order of government to increase their investment in public libraries, with three key recommendations:

1. Relieve current operational pressures to ensure libraries remain safe, accessible, and welcoming libraries to everyone.
2. Treat libraries as critical infrastructure where community resilience is strengthened through funding of libraries to deliver government priorities
3. Formalize sustainable investment streams that recognize their expanding role.

Members of the Canadian Urban Libraries Council are currently discussing next steps in terms of using the report and its findings in advocacy with various levels of government. On October 31, the Globe and Mail [published an editorial](#) based on the report.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY