

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2024 December 12 (Thursday)

PLACE: Bob Prittie Metrotown Library - Boardroom

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

CHAIR: Sarah Bartnik

We would like to recognize we are on the ancestral and unceded homelands of the hən̓q̓əmi̓n̓əm 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)

ENCLOSED

i) **Motion** to adopt the minutes of the regular meeting held 2024 October 17 as circulated

3. Reports (10 minutes total)

ENCLOSED

i) Board Chair (verbal)

ii) Council Liaison (verbal)

iii) InterLINK Representative

Interlink ED Report Q3

3 - 12

4. Items for Decision:

- i) Intellectual Freedom Policy Review (30 mins) 13 - 18

Motion to approve revisions to the Intellectual Freedom and Use of Library Spaces policies and direct staff to review and revised the Collection policy

- ii) Board Meeting Dates and Locations – 2025 (5 mins) 19

Motion to consider moving meetings times to 6pm in 2025 and receive information on 2025 meeting locations for information.

- iii) Staff Presentations Schedule - 2025 (5 mins) 20

Motion to approve the staff presentations schedule for 2025

5. Items for Information:

- i) Cameron Library Staffing Council Report 21 - 22

6. Other Business

7. Next Library Board Meeting – 2025 January 16 at 6:00pm at Bob Prittie Metrotown Library

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 financial matters and patron bans.

Q3 ED Report

Board Meeting
September 24, 2024



mission

Supporting public libraries through resource sharing and collaborative programs.

vision

Vibrant communities supported by strong public libraries.



values

Collaboration

Working together increases the effectiveness of libraries

Equality

Members have equal voice at the InterLINK table

Innovation

Supporting creativity, experimentation & the generation of new ideas

Stewardship

Managing our resources to ensure maximum benefit to member libraries

Accountability

Open, transparent & committed to demonstrating our impact to members & funders

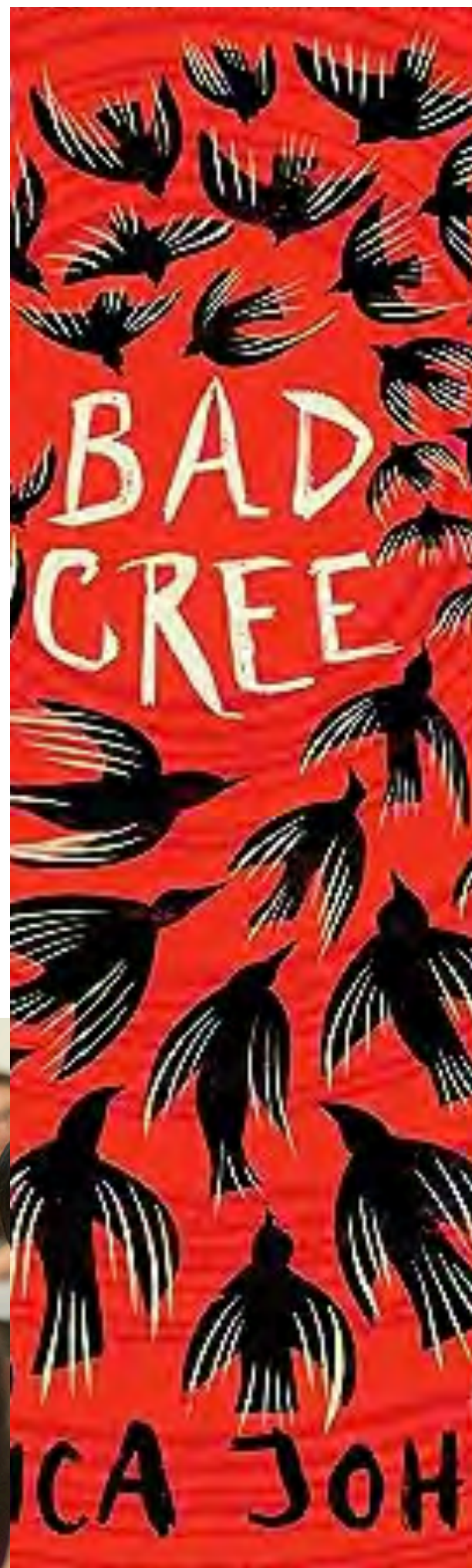
enhancing patron experience

Virtual Programming

BC Libraries Present just launched its Fall 2024 virtual programming series. Based on provincial library feedback, this series will focus on Indigenous authors, to support reconciliation & members' strategic plans.

- **September — Alicia Elliott: And Then She Fell**
- **October — katherena vermette: real ones**
- **November — Jessica Johns: Bad Cree**

This project is in year two of a three-year pilot (2023-2025). InterLINK is undertaking a needs assessment to understand the interest of individual libraries in sustaining the program in 2026 and beyond.





Accessibility Advisory Committee

InterLINK hosts a federated Accessibility Advisory Committee (AAC) for 6 federation members. The AAC:

- Met three times in Spring and Summer 2024,
- Developed a Terms of Reference, and
- Is in the midst of drafting an Accessibility Plan to ensure libraries' compliance with the Accessible BC Act and to support improving library access and services for all members of our communities.



Collaboration with NNELS

InterLINK continues to partner with NNELS to provide audiobooks for print disabled patrons across BC. InterLINK has connected with the new NNELS outreach coordinator to review our current partnership to ensure continued efficiency.



Public Library Accessibility Working Group

InterLINK sits on the Public Library Accessibility Working Group. The PLAWG brings together sector leaders to discuss shared provincial opportunities and challenges. It also represents the sector in conversations with the Disability Alliance of BC and the Accessibility Directorate, ensuring avenues for information exchange and problem solving.

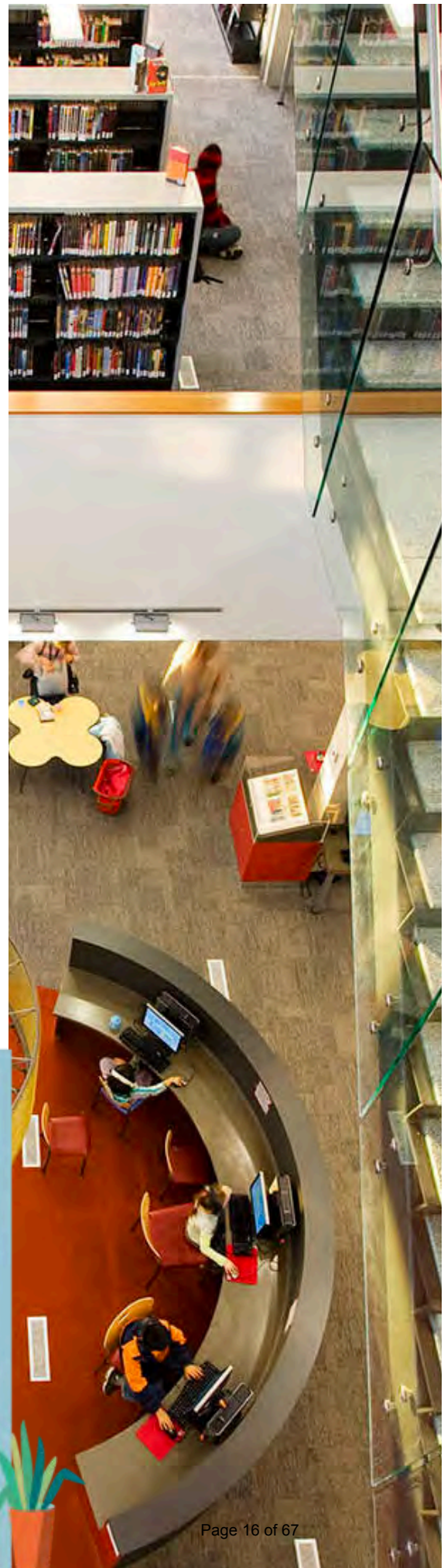
spotlight: accessibility audits

To support member libraries' work to comply with the Accessible BC Act and to make their spaces & organizations more welcome to all, for the first time InterLINK is offering a accessibility audit shared services.

InterLINK has engaged SPARC BC to provide audits for the following areas of library operations:

- Attitudes
- Built Environments
- Human Resources
- Programs & Services
- Technology / IT

15 of 18 members are participating in opt in audits
Approximately \$300K will be spent in new flow through
Work is expected to conculde in Q3 2025





building member capacity

Staff Development

InterLINK believes that well trained staff can better support vibrant communities. InterLINK has made significant investment in supporting training across the library community - from board members to book shelvees. The most recent training opportunity focused on mental wellness and skills development for library staff:

Boundary Practice for Library Staff

Approximately 350 staff from across the province participated in InterLINK's Spring Mental Wellness workshop. Counselor and social worker Jodi McDonald offered 2, 3-hour sessions, guiding staff in ways to support their health and professional practice through self awareness and strong communication skills.

“Best workshop I've attended in many years! I can't thank you enough for all the help.”

“This type of workshop/content would be beneficial as core training for all library workers.”

building member capacity ...

Fall Training - Register Now!

Managing Hostile Interactions

Learn proven strategies for managing hostile interactions in a manner that dramatically increases the likelihood of a constructive resolution. Fall sessions:

- Tuesday, October 22 & Wednesday, October 23.
- Tuesday, November 19 & Wednesday, November 20.
- Wednesday, December 11 & Thursday, December 12.

Foundations of Coaching & Advanced Coaching

These coaching courses focus on understanding what coaching is (and is not), and ways it can apply for leaders and managers. Students begin to build, through theory and practice, foundational coaching skills that are central to professional success receiving a lot of feedback. The 2024 dates are:

- Foundations of Coaching: Oct 15/17/22 and Nov 12/15/19
- Advanced Coaching: Oct 29/Nov 1/5 and Nov 26/29/Dec 3

Emerging Staff Development:

Ryan Dowd Homelessness Training

In 2023, InterLINK negotiated provincial access to Ryan Dowd training. The focus now is supporting registration to all libraries. Access is free through 2025.

Library Juice Academy

InterLINK has negotiated preferential pricing for Library Juice Academy courses. LJA offers a range of online professional development courses for librarians, archivists, and other staff, focusing on practical topics to build new skills. Libraries registering through InterLINK will receive a 20% discount.

For all training opportunities see <https://www.interlinklibraries.ca/services/staff-development/>

building member capacity ...

Provincial Professional Development Strategic Framework

All 10 library federations and associations offering staff development are engaging in conversations about how to provide training more cooperatively, efficiently, cost effectively and strategically. A framework for collaboration has been developed. Next, the group intends to identify a strategy to guide collaborative work.

IBPOC Coaching

InterLINK launched its IBPOC coaching program in September 2023. The first cohort has finished their sessions and the second began in Summer 2024.

“I REALLY enjoyed my coaching sessions & came away from the experience with tangible skills.”

Consortial Purchasing

- InterLINK’s 2024 Library Card Consortial order is complete. 15 libraries participated & 216,550 cards were delivered, one of the largest orders in years.
- Due to last year’s vendor going out of business, InterLINK’s Multilingual program was re-established with Library Bound. The current order is rolling out with six participating libraries collectively ordering titles in eleven languages.

Mis/Dis-Information Programming in Public Libraries

InterLINK completed a \$35,000 federally funded project, supported by Barrie, Fraser Valley Regional, North Vancouver City, Pickering, & Vancouver Public Libraries researching how public libraries can fight mis/dis-information.

- A report, including a literature review, environmental scan, survey, & focus group concluded the project in Spring 2024.
- The working group is currently investigating interest from the Privy Council in funding the development of public library programming that could be deployed across Canada to address mis/dis information.

building member capacity ...

NewToBC

NewToBC is in the last year of a five-year agreement with Immigration, Refugees and Citizenship Canada. InterLINK has submitted an application for continued federal funding and will share information on the application status in Fall 2024.

Library Champions Project

To date in the 2024 this fiscal year, NewToBC

- Planned & delivered 11 cycles of the Library Champions Project which included 130+ newcomers.
- Brought together 180+ past and present Library Champions and supporters to acknowledge the contributions of the people who make the project a success.

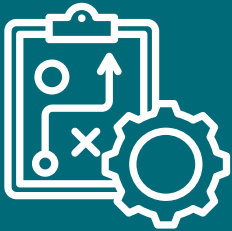
NewToBC is currently recruiting participants for 10 cycles of the Library Champions Project that will take place in Fall 2024. Online information sessions for the cycles will start in September. The cycles will be delivered with the support of:

- Burnaby Public Library
- Coquitlam Public Library / Port Moody Public Library / FVRL (Port Coquitlam)
- Fraser Valley Regional Library (Langley libraries)
- Fraser Valley Regional Library (Maple Ridge / FVRL [Port Coquitlam])
- Greater Victoria Public Library
- Kootenay Federation Libraries (~20 public libraries across the interior)
- Regional cycle (open to newcomers in communities across BC)
- Richmond Public Library
- Surrey Libraries
- Vancouver Public Library

Website and Social Media

The NewToBC website & social media continue to serve as low barrier ways to share accurate, up-to-date library, settlement, & community information with newcomers & stakeholders. NewToBC updates existing content & posts new content. NewToBC posts new content to social media multiple times per day.

organizational strength



Strategic engagement is in full swing. InterLINK engaged Spur Communications to facilitate our work. Extensive research on members' current strategic priorities is now complete. An AAG workshop has been planned and will be held in September to gather valuable insights into member library priorities.



InterLINK's implementation of a shared online storage approach to business documents is nearing completion. The shift supports collaboration and efficiencies among staff and disaster planning efforts, in that cloud file storage ensures business continuity.



Alison Brierley has been hired as InterLINK's new Strategic Projects Coordinator. Alison's focus will be on further developing and refining InterLINK's professional development portfolio. She will also support projects resulting from strategic engagement conversations.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CRISTINA FREIRE, LIBRARIAN 2, COLLECTIONS
BURNABY PUBLIC LIBRARY

DATE: 2024 DECEMBER 12

SUBJECT: INTELLECUAL FREEDOM POLICY REVIEW

RECOMMENDATION:

THAT the Library Board approve revisions to the Intellectual Freedom and Use of Library Space policies

THAT the Library Board direct staff to review and revise the Collection policy

REPORT

Background:

- At the April Board meeting, the Board accepted a proposal for a project to review the Intellectual Freedom Policy
- At the June Board meeting, a presentation was given on the research phase of the project, including library and other statements on intellectual freedom, and different views of intellectual freedom.
- At the September Board meeting, a presentation was given on the project so far, including early results from the second phase of the project which was staff consultation scheduled to finish. A robust discussion from trustees followed
- Staff consultation was completed by the end of September. Survey responses did not lead to any new information or recommendations

Engagement Results:

108 staff members participated in in-person group and one-on-one sessions, and 22 staff filled out surveys.

Intellectual Freedom Policy:

As presented in September, themes that emerged from staff consultations were:

- Support for intellectual freedom in collections
- Some staff find intellectual freedom issues more challenging when it comes to speakers or groups in the library
- The library is seen by the community as a trusted place to find information
- Intellectual freedom can come into conflict with social justice work

Overall, staff are committed to upholding intellectual freedom in library collections and asked for a new statement that would include:

- Plain language that makes the concept understandable
- A recognition of the tension between the library's values of intellectual freedom and equity, diversity, inclusion and decolonization
- Some compassion about harmful content in the library – our existing policy is seen as unsympathetic to the harm that some community members may experience
- Staff want more training around intellectual freedom, including what to do when someone asks why the library has a certain title
- Staff want the library to educate the public on intellectual freedom and the library's collections, with many suggesting a public engagement campaign

Use of Library Space Policy:

- Staff are divided about this, and many see intellectual freedom in collections as being different from intellectual freedom for groups using community rooms.
- Many staff are fearful of the possibility of a hate group being approved for library space, and about risk of violence associated with a room bookings by controversial groups
- Some staff would like to separate collections from room bookings in policies
- Some staff suggested including the new Code of Conduct in the room rental agreement

Collection Policy staff feedback:

- Many staff would like to include information about the library's social justice and anti-racist values in the collection policy, so that it's clear we're thinking about equity and inclusion, in addition to intellectual freedom, when we select materials
- Staff would like the policy to include more explanation about how we buy books and why offensive materials are in the library, and that patrons are encouraged to use critical thinking while using our collections

Proposed Policy Changes

Draft policies were created based on staff feedback and on trustee comments in the September Board meeting. The draft policies were shared with staff for final feedback in late November, and some revisions were made following this feedback.

Intellectual Freedom Policy:

The draft Intellectual Freedom Policy has been rewritten completely from the [existing policy](#). The new policy is rewritten in plain language and includes the following:

- Introductory statement that staff develop collections, programs and services to serve the community's diverse needs
- Commitment to intellectual freedom as a key value, and a link to the Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries rather than reproducing the statement in its entirety
- Statement about an individual's right to uncensored information
- Statement that library users will find ideas and information that they find offensive
- Statement that the presence of ideas and information does not mean that board or staff endorse the ideas or information
- Statement that library staff can help patrons find credible information, and that we welcome feedback

The proposed revised policy is appended to this report.

Use of Library Space Policy:

The Use of Library Space Policy has been amended by:

- Adding contravention of the Code of Conduct as a reason for excluding patrons from using the library and adding a statement that patrons using meeting rooms must follow the Code of Conduct
- Adding an emphasis on library values and goals to the statement that library space is primarily intended for programs initiated by the library

The proposed additions to the policy are highlighted and bolded in the draft policy that is appended to this report.

Collection Policy:

On examining the Collection Policy, which was last reviewed in 2019, staff determined that there are many aspects of the policy that require revision, not just intellectual freedom issues, and that a plain language rewrite is also needed. Management recommend that the Board direct staff to revise and review the Collection Policy in 2025.

Cristina Freire
LIBRARIAN 2, COLLECTIONS
BURNABY PUBLIC LIBRARY



B1. Intellectual Freedom

Objective

The purpose of this policy is to affirm the Library Board's commitment to intellectual freedom and to identify policy implications of this commitment.

Policy Statement and Details

Our staff develop collections, programs and services to meet the diverse interests and needs of the communities we serve.

Intellectual freedom is a core value for public libraries, supported by national and international library associations. Burnaby Public Library endorses the Canadian Federation of Library Associations' [Statement on Intellectual Freedom and Libraries](#).

This means you have a right to uncensored access to information and ideas. You are responsible for what you choose to read, view, listen to or attend, and you have a right to privacy about these choices.

Intellectual freedom also means you will find ideas and content that you find offensive, unacceptable or harmful. Some content will be in conflict with the library's own values of equity, inclusion and decolonization. Having ideas and content in the library does not mean that the Library Board or library staff agree with or support the ideas or content.

Librarians are here to help you find credible sources of information. We welcome your feedback about library materials or services that concern you.

Last Reviewed: 2024-12-12



C4. Use of Library Space

Objective

The purpose of this policy is to regulate use of library space.

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, damages library property **or otherwise contravenes the Code of Conduct.**

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 **that align with our values and goals.** 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.

Users of library spaces, including community rooms, must follow the Library's Code of Conduct, which states that users must be respectful, safe and responsible, and that racism, transphobia, homophobia, and any other form of discrimination, harassment and verbal abuse will not be tolerated.

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, photography and audio recording on library premises

Filming, photographing and audio recording of library staff and users on library property is not permitted without prior written approval of the library. Filming, photography and audio recording 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: 2024-12-12



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 DECEMBER 12

SUBJECT: 2025 MEETING DATES AND LOCATIONS

RECOMMENDATION:

THAT the Library Board consider moving meeting times to 6pm in 2025.

THAT the Library Board receive information on 2025 meeting locations for information.

In conversations with the Library Board co-chairs, some trustees have identified challenges with the 7pm start time of board meetings. Trustees are invited to consider moving meeting times to 6pm.

At the September 2024 Library Board meeting, trustees agreed to continue with a schedule of eight meetings a year, and move all meetings to in-person. The following schedule has been established for Library Board meetings for 2025. Calendar invites for these meetings have been sent to trustees.

January 16	Bob Prittie Metrotown
February 20	Bob Prittie Metrotown
April 17	Tommy Douglas
May 15	McGill
July 17	Bob Prittie Metrotown
September 18	Cameron
October 16	Bob Prittie Metrotown
December 11	Bob Prittie Metrotown

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 DECEMBER 12

SUBJECT: PROPOSED 2025 STAFF PRESENTATIONS SCHEDULE

RECOMMENDATION:

THAT the Library Board approve staff presentations schedule for 2025

REPORT

Library trustees have expressed interest in hearing direct from staff on library issues and on the work of library staff teams. Staff are proposing the following presentations to the Library Board in 2025.

January 16 (Bob Prittie Metrotown)	No presentation
February 20 (Bob Prittie Metrotown)	Anti-racism working group
April 17 (Tommy Douglas)	Services in Languages other than English
May 15 (McGill)	Tour of McGill renovations
July 17 (Bob Prittie Metrotown)	Cataloguing
September 18 (Cameron)	Children’s services
October 16 (Bob Prittie Metrotown)	Collections
December 11 (Bob Prittie Metrotown)	No presentation

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

TO:	MAYOR & COUNCILLORS
FROM:	CHIEF LIBRARIAN
SUBJECT:	CAMERON LIBRARY STAFFING
PURPOSE:	To request Council approval for three new positions at Temporary Cameron Library to accommodate an increase in activity levels.

RECOMMENDATION

THAT Council approve three new positions at Temporary Cameron Library as outlined in the report “Cameron Library Staffing” dated November 18, 2024, to accommodate an increase in activity levels.

1.0 POLICY SECTION

Not Applicable

2.0 BACKGROUND

In April 2024, Burnaby Public Library opened the Temporary Cameron Library in Lougheed Town Centre for the duration of the new Cameron Community Centre and Library construction project.

Temporary Cameron Library is 6,000 square feet – 1,000 square feet more than the previous location – and offers 8 public internet stations with a networked printer and scanner. The Temporary Cameron Branch hosts programs, including storytimes, class visits, and English Language Learning Conversation Circles, and has a free courtesy phone for its users.

3.0 GENERAL INFORMATION

The new location has seen increased activity in all levels, including a 46% increase in foot traffic during the third quarter of this year compared to the same quarter last year, and increases in circulation, computer use and patron questions.

Since the temporary location opened, the number of new library cards issued to members has increased by more than 100% over the same period last year. The branch shares space with the Community Centre, which opened in September. This includes a common children’s play area and lounge, which is very popular with families. In addition, the library has work, study and lounge seating areas, and a designated space just for teens.

The Library opened with no changes to its existing staff complement. The Library is requesting an additional \$154,900 in staffing costs to support this increased demand. The budget ask is for one full-time and one part-time Information Clerk, and one part-time Page. This ask reduces the 2028 budget request for increased staffing for the new Cameron Community Centre and Library by \$154,900.

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

Not Applicable

5.0 FINANCIAL CONSIDERATIONS

A budget increase of \$154,900, along with the associated FTE, has been submitted in the 2025 – 2029 Financial Plan to support this staffing requirement.

Respectfully submitted,

Heidi Schiller, Director, Public Service
For
Beth Davies, Chief Librarian

REPORT CONTRIBUTORS

This report was prepared by Heidi Schiller, Director, Public Service, and Des Baron, Cameron Branch Manager.