



BPL Board Agenda

Regular Meeting

Date Thursday, October 16, 2025
Time 6:00pm
Location Room 113
 Temporary Cameron Branch
 110-9855 Austin Ave, Burnaby, BC V3J 1N4

Chair Anna Lu

We respectfully acknowledge that Burnaby Public Library is located on the unceded territories of the [xʷməθkʷəy̓əm \(Musqueam\)](#), [Skwxwú7mesh \(Squamish\)](#), [səlilwətał \(Tsleil-Waututh\)](#), and [kʷikwəyə̓m \(Kwikwetlem\)](#) Peoples. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city of Burnaby.

We encourage you to learn more about the Host Nations whose ancestors have occupied and used these lands, including parts of present-day Burnaby, for thousands of years.

AGENDA	TIME	PAGE NO.
1. Agenda		
1.1 Motion to receive Agenda.		
2. Minutes		
2.1 Motion to adopt the minutes of the regular meeting held September 18, 2025 as circulated.		
3. Presentation		
3.1 Cataloguing	20 min	
4. Reports	10 min	
4.1 Board Chair (verbal)		
4.2 Council Liaison (verbal)		
4.3 InterLINK Representative (verbal)		
5. Items for Decision		
5.1 Cultural Celebrations	15 min	1-3
5.2 Board meeting dates	5 min	4-5
6. Items for Information		
6.1 Indigenous Placemaking	10 min	6-7

AGENDA**TIME****PAGE NO.**

6.2 Q3 Quarterly report

10 min

8-23

7. Other Business

8. Next Library Board Meeting

December 11, 2025, at 6:00pm at Bob Prittie Metrotown Branch

9. Adjournment

10. **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, Endowment Fund, and financial information.

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: OCTOBER 16, 2025

SUBJECT: CULTURAL CELEBRATIONS

RECOMMENDATION:

THAT The Library Board approve spending of up to \$20,000 from the Library Endowment Fund in 2026 and 2027 to fund between one and three cultural celebrations each year

REPORT

The 2024-2027 BPL Strategic Plan contains a goal to “Celebrate Burnaby’s diverse communities in BPL spaces.” The 2025 Operating Plan includes a project to “Develop a plan to bring cultural and other celebrations to library spaces.”

Julie Chu, Marketing and Communications Assistant is leading a project to develop a plan to bring cultural and other celebrations to library spaces. Work so far has included consultation with library staff, city staff and community partners, and drafting a series of documents, including overall Cultural Celebrations Guidelines and Event Processes. In addition to the overall plan, the project includes holding a pilot event in 2026. Staff will then evaluate the event and use our learnings to refine the plan.

Staff are seeking Library Board input on the attached draft Cultural Celebration Guidelines and are requesting Library Endowment funding of \$20,000 in 2026 and 2027 to fund between one and three cultural celebrations.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Cultural Celebrations Guidelines

BPL's 2024-2027 Strategic Plan includes a goal to **Celebrate Burnaby's diverse communities in BPL spaces**. These high-level guidelines are intended to help BPL staff plan and identify these events. More detailed Event Process documents guide the planning and evaluation of individual events.

Goals

The primary goal of these cultural celebrations is to increase community representation in library spaces to foster a sense of belonging and inclusion. A secondary goal is to build awareness of various celebrations and cultures for the community at large.

What is a Cultural Celebration?

BPL defines a cultural celebration as an event that highlights a particular national, ethnic, religious or other group. Often these celebrations will be tied to a particular time of year. Cultural celebrations may include dancing, singing, artist exhibits and more.

How will we choose a Cultural Celebration?

Initially, BPL will identify celebrations using existing community connections with local organizations. In keeping with BPL values, staff will use an equity lens to prioritize events from cultural groups that are underrepresented in the library, and from groups that lack the resources or spaces to organize events themselves.

How many Cultural Celebrations will there be? Where will they take place?

We are planning one to three celebrations a year. They will take place in different library branches, in the main part of the library and not in a community room.

These Cultural Celebrations might be disruptive to regular library business. How will we address this?

We want these Cultural Celebrations to challenge the public's expectations of what a library space can be. The planning team for a particular celebration will work to make sure that regular library users are aware of the upcoming Cultural Celebrations, and we will spread the celebrations across library branches so that not all Cultural Celebrations are held in one location. We will also bring in additional staff on the day to help the celebration run smoothly and have staff on hand to address any patron complaints.

Who will organize the Cultural Celebrations?

Cultural Celebrations will be coordinated by the Marketing and Communications Assistant. Each Celebration will be planned by a team that includes the relevant Branch Manager and

staff with a connection with the community group. Depending on the event, we may also involve City of Burnaby staff, staff from the community organization, and community members. Additional library staff will be brought in on the day of the event.

How do Cultural Celebrations differ from library programs?

Cultural Celebrations are larger scale events that take place in the main area of the library. They are coordinated by the Marketing and Communications Assistant working with the relevant Branch Manager and with staff with a connection with the community group. Library programs typically take place inside community rooms and are coordinated by a librarian. We will let librarians know about upcoming cultural celebrations so that librarians can plan and deliver complementary programs, displays and/or reading lists alongside the Cultural Celebration.

How will we pay for these Cultural Celebrations?

The Library Board has approved up to \$20,000 in 2026 and 2027 for cultural celebrations. Costs may include BPL and City of Burnaby staff time, performer honoraria, equipment rental and other costs.

How will we know if Cultural Celebrations are successful?

Organizers will work together to evaluate the success of the celebrations, involving attendees, staff and partners.

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: OCTOBER 16, 2025

SUBJECT: BOARD MEETING DATES

RECOMMENDATION:

THAT The Library Board approve the meeting dates below for 2026.

REPORT

Section 8(1) of the Library Act states that “The library board must meet at regular intervals at least 6 times a year.”

Until 2024, the Burnaby Public Library Board met 11 times a year, once a month except for August.

In June 2023, the Board approved a move to eight meetings a year, based on time demands for library trustees, and the need to make sure that meetings have sufficient meaningful content for board engagement and decision-making. In approving this change, trustees expressed some concern that reducing the number of board meetings could lead to longer meetings, or delays in making important decisions. Trustees directed the Chief Librarian to bring a report to the September 2024 Board meeting evaluating the change.

In September 2024, the Board decided to keep with a schedule of eight meetings a year, with meetings in January, February, April, May, July, September, October and December. The Board also decided to hold all meetings in person, mostly at the Metrotown branch, with one meeting a year at each of the other branches. In December 2024, trustees voted to change the start time of Library Board meetings from 7pm to 6pm to accommodate trustee schedules.

For 2026, and following discussion with the Library Board chair and vice-chair, staff are recommending that

- the board continue to meet eight times a year
- board meetings continue to start at 6pm
- the board continue to meet in person, rotating meetings between all branches

- that board meetings take place on the third Thursday of the month, with the exception of December, which takes on the second Thursday of the month.

The following schedule of board meetings is proposed:

January 15 (Metrotown)
February 19 (Metrotown)
April 16 (Tommy Douglas)
May 21 (McGill)
July 16 (Metrotown)
September 17 (Cameron)
October 15 (Metrotown)
December 10 (Metrotown)

Calendar invites will be shared with trustees once meeting dates are approved.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: MANAGER, COMMUNITY DEVELOPMENT
BURNABY PUBLIC LIBRARY

DATE: OCTOBER 16, 2025

SUBJECT: INDIGENOUS PLACEMAKING

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The BPL 2024-2027 Strategic Plan includes a goal to Indigenize the design and naming of BPL spaces. This report outlines the work that has been done by staff, with funding from the BPL endowment fund, on Indigenous placemaking.

In 2020, an Indigenous Initiatives Working Group was formed to begin the journey of decolonization at BPL. The following year, the Library Board approved funding from the Endowment Fund to help meet priorities identified by the group. In 2022, the Library Board approved \$100,000 to work on an Indigenous placemaking project, and staff began work on the project in 2023.

In 2023, an Indigenous consultant was hired to advise and facilitate consultation with the Host Nations and Indigenous people living in Burnaby. Working with the City of Burnaby's Director of Indigenous Relations and Reconciliation, BPL staff sent referral letters to xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), səliłwətał (Tsleil-Waututh), and kwikwəłəm (Kwikwetlem), in early 2024, to let the Host Nations know about the project and to invite feedback and input about the project.

In late 2024 and into early 2025, staff connected and started building relationships with key community organizations including: BCIT Indigenous Student Centre, SFU Office for Indigenous Peoples, Nicola Valley Institute of Technology, and Indigenous Education at School District 41 (Burnaby). In addition to relationship-building with the staff and community members attending these institutions, staff worked with the Indigenous consultant to create a facilitated workshop to gather ideas from Indigenous people on how BPL can create a more welcoming environment for Indigenous folks and have their

history and cultures better reflected in library spaces. Indigenous folks living in Burnaby were invited to attend an in-person consultation at BPL on April 1, 2025.

To check some of the ideas that staff heard through informal and formal consultation, the Director of Indigenous Relations and Reconciliation advised staff to survey the public. Launched on June 20, an anonymous public survey on Indigenous placemaking was promoted at Burnaby's National Indigenous People's Day event and through other streams to capture input from Indigenous folks. Survey participants were asked to select their preferred placemaking options which included:

- Indigenous artwork including weavings, masks, installations, etc.;
- Indigenous murals or decals;
- Indigenous gardens;
- Written Territorial Acknowledgement inside the library.

Space was also provided in the survey for additional feedback.

Responses from Indigenous participants indicated that the various placemaking options presented in the survey were well-received, with a preference for Indigenous gardens and a written territorial acknowledgement inside the library. The survey closed on July 22.

While staff continue to foster relationships with community organizations serving Indigenous people in Burnaby and welcome input on Indigenous placemaking at BPL, this project will now move into its design phase. Staff have already started reaching out to the Burnaby Art Gallery, the Burnaby Village Museum, and to other libraries and organizations to learn more about how some of the placemaking options listed in the survey can be implemented. Staff will continue to work closely with the City's Indigenous Relations and Reconciliation team in engaging with the Host Nations in this next phase of the work.

Noreen Ma
MANAGER, COMMUNITY DEVELOPMENT
BURNABY PUBLIC LIBRARY

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: OCTOBER 16, 2025

SUBJECT: STRATEGIC PLAN REPORT Q3 2025

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

Connect the Community

- 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.

NEW MEMBERS	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
	7,571	9,146	-1,575	-17%

HLAS – PATRONS SERVED	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
	725	801	-76	-10%

COMMUNITY WORK – VISITS	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
	163	87	76	47%

Alzheimer Society Coffee and Chat

Community Librarian Sue has been visiting a Coffee and Chat series for Cantonese speakers living with early-stage dementia that the Alzheimer Society of BC facilitates at the Burnaby Neighbourhood House Brentwood House. The event facilitator reached out to the Chief Librarian to share thanks on behalf of the group. She wrote:

“Sue initially came to visit our group as part of your team’s community engagement initiatives and promote the BPL’s services. After having a Q&A session with our group, my participants thought that was the end of our interaction. However, we were so surprised that she followed up on all our requests and concerns. Specifically, connecting us the memory kits and bird watching kits for an engaged lifestyle, introducing us to the Go event and others, reaching out to suppliers to search for Chinese language books and resources, and even arranged a tour of the library and introduced us to your team so they can be more in touch with the current services available (they loved the digital studio and still talk about it in our sessions). She was incredibly patient and accommodating, which is often a challenge when engaging with a person living with dementia.

The most valuable thing from this experience is that the participants felt important and cared for. That a stranger would go the extra mile to make sure the older adults of our society are not isolated or ignored. To quote one participant who wanted me to pass along this message along with a card he made to Sue: "There are not a lot of people in this world like you, someone who cares and not just pretend to care for people like me. Thank you for showing us there is still love and compassion in our world."

Teen drop-ins

In response to requests from teens with diverse abilities, who shared that there are very few socialization spaces in Burnaby for teens like them, teen librarians provided a series of drop-in programs throughout the summer. The drop-ins provided informal and low-sensory space and activities for teens, and an opportunity to meet other teens. Family members also attended. Many participants asked for the program to be continued, and teen librarians will provide an after-school version of the program during the first several months of the new school year.

NVIT student orientation

Community Librarian Sue was invited to attend Nicola Valley Institute of Technology’s (NVIT) student orientation and welcome scheduled for early September. NVIT is BC’s only Indigenous public post-secondary institute with campuses located in Merrit and Burnaby. Sue and Manager, Community Development Noreen attended the event and were both honoured to be welcomed into the event and to share their introductions with the rest of the circle. Sue and Noreen were able to connect with many of the students starting their academic journey and answer questions about resources available to them both physically and digitally through BPL.

Emergency Shelter

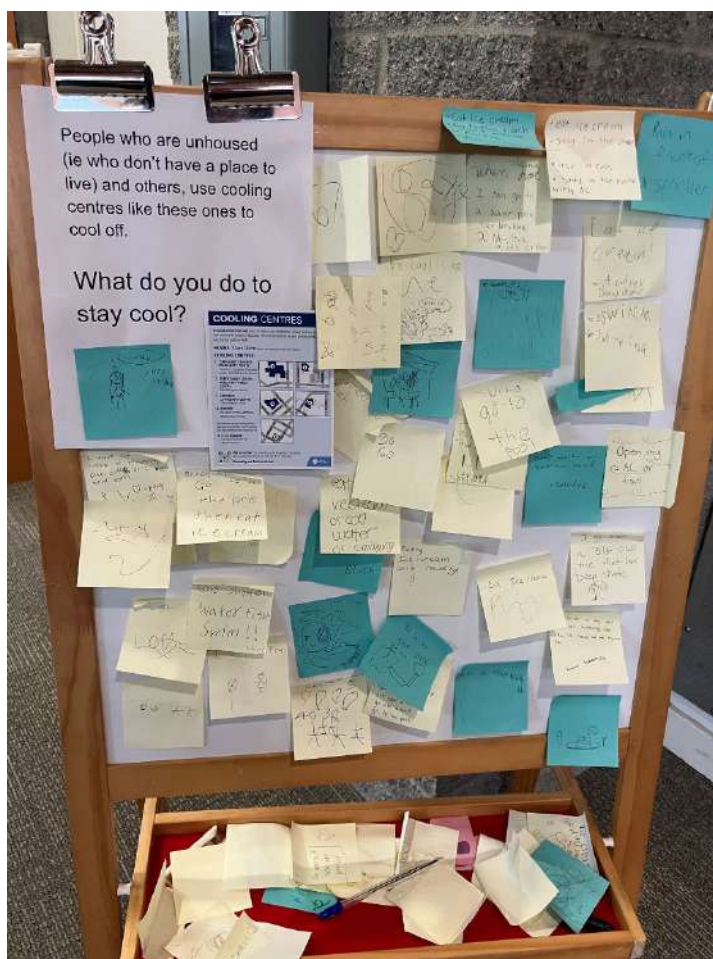
Previously, community librarians had not been successful in connecting with the coordinators at the Emergency Shelter on Douglas Road, currently operated by Progressive Housing. Due to Community Librarian Logan's consistent weekly visits to the Ledger supportive housing complex, also run by Progressive Housing, Logan was asked to visit the Emergency Shelter to connect with residents and to bring folks library materials. During visits, he has found many individuals are interested in interacting with the library, especially checking out comic books and magazines. Most notably, in preparation for a National Day of Truth and Reconciliation event on September 30, residents and staff suggested having books and movies from the library as part of their commemoration event.

SUCCESS AGE

This quarter, a former BPL library champion who now works for SUCCESS reached out to Adult Public Services Librarian Lucia to see if the library could do a presentation on resources for their SUCCESS AGE (Active Generation for Employment) Group. Lucia reached out to Community Librarian Andrea and both librarians were able to create a presentation on employment resources that was appropriately geared towards newcomer older adults. When Andrea delivered the presentation in August over Zoom, participants were delighted to learn about the various resources available to them.

Staying Cool

During the summer months, the library shared information about cooling centres around the city, so folks can find a safe and cool place to be during very hot days. Children's Librarian Vicky shared a great question on the interactive board in the McGill Children's Area – what do you do to stay cool when it's hot outside? Swimming and ice cream were the big winners.



Operating Plan Project Updates

Project	Update
Multilingual Services	Project complete.
Harm Reduction	McGill launched the service to provide harm reduction supplies (snacks, juice, water, bus tickets) in mid-July. Tommy Douglas, Metrotown and Cameron are continuing to offer this service to patrons. An evaluation of this service is planned for Q4.
Courtesy Phones	An evaluation of the Cameron phone has been completed and includes recommendations and considerations for rolling out courtesy phones at Metrotown, Tommy Douglas, and McGill. Branch Managers are planning for introduction of courtesy phones at these branches by the end of the year.
Accessible Services	The BPL website now has an Accessibility page that highlights the City of Burnaby's Accessibility Plan, Access Advisory Committee and feedback mechanism. The page also highlights the services offered by the Home Library and Accessible Service department and accessible formats available to patrons. This quarter also saw the completion of the McGill physical accessibility audit, the last branch to be completed. Staff are reviewing the audits and will work with the City on implementation priorities.

Create Welcoming & Innovative Spaces

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.

VISITS TO BRANCHES	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
Metrotown	164,343	155,993	8,350	5%
McGill	98,603	107,940	-9,337	-9%
Tommy Douglas	86,182	82,253	3,929	5%
Cameron	64,440	69,215	-4,775	-7%
TOTAL	413,568	415,401	-1,833	-.4%

ONLINE VISITS	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
Website	198,577	196,455	2,122	1%
Catalogue	605,121	689,950	-84,829	-12%

ROOM USE BY COMMUNITY GROUPS	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
Metrotown	806	828	-22	-3%
McGill	38	9	29	322%
Tommy Douglas	132	134	-2	-1.5%
TOTAL	1,073	971	102	10.5%

Childcare for program attendees

Tommy Douglas receives enquiries on an ongoing basis about community groups having access to a childcare space while they are here in the library using one of our community rooms. To accommodate these requests and enable vulnerable people who otherwise would not be able to attend the workshops involved, staff have created a system whereby an alcove space next to the children's area is made available for childminding.

The alcove is reserved during the time of the workshop and contains three tables and 12 chairs, plus a window bench. The library can also supply a storytime mat if preferred for smaller children, some pencils, colouring sheets, and LEGO blocks. The user group is asked to supply childcare minders and some supplies of their own. This arrangement has proven successful on a number of occasions over the past year, and during the third quarter was used on six different occasions.

McGill open house

In August, the McGill branch hosted an open house to celebrate the completed lobby renovations. Over 30 patrons joined Branch Manager Emily on tours of the "Book Return Machine" (the newly installed Automated Materials Handling machine). A few younger patrons were curious to know what every button on the machine did, and everyone was excited to see the machine in action. Patrons also were invited to share their favorite summer read in the lobby, and enjoyed BPL chocolate bars.



Flags Honouring the National Day for Truth and Reconciliation

BPL purchased Every Child Matters flags and [Survivors' Flags](#) for each location. The flags were displayed from mid-September on to honour the National Day for Truth and Reconciliation on September 30.



Operating Plan Project Updates	
Project	Update
Strategic Facilities Plan	Final plan approved by the Board at the September 18 Board meeting. Project complete.
McGill Renovation	Project complete.
Indigenous Placemaking	Results from the Indigenous placemaking survey were analyzed and the fostering of relationships with key Indigenous organizations continues.
Cultural Celebrations	The project to create a plan to bring cultural and other celebrations to library spaces kicked off in Q3. Consultation with key staff and others has taken place, and draft guidelines have been created. The project deliverable include these guidelines, a plan that will guide staff in organizing events, and a pilot event to test the plan.

New Cameron

Construction is progressing with detailed excavation now complete. Foundation concrete work is occurring on the east side of the site. Walls and suspended slabs pouring is advancing from the west side of the site. Concrete pouring is anticipated to continue over the next several months. The project is expected to be completed in Q4 2027 with handover to the Library in Q1 2028.



New Cameron construction

Encourage Curiosity & Learning

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.

CIRCULATION – PHYSICAL ITEMS	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
	707,668	695,625	12,043	1.7%

CIRCULATION –	Q3	Q3	Increase/Decrease
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DIGITAL	2025	2024	Number	%
	130,445	122,130	8,315	6%

TECHNOLOGY USE	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
Computer Sessions	64,659	52,266	12,393	19%
Digital Studio Sessions	921	728	193	21%
TOTAL	65,580	52,994	12,586	19%

PROGRAMS	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
	193	200	-7	-4%

DIGITAL RESOURCES	Q3 2025	Q3 2024	Increase/Decrease	
			Number	%
	29,176	17,922	11,254	39%

Collections updates

The new Blu-Ray collection added this year is already very popular, with patrons asking the library to purchase more movies in Blu-Ray format.

This quarter, we also changed the name of our ESL collection to English Language Learning (ELL). Educators and community organizations have increasingly moved away from the term ESL in favour of more inclusive and accurate language. English is a third, fourth or other additional language for many learners. Earlier this year, Collections Librarian Tina consulted with BPL librarians, and reviewed the naming practices of other libraries, educational institutions and community service providers. The goal in choosing a new name for this collection was to clearly and accurately reflect the content and who it's for, choose a name that will remain relevant over time/isn't likely to become outdated, and be more inclusive. The name English Language Learning (ELL) was selected because it best meets these criteria and this change has been made to our collection name and signs in branches.

Digital Studio programming

Alex, the Digital Studio Coordinator, created and led two new programs: Intro to Procreate and Audacity Foundations, covering digital painting and audio recording/editing, respectively. Intended for beginners interested in hands-on training with the Digital Studio's creative software, both programs were very well-attended. Participants also provided us with positive and helpful feedback. We hope to continue to hold these programs later this year – a second series of Intro to Procreate and Procreate Drop-Ins are planned for December – and into 2026.

Summer Reading Club

The annual BC Summer Reading Club returned once again this year with the theme of Colour Your Summer. The children's librarian team created self-directed activities for children and their families around the provincial themes of Ocean Blue – Oceans, Indi-GO – Planes, trains, and automobiles!, and Ultra-Violet – Art and history. The Metrotown Branch also created a mini art gallery for kids to draw what they were most excited about over the summer.

Summer Reading Club celebrations were held at the Bob Prittie Metrotown, Temporary Cameron, and McGill branches with over 600 attendees at the events. These were an opportunity to celebrate the reading achievements of participants with stations like bubbles, crafts, games, the City's Imagination Playground, and a station to receive a medal. We welcomed special guests including Mayor Mike Hurley, City Councillors, MLAs, MPs and BPL trustees. Huge thanks to library staff who made these celebrations so special for the families who attended.



Visitor Services collection

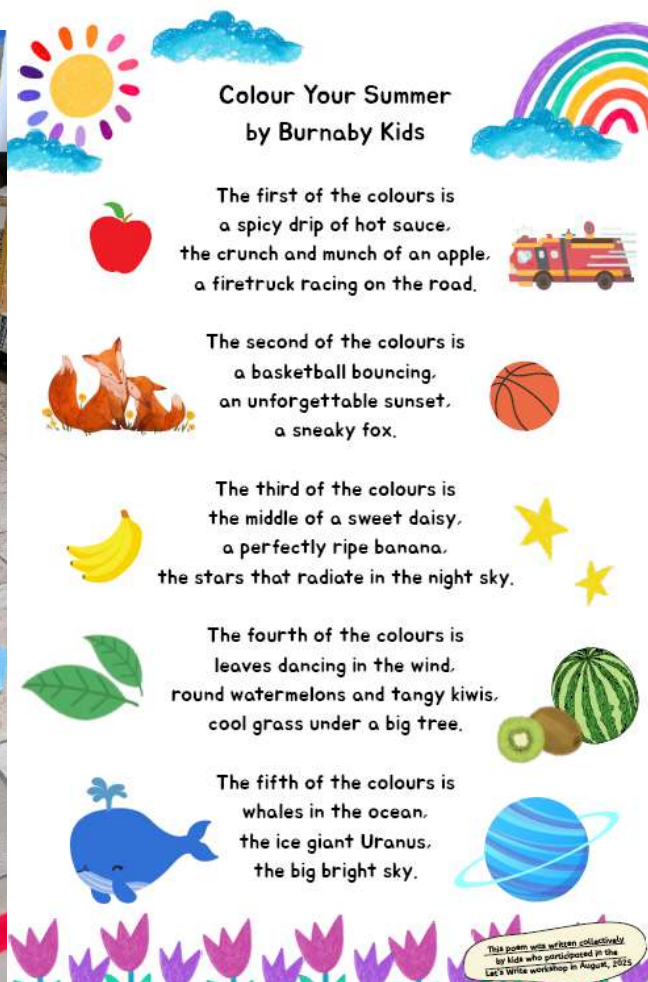
The Visitor Services Collection has been designed to make visiting the library a little bit easier for patrons. We offer a variety of items for three-hour loan periods, including headphones, CD/DVD/Blu-ray Disc players, device chargers and bike locks. Our intention is to make it easier for patrons to use the library by providing access to headphones for using the computers, bike locks so their bikes and scooters stay safe outside the library and device chargers to make it easier to keep personal devices charged.

Recording Studio love song

James, a Digital Studio Information Clerk, reports that a young couple visited the Digital Studio to use a recording studio a few days before their wedding. Neither had ever used our recording studios or had any experience with recording software, but they wanted to record an original song that the groom had written for his bride. The groom brought his guitar and, together, they learned the process to record the song and were, afterward, ecstatic about the bond the creative process fostered.

Kids summer programs at Cameron

Kids at the Temporary Cameron Branch participated in a Let's Write program where they collectively came up with a poem about colours. They also had lots of fun in the paper airplane and origami programs, which were designed based on the observation that kids that visited the library during class visits often requested books about origami and paper airplanes. The children had a chance to fold different types of paper planes, test them, and participate in a friendly competition just outside the library, in the mall's hallway.



Loanable laptops suggestion

Two separate patrons asked if BPL would consider introducing portable devices or laptops that patrons can borrow and use inside the library, at a more private location than the public computer area. One patron mentioned that they'd like to be able to bring a library laptop into a quiet space to focus on a project.

Adult Summer Reading Challenge

This summer, BPL patrons were encouraged to complete as many reading activities as they could from our second annual Adult Summer Reading Challenge. When done, patrons could drop off their reading tracker to be entered into a prize draw. Comments from participants who completed the Challenge included:

- “Thank you for organizing this – I had a blast!”
- “Thank you for giving me a reason to read and visit this summer – it has been helpful, and I hope to do it again or something similar if organized by the library.”
- “This was a fun challenge this summer, and reminded me of doing this as a kid. [It] was fun to do this alongside my kiddo doing the SRC as well.”

Smartphone tips and tricks

This quarter BPL librarians launched a new program called Smartphone Tips and Tricks to help folks learn how to use their phones better. This session was hosted by Librarians Eleanor and Maité in September at the Temporary Cameron Library. It encouraged participants to bring their smartphones and share as a group their questions and demo some of their favorite apps. Rather than just sticking to PowerPoint, this casual show-and-tell tech café format allowed Eleanor and Maité to be responsive to questions that came up in the moment. Questions that came up were related to the pros and cons of using Wi-Fi, Bluetooth, Gmail accounts and managing different storage options. Apps shared and demonstrated by participants included Gas Buddy, Google Maps, and eBay. There was also a conversation about tips, tricks, and advice on security concerns while travelling, including translating apps and digital wallets. The program had a fun yet useful atmosphere and the team look forward to iterating on the format for the next two sessions.

24 Hours Edmonds film showing

For our second screening of 24 Hours Edmonds, we were able to host the event at the Tommy Douglas Library in the heart of the Edmonds area of Burnaby. While the first screening had a full house, the second screening was more intimate, and all participants were residents of the Edmonds community, where the film takes place. Librarian Rebecca commented that this smaller group allowed for deeper conversations where each participant had the chance to contribute, share and learn something new about the place they call home. This event was community-focused and community-led, and had a clear connection to the neighborhood. Our partners were Alegria Soy, Burnaby StrideFest, and The Long Table Society.

Writing Workshop

As part of our partnership with the City of Burnaby’s Deer Lake Artist in Residence program, local author and writer-in-residence Micah Killjoy taught a workshop at our Tommy Douglas location in July called “Using Historical Research to Write Fiction.” In this program, participants learned about historic world building, the basics of online historical research and how to access local archives.

Challenge the Librarian

The Metrotown Branch held mini sessions of “Challenge the Librarian” during our regular Board Game Club. Kids could challenge the librarian in games such as Chess, Connect Four, Guess Who, Jenga, Sleeping Queens and Uno, and kids who beat the librarian won a small prize. All the kids took it very seriously, as well as all the librarians who played. Many siblings collaborated and kids who had never met before helped each other to win against the grown-ups. 39 children in total triumphed over three librarians for four sessions throughout the summer. Kids left comments that their hearts were racing and it was really fun, and kept asking when the next program would be.

Julia's Studio

As part of this summer's Julia's Studio series, and in response to requests from teens for informal creative opportunities, the art wall in the Temporary Cameron teen space featured an initiative for teens to draw images and share book recommendations on paper medallions. The completed medallions formed a rainbow in honour of this summer's Burnaby Pride celebration. Other Julia's Studio workshops included Zines, Friendship Bracelets, Botanical Lego, Crochet, Drawing Comic Characters and a Pride-themed printmaking program in partnership with the Burnaby Art Gallery.



Operating Plan Project Updates	
Project	Update
Mobile Self-Checkout	Project complete.
Readers' Advisory Strategy	Staff completed the research and understanding/assessment phase and are now developing a set of guiding principles and criteria for readers' advisory activities.
Self-serve Checkout Replacement	This project will replace all the self-serve checkout machines at BPL. The project team is surveying staff needs, and is also putting together an RFP to post later this year, with the project completing in 2026.
Curiosity Collection	The project team is working on developing guidelines and processes to support and grow the curiosity collection.

Strengthen Organizational Culture

- 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.

HLAS staff technology transitioning

Since the Centre for Equitable Library Access (CELA) announced that they would stop mailing discs to patrons with perceptual disabilities, Home Library and Accessible Service (HLAS) have been working hard to learn about different ways to continue providing service to these patrons. Through many hours of conversation, instruction and follow-up, all the current patrons that rely on CELA discs now have an alternative method to receive their recorded library content. Even our longest standing patron, whom HLAS has been serving since 1981, has made the leap from discs to an SD card. Kudos to HLAS staff in making this happen for our patrons.

Flag Raising Ceremony speech

Cameron Information Clerk Lori was invited by the City's Director of Indigenous Relations and Reconciliation Mikelle Sasakamoose to speak at the flag raising ceremony at City Hall to honour the National Day for Truth and Reconciliation. Lori's speech was inspiring and personal, and moved many who were present to tears. Thank you, Lori, for your courage in sharing your story.

Staff pronoun pins

The Transgender Inclusion Working Group created pronoun pins for staff to wear if they want them. Group members also created a comprehensive FAQ document to explain why pronoun pins were created, different ways that staff can support each other, and to help staff redirect questions from patrons and address disrespectful behaviour.



Operating Plan Project Updates	
Project	Update
Incident Response	Implementation continues, in tandem with recommendations from the Violence Risk Assessment Report.
Staff Communication	This project aims to create more opportunities for staff input and communication. Recommendations are complete and are being assigned for implementation. The work of the project team has ended. Staff will be brought back to assess implementation in 2026.
Indigenous Learning	Staff have identified a consultant, but no training has yet been planned.

Implement anti-racism commitments	Work has begun on a project to improve professional development opportunities for staff who are Black, Indigenous or a person of colour.
Circulation Tasks	The project team is streamlining tasks across branches. Next steps are to rollout the updated procedures and train all circulation staff.
Customer Service Training	Project is in the research phase and next step, in 2026, is to develop content.
Page Role Review	This project is on hold until a page classification review process is complete.
Implement Scheduling Software	A vendor has been identified. Once paperwork is complete, the project will start in earnest, with the goal of a first-phase rollout in Q2 2026.

Comments and suggestions from patrons

Very easy to use and all the information I wanted is there, eg return date etc. Although I plan to return on time, it's nice to know there's no charge for late returns

Online feedback from patron

I did it! It's easy and I figured out how to jump from title to title and it wasn't hard. The guys just dropped off my library items and the bag was so light...I LOVE IT!! The new way with the SD card is awesome, simple and easy to use. You guys are awesome!

HLAS patron transitioning from discs to an SD card on the Victor Reader

MOBILE CHECKOUT FABULOUS! I had no idea of this option, so easy. Thank you!

Tommy Douglas patron

PLEASE BRING BACK the Librarians' discussions evenings where each librarian would talk about 5-10 books (new & old), mostly Mystery but sometimes other genres. And there would be papers with the lists of the books/authors. Thank you.

Tommy Douglas patron

Just want to say how much I appreciate having the photocopy credit each month. It has definitely made a positive difference for me. Thank you.

Tommy Douglas patron

All of the librarians have always been very helpful, and I have never had a problem in 55-60 years. Thank you.

Cameron patron

I'm happy to see your Pride Month display! With continual threats to the 2SLGBTQIA+ community, including pulling books from school libraries in Alberta, we need libraries to visibly support diversity!

Cameron patron

I would like to recognize and thank Ashley for assisting me with my application forms to get a refund for my appliance. She was so patient with me. She helped me without being judgemental. I am a senior and trying to learn technology which has been a challenge. Thank you Ashley with all sincerity.

Metrotown patron

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY