

2023 ANNUAL REPORT



Burnaby Public Library is located on the ancestral and unceded homelands of the hə́hámíhəm and Skwxwú7mesh speaking peoples. We are grateful for the opportunity to be on this territory.

Message from the Board



Sarah Bartnik
Co-Chair



Mandy Yang
Co-Chair



Hakam Bhaloo



Gene Blishen



Raj Hundal



Anna Lu



**Sangeeta
Subramanian**



Caroline White



Coun. Alison Gu
City Council Representative



Beth Davies
Chief Librarian, Secretary

2023 was a year of significant change for BPL, as we completed long-term projects to improve library services and facilities. Staff across the library contributed to the success of these projects, and we are proud to highlight initiatives that have made positive impacts on our community in our 2023 annual report.

From redesigning and increasing community space through the Bob Prittie Metrotown renovations to launching the Digital Studio, Burnaby's first free and openly accessible place for creative technology, BPL is committed to responding to the growing needs for free public spaces and access to specialized technology. BPL also undertook major changes in how we support and serve our diverse communities and staff, as seen in the design of new non-gendered washrooms at Bob Prittie Metrotown and our work to uphold inclusive, anti-racist spaces for anyone using and working in the library.

2023 was also the year for looking ahead. The BPL Board worked with staff, patrons, community partners and Burnaby residents in 2023 to develop a new 2024-2027 Strategic Plan that includes bold commitments to serve communities in their preferred language, increase information literacy and civic

engagement, and celebrate Burnaby's diverse communities in BPL spaces.

Finally, we would like to thank our dedicated library staff and trustees who work with commitment, creativity and intention to meet the community's changing needs. Alice Cichon, James Janzen, Peggy Lees, Veronidia Pacson, Debra Shensky, Thanh Phuong and Raul Valero retired from the library in 2023, and trustees Surena Bains and Ernie Kashima finished their terms on the Board. Our thanks to all retiring staff and trustees for their years of dedication to the people of Burnaby. We would also like to acknowledge the City of Burnaby, our main funder, for its ongoing commitment to public library service, and the province of British Columbia for significant one-time funding in 2023.

Our work was guided by four main priorities: Connect with Community, Encourage Curiosity & Exploration, Create Welcoming & Innovative Spaces and Invigorate People & Culture.

The image shows two handwritten signatures in black ink. The signature on the left is 'Sarah Bartnik' and the signature on the right is 'Mandy Yang'. Both are written in a cursive, flowing style.

Sarah Bartnik and Mandy Yang
Co-Chairs, Burnaby Public Library Board

Connect with Community

BABY SOCIAL

Baby Social provides community support and assistance to families navigating the challenges of new parenthood.

At our Baby Social program, new parents have a place to meet and connect with other families and get to know Children’s Librarians and community services. Baby Social is a valuable social and information-sharing program for

families to meet new friends and learn about resources in the community. It facilitates deeper connections between libraries, families and community partners.

This program has been growing and has attracted many first-time parents who had never visited the library before.



“Being a new mom in a foreign country is not an easy job... Finding baby time/baby social in those early months of motherhood helped me tremendously... 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.”

— Feedback from a parent



2024-2027 STRATEGIC PLAN



The BPL Board developed a new strategic plan for 2024-2027, using a collaborative process that involved a combination of in-person meetings, online surveys with both board members and staff, dialogues with leaders from various community groups, as well as a public online survey. We also engaged with people in library branches and in Burnaby parks to ask: “What does being connected mean to you?”

The result is a strategic plan that includes bold commitments to serve communities in their preferred language, increase information literacy and civic engagement and celebrate Burnaby’s diverse communities in BPL spaces. BPL staff and trustees reaffirmed longstanding values such as integrity, intellectual freedom, and community and also committed to new values of creativity and joy; equity, diversity, inclusion and accessibility; as well as Reconciliation, Indigenization and decolonization.

MEET THE BURNABY COMMUNITY ACTION TEAM

The Burnaby Community Action Team (BCAT) is a group who work together to address the toxic drug crisis in Burnaby and the stigma that surrounds it. It includes members from local non-profits, government agencies, first responders, people with lived experience and local businesses.

We collaborated with BCAT members to address the pressing issue of the toxic drug crisis in Burnaby. People joined our drop-in sessions to hear about the lived experiences of BCAT members and learn how to respond to a toxic drug poisoning. Acknowledging and addressing the toxic drug crisis builds a safer, more informed and connected community.

Encourage Curiosity and Exploration

PROGRAMS AND EVENTS

In 2023 we significantly increased our public programming, with a 122% jump over 2022. Current event topics were of interest, such as climate change and food security, and our programming included a diverse range of speakers.

For adults, event highlights included a memoir writing panel with local authors, and book discussion groups focusing on BIPOC authors, including a bilingual session in Spanish and English. We hosted an Indigenous author talk to help people gain a deeper understanding of Canada's residential school legacy and the Indian Act.

As part of supporting skill development and digital knowledge, we offered a computer basics class for people new to using computers and the internet. We introduced Game Night for English

Learners to continue to help foster language skills in a fun supportive environment.

In Julia's Studio, teens explored their creativity through diverse mediums, such as drawing, painting, embroidery and zine-making. We also expanded our Teen Advisory Group, adding additional meetings, both virtually and in person at our McGill and Tommy Douglas locations.

Our children's programs included a storytelling series where we explored different ways to tell stories using art and imagination. We brought the library to the park throughout the summer and launched a new board game club. Storytime continued to be a popular resource for young families and our Summer Reading Club had 7,538 registrants.

2023 PROGRAMMING STATS

664

PROGRAMS

19,269

ATTENDEES





EVENTS AND PROGRAMS GUIDE

In November we launched our program guide, a convenient booklet bringing together all the events and programs happening at our library branches. The inaugural guide showcased adult, teen and children's programming from December 2023 to February 2024.

This guide will continue to be published on a seasonal basis. Pick one up from the service desk at your local BPL branch!

NEW PRINTING SYSTEM

With community feedback in mind, we enhanced printing and scanning services across all BPL locations. Upgrades include colour printing, new printers and scanners that feature a simple, user-friendly interface and wireless printing. Now, library members can conveniently print directly from their personal devices, whether they're at home or on the go. Then they simply visit any BPL location to pick up their print job.

We also introduced \$5 of free printing credits each month for library members.

These upgrades aim to make printing and scanning more streamlined, convenient and accessible for all library visitors.



Create Welcoming & Innovative Spaces

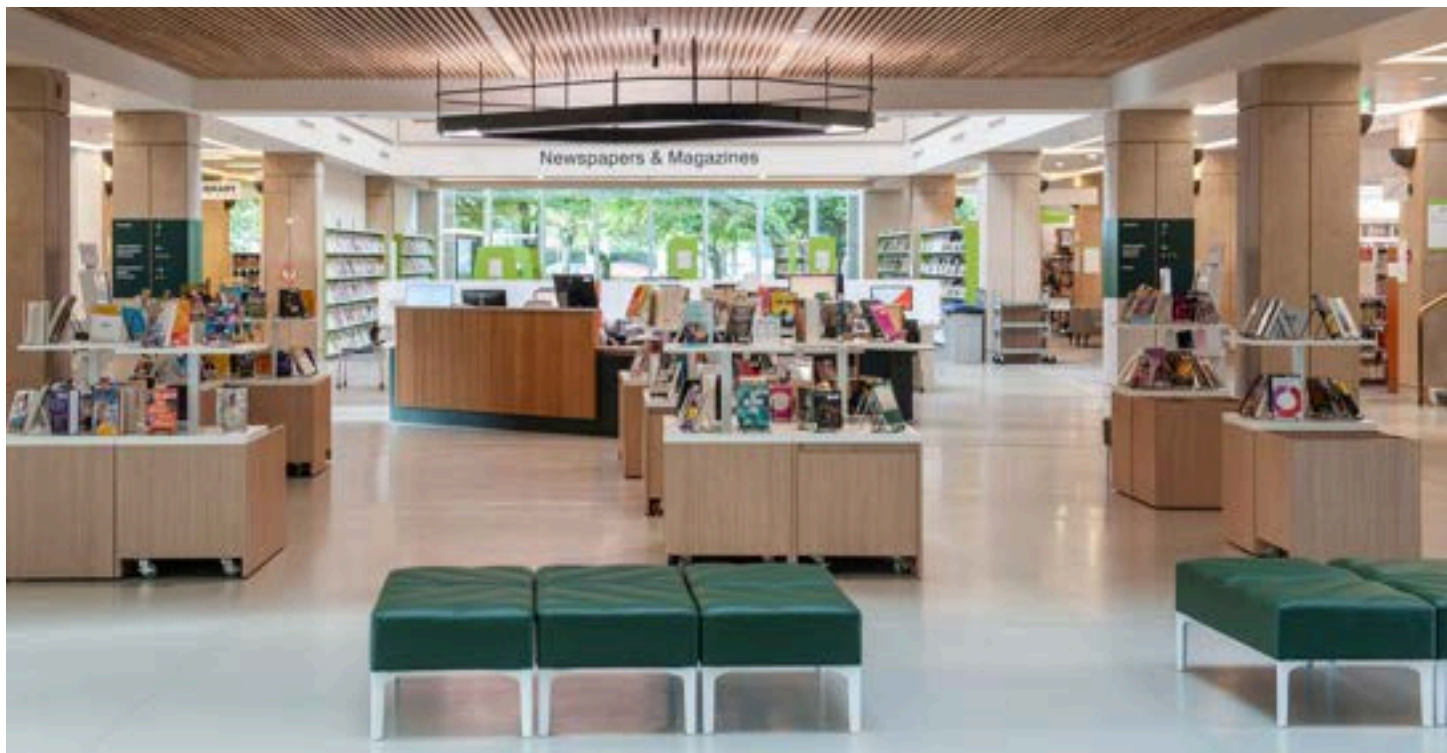
BOB PRITTIE METROTOWN RENOVATIONS

After a year of extensive construction, we debuted our newly renovated Bob Prittie Metrotown branch. The updates include a redesign of the lobby with expanded community seating, first floor computers, printers and scanners, and a newly designed service desk. Renovations also included the addition of new washrooms on the second floor and upgraded non-gendered washrooms on the first floor.

Patrons can return items using a new automated material handling system, which can be

accessed both inside and outside of the building. This helps to get library materials back onto our shelves, and to library members, more quickly.

We want to extend our sincere appreciation to patrons and staff who patiently endured the construction phase over the past year, including some unexpected building issues and delays. With these renovations, we are working to ensure that Bob Prittie Metrotown will continue to evolve to support the growth and development of the community for years to come.



DIGITAL STUDIO OPENING

On December 18 we launched our Digital Studio, Burnaby's first free digital creation space. This innovative space features recording studios, equipment for digitizing, and creative software for design, audio, video and image editing.

You don't have to be a technology expert to use the Digital Studio – everyone is welcome! We'll be offering tutorials on software and equipment, as well as workshops to help with your creative projects.



Invigorate People & Culture

NEW TEEN SERVICES LIBRARIANS

Thanks to funding from Burnaby City Council, we doubled the number of Teen Service Librarians serving Burnaby this year, expanding our ability to connect with and provide services to teenagers across Burnaby. Each quadrant of Burnaby has a dedicated librarian to focus on connecting with teens, planning teen

programming and supporting teens in the library and in the community. Our Teen Service Librarians focussed on serving students with diverse needs through partnerships with 2SLGBTQIA+ students, Access Classes and Fraser Park Youth Custody Centre.





ANTI-RACISM RESPONSE TRAINING

In April and May, seven Anti-Racism Response Training sessions (including two BIPOC only sessions) were offered; 172 BPL staff across all classifications and departments attended. This bystander intervention training gave staff practical tools that they could use when encountering racism at and outside of the workplace.

Moving forward, this training will be operationalized and offered at regular intervals when onboarding new staff. This training was funded by the BPL endowment fund.

REVISED CODE OF CONDUCT

BPL continues to prioritize anti-racism and anti-oppression in our public spaces and as a workplace. In response to findings from the Anti-Racism Climate Audit from 2021, BPL introduced a revised Code of Conduct explicitly prohibiting racism, transphobia, homophobia, and any other form of discrimination, harassment and verbal abuse within library spaces.

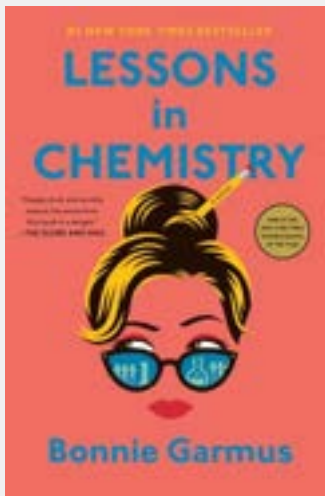
Implemented in July, this revision reflects BPL's commitment to foster respectful, inclusive and welcoming spaces.



2023 Top Reads

ADULT FICTION

Physical

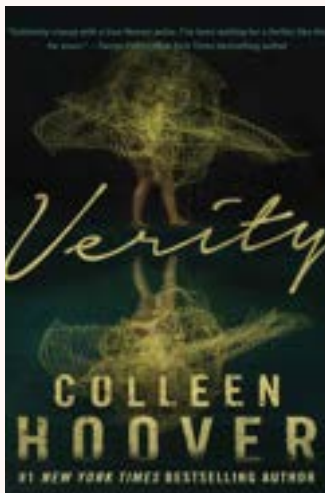


ADULT NON-FICTION

Physical



Digital



Digital

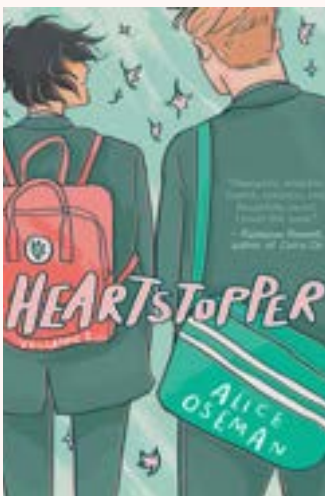


TEEN FICTION

Physical



Digital



CHILDREN'S FICTION

Physical



Digital



2,552,390

TOTAL CHECKOUTS:
PHYSICAL ITEMS

420,899

TOTAL CHECKOUTS:
DIGITAL ITEMS

Thank you to our donors

Anonymous	Ali Ghazvini	James P Lucas	Brian Shen
Shelagh Armour-Godbolt	Michelle Grant	Rosemary McGuire	Bahinder Singh
Fiona Avakumovic	Steven Hoffmann	Teresa Mendolia	Jennifer Skhissi
Bethany Benoit-Kelly	Sean Hopper	Bensalah Mohamed	South Burnaby Metro Club
Gene Blishen	Peter Hughes	Paul Nelson	Kathleen Stubbs
William Browne	Carrie Jang	Emily Ong	Youxin Tan
Tiffany Cheng	Maria Janicki	Shavin Patel	Glenn Tarigan
Ryan Chou	Hari Hara Kumar Nakshatrala	Kim Quach	Ann True
Dandan Li	David Kwok	Saro Rahimi	Maksym Tupalov
James Fournie	Thi Doan Lam	Christina Roberts	Anita Webster
Jason Fraser	I-Fang Lee	Sharon Salomons	

Our Community Partners

2 Métis Women	Burnaby Community Action Team
AgeCare Harmon Court Care Centre	Burnaby Community & Continuing Education LINC Program
African-Canadian Seniors and Single Parents Association	Burnaby Dudes Club
Artists Helping Artists	Burnaby Early Childhood Development Community Table
BC Housing	Burnaby Family Life
BC Provincial School for the Deaf	Burnaby Family Place
Boys and Girls Club Canada South Coast BC - Odyssey	Burnaby Intercultural Planning Table
Burnaby Art Gallery	Burnaby Neighbourhood House
Burnaby Association for Community Inclusion	Burnaby Parks, Recreation & Cultural Services

Burnaby Pride Community Advisory Network

Burnaby Primary Care Network

Burnaby School District SD41

Burnaby Seniors Outreach Services Society

Burnaby Together

Burnaby Youth Custody Services Centre

Burnaby Youth Hub

Cameray Child & Family Services

Charlford House

Cartwell Carleton Residences

Derby Manor

Dixon Transition Society

Douglas College Training Centre

Family Services of Greater Vancouver

Fraser Health Authority

Greater Vancouver Foodbank

Immigrant Services Society of BC

Information Children

Journey Home Community

Literacy Now Burnaby

Ministry of Children and Family Development

MOSAIC

Mulberry PARC

Nikkei Place Seniors

North Fraser Métis Association

Pacific Immigrant Resources Society

Poppy Residences

Progressive Housing Society

Rideau Retirement Residence

Ryan's Rainbow Emergency Food Outreach

Saint Gabriel Eritrean Orthodox Church

St. Stephen the Martyr Anglican Church

Seton Villa Retirement Centre

The Society to End Homelessness in Burnaby

S.U.C.C.E.S.S.

Swedish Assisted Living

Tian-Jin Temple

Vancouver and Lower Mainland Family Support Services

Volunteer Burnaby

Whole Way House Society

WorkBC

YMCA Child Care Resource & Referral

Financial Highlights

REVENUE

	2023	2022
City Contribution	16,717,672	15,726,100
Library Fees and Fines	44,775	64,319
Provincial Grants	533,438	470,080
InterLINK	91,794	82,388
Transfer from Reserves	417,006	252,683
Other	1,022,406	135,630
Total	18,827,091	16,731,200

EXPENDITURES

Salaries and Benefits	13,445,947	11,893,600
Library Materials and Electronic Databases	2,379,175	2,547,252
Operations and Maintenance	2,069,318	2,290,348
Other	932,651	-
Total	18,827,091	16,731,200

