

**BURNABY PUBLIC LIBRARY BOARD**

**AGENDA**

Regular Meeting

DATE: 2019 September 19 (Thursday)

PLACE: Children's Program Room  
**Tommy Douglas Library**  
7311 Kingsway

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

**Our dream is:**

***A welcoming community where all people can explore, learn and connect.***

**To realize our dream:**

***We empower the community to engage with and share stories, ideas and information.***

We would like to recognize we are on the ancestral and unceded homelands of the Sḵwxwú7mesh and traditional hə́ŋqəmiḥəm speaking people, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

PAGE NO.

1. **Motion** to receive agenda

2. Minutes

**Motion** to adopt the minutes of the regular meeting held 2019  
July 18 as circulated

ENCLOSED

3. Reports

i) Board Chair (verbal)

ii) Council Liaison (verbal)

iii) InterLINK Representative (verbal)

4. Items Requiring a Decision

i) Proposed 2020 Meeting Dates

**1-2**

Purpose: To provide the Library Board with proposed meeting dates  
for 2020 and to seek approval of the schedule.

ii) Policy Manual Updates

**3-8**

Purpose: To present recommended changes to the Library Board  
Policy Manual and to seek their approval.

5. Items for Information

i) Provincial Government Funding Advocacy – Update

**9-12**

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Purpose: To provide the Library Board with an update on Provincial Government funding advocacy.

ii) Tommy Douglas Library Tenth Anniversary

**13-14**

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Purpose: To provide the Library Board with information on planned activities to celebrate the branch's tenth anniversary.

iii) Public Service Staffing Model

**15-16**

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Purpose: To provide the Library Board with information on the Public Service Staffing Model 2019 Operating Plan project.

6. Report of the Chief Librarian

i) Newspaper Clippings

SENT VIA DIGITAL  
AGENDA PACKAGE

Purpose: To provide the Library Board with information regarding media articles published in the past month that referenced the library.

7. Other Business

8. Next Library Board Meeting – 2019 October 17 at 7:00pm in the 3<sup>rd</sup> floor Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

9. Adjournment

**Motion** to adjourn the regular meeting



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** ADMINISTRATIVE ASSISTANT - LIBRARY  
BURNABY PUBLIC LIBRARY

**SUBJECT:** PROPOSED 2020 MEETING DATES

**DATE:** 2019 SEPTEMBER 19

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**RECOMMENDATION:**

**THAT** the Board approve meeting dates for 2020.

**REPORT**

1. Background

The following schedule is recommended for Library Board meetings for the coming year. All regular meetings are scheduled for 7:00pm on the third Thursday of the month. Meetings are held in the 3<sup>rd</sup> floor Board Room at the Bob Prittie Metrotown Branch, unless otherwise indicated – the Board typically holds one meeting a year at each of the three other branches, to give Trustees the opportunity to visit the branch and meet with branch staff. The Board has traditionally not met in August and holds its December meeting on the second Thursday of the month.

2. Recommended Schedule

January 16	July 16
February 20	<i>(no meeting in August)</i>
March 19 (at Cameron)	September 17
April 16	October 15 (at Tommy Douglas)
May 21	November 19
June 18 (at McGill)	December 10

Sharon Notarrigo  
ADMINISTRATIVE ASSISTANT - LIBRARY  
BURNABY PUBLIC LIBRARY





**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**SUBJECT:** POLICY MANUAL UPDATES

**DATE:** 2019 SEPTEMBER 19

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## RECOMMENDATIONS:

**THAT** the Library Board approve the changes to Section 1.8 Donations and Sponsorships, 2.3 Children, 2.11 Code of Conduct, 6.2 Selection Criteria and 6.8 Donations, and add 2.3.1 Teen, as presented.

## REPORT

### 1. Background

The Library Board completed a review and update of its Policy Manual in 2013. Since then, in an effort to ensure that the Policy Manual remains current, the Chief Librarian reviews the manual annually and presents recommended edits, corrections and updates for the Board's consideration at its September meeting.

### 2. Summary of Recommended Changes/Additions

#### **Sections 1.8 Donations and Sponsorships, 6.2 Selection Criteria, 6.8 Donations**

The Board agreed to discontinue adding donations to the library collection at its June 2019 meeting.

#### **Sections 2.3 Children, 2.3.1 Teen (new)**

The Board approved a new Teen borrower type at its December 2018 meeting.

#### **Section 2.11 Code of Conduct**

The Board approved a new Code of Conduct at its December 2018 meeting.

Please see the attached for detailed changes to each section.

### 3. 2019 Board Policy Manual Review

The Board Policy Manual is a large document that contains a considerable amount of operational and procedural information. At the May 2019 Board meeting, trustees agreed to form an ad hoc working group to recommend changes to the Policy Manual. The working group met on September 4 and agreed on an approach to substantially revise and reduce the policy manual, pulling out items that are operational in scope to staff policies and procedures, and pulling out detailed board procedural information to the trustee orientation package. The group reviewed policies from other libraries and began the work of identifying key policies. The group will meet again on October 4 and bring recommendations to a future Board meeting.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Beth Davies', with a long horizontal flourish extending to the right.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

### 1.8.2 Cash Donations and In-Kind Gifts

Monetary donations and in-kind gifts may be accepted by the Burnaby Public Library at the discretion of the Chief Librarian.

Significant gifts requiring special acknowledgment will be considered and approved in advance by the Library Board.

Donors' suggestions for the final disposition of all monetary donations and in-kind gifts that are accepted will be given due consideration. However, donations and gifts are accepted on the understanding that the Library has complete jurisdiction over the disposal of such gifts. Donated materials ~~and in-kind gifts~~ may be ~~added to the collection,~~ sold in-house or sent to recycling.

~~Any library materials or other gifts added to the collection must meet the selection criteria applied to the acquisition of all materials. All furnishings and other gifts shall comply with existing Library Board standards and/or policies.~~

Gifts of money and real property are accepted as long as any conditions attached thereto are acceptable to the Library Board. Gifts of books, other collection materials and equipment are accepted only on the principle that the Library has complete jurisdiction over their allocation. ~~The Library will ensure that donations do not unduly influence the nature of library collections or services.~~

The library reserves the right to refuse gifts and donations that may not be in keeping with the goals, policies and standards of the library.

### 1.8.3 Tax Receipts

The Library has status as a charitable institution and will issue income tax receipts for cash donations upon request.

Tax receipts for donations of real property may be issued upon the approval of the Chief Librarian.

~~The library issues tax receipts for library materials only when the item is new, has been accepted for addition to the library's collection, and is accompanied by a sales receipt. The tax receipt issued will be for 50% of the original cost of the item.~~

## **2.3 Children**

Cards are issued to persons under the age of ~~sixteen~~ **thirteen** on receipt of the signature of the parent or guardian accepting responsibility for the choice of books and materials and for the loss of, or damage to, items borrowed on the card.

### **2.3.1 Teens**

Teens aged thirteen to eighteen are eligible for a teen card. Teens do not require the signature of a parent or guardian.

## 2.11 Code of Conduct

It is the policy of Burnaby Public Library to provide full access to library services. The Library Board has established rules of conduct regulating the use of library facilities and services as authorized by the BC Library Act in order to ensure that Burnaby Public Library provides everyone with equitable access to a wide range of library services in a welcoming environment.

The following Code of Conduct is to be prominently displayed at all Burnaby Public Library branches:

~~"Burnaby Public Library provides everyone with equitable access to a wide range of library services in a welcoming environment. We all have our part to play!"~~

### BE RESPECTFUL

- ~~• Members of the public and library staff are treated with equal respect.~~
- ~~• Disruptive or harassing behaviour is not tolerated.~~
- ~~• The privacy of others is respected. Please do not take photos of anyone without the permission of library staff and the person.~~
- ~~• Quiet conversations, please.~~
- ~~• Ensure that the volume setting for your personal listening device is set on low.~~
- ~~• Cell phone ringers are turned off.~~
- ~~• Children's activities do not disturb others.~~
- People do not sleep or eat in the library.

### KEEP THE LIBRARY CLEAN

- ~~• Non-alcoholic drinks, in closed containers, are permitted.~~
- ~~• All garbage and recyclables must be disposed of in the proper containers.~~
- ~~• No food is allowed in the library.~~

### KEEP SAFE

- ~~• For their protection, do not leave children under the age of 10 unattended.~~
- ~~• Do not leave personal property unattended.~~
- ~~• Report any suspicious activities to the library staff immediately.~~
- ~~• Follow staff directions in case of an emergency.~~

### HANDLE WITH CARE

- ~~• All library users are responsible for ensuring that library materials borrowed are returned in good condition and on time.~~
- ~~• Library materials are not allowed in the washrooms.~~
- Please, don't misuse or damage library furniture or equipment.

### COMMENTS AND CONCERNS?

You can:

- ~~• Tell a library staff person.~~
- ~~• Fill out a comment form — available at all information desks.~~
- ~~• (If you require follow-up from library management, we recommend that you put your concern or comment in writing and include a contact name, phone number or email address.)"~~
- Be Respectful
- Be Safe
- Be Responsible
- Talk to us if you have questions or concerns.

—Adopted by the Burnaby Public Library Board ~~2009 March 12~~ 2018 December 13

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## 6.2 Selection Criteria

All materials, ~~whether donated or purchased,~~ will be examined and evaluated in terms of the following standards. Items need not meet all the criteria to be acceptable.

- Suitability of physical form for library use and sharing.
- Suitability of subject and style for intended audience.
- Patron demand.
- Present and potential relevance to community needs and interests.
- Appropriateness and effectiveness of medium for content.
- Insight into the human and social condition.
- Importance as a document of the times.
- Relationship to existing collection and other material on the subject.
- Reputation and/or significance of author.
- Skills, competence and purpose of the author.
- Recommendation or notation by critics, reviewers or the public.
- Budgetary and space priorities.
- Representative of challenging points of view, even those that are extreme or minority.

Added 14/09/18

The Library welcomes and encourages comments and opinions regarding the collection to ensure that the collection accurately reflects and supports the needs and interests of the community. The Library also welcomes suggestions for the purchase of material. These suggestions will be considered in light of the Library's selection criteria.

## 6.8 Donations

The Library ~~accepts welcomes~~ gifts/donations of books and other materials ~~for resale at branch book sale tables.~~

~~Gifts/donations are added according to the same selection criteria as purchased materials.~~

The Library reserves the right to accept or discard any materials received as gifts/donations.

~~Gifts/donations that are not added to the collection are put in either a Library book sale or disposed of at the discretion of the Chief Librarian.~~

~~Once received, donated materials are the exclusive property of Burnaby Public Library.~~

In exceptional circumstances, donations of significant value may be added to the Library's collection at the discretion of the Chief Librarian or designate.

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Due to space constraints, the Library reserves the right to limit the number of items it can accept from a donor at any given time.



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 SEPTEMBER 19

**SUBJECT:** PROVINCIAL GOVERNMENT FUNDING ADVOCACY UPDATE

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**RECOMMENDATION:**

**THAT** the Library Board receive this report for information.

**REPORT**

**Background**

The Province of British Columbia provides \$14 million in grants to public libraries annually. This grant funding has been static since 2010, and the lack of regular increases means that each year libraries receive less and less provincial funding, due to inflationary pressures. Funding is provided to individual libraries; in 2018, BPL received a grant of \$476,627, which represents 3.4% of our total revenue.

The BC Public Library Partners (BC Library Trustees Association, Association of BC Public Library Directors, BC Library Association and BC Libraries Cooperative) launched a campaign at the BC Library Conference in May to advocate for an increase to the provincial funding for public libraries from \$14 million to \$20 million – branding the campaign as \$20 million for 2020.

**Update**

Since this issue was brought to the June 20 Library Board,

- The Board Chair and Chief Librarian sent a written submission to the Select Standing Committee on Finance and Government Relations, cc'ing the Minister of Education and local MLAs. Many other BC municipalities did the same.
- The Select Standing Committee on Finance and Government Services included a recommendation that library funding be increased in their [Report on the Budget 2020 Consultation](#). Although this is excellent news, previous years' reports have also contained a similar recommendation, and no budget increase has resulted.
- Burnaby City Council was briefed on proposed Union of BC Municipalities' resolutions on increasing provincial funding to libraries, and Mayor Hurley sent a letter in support of the funding increase to Minister of Education Rob Fleming.

Minister Fleming's reply is attached for the Board's information. There are a total of 10 [resolutions](#) at the UBCM convention.

- BPL staff have amplified the \$20 million for 2020 campaign through the library's communication channels, including social media.
- Budget decisions are officially made in early 2020, but decisions are often finalized well before then. Continued advocacy with MLAs is important in keeping the issue on the table. The Chief Librarian took the opportunity at the annual Summer Reading Club Pancake Breakfast to discuss the funding issues with MLA Katrina Chen.



Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



August 20, 2019

Ref: 213299

His Worship Mike Hurley, Mayor  
City of Burnaby  
**Email: [mayor@burnaby.ca](mailto:mayor@burnaby.ca)**

Dear Mayor Hurley:

Thank you for your recent correspondence regarding your support of the provincial public library funding.

Public libraries are a vital part of communities across British Columbia. Government is committed to working with our library partners, community agencies and other stakeholders to ensure a stable and reliable public system that is future-focused. We are currently reviewing our strategic priorities for public library services that work for everyone. Refreshing the strategic priorities will enable all libraries regardless of size or location to deliver the connected and digitally enhanced programs, services and information resources that British Columbians need now and in the future. Public library funding and distribution will be reviewed in this context.

I will be attending the UBCM Convention in Vancouver and look forward to further discussions with local governments on the value and impact of our public library system.

While the process for requesting meetings directly with me have passed, Ministry staff are available during this time. You may request a staff level meeting through <https://www.civicinfo.bc.ca/UBCMMeetingRequest/Staff> before August 23, 2019. Alternatively, if you are unable to meet the meeting request deadline, please email the Ministry directly at [DM.Education@gov.bc.ca](mailto:DM.Education@gov.bc.ca) to request a meeting with Ministry staff.

Again, thank you for writing.

Sincerely,

Rob Fleming  
Minister





**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** BRANCH MANAGER, TOMMY DOUGLAS

**SUBJECT:** TOMMY DOUGLAS LIBRARY TENTH ANNIVERSARY

**DATE:** 2019 SEPTEMBER 19

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**RECOMMENDATION:**

**THAT** the Board receive this report for information.

**REPORT**

The Tommy Douglas Branch celebrates their tenth anniversary on Thursday, November 21. Branch staff are celebrating the anniversary in a number of ways:

- Patrons will be invited to write anniversary wishes on 10-year-old birthday cards, and tell how the library has made a difference in their lives. These will be posted around the library on the 21st.
- History of Kingsway / Tommy Douglas display
- Information about the building, particularly its LEED status
- Historical South Burnaby photos
- Indigenous storytelling for children
- Tech drop-in interactive demonstration, including virtual reality, gaming
- Birthday crafts for younger kids
- "Retro" movie from 2009

The main ceremony will take place at 5pm, with the Mayor in attendance.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Linton Harrison".

Linton Harrison  
BRANCH MANAGER, TOMMY DOUGLAS  
BURNABY PUBLIC LIBRARY





**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** HEIDI SCHILLER  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 SEPTEMBER 19

**SUBJECT:** PUBLIC SERVICE STAFFING MODEL

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**RECOMMENDATION:**

**THAT** The Board receive this report for information.

**REPORT**

The Public Service Staffing Model is a 2019 Operating Plan project supporting Burnaby Public Library's Strategic Goal to "Invigorate People and Culture."

**PURPOSE:**

The purpose of the project is to develop and begin to implement a revised public service staffing model.

**BACKGROUND:**

A 2018 research project led by former Deputy Chief Librarian Deb Thomas found that many of the questions answered at BPL's information desks do not require specialist librarian training and knowledge, and that many staff are underutilized. Additionally, some patrons require in-depth assistance with information, research, or technology that staff are unable to provide using the Library's current model. Staff also lack time to build relationships with community members, develop meaningful programs, and effectively manage the library collection. BPL also needs staffing in areas such as technology assistance, research and measurement, and marketing.

**VISION:**

In order to address the challenges listed above, a team was formed to create a model that enables staff to use their highest capabilities in order to provide public service that is seamless, barrier-free, personalized, and adaptable to changing community demands.

**DELIVERABLES:**

1. A Public Service Inventory and Needs Assessment that will identify current public services and gaps.

2. A Public Experience and Staff Complement Map that will plot service access points and service types and levels.
3. Updated Classification Specifications that will identify boundaries and scope of work needed to operate in the new staffing model.
4. An Implementation and Training Plan

**PROJECT DETAILS:**

The project team, made up of six frontline staff (two Librarians, an Info Clerk, two Clerks, and a Page) and led by Assistant Director, Public Service Heidi Schiller, began work in May. The first phase of the project was dedicated to understanding and assessing the Library’s current staffing model and its limitations. During this phase, the team regularly consulted with staff across the system to create a public service inventory and needs assessment, as well as a map of the Library’s current service access points and staff complement. The group also reviewed current job classification specifications in order to understand their boundaries and limitations.

As of August, the team has moved into the Inspiration and Ideation Phase of the project, which includes researching and visiting other libraries, public sector agencies, non-profit organizations, and businesses in order to identify successful public service characteristics from a user perspective. The next step will be to take what the team has learned and begin creating prototypes of a new public experience and staff complement map that aligns with the project’s vision. The team will use these prototypes for further consultation with staff and refinement. The team may also update job class specifications, if needed, to adjust to the model.

In December, the team will complete the project by developing an implementation and training plan. The current goal is to have the new staffing model in place by the end of March 2020.

**COMMUNICATION WITH STAFF AND STAKEHOLDERS:**

Because the new model will likely have significant impacts on staff work, regular communication and transparency about the project have been key. At the beginning of the year, Chief Librarian Beth Davies met with staff around the system to discuss the Operating Plan, and focused attention on the potential impacts of the Staffing Model project. During these and subsequent meetings, Beth communicated that although the project will not result in any job losses, most public service jobs will change as a result of the new model, and that there will be support and training as part of the implementation process.



Heidi Schiller  
ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY