

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 September 17 (Thursday)

PLACE: via Zoom

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 heñq̓emiñeḿ and Skwxwú7mesh speaking peoples, 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 2020 August 20 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items Requiring a Decision**

i) **Proposed 2021 Meeting Dates**

1-2

Purpose: For the Library Board to approve meeting dates for 2021.

5. **Items for Information**

i) **New Cameron Branch** (presentation)

Purpose: To provide the Library Board with an update on the progress of the new Cameron Branch.

ii) BCLTA AGM

3-4

Purpose: To provide the Library Board with information on the upcoming AGM for BCLTA.

6. Report of the Chief Librarian

i) COVID-19 and Library Operations

5-8

Purpose: To update the Library Board with Library operations during COVID-19

ii) Public Service Staffing Model

9-14

Purpose: To update the Library Board on the implementation of BPL's new public service staffing model.

iii) 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 – 2020 October 15 at 7:00pm via Zoom.

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 2021 MEETING DATES

DATE: 2020 SEPTEMBER 17

RECOMMENDATION:

THAT the Board approve meeting dates for 2021.

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. The Board has traditionally not met in August and holds its December meeting on the second Thursday of the month.

2. Recommended Schedule

January 21	July 15
February 18	<i>(no meeting in August)</i>
March 18	September 16
April 15	October 21
May 20	November 18
June 17	December 9

Sharon Notarrigo
ADMINISTRATIVE ASSISTANT - LIBRARY
BURNABY PUBLIC LIBRARY

BCLTA AGM

October 6, 2020



**Angela Sterritt is BCLTA's 2020
AGM Guest Speaker!**

Photo courtesy of Angela Sterritt

Angela Sterritt is an award-winning journalist and author from British Columbia. Sterritt has worked as a journalist for close to twenty years with her reports appearing in the [Globe and Mail](#), [The National](#), [CBC's The Current](#), and various other national and local news programs.

She currently works with CBC Vancouver as radio, television, and online reporter. She was nominated for a Canadian Screen Award for best local reporter of the year in 2020 and has won numerous awards for her CBC column, Reconcile This.

She is a proud member of the Gitxsan Nation and is currently working as an adjunct university professor at UBC's School of Journalism as an Asper Visiting Fellow. Her upcoming non-fiction narrative book, *Unbroken* weaves in her own story as an Indigenous girl and woman with the larger story of missing and murdered Indigenous women and girls in Canada.

The BCLTA is honoured that Angela Sterritt will be speaking at our AGM and we acknowledge the financial support of the Province of British Columbia through the Libraries Branch, Ministry of Education in making this possible.

AGM Details

- 7pm Pacific Time
- Visit the [AGM section](#) of our website for the agenda, resolutions, and nomination updates
- Member boards, represented by their trustee delegate(s), are able to vote
- BCLTA welcomes all BC public library trustees and library directors to attend the AGM

Please contact [Jerrilyn Schembri](#) with any questions about the AGM such as:

- Confirming who will be voting on behalf of your board
- Any accessibility requirements such as ASL interpretation

All members are invited to participate in the AGM and library directors are welcome to attend as guests. Each attendee is required to register.

To register for the AGM email [Babs Kelly](#) with:

- your name
- the name of your BC public library board
- your role (trustee, board chair or library director)



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 SEPTEMBER 17

SUBJECT: COVID-19 AND LIBRARY OPERATIONS

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

Background

- On March 16, BPL announced the closure of all libraries to the public, effective March 18.
- Effective March 24, further measures were put in place to reduce the number of staff working at facilities. Cameron, Tommy Douglas and McGill branches were closed to staff (except Building Service Workers). Metrotown remained open.
- On June 1, BPL introduced paper bag pickup service at all four branches. Some staff continued to work part of their week from home.
- On July 13, all BPL branches opened for limited service. Staff began working all their time in libraries.
- On September 8, BPL expanded the services offered to patrons to include browsing, and opened up more of our physical space for limited additional seating. Patrons are asked to keep their visits short.

Current Library Services

Community work

Community librarians have been busy connecting virtually and in person with Burnaby residents during the pandemic, and learning about community needs:

- We collaborated with the Burnaby Neighbourhood House to deliver Tech in the Park, an open and safe space to provide basic tech support to Arabic and Tygrinya speakers. BPL provided equipment and expertise, BNH brought language skills and coordination. The program was a success and will continue for a few more sessions.

- Librarians have attended a series of videoconferencing meetings to connect directly with vulnerable or underserved residents of Burnaby. At the seniors support group organized by the Burnaby Seniors Society to tackle social isolation, the librarian participates in the conversation, provides information tools and, encouraged by the participants, connects library resources to the daily topics. At the Chinese mothers group organized by SUCCESS, the librarian delivered a storytime and provided early literacy resources in Mandarin.
- One librarian planned a series of presentations on library resources for members of the community who speak Korean and learned that, even when the audience was thankful of the services we provide, most are interested in information about jobs, immigration and career paths that are not freely available anywhere else. That is helping us think about how to provide services for the Burnaby Korean community.
- In collaboration with the Burnaby Primary Care Network, WorkBC and Burnaby Family Life we helped deliver Money Talks, a program for service providers to get tools to support members of the community facing financial troubles. In addition to our Community Resource Guide, connections with service providers and digital resources, the services providers learned about BPL's fine-free status and no-barriers services.

In-branch services

All library branches opened for limited services on July 13. Patrons were able to pick up holds, use computers, printers, scanners and wifi, and use public washrooms. The number of patrons during limited service steadily increased over the summer. By the end of August, foot traffic was at approximately 25% of usual traffic; print circulation is at approximately 40% of usual circulation, and computer use is at approximately 36% of usual use.

On September 8, BPL expanded the services offered to patrons. Patrons can now browse materials, including newspapers, use photocopiers, and stay in the library for short visits.

Hours remain the same: All branches are open 7 days a week, from 10am to 5pm on Monday and Friday, 10am to 7pm Tuesday to Thursday, 10am to 4pm Saturday, and 12pm to 4pm on Sunday.

Home Library service

Home Library Service (HLAS) staff delivered to a few more seniors' facilities this month. Library staff rely on the cooperation and enthusiasm of facility staff to make this work. It's great to see that so many facility staff see the library as an important part of residents' lives.

HLAS has patrons who connect with staff by phone and then pick up their books at the branches. Many of these patrons are still not ready to come back to their branch, so HLAS staff have been delivering to their homes. Staff report that it has been a pleasure to meet people who have only ever been voices on the phone.

One HLAS patron still uses cassette tapes, and the library has a small collection of cassette books left that are now just for her. She listens on a 40 year old Sony Walkman!

Staff say, "While we're glad that we are able to carry on, we miss the contact with the patrons. Dropping off bags at the door while masked and gloved is not the same as being able to chat with folks about what they thought of their material. Dropping bags of at the door of a seniors' facility is not the same as setting up a pop up library and giving folks a chance to choose their own books while chatting with us."

Summer Reading Club

This year, 1,470 kids participated in our virtual Summer Reading Club, and more than 700 have already received medals. In addition to encouraging kids to continue reading through the Summer, this year's club included weekly online challenges, including sharing favourite jokes, drawing a treasure map, and singing new songs.

Instead of the traditional end-of-Summer Pancake Breakfast celebration, Children's Librarians are creating a congratulatory video featuring the Mayor, firefighters, library staff and Board Chair that will be shared online on September 12th.

Collections

Staff resumed orders for physical materials in June but continue to focus on digital resources. We're seeing continued demand for e-books and audiobooks even as we increase access to physical materials. The number of new overdrive users dropped slightly in August, but ebook and eaudiobook circulation has stayed the same.

	August 2019	July 2020	August 2020	Incr/Decr	%Change
e-Book circulation	5,787	21,175	22,047	16,260	281%
e-Audiobook circulation	3,585	7,051	6,980	3,395	95%
New Overdrive users	260	449	405	145	56%
Number of titles acquired	299	523	523	224	75%

We've resumed regular lending at the library, and are seeing a high number of returns. On August 25, more than 58,000 items borrowed before the library closure were still on loan. As of September 10, just over 39,000 items are still on loan. This means staff have checked in more than 19,000 of these items so far, but with many items still in quarantine, the actual number of returns is likely much higher.

In mid August, we increased loan periods for DVDs and magazines so they now share the same four-week loan period as books. This change was made to simplify our lending policies (which had been identified as a barrier for new borrowers), and to allow fewer trips to the library for those facing barriers to visiting due to COVID-19. It also means more time for patrons to get through longer DVD TV series.

Physical spaces

Work continues to make sure that library spaces are safe for staff and patrons. Additional barriers have been installed in both staff and public areas, and shelving has been removed from the second floor workroom in order to install more desks. We are also continuing with additional cleaning protocols, thanks to the hard work of Building Service Workers.

Reopening Plans

On May 6, the government of BC released [BC's Restart Plan](#). Under the plan, libraries can open from May 18 onwards with "enhanced protocols" and "sufficient distancing".

In line with the City of Burnaby's approach, and working closely with neighbouring libraries, BPL is adopting a cautious, conservative approach to resuming services. Staff safety is our number one priority in resuming services. Detailed safety plans are developed for each new service we begin, and supervisors are working under WorkSafeBC guidelines and with the City of Burnaby Occupational Health & Safety Manager, the Library Joint Occupational Health and Safety Committee, and with CUPE 23 to make sure that safety protocols are developed, communicated, and adhered to. Measures include:

- physical distancing between staff, and between staff and patrons by moving workstations, implementing one-way traffic, and including signage outside elevators;
- increased cleaning protocols, with a particular focus on high-touch surfaces and washrooms;
- installation of physical barriers where physical distancing isn't possible
- provision of and instruction in effective use of personal protective equipment where physical barriers are not an option

There are no plans to offer in-person programs or access to meeting rooms at this time.

Communication

Communication is vitally important during this time, and we're using various ways of staying in touch and sharing information.

- Branches and departments are holding regular meetings, often daily, to provide updates and address issues.
- Supervisors continue to focus on supporting staff, answering questions, and making sure that staff stay connected to the workplace and to each other.
- In July, we again ran a Staff Pandemic Experience Survey. Comments and actions include clear understanding of and appreciation for safety protocols; a need to support staff emotionally and to recognize that staff reactions to the pandemic are varied and complex; a need to support staff with clear expectations and to provide meaningful work; a continued desire for frequent communication; and a need for improved technology for staff. We'll re-run the survey a couple of weeks after September expansion of services, and add a question about positive changes as a result of the pandemic that staff would like to continue.
- Weekly all-staff virtual meetings have been paused during the summer. There has been mixed feedback about the value of the all-staff zoom, with the main stumbling block being people's different schedules making it difficult to get everyone together. Some staff liked the informal nature of the zoom calls, some staff want something more structured. Many staff want to see someone other than the Chief Librarian talking! A decision on additional all-staff zoom meetings will take place in September
- Labour Management meetings continue to take place once a week so that we can discuss and address issues in a timely way.
- Staff have been using website, social media, press releases and print posters to get the word out about expanded services on September 8.

Staff layoff and recall

- On April 3, CUPE 23, the City of Burnaby and the Library reached agreement on a Letter of Understanding (LoU) that included a process to lay off and recall staff and to establish a 42-day wage protection period from the date of layoff, during which time laid off staff will continue to be paid.
- 185 staff received verbal notice of layoff by phone on Thursday, April 9, which was followed up by a letter. The effective date of layoff was Wednesday, April 15.
- All but 19 staff have been recalled. The remaining 19 staff are all Pages. No additional staff have been recalled since August.

Closing words

With limited reopening, there have been fewer opportunities for staff and patrons to connect. We've received many messages from patrons that remind us of the importance of the library. Closing words this month come from a patron email:

"Thank you for allowing us to keep books with no return date until after the pandemic. All that reading has been a great comfort and enjoyment during these last few months. Makes one realize how vital your library is in so many ways. And continued thanks for the great service over the years. You have a fabulous staff, and I hope you all stay safe. Looking forward to many more years of great book borrowing."



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 SEPTEMBER 17

SUBJECT: PUBLIC SERVICE STAFFING MODEL

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

In January 2021, BPL will transition to a new public service staffing model. The new model aims to adjust staff resources in order to provide public service that is seamless, barrier-free, personalized, and adaptable to changing community needs. This report updates the Board on the implementation of the model.

Background

A 2018 research project 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.

In order to address these challenges, 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. 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, finalized the new Public Service Staffing Model in December, 2019, after an iterative process involving staff feedback and consultation.

Work to implement the model began in 2020, and the original team was expanded to include a Librarian 2, a Senior Clerk, three more Librarians, and one more Clerk. Although the implementation schedule was adjusted as BPL focused on reacting to the COVID-19 pandemic, we remain on track to transition to the new model in January 2021.

Model Overview

1. Single desk model

- Public service will be provided from staff working together at a single desk where patrons are provided with circulation, reference, readers' advisory and technology assistance.
- Staff at these desks will be focused on public service. Other work, such as checking in and sorting materials, weeding, program planning and checking email will happen in the workroom or at repurposed service desks.
- Staff based at these desks will be responsible for public service throughout the library and will spend time on the library floor helping patrons and monitoring and addressing public space issues.

2. What staff will do in the new model

Pages

- Pages will be primarily responsible for shelving, shelf checks, shelf reading, and retrieving materials
- Pages will assist patrons with finding books in the stacks and on the holds shelf
- Pages may assist with programs and events

Information clerks

- Information clerks will be the primary provider of public service at public desks
- Information clerks will assist patrons with finding materials, e.g. taking patrons to areas of the collection, finding specific titles, placing holds
- Information clerks will assist with basic technology questions, such as printing, scanning, copying
- Information clerks will refer reference and readers' advisory questions to librarians
- Information clerks will answer circulation questions and provide circulation assistance
- Information clerks will spend off-desk time on materials handling and circulation processes
- Information clerks may assist with programs and events
- Public Service Clerk 2s and 3s will be reclassified to Information Clerks. Extensive training will be provided to Clerk 2s and 3s, beginning in October 2020. After training, Clerk 2s and 3s who do not wish to become Information Clerks will be given the option to stay (be "legacied in") as Clerk 2s and 3s.

Librarians

- A librarian will be scheduled at all times the library is open
- Librarians will continue to provide in-person reference and readers' advisory services at the public desk during busy times, and as back-up to the information clerks during quiet times
- When not providing in-library public service, librarians will focus on collections, programming, community outreach and engagement, service design and development, reference and readers' advisory one-on-ones, and special projects
- When working on public service desks, librarians will answer circulation questions and provide circulation assistance
- Senior public service staff and non-public service librarians will work at least one shift a month on service desks

Organizational Structure

From June to August 2020, exempt staff developed a revised organizational structure to support the goals of the Public Service Staffing Model. In addition to supporting the model's aim to provide public service that is seamless, barrier-free, personalized, and adaptable to changing community needs, the new organizational structure also aims to support other staffing gaps and needs identified by exempt staff, including:

- Coordination of and increased focus on community work, in particular work with communities who speak languages other than English, and community work through the lenses of equity, inclusion and anti-racism
- Increased complexity of collections work, and need for designated roles for digital resources and materials in other languages
- Coordination of Home Library & Accessible services
- Increased capacity for Branch Managers to support staff coaching and development
- Increased capacity for Managers and other staff to guide service development and delivery, and innovate new services
- Increased ability for Librarian 1 staff to take ownership of library and community priorities

The new structure includes changes for both senior staff and librarians, as follows:

Managers and Supervisors

- A new Community Development Manager position will be created to oversee the work of an increased number of community librarians. The Community Outreach Librarian position (Librarian 2) will be eliminated.
- Branch Managers will take on additional responsibilities for systemwide portfolios.

- A new Librarian 2 – Collections position will be created to oversee the work of an increased number of collections librarians. The Librarian 2 – Metrotown Reference position will be eliminated.
- A Librarian 2 position at Metrotown will support the Branch Manager at BPL's largest branch. This position will be created from the Librarian 2 – Metrotown Information position.
- Senior Clerks will take on additional responsibilities for branch facilities and operations.

Librarian 1s

- Librarian 1 positions will focus on one of 6 areas: Adult Public Service, Cataloguing, Children, Collections, Community, Teen
- All librarians will spend some of their time as librarian-in-charge at a branch (not necessarily their home branch). The number of days will vary, with Adult Public Service Librarians spending the most time on this work.
- Adult Public Service Librarians (9.36 FTE) will focus on the design and delivery of information, reference, readers' advisory, programming and other services. Adult Public Service Librarians will also be responsible for a portfolio or project that ties to a strategic priority and supports either a community need (eg supporting Indigenous communities) or an organizational need (eg readers' advisory). These librarians may be responsible for a portfolio as an individual or be part of a team. The portfolios and organization of this work will be co-designed with public service librarians in a process led by the Assistant Director, Public Service in November.
- Cataloguing Librarians (0.67 FTE) will focus on cataloguing print and digital resources
- Children's Librarians (4.56 FTE) will focus on community work with children and families, and on service design and service delivery to children and families. Collections work will move to Collections Librarians.
- Collections Librarians (3 FTE) will focus on acquisition and collection management of adult, teen, children, digital resources in all languages.
- Community librarians (4 FTE) will focus on community work with adults through the lenses of equity, inclusion and anti-racism
- Teen librarians (2 FTE) will focus on community work with youth, and on service design and service delivery to teens. Collections work moves to collections librarians

Information Clerks

- Clerk 2s and 3s will be reclassified to Information Clerks.
- Information Clerks will report to Senior Clerks.

This organizational structure was shared with staff in the week of August 31. Meetings with senior staff and librarians will be held between September 9 and 16 to hear about

any major concerns with the structure before it is finalized. The final structure will be shared with staff on September 23.

Staff Impact

Implementing the new Public Service Staffing Model is a big undertaking for BPL as an organization, and a significant change for many staff.

Training

Training public service staff in preparation for the new model is one of the most significant deliverables of this project. As reported to the Board in August, we have identified a need to deliver the training to staff in person over the span of three days. In late August/early September, the public service staffing model team worked together to develop the training structure and content. Training will be delivered in October to staff in their branch cohorts, using board-approved rolling branch closures to ensure that as many staff as possible can participate.

Communication

- Regular updates on the progress of implementation continue to be shared with all staff via the staff intranet.
- Managers and supervisors have key roles to play in answering staff questions and in supporting them through this change. Regular team and one-to-one meetings will continue for the rest of 2020 and into 2021.
- Management have kept the union informed on draft versions of the model and process at regular weekly Labour Management meetings.

Assigning librarian positions

- Regular librarians will be invited to express interest in any position, giving all librarians the chance to try something new.
- An incumbent who wishes to remain in their current position will be able to do so, unless there are more incumbents than positions.
- All librarians will be given the opportunity to meet one-on-one with the Chief Librarian to discuss their options and career path. Librarians will also be encouraged to meet with other exempt staff.
- Positions will be assigned based on skills, knowledge and ability, with seniority the determining factor where skills, knowledge and ability are relatively equal.
- Once positions are assigned, remaining vacant positions will be posted.

Staffing budget impact

The new Public Service Staffing Model will result in increased costs to convert Library Clerk 2s and 3s to Information Clerks, and to convert the Community Outreach Librarian position to Manager, Community Development. These costs will be offset by eliminating vacant positions.

Implementation Schedule

September	Organizational Structure Finalized
October	Extensive in-person training for Clerk 2s and 3s
October	Regular librarians assigned to positions
November	Vacant positions filled
January 2021	Implementation of model begins



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY