

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2021 October 21 (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 heñq̓əmiñəḿ and Sk̓wx̓wú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this territory.

PAGE NO.

1. **Motion** to receive agenda

2. **Minutes**

i) **Motion** to adopt the minutes of the regular meeting held 2021 September 16 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items for Decision**

i) **Period 8 Reports**

ENCLOSED

Purpose: To seek approval of the Operating and Capital reports to Period 8 (2021 January 1 to August 15)

ii) **Proposed 2022 Meeting Dates**

1

Purpose: To seek approval of the meeting dates for 2022.

iii) Holiday Closures

2

Purpose: To seek approval of early branch closures on Christmas Eve and New Year's Eve, and to seek approval for closing branches on 2021 December 28.

5. Items for Information

i) Strategic Plan Report: Third Quarter 2021

3-18

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the third quarter of 2021 in the context of the Strategic Plan.

ii) Newspaper Clippings

ENCLOSED

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

6. Other Business

7. Next Library Board Meeting – 2021 November 18 at 7:00pm via Zoom.

8. Adjournment

Motion that the regular meeting adjourn and that the Board resolve itself into an in camera meeting from which the public is excluded to consider financial and personnel matters, as well as a patron ban.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: HUMAN RESOURCES COORDINATOR - LIBRARY
BURNABY PUBLIC LIBRARY

SUBJECT: PROPOSED 2022 MEETING DATES

DATE: 2021 OCTOBER 21

RECOMMENDATION:

THAT the Board approve meeting dates for 2022.

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 20	July 21
February 17	<i>(no meeting in August)</i>
March 17	September 15
April 21	October 20
May 19	November 17
June 16	December 8

Sharon Notarrigo
HUMAN RESOURCES COORDINATOR - LIBRARY
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: HOLIDAY CLOSURES

DATE: 2021 OCTOBER 21

RECOMMENDATION:

THAT the Library Board approve all branches closing at 1:00pm on Christmas Eve and 5:00pm on New Year's Eve.

THAT the Library Board approve all branches closing on Tuesday, December 28.

REPORT

This holiday season, all library locations will be closed on Saturday, December 25, Sunday, December 26, Monday, December 27, and Saturday, January 1. City Hall traditionally closes on Christmas Eve at Noon and on New Year's Eve at 4:45pm.

In keeping with past practice, it is recommended that all branches close at 1:00pm on Christmas Eve and at 5:00pm on New Year's Eve.

In 2021, City Hall will also close on Tuesday, December 28. In light of reduced patron activity levels and increased staff stress during COVID-19, the Chief Librarian is recommending that the Board close library branches on Tuesday, December 28.

A handwritten signature in black ink, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 OCTOBER 2021

SUBJECT: STRATEGIC PLAN REPORT Q3 2021

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

- Discover and understand our communities’ needs and aspirations
- Identify and remove barriers to library services
- Act as a hub, connecting people with each other
- Recognize and celebrate Burnaby’s diverse communities

<i>NEW MEMBERS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Metrotown	734	1,731	997	136%
McGill	330	862	532	161%
Tommy Douglas	310	787	477	154%
Cameron	161	525	364	226%
HLAS	13	42	29	223%
<i>TOTAL</i>	1,595	3,947	2,352	147%

<i>HLAS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Visits	278	302	24	9%
Patrons Served	446	599	153	34%

<i>OUTREACH VISITS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Adult	126	110	-16	-13%
Teen	78	25	-53	-68%
Children	84	31	-53	-63%
<i>TOTAL</i>	288	166	-122	-42%

<i>OUTREACH CONNECTIONS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Adult	933	991	58	6%
Teen	60	174	114	190%
Children	546	396	-150	-27%
<i>TOTAL</i>	1,539	1,561	22	1%

Home Library & Accessible Service

As care homes begin to open up, HLAS staff are finding that more care homes are calling about resuming services, and some are interested in restarting “minis” – a program where staff bring a selection of materials for residents to browse and choose from. HLAS services continue to be delivered at a distance, with staff dropping materials off at patrons’ doors rather than going inside homes. This increases confidence in the safety of the service, but is a real disadvantage in terms of relationship building and the human connection that is so important to some of HLAS’ most isolated patrons.

“The library is one of my only joys now”

An older patron at the McGill branch was struggling to find his favourite westerns on the shelf. When Linda was able to locate some in the library and place holds on others, he was so thankful that he teared up. The patron explained that he had lost his beloved wife a few months earlier, and that coming into the library “is one of my only joys now.” Linda was able to spend quite a bit of time chatting with the patron, and shared this story as a reminder of how much impact taking time with patrons can have in a patron’s life.

Heatwave response

Cameron staff worked with the Cameron Recreation Centre to make room for a cooling centre in our shared lobby during the August heatwave. Library staff helped folks affected by the heat by getting them water, assisting Rec Staff with inquiries, and in some cases just having a conversation to reduce feelings of isolation. One older patron told Jamie that her apartment was too hot to sit in and she didn’t know what to do. She was so relieved to hear there was no limit for how long she could stay in the lobby and that she could come into the library as well. Rec Centre staff put the Olympics on their big screen TV to further entertain patrons escaping the heat in the lobby. Collaborations like this are meaningful and help build connections in the Cameron Community.

YES: Youth Employment Series

In July, Teen Services collaborated with the Burnaby Neighborhood House in creating a pre-employment program for youth. This program focused on exposure to unique jobs, identifying opportunities, volunteering, resumes, cover letters, and interviews. Teen Services hosted three interactive online sessions, with guest speakers from Work BC, Volunteer Burnaby, and a Youth Employment coach from YMCA. The program was very well attended, and participants asked

many questions about employment that will help inform future employment events for youth at BPL.

Fraser Park – Teen Summer Reading Club

Due to COVID-19, Teen Services has been unable to visit the youth at Fraser Park Custody Centre in person, but has been able to provide services remotely through the Centre’s excellent library staff. In June, Teen Services sent six boxes of books, 40 new blank notebooks and sketchbooks, and an adapted Teen Summer Reading Club program and prizes. Staff at Fraser Park commented: “You did a magnificent job! We are blown away! We so appreciate this service for the youth at Fraser Park. The kids are stoked.”



Summer School visits

For the month of July, teen librarians visited two English 11 summer school class once a week. Each week we explored various themes: identity, censorship (specifically with graphic novels), own voices, Indigenous voices in teen literature, representation, first languages, and more. Visits rotated from in-person to virtual week to week. Visiting two of the same classes every week was interesting because we got to talk about more than just our services. We got to look into important and relevant themes in publishing and storytelling that encompass complex social issues. During one of the last sessions, we brought Wi-Fi hotspots to the classes and students had a lot of questions about why and how BPL decided to add these to our collection. Discussing digital equity in the time of COVID was a meaningful conversation, as well as students learning more about how and where the hotspots are used by community librarians.

Wi-Fi hotspots

Community Librarians have been bringing Wi-Fi hotspots to different food hubs throughout the city since almost the beginning of the pandemic and recently added another food hub location. They have been going regularly to bring Wi-Fi and to connect with folks. Recently one of the Community Librarians learned that one community member comes to the food hub just for the Wi-Fi. They said that it is faster than the Wi-Fi in the library and community centre, and that they wait for the library to come on the weekend so that they can download their podcasts.

Vaccine passports

At food hub visits during the pandemic, community librarians been helping people to register for their Covid-19 vaccinations. When the provincial health authority announced the vaccine passport, librarians learned that accessing the card on a mobile device wasn't ideal or possible for many folks in the community. By the next time they visited the food hubs, staff were able to bring both a printer and laminator to provide mobile access to a physical vaccine card. They immediately had a line of people wanting a physical card that was kept safe by lamination. Many vaccine cards have been made so far, including 50 in a single visit to Southside church, and community members have expressed their appreciation for this service. Community librarians also partnered with Fraser Health at the Burnaby Primary Care Network’s “Walk with your Doc” event. Fraser Health community health specialists answered health questions, and a community librarian worked with McGill staff to print and laminate vaccine cards.

At the Cameron branch, library staff worked with staff at the Recreation Centre to navigate how patrons would access the building as the library did not require vaccine passports, but some Rec Centre programs did. Word spread quickly that the library was printing and laminating vaccine passports, and many patrons, particularly seniors without cellphones, appreciated the ease of having a laminated print passport. One older patron had not been to the library for many years, but came in for help with booking his second vaccination dose, and then returned again to get his vaccine passport printed, saying that he really appreciated how friendly Amy and Christina and all library staff are, and that he is eager to come back to the library.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Understand Needs of Non-English Language Speakers	Beth	On hold due to COVID-19. Restart delayed until Q1 2022.
1.2 Expand and Improve Services for Neurodiverse Youth	Beth	On hold due to COVID-19. Restart in Q1 2022.
1.3 Offer ASL Interpretation at BPL Programs	Heidi	On hold due to COVID-19. Restart in Q4 2021.

2. Encourage Curiosity and Exploration

We will:

- Inspire learning and critical thinking
- Cultivate imagination, creativity and play
- Support skill development and digital knowledge
- Enable creation & sharing

<i>CIRCULATION – PHYSICAL ITEMS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Adult	143,935	266,655	122,720	85%
Teen	8,432	28,531	20,099	238%
Children	114,690	316,196	201,506	176%
<i>TOTAL</i>	<i>267,057</i>	<i>611,382</i>	<i>344,325</i>	<i>129%</i>

<i>CIRCULATION – DIGITAL</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
e-Books	61,488	58,667	-2,821	-5%
e-Audiobooks	20,298	22,850	2,552	13%

<i>COMPUTER SESSIONS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Metrotown	5,604	7,251	1,647	29%
McGill	2,630	3,757	1,127	43%
Tommy Douglas	4,480	5,337	857	19%
Cameron	1,365	2,200	835	61%
<i>TOTAL</i>	14,079	18,545	4,466	32%

<i>Wi-Fi Unique Devices</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Metrotown	40,231	69,966	29,735	74%
McGill	29,121	28,195	-926	-3%
Tommy Douglas	4,500	17,322	12,822	285%
Cameron	8,962	8,282	-680	-8%
<i>TOTAL</i>	82,814	123,765	40,951	49%

<i>PROGRAMS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
All Adult	0	4	4	-
Adult Digital Literacy	0	0	0	-
All Teen	0	11	11	-
Teen Digital Literacy	0	0	0	-
All Children	0	14	14	-
Storytimes	0	12	12	-
Children Digital Literacy	0	0	0	-
<i>TOTAL</i>	0	29	29	-

<i>PATRON QUESTIONS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Reference	4,686	4,260	-426	-9%
Readers Advisory	1,621	1,483	-138	-9%
Tech Help	3,661	3,556	-105	-3%
<i>TOTAL</i>	9,968	9,299	-669	-7%

ONE-ON-ONES	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Patron one-on-one sessions	0	10	10	-

DIGITAL RESOURCES	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Movies/Music Streamed	1,948	7,395	5,447	280%
Online Courses Accessed	2,867	2,244	-623	-22%



Reading with our ears

Children’s librarians Ashley and Randi joined Maywood Elementary outdoors to welcome new kindergarten families on the first day of school. They wore big ears to celebrate “reading with our ears” and shared Wonderbooks with the families. Wonderbooks are print books with a ready-to-play audiobook inside, and are new to the library’s collection. Many kids wanted to try the Wonderbooks, and Randi and Ashley lost count of how often the kids said, “Press the orange button...harder!” Many parents told Ashley they do not feel confident about reading in English and see Wonderbooks as a great way to be able to read to their kids.

Randy and Ashley also brought bilingual books, which were appreciated by families and by settlement workers. A parent who used to be a library regular hadn’t realized that BPL has Japanese books and Japanese My First Language Kits. She was delighted when her daughter picked out *Rainbow Fish* in Japanese.

MOSAIC citizenship test classes

Community Librarian Andrea has been working with MOSAIC Settlement Workers to support people who are preparing for their citizenship test. Pre-pandemic, BPL used to partner with MOSAIC to host in-person classes. Over the pandemic MOSAIC moved their citizenship preparation classes online. Andrea was able reconnect with the group and to provide support by joining them online to share library information that would be useful for their test along with resources may be of interest to newcomers.

Summer Reading Club

This year's Summer Reading Club theme was Cracking the Case, and included online and in-person options; 5386 children participated in person, and an additional 1158 participated online. Some of the feedback we received from kids and families at Cameron:

- A mom and her two elementary aged sons came to the desk. They had just moved to the neighborhood. One of the kids said that his mom struggles with English books and he was so happy to see that we have Korean books.
- A child who was participating in Summer Reading Club for the first time said, "I love this library. You have all the books I like and last time (when you didn't) you got it for me from another library."
- "Thank you to the library. It helps keep our imaginations going and helps with learning. It has been so hard to continue learning, especially with masks."



Teen Summer Adventure

BPL's Teen Summer Reading Club was reimagined this year as the Teen Summer Adventure (TSA). Teens were given a zine that guided them through a summer of reading, cultural and community experiences. More than 350 local teens participated in the 2021 TSA. Many participants expressed appreciation for this summer-long initiative, and particularly commented on the need for accessible and local learning and engagement opportunities for youth during the pandemic. Teens shared many comments with us, including the following:

- "This year's summer reading club was very enjoyable. It pushed me to read books from different genres and authors that I wouldn't have otherwise"
- "I'm so excited and happy! Thank you! I love the idea of the book challenges with the raffles! It's quite fun! It changes up the books I read!"

- “I think it's cool that there is a summer club for older kids since usually things are for younger kids and I haven't done summer reading club in a while. And the prize is awesome!”

Cameron kindness wall

The Wall of Kindness at Cameron is an opportunity for all community members to write and post acts of kindness they have experienced themselves or done for others. The intent of the board is to show and bring to the surface kindness within the community.



Collections in other languages

In 2021, BPL has expanded the number of languages in our collections, adding Tagalog, Vietnamese, Bosnian/Serbian/Croatian, and Arabic. We have begun purchasing materials in these languages, and although we are experiencing some supply chain delays, materials are starting to arrive in branches. Selections staff have also increased the amount of materials in other languages that are being purchased. Cameron patrons are very appreciative of the expanded Korean section, and the new teen books are a hit. One patron said: “The Korean section is so extensive! I’m so grateful.”

Explore British Columbia display

With folks looking for things to do locally this summer, Cameron staff Marie and Grace created an “Explore BC Treasures” display with books newly available to Cameron patrons that had previously been in reference-only Special Collections at Metrotown.

We had a number of patrons ask us for the new City of Burnaby bike maps after the window went up.



Outdoor storytime at McGill

McGill Library hosted BPL’s first Outdoor Family Storytime program on a Saturday morning in September amongst the eco-sculptures of cow and sheep on the grass in front of the library.

Registration was full within a few days, and nine families enjoyed stories, songs, and rhymes together. This storytime was a successful pilot for outdoor in-person programming. One family remarked afterwards, “My kids especially loved the sing-along songs and movement games. I should add it was well organized with the reservation system and we felt safe being social distanced outside.”



Julia’s Studio Workshops

The generosity of donors helped BPL’s Teen Services expand the summer 2021 lineup of Julia’s Studio workshops. This year, we doubled the number of workshops that had been offered in previous summers and registration was consistently full in each workshop. Programs were designed around ideas from BPL’s Teen Advisory Group and suggestions from teens in the Burnaby Community. All workshops were online. The summer line up was:

- **Drawing Our Stories: Creating Comics with Cole Pauls.** Cole Pauls is an award winning Tahltan comic artist. Cole created [Dakwākāda Warriors](#) as a language revival initiative. For his Julia’s Studio workshop, Cole shared insights with youth on using comic arts to visually narrate individual stories and lived experiences.
- **Creative Journaling with Nashifa Rashid.** Nashifa provided an overview of the creative, meditative and organizational benefits that different methods of journaling can provide. Techniques such as freeform writing, bullet-journaling, and creative list making, in addition to experimenting with simple mixed media like collage and photography, were explored. The workshop was a detailed exploration of how journaling can help process thought, explore creativity, and cultivate self-awareness.
- **The Art of Drag Make-up with Kendall Gender.** Over the course of this 90-minute workshop, the facilitator demonstrated the art of drag makeup tips and techniques while transforming into his drag persona, Kendall Gender. As Kendall Gender, she answered many thought-provoking questions from teens about the logistical, artistic, and cultural aspects of Drag and about career opportunities within the field. The workshop was a rare opportunity for teens to chat with and ask questions from an experienced drag performer, and to see the artistry and creative process behind this popular form of culture.
- **Botanical Drawing with Carmin LoRe Faire.** In this workshop Carmin discussed how to approach botanical illustration with a botanist’s eye by beginning with a detailed exploration of plant anatomy, evolution and form. Using photographs as inspiration,

Carmin guided participants through technical steps and helped provide a sense of how to accurately represent plants, flowers and vegetation in drawing.

- **Manga Drawing Series with Janice Liu.** In collaboration with Janice Liu of Young Artists' Place, we organized a four-part Manga-drawing series. Janice facilitated these very popular workshops and offered guidance on the art of creating Manga faces and expressions, Manga bodies, hands and feet, Manga clothing and backgrounds, and Manga animals.

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	Staff on this project have finished the work of identifying requirements for new computer booking and print software, and are in the final stages of working with the city to go to RFP for a vendor. A small team of staff from both systems and public service is in place to evaluate RFPs and assist with implementation and training. Implementation is expected late 2021 or early 2022 (depending on the chosen solution/vendor).
2.2 Develop Virtual Library Programs	Heidi	Adult public service librarians have delivered regular virtual Book Discussion Circles and ESL Conversation Circles, which have both seen an increase in participants each session. Staff are currently developing a virtual Job Search Tour, which will launch in October. Children's Librarians continued to deliver online storytimes for babies. Teen Librarians continued to deliver several virtual teen programs, including a well-attended "Julia's Studio" series of art workshops.
2.3 Climate Emergency Programming	Heidi	Two virtual Climate Action Cafés were held in April. The first program was created in partnership with local BIPOC-focused activist group Shades of Sustainability and the second with Métis knowledge keeper Deni Paquette. The interactive sessions were well received and community left with a better idea of what climate action looks like in Burnaby. Project complete.
2.4 Operationalize Digital Literacy Strategy	Trish	This project kicked off in September with a review of recommendations from the digital literacy strategy. A project plan has been developed and shared with all staff. Focus for this project is on digital literacy training and engagement for staff. Key deliverables include tools for the ongoing development of digital literacy programs and services, and technology-focused spaces and collections. This project also includes the planning and launch of a new Metrotown tech space in 2022.

2.5 Showcase and Develop Local Writers	Heidi	BPL has connected with the City's Cultural Services department to explore partnership opportunities as part of the City's new Deer Lake Artist Residencies program.
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3. Create Welcoming and Innovative Spaces

We will:

- Build a new Cameron branch
- Reimagine existing spaces
- Activate new spaces
- Enhance virtual spaces

<i>VISITS TO BRANCHES</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Metrotown	36,842	78,074	41,232	112%
McGill	38,325	59,135	20,810	54%
Tommy Douglas	16,081	41,777	25,696	160%
Cameron	12,101	30,488	18,388	152%
TOTAL	103,349	209,474	106,126	103%

<i>ONLINE VISITS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Website	227,558	201,678	-25,880	-11%
Catalogue	317,801	666,953	349,152	110%

<i>ROOM USE BY COMMUNITY GROUPS</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Metrotown	0	0	0	-
McGill	0	0	0	-
Tommy Douglas	0	0	0	-
TOTAL	0	0	0	-

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Detailed design work to begin in October 2021.

3.2 Renovate Metrotown Spaces	Beth	Building permit applied for. Construction start slightly delayed to Q1 2022.
3.3 Create Teen Space at Tommy Douglas	Linton	Space needs identified and furniture and equipment being ordered. Scheduled to complete Q1 2022 due to shipping delays.

Tommy Douglas teen space

Planning is well underway for creating the new teen space at the Tommy Douglas branch. Teen librarians Andrea and Duncan have worked with staff and with teens to design and build this space. More than just creating the space, we hope to collectively reimagine and reinvent teen space with particular attention to the physical, cultural, and social identities that define a place and support the ongoing evolution of youth in our community. Teen librarians have been busy finalizing technology and furniture for the space, and we are beginning to make purchases and renovations. The former computer lab has been gutted, and new furniture and technology will begin moving in this winter. Duncan’s illustration below shows an artistic impression of what the completed space will look like when it opens in early 2022.



Metrotown renovations

Planning for this renovation continued throughout the summer as staff with different areas of expertise met together and with FaulknerBrowns architects and City of Burnaby Civic Buildings staff to finish the detailed design work needed for a costing review. It has been a lot of fun to dream and to plan new library spaces. Some of us were able to visit the Collaboratory at the North Vancouver City Library and we enjoyed hearing and seeing how they have designed their specialized technology space. BPL and City staff are also in the process of selecting an automated materials handling system. We are very excited and looking forward to seeing these theoretical spaces become real.

To get ready for these renovations, staff spaces are also being renovated. The 1991 millworked desks are being replaced with ergonomic sit-stand furniture. Librarian Sarah K suggested possible wall colours to brighten up the space and replace the original safe-but-boring beige-pink colour. Staff voted on their favourite. The winner was a big surprise, and one wall is now painted the vibrant “diva glam” pictured at right. Staff feel more cheerful already!



4. Invigorate people & culture

We will:

- Support staff to reach their full potential
- Deepen our learning and integration of the principles of Truth & Reconciliation
- Transform our work processes and systems
- Strengthen our partnerships
- Promote our services

<i>STAFF TRAINING</i>	Q3 2020	Q3 2021	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	18	20	+2	11.1%
Staff Attending Training/Conferences	176	63	-113	-64.2%

Anti-Racism Climate Audit

The anti-racism climate audit was shared with staff and board in July. As reported to the Board in July, the library is adopting a medicine wheel learning approach to our anti-racism work.

- The first step: East / Vision / awareness is to see the report. In July and August, print copies of the report were shared with every staff member, and supervisors were asked to make time for staff to read this report together or alone, in print. At this point, nothing more was expected of staff than to read the report and sit with its findings.
- The second step: South / Time / understand is to relate to the report and its findings. In this step, which started in August, some staff engaged in facilitated conversations with the consultants to explore the report and ask questions. These conversations were often powerful and emotional, and revealed the need to support staff in continuing to have conversations and in processing emotions, thoughts and needs around anti-racism. The consultants will be preparing a guide to help supervisors facilitate these conversations in meaningful, respectful and safe ways.
- The third step: West / Reason / Figure it out is to prioritize actions arising from the report. This step will involve discussion and consultation with staff, and will take place in Q4 2021.
- The fourth step: North / Movement / wisdom is to “do it”. In this step we communicate actions and priorities with all staff and begin the work in earnest.

National Day for Truth and Reconciliation

BPL staff honoured the National Day for Truth and Reconciliation in many ways. All of our locations were closed on September 30, and we shared the following message on social media:

We acknowledge and reflect upon the legacy and ongoing trauma caused by residential schools and the systems that enabled their abuse. We encourage you to honour this day through personal reflection and by listening to and supporting Indigenous peoples and organizations.

Integrating the principles of Truth and Reconciliation into our work is a strategic priority and part of an ongoing process. We thank the Burnaby Public Library Indigenous Initiatives Working Group and Indigenous partnerships for their guidance as we continue this work.

The Indigenous Initiatives Working Group and other staff shared personal stories, created eye-catching displays, and developed thoughtful online booklists and in-branch book displays.



Not Myself Today

Starting in the summer, BPL's Not Myself Today Ambassadors began posting regular staff blog posts about mental health issues. Topics included resilience, failure, shame, stress, self care, anxiety and sleep. The Ambassadors used personal stories and anecdotes to highlight issues and resources related to each post's theme. The posts have received positive feedback from staff. One supervisor told the Ambassador team that their staff "really like the blog posts. They are approachable, thoughtful, related to BPL's context, and also customizable – they can be read quickly, or people can watch a video or follow the links to learn more if they have time. They have been a really great resource because our team sometimes doesn't have as much time as we would like for self-guided learning, or gets interrupted partway through, and can nonetheless engage with these at different paces/levels and discuss. They have led to some really great conversations."

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Implement the Public Staffing Model	Beth	The delayed six-month review of the model is currently in progress, using a survey, feedback sessions and a desk questions analysis. A report with recommendations will be shared in Q4 2021
4.2 Implement Measures to Support Staff Mental Health	Beth	Not Myself Today ambassadors continue to do amazing work sharing resources and stories with staff, as part of destigmatizing and supporting staff mental health.
4.3 Anti-Racism Organizational Development	Beth	Consultants' report shared with board and staff in Q3 2021. Consultants held three facilitated sessions with staff in Q3. Draft recommendations will be shared with staff in Q4.
4.4 Develop a Comprehensive Staff Development Program	Beth	Work with UBC on a targeted award to encourage BPL staff who identify as BIPOC to attend library school is being finalized.

Comments and suggestions from patrons

I just want to tell you guys how wonderful of a job you've done throughout COVID. I'm always so happy to visit.

Cameron patron

I'm so thankful for the library! I don't know what I would have done with everything cancelled due to COVID

Cameron patron

I would like to commend the staff at Cameron for their openness to a suggestion regarding the Large Print books. Their willingness to rearrange the shelves to make it easier for seniors to access will be welcome by the patrons who solely frequent those sections. A heartfelt thanks!! (from a senior 😊)

Cameron patron

Audiobooks from Home Library and Accessible Service are a godsend for my friend who has been hospitalized for four months and who is blind. They make her feel move alive.

Library patron

I love Cameron. I have to say it's the best library. Honestly, the customer service is better than anywhere else. Honestly!

Cameron patron

Thank you for reviewing and allowing late fines to be waived permanently. I think it is a good initiative that will enable more people to access the wonderful library system

McGill patron

Thank you for obtaining this inter-librarian loan for me – it is rare that BPL does not have a book! The BPL is my favorite Burnaby public service and I am very grateful!

McGill patron

A handwritten signature in grey ink, appearing to read 'Beth Davies', is positioned above the typed name.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY