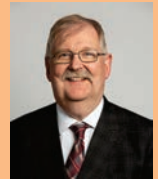




JEFFREY YU
Chair



GENE BLISHEN
Vice Chair



Councillor
DAN JOHNSTON



SURENA BAINS



CHRIS DONG



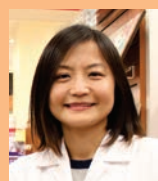
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2020 BURNABY PUBLIC LIBRARY BOARD TRUSTEES

OUR 2019 DONORS

Burnaby Public Library gratefully acknowledges the following donors:

- Aldridge, Lorraine
- Beasley, Bob & Wendy
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- Redlick, Jacob
- SFU and United Way Community Partners
- Suzberic, Maja
- Toner-Rogala, Edel
- Wang, Zhihao

2019 STATISTICS

 **3,100,329**
ITEMS BORROWED

 **1,859,307**
VISITS

 **1,194**
PROGRAMS HELD

 **97,838**
QUESTIONS
ANSWERED

 **23,037**
NEW LIBRARY
MEMBERS

FINANCIAL HIGHLIGHTS

| REVENUE | 2019 | 2018 |
|------------------------|--------------|--------------|
| City contribution | \$14,137,829 | \$13,637,874 |
| Library fees and fines | 268,188 | 281,773 |
| Provincial grants | 470,080 | 476,627 |
| InterLINK | 175,481 | 154,078 |
| Transfer from reserves | 126,692 | 100,377 |
| Other | 151,951 | 155,710 |

| | | |
|----------------------|---------------------|---------------------|
| Total Revenue | \$15,330,221 | \$14,806,439 |
|----------------------|---------------------|---------------------|

| EXPENDITURES | 2019 | 2018 |
|--|--------------|--------------|
| Salaries and benefits | \$11,039,664 | \$10,648,694 |
| Library materials and electronic databases | 1,942,401 | 1,915,517 |
| Operations and maintenance | 1,613,523 | 1,543,118 |
| Other | 734,633 | 699,110 |

| | | |
|---------------------------|---------------------|---------------------|
| Total Expenditures | \$15,330,221 | \$14,806,439 |
|---------------------------|---------------------|---------------------|



Burnaby Public Library ANNUAL REPORT 2019



www.bpl.bc.ca

In 2019, BPL began putting our four year strategic plan into action. Staff increasingly left the library to connect with Burnaby residents in their own spaces. Our aim was to find out more about our community, particularly our most vulnerable members, and those who may not see themselves as library users. As I write this in September 2020, it's clear how valuable these connections have proved to be. Library staff have been able to use the relationships we built in 2019 to reach out to community members isolated by the pandemic and connect them with services and information. During the pandemic, we're also able to see the benefits of investment in 2019 in digital resources such as e-books and audiobooks; we doubled spending on digital resources in 2019, and we diverted more money to e-books and audiobooks as the

pandemic shifted the way that patrons read. Although print books remain Burnaby's preferred reading mode, we've connected many residents with electronic ways to access their favourite authors.

I would like to thank our dedicated library staff members, who continue to deliver exceptional services to the citizens of Burnaby, in particular Linda Chobotuck, Miriam Moses, Flavia Musso, Roberta Summersgill and Deb Thomas who all retired in 2019. I would also like to acknowledge the City of Burnaby, our main funder, for its ongoing commitment to public library service.

Jeffrey Yu, 2019 Chair
Burnaby Public Library Board

INVIGORATE PEOPLE AND CULTURE

The KAIROS Blanket Exercise program is a unique, interactive and participatory history lesson developed in collaboration with Indigenous Elders, knowledge keepers and educators. In April, 98 staff and board members participated in one of four training exercises offered at each BPL branch. Staff who attended described the sessions as powerful, eye-opening and moving. Suggestions were brought forward about what BPL should do next, including more training, improved online resources, public programs and Indigenization of library

spaces, collections and processes. BPL's next step is to form a staff group that will include and be directed by Indigenous staff.

Fraser Health presented a staff workshop in May on overdose prevention for organizations. It was a thought-provoking session that included information on drug use and addiction, facilities and other approaches to overdose response and prevention, and ways of involving and empowering staff.

CONNECT WITH COMMUNITY

In March, teen services librarian Ashley brought 150 books to start a community collection at the Youth Custody Centre in Burnaby. Youth sometimes spend only one night in custody, and most of them return to communities outside of Burnaby. Books are labelled “this book can be returned to any public library in BC” in the hope that youth will make a connection with their local public library when they return to their home town. We continue to look for opportunities to build connections with youth and staff at the custody centre.

Teen services librarians now have cell phones, which makes it easier for them to connect with colleagues and community partners, but most importantly allows them to text with teen patrons, who have frequently told us that texting is their preferred means of communication. Teen librarians have shared and received book suggestions, event listings and program ideas with and from teens using this new communications tool.

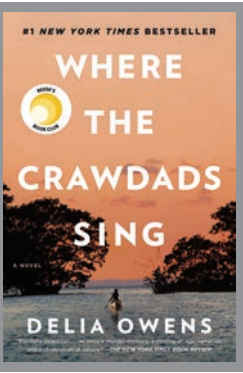
BPL community librarians visited programs and community spaces where the main language is other than English, including Arabic, Mandarin, Cantonese, Farsi and Kurdish. This was made possible by collaborating with community partners that host the groups and facilitate the communication. These visits allowed us to get a better understanding of community needs and gave these community members a better sense of what the library can do for them.

Artists Helping Artists is a studio that is open to artists of all abilities. Many of the people who use the studio have cognitive or developmental disabilities. Community librarian Nicole has been visiting the studio monthly, each time bringing a new form of technology to incorporate into art. During one visit to the studio, Nicole brought the

library’s new Nintendo Switch™ and *Just Dance* game. *Just Dance* requires the players to dance along with a character on the screen while holding controllers. The controller only tracks the movement of one hand, making it accessible for most artists at the studio. Almost everyone took a turn. When one artist was apprehensive about trying the game, Nicole explained that he didn’t have to hold the control and could just watch or dance along to the music with the other players. After a bit of encouragement, the artist tried dancing along with Nicole and the studio staff. He danced nonstop for the rest of the afternoon.

Teen librarian Andrea focused her fall school visits on English Language Learning classes in Burnaby high schools, and connected with 224 recently-arrived students. Four of the classes she met with consisted of students who had arrived in Canada in the last couple of weeks, some who arrived as refugees. Although teen services has visited schools regularly to promote programs and events, these were the first visits specifically targeting newcomer youth and ELL classes. Andrea met youth from many countries of origin, including Afghanistan, Syria, Myanmar, Georgia, Kazakhstan, Chile, Mexico, Iran and Japan. This focused and targeted outreach on newcomer youth is a new initiative to begin the process of connecting with youth and developing inclusive and engaging services to youth whose first language may not be English. In prioritizing issues that staff hear directly from teens, BPL hopes to build programs that create a sense of belonging for all teens at the library, and that support the unique settlement needs of this younger demographic.

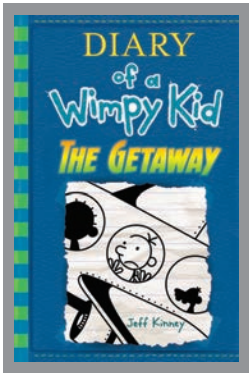
MOST POPULAR BOOKS IN 2019



ADULT FICTION
Where the Crawdads Sing
by
Delia Owens



ADULT NON-FICTION
Becoming
by
Michelle Obama



CHILDREN’S
Diary of a Wimpy Kid: The Getaway
by
Jeff Kinney

ENCOURAGE CURIOSITY AND EXPLORATION

Community librarian Nicole visited an art studio run by the Burnaby Association for Community Inclusion (BACI) for artists of all abilities. Since the group was interested in incorporating technology into their artwork, we brought Spheros to experiment with. The artists dipped the Spheros into different colours of paint and drove them around a canvas to create paintings. Studio staff were excited that the activity held the interest and attention of some of the artists



who usually have a hard time engaging with activities. The group expressed how much they enjoyed the experience and worked together to create two pieces of art to display in their studio.

Cameron’s first *Game On* Program connected kids with gaming technology and each other. Most of the attendees had never played video games before, and the program was an opportunity to provide these kinds of experiences to kids whose families might otherwise not be able to afford them. One participant’s parent expressed concern that her daughter, who is autistic, would have trouble participating; the little girl ended up defeating all players at Super Smash Brothers!

New e-books – and shorter wait times for them! The library doubled its annual spending on e-books and downloadable audiobooks in the last quarter of 2019, purchasing 2,951 titles. Patrons looking for e-books and downloadable audiobooks will see more titles in all genres, but especially teen manga, romance and science fiction. They’ll also find a selection of new cookbooks, knitting books and poetry – three subjects that were previously under-represented in e-book format.

CREATE WELCOMING AND INNOVATIVE SPACES

Renovations of the two family washrooms and the creation of a new universal, accessible washroom at Metrotown were completed in October. The new family spaces are bright and airy, with child- and adult-sized fixtures. The project also included the conversion of a small nursing room to a universal, accessible washroom – a much needed addition to serve Metrotown’s diverse community. Both kids and adults have commented on how happy they are with the new facilities, although there’s some lively debate about some of the design choices!

In November, staff, patrons, trustees and dignitaries celebrated the 10th anniversary of the opening of the Tommy Douglas Branch. Squamish Nation storyteller Lisa Lewis read from one of her books and hosted a craft session where kids made cedar canoe necklaces. Participants at an all-ages makerspace made birthday cards, hats, and flowers, while a tech open house included demonstrations of Virtual Reality headsets and other tech equipment. A slideshow of historical photos around the immediate vicinity of the branch was broadcast all day, and a time capsule of Tommy Douglas artifacts was shown in a display case. The highlight of the anniversary

was the long awaited return of Branch Manager, Roberta Summersgill. Roberta was the key speaker during the official speeches, and Chief Librarian Beth Davies took the opportunity to present Roberta with her 35 years’ long service award.



Left to right:
Chief Librarian, Beth Davies; Branch Mgr, Roberta Summersgill; Mayor, Mike Hurley and Library Board Chair, Jeffrey Yu.