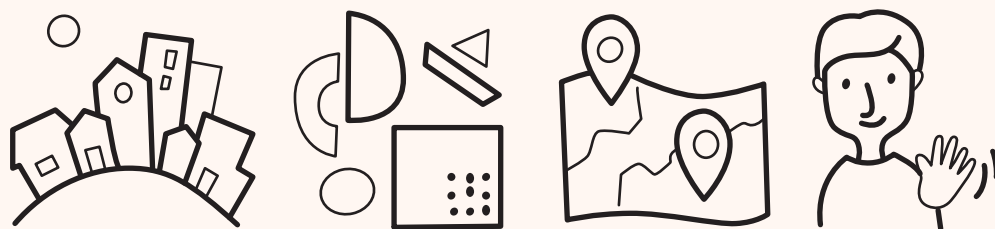


2021

ANNUAL REPORT



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



Message from the Board

This past year has continued to be one of significant change for Burnaby Public Library.

The COVID-19 pandemic continued to turn our lives upside down, and our services changed along with successive pandemic waves and health directives. We saw people return to the library to check out books and DVDs, to read newspapers, to use computers and to ask staff for expert help. These services are important, but we know from conversations with patrons that they really missed the community connection that our library spaces provide.

In 2021, we continued to work with community partners to address the needs of our most vulnerable citizens. We introduced online storytimes, book

clubs, job search tours and conversation circles, and Burnaby participants were joined by folks from all around the world. Although demand for books and DVDs increased dramatically from 2020, many of the patrons who discovered e-books in the pandemic continue to use this format – we checked out more e-books in 2021 than in 2020.

The pandemic sharpened our focus on the things that really matter, and Burnaby Public Library is more determined than ever to continue work on the goals in our 2019-2022 Strategic Plan and our dream of a welcoming community where all people can explore, learn and connect.

Finally, we would like to thank our dedicated library staff and trustees who have done extraordinary work in adapting to meet the community's changing needs.

Tani Banico, Greg Barkovich, Carol Belanger, Crisanto Bustamante, Marilyn Keogh, Sue Lowe, Rommel Perez, Vicki Rasmussen, Seline So, Diane Sura and Yail Waisman retired from the library in 2021, and trustees Jeffrey Yu and Matt Foley's terms on the Board finished. Our thanks to all retiring staff and trustees for their years of dedication to the citizens of Burnaby. We would also like to acknowledge the City of Burnaby, our main funder, for its ongoing commitment to public library service.

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

2022 LIBRARY BOARD



Sarah Bartnik
Co-Chair



Mandy Yang
Co-Chair



Surena Bains



Hakam Bhaloo



Gene Blishen



Chris Dong



Ernie Kashima



Caroline White



Coun. Dan Johnston
City Council Representative



Beth Davies
Chief Librarian, Secretary

BPL Strategic Plan

In 2018, the BPL Board developed a 2019-2022 Strategic Plan that guides the work of Burnaby Public Library. Each year, BPL staff work toward moving the strategic plan forward based on the following goals.



Connect with community

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



Encourage curiosity & exploration

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



Create welcoming & innovative spaces

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



Invigorate people & culture

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

Connect WITH **Community**

During the pandemic, we knew that maintaining social connections and keeping up with information posed a challenge to community members. Our staff were busy helping people with technology, information access and other needs during the pandemic. Here are our highlights, keeping community members connected to the things that mattered.

VACCINE SUPPORT

As the pandemic progressed, the library quickly coordinated resources to help community members keep up to date with evolving public health orders. Across our branches, staff provided technical support for booking online vaccination appointments, and printed and laminated COVID vaccine cards when the BC Vaccine Card program was implemented.

Outside the library, community librarians visited outreach centres and food hubs to provide these services. Many patrons, particularly those without smartphones, appreciated having a laminated passport as proof of vaccination to access businesses and other services.



WI-FI HOTSPOTS

The library began lending mobile Wi-Fi hotspots in March. This initiative grew from outreach work before and during the pandemic, as we heard that many Burnaby residents face barriers to accessing the internet. The mobile hotspots are small and highly portable. They allow users to connect Wi-Fi enabled devices (smartphone, tablet or laptop) to the internet. The library has 20 lendable Wi-Fi hotspots, including five reserved for community outreach librarians to lend to people who aren't aware of or are otherwise unable to access our collection. The hotspots will work throughout Burnaby and most of the Lower Mainland.



152
HOTSPOT
CHECKOUTS

HOME LIBRARY & ACCESSIBLE SERVICE

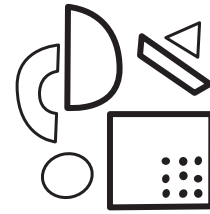
Throughout the pandemic, Home Library & Accessible Service (HLAS) staff adapted their services and continued delivering materials to their patrons. Deliveries were made at a distance, with staff dropping materials outside homes in order to maintain social distancing.

2021 was also the golden anniversary of HLAS: 50 years of bringing the library to Burnaby residents and providing access to thousands of titles in accessible formats for library members with a perceptual disability. We celebrated by designing and giving away a souvenir book bag to our patrons.



ENCOURAGE

curiosity & exploration



After a year of almost no programming, we were excited to offer online programs in March of 2021. We also launched an innovative collection to encourage outdoor exploration — a welcome activity during the height of the pandemic.

ADULT PROGRAMMING

Our adult programming approach was to focus on core programs to encourage learning and socializing. We read and discussed books by authors who are Black, Indigenous and people of colour (BIPOC) in our **Book Discussion Group**, restarted our popular **English Conversation Circles** where people could practice spoken English in a friendly setting, and launched **Job Search Tours** to help job seekers with employment and market research.

In our interactive online **Climate Action Cafés**, we partnered with local BIPOC-focused activist group Shades of Sustainability and Métis knowledge keeper Deni Paquette, to focus on what meaningful climate action and sustainability looks like in Burnaby.

BIRDING BACKPACKS

In April, we introduced Birding Backpacks: a ready-to-go nature experience including a pair of binoculars and simple guides for identifying birds, plants and wildlife. They quickly gained popularity, especially among families with children eager to get out of the house and explore the green spaces in their neighbourhood. We put together 25 backpacks and they were checked out 207 times.



TEEN PROGRAMMING

Despite moving online, **Julia's Studio** experienced one of its most successful years with 155 registrations. Teens took part in drawing, creative journaling and the art of drag makeup. In another pandemic year, teens made peer connections, and developed and nurtured their creative abilities and passions.

CHILDREN'S PROGRAMMING

A popular staple, **babytime** and **story time** began online in the spring, with a few outdoor sessions in the fall. We partnered with community agencies so that their clients, including vulnerable parents, could register for babytime before it opened to the general public.

134 TOTAL EVENTS **2,435** TOTAL ATTENDEES

CREATE welcoming & innovative spaces



2021 gave us the opportunity to reimagine our existing spaces and breathe new life into our smallest and largest branches.

A NEW CAMERON BRANCH

The Cameron branch is part of the City of Burnaby's Cameron Recreation Complex replacement project, scheduled for completion in 2026. Planning for the new Cameron branch was ongoing throughout 2021, and a schematic design for a new Cameron library was shared for public feedback in November. The project team held virtual open houses to share the design concept with the community and to answer questions about the project. The design development phase of the project started, and a series of meetings were held with staff to start giving shape to the various spaces in the library.

Construction is scheduled to begin in 2023.



BOB PRITTE METROTOWN RENOVATIONS

Bob Prittie Metrotown prepared for branch renovations for 2022. The design for public spaces will include the creation of an innovative technology space, recording studios, the addition of second floor washrooms and renovation of existing first floor washrooms, and a redesign of the lobby for expanded community seating. Additional projects are an elevator replacement, doubling the entryway sliding doors for better temperature control in the building and an acoustic treatment of the atrium to reduce sound reverberation. An automated materials handling system will help get materials back onto our shelves, and to library members, more quickly.

Construction is scheduled to begin in July 2022.



INVIGORATE
people & culture



It's been a year of transformation. In 2021 we began a cultural shift in how we work with the communities we serve, and with each other within our organization.

ANTI-RACISM CLIMATE AUDIT

In summer 2021, BPL began a journey of anti-racist organizational development. The library worked with Equity, Diversity & Inclusion (EDI) consultants to carry out a Climate Audit to determine BPL's areas of strength and opportunities for growth in anti-racist practices. After a series of surveys, interviews and focus groups with staff, a final report captured our current and future state, guided by the library's core values and vision.

The climate audit also provided insights and recommendations for a path forward for the library, laying the groundwork for EDI priorities and actions. It is the first of many phases BPL has embarked on to make systemic change and cultivate an anti-racist organization. In the fall, work began on addressing racial inequity at the exempt level and additional anti-racism initiatives will continue in 2022 and beyond.



BURNABY PUBLIC LIBRARY STAFF

BPL staff serve the community in so many different ways, and this report highlights just a few of their contributions. In 2021, staff showed patience and creativity in navigating the changing waves of the pandemic and safety protocols. Staff have been extraordinary. And it's been tough. Personal lives have been upended and workplace dynamics have sometimes been challenging. Helping community members with varying reactions to the pandemic has been complex.

We want to take a moment to highlight the work of two groups of staff: Building Service Workers and Pages. Building Service Workers have always worked really hard to keep libraries clean. They start their day way before anyone else, and end after everyone else has gone home. Their work is demanding and physical. In the pandemic, their work included many additional duties, and became even more vital. Pages are the staff who shelve library books. Their efforts get patrons the books they need, quickly and effectively. They're also often the people who get asked questions, and they provide great customer service in helping patrons get information.

Top Reads

What were library members most interested in reading in 2021? Here are our most checked-out titles of the year!

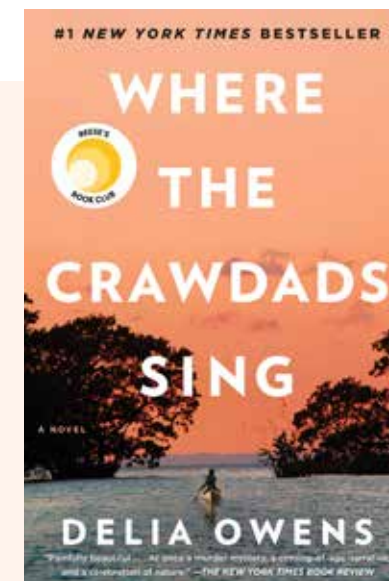
ADULT FICTION



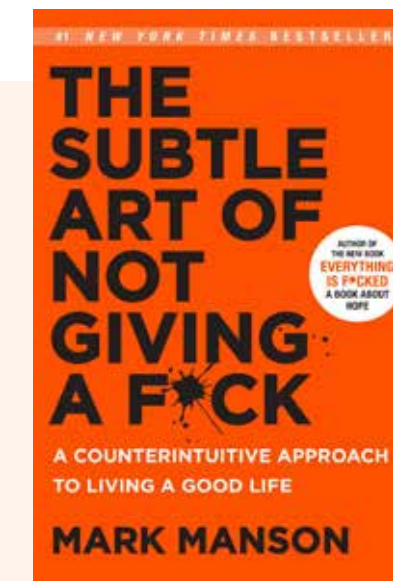
ADULT NON-FICTION



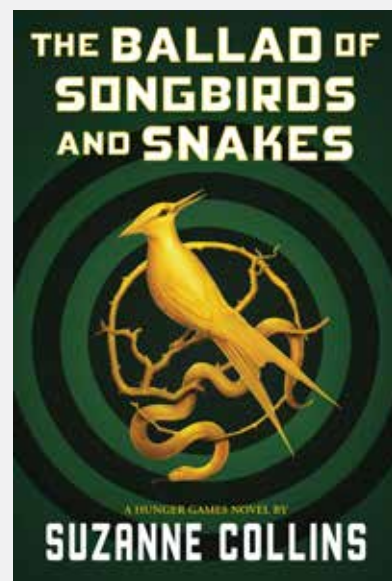
ADULT FICTION



ADULT NON-FICTION



TEEN FICTION



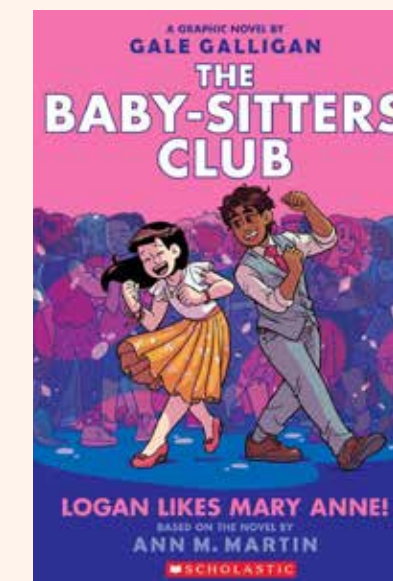
CHILDREN'S FICTION



TEEN FICTION



CHILDREN'S FICTION



PHYSICAL

DIGITAL

2,354,910 TOTAL CHECKOUTS

↑ 60% INCREASE FROM 2020

321,892 E-BOOK & AUDIOBOOK CHECKOUTS

↑ 29% INCREASE FROM 2020

Financial Highlights

REVENUE	2021	2020
City Contribution	14,636,023	14,676,758
Library Fees and Fines	7,402	31,759
Provincial Grants	470,080	512,359
InterLINK	129,684	105,377
Transfer from Reserves	28,578	154,416
Other	56,844	95,314
Total	15,328,611	15,575,983

EXPENDITURES	2021	2020
Salaries and Benefits	11,027,438	10,550,427
Library Materials & Electronic Databases	2,336,541	2,330,329
Operations & Maintenance	1,900,051	2,297,115
Other	64,581	398,112
Total	15,328,611	15,575,983

Thank you to our donors

Lorraine Aldridge	Dale Essar	Lisa Kristalovich	Anniversary
Frances Anderson	Estate Of Margaret Beatty	Mary Lou Lesage	Shelly Schnee
Fiona Avakumovic	Grace Frith	Elaine Li	Qiyang Shi
William Browne	Timothy Geen	Rebecca Li	Edel Toner-Rogala
Canada Helps	Steven Hoffman	James P Lucas	Ada Tsang
Partner Giving Program	Leslie Hopper	Robin Monks	Blake Veerman
Mary S Y Cho	Redlick Jacob	Paul Nelson	Chelene Wong
Ron Constanzo	Ji-Young Kim	Jennifer Ramesh	Luo Yang
Amy Doucet		RBC Milestone	Angelo Zappocosta

Our Community Partners

Adoptive Families Association of BC	Burnaby Pride Community Advisory Network	Literacy Now Burnaby
Artists Helping Artists	Burnaby Primary Care Network	Lower Mainland Purpose Society
Brentwood Language Centre	Burnaby School District SD41	Ministry of Children and Family Development
Bridges Preschool Program	Burnaby Seniors Outreach Services Society	MOSAIC
British Columbia Institute of Technology	Burnaby Together	Nicola Valley Institute of Technology
Burnaby Access Advisory Committee	Burnaby Youth Custody Services Centre	North Fraser Métis Association
Burnaby Art Gallery	Burnaby Youth Hub	Parent Support Services Society of BC
Burnaby Arts Council	Cameray Child & Family Services	Progressive Housing Society
Burnaby Association for Community Inclusion	Curiko	S.U.C.C.E.S.S.
Burnaby Community Action Team	Dixon Transition Society	Simon Fraser University
Burnaby Community & Continuing Education LINC Program	Don't Go Hungry	Spirit of the Children Society
Burnaby Early Childhood Development Community Table	Down Syndrome Resource Foundation	St. Leonard's Youth and Family Services
Burnaby Family Life	Family Services of Greater Vancouver	The Society to End Homelessness in Burnaby
Burnaby Family Place	Fraser Health Authority	Tian-Jin Temple
Burnaby Intercultural Planning Table	Greater Vancouver Foodbank	Vancouver & Lower Mainland Multicultural Family Support Services Society
Burnaby Literacy Now	Here and Now Community Society	Volunteer Burnaby
Burnaby Neighbourhood House	Immigrant Services Society of BC	Watari - Latin American Outreach
Burnaby Parks, Recreation & Cultural Services	Information Children Learning Disabilities Society of BC	WorkBC

