

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2024 January 18 (Thursday)

PLACE: Bob Prittie Metrotown Library

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

CHAIR: Sarah Bartnik

We would like to recognize we are on the ancestral and unceded homelands of the hən̓d̓əmíḵəḵ and Skwxwú7mesh 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** (5 minutes incl. agenda)
 - i) **Motion** to adopt the minutes of the regular meeting held 2023 December 14 as circulated
3. **Election of Officers**

ENCLOSED

1-2

Election of Chair Chief Librarian calls for nominations, asks for aye and no votes, and announces the results of the election.

Election of Vice-Chair Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

Election of InterLINK Board Representative and Alternate Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

Election of Members of Picard Trust Adjudication Committee Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

Election of Chair and Members of Finance Committee Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

Election of Chair and Members of Personnel Committee Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

4. **Reports** (10 minutes total)
 - i) **Board Chair** (verbal)
 - ii) **Council Liaison** (verbal)

iii) InterLINK Representative (verbal)

5. Items for Decision

i) Report – 2023 Provincial Grants Report (10 minutes)

3-17

6. Items for Information

i) 2023 Statistical Snapshot (10 minutes)

18-23

ii) Quarterly Report Q4 2023 (10 minutes)

24-37

iii) Challenged Material 2023 (10 minutes)

38-39

7. Other Business

8. Next Library Board Meeting – 2024 March 21, online

9. 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 a patron ban.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 JANUARY 18

SUBJECT: ELECTION OF OFFICERS

RECOMMENDATION:

THAT the Library Board appoint a Chair and Vice-Chair, and members of various committees as outlined in the agenda

REPORT

At the January Board meeting, trustees will elect a chair, vice-chair and representatives of several committees.

Election of Chair and Vice-Chair

BPL Board Policy A3 ([Board Roles and Operations](#)), states that the Board shall, following the inaugural meeting of the Library Board but no later than the Board's February meeting, elect from among its members a Chair and a Vice-Chair. These officers shall be elected for a term of one year and may be eligible for re-election for not more than two additional one-year terms.

In 2022 and 2023 the Board elected Mandy Yang and Sarah Bartnik as co-chairs.

Election of Interlink Board Representative and Alternate

BPL Board Policy A3 ([Board Roles and Operations](#)), states that the Board shall, following the inaugural meeting of the Library Board but no later than its February meeting, appoint an InterLINK Board Representative and an alternate.

Public Library InterLINK is a federation of public libraries from the Fraser Valley to the Sunshine Coast and the Sea to Sky region that supports public libraries through resource sharing and collaborative programs. The InterLINK Board is composed of one representative from each of the eighteen member library boards. The InterLINK Board meets five times a year. Meetings are approximately two hours long and currently take place on Tuesdays at 5pm.

In 2023, Caroline White was appointed InterLINK representative and Sarah Bartnik was appointed alternate.

Election of Picard Trust Adjudication Committee

BPL Board Procedures state that a Picard Trust Adjudication Committee is appointed at the January Board meeting.

Each year, two Picard Trust Awards of \$2500 each are given to BPL employees or residents of Burnaby. The awards are restricted to people who self-identify as Black, Indigenous or a person

of colour. Adjudication of the Picard Trust award is by an ad hoc committee of three BPL trustees, with the Chief Librarian attending adjudication meetings as *ex officio*. The committee meets once, in February or March, for approximately one hour.

In 2023, Caroline White, Ernie Kashima and Mandy Yang were appointed to the committee.

Election of Standing Committee Chairs and Members

BPL Board Policy A3 ([Board Roles and Operations](#)), states that the Board shall, following the inaugural meeting of the Library Board but not later than its March meeting, appoint from among its members, a chair and members of Finance, Planning and Advocacy, and Personnel Committees. Each Committee shall have a minimum of three members and a maximum of five members, inclusive of the Chair, who serves as *ex officio*. A summary of the standing committees is below. More detailed information is in the Board Committees section of the BPL Board Procedures manual.

The **Finance Committee** reviews operating, capital and endowment fund budgets and actuals. In 2024, the Finance Committee is scheduled to meet three times:

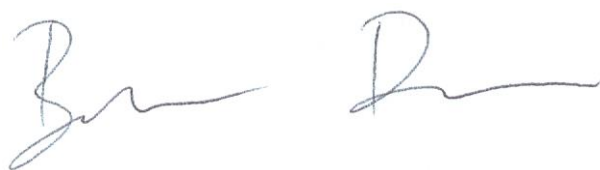
- In April to approve the Statement of Financial Information and to review the previous year's operating, capital and endowment activity
- In July to approve budget priorities for 2025
- In October to review year-to-date spending and financial activity

2023 Members: Gene Blishen (Chair), Hakam Bhaloo, Mandy Yang (*ex officio*)

The **Planning and Advocacy Committee** guides the library's strategic planning process and reviews large-scale promotion or advocacy work. The work of this Committee is mostly in the development of the strategic plan. This work concluded in 2023 and it is recommended that the Board does not form a Planning and Advocacy Committee in 2024.

The **Personnel Committee** leads the hiring process for the Chief Librarian position, recommends Chief Librarian appointments to the Board, conducts an annual performance review of the Chief Librarian, reviews matters pending arbitration and reviews proposed collective agreements. The Personnel Committee typically meets three times between September and November.

The Personnel Committee did not meet in 2023 as no Performance Review of the Chief Librarian was conducted. 2022 Members: Ernie Kashima (Chair), Surena Bains, Hakam Bhaloo, Sarah Bartnik (*ex officio*)



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 JANUARY 18

SUBJECT: 2023 PROVINCIAL GRANTS REPORT

RECOMMENDATION:

THAT the Board endorse the 2023 Provincial Grants Report

REPORT

Each year, the Burnaby Public Library receives grants from the Province of British Columbia, through the Public Libraries Branch of the Ministry of Municipal Affairs. In 2023, these grants amounted to \$494,000. In addition, in 2023, BPL received additional one-time funding of \$694,000 to be used over three years. One of the conditions of receiving these grants is that we must submit an annual Provincial Library Grants Report, and that this report be endorsed by the Board. The information we provide in the grants report is used in part to demonstrate the value of public funds in relation to the priorities of the provincial government and to provide valuable information which will be used towards the Libraries Branch annual report. The BPL 2023 Provincial Grants Report is attached.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

2023 PROVINCIAL PUBLIC LIBRARY GRANT REPORT (PLGR)

LIBRARY NAME:

Burnaby Public Library

CHECKLIST

For the PLGR to be considered complete, please ensure you have provided information for each of the following sections. Text boxes will expand as you type. Click on a title in the list below to jump to that section of the document.

- [1. INTRODUCTION](#)
- [2. FEATURED INITIATIVES](#)
- [3. CHALLENGES](#)
- [4. BOARD APPROVAL](#)

1. INTRODUCTION

Library and Community Profile – provide a brief description of your library and the community it serves (e.g., demographics, local economy, governmental relations, historical context, current issues, etc.).

Burnaby is located on the ancestral and unceded homelands of the Skwxwú7mesh and hənq̓əmin'əm' speaking people. Burnaby is a racially diverse community within a rapidly growing metropolitan area: Burnaby's population increased by 7% from 2016 to 2021, and 249,125 people now call Burnaby home. From 2016 to 2021, Burnaby's senior population grew by 16%. More Burnaby residents are immigrants than are non-immigrants:

- In 2021, just over 50% of Burnaby residents were immigrants;
- 13.3% of Burnaby's population immigrated to Canada during the previous 10 years;
- A majority of Burnaby residents (57.8%) have a mother tongue other than English, and 37.9% most often spoke a language other than English or French at home.

Burnaby Public Library's vision is a caring, curious and connected community. Our mission is to create inclusive spaces where people can gather, learn and play.

BPL's four library branches offer books, magazines, DVDs, audiobooks and other materials in a dozen different languages. Through www.bpl.bc.ca, Burnaby residents can download free e-books and audiobooks, stream independent films and music, and access online magazines and newspapers.

BPL's branches are important public spaces, meeting places and centres for discovery and dialogue. We provide access to computers and Wi-Fi, and our expert staff help people access the information that they need for work and study, and to navigate essential services online. Library staff work outside our branches too. The Home Library and Accessible Service

Department provides personalized service and delivery of library materials to patrons who are unable to come to our branches due to health reasons or a physical disability; we visit private residences, care facilities, assisted living spaces and other institutions, and through services such as NNELS and CELA offer materials in alternative formats to clients who are print-disabled.

In 2022, BPL developed anti-racism commitments arising from an external anti-racism climate audit conducted in 2021. BPL has created two library school scholarships for staff or Burnaby residents who are Indigenous, Black or a person of colour, and a preferential hiring program under the Human Rights Commission Special Program to address lack of racial diversity at the manager and director level. BPL is a key partner at various community tables, including the Burnaby Intercultural Planning Table, the Burnaby Interagency Council, and the Burnaby Primary Care Network.

2023 Year in Review – Highlight activities and accomplishments that the library has focused on this year. Briefly outline how library funding (local, provincial, annual, one-time/targeted) has been used or earmarked for library services and/or special initiatives to meet community needs.

In 2023 we completed renovations of the Bob Prittie Metrotown library, our biggest branch. Renovations include a new digital studio with two state-of-the-art recording studios, and an automated materials handling system. The renovations also opened up the entrance area to create a more welcoming space, and converted men’s and women’s washrooms into new inclusive, non-gendered washrooms.

BPL also introduced a new printing system, which includes \$5 of free printing for patrons each month.

The BPL Board developed a new strategic plan in 2023. Engagement to develop this plan included:

- in person meetings with and online surveys of board and staff
- a public online survey
- in-branch and in-parks engagement to answer the question: “What does being connected mean to you?”
- conversations with 28 different community groups such as the Nikkei Centre, Provincial Deaf and Hard of Hearing Services, Library Champions and residents of BC Housing facilities
- conversations with 20 leaders from key community organizations

Our new strategic plan includes bold commitments to serve communities in their preferred language, increase information literacy and civic engagement, and celebrate Burnaby’s diverse communities in BPL spaces. BPL staff and trustees recommitted to longstanding values of integrity, intellectual freedom and community, and committed to new values of creativity and joy; equity, diversity, inclusion and accessibility; and Reconciliation, Indigenization and decolonization.

Anti-racism and anti-oppression work continued as a major priority in 2023. BPL revised our code of conduct to include a statement that racism, transphobia, homophobia, and any other form of discrimination, harassment and verbal abuse will not be tolerated, and delivered bystander intervention training to 172 staff across all departments and classifications. BPL also

engaged consultants to recommend improvements to make our hiring practices more inclusive.

Thanks to Burnaby City Council funding, we doubled the number of teen librarians serving Burnaby, from two to four librarians, expanding the work we can do in the community. BPL staff connect with community members outside the library, with a particular focus on underserved and equity-seeking groups. In Burnaby schools, we partner with Access Classes who serve students with diverse needs, 2SLGBTQIA+ students, and Fraser Park Youth Custody Centre students.

In 2024, we will use the 2023 Enhancement Grant to expand Sunday opening hours and improve services to adults.

2. FEATURED INITIATIVES

Please describe any significant initiatives the library has undertaken in the past year, focusing particularly on use of the 2022 COVID-19 Relief & Recovery (CRR) and Emergency Planning & Preparedness (EPP) Grants, and plans to use the 2023 Enhancement Grant. To report on multiple initiatives, “copy” the blank table below and insert additional tables as needed using the “paste” function. Use one table per initiative.

Initiative Title	
Harm Reduction Resources for Patrons – Pilot at Tommy Douglas	
What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input type="checkbox"/> Strategic planning and governance	<input checked="" type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input checked="" type="checkbox"/> Community outreach
<input checked="" type="checkbox"/> Other (please specify): Harm reduction	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input checked="" type="checkbox"/> Mental health and wellness	<input type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input type="checkbox"/> Planning/research stage	<input checked="" type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<p>Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.</p>	
<p>This project piloted a new service where staff offer snacks, water and other supplies to library patrons at the Tommy Douglas branch. Being able to offer water, juice or a snack to someone who may be experiencing a health issue, food insecurity or dehydration, etc. is a compassionate act that strives to accept patrons where they are at, regardless of what their situation may be. This project employed harm reduction practices to create a more welcoming space for patrons who may be in distress while in the library. By enabling patrons to meet a basic need, staff enacted empathy to de-escalate and reduce incidents which in turn, created a more welcoming and inclusive space for all.</p> <p>This project started in June 2023 with research, an environmental scan, and community and staff consultation to inform the roll-out of the project. The Community Librarian leading the project incorporated knowledge that had been shared through pre-existing relationships with community partners to design the service and the staff training. A branch working group was formed to champion and conduct the work. All staff at the branch were trained on harm reduction and trauma informed approaches in order to deliver the service. As a result of staff feedback, the provision of bus tickets was included in the pilot. The provision of this enhanced service launched in July 2023 and ended in December 2023. Evaluation of the pilot is currently underway and recommendations for future services are forthcoming.</p>	
<p>Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?</p>	
<p>Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.</p>	
<p>The 2022 COVID-19 Relief and Recovery grant funding has been used to purchase snacks, drinks, and other supplies including bus tickets. The funding will also support the creation of initial supply stores to provide this enhanced service at other locations at BPL, should that be indicated in the recommendations that follow from the evaluation of the pilot.</p>	
<p>Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)</p>	

Currently, folks in Burnaby are experiencing a housing crisis, an affordability crisis, and a drug poisoning crisis; and as a result, patrons may experience distress while in the library. This project aligns with BPL's service principle to remove barriers and its strategic priority to create accessible, flexible spaces that respond to evolving community needs. By applying equity and harm reduction lenses to the work that we do, this project focuses on retaining the dignity of each individual patron, to meet them where they are at without judgement.

What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.

With branch staff trained in harm reduction strategies from a trauma-informed perspective, staff are able to deliver service to the community with more empathy and less judgement. Branch staff now have more tools to de-escalate and even reduce incidents; this creates a more welcoming and inclusive space for all. Anecdotally, staff have reported a calmer work environment and staff feel more confident in the service that they deliver to patrons. With the usage levels of the supplies available for patrons, it is definitely meeting a community need.

Initiative Title	
Expand e-books and downloadable audiobook collections	
What is the nature of this initiative? (both may apply)	
<input type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input checked="" type="checkbox"/> Basic operations <input type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input checked="" type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input type="checkbox"/> Library programming
<input type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input type="checkbox"/> Mental health and wellness	<input type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input type="checkbox"/> Planning/research stage	<input type="checkbox"/> Implementation in progress
<input checked="" type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.

Library staff purchased additional e-books and downloadable audiobooks with funds from the 2022 COVID-19 Recovery grant, expanding the variety of materials available to borrowers in these formats and shortening wait times for them.

Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?

In 2022, BPL reported that we would spend part of the COVID-19 Recovery grant on additional e-books and downloadable audiobooks. The initiative is complete in that the funds have been spent and the collection is larger, meaning more titles are available in the format of readers' choosing. However, because many of the titles purchased in these formats during the pandemic are metered access titles (a restrictive licensing model, with many titles expiring 24 months after purchase), items are expiring from the collection faster than we can replace them within current budgets. This is a challenge for many public libraries, and a challenge we anticipate as reader interest in digital formats continues to grow.

Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.

This initiative was funded by the COVID-19 Recovery grant awarded by the province in 2022.

Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)

Demand for e-books and downloadable audiobooks soared in the pandemic and remains high nearly four years later. Many readers express appreciation and a preference for materials in these formats, which they can borrow conveniently from home, and read or listen to on personal devices. These are also important alternative formats for people with low vision and other perceptual disabilities. We prioritized this initiative for these reasons, and because we were unable to meet increased demand within existing budgets.

What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.
Expanded e-book and downloadable audiobook collections allows BPL to better meet our community's reading needs and interests, lending more items in preferred and accessible formats.

Initiative Title	
Expand Sunday Hours	
What is the nature of this initiative? (both may apply)	
<input checked="" type="checkbox"/> New targeted initiatives	<input checked="" type="checkbox"/> Supporting/enhancing existing operations
Area of Operations (select as many as apply)	
<input checked="" type="checkbox"/> Basic operations <input checked="" type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections	<input type="checkbox"/> Technology <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity
<input type="checkbox"/> Facility upgrades	<input checked="" type="checkbox"/> Library programming
<input type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input checked="" type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input checked="" type="checkbox"/> Mental health and wellness	<input type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input type="checkbox"/> Planning/research stage	<input checked="" type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	
Provincial Enhancement Grants are being used to increase Sunday opening hours at all library branches. BPL branches are currently open from 12pm to 5pm on Sundays. Beginning in May 2024, library hours will expand to 10am to 6pm.	

<p>Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?</p>
<p>Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.</p> <p>The expansion of Sunday hours is fully funded by the Enhancement Grants in 2024, and partially funded by the Enhancement Grants in 2025. Should further provincial funding not be forthcoming, BPL will work with the City of Burnaby to look for funding to maintain the increased hours.</p>
<p>Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)</p> <p>Public libraries provide free indoor public space that's of critical importance to community members, including people with limited or no other options for computer access, Wi-Fi, study space and shelter. Provincial enhancement funding will enable BPL to meet a longstanding need to increase hours on Sundays to meet community demand.</p>
<p>What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.</p> <p>Expansion of hours on Sundays will increase services to families, vulnerable residents and all Burnaby community members. BPL has heard demand for increased hours and services on Sundays from students, seniors, jobseekers, newcomers, and others.</p>

<p>Initiative Title</p> <p>Improve Services to Adults</p>	
<p>What is the nature of this initiative? (both may apply)</p>	
<p><input checked="" type="checkbox"/> New targeted initiatives</p>	<p><input checked="" type="checkbox"/> Supporting/enhancing existing operations</p>
<p>Area of Operations (select as many as apply)</p>	
<p><input checked="" type="checkbox"/> Basic operations</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Salaries & benefits <input type="checkbox"/> Lease & utilities <input type="checkbox"/> Collections 	<p><input type="checkbox"/> Technology</p> <ul style="list-style-type: none"> <input type="checkbox"/> In-house patron software/hardware <input type="checkbox"/> Loanable hardware <input type="checkbox"/> Staff software/hardware <input type="checkbox"/> Connectivity

<input type="checkbox"/> Facility upgrades	<input checked="" type="checkbox"/> Library programming
<input type="checkbox"/> Strategic planning and governance	<input type="checkbox"/> Staff development
<input type="checkbox"/> Emergency preparedness	<input checked="" type="checkbox"/> Community outreach
<input type="checkbox"/> Other (please specify):	
Social Impact (select as many as apply)	
<input checked="" type="checkbox"/> Accessibility and inclusion	<input type="checkbox"/> Environmental sustainability, climate action
<input checked="" type="checkbox"/> Mental health and wellness	<input checked="" type="checkbox"/> Reconciliation and Indigenous relations
<input type="checkbox"/> Other (please specify):	
What is the status of this initiative?	
<input type="checkbox"/> Planning/research stage	<input checked="" type="checkbox"/> Implementation in progress
<input type="checkbox"/> Complete	<input type="checkbox"/> Ongoing as part of operations
Is this a multi-year initiative?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Summary – Provide a brief description of the activities undertaken this year. Please include details such as any partnerships or resources leveraged to accomplish this initiative.	
Provincial Enhancement Grants are being used to create a position to coordinate Adult Public Services.	
Progress Report – If you have reported on this initiative in a previous year's PLGR, what has changed since then? What progress has been made, or what obstacles have you encountered?	
Budgetary Information – please outline whether/how provincial funding (annual or one-time/targeted e.g., CRR, EPP, Enhancement Grants) contributes to the estimated cost of this initiative.	
The Adult Public Service Coordinator position is fully funded by the Enhancement Grants in 2024, 2025 and 2026. Should further provincial funding not be forthcoming, BPL will work with the City of Burnaby to look for funding to maintain this position beyond 2026.	
Rationale – Why was this initiative prioritized? (e.g. fulfilling commitments under strategic plan, responding to emergent community need, availability of funding, etc.)	

Provincial enhancement funding will enable BPL to improve services to adults in Burnaby by supporting digital literacy, community connection and lifelong learning through a range of services including information assistance and programming. Better coordination of this service will enable BPL staff to more closely match services to community needs.

What impacts does/will this initiative have on the library and/or the community? Please include any applicable metrics or quantitative data to demonstrate impact.

Better coordination of adult public services will help BPL to accomplish many of the ambitious goals in our 2024-2027 Strategic Plan, including:

- Provide library services to communities in their preferred language
- Connect people to the services and resources they need
- Engage library users in understanding the impacts of settler colonialism, and ways in which we can advance Truth and Reconciliation
- Facilitate community participation in brave dialogues on big issues
- Engage library users in advancing equity issues
- Increase information literacy and civic engagement among library users

3. CHALLENGES

The following topics have been identified as recurrent themes in prior years' PLGRs, along with challenges that have surfaced throughout the current year. Use the 'Other' row at the bottom of the table to include any ongoing or past challenges that are not included in this list. If you have more than one 'Other' item to add, please "copy" the last row and use the "paste" function to insert additional rows as needed.

Please use the check boxes in the 'Rating' column to specify how severely your library has been impacted by each challenge in the past year. If a listed challenge does not affect your library, you may leave that row blank.

Use the 'Response' column to briefly describe how the challenge has affected your library in the past year, and what actions your library has taken to address it, referring to the Featured Initiatives section above where applicable. If no action was taken, explain what the barriers are.

Challenge	Rating	Response
Financial pressure (e.g., rising costs, reduced revenues, forecasting uncertainty, local budget)	<input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	Rising construction costs for branch renovations have led to delays. BPL continues to work with the City of Burnaby

		to identify cost savings where needed. Patron demand for digital material is stretching operating budgets, as the cost of digital material exceeds the cost of print material.
Governance (e.g., changes on the library board, relationship/conversations with local government)	<input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input checked="" type="checkbox"/> Least concern	
Emergency response (e.g., fires, floods, extreme weather)	<input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	BPL's response to the climate emergency includes supporting cooling shelters in the extreme heat, and sharing information about warming centres and other services for citizens during extreme cold. Our 2024-2027 strategic plan includes a commitment to provide a refuge for people in response to affordability and the climate crisis.
Staffing (e.g., recruitment and retention, mental health, and wellness)	<input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	The consequences of the pandemic continue to be seen in staff mental health, particularly for staff who work directly with the public. BPL has been actively participating in the Canadian Mental Health Association's Not Myself Today program, and frontline staff ambassadors are effective and accessible champions in eliminating the stigma around mental health and in building skills that support a safe, supportive and mentally healthy work culture.

<p>Connectivity (e.g., low bandwidth, lack of home internet in the community)</p>	<p><input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>Lack of home Internet for many of Burnaby's most vulnerable community members, coupled with a growing need for access to the Internet for basic tasks such as accessing government information and forms, making medical appointments. BPL's Wi-Fi hotspot lending program helps to bridge this gap, and expansion of Wi-Fi services outside the Tommy Douglas library in 2023 stretched connectivity to the well-used homeless services hub at Neighbourhood Church across the street.</p>
<p>Infrastructure/facilities (e.g., aging/damaged, renovations, new builds/upgrades/expansions)</p>	<p><input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input checked="" type="checkbox"/> Least concern</p>	<p>Most BPL branches are in good condition. Renovations of the Metrotown Library were completed in 2023, and construction of a new Cameron Library is scheduled to begin in 2024.</p>
<p>Community access to the library (e.g., geographic isolation, lack of local public transit, building accessibility)</p>	<p><input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>BPL has four branches to serve Burnaby's 250,000 residents. Additional branches are needed to expand the reach of library services, and the library is working with the City as part of the OCP process to identify future library locations and begin planning for new facilities.</p>
<p>Disappearing services in the community (e.g., government, banking, health)</p>	<p><input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern</p>	<p>BPL continues to work with community partners to address lack of access to services, particularly online services.</p>

Public health (e.g., COVID-19, vaccinations, access to Telehealth)	<input type="checkbox"/> High concern <input checked="" type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	BPL staff work closely with the Burnaby Primary Care Network to share information about health resources and work with community and health partners on the continuum of health care in the community and on social determinants of health.
Regulatory impacts (e.g., accessibility, privacy, employment standards)	<input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input checked="" type="checkbox"/> Least concern	
Vulnerable communities (e.g., people experiencing homelessness, addiction, mental health crisis)	<input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	According to figures from the Homeless Count and data from the Society to End Homelessness in Burnaby, the number of unhoused people in Burnaby is increasing. BPL librarians regularly visit places where homeless people gather, in particular food banks, shelters and pop-up resource centres. The pilot harm reduction project described in section 2 is focused on supporting vulnerable community members.
Sociopolitical tensions (e.g. intellectual freedom, protests, global events, racism, homophobia)	<input checked="" type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	BPL has focused on anti-oppression work mostly with an internal lens. Staff are closely monitoring anti-SOGI and other protests in nearby libraries. BPL's 2024-2027 Strategic Plan includes a commitment to facilitate community participation in brave dialogues on big issues.
Other (please specify)	<input type="checkbox"/> High concern <input type="checkbox"/> Moderate concern <input type="checkbox"/> Least concern	

4. BOARD APPROVAL

Electronic signatures are acceptable where physical signatures are not feasible.

Library Director Signature: _____

Date: _____

Board Chair Signature: _____

Date: _____



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ACTING ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: January 18, 2024

SUBJECT: 2023 STATISTICAL SNAPSHOT

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

SUMMARY

This year's statistical snapshot illustrates changes and trends in the use of library services and activities in 2023 in a year-over-year comparison. Significant events and initiatives have impacted library usage this year, notably:

- A new printing system launched in March that enabled a wireless printing option.
- We introduced the '\$5 of free printing per month' service.
- Metrotown fully reopened to the public in August.
- The new Metrotown Digital Studio opened in August with new services including audio recording studios and creation stations for digitization and creative design.
- Two new Teen Librarians were hired this year, expanding our connections and services to teenagers across Burnaby.

Highlights from this year's statistics include:

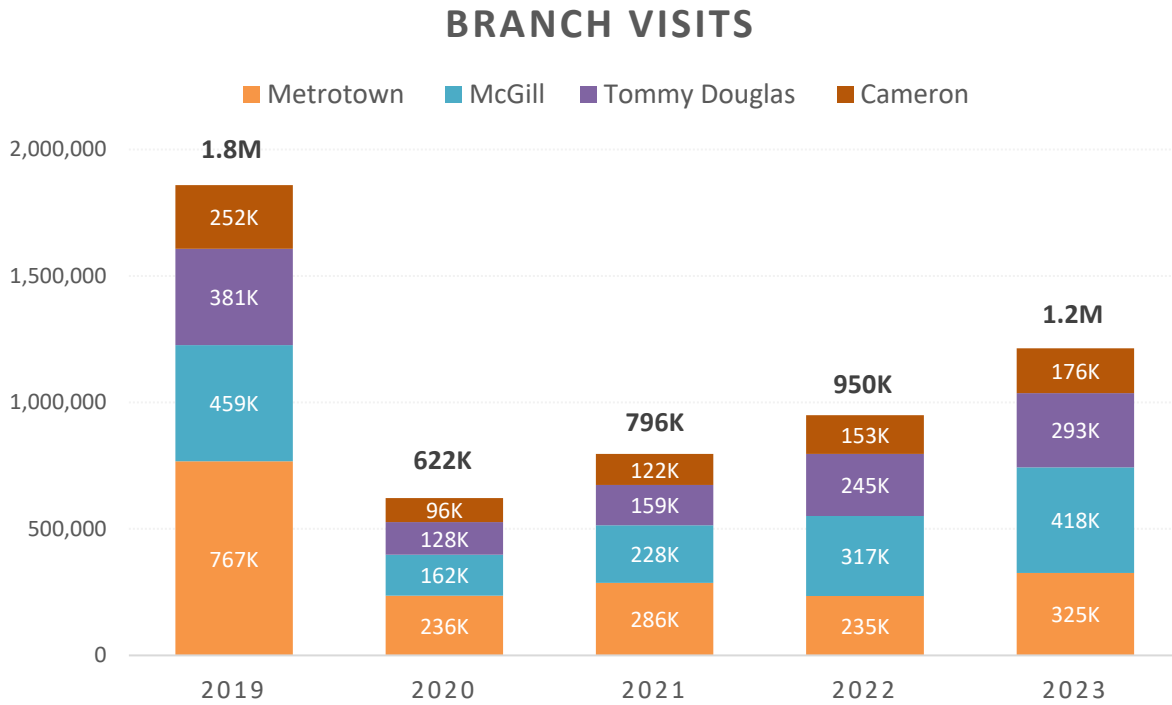
- A rise in visits to the library in person and virtually by 28% and 7% respectively.
- A 60% increase in new memberships.
- Use of e-Audiobooks becoming more popular with a 20% increase in circulation.
- More programs were offered at the library as our teams develop and grow.

Jessica Lee

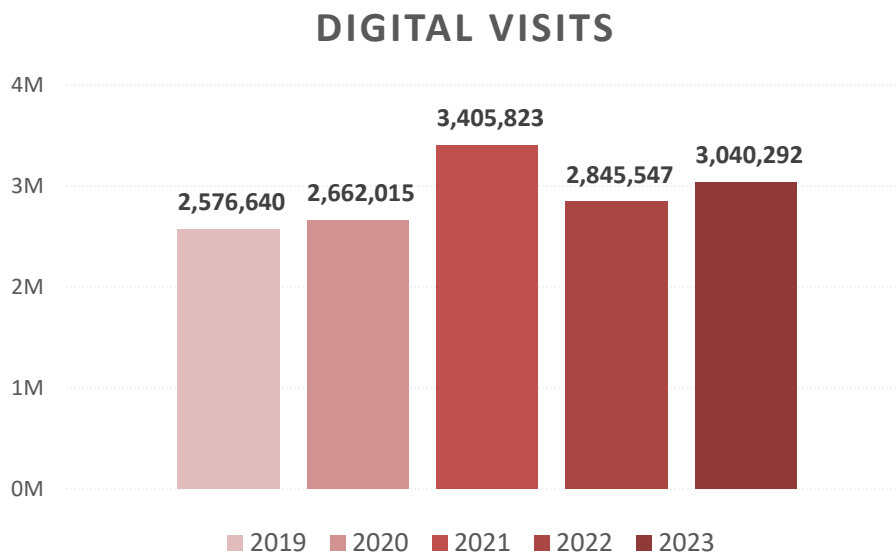
ACTING DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

2023 Statistical Snapshot

Library Visits

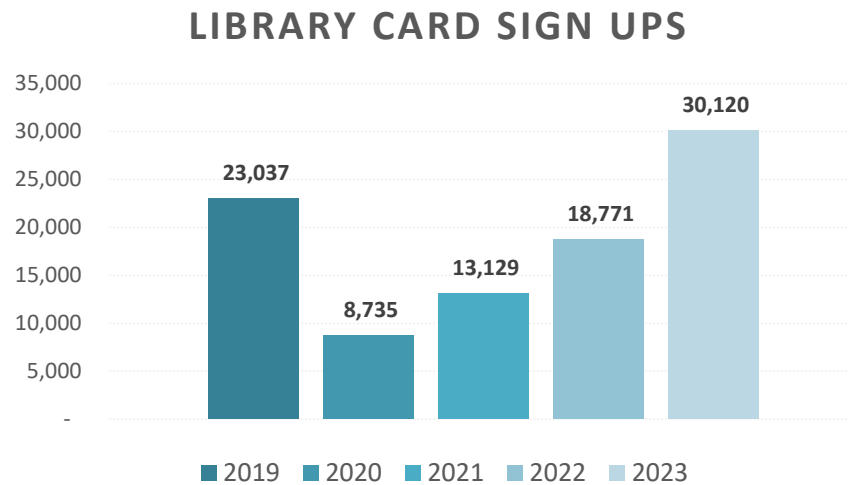


In-person visits to our library locations increased by **28%** to 1,213,361 in 2023.



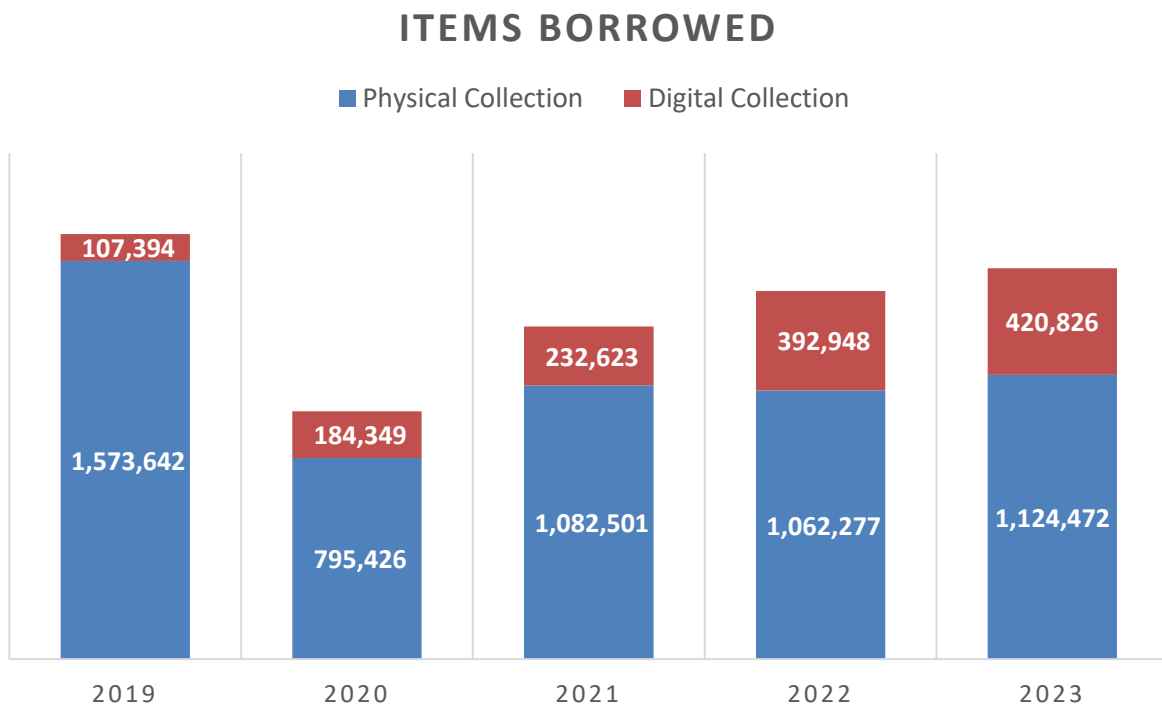
Digital visits to our website and catalogue increased by **7%** to 3,040,292 this past year.

New Members



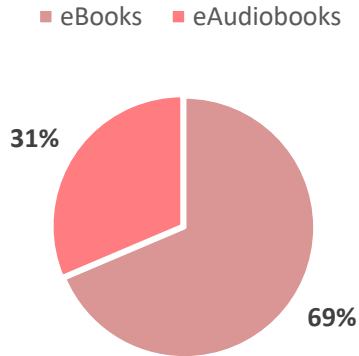
In 2023, BPL added 30,120 new members. This is a **60%** increase from 2022. The introduction of the \$5 of free printing service for library cardholders in March this year has likely influenced the spike in library card sign ups.

Circulation

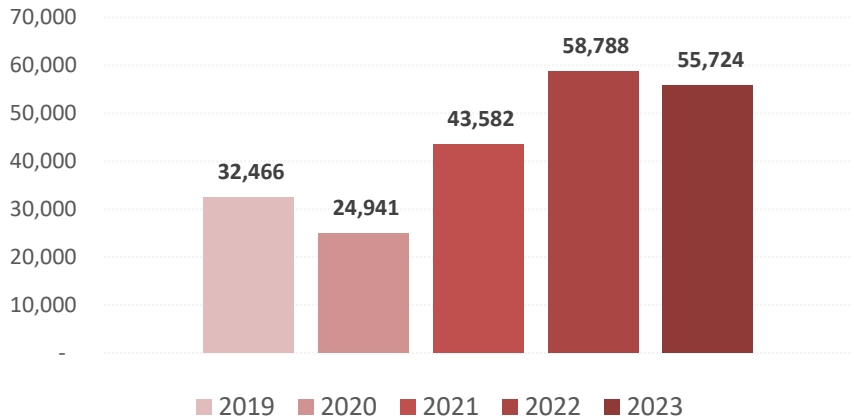


Circulation of physical materials continued to moderately increase by **6%** with 2,551,878 items in 2023 compared to 2,404,112 items in 2022.

DIGITAL CIRCULATION 2023



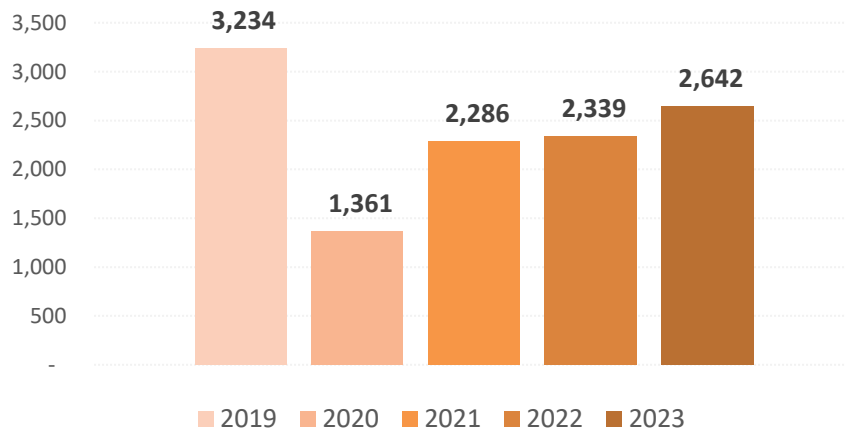
STREAMING CONTENT



Use of electronic materials generally continue to grow over time, in particular e-Audiobooks. Overall, BPL circulated 288,738 e-Books in 2023 compared to 272,274 in 2022 – a **6%** increase. Meanwhile, 132,088 e-Audiobooks were checked out compared to 109,620 in 2022 – a **20%** increase. Streaming content (music, movies, online learning videos) experienced a **-5%** change – a slight decline between 2023 and 2022.

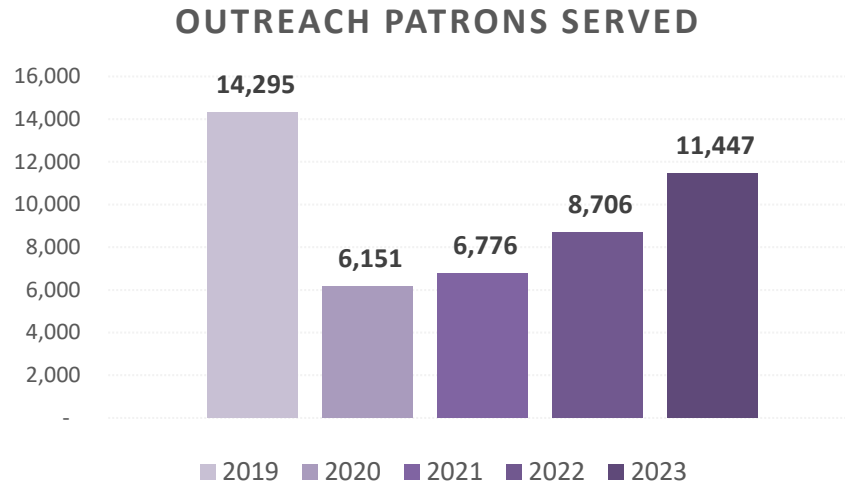
Home Library and Accessible Services

HLAS PATRONS SERVED



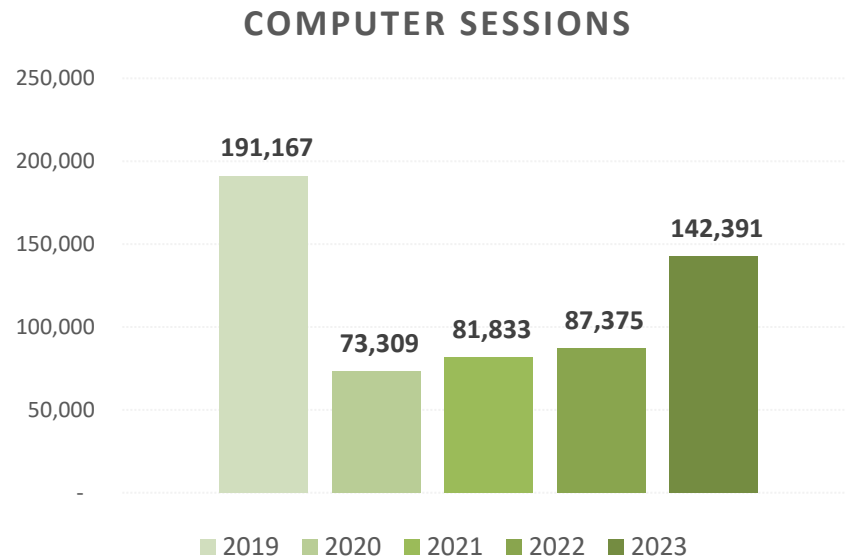
Home Library and Accessible Services (HLAS) made 1,229 visits in 2023 – a **2%** increase, while increasing the number of patrons they served to by **13%** compared to the prior year.

Outreach



The library made 666 outreach visits in 2023, a moderate **10%** increase from 603 visits in 2022. Along with this, connections with community members through visits increased as well by **31%** year over year.

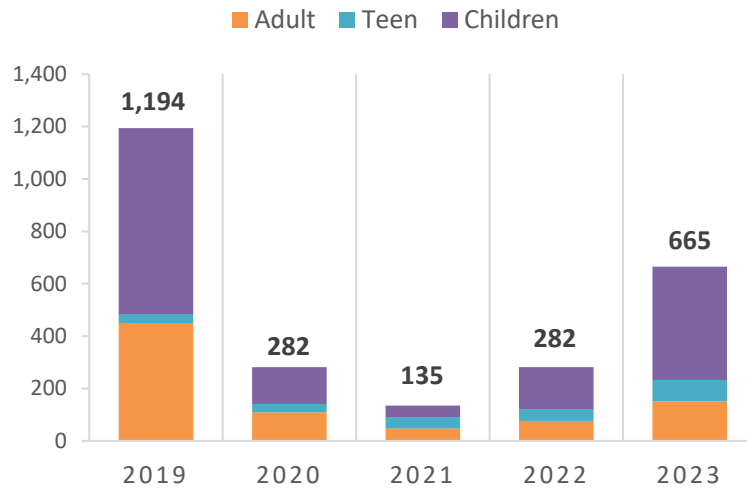
Computer Use



In 2023, we see an increase in computer use with 142,391 computer sessions compared to 87,375 sessions in 2022 – a **63%** increase.

Library Programs

PROGRAMS BY TYPE



Programs continued to grow exponentially this year with offerings in person and virtual. We offered 665 total programs – a **136%** year over year increase. We continue to be thoughtful in our approach to program offerings with focus on intentional design and a goal to meet community needs through an equity lens.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 JANUARY 18

SUBJECT: STRATEGIC PLAN REPORT Q4 2023

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

NEW MEMBERS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Metrotown	2,512	3,527	1,015	40%
McGill	1,245	1,320	75	6%
Tommy Douglas	1,045	1,418	373	36%
Cameron	755	898	143	19%
HLAS	21	32	11	52%
TOTAL	5,578	7,195	1,617	29%

HLAS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Visits	286	281	-5	-2%
Patrons Served	529	638	109	21%

OUTREACH VISITS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Adult	102	76	-26	-25%
Teen	25	34	9	36%
Children	64	42	-22	-34%
TOTAL	191	152	-39	-20%

OUTREACH CONNECTIONS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Adult	1,045	1,087	42	4%
Teen	230	435	205	89%
Children	1,392	968	-424	-30%
TOTAL	2,667	2,490	-177	-7%

Chénchenstway Care Facility

Chénchenstway means ‘to lift each other up’ in Skwxwú7mesh; it is also the name of the new 216 bed long-term care facility that opened in Burnaby in October. Staffed with a recreation coordinator who is familiar with the services offered by the Home Library Accessible Service department, HLAS staff were able to connect easily with this new facility. Even before the care facility opened, the recreation coordinator worked with HLAS staff to ensure that the facility had plenty of library materials in various formats available to residents in an effort to make the transition easier for the folks moving to the care home.

Chinese-Canadian Reconciliation

Community Librarian Andrea and Public Engagement & Awareness Coordinator Anita are both participating in the City of Burnaby’s Chinese-Canadian Reconciliation project. Both Andrea and Anita were part of an event in October to introduce the City’s reconciliation process to the public, discuss the legacy of historical discrimination against the Chinese-Canadian community in Burnaby, and hear perspectives on what a formal apology and vision for the future would look like. The event attracted a diverse group of 160 Burnaby residents across generations, many of them of Chinese heritage and with historic roots in Burnaby. The community dialogue had multilingual support in Cantonese, Mandarin and English. More public engagement is planned for 2024.

Speaking Spanish at the Food Hub

Community Librarian Nicole restarted a relationship with a food hub that provides emergency food to local residents. Nicole noticed that the hub was serving many more folks than when she visited this non-profit in years prior, and that many of those using the hub spoke in languages other than English – more specifically Spanish. In a follow-up visit, Nicole was able to bring Auxiliary Librarian Maité who is interested in community work and fluent in Spanish. Nicole immediately noticed how patrons responded to Maité and how the “library in community” became that much more accessible and welcoming by speaking to folks in their preferred language.

Connecting with Brazilian Families

Cameron’s children’s librarian Ana attended an event at an organization for Brazilian families, Oficina Curumim. Ana had the opportunity to meet families from Burnaby and other regions of the Lower Mainland, and promote the library’s services, particularly the workshop on raising multilingual children, which some parents were really interested in. Many families were already library users. They asked about children’s programs in Portuguese, particularly storytimes, and

said they would be happy to attend such programs in Burnaby even if they had to travel from other cities. One mother recognized Ana from a visit at McGill a couple of years ago and said her daughter was very surprised and happy when Ana spoke to her in Portuguese at that occasion.

Supporting Newcomer Teens

In conversations with settlement workers in schools, Teen Librarian Winifred discovered that newcomer students were having difficulties obtaining volunteer opportunities for graduation due to language and social barriers. As a result, Winifred reached out to Volunteer Burnaby to seek out volunteer opportunities for the students. One settlement worker expressed gratitude that the library is able to help vulnerable newcomer youth feel empowered to get involved in the community, and to navigate the complexities of available volunteer opportunities.

Winifred also worked with the Manager of Settlement Workers in Schools and school volunteers to facilitate an English-learning program for a settlement group of Ukrainian refugees. Partnering with the Summit Youth Centre, Ukrainian parents received the opportunity to learn English at the facility while a program for their children was provided at the McGill Branch. This is a continuation of the collaboration that started at Cameron Branch in the summer of 2022.

Access Class Halloween Party and Student Visits

Teen Services continues to engage with Access Classes across the School District. Access classes are for students ages 13-19 with diverse abilities, including students with disabilities and neurodiverse students. On October 31, Teen Services held a Halloween party for five Access classes at the Metrotown branch. The Halloween party was held in response to requests from these classes for opportunities to be welcomed into community spaces and for venues that initiate and build connectivity and relationships. Around 120 costumed students, education assistants and teachers from Access classes across the School District attended. The participants enjoyed meeting one another, socializing, taking part in games and creative activities, and exploring the library. Many of the students said they had never been to the Metrotown library before. The Access Halloween Party received much positive feedback, with students, education assistants and teachers requesting similar gatherings in the future. Representative of the feedback we heard was the comment; “This is important. We don’t get invited out into the community like this.”

In addition to providing regular visits to Access classes, Teen Services is working with individual Access students to provide one-on-one visits at BPL locations. These visits are centered around Access students who are nearing graduation and whose needs are shifting as they approach transition from their classroom into the community. Needs can often include socializing, learning how to sign up for a library card and use the library, understanding how to navigate their way to and within community spaces, and making community contacts. As well the students are often interested in learning about some aspects of the daily work that is performed by Teen Librarians and other library staff.

Improved Wi-Fi Service Outside the Tommy Douglas Library

The City of Burnaby’s IT department completed an initiative to improve public Wi-Fi access outside city buildings by installing two additional access points in the exterior of the Tommy Douglas branch. One is located at the corner of Kingsway and Walker Avenue to serve the south and west sides, including the amphitheatre-style seats facing Kingsway. The other is on the east side of the branch, covering the south and east – predominantly along the pathway connecting Kingsway and Arcola, which includes several bench seats – and some of the parkade. In addition, the existing access points inside the branch were upgraded and repositioned. There is now coverage along the north end of the block and across the street into the grounds of the Neighbourhood Church (formerly the Southside Community Church). Previously, BPL community librarians would provide supplemental Wi-Fi access at events across the street using a portable hotspot.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Revise the Community Resources Guides and Map	Noreen	The working group has completed the research phase of the project and will be moving on to staff and community consultation in the new year.

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>	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Adult	266,710	278,391	11,681	4%
Teen	24,753	25,490	737	3%
Children	302,491	325,508	23,017	8%
TOTAL	593,954	629,389	35,435	6%

<i>CIRCULATION – DIGITAL</i>	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
e-Books	66,245	71,530	5,285	8%
e-Audiobooks	28,559	34,272	5,713	20%

<i>COMPUTER SESSIONS</i>	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Metrotown	7,870	17,164	9,294	118%
McGill	4,535	6,468	1,933	43%
Tommy Douglas	7,781	10,777	2,996	39%
Cameron	2,920	4,453	1,533	53%
TOTAL	23,106	38,862	15,756	68%

PROGRAMS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Adult Community Connections	23	26	3	13%
Adult Digital Literacy	3	14	11	367%
Adult Life Long Learning	3	6	3	100%
Other Teen Programs	10	23	13	130%
Other Children Programs	14	53	39	279%
Story Times	65	61	-4	-6%
Children Digital Literacy	2	0	-2	-100%
TOTAL	120	183	63	53%

ONE-ON-ONES	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Patron one-on-one sessions	23	25	2	8.7%

DIGITAL RESOURCES	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Movies/Music Streamed	9,587	9,799	212	2%
Online Courses Accessed	5,197	4,550	-647	-12%

Memoir Writing Panel

In October, the library held a very well-received program at McGill on memoir writing to support local writers in the community. Local authors Jen Sookfong Lee, Harrison Mooney, and Ellen Schwartz were part of a panel discussion moderated by Indigenous educator and author William George Lindsay. The speakers talked about their recently published memoirs, and the audience learned about writing a memoir, from developing the initial idea, to publishing and marketing. The panel had a fun, engaging and lively conversation, and the evening concluded with excellent questions during the Q&A portion. In a feedback survey after the event, attendees expressed:

- “Thank you, the event was an incredible opportunity to hear from four different local authors who are at different stages of their writing careers. A good mix of questions/discussion and author readings.”
- “These authors were so different from one another, their stories were inspiring, and the answers to the questions were intriguing. Keep doing these kinds of events! Great job!”
- “I have been to a lot of workshops, conferences, festivals, and panel discussions. This was by far the most professional and best put-together presentation I have been to. Congratulations to the organizers.”

The library plans to offer more programming (i.e. writing workshops and author talks) to build up local authors, encourage creative writing in the community and equip writers with the tools they need in their writing journey.

Board Game Club

This fall, children’s librarians started a new program for school-aged children: Board Game Club. The children’s team collected feedback from the community, which revealed that older kids lacked a sense of belonging and had challenges making new friends and participating in activities where language is not a barrier. Parents were also looking for activities for older

children in the library. The first Board Game Club session was held at McGill on a Pro-D day in November. Thirty-seven people (kids and their grown-ups) attended the program, most of them staying in the room for more than an hour. Staff even decided to open the room earlier, as kids were peeking into the room as staff were setting up. We witnessed kids playing with each other, joining new groups, parents playing together with their children. It was also a great opportunity to connect with the parents and hear about their families' needs. Many people asked when the library would be doing the program again. Other sessions were held at Cameron, McGill and Tommy Douglas during winter break with similar success and requests for more.

Farsi Collection at Cameron

Cameron enjoyed positive feedback on our new Farsi collection. During a school class (grade 2/3) visit at Cameron, a child came to the service desk to check out his books. He asked Information Clerk Cinzia if she could guess what language he spoke. Cinzia noticed he had checked out a Persian book, so she answered: "Is it Farsi?" The boy beamed excitedly, saying "How did you know?" He said he was very happy to find Persian books in the library.

McGill Book Club

In November, McGill held a book discussion event around the novel, *Moon of the Crusted Snow* by Waub Rice. Nine people attended with a diverse mix of ages and backgrounds. There was full participation in the discussion as the group engaged in conversations about EDI, colonialism, Indigenous people and languages, ways of knowing and learning, cultural practices and traditions, forced relocation, residential school, and allegorical characters. We intend to continue to deliver book discussion programs that will facilitate critical and organic dialogue for our communities through books.

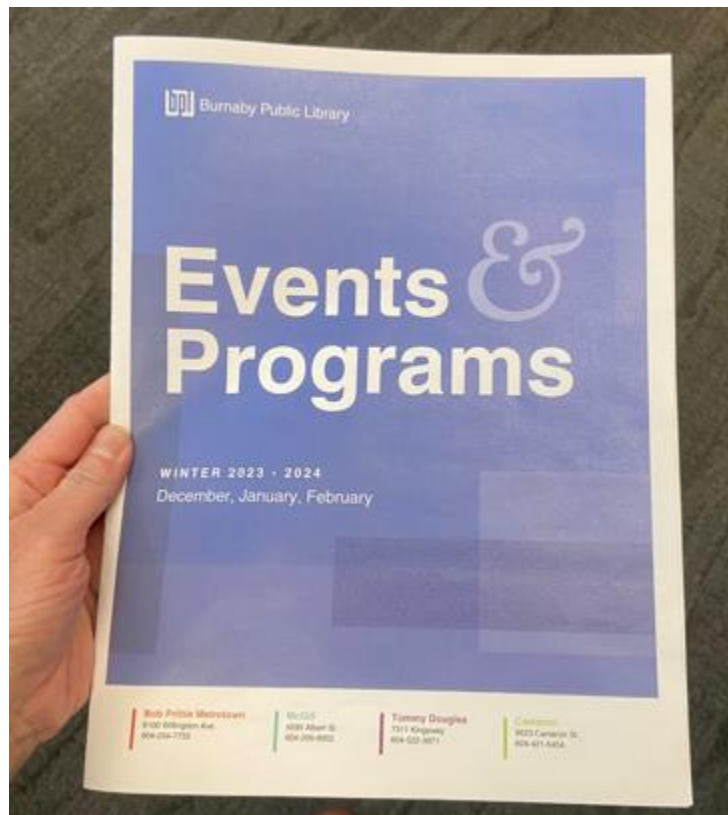
Program and Events Guide

BPL's programming teams have been working hard to design, plan and deliver programming, and the library now has an Events and Programs Guide to make all that work visible in a convenient, portable package.

With an increase in programming since the pandemic, and building on public feedback to publish library programs in a print format, the Public Engagement & Awareness team launched a seasonal Program and Events Guide on November 1. The inaugural winter guide covers programs and events, for adults, teens and kids, happening between December 2023 and February 2024.

The guide centralizes all of the library's programs and events in a format for library users to take away and browse, as well as for staff to hand out on community visits. It helps library users to plan ahead for programs and events they'd like to attend, and to amplify key events and IBPOC speakers.

Guides are available at all library locations.



Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	Systems staff continue to work with the vendor and city to implement pay-by-card functionality. This last deliverable for the project has been delayed because of the complexity of setting up payment. We expect to roll out early in 2024. Staff have shared concerns from patrons about the complexity of photocopying within the new system. Systems is looking at potential solutions in 2024.
2.2 Open the Metrotown Digital Studio	Trish	The digital studio opened in December 2023.

3. Create Welcoming and Innovative Spaces

We will:

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

VISITS TO BRANCHES	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Metrotown	57,651	101,585	43,934	76%
McGill	80,767	126,973	46,206	57%
Tommy Douglas	63,384	73,573	10,189	16%
Cameron	39,758	44,108	4,350	11%
TOTAL	241,560	346,238	104,678	43%

ONLINE VISITS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Website	195,675	104,118	-91,557	-47%
Catalogue	546,521	760,534	214,013	39%

ROOM USE BY COMMUNITY GROUPS	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Metrotown	0	520	520	520%
McGill	13	56	43	331%
Tommy Douglas	111	156	45	41%
TOTAL	124	732	608	490%

Diwali Celebration

Metrotown hosted a lively and colourful celebration of Diwali in October in partnership with DiwaliFest, a Metro Vancouver non-profit group. There was music, dancing, diya painting, chia and a henna artist. It was a challenging event to organize as it was our first time celebrating a large event in Metrotown’s newly renovated lounge space and our first time working with this group. The event was a lot of fun for those who attended and there was great enthusiasm in the building. Some of the attendees commented that they were surprised and delighted that the library would host an event like this. And surprisingly, there were no complaints from library patrons who came to the library for other purposes that day such as quiet study. Late in the afternoon as we were cleaning up, one of the DiwaliFest volunteers spoke to Metrotown Branch Manager, Elizabeth Davies and praised the library staff’s professionalism, patience and ability to problem-solve.



Métis Women’s Beading Circle

Through connecting and building relationships with folks from the North Fraser Métis Association for a number of years, we learned of the need for space for Métis community to meet, connect with each other, and learn about cultural practices. During the pandemic and construction when BPL rooms were not available, community librarian Mariah helped to find bookable, low cost or free spaces for Métis community to meet and safely learn together. Just this year, representatives from the North Fraser Métis Association reached out to Mariah to ask if they could use a library space to host the monthly Women’s beading circle, which is a space for self-identifying Métis women to connect and practice their beading. The meeting room at the McGill library was then open for community organizations to use, and we were happy to host them and support this need in a library space.

Metrotown Community Rooms

Metrotown opened up two spaces – the Program Room and Community Room 1 – for community bookings this quarter. The Program Room was reopened after being closed for renovations, and the Community Room is a new space created as part of the Metrotown

renovations. Community groups are now booking the spaces and demand is growing. We anticipate that the rooms will be well used in 2024.

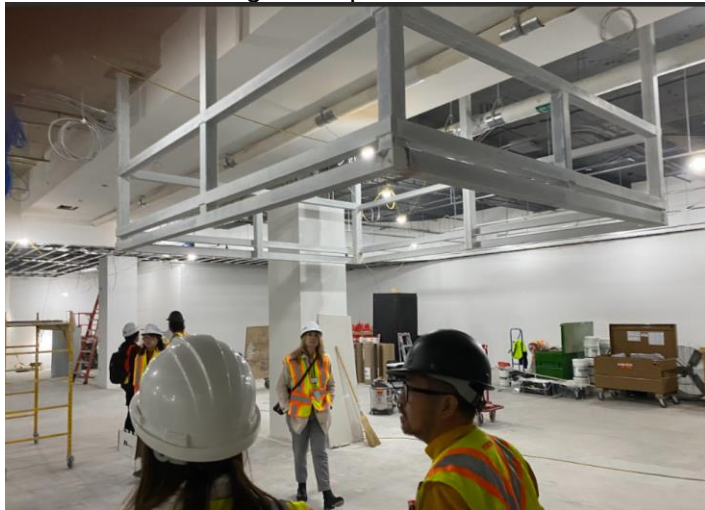
Tommy Douglas Furniture

New lounge seating along the window at the Tommy Douglas branch arrived this quarter. The seats replaced furniture which dates from the branch opening.



Temporary Cameron Space

Work continued on renovating space in the Cameron Mall for a temporary Library and Community Centre, which will be open while the new Cameron centre is being built at Cameron Park. The overhang in the photo is where the service desk will be located in the new space.

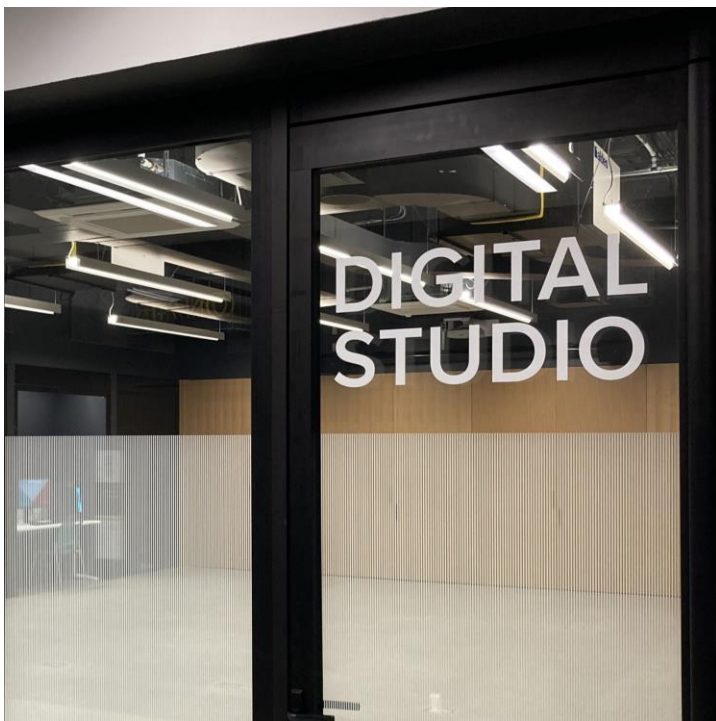


Digital Studio

On December 18, the Digital Studio was fully opened. In addition to the two previously launched Recording Studios, the public now has access to three Studio Stations and a loanable equipment collection, which include drawing tablets, floppy disk readers, cassette converters, and more. Each Studio Station features a powerful Alienware computer with specialty software for working on digitization, photography, video, audio, animation, and other creative projects. Studio Station 1 has a VCR for digitizing home movies, Studio Station 2 features a professional scanner that can digitize high-resolution slides, negatives, photographs, and artwork, and Studio

Station 3 can be used with the loanable equipment collection. Using their library card, patrons can reserve any Digital Studio computer for a three-hour timeslot up to seven days in advance by visiting any Service Desk or calling us.

The community reaction to the Digital Studio and Recording Studios has been very positive so far, with many commenting on how much they like the look of the space and appreciate that the library is introducing new technology and reducing barriers to access. Regular Recording Studio users were surprised and excited to see the completed new space, while other patrons had been waiting patiently for the digitization equipment to become available and came prepared on the first day with slides. Digital Studio staff made multiple new library cards and bookings in its first two weeks. Visitors ranged from teens, university students, young professionals, and seniors to hobbyists and professional artists, content creators, and musicians. Via word of mouth, usage of the Recording Studios has grown significantly since its soft launch in September. Musicians who use the space have requested additional software, plugins, and MIDI keyboards. Digital Studio Staff have recorded these patron requests for future consideration.



Operating Plan Project Updates		
Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Construction is nearing completion on the temporary space in the Lougheed Mall, with move in scheduled for Q1/Q2 2024. The design phase is complete for the new, permanent Cameron branch. No firm date for deconstruction has been decided.
3.2 Renovate Metrotown Spaces	Beth	Renovations are complete. An official opening is planned for Q1 2024.
3.3 Bring Indigenous design to Metrotown and Cameron	Beth	The Indigenous Placemaking project is continuing to collaborate with consultants in developing our approach to connect with local Indigenous community. The project team is now also working with Mikelle Sasakamoose, Director of Indigenous Relations for the City of Burnaby, who is helping us learn about the process for reaching out to Host Nations in a good way.

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

STAFF TRAINING	Q4 2022	Q4 2023	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	86	138	52	60%
Staff Attending Training/Conferences	50	147	97	194%

Inclusive Hiring Project

Consultants Tara Robertson and Eunice Kajoba shared their final report *Making Burnaby Public Library's hiring processes more inclusive and human* with staff in December. In Q1 2024, staff will spend time talking the union and to staff about the recommendations, and the HR team will begin to assess and prioritize the recommendations for potential implementation. Tara and Eunice say in their report, "We want to express how wonderful it's been to work with this group of creative, intelligent, generous and caring people who have a wide range of lived experiences and represent a wide range of jobs at BPL. We don't think the hiring process is broken. However, we see an opportunity to make the hiring process really amazing and human. BPL's

impact on the community is determined by the people who work for the library, so this investment is worthwhile.”

Safer Spaces Project

In November, the Safer Spaces project team held two engagement opportunities for racialized staff to give feedback about what a safer space at work looks like to them. Staff participated in a community agreement exercise, did an individual card sort with words that either described a safer or unsafe environment, and did an action café where they were prompted with questions about what exactly a space could look like at BPL. The ideas and recommendations generated will be used to guide the direction of safer spaces at the library.

Community Development Days

In early November, the BC Library Association Community Led Interest Group hosted Community Development Days – an event intended to help library staff learn about and discuss community development work. During this year’s event, Community Librarian Nicole and Community Development Manager Noreen Ma teamed up with colleagues from other libraries to facilitate presentations at the virtual conference. Nicole’s session focused on learning and advocating in community work, and Noreen spoke about accessibility and how it intersects with community work. Both sessions were well-attended and appreciated.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete. In Q4, consultants completed the <i>Inclusive Hiring Project</i> .
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete. In Q4, the Safer Spaces team held two staff engagement sessions.
4.3 Improve materials handling processes	Trish and Heidi	The scope of this project has been reduced due to improvements in materials handling realized by the introduction of an AMHS at Metrotown. Additional improvements are expected with the addition of an AMHS at McGill in 2024. Project leads continue to work on a LEAN thinking toolkit for staff that will roll out in 2024.
4.4 Create new staff Intranet	Trish	The new staff Intranet launched in December 2023.
4.5 Implement the Accessible BC Act requirements	Beth	BPL hosted community focus groups to discuss accessibility in the City of Burnaby. The accessibility plan will follow in the new year.
4.6 Create a new Strategic Plan	Beth	The strategic plan was approved by the Board in November 2023. Next steps are to share the plan with the community and for staff to develop an operating plan.

Comments and suggestions from patrons

Thank you so much for your help so I can continue with my very favourite pastime

HLAS patron

just wanted to thank the bpl system for great resource for information and general reading/entertainment. I am very appreciative of the library's efforts to get newer books and dvds that one can borrow. My only negative comment is just a disappointment that the library has switched to scanning copies into email rather than just having photocopier available. I understand the reasoning - no need to collect monies, insert paper, etc., but I am not comfortable scanning copies of sensitive material into email which need is sent via server(s) at the library through email.

BPL patron

The library is a great big box of knowledge and can open up so many opportunities.

Patron at a community visit

A Cantonese speaking senior told Metrotown staff that he was happy to have access to so many spoken word and large print items in the branch and online. As he's gotten older, it's hard to make out the text in some books and it's a hassle to manage reading glasses.

A senior gave me a big smile and a little jump when I told him he had 3 hours of internet time. He had already used 2 hours and thought he wouldn't be able to attend the webinar he signed up for.

Metrotown information clerk

A pre-teen came in asking for a popular LGBTQ+ comic. When I mentioned that I also enjoyed that series, they asked for other recommendations. They confided in me that their parents do not allow them to read books like these. ... They said, "I like coming to the library to read. It's a safe space for me."

Metrotown information clerk

Lally is friendly, knowledgeable, goes the extra mile and obviously loves her job. It shows. This is embarrassing to admit, but as soon as I see a younger individual at the front desk, I assume that I'm not going to get good service. It is a refreshing change to see a passionate young person excited about their job and truly wanting to make the experience pleasant for the patrons. [...] Keep up the fantastic work!"

Patron email to McGill Branch Manager

I joined the English class tonight. I appreciate the class contents and teacher facilitating. I met some new friends here and it was a very good resource for newcomers to learn English and enjoy life in Canada. Thank you very much.

McGill patron

I love your website, and the depth of your book collection

Online patron

Yesterday I went with my 2 kids, library personnel kindly setup our accounts and gently help for questions. Please keep up the good work.

Online patron

I love the library [*sic*]

Cameron patron

Good asome scavinger hunts. More scavinger hunts. [sic]

Cameron patron

Always receive knowledge and assistant from all your staff members. ... The library is definitely a treasure for the community and all the individuals. Congratulations. Today's assistant is Yasmin.

Cameron patron

I would like to see the photocopier returned. I am not a fan of people being able to see confidential material that I am scanning. It takes twice as long photocopying.

Tommy Douglas patron

Printer too hard to understand, old one better. Staff are very good at assisting me.

Tommy Douglas patron

I would really appreciate it if the library starts keeping video games, as I saw Coquitlam library has different video games.

Tommy Douglas patron

I want to thank the team/staff for the AMAZING HELP ~ I learnt so much! How to do Word to make a brochure, how to print and scan, how to save my file. All fantastic help. Also, the \$5 print money such a pleasant bonus surprise!"

Tommy Douglas patron



A handwritten signature in cursive script, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, COLLECTIONS AND TECHNOLOGY
BURNABY PUBLIC LIBRARY

DATE: 2024 January 18

SUBJECT: REQUESTS FOR RECONSIDERATION

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

BPL’s Collection Policy recognizes the right of an individual or group to make a complaint about the inclusion of material in the library’s collection. Individuals or groups objecting to material in the collection are asked to complete a written request for reconsideration of the material. Library staff review the request and make decisions in accordance with the Collection Policy.

The Collection Policy also states that an annual report on requests for reconsideration is provided to the board.

BPL received three written requests for reconsideration in 2023:

Title	Creator	Collection	Issue/concern	Action requested	Action taken
Dispatches from the Vaccine Wars	Written by Christopher A. Shaw	Adult non-fiction	Pseudoscience and conspiratorial theorizing	Remove	Retained
Killer Joe	Dir. By William Friedkin	DVD film	Pornographic scenes	Remove	Retained
Peaceful Fights for Equal Rights	Written by Rob Sanders / illus. by Jared Andrew Schorr	Children's advanced picture book	Misrepresentation of Muslim people	Remove	Retained

And one written request for reconsideration in 2022:

Title	Creator	Collection	Issue/concern	Action requested	Action taken
Everything Everywhere All at Once	Dir. by Daniel Kwan and Daniel Scheinert	DVD film	Explicit content	Restrict access	None / no change

Typically, the library receives 1-3 written requests for reconsideration each year.



Trish Mau
DIRECTOR, COLLECTIONS AND TECHNOLOGY
BURNABY PUBLIC LIBRARY