

## **BURNABY PUBLIC LIBRARY BOARD**

### **AGENDA**

Regular Meeting

DATE: 2019 January 17 (Thursday)

PLACE: 3rd Floor Board Room  
Bob Prittie Metrotown Branch  
6100 Willingdon Avenue

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

#### **Our dream is:**

***A welcoming community where all people can explore, learn and connect.***

#### **To realize our dream:**

***We empower the community to engage with and share stories, ideas and information.***

We are gathered on the traditional and unceded territories of the Musqueam, Squamish and Tsleil-Waututh (*slay-wah-tooth*) nations.

**PAGE NO.**

#### 1. **Election of Officers:**

In accordance with policy item 1.4.2 the Board shall, following the inaugural meeting of the Library Board but no later than its February meeting, elect from among its members a

- a) Chair
- b) Vice Chair

In accordance with policy item 1.4.2 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 such committees as may be required

- c) Finance
- d) Planning and Advocacy
- e) Personnel
- f) InterLINK Representative & an Alternate

**Past practice has been for the Board Chair and Vice Chair to be elected and the InterLINK Representative and Alternate to be appointed at the January meeting, with the new Board Chair bringing forward a recommendation on Committee appointments at the following meeting.**

#### 2. **Motion** to receive agenda

#### 3. **Minutes**

- i) **Motion** to adopt the minutes of the regular meeting held 2018 December 13 as circulated

**ENCLOSED**

- ii) **Motion** to adopt the minutes of the Personnel Committee meeting held 2018 December 13 as circulated

ENCLOSED

4. Correspondence

**Motion** to receive correspondence

- i) from Isabel Kolic, Executive Director, Heights Merchants Association, dated 2019 January 4, via email

**1-2**

5. Reports

- i) Board Chair (verbal)  
ii) Council Liaison (verbal)  
iii) InterLINK Representative (verbal)

6. Items Requiring a Decision

- i) InterLINK Provisional 2019 Budget

**3-10**

Purpose: For the Board to direct its InterLINK Representative on how to vote in regards to the InterLINK budget.

7. Items for Information

- i) Year-End Snapshot of Activity Measures

**11-14**

Purpose: To provide the Library Board with information about activity measures for 2018.

- ii) Bans and Incidents in 2018

**15-16**

Purpose: To provide the Board with information on bans and incidents at BPL branches in 2018.

- iii) Action Plan 2015-2018 Completion Report

**17-20**

Purpose: To provide the Board with a report on the 2015-2018 Action Plan.

- iv) 2019 Operational Plan

**21-24**

Purpose: To provide the Board with information on the 2019 Operational Plan.

- v) Impact of Fine and Fee Reduction in 2018

**25-26**

Purpose: To provide the Board with information on the impact of reducing fines and fees in 2018.

vi) Management Changes

**27-28**

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Purpose: To provide the Board with information on upcoming changes to management staff.

8. Report of the Chief Librarian

i) Quarterly Report: 2018 October 1 to December 31

**29-39**

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Purpose: To provide the Board with information regarding the operational highlights in the fourth quarter of 2018 in the context of the Library Services Strategy.

ii) Newspaper Clippings

SENT VIA DIGITAL  
AGENDA PACKAGE

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

9. Other Business

10. Next Library Board Meeting – 2019 February 21 at 7:00pm in the 3<sup>rd</sup> floor Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

11. 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.



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**Subject:** FW: congratulations!

**From:** Isabel Kolic  
**Sent:** Friday, January 04, 2019 11:06 AM  
**To:** Davies, Beth  
**Subject:** congratulations!

Hello Beth,  
Happy New Year!

I received your letter today, with your accompanying strategic plan. I wanted to commend your team on completing this intensive project and also on the amazing community response you received! To have that level of engagement shows how dearly held Burnaby Public Library is in the hearts and minds of Burnaby's citizens.

Well done, all around!

Isabel

Isabel Kolic  
Executive Director, Heights Merchants Assn.

Heights Merchants Association BIA  
W: [www.burnabyheights.com](http://www.burnabyheights.com)  
Twitter: [www.twitter.com/BurnabyHeights](https://twitter.com/BurnabyHeights)  
Facebook: [www.facebook.com/BurnabyHeights](https://www.facebook.com/BurnabyHeights)





Unit # 158 - 5489 Byrne Road  
Burnaby, B.C. V5J 3J1  
Phone: 604-437-8441  
Fax: 604-437-8410  
Email: info@interlinklibraries.ca  
Website: www.interlinklibraries.ca

## *Joining Libraries Together*

Bowen Island Public Library  
Burnaby Public Library  
Coquitlam Public Library  
Fraser Valley Regional Library  
Gibsons & District Public Library Association  
Lillooet Area Library Association  
New Westminster Public Library  
North Vancouver City Library  
North Vancouver District Public Library

Pemberton & District Public Library Association  
Port Moody Public Library  
Richmond Public Library  
Sechelt Public Library Association  
Squamish Public Library  
Surrey Libraries  
Vancouver Public Library  
West Vancouver Memorial Library  
Whistler Public Library

December 3, 2018

TO: InterLINK Board  
Via email

Subject: Provisional 2019 InterLINK Budget

Dear Board member,

Attached please find the provisional 2019 InterLINK budget. At its meeting on Tuesday, November 27, 2018, the InterLINK Board passed the following motion:

**THAT the Board of Directors of Public Library InterLINK adopt "Schedule A" as the Year 2019 Provisional Budget of Public Library InterLINK and authorize its onward transmittal to member library boards for their consideration and comment**

**and**

**THAT a final vote on the 2019 InterLINK Budget take place at the first InterLINK Board meeting in 2019.**

InterLINK Board members should request that the provisional budget be placed as an information item on the agenda at the next meeting of their home board. As an information item, and as noted in the above motion, member library boards are asked for comment on the budget. Member library boards are not required to pass a motion to "approve" the budget, however, boards could, for the record, pass a motion to receive the budget as an item for information.

As a reminder, the provisional 2019 InterLINK budget decreases the total member levy by 2.8%. However, as the levy for individual libraries is based on population, there may be an increase or decrease for your library. InterLINK Board members may wish to highlight Schedule B, which provides the 2019 member levy and provides a comparison to the 2016-2018 levies. Schedule C, page 2, provides the total 2019 member levy and projected net borrower levy (if applicable).

Please do not hesitate to call if you have any questions,

Sincerely,

Michael Burris  
Executive Director



**DRAFT**

**2019**

# **PROVISIONAL BUDGET**

**November 27, 2018**



**2019 Draft InterLINK Operating Budget  
Schedule A**

	2018 Budget			2019 DRAFT BUDGET
REVENUES:	Budgeted	YTD (Sept)	Projected	Budgeted
Provincial Grant	\$ 600,623	\$ 601,000	\$ 601,000	\$ 601,000
Net Borrower Library-Contribution	76,230	76,230	76,230	75,372
Member Levies	545,900	545,900	545,900	530,620
Interest Income	8,000	5,387	7,182	8,000
New to BC	420,000	368,418	468,000	330,000
Admin-New to BC	21,000	19,884	23,000	21,000
Workshops	10,000	16,425	21,900	24,000
Project LLEAD	-	1,000	1,200	-
Consortial Purchasing	35,000	20,791	55,000	55,000
Miscellaneous	-			-
Transfer from Reserve	70,000	-	70,000	
Prior Year Surplus				
<b>Total Revenues</b>	<b>\$ 1,786,753</b>	<b>\$ 1,655,034</b>	<b>\$ 1,869,412</b>	<b>\$ 1,645,200</b>
EXPENDITURES:				
OFFICE-Accounting	5,000	256	550	500
OFFICE-Audit & Legal	10,000	(193)	8,500	10,000
OFFICE-Board/Committee Expenses	10,000	10,218	14,500	13,000
OFFICE-Building Maintenance	4,000	3,273	4,250	4,200
OFFICE-Computer Repair & Maintenance	1,200	1,149	2,000	1,500
OFFICE-Consulting Fees	10,000			5,000
OFFICE-Equipment	2,000	768	1,500	1,500
OFFICE-Expenses-Miscellaneous	1,000	836	1,000	1,000
OFFICE-Insurance	4,700	4,807	4,807	4,900
OFFICE-Photocopier Lease	1,900	1,998	2,650	2,650
OFFICE-Rent	25,200	18,889	25,200	25,200
OFFICE-Sponsorships	-			-
OFFICE-Utilities	11,000	5,279	9,000	9,000
OFFICE-Postage/Shipping	1,200	885	1,250	1,250
OFFICE-Expenses/Supplies	1,500	1,461	1,850	1,850
PROGRAMS-Audiobooks-Acquisitions	100,000	60,877	100,000	100,000
PROGRAMS-Audiobooks-Supplies & storage	2,700	1,844	2,700	2,800
PROGRAMS-Audiobooks-Website	3,500	1,911	3,700	3,700
PROGRAMS-Consortial Purchasing	35,000	52,309	55,500	55,000
PROGRAMS-New to BC - Federal	420,000	357,863	468,000	330,000
PROGRAMS-New to BC - Provincial	-			-
PROGRAMS- Project LLEAD	-	664	6,000	-
PROGRAMS-PNE	4,000	3,106	3,106	4,000
PROGRAMS-Resource Sharing-Courier Charges	37,000	36,260	47,500	48,000
PROGRAMS-Resource Sharing-Del Suppl / storage	2,600	2,717	3,600	3,600
PROGRAMS-Resource Sharing-Hosting	37,000	37,000	37,000	20,000
PROGRAMS-Resource Sharing-UBC/SFU ILL Charge	3,000	2,271	3,500	3,500
PROGRAMS-Resource Sharing-Vehicle Op./Purchase	82,000	26,161	107,000	15,000
PROGRAM-Strategic Plan	-			-
PROGRAMS-Workshops	50,000	9,420	28,000	44,000
PROGRAMS-YSO	16,750	6,415	16,750	18,450
STAFF- Professional Development	9,500	4,759	6,500	8,000
STAFF-Benefits	62,000	49,291	65,721	65,750
STAFF-Salaries & Wages	348,000	260,786	348,000	350,500
<b>Sub-Total Operating Expenses:</b>	<b>1,301,750</b>	<b>963,278</b>	<b>1,379,634</b>	<b>1,153,850</b>
Trfr.Capital Asset Reserve	-			7,000
Trfr.Net Provider Comp.(Operating Bdgt)	308,770	308,770	308,770	308,770
Trfr.Net Provider Comp.(Borr.Library)	76,230	76,230	76,230	75,372
Trfr.Net Provider Comp. (VPL)	100,000	100,000	100,000	100,000
<b>Total Oper. Exp. &amp; Comp.</b>	<b>\$ 1,786,750</b>	<b>\$ 1,448,278</b>	<b>\$ 1,864,634</b>	<b>\$ 1,645,200</b>
<b>Excess (Deficit)</b>	<b>\$ 3</b>	<b>\$ 206,756</b>	<b>\$ 4,778</b>	<b>\$ -</b>

# Member Levies

## Schedule B p. 1

**NOTE:** The 2018 Membership Levies are based upon the latest population figures provided by the Libraries Branch for InterLINK's use

Library	Population	Adjusted Population	2016 InterLINK Member Levies	2017 InterLINK Member Levies	2018 InterLINK Member Levies	2019 InterLINK Member Levies	Variance
BIPL *	3,623	2,717	\$ 631	\$ 624	660	603	\$ (57)
BPL	234,433	234,433	54,952	55,923	55,628	51,982	\$ (3,646)
CPL	150,208	150,208	33,177	33,972	33,302	33,306	\$ 4
FVRL **	752,355	376,178	83,541	84,968	86,350	83,412	\$ (2,938)
GibPL *	11,967	8,975	2,064	2,047	2,155	1,990	\$ (165)
LALA *	4,468	3,351	748	749	719	743	\$ 24
NWPL	73,928	73,928	16,439	16,824	16,968	16,393	\$ (575)
NVCL	54,502	54,502	12,438	12,874	12,780	12,085	\$ (695)
NVDPL	88,197	88,197	20,748	20,569	21,011	19,556	\$ (1,455)
PemPL *	6,524	4,893	1,135	1,074	1,038	1,085	\$ 47
PMPL	33,857	33,857	8,139	8,112	8,019	7,507	\$ (512)
RPL	219,273	219,273	48,247	48,777	47,396	48,621	\$ 1,225
SecPL *	17,425	13,069	3,155	3,091	3,217	2,898	\$ (319)
SqPL *	21,081	15,811	3,551	3,411	3,676	3,506	\$ (170)
SPL	556,709	556,709	120,675	123,512	123,804	123,442	\$ (362)
VPL	658,131	658,131	115,172	117,051	116,112	111,143	\$ (4,969)
WVML	47,292	47,292	10,545	10,448	10,852	10,486	\$ (366)
WhPL *	11,197	8,398	1,893	1,875	2,214	1,862	\$ (352)
<b>TOTAL</b>	<b>2,945,170</b>	<b>2,549,921</b>	<b>\$ 537,250</b>	<b>\$ 545,900</b>	<b>\$ 545,900</b>	<b>\$ 530,620</b>	<b>\$ (15,280)</b>
<b>COST PER CAPITA:</b> <b>2018 Adjusted Population</b>							
		<b>2,549,921</b>	<b>\$ .2204</b>	<b>\$ 0.2204</b>	<b>0.2245</b>	<b>\$ 0.2081</b>	

## SUMMARY:

The direct cost per capita is arrived at by dividing the total member levy cost of \$530,620 by the total adjusted population of 2,549,921. It should be noted that the population figures for designated libraries have been reduced to 75% with the exception of FVRL whose population has been reduced to 50%.

**NOTE:** asterisk (\*) indicates which libraries' population figures have been reduced to 75%  
asterisk (\*\*) indicates FVRL population at 50%.

# Public Library InterLINK

## Circulation Comparisons

Jan. - Dec.

Actuals for 2014-2017; Actuals Jan - Sept. 2018 & projections for Oct. - Dec. 2018

Schedule B - P. 2

Library	2014			2015			2016			2017			2018 (projected)		
	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity
BIPL	39,288	649	(14,811)	36,941	753	(14,228)	36,059	749	(13,281)	33,344	527	(12,871)	34,249	899	(12,164)
BPL	3,288,066	747,366	311,733	3,091,432	703,720	287,413	3,117,875	714,865	319,573	2,999,529	686,129	314,395	2,967,846	672,631	317,668
CPL	1,180,325	213,539	(278,606)	1,125,860	194,902	(284,737)	1,068,866	184,447	(300,745)	1,057,007	186,767	(262,280)	1,060,858	205,089	(235,038)
FVRL	6,763,106	377,264	(217,955)	6,467,884	353,953	(204,399)	6,195,357	344,118	(180,624)	5,696,879	301,434	(211,286)	5,534,053	285,863	(239,192)
GibPL	144,458	11,684	(16,654)	138,052	10,662	(19,852)	136,928	12,051	(17,135)	138,707	10,985	(14,998)	143,596	13,074	(11,328)
LALA	30,407	168	(201)	30,037	677	219	29,236	312	(477)	28,515	102	(475)	25,706	43	(485)
NWPL	748,683	130,026	(49,652)	753,451	136,490	(39,215)	794,626	134,780	(38,081)	774,413	124,915	(46,743)	597,048	113,854	(63,591)
NVCL	696,005	185,033	(105,370)	701,987	177,999	(107,921)	683,198	159,030	(117,081)	642,141	137,823	(112,690)	595,116	128,631	(115,725)
NVDPL	1,495,814	256,586	(8,003)	1,454,837	254,406	4,317	1,393,947	252,540	25,846	1,313,988	230,228	27,804	1,287,382	222,091	30,194
PemPL	60,779	1,747	(9,333)	77,615	2,255	(8,170)	79,496	2,392	(7,232)	80,739	1,747	(8,479)	79,974	1,697	(8,924)
PMPL	603,811	234,431	116,373	597,652	227,407	114,222	584,259	234,980	126,755	538,993	218,002	107,138	572,098	220,485	107,451
RPL	3,434,254	397,690	226,224	3,094,775	348,858	186,350	2,801,246	289,104	130,266	2,614,148	249,786	95,951	2,629,518	226,393	65,781
SecPL	168,727	23,117	5,270	172,196	25,764	9,276	168,609	25,146	8,355	155,542	23,000	7,619	156,965	19,433	3,339
SqPL	164,330	6,359	(9,032)	179,669	4,012	(8,778)	194,869	2,873	(8,799)	182,143	4,345	(6,342)	173,689	4,866	(5,167)
SPL	3,578,215	304,296	(147,554)	3,454,436	286,110	(129,728)	3,360,118	271,372	(122,872)	3,149,098	273,114	(86,138)	3,100,476	282,681	(62,103)
VPL	8,636,376	785,322	63,531	8,201,053	755,496	93,119	7,876,194	716,471	81,590	7,540,600	680,095	103,279	7,382,127	676,154	128,981
WVML	863,180	189,847	114,462	864,773	174,936	101,971	818,413	163,120	95,421	763,601	149,050	88,518	725,148	143,968	83,233
WhPL	248,029	29,365	19,578	253,472	28,469	20,141	223,510	25,783	18,521	189,298	24,074	17,598	177,651	24,522	17,069
<b>TOTALS</b>	<b>32,143,853</b>	<b>3,894,489</b>	<b>-</b>	<b>30,696,122</b>	<b>3,686,869</b>	<b>-</b>	<b>29,562,806</b>	<b>3,534,133</b>	<b>-</b>	<b>27,898,685</b>	<b>3,302,123</b>	<b>-</b>	<b>27,243,499</b>	<b>3,242,373</b>	<b>(0)</b>

# Public Library InterLINK

## DRAFT Compensation Model - 2019

(using latest available PLSB pop. numbers & adjusting population for indicated libraries to 75%;  
2018 Projected Circulation Activity; Membership Levy based on Data and Budget inputs for 2019)  
(using \$0.50 per Net Loan)

### Schedule C - p. 1

<b>PROJECTED CIRCULATION ACTIVITY FOR 2018</b>							
<b>Library</b>	<b>Population 2018</b>	<b>Adjusted pop. 2018 (Lib. w/ pop.under 20K @ 75% FVRL @ 50%)</b>	<b>Items Lent 2018 PROJECTED</b>	<b>Items Borrowed 2018 PROJECTED</b>	<b>Net Activity 2018 PROJECTED</b>	<b>Net Lender Income \$0.50/net item PROJECTED (0.40/item fr. subsidy)</b>	<b>Net Borrower Levy at \$0.10 per net item PROJECTED</b>
BIPL *	3,623	2,717	899	13,062	(12,164)		1,216
BPL	234,433	234,433	672,631	354,962	317,668	\$ 158,834	
CPL	150,208	150,208	205,089	440,127	(235,038)		23,504
FVRL **	752,355	376,178	285,863	525,055	(239,192)		23,919
GibPL *	11,967	8,975	13,074	24,402	(11,328)		1,133
LALA *	4,468	3,351	43	528	(485)		49
NWPL	73,928	73,928	113,854	177,444	(63,591)		6,359
NVCL	54,502	54,502	128,631	244,356	(115,725)		11,573
NVDPL	88,197	88,197	222,091	191,896	30,194	\$ 15,097	
PemPL *	6,524	4,893	1,697	10,620	(8,924)		892
PMPL	33,857	33,857	220,485	113,034	107,451	\$ 53,726	
RPL	219,273	219,273	226,393	160,612	65,781	\$ 32,890	
SecPL *	17,425	13,069	19,433	16,093	3,339	\$ 1,670	
SqPL *	21,081	15,811	4,866	10,033	(5,167)		517
SL	556,709	556,709	282,681	344,784	(62,103)		6,210
VPL	658,131	658,131	676,154	547,173	128,981	\$ 64,491	
WVML	47,292	47,292	143,968	60,735	83,233	\$ 41,616	
WPL *	11,197	8,398	24,522	7,454	17,069	\$ 8,534	
<b>TOTALS:</b>	<b>2,945,170</b>	<b>2,549,921</b>	<b>3,242,373</b>	<b>3,242,373</b>	<b>(0)</b>	<b>\$ 376,858</b>	<b>\$ 75,372</b>

\* population adjusted to 75% for Bowen Island, Gibsons,  
Lillooet, Pemberton, Sechelt, Squamish & Whistler

\*\* population for FVRL is adjusted at 50%

Only net  
borrowers pay  
this levy

**Public Library InterLINK**  
**DRAFT - Compensation Model - 2018**  
**Schedule C - p. 2**

<b>2019 MEMBER LEVIES &amp; NET BORROWER LEVY</b>						<b>2018 COMPARISONS / VARIANCE</b>		
<b>Library</b>	<b>Memb. Levy by Adjusted Pop. on \$100K ILINK Reference Grant to VPL</b>	<b>Member Levy (less \$100K ILINK Ref. Grant to VPL)</b>	<b>Total 2019 Member Levy</b>	<b>Projected Net Borrower Levy at \$0.10 per net item</b>	<b>Total 2019 Member Levy + Projected Net Borrower Levy</b>	<b>Total 2018 Member Levy</b>	<b>2018 Member Levy &amp; Actual '17 Net Borrower Levy</b>	<b>Variance betw. 2019 Memb. Levy + Proj. Net Borr. Levy &amp; 2018 Memb. Levy + Actual Net Borr. Levy</b>
BIPL *	\$ 144	\$ 459	603	\$ 1,216	\$ 1,819	\$ 660	\$ 1,947	\$ (128)
BPL	\$ 12,392	39,590	51982	-	\$ 51,982	55,628	55,628	(3,646)
CPL	\$ 7,940	25,366	33306	23,504	\$ 56,810	33,302	59,530	(2,720)
FVRL **	\$ 19,885	63,527	83412	23,919	\$ 107,331	86,350	107,479	(148)
GibPL *	\$ 474	1,516	1990	1,133	\$ 3,123	2,155	3,655	(532)
LALA *	\$ 177	566	743	49	\$ 792	719	767	25
NWPL	\$ 3,908	12,485	16393	6,359	\$ 22,752	16,968	21,642	1,110
NVCL	\$ 2,881	9,204	12085	11,573	\$ 23,658	12,780	24,049	(391)
NVDPL	\$ 4,662	14,894	19556	-	\$ 19,556	21,011	21,011	(1,455)
PemPL *	\$ 259	826	1085	892	\$ 1,977	1,038	1,886	91
PMPL	\$ 1,790	5,718	7507	-	\$ 7,507	8,019	8,019	(512)
RPL	\$ 11,591	37,030	48621	-	\$ 48,621	47,396	47,396	1,225
SecPL *	\$ 691	2,207	2898	-	\$ 2,898	3,217	3,217	(319)
SqPL *	\$ 836	2,670	3506	517	\$ 4,023	3,676	4,310	(287)
SL	\$ 29,428	94,015	123442	6,210	\$ 129,652	123,804	132,418	(2,766)
VPL	\$ -	111,142	111143	-	\$ 111,143	116,112	116,112	(4,969)
WVML	\$ 2,500	7,986	10486	-	\$ 10,486	10,852	10,852	(366)
WPL *	\$ 444	1,418	1862	-	\$ 1,862	2,214	2,214	(352)
<b>TOTALS:</b>	<b>\$ 100,000</b>	<b>\$ 430,620</b>	<b>\$ 530,620</b>	<b>\$ 75,372</b>	<b>\$ 605,992</b>	<b>\$ 545,900</b>	<b>\$ 622,131</b>	<b>(16,139)</b>

VPL does not participate in this levy; FVRL discounted to 50% and libraries with population under 20k to 75%

-2.80% change to total Memb. Levies vs. 2018 Budget





## Burnaby Public Library

### BRANCH / DEPARTMENT MANAGER'S REPORT

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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JANUARY 17

**SUBJECT:** YEAR-END SNAPSHOT OF ACTIVITY MEASURES

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#### RECOMMENDATION:

**THAT** the Board receive the following report for information.

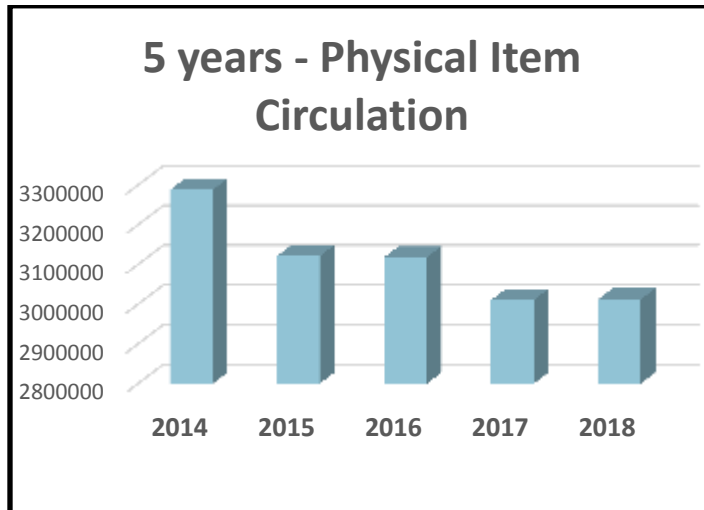
### REPORT

#### **2018 Highlights**

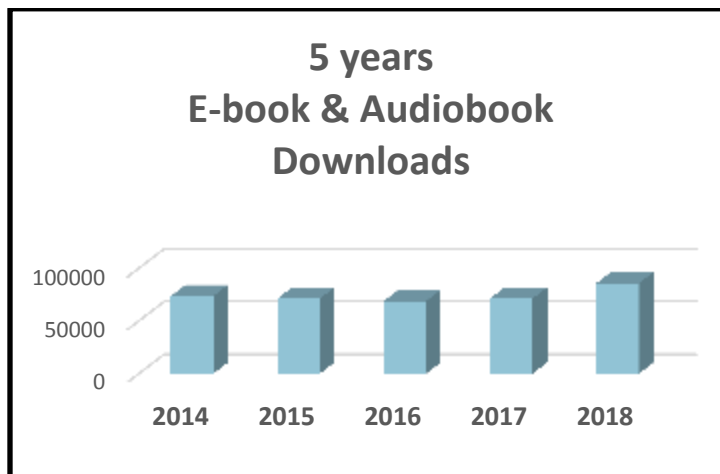
- We were visited in person more than 1,800,000 times.
- We loaned more than 3,097,000 physical or downloadable items.
- We issued 23,078 new cards.
- We answered more than 223,000 questions.
- We offered 1,762 programs attended by nearly 62,000 people.
- Community groups and individuals made use of our program rooms and group study room more than 4,000 times.

## Borrowing

In 2018, we loaned 3,011,996 physical items, a .1% increase over 2017 numbers. This is the first time physical item circulation increased year-over-year since 2010.



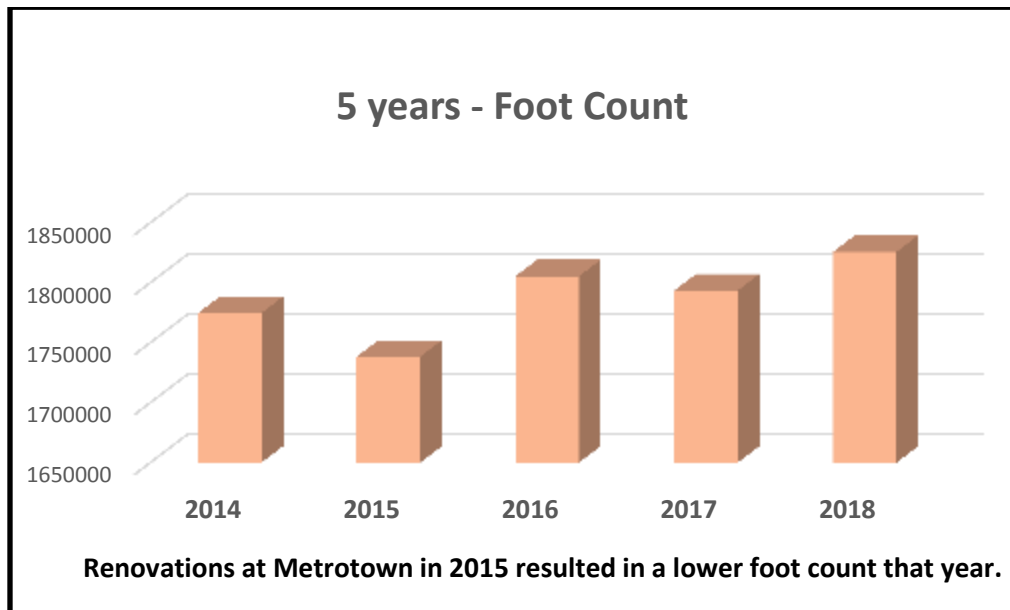
We loaned 54,164 e-books (an 11% increase from 2017), and 31,656 audiobooks (a nearly 40% increase from 2017).





## Visits

Footcount remained relatively steady in 2018 at 1,825,621, a slight 1.8% increase over 2017.



## New Users

In 2018, we issued 23,076 new library cards, up from 17,623 in 2017 – a 31% increase. This increase is likely due to the introduction of the Access Card and Computer-Use Card.

## Questions asked

We answered 223,768 questions in 2018, a 10% increase from 2017.

## Room Use by Community Groups

Room use by community groups increased significantly due to renovations at Metrotown, which added two community rooms. In 2018, 4,225 patrons used community rooms, compared to 1,915 in 2017 – a 120% increase.

Heidi Schiller  
ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY





# Burnaby Public Library

## BRANCH / DEPARTMENT MANAGER'S REPORT

**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JANUARY 17

**SUBJECT:** BANS AND INCIDENTS IN 2018

### RECOMMENDATION:

**THAT** the Board receive for information the following report on the numbers and lengths of bans in 2018 at Burnaby Public Library Branches.

### REPORT

The following table shows the number of incidents at BPL Branches in 2018 and 2017, including incidents that led to bans. These incidents are recorded in the Library's Bans and Problem Behaviours Log, which assists staff in tracking types of disruptive behaviours as well as recurring issues with particular patrons that may result in a conversation with a branch manager or department supervisor, or a ban.

Branch	Total 2018	Total 2017
MT	78	93
M	40	62
TD	21	52
CA	16	17
<b>TOTALS</b>	<b>155</b>	<b>224</b>

The below table shows the lengths of bans issued in 2018 by branch, followed by the same breakdown for 2017.

2018						
Branch	Day	Week	1 Month	3 Months	> 3 months	Indefinite
MT	10	6	4	1	1	1
M	3	0	3	2	1	2
TD	0	2	1	1	0	2
CA	2	0	1	0	0	5
<b>TOTALS</b>	<b>15</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>10*</b>

*\*Indefinite bans included multiple incidents with the same individual patrons.*

<b>2017</b>						
<b>Branch</b>	<b>Day</b>	<b>Week</b>	<b>1 Month</b>	<b>3 Months</b>	<b>&gt; 3 months</b>	<b>Indefinite</b>
MT	8	6	2	3		1
M	3	7	2	7		
TD	2	3				
CA	1		1		1	1
<b>TOTALS</b>	<b>14</b>	<b>16</b>	<b>5</b>	<b>10</b>	<b>1</b>	<b>2</b>

Finally, the below table is a breakdown of total bans by branch. There were 48 bans system-wide in 2018 – the same number as in 2017.

<b>Branch</b>	<b>2018 total bans</b>	<b>2017 total bans</b>
MT	23	20
M	11	19
TD	6	5
CA	8	4
<b>TOTALS</b>	<b>48</b>	<b>48</b>



Heidi Schiller  
ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY

# Library Services Strategy - Action Plan 2015-2018 – January 2019 Completion Report

This report summarizes the status of actions and initiatives undertaken to realize the strategic directions in the Burnaby Public Library 2015-2018 Library Services Strategy.

## Excite and Engage the Community's Curiosity and Imagination

Action	Status	Details
Develop a Library Logo and Library Branding Statement	Complete	Be Curious slogan adopted and used in multiple formats (posters, web sites, van decal) (2016). Current logo retained.
Have the library's Outreach Van on the road by the end of 2015	Complete	Completed 2015. Outreach van made multiple visits in 2016; very prominent at community events
Use the 60 <sup>th</sup> Anniversary and Learning Festival, both happening in 2016, as an opportunity to explore non-traditional types of programming and evaluate their success.	Complete	800 hours of librarian time used to creatively and innovatively explore new programming opportunities. Target of 60 Outreach visits for 2016 exceeded.
Develop a marketing plan and communications strategy for the Library	Ongoing	Project delayed centralization of City of Burnaby communications department in January 2018. Consultant hired December 2018. Project scheduled for completion Q1 2019.
Use social media to promote unique and special, weird and wonderful material found in the library's collection.	Complete	Book Face Friday in 2016 and 2017. New picks promoted in 2017 using basic animation to enliven the display and tagging authors to generate conversation.
Develop tools and guidelines to focus and coordinate adult programming	Complete	Completed in 2018. Programming team in place as of September 2018. New guidelines in effect January 2019.
Provide physical and virtual spaces for patrons to engage with each other	Complete	Metrotown first and second floor renovations complete. Continuing efforts with social media to encourage dialogue and sharing.
Review children's outreach and programming priorities	Not done	No formal review done. Potential to revisit in 2020.
Purchase and outfit a book bike	Complete	Burnaby Pedal Library launched summer 2018

## Encourage Readers and Learners

Action	Status	Details
Engage with community members to discover barriers to library use and implement suggestions where feasible.	Complete	Low-barrier card introduced in 2017. Community work focus shifted in 2017 to focus on building relationships with community members. Additional community librarian hired in 2018.
Develop, define, communicate and practice a service ethic that reflects the Library's values	Ongoing	Code of conduct revision approved by BPL Board in 2018. Work to continue in 2019 to develop a service model that emphasizes flexibility and inclusion
Develop more meaningful measures of determining the library's value to the community	Complete	Library economic valuation measures not adopted following feedback from City Manager. Review of library statistics in 2018 to align with 2019-2022 strategic plan.
Improve the library web site	Ongoing	Consultant hired 2018 and preliminary work complete. Content revision begun in 2018. Redesign with new content to be completed 2019.

## Embrace Change and Infuse the Library with New Energy

Action	Status	Details
Work with the union and staff to reimagine the work of library staff.	Ongoing	All-staff meeting in March 2017; ongoing meetings with staff as part of strategic planning. Standing item on Labour Management. Work is ongoing but as of 2018 more focused (eg examining questions project).
Survey staff to better understand the organization's learning culture	Complete	22 learning culture focus groups held in 2016. Increased opportunities for internal and external staff training in 2017 and 2018.
Establish a staff working group to evaluate the library's internal communication and recommend changes	Complete	Working group surveyed 154 staff using online and print surveys. Report completed August 2016. Improved access to online communication for pages and BSWs. Stand-up meetings introduced in 2018.
Identify and implement more efficient working practices	Ongoing	Four staff attended Lean training in 2018. Lean techniques and approaches piloted at Cameron in 2017-2018. Ongoing work.
Examine questions asked in the library and develop recommendations	Ongoing	Staff survey, question tracking and observation in 2018. Report completed in December 2018. Implementation in 2019 operational plan.
Plan a reduction in the size of storage collections	Ongoing	Staff working group established and principles developed. Work of reducing collections in 2019 operational plan.
Develop a core suite of digital literacy programs and purchase equipment to support digital needs of Burnaby residents	Complete	Coding, robotics and alternative reality programming introduced in 2018. Digital literacy programs part of implementing new programming model in 2019 operational plan. Exploring options to lend technology in 2019 operational plan.
Develop a new Strategic Plan	Complete	2019-2022 Strategic Plan approved 2018
Develop a plan for Metrotown workspaces	Ongoing	Consultant hired in 2018. Final report expected January 2019. Renovation of spaces in 2019 operational plan.







**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JANUARY 17

**SUBJECT:** 2019 OPERATIONAL PLAN

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### RECOMMENDATION:

**THAT** the Library Board receive this report for information.

### REPORT:

In 2018, the BPL Board developed a 2019-2022 Strategic Plan that guides the work of Burnaby Public Library. Senior staff developed a 2019 Operational Plan, which outlines key initiatives that we'll undertake. This plan was sent to staff for input and feedback. In January, staff will be assigned to each initiative and we'll develop timelines and deliverables.

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### Connect with Community

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#### ***Audit our circulation policies to simplify and remove barriers***

BPL's circulation policies are complex, prohibitive and prescriptive. They can be difficult for patrons (and sometimes staff) to understand. They can create conflict with individuals in our community. Staff can find explaining policies uncomfortable, and the policies themselves hard to justify and "defend."

This action will involve staff and community members in auditing our circulation policies to

- identify and address library barriers to use, including fines
- align policies with BPL values
- streamline policies and make them easier to understand for both staff and patrons
- empower staff to use their judgment, to listen and respond to patron's needs, and look for flexible approaches to meet patron and library needs

Deliverables include staff training, a revised circulation manual, and a business case that outlines the costs and benefits of eliminating fines.

#### ***Develop and implement a new code of conduct and service model that emphasizes flexibility and inclusion***

Over time, BPL has developed a series of rules to manage our services and people. While many people find our services welcoming and our staff approachable, others are confused by our multiple service points and complex procedures. An examination of our customer service approach was scheduled for 2018, but although some primary investigation work has been done, other priorities mean that this work has not begun in earnest.

A shift to a more flexible and inclusive approach would commit us to welcoming every person, to actively questioning our assumptions about others, and to look at places where BPL policies

and rules create systemic barriers. Simple customer-service concepts rather than a detailed manual would guide the work of staff, who would be empowered to take ownership of patron questions. Staff training and opportunities for feedback and input are integral to the success of this initiative.

### ***Decentralize Home Library & Accessible Service***

Home Library service and Accessible service patrons receive excellent service from the staff in Home Library & Accessible Service. Patrons who want to find out more about the services offered, sign up for book deliveries or browse the collection must come to the Metrotown third floor during weekday business hours.

Decentralizing HLAS would improve access for patrons and improve knowledge and promotion of our services amongst staff across all branches. Communication and training would be needed to make sure that HLAS patrons continue to receive personalized service and support and that staff feel confident in sharing information. Home delivery service will continue to be centralized.

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## **Encourage curiosity and exploration**

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### ***Implement the new programming model***

A new programming model for adult programming was developed by staff in mid-2018. The model aims to focus adult programming efforts, streamline our work, and improve evaluation. The ultimate goal is more meaningful work for staff, and programs that better reflect and respond to the interests and needs of the community. In fall 2018, program leads were selected and began work on the new model, which will be fully operational by January 2019. Continued resources and attention need to be provided to this work so that the goals of the adult programming review are met.

### ***Explore options to lend technology inside and outside library branches***

Staff work on the 2018 digital literacy project led to an exploration of options for lending technology for use in the library and for checkout. In particular, a curiosity collection has been developed to allow patrons to borrow tools that help them learn coding, robotics and circuitry, which will launch in early 2019. Staff are also exploring the possibility of loaning Wi-Fi hotspots outside the library, and loaning laptops and tablets inside the library.

### ***Reduce the size of the storage collection***

Staff are currently developing a plan to reduce the size of the storage collection at Metrotown and McGill branches to enable the Metrotown west storage room to be converted into public space. The project will also streamline BPL's collection so that it is more responsive to community needs. In 2019, staff will begin implementing the plan, with the goal of completing the weeding project by mid-2019.

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## **Create welcoming and innovative spaces**

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### ***Develop a vision for a new Cameron branch***

Work on replacing the Cameron branch is scheduled to begin in 2019 or 2020. In advance of working with Parks and Planning staff at the City of Burnaby, BPL needs to develop a clear vision for the new branch, including facility, service and staffing priorities.

### ***Renovate Metrotown staff spaces***

In 2018, a consultant was hired to develop a plan to reimagine staff spaces at the Metrotown branch. Renovating the workspaces as a whole enables us to plan for potential future needs and workflows and not just the current space needs of current departments. The consultant is

presenting the plan to staff in January 2019. Next steps will be costing and sequencing the work, and beginning the renovations themselves.

***Develop a plan for Metrotown public spaces, including the west storage room***

In 2019, the storage collection is being reduced to free up the west storage room at the Metrotown branch. Ideas for the use of this space include a digital learning space for both basic computer literacy classes and more advanced and creative work, such as sound and video recording, digitization and digital creation. We also know that the Metrotown children's area is crowded, and that the branch lacks adequate and defined space for teens. Rather than design the west storage room in isolation, this project will work with staff and the community to plan the Metrotown public areas.

***Explore opportunities to deliver library services outside our branches***

BPL has four well-used branches that serve patrons in all four quadrants of Burnaby. Our statistics show that library users cluster around these branches, suggesting that there is lower library use from community members who do not live close to a library branch. In 2017 and 2018, we began preliminary work on options for serving isolated pockets of the city (like SFU) and rapidly growing areas (like Brentwood) without building additional library branches. Options being explored include partnering with SFU to allow Burnaby mountain students and residents to pick up holds at SFU library; partnering with the Brentwood Community Resource Centre to offer library programs and services at the Centre; and investigating costs and potential locations for automatic holds pick-up dispensing machines.

***Redesign the website***

In 2018, BPL staff audited the website to identify key issues and a content team was formed to begin to rewrite web pages. A consultant was hired to develop a plan for a new website. In 2019, staff will continue to work with a consultant on redesigning the new website, with the goal of completing the work by the end of 2019.

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**Invigorate people & culture**

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***Increase staff training opportunities***

Staff are at the heart of everything that BPL does, and ensuring that staff have the training and support they need to be successful in their work is key to the success of BPL. As roles change, the need for training increases. In 2017 and 2018, staff were encouraged to pursue more training opportunities, including library and City of Burnaby training, webinars and conferences. In 2019, we will increase training opportunities that help staff do their day-to-day work, experiment with different and innovative ways of working, and explore new ideas and services.

***Develop and begin to implement a revised public service staffing model***

In 2018, staff examined questions asked in the library. Preliminary results from this work show that many of the questions currently answered at information desks do not require specialist librarian training and knowledge. Some patrons require in-depth assistance with information, research or technology that we are unable to provide using our current model. Staff also lack time to effectively manage the library collection, develop meaningful programs, and build relationships with community members. BPL also has need for staffing in areas such as technology assistance, research and measurement, and marketing.

Revising the public service staffing model is a big undertaking that has the potential to touch most positions and staff in the library. There is no perfect model, and the model chosen for BPL must reflect our values and our ongoing commitment to in-person service. Although some staff will welcome a change in their role, others will have concerns and reservations. Developing a new model must involve staff from across the library, and include CUPE 23 throughout the process.

***Develop a community asset map***

BPL staff are currently working with staff in social planning and IT, and with community organizations, to develop a community asset map that will help us map and understand our community, will be a tool for the community itself, and will strengthen our partnerships. Planned-for deliverable in 2019 is a community asset map and a process to keep it current.

***Review our hiring practices to align with library values and strategic directions***

Staff experience of BPL starts before we even hire them into the organization. This action will review our interview processes to ensure alignment with library values and current strategic directions. We will identify core skills and abilities that we want from new staff, and ensure that we're interviewing for these skills every time. We will remove interview questions from our questions bank to ensure we aren't asking questions that reflect (and communicate to candidates) outdated ways of working and thinking. We will look at ways of hiring for diversity, so that our staff more closely reflect our community, and at hiring for diverse perspectives, so that we bring many voices and lenses to the decisions that we make as an organization. We will look at how we allow candidates to get to know BPL work and culture as part of the hiring process, and how we make sure that we're hiring the right candidates and not just candidates who perform well in interviews.

***Provide training and education to staff and trustees to deepen our learning of the principles of Truth & Reconciliation***

Staff and trustee training and education is a vital first step towards working respectfully with our indigenous community members and in recognizing BPL's role in Truth & Reconciliation. In 2019, we will deliver training in each of our four branch locations.

***Develop a marketing & communications strategy***

BPL needs to determine a strategy for marketing and communications so that we can better promote the library and our services, and communicate more effectively with our patrons and with the broader community. Part of this strategy will identify which work we can and should do internally, and which we should do in partnership with the City of Burnaby's Communications department. BPL has engaged a consultant to do this work, which will begin in January 2019. Staff and patrons shared many ideas of ways to promote our services, and ideas of which services we should be promoting. Ideas include better outside signage for library branches to clearly identify where our libraries are; digital signage to promote our services; and adoption of plain language principles in our communication. Work on these ideas may begin in 2019, guided by the new marketing & communications strategy.



Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



## BRANCH / DEPARTMENT MANAGER'S REPORT

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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JANUARY 17

**SUBJECT:** IMPACT OF FINE AND FEE REDUCTION IN 2018

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### RECOMMENDATION:

**THAT** the Board receive the following report for information.

### REPORT

Beginning January 1, 2018, the Library reduced DVD fines from \$1 to 30c per day, and eliminated Holds fees.

When the Board approved these changes, the estimated revenue loss for 2018 was \$48,600. The actual revenue loss in 2018 \$40,750.

Total fines and fees revenue decreased by 16% overall in 2018, from \$247,440 in 2017 to \$206,690.

The following report shows the impact of these two changes to circulation statistics and fine revenue, as well as background on the rationale for the policy change.

### **DVD Fines**

Despite the reduction in fines, DVD circulation decreased by 5% from 552,848 in 2017 to 524,329 in 2018. This is similar to the 5.7% reduction in circulation in 2017 from 2016.

Total DVD fines decreased by 45%, from \$57,394 in 2017 to \$31,577 in 2018.

### ***Background***

Prior to 2018, DVD loans were levied at a higher level because they were an expensive and in-demand collection, and because the loan period is seven days, compared to 28 days for books and CDs. In 2017, demand for DVDs continued to be high, but circulation was on the decline, while general circulation remained stable.

DVD fines represented the biggest fine complaint from patrons, and staff strongly supported the reduction. Additionally, staff reported that the reduction of DVD fines would likely have a positive impact on low-income patrons, who disproportionately use the DVD collection as they may be less likely to have access to the Internet or movie streaming service

At the time, staff felt that a reduction in DVD fines could potentially result in an increase in circulation of the collection, due to anecdotal information from patrons who did not check out DVDs because of the risk of incurring high fines.

### **Holds Fees**

In 2018, holds increased by 9%, from 445,814 in 2017 to 484,380.

### ***Background***

Prior to 2018, patrons were entitled to 60 free holds each year, and were charged 50 cents for each additional hold, excepting holds on items that were on the library shelves.

Predicted impacts of eliminating holds fees included:

- Potential increase in circulation if patrons borrow more material
- Save staff time in replacing free holds, for example if a patron cancels a hold, and in explaining the fine structure
- Potential increase in staff workload, although senior clerks believed it would be manageable
- Potential space issues on holds shelves in branches
- Would benefit only a small number of patrons: in 2016, only 98 patrons used up their 60 free holds



Heidi Schiller  
ASSISTANT DIRECTOR, PUBLIC SERVICE  
BURNABY PUBLIC LIBRARY



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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JANUARY 17

**SUBJECT:** MANAGEMENT CHANGES – SUMMARY

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### RECOMMENDATION:

**THAT** the Library Board receive this report for information.

### REPORT:

In 2018, the Chief Librarian reorganized BPL management staff positions to take advantage of upcoming retirements. As of February 4, 2019, many staff will be in new positions. A complete list of management staff is below. All report directly to the Chief Librarian:

- **Assistant Director, Public Service:** Heidi Schiller (new to BPL as of January 2, 2019)
- **Assistant Director, Collections & Technology,** Trish Mau (promotion from Branch Manager, Metrotown)
- **Manager, Technical Services:** Miriam Moses (continues in position until retirement at end February to provide overlap with Assistant Director, Collections & Technology)
- **Branch Manager, Metrotown:** Elizabeth Davies (temporary, 6 months)
- **Branch Manager, Tommy Douglas:** Linton Harrison (temporary, 6 months, to cover Roberta Summersgill medical leave)
- **Branch Manager, Cameron:** Ryan Tegenfeldt (temporary, 6 months, to cover Elizabeth Davies promotion to Metrotown)
- **Branch Manager, McGill:** Jorge Cardenas (temporary, 6 months, to cover Linton Harrison transfer to Tommy Douglas)
- **Finance & Administrative Service Manager:** Lindsay Jang

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

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY







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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JANUARY 17

**SUBJECT:** QUARTERLY REPORT: OCTOBER TO DECEMBER 2018

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### RECOMMENDATION:

**THAT** the Library Board receive this report for information.

### REPORT:

#### EXCITE AND ENGAGE THE COMMUNITY'S CURIOSITY AND IMAGINATION

##### Technology programs

This fall the children's department continued providing technology programs. As with all new endeavours there were some technical and logistical glitches, but the department is working together to address these issues, and the response from the public has been great. Jon Scop conducted Metrotown's second Fun with Electronics program. It was well-attended with a long waiting list. Participants made little vehicles which moved forward or in circles when light from a smart phone was shined on a light sensor. At Tommy Douglas there were two sessions of Tech Play: Fun with sferos and two sessions of Tech Play: Fun with Osmos. One child, who has autism, attended the program with his older brother. The older brother said he was happy to be able to work through the different stages of the game with his younger brother and they had an excellent time. It was fun getting to see so many families bonding over the technology.



### **Teen tech**

Teen Tech Night at Cameron featured a sphero obstacle course that teens had to program their way through, a sphero jousting tournament, and a Virtual Reality (VR) station. The teens reported that the VR station was their favourite, and gave some recommendations for options we could add at the next tech night. Half of the participants stayed after the program was over to talk about tech and socialize with each other. Through a partnership with the Edmonds Youth Centre, teen librarians brought spheros to Edmonds Community School for a big buddy program where teens spend time with younger students. The buddy pairs experimented with driving and programming the spheros.

### **Teen Art Contest**

The Teen Art Contest encouraged teens to interpret the theme “Rise Up” to create art for Teen Summer Reading Club 2019 promotion. We had great cooperation from teachers and teacher-librarians this year. Teen Librarian Ashley Dunne promoted the contest to 260 grade 8 & 9 students at a talk about our e-resources and was invited to specifically speak about the contest to four classes at one school, while a teacher at another school based a project on the “Rise Up” theme and encouraged 15 of his students to enter the contest with their work. The teacher-librarian at the Burnaby Youth Custody Services Centre brought one incarcerated teen’s artwork to the library, with a teacher of the teen reaching out to the teen’s guardian to secure the proper permission forms. In total, the art contest had 46 eligible entries, a 200% increase from last year.

### **Burnaby Neighbourhood History: Free Speakers Series and Walking Tours**

October marked the end of another successful Burnaby Neighbourhood history walks and talks series, held annually in partnership with the Burnaby Village Museum and the Burnaby Historical Society. The topics varied from local gardening and food tours to history and architecture. The series received some attention from the CBC regarding the Political Prisoners & Resisters at Oakalla talk. Speakers shared stories about Japanese Canadians who served time for resisting internment during the Second World War, and stories about Indigenous prisoners, including the imprisonment and extradition of Leonard Peltier in the 1970s. Attendees of the Chinese Canadian Stories talk at the Metrotown Branch said that it was a “wonderful series” that they look forward to each year, and said they appreciated the reflections made during the talk. One attendee thanked the library for working collaboratively with community groups in the city, and several attendees said they wished they could have attended more of the talks in the series.

### **Shelf talkers at Metrotown**

“Shelf talkers” are small signs that are designed to get attention and provide a visual break from the view of spine-out books in libraries. They’re used in the fiction stacks at Metrotown and provide brief reading recommendations for patrons as they are retrieving titles they know they want or just browsing. Library users can pursue reading suggestions on the spot, or take a quick photo of the shelf talker with their phone for future reference. In 2019, the branch is planning to update existing shelf talkers and add new ones both in and beyond the fiction area. Fiction supervisor Georgina Flynn is working with graphics technician Tina Artuso to create a new format that is more lively and easier to see and read in the fiction stacks.

### **Community Asset Map**

In collaboration with the City of Burnaby’s Social Planning department and the Community Schools, Community Librarians started working on a Burnaby Community Assets Map. The first stage focused on surveying and collecting information about services in the North East Quadrant. Many partners have joined the project and see it as an opportunity to connect with other organizations, engage in conversations, discover new services and create a sense of community.

### ASL storytime

BPL's bilingual English-American sign language storytimes continue to have significant impact on children and families. Librarian Randi Robin followed up with one family who are deaf and who requested reading help. She spent an hour with the family, supported by two student interpreters from the Douglas College interpretation program, found resources like graphic novels about school, and showed the family how to navigate the catalogue and place holds. Randi also talked at length with another family whose six-year-old son is deaf. English is the family's second language, which leads to additional challenges in learning ASL. The son is really excited to come to storytimes, which provide the family an opportunity to enjoy stories together, and for the son to socialize with friends. The family told Randi, "before, he was always by himself and a little bit lonely."

### First Nations storytelling

Squamish First Nations author Lisa Lewis visited Tommy Douglas for two storytelling sessions, each containing a drumming song, a reading of her story *Tsunaxen's Journey* and a beautiful canoe necklace craft. These readings were partly funded by the InterLINK youth committee. The first session was for children ages 3 to 6 and included families from the Edmonds and Stride Strong Start Centres. The second session was targeted towards school age children and included two classes from Morley School and families from the Mosaic Family Centre. Lisa did a fantastic job and it was wonderful seeing families from many different backgrounds interact with each other. Lisa's message of being thankful and welcoming was appreciated by all in attendance. Below is a photo of some of the items Lisa displayed.



### **Christmas sing-alongs**

Librarians led Christmas sing-alongs at McGill and Tommy Douglas branches. One patron commented, "Loved the Christmas Sing-a-long last night. Very festive and joyful. Totally enjoyed it."

### **Community connections**

While attending English language conversation circles run by different settlement agencies, Community Librarian Nicole Sousa found herself seeing the same familiar faces. After spending some time with members of the circles over two separate visits, she was then invited by a group of women to attend a meeting they called "Afghan Seniors Program". This was an unofficial meeting of a large group of women who had established their own regular gathering for conversation, prayer and food. Nicole was able to attend a meeting and spend time with the group talking about library services, making new library cards, hearing suggestions and learning more about this specific community. Without the connections made at the conversation circle visits, the library would not have been invited to attend this meeting or even known of its existence as a space for community gathering.

During a visit to a women's support group, Community Librarian Nicole Sousa spoke to a small group of women from many different countries such as Iran, China, Japan, South Korea and Tajikistan. They discussed all kinds of library services, including many that the group did not know were available despite being library users. The group members were very excited about the different programs and databases they were able to use for free. Over the course of the conversation the women also gave Nicole many suggestions about what they would like to see in the library both in terms of collections and programming. Both Nicole and the group members were able to learn something new about their community through this conversation.

### **New Microfilm/fiche reader at Metrotown**

A new microfilm/fiche reader was installed to replace an older model at the Metrotown Branch this quarter. Previously patrons had to choose between an older film reader and a newer one, and staff were challenged to learn and instruct on two different ways of accessing microfilm and fiche. The new reader means patrons no longer have to choose between two types of machine – there's one set of straightforward instructions, and the same features available on both. Patrons can view, print, scan or email newspaper articles, reports and other documents on each. Microfilm continues to be well used at the branch by residents doing genealogical or other research, and for school and personal projects. The branch also has an extensive collection of historical newspapers in its collection and frequently requests microfilm from other institutions for patrons through interlibrary loan.

### **Fresh start for a 10-year-old borrower**

Metrotown staff connected with a 10-year-old boy in December who disclosed he had significant fines and had been unable to borrow material from the library for some time. He explained he had been unable to return books he believes his family placed in a storage locker almost a year ago. Branch Manager Trish Mau and Circulation Supervisor Kerry Strain discussed his situation, removed his fines, and phoned the boy to let him know. At age 10, he's visiting the library unaccompanied, which was not his situation in the past. Our hope is that he'll return books on his own now that he's old enough to do so, and feel comfortable talking to staff if issues arise for him again.

### **Library Champions**

Cameron Branch hosted a Library Champions cycle this fall/winter. New immigrants from China, Afghanistan, Iran, Vietnam and Latvia learned about the library services offered by Burnaby Public Library and about public speaking and engagement. Library Champions have been giving presentations to LINC classes, community groups, friends and neighbours to ensure that other

newcomers to Burnaby are aware of the rich array of services offered by public libraries. Due to limited space at the Cameron Branch and in an effort to attract Library Champions with daytime commitments, the sessions have been taking place on Friday evenings when the library is closed.

### **Family storytimes**

Family storytime is a type of storytime often offered on weekends or evenings, allowing working parents to participate. These programs are often the first time that a child attends a group experience at the library. Unlike weekday storytimes, family storytimes are open to a wide age range, from 18 months to 6 years, so librarians have to be resourceful and creative to keep all children engaged and to have stories, rhymes and storytime techniques that work for everyone. The fall sessions at McGill were well attended with a number of families new to the library. Librarian Kathryn Lee introduced poems by AA Milne and Robert Louis Stevenson, and the year ended with Kathryn and Carol Belanger's puppet version of "The King's Breakfast."



### **Services to a homeless patron**

Information desk staff at the Metrotown Branch were approached in December by a regular patron who sleeps outside, regarding a book he remembered from many years ago about an "evil car." Staff understood he was looking for the 80s horror classic *Christine* by Stephen King. The patron was happy to hear the library had copies in branch. At the end of the evening, he appeared at the desk with a proud smile on his face and reported that he had read 45 pages and would come back to read more tomorrow. To make it easier for him to get the book and continue reading the next day, Information desk supervisor Georgina Flynn put the book aside for him at the service desk. She also lightly suggested that he could get a library card that allows him to borrow two items even if he has no ID – but emphasized that library staff are happy to hold a book for him anytime if that's easier for him.

### **McGill programs**

A variety of new programs included a history of the Heights neighbourhood (part of Burnaby Village Museum's Burnaby Neighbourhood History Series), maximizing opportunities at career fairs, and a review of new strata rules. SFU's ongoing Philosopher's Café series tackled topics



such as *Where do you get your news? Do you pay for it?*, *Should religion play a role in politics?* and *How to decide where to put your charity dollars*. McGill's avid readers attended BPL book discussion circles, Librarian's Choice: Mystery Night and three author visits.

### **Tommy Douglas creativity**

Children's librarian Jamie McCarthy brings her creativity to branch displays and to craft programs at Tommy Douglas. Craft programs included an Alice in Wonderland themed program where participants made Mini Hatter Hats, teacups, and the Queen of Hearts' Guards.



### **Notable reference questions**

This quarter, staff helped patrons interested in:

- Groundwater and rainfall levels in BC
- Stained glass windows and church architecture
- The impact of science and religion on society
- The taxonomy of the endocrine system
- Identifying a photograph taken of a boy (the patron's father) holding newspapers in one arm and waving one paper with the other
- Safety information for household lamps

## **EMBRACE CHANGE AND INFUSE THE LIBRARY WITH NEW ENERGY**

### **Edmonds School visits**

The Tommy Douglas branch had two visits from Grade 5/6 Edmonds School classes in December. The visits included a tour of the library, an overview of the website and catalogue, a short book talk and the chance to check out some books. It was excellent getting to put in action the Library's reduced barrier policy around waiving fines for class visits. One student thanked librarian Jamie McCarthy four times after she waived his fines so he could take out a Black Panther graphic novel. He told Jamie that he couldn't wait to read it. Jamie also received an email

from a teacher offering to pay a student's fine, so the student could participate. The teacher was very happy when Jamie replied that we could just waive the fines.

### **Guadalajara Book Fair**

Community Outreach Librarian Jorge Cardenas attended the Guadalajara International Book Fair in November, the second largest book fair in the world and the most important for Spanish materials. Sponsored by the American Library Association, it's both an opportunity to acquire new books directly from the publishers and to connect with editors, authors and librarians from all over North, Central and South America. We were able to learn about publishing trends, strategies for connecting with the Spanish speaking community and we got hundreds of new titles to refresh the Spanish collection. We also purchased books for Surrey and Vancouver libraries, allowing these neighbouring libraries to take advantage of BPL's Spanish-language staff expertise, and hope that this kind of collaboration can happen in the future so that BPL can take advantage of language expertise in other InterLINK libraries.

### **Love & Learn**

Randi Robin, Metrotown Children's Librarian, led a series of workshops called Love and Learn, a program with and at Maywood Community School to encourage families to read to school-age children. This program has been a collaboration over the last several years with two schools in Burnaby. While it is a staff-intensive program, usually lasting six weeks, there are significant benefits. Some parents in the program have a sense of what their children like, but don't necessarily have a way to describe it, so they appreciated learning genre names, and could see that asking for (for example) "a funny book that's as easy to read as Elephant & Piggie" could be a productive alternative to random browsing. Randi also gained a deeper appreciation for what it's like as a parent when your children are being educated in a language you are just learning to read yourself. Jamie McCarthy, who did the program earlier in the year, noticed that the parts the families appreciated most were the time spent together having fun with stories. We will be taking these learnings into the spring as we revise the program.

### **More accessible games and puzzles for children at Metrotown**

Metrotown librarians established a new system for lending games and puzzles to children and families for use in branch. Until recently, games and puzzles were kept behind the children's desk and handed out one at a time to families who would leave their library cards with staff. The games were extremely popular, and staff quickly found themselves handing out game after game at the desk. Beginning in December, children and families can now help themselves to games for children under five in the public area. Games for older kids remain behind the counter, but children and families are no longer being asked to leave their library cards. When they seem surprised, we're telling them we trust them return the items, and there's no need to hand anything over. The branch also did away with asking for library cards to use pop-up books in the children's area. The result is faster service for patrons, and more welcoming and inclusive interactions. Patrons also no longer have to wait for a staff person when they're finished with games and want to retrieve their cards – they can simply leave items at the children's desk if staff are busy helping others. Branch Manager Trish Mau is exploring with staff the possibility of extending this change to other areas of the library, with the aim of requiring library cards for fewer in-library use items across collections.

### **Proportional Representation program**

Professor Max Cameron gave a presentation on proportional representation to a full house at Metrotown in October. The program had so much demand that Professor Cameron agreed to a repeat program in November. Participants said that they had been hungry for information on the complexities of proportional representation options and that the program had helped make their choices clearer. After the program, Professor Cameron commented, "I'm a big fan of the public library as an essential space in our democratic ecology."

### **New Children's shelving and furniture at Cameron**

In December, Cameron Branch closed for 3 days so that new shelving could be installed to house the children's collection. The timeline for the removal and installation of the shelving was really tight and we needed every minute: the installers finished 2 minutes before we were due to re-open. Staff worked very hard during this period, unloading all the shelves, serving library patrons at the door, and then finding homes for the collection on the new shelving. Children's Librarian Jen Bradley and Senior Clerk Denise Kempf coordinated the shelving project, employing their usual flair for design. Some fine tuning is needed but the Children's area looks really beautiful and inviting now. Many families made favorable comments on the Saturday we opened and one woman said that she didn't want to leave. The weekend staff reported that all tree stumps were occupied.



### **Teen services**

The increase in teen librarian hours last summer has enabled teen librarians to connect more often with teens inside and outside the library. Both teen services librarians have noticed that when they are visiting the branches, they are able to have many more meaningful interactions with teens, now that they are more available. They are called out from staff work areas to recommend books and talk about programs, or meet teens while working with the teen collections and spaces at each branch.

Teen librarians between them visited all Burnaby high schools to meet with teacher-librarians and other staff. These visits are an opportunity to find out more about teen needs and to promote teen programs. Teen librarians gave presentations at St Thomas More Collegiate to 260 students in grades 8 and 9 about using e-books and the sphero collection. During one visit, a teen had a fine of \$157 wiped from their card. Teen librarians also visited Stride Elementary around Halloween to tell spooky stories to students in grades 6/7 as part of a focus on engaging teens and soon-to-be-teens in the Edmonds area.

A survey of teens using Metrotown and Tommy Douglas to study gave us useful insight into the needs of teens. Teens would like to see hot beverages (93%), a dedicated study break room (54%), fruit and vegetables (41%), and a therapy dog (32%). Teen librarians are working with the head of Metrotown Reference to brainstorm ideas for a study support program next semester based on the full results of the survey.

### **Translating patron requests with a tablet and an app**

Cameron librarians have been finding the desk iPad very useful. In one particular case this fall, a librarian used the translation feature to help get a new patron a library card and put two books on hold. Afterwards, the patron said in English "Good Service".



### **Teen space improvements at McGill**

Space for teens has also continued to improve this fall. The most significant space for teens in the system is at McGill. There is now a fully equipped nook for teens in the branch with seating, tables for studying, signage, displays and generous room for a very healthy, well used collection, including a new French teen collection and some Spanish graphic novels. To help claim the space for teens, signage is big and bold – a very red, full-height wall in the teen area printed with Teen Space. There are sometimes also challenges. Some teens have been disruptive on and off at the branch. We are grateful that teens see the library as a place to be, but are hopeful that with increased teen services librarian hours we can be more creative and successful reaching these teens.



### **Staff names on badges**

This quarter saw the introduction of names on staff badges at all branches. Supervisors were asked to display their full names on badges, and other staff were given the option of their first names or a generic “staff” badge. The old “librarian” badges were retired in recognition that staff at all levels provide important services to our patrons. Many staff opted to share their first names on badges, and have reported feeling that it provides friendlier and more personal service. They’re also freed from the old “Oh! That’s an interesting name!” jokes that came with the old “Staff” and “Librarian” name badges. Some staff have opted to keep their names private, and appreciated having the choice to do so.

### **Branch meetings**

At their October meeting, senior staff agreed to try a week of short, daily stand-up/check-in meetings for all branches and departments. The Metrotown Branch tried a week of a single branch meeting for all departments, and received overwhelmingly positive feedback from staff on the experience. The meetings were big however, with 30 or more staff often in attendance, and there was strong interest in smaller meetings for departments. The branch has since shifted to weekly big branch meetings, with smaller daily meetings for each unit. The result has been increased opportunity for staff and supervisors to discuss services, programs, issues and ideas. Stand-up meetings are now a daily practice in all four branches.

## KUDOS AND COMMENTS

### Requests and Suggestions:

- Open McGill earlier (at 9am) and Cameron later (to 9pm Fridays)
- Frequent complaints about the reduced temperature in branches, part of the City's efforts to conserve natural gas supplies. The temperature was restored just in time for Christmas!
- Request for longer computer time (currently two hours/day)
- More power outlets
- Longer parking options
- Check in night return items the following day
- A microwave or hot water for tea
- Games and puzzles for children that can be borrowed (not just used in library)
- Video games for both children and adults
- Longer loan periods for DVDs
- Farsi language books at Metrotown (in addition to TD and McGill)
- Talks on exploring local trails
- VHS to DVD converter
- Digitization station (like at Port Moody)
- Complaints about noise at Cameron

### Comments from patrons

Everyone here puts so much love and care into all your programs.

*McGill storytime regular patron*

Alex Anaya-Paiero, a new librarian who began at BPL as a page did a number of storytimes this fall. His first one was at Halloween and he dressed as a sheriff. One mom told us that her 3 year old often asks if the sheriff will be doing storytime.

A patron who received assistance with job search resources delivered a very thoughtful thank you card to staff at the Metrotown reference desk this quarter. The patron was from the US and in Burnaby temporarily, looking for a job as a social worker. Despite some challenges getting settled, he was always in good spirits, determined and really appreciative of staff that assisted him when he came in. He eventually landed a job in the north, and returned to thank staff for always being helpful and available as he navigated this new world of job search and careers.

You never see a Librarian at [neighbouring library system]. Their level of service is in the toilet. But yours is still good!

*Cameron patron*

I'm truly very happy with the service you're providing to the community. Your online service is amazing. Staff at the Cameron location are very helpful and has a beautiful smile on their faces. All the best in 2019.

*Cameron patron*

I had no idea you had all of this stuff [online resources]! You guys need to advertise this better! I could have learned another language by now!

*Community patron*

I love Burnaby's McGill library. It's always so clean, cozy, organized and all the staff are really friendly. I love spending time here and it's a great place to escape if you need a little peace and

quiet. I hope libraries never lose their importance. Truly a gem in this modern day society where a lot of entertainment things involve money.

*McGill patron*

All in all I love Burnaby Public Library's site. It is much better at replicating the delicious feeling of discovery, "browsing the stacks", than seeing what's on the shelves in a branch.

I do enjoy the various "suggestion" displays at the various branches and really liked the "Blind Date" display at McGill last February. I never submitted my review but it was a perfect match. Oh, and, ordering books from other libraries in BC online is painless and not paying for holds is incredible.

*Online patron*

Love that the computer remembers my loooong number each time I log in and that I can see my status almost immediately. Once I figured out how to log out....all was good. Wish I had time to also read the Book Selection of the Month for BPL Bookclub...I only attended one session, but it was very well done. Thanks, too to all your VERY helpful librarians at the information desks. My only trouble is trying to download books onto my Kindle or Apple tablet...as a senior, I am just not getting it. All the rest is Good!

*Online patron*

A handwritten signature in cursive script, appearing to read 'Beth Davies', written in a light grey or blue ink.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY