

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2019 March 21 (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 nations.

PAGE NO.

1. **Motion** to receive agenda

2. **Minutes**

Motion to adopt the minutes of the regular meeting held 2019
February 21 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative**

a) **2019 February 19 Meeting Summary**

1-2

4. **Items Requiring a Decision**

i) **Board Self-Evaluation**

Purpose: To provide the Library Board with a proposed
self-evaluation survey and to seek its approval

3-10

ii) **2019 Capital Bylaw Request**

Purpose: To provide the Library Board with information on a
library project and to seek a recommendation to
Council for a Capital Reserve Fund Bylaw.

11-12

5. Items for Information

i) 2018 Library Services Grant Report

13-22

Purpose: To provide the Library Board with information on BPL's 2018 Provincial Library Grants Report.

ii) BCLTA Trustee Orientation Program

23

Purpose: To provide the Library Board with information on upcoming TOP sessions.

6. Report of the Chief Librarian

i) 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.

7. Other Business

8. Next Library Board Meeting – 2019 April 18 at 7:00pm in the 3rd floor Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

9. Adjournment

Motion to adjourn the regular meeting



**Public Library InterLINK
Board Meeting Summary
February 19, 2019**

The February 19th Board agenda's main topics were the election of the Board Executive, committee appointments, final approval of the 2019 InterLINK Budget and the 2019 Operations Plan and discussion of the 2018 Board self-evaluation and 2019 skills inventory. An orientation session for new Board members and Alternates was held prior to the regular board meeting.

Board Executive:

The 2019 Board Executive was elected by acclamation. They are:

Chair: Greg Down, Surrey Libraries

Vice-Chair: Ian Bateson, North Vancouver City Library

Treasurer: Ron Shimoda, West Vancouver Memorial Library

Committee Appointments were:

Executive: G. Down, I. Bateson, and R. Shimoda

Governance and Planning (GPC): I. Bateson, Josie Chuback (Whistler Public Library) and Bill Lawrie (Port Moody Public Library).

Finance: R. Shimoda, Katy Alkins-Jang (Burnaby Public Library), and Michael Penny (Bowen Island Public Library)

The InterLINK Board Chair is an ex-officio member of the GPC and Finance Committees.

Budget - In December the provisional budget was circulated to member library boards for comment. No comments were received. As such, the provisional budget was endorsed as the final InterLINK budget for 2019.

2019 Operations Plan - M. Burris noted that the 2019 Operations Plan was presented to the Board at its November meeting, but no motion of approval was put forward. The Board moved approved of the 2019 Operations Plan.

Board Self Evaluation

The Board reviewed the results of the self-evaluation survey that was distributed in November.

10 responses were received. Results revealed a high level of satisfaction among Board members, which was consistent with 2017 results. It was noted that certain "low" marks were most likely due to a lack of sufficient information to answer the question. Survey questions will be reviewed for 2019 and a "not observed" option added where it makes sense to do so.

Board Skills Inventory

M. Burris spoke to the Board skills inventory process, noting that an online version will be distributed for Board members to complete in time for discussion at the April board meeting

Around the Table:

Around the table topics included a number of libraries onboarding new Board members, orientation sessions for new mayors and councils, library budgets, renovation projects in a number of libraries (including NWPL's imminent closure for five weeks) Richmond staff participation in the "Coldest Night of the Year" walk, power outages on Bowen Island and the library serving as an area of refuge, North Vancouver Districts' Story Lab and Lunar New Year festivities in West Vancouver



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2019 MARCH 21

SUBJECT: BOARD SELF-EVALUATION

RECOMMENDATION:

THAT trustees approve a board self-evaluation process.

REPORT

Trustees bring a diversity of experiences, skills, knowledge and questions to library board work. Evaluating our work as a board helps us identify strengths and skills gaps, and improve our processes and our work.

The proposed self-evaluation process has been adapted from a number of different sources, including:

- InterLINK Board self-evaluation
- Evaluation templates from public library boards in London, Toronto, Vancouver and North Vancouver District.
- BC Library Trustees Association *Development and Evaluation* page at <https://www.bclta.ca/board-development-and-evaluation/>.

Staff propose gathering information in a print or electronic survey. Staff will then report back on results at a future Board meeting.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Burnaby Public Library Board Self-Evaluation 2019

Please complete this survey by Monday, April 1.

Trustees bring a diversity of experiences, skills, knowledge and questions to library board work. Evaluating our work as a board helps us identify strengths and skills gaps, and improve our processes and our work.

For an overview of board roles and responsibilities, see the extract from the Trustee Recruitment package at pages 5-7.

Name _____

A. Board Roles and Responsibilities

*Please answer the questions below **for the board as a whole**. Results will be shared with the board.*

Strongly Disagree (1) | Disagree (2) | Maybe (3) | Agree (4) | Strongly Agree (5)

	1	2	3	4	5
1. New trustees are given an orientation on their roles and responsibilities					
2. Trustees understand their roles and responsibilities as a Board					
3. Trustees understand the role and responsibilities of the Chief Librarian					
4. Trustees understand the relationship between the Library Board and the City of Burnaby					
5. Trustees are given opportunities to increase their learning through training and conferences					
<i>Any other comments</i>					

B. Board Knowledge

Please answer the questions below **for the board as a whole**. Results will be shared with the board.

Strongly Disagree (1) | Disagree (2) | Maybe (3) | Agree (4) | Strongly Agree (5)

	1	2	3	4	5
1. Trustees are familiar with BPL's vision, mission, values and strategic goals.					
2. BPL's strategic plan clearly communicates what the Board wants to achieve					
3. The Board reviews progress of the strategic plan on a regular basis					
4. The Board reviews its policies on a regular basis					
5. BPL's operating and capital budgets are aligned with the strategic plan.					
6. The Board is provided with full and accurate information regarding the library's budget and finances throughout the year					
7. Trustees are familiar with library issues at the local, regional, provincial and national levels.					
<i>Any other comments</i>					

C. Board Working Relationships and Operations

Please answer the questions below **for the board as a whole**. Results will be shared with the board.

Strongly Disagree (1) | Disagree (2) | Maybe (3) | Agree (4) | Strongly Agree (5)

	1	2	3	4	5
1. The Board's working environment is one of mutual respect					
2. Trustees regularly attend board meetings					
3. Trustees are provided with a clear agenda, and accurate and up-to-date information in advance of meetings					
4. Trustees seem to come to meetings well-prepared					
5. Trustees analyze issues and consider options before making a decision					
6. Trustees are encouraged to express their opinions at board meetings					
7. Trustees support board decisions once they are made					
8. Trustees maintain confidentiality of board decisions					
<i>Any other comments</i>					

D. My knowledge and performance

Please complete this section for yourself only. Responses will not be shared with the Board.

	1	2	3	4	5
1. I understand my roles and responsibilities as a trustee					
2. I understand the roles and responsibilities of the Chief Librarian					
3. I am familiar with BPL's vision, mission, values and strategic goals					
4. I am familiar with Board policies					
5. I understand my financial responsibilities as a Board member and can understand budget and financial reports that are presented to the Board					
6. I understand the Board's role in appointing, supporting and evaluating the Chief Librarian					
7. I regularly attend board meetings					
8. I review the agenda prior to the board meeting and come to meetings prepared					
9. I express my opinion at board meetings					
10. I maintain confidentiality of board decisions					
<i>Any other comments. In particular, please note any areas where you would like to receive additional training or information</i>					

BURNABY PUBLIC LIBRARY

ROLES AND RESPONSIBILITIES OF A TRUSTEE

As a Burnaby Public Library Trustee, you are a citizen whom the community has **"Trusted" to care for its library. This appointment by Burnaby City Council implies a** challenge, an obligation and an opportunity. It is through the existence of you and your Board that an interchange of ideas between the public, the government and the library staff will be ensured. Your responsibility is to represent the public interest in libraries. To see that the Burnaby Public Library offers comprehensive and efficient service to the community that supports it, you act with other Board members to fulfill a variety of responsibilities as a Trustee.

Trusteeship is not an honorary position. You will be asked to give freely of your time, talents and energy. It will involve establishing effective working relationships with local government, library staff and fellow trustees. It will require becoming part of a team. The demands are high but so are the rewards, for your contribution can make a difference to library service in both our community and province.

ROLES

- Develop and approve policies for the Library in such areas as finance, human resources, governance, advocacy and programs.
- Determine the strategy, goals and objectives of the Board and Library.
- **Determine the Library's role in satisfying the needs of the community at large.**
- Select and evaluate the Chief Librarian.
- Cooperate and consult with other community agencies, organizations, and libraries to develop various partnerships **to meet the Library's goals of** providing service to the community.
- Understand and fulfill your legal responsibilities.
- Be an advocate for the Library, engaging in outreach to the community.

RESPONSIBILITIES

1. Attend Board and Committee meetings with regularity and punctuality and maintain the confidentiality of matters and decisions of in camera meetings.
2. Before the meetings, read the Board or Committee material, which is sent out ahead of time. Take time to make note of any comments or concerns you have about matters, which will be discussed at the meeting.
3. Participate in the discussions and decisions at the time they are taking place rather than waiting to state your opinions after action has been taken.
4. Ask questions or request additional information about any issue you do not understand. Chances are you are not the only one who does not understand; other trustees will be grateful to receive clarification. No Board member should vote without clearly understanding that which is being voted on.
5. Support publically decisions duly made by the Board.
6. Raise any library-related concerns that you have observed or that community members have brought to your attention.
7. Know and understand the Statement of Library Purpose and policies of the Library Board.
8. Be informed and knowledgeable about Burnaby Public Library and commit to learning and to the education of other Trustees.
9. Maintain an objective and unbiased approach free of conflict of interest.
10. Have the ability to commit to time on weekends and evenings outside of the regular meeting schedule.

If elected chairperson of a Committee or the Board, you have the additional responsibility to:

1. Review the agenda as distributed in advance of the meeting by Library Administration.
2. Understand each agenda item and its purpose on the agenda.
3. Call the meeting to order when a quorum is present at the appointed starting time.
4. Introduce and welcome any visiting staff, community members, guests, or others.

5. **Facilitate the meeting's discussion and decision-making processes by:**

- allowing all members full and equal opportunity to participate.
- **keeping order in the meeting room according to the Board's recognized by-laws and rules (**Robert's Rules of Order**).**
- acting as a neutral party while ensuring the discussion stays on topic and when sufficient debate has taken place on any topic, calling for a vote.

Desired Skills

- Aptitude or experience in any of the following – Budget and Financial Reports, Public Relations or Human Resources
- Strong communication skills
- Being able to work in a collaborative manner and respecting differing views
- Experience or history of volunteering within the community an asset



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2019 MARCH 21

SUBJECT: 2019 CAPITAL BYLAW REQUEST

RECOMMENDATION:

THAT the Board recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$225,000 to finance the library project outlined in this report.

REPORT

INTRODUCTION

In order to proceed with the award of contracts for design, administration, construction and procurement, funding approval is requested for the project listed below.

POLICY SECTION

The following library projects are aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following:

- A Dynamic Community – Build and maintain infrastructure that meets the needs of our growing community
- An Inclusive Community – Ensure City services fully meet the needs of our dynamic community
- A Healthy Community – Improve upon and develop programs and services that enable ongoing learning

1.1 *Metrotown Branch Renovations (ADX.0009, ADX.0010, ADX.0011)*

The Bob Prittie Metrotown Branch includes a 1600 square foot room, currently used for storing collections. In 2019, BPL staff will reduce the size of our little-used storage collections to free up this space for public use. Potential uses include a digital creation space, a space for events and programs, a gathering space for community, or a space that can flex to accommodate all these uses. The exact use of the space will be determined through feasibility work and consultation with staff and community in 2019.

Improvements to the first floor program room will enhance the library's ability to deliver varied programs including children's storytimes, workshops, presentations and author readings.

Renovations to the family washrooms to create accessible, universal washrooms began in 2018 and will continue into 2019. In 2019, work will begin on renovating the men's and women's washrooms.

These expenditures are included in the 2019-2023 Provisional Financial Plan, and sufficient Capital Reserve Funds are available to finance the capital projects outlined in this report.

RECOMMENDATION

It is recommended that the Burnaby Public Library Board recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$225,000 to finance the project outlined in this report.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2019 MARCH 21

SUBJECT: LIBRARY SERVICES GRANT REPORT

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

Each year, the Burnaby Public Library receives grants from the Provincial Ministry of Education. In 2018, this grant amounted to \$476,627.

One of the conditions of receiving these grants is that we must submit an annual Provincial Library Grants Report. 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 report is attached.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



2018 PUBLIC LIBRARY GRANTS REPORT

INTRODUCTION

Burnaby Public Library empowers the community to engage with and share stories, ideas and information. Our dream is a welcoming community where all people can explore, learn and connect. Our four library branches offer books, magazines, DVDs, audiobooks and other materials in a dozen different languages, including innovative collections such as My First Language Kits, which provide families with materials and information to support home language development and cultural identity in the early years. Through our website, Burnaby residents can download free e-books and audiobooks, stream independent films and music, and access online magazines and newspapers.

Our innovative programming for children, teens and adults provides opportunities for more people in our community to interact with ideas and with each other, and seeks to excite and engage people's curiosity and imagination. We offer in-person programs at all four of our branches, including storytimes for babies, toddlers and families, Man in the Moon for male caregivers, and bilingual ASL storytimes. The Library is a gateway to literacy and online learning, and we provide opportunities for learning in-person through classes and individual help, and online through databases that help people learn a language or develop software, business and creative skills.

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 an exclusive collection 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 offer materials in alternative formats to clients who are print-disabled. BPL offers services to newcomers to Burnaby through partnerships with immigrant service organizations, and through our Library Champions program, which trains community members to connect newcomers with library programs and services. And our pop-up libraries, outreach van and Burnaby Public Library enable staff to reach community members at neighbourhood events, schools, farmers' markets and other community gathering spaces.

In 2018, 1.8 million people visited Burnaby Public Library branches. We know from the public, via conversations and via our comment card program, about the importance of the library as a place of solace and of refuge – as the city becomes more densified and private space shrinks, people are finding the space and community connection that they need at the public library.

People are using the library for a variety of purposes:

- to borrow materials – 3 million items were borrowed in 2018;
- we signed up 23,000 new library members;
- to find information and for research and study – our librarians responded to more than 223,000 information requests;
- to attend a program – we delivered 1700 programs to 62,000 people.

Guided by a board of citizen volunteers appointed by City Council, the Library is an integral part of the services offered to Burnaby residents. These dedicated board members work to ensure that the Library supports the City's goals and contributes to making Burnaby an outstanding place to live, learn, work, invest and play.

About Burnaby

Burnaby is the third most populated urban centre in British Columbia with more than 233,000 residents. It is a diverse community within a rapidly growing metropolitan area. The Burnaby of today is characterized by high density residential areas and major commercial town centres blended with an abundance of parks and dedicated green space, rapid transit, high technology research and business parks, comprehensive industrial estates and major post-secondary institutions.

Burnaby's population is growing:

- The population increased by 4.3% from 2011 to 2016 (232,755), and the *Metro Vancouver Regional Growth Strategy* projects that Burnaby's population will reach 277,700 in 2021 and 345,000 in 2041;
- From 2011 to 2016, Burnaby's senior population grew by 19%;
- Burnaby's Indigenous population grew by 27% in the same time-period.

More Burnaby residents are immigrants than are non-immigrants:

- In 2016, just over 50% of Burnaby residents were immigrants;
- 14.1% of Burnaby's population immigrated to Canada during the previous 10 years;
- A majority of Burnaby residents (56.4%) have a mother tongue other than English, and 34.6% most often spoke a language other than English or French at home.

While Burnaby's diversity and the variety of languages spoken in Burnaby is one of this city's greatest assets, it does pose a significant challenge for the library – in terms of collections, programming and staffing. BPL is fortunate to be a member of Public Library InterLINK and reciprocal borrowing helps BPL address some of the demand for materials in languages other than English. BPL's participation in the NewtoBC initiative, funded initially by the Province of BC through Welcome BC and now by the federal government, has also greatly contributed to BPL's ability to serve people who speak and read in languages other than English. The Library

Champions project has been particularly important to BPL's ability to connect with community members, and the Library Champions themselves have been powerful advocates. In addition, BPL works closely with settlement-serving agencies in Burnaby and other community partners to provide programming in several languages, including Chinese and Korean. The library actively seeks people with proficiency in languages in addition to English when recruiting new staff.

Strategic Plan

The BPL Strategic Plan 2019-2022 launched in January 2019. In developing the plan, the Library Board heard from:

- 509 people who completed our online survey
- more than 400 people in our four branches
- 782 community members in conversation with staff and board at community gathering spots and on the street
- 12 community leaders in one-on-one conversations
- 166 library staff in small group meetings

The 2019-2022 BPL Strategic Plan looks outward to our community and inward to our capacity to develop services that support our community's needs. The Board outlined four main priorities:

Connect with Community

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

Encourage curiosity and exploration

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

Create welcoming and innovative spaces

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

Invigorate people and culture

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

ADDRESSING STRATEGIC PRIORITIES

Provincial funding has helped Burnaby Public Library to address our community's priorities, in line with the four strategic priorities identified in *Inspiring Libraries, Connecting Communities*.

Fostering equitable access to information and services

The Burnaby Pedal Library debuted in July at the Willingdon Linear Park Grand Opening. Since then, it has travelled more than 300 km to events, schools and parks and all of our branches. Several staff members have been trained to ride it and members of the community are always excited to see it in their neighbourhoods – one kid told us, “Wow! That is the coolest bike I’ve ever seen.” Pictured below are MLAs Raj Chouhan and Anne Kang together with Councillors, Library Trustees, School Trustees and community members.

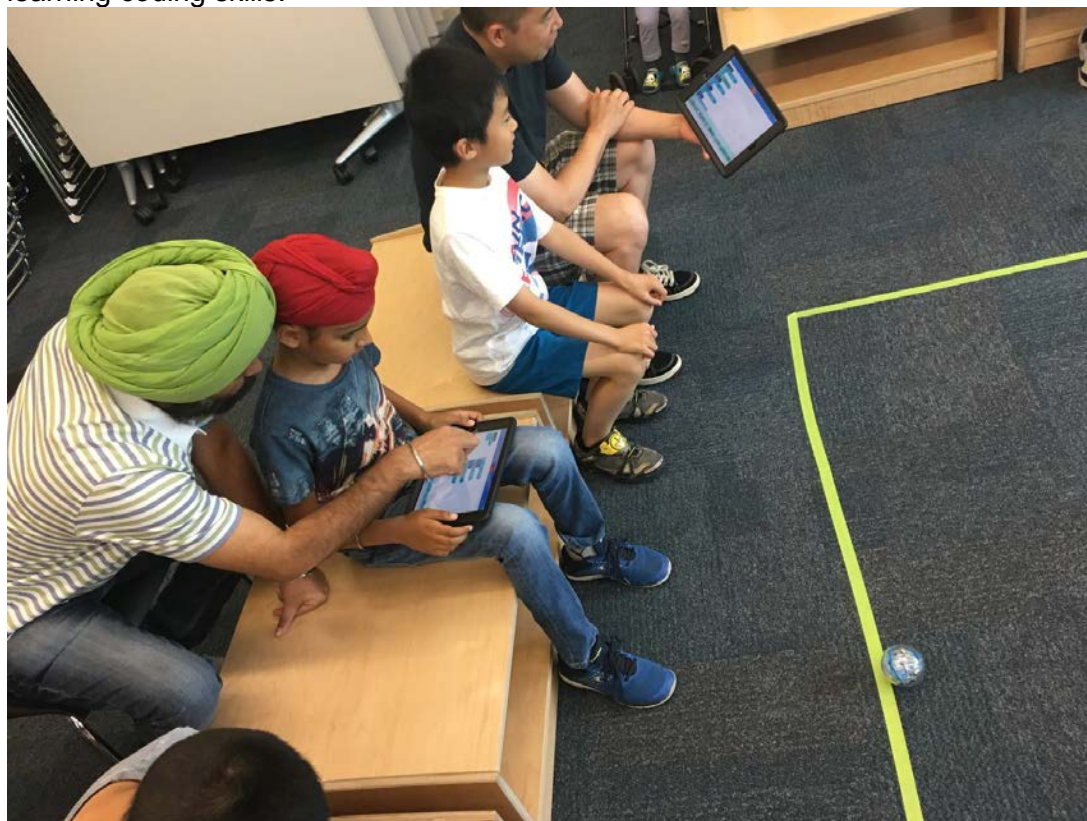


Renovations at the Bob Prittie Metrotown Branch and the Cameron Branch improved library spaces and increased our ability to offer space to community members, including two new meeting rooms and a new multipurpose room. In 2018, 4,225 patrons used community rooms, compared to 1,915 in 2017 – a 120% increase.

Developing skills and knowledge

In 2018, BPL introduced programming with virtual reality headsets, coding tools and programmable robots. We began with programming for children, but soon expanded our offerings to include teens. Given the reaction of parents and caregivers at our children's

programs, we're also planning to create intergenerational programs. Participants learned to drive Spheros – small round robots that are controlled by an app on a tablet – around a maze by learning coding skills.



Programs and events at BPL continued to showcase the diversity of our community, and included indigenous author Lee Maracle, a panel discussion for World Refugee Day, and our second annual and immensely popular Drag Queen storytime.

BPL's creative and innovative staff also continue to develop fun and unusual programs, including Star Wars Day (pictured) and an Escape the Library! program for Family Literacy Week, an after-hours program where groups of patrons had to solve a series of puzzles in order to move from one "escape room" to another and eventually escape the library.

Working together

BPL continued to enhance our partnerships with local organizations in 2018. BPL strives to provide welcoming, inclusive to all community members, but we know that we reach some community members better than others, and that some community members aren't reached at all. In 2015, BPL began to allocate staffing and other resources to community outreach work, building relationships with community members to discover what's important to them. Thanks to ongoing funding, we created a new community librarian position in 2018, with a mandate to build relationships and make connections with Burnaby residents, in particular our most marginalized communities. Connections included:

- An Arabic Women group that meets monthly at the Edmonds Resource Centre. Most of the women don't speak English so we worked with a volunteer translator from ISSofBC. Only two of the 11 women had a library card before our visit. We found out that they had

thought about using some of the library's books and videos to learn English, but weren't sure they could. They also didn't know about Mango Languages and some of the other online resources, tools they found very exciting.

- Clients in MOSAIC's Refugee Training and Employment program. Some of the young men in the program had never been to the library, and some never thought about it.
- A group of job seekers at GT Hiring Solutions, all Burnaby residents, learned about how the library's online resources, such as Lynda.com and Reference Canada, can support their job search and skills building efforts. They were happy to learn that the library, in addition to books and movies, has "practical tools for every day needs", as one of the attendees said.
- Attendees at the Multicultural Settlement Fair at Edmonds Community School. Focused on newcomers who are struggling to settle in Canada, it was an opportunity to spend time with families who recently arrived to the country, speak little or no English and are living in isolation. We asked questions about their challenges to find support, where and how they spend their days, and how they learn. We're using that information to find new ways to connect with them and provide support. Many got library cards, and others picked up donated books or got information about programs for children in the library.

In the summer of 2018, Burnaby Public Library collaborated with other local service providers in creating Burnaby's first ever LGBTQ2S+ Pride Street Party. The August event illuminated LGBTQ2S+ presence within the city and was attended by more than 600 people representing a broad spectrum of ages and audiences. BPL staff were instrumental in conceiving, organizing and planning the event, and BPL made valuable connections with service providers and community members through our involvement.



Enhancing governance

The past year has been a time of change for the BPL Board, with one-third of board members replaced over the course of 2018, and a change in Mayor and Council. Developing the 2019-2022 strategic plan was an opportunity for new and existing board members to deepen their understanding of the community by learning about community and library trends and by connecting directly with community members to discover their needs.

Key themes emerged that guided our new strategic plan:

- As the cost of housing increases and living spaces get smaller, the demand for library space for study, work and meeting increases. We need to balance and rethink quiet and active spaces. How our spaces feel is also important: patrons appreciate features like light and connection to nature.
- Social isolation is a key issue for many community members. The library has a role to play in connecting people with each other through passive and active programming.
- Burnaby is a culturally super-diverse city. We need to expand our services in languages other than English. This may involve increasing world languages collections, but we need to check in with the community on what their needs are first.
- The library has a critical role to play in digital inclusion – in making sure that people have the tools and skills they need to navigate their lives online. There is excitement about potential new technology directions such as digitization, recording, robotics and virtual reality.
- BPL has a role to play in honouring Indigenous perspectives and knowledge.
- The library can play a key role as a centre for debate and dialogue on key community issues such as housing, mental health & addictions, racism and discrimination, and the environment.
- Many of BPL's services aren't known by the community, and our branches lack obvious signage. Marketing and promotion can help the community discover services that meet their needs.
- The Cameron branch is the weak link in the BPL system. The size of the space and lack of program space mean that staff struggle to offer the range of services, spaces and collections that the community needs. A new Cameron branch is overdue.
- BPL's programs are highly valued by the community, who express interest in expanding the range of programs we offer, particularly to teens and adults.
- BPL is a trusted source of information. We continue to play a key role in connecting people with the information and resources they need, and to sift through "fake news" and online noise.
- BPL collections have a reputation for richness, depth and breadth across the lower mainland. There is a strong desire to maintain this reputation, as well as some demand to expand the type of materials we lend.
- BPL's patrons and staff value in-person service. There is a strong desire to maintain face-to-face contact and a warm body on the end of a phone line. Our in-person service needs to expand beyond our walls into the community, and we need to make sure we offer inclusive service to all community members and remove barriers to library use.

These themes and findings will continue to guide our work over the next few years.

After learning that many BPL services were unknown to the community, BPL staff created a series of engaging bus shelter ads to share some of our services with patrons. These visually arresting images helped bring information about BPL services to different corners of the community.



Burnaby Public Library
www.bpl.bc.ca

SUMMARY

Burnaby Public Library is excited to begin work on the ambitious goals in our new 2019-2022 Strategic Plan and our dream of a welcoming community where all people can explore, learn and connect. The BPL Board and staff are determined to build on our successes in 2018 in serving the needs of our dynamic and diverse community.

Burnaby Public Library would like to take this opportunity to thank the Ministry of Education and the Minister for the financial support we received from the province of British Columbia in 2018.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2019 MARCH 21

SUBJECT: BCLTA TRUSTEE ORIENTATION PROGRAM

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

The Trustee Orientation Program (TOP) is an overview of the roles and responsibilities of public library trustees in British Columbia. The program is delivered by facilitators who have experience with public library governance and with facilitating adult learning. While designed with new trustees in mind, the broad content of the workshop makes it a useful experience for all trustees and library directors.

Upcoming sessions include:

- April 27th, Cranbrook Public Library
- May 12th, Vancouver Public Library
- June 2nd, Prince George Public Library

BCLTA received a grant from the Libraries Branch, Ministry of Education to update the Trustee Orientation Program Workbook. The revised workbook is available online at www.bclta.ca.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY