

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2019 April 18 (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. **Delegation – Claire Preston**

2. **Motion** to receive agenda

3. **Minutes**

i) **Motion** to adopt the minutes of the regular meeting held 2019
March 21 as circulated

ENCLOSED

ii) **Motion** to adopt the minutes of the Finance Committee meeting
held 2018 October 18

ENCLOSED

4. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

5. **Items Requiring a Decision**

i) **2018 Statement of Financial Information (SOFI)**

ENCLOSED

Motion to approve the 2018 Statement of Financial Information.

6. Report of the Chief Librarian

1-13

i) Strategic Plan Report: First Quarter 2019

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the first quarter of 2019 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.

7. Other Business

8. Next Library Board Meeting – 2019 May 16 at 7:00pm in the Program Room at the McGill Branch, 4595 Albert Street.

9. Adjournment

Motion that the regular meeting adjourn and that the Board resolve itself into an in camera meeting from which the public is excluded to consider a patron ban.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: STRATEGIC PLAN REPORT Q1 2019

DATE: 2019 APRIL 18

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

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

NEW MEMBERS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Metrotown	2,727	2,507	220	8.8%
McGill	996	987	9	0.9%
Tommy Douglas	1,214	1,141	73	6.4%
Cameron	581	686	-105	-15.3%
HLAS	34	23	11	47.8%
Outreach	138	64	74	115.6%
TOTAL	5,690	5,408	282	5.2%

HLAS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Visits	293	336	-43	-12.8%
Patrons Served	594	768	-174	-22.7%

OUTREACH VISITS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Adult	69	13	-	-
Teen	12	3	-	-
Children	22	1	-	-
TOTAL	103	17	86	505.9%

OUTREACH CONNECTIONS*	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Adult	730	452	-	-
Teen	222	107	-	-
Children	884	32	-	-
TOTAL	1,836	591	1,245	210.7%

**Community members connected with via outreach. Does not include attendance numbers from community events or meetings with community partners.*

Healthy Kids Preschool Fair

Cameron staff attended the Healthy Kids Preschool Fair held in the Recreation Centre, connecting with many parents and families. Staff brought along and demonstrated spheros, part of BPL's Curiosity Collection, which were a huge hit. Many people went straight upstairs to the library after visiting the BPL booth to borrow them. All Cameron's spheros were checked out by time the fair ended, and several patrons had already placed holds to get them from other branches.

Diversity Dance

Teen services staff attended the Diversity Dance at Byrne Creek Secondary. Nearly 50 teens contributed to the library's Reading Rainbow board of favourite LGBTQ2S+ books and movies, while another 50 played Spin & Define, spinning a wheel to define 11 different LGBT-connected acronyms. At the end of the night, library staff were able to eliminate five teens' fines and issue a new library card to a transgender teen who had stopped using the library a few years ago as he didn't want a card in his "deadname" (a term for a trans person's given name that they no longer wish to be associated with).

Youth Custody Centre Collection

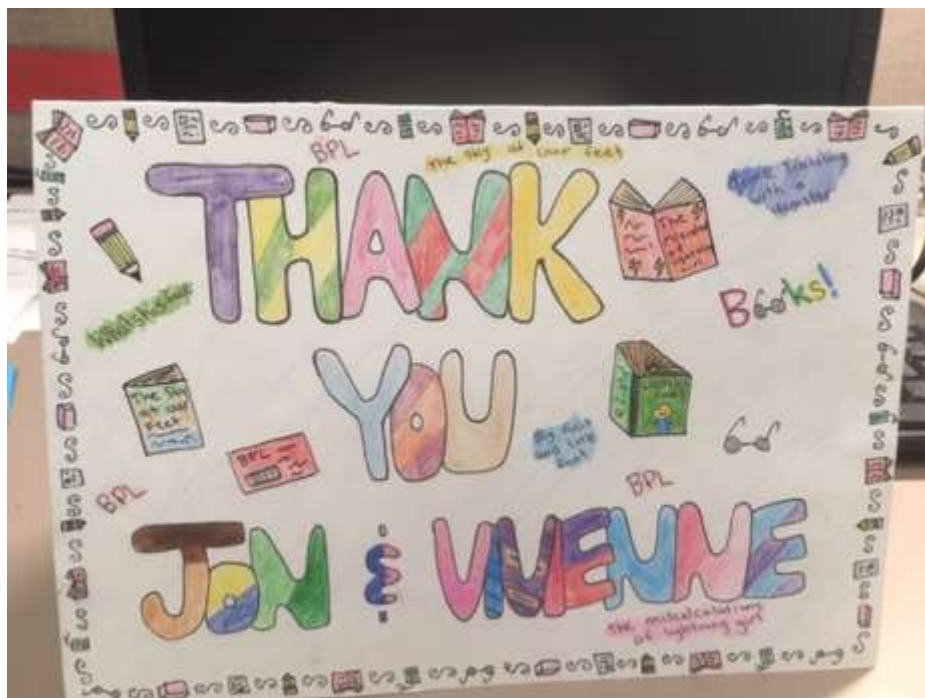
In March, teen services librarian Ashley Dunne brought 150 books to start a community collection at the Youth Custody Centre. Youth sometimes spend only one night in custody, and most of them return to communities outside of Burnaby. Books are labelled "this book can be returned to any public library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

Texting Teens

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

Children's Community Outreach

This quarter, children's librarians visited a number of local schools, including a Family Literacy Week visit to Stride Community School, LINC school visits at Edmonds and Windsor, and visits to Nelson and Clinton elementary schools, where children were able to check out books that library staff brought. Nelson students designed and brought this colourful, thoughtful thank you card for librarian Jon Scop and Children's Clerk Vivienne Coffey.



Fresh Start

Branch staff at Tommy Douglas were happy to give an 11-year-old library patron a fresh start, waiving \$140 in overdue fees dating back four years. The patron simply could not stop smiling. He is a regular visitor and brandished his new card excitedly the next few times he visited.

Connecting in Home Languages

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

Birthday Idea

At a regular monthly visit to the food bank, community librarians spoke to a patron who mentioned that he didn't know what to get his sister for her birthday as he was having a hard time financially. He wanted to get her something special and mentioned that an article was written about her in their local paper when she was born. He said that he would love to get her a copy of the photo and article but it was from another province so he didn't know how. The librarians referred him to branch staff, and he got a copy of the photo and article later that day.

Teen cards

Beginning in March, teen patrons age 13 and older are eligible for a teen card. The teen card was introduced in response to suggestions made by teens to teen services librarians, and will enable staff to track use of the library by teens more accurately.

I am Nokomis Too

Two patrons asked at the Metrotown branch for a book called *I Am Nokomis Too*. They shared with staff that the book was about their aunt, Verna Patronella Johnston, and that she was named Indian Woman of the Year by the Native Women's Association in 1976. She was known for helping indigenous youth make the transition from their reserve to life in Toronto and she was involved in the early days of the establishment of many modern Indigenous organizations in Toronto. The men were very happy and grateful to see this book about their aunt.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Code of Conduct and Service Model	Heidi	Sponsor and Lead, Elizabeth Davies, have met to discuss the project and will have a plan in place by May.
1.2 Circulation Policy Update	Heidi	Sponsor and Leads, Denise Kempf and Franca DeLuca, have met to discuss the project and will have a plan in place by May.
1.2 HLAS Decentralization	Heidi	Sponsor and Leads, James Janzen and Kerry Strain, have met to discuss the project and will have a plan in place by May.

2. Encourage Curiosity and Exploration

We will:

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

CIRCULATION – PHYSICAL ITEMS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Adult	412,665	400,557	12,108	3.02%
Teen*	23,952	-	-	-
Children	325,940	342,435	-16,495	-4.82%
TOTAL	762,557	742,992	19,565	2.63%

*Until January 2019, teen circulation was included in Children's data.

CIRCULATION – DIGITAL	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
e-Books	16,063	12,872	3,191	24.8%
e-Audiobooks	9,950	7,021	2,929	41.7%

COMPUTER SESSIONS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Metrotown*	18,522	14,536	3,986	27.4%
McGill	8,147	8,059	88	1.1%
Tommy Douglas	15,712	15,286	426	2.8%
Cameron	4,204	4,232	-28	-0.7%
TOTAL	46,585	42,113	4,472	10.6%

* Reduced number of computers at Metrotown due to second floor renovations in Q1 2018

WIFI: UNIQUE DEVICES	Q1 2019
Metrotown	167,523
McGill	42,184
Tommy Douglas	25,892
Cameron	19,928
TOTAL	255,527

PROGRAMS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
All Adult	86	64	22	34.4%
Adult Digital Literacy	18	10	8	80.0%
All Teen	7	12	-5	-41.7%
Teen Digital Literacy	3	0	3	-
All Children	220	205	15	7.3%
Storytimes	138	140	-2	-1.4%
Children Digital Literacy	16	-	-	-
TOTAL	313	281	32	11.4%

PATRON QUESTIONS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Reference	15,813	-	-	-
Readers Advisory	4,015	-	-	-
Tech Help	6,803	-	-	-
TOTAL	26,631	21,364	5,267	24.7%

DIGITAL RESOURCES	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Movies/Music Streamed	8,237	10,719	-2,482	-23.2%
Online Courses Accessed	2,553	2,554	-1	0.0%

Escape the Library at Cameron Branch

Cameron held two after-hours Escape the Library events in February and March. These were incredibly popular, with roughly 70 people attending each event. Patrons had to solve a variety of challenges and puzzles, many of which involved particular aspects of the library's collection and resources. "Escaping" the library required teamwork and problem solving skills between groups of people who sometimes did not know each other before the event.

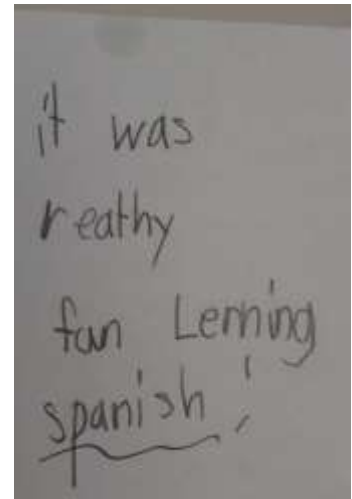


Cameron Branch Programs

Cameron branch's digital literacy programs this quarter included a session on PressReader, a popular online resource that provides access to newspapers and magazines from around the world. One ESL teacher brought her entire class to the program, and one patron was so thrilled to learn of the service he has shared information with all his family and friends. Cameron also held a Plan Your Garden event led by a member of a local community gardening association, a two-part Comic Stories workshop for teens, and a monthly Techplay program for kids.

Learning options

A 10-year old patron at the Tommy Douglas branch was disappointed not to find any suitable books to help her learn Spanish during her visit to the branch. As she was waiting for her father on the public computers, the girl was given some headsets and introduced to Mango Languages online language learning, which is available in the library or at home, and at any individual's own pace. She and her father were thrilled at this new learning opportunity.



Metrotown programs

Digital learning programs at Metrotown covered the library's online collections and resources, and basic skills around email, searching the internet and even online dating, which was delivered through customized appointments (One-to-One Tech Help) as well as drop-in for whoever happened to be in the library (Tech Café). Positive feedback has encouraged us to expand the service for Q2.

March 8 marked International Women's Day across the world and also kicked off Women's month at the Burnaby Public Library, including a wide array of lectures, activities and workshops. The theme strengthened partnerships with organizations such as Simon Fraser University, offering a lecture: A Great Revolutionary Wave: The Women's Suffrage Movement in BC, and Immigrant Service Society of BC focusing on pursuing a career in technology: Women and Tech.

Interesting Reference Questions This Quarter

- Historic photos of Safeway store on 5235 Kingsway which closed in 2018
- Marriage indexes from Ontario Archives for genealogy research
- Is there anyone who has a PhD in evolution who is also a creationist?
- Language learning books on Kutchi

Making way for more public space at the Metrotown Branch

The project to reduce storage collections is underway, and the first phase of withdrawals is happening now at the Metrotown Branch. The first phase involves a reduction in non-fiction, which is the largest of the collections in storage at BPL. Staff met in March and April to refocus the project and in recent weeks have made decisions on more than 10% of the collection – approximately 6,000 volumes. The reduction in non-fiction storage is expected to be complete early in Q2. At that point, staff will focus on smaller storage collections at Metrotown, followed by storage collections at the McGill Branch.



Tongue-in-cheek Book Display

Tommy Douglas librarian Eva Quintana showed a cheeky creative side in a recent display of Romance titles. Photos of the display were picked up on social media and were very much enjoyed by branch patrons. Also at Tommy Douglas, almost 200 patrons shared their favourite children's book of 2018 in a new year's contest. The answers will help improve the collection.

Enhancing children's writing skills

Two programs this quarter helped children with writing skills. At Tommy Douglas, librarian Jamie McCarthy got children to make mini books and gave them writing prompts to inspire stories for their books. One mother said she loved the writing prompts, as her child has trouble with creative writing, and asked if she could take a set for use at home. Randi Robin concluded her Family Literacy Day storytime at Metrotown with a book about a note that goes astray. After the story, everyone wrote and drew notes in their home language. Some children, eager to receive mail, wrote to

themselves. One boy wrote a consoling note to his brother's kindergarten teacher, whose dog (a school favourite) had just died. A few days after the storytime a school staff member came to the library to get a book about the death of a pet to help students at the school.

Storytime impact

We see the pleasure that families get from storytimes, and know their importance in early literacy development, but learn of other impacts only when families choose to share with us. A parent told Metrotown children's librarian Randi Robin that storytimes and the Summer Reading Club "changed my life – we learned so many things." Reading has become an important part of the family's daily routine, and she says that, in reading together, "we are on the same level, we are closer, and there is more communication, much more." When the parent came to Canada, she didn't know what she wanted to do. Now she knows that she wants to be a storyteller, and she and Randi are working on co-telling a story from her home country at storytime this summer – the parent brought in a mask and musical instruments to show her vision for the story.



BACI Dance Party

Community Librarian Nicole made two visits to social programs at Burnaby Association for Community Inclusion (BACI), an organization that provides services and support for people with developmental disabilities. During these visits lots of people signed up for library cards or were very excited to show that they were already members, before using our new Spheros to play “Sphero-bowling” and organizing an impromptu dance party – complete with snow boots.

Teen Tech Challenge

During the Teen Tech Challenge at the Metrotown branch, one teen went beyond the challenge to program her Sphero (robot) to deliver a piece of performance art with existential themes, asking “Why is life so cruel?” and “Is life real?” The teen has given us permission to post her video when the library’s Curiosity Collection is launched later this spring.

Tech Cafés

The McGill branch hosted a series of Tech Cafés: drop-in sessions to help library patrons recognize and use our digital tools and resources in an environment tailored to individual needs and questions. The next step is to take the program on tour to community spaces in the area, starting with Confederation Centre in April.

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Storage Collection	Trish	Underway and on track for completion by the end of June. Staff are currently reviewing and discarding non-fiction storage items at Metrotown. When that work is complete, they’ll move on to smaller collections at Metrotown and McGill.
2.2 Lend Technology	Trish	Greg Barkovich (project lead) is in the early stages of exploring options and privacy impacts for lendable technology, including tablets for use in the library and wifi hotspots for use outside the library. A project plan will be developed in Q2.

3. Create Welcoming and Innovative Spaces

We will:

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

VISITS TO BRANCHES	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Metrotown*	176,831	169,481	7,350	4.3%
McGill*	113,371	107,198	6,173	5.8%
Tommy Douglas	100,454	98,945	1,509	1.5%
Cameron	63,545	63,379	166	0.3%
TOTAL	454,201	439,003	15,198	3.5%

* Footcounts for Metrotown and McGill are estimates due to gate malfunctions.

ONLINE VISITS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Website	309,003	286,774	22,229	7.8%
Catalogue	395,858	382,794	13,064	3.4%

ROOM USE BY COMMUNITY GROUPS	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Metrotown*	960	387	573	148.1%
McGill	66	37	29	78.4%
Tommy Douglas	154	109	45	41.3%
TOTAL	1,180	533	647	121.4%

* Two new meeting rooms added to Metrotown in March 2018

Planning for a more content-focused, user-centred website

The library's web coordinator, Anita Chan, has been working steadily with staff to explore community needs and develop responsive, user-focused content for a new website. Web projects (not just library ones) often focus on the container – the design of pages and paths – sometimes at the unintentional expense of good content. Anita's work involves consultation with staff across departments, along with focused work with a close team of content developers. Staff are developing plain language writing skills, with an emphasis on user needs and community engagement. This work is part of the library's web refresh project which began in 2018 and continues through 2019.

Metrotown Washroom Renovation

The renovation of the children's washrooms and parent's room at Metrotown began in late March, which will result in improved family washrooms and an additional accessible washroom. Most library programs have been moved to the second floor multipurpose room due to reduced space in the first floor program room for construction access. Librarians, clerical staff and building service workers are working cooperatively to set up before programs and clear up after programs so that patrons can continue to use the multipurpose room for quiet study when programs aren't taking place. Construction is expected to be complete by the end of May.

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	Underway and on track for completion at the end of 2019. Anita Chan (project lead) is working with staff to develop content for the future website. She has also been researching content management systems and exploring potential design agencies in preparation for an RFP. Trish and Anita Chan attended phone meetings with Edmonton and Detroit public libraries about their experiences with two content management systems (Craft and BiblioWeb) in February and March.
3.2 Service Outside Branches	Beth	Project Leads Heidi Schiller and Trish Mau to begin work in April 2019.
3.3 Metrotown Staff Spaces	Beth	Consultants (Plotform) hired fall 2018; staff interviews and site visits complete; first draft presented December 2018; second draft presentation April 2019.
3.4 Metrotown Public Spaces	Beth	Scheduled to begin May 2019. Project lead not yet assigned.
3.5 Cameron Branch Vision	Beth	Project leads (Denise Kempf and Ryan Tegenfeldt) to begin work in April, focused on staff inspiration and visioning, and site visits to other libraries and similar organizations; City design process scheduled to begin June 2019.

4. Invigorate people & culture

We will:

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

STAFF TRAINING	Q1 2019	Q1 2018	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	24	24	0	0.0%
Staff Attending Training/Conferences	29	27	2	7.4%

Decolonizing description and access to library collections

In March, three staff (Trish Mau and two cataloguing librarians, Susu Myint and Andrea Gorgec) attended Sorting Libraries Out, a symposium on decolonizing classification and indigenizing description in libraries. The symposium, hosted by SFU in partnership with UBC and COPPUL (The Council of Prairie and Pacific University Libraries), involved one day of cultural programming at Musqueam and UBC, and two days of presentations and breakout discussions at SFU Harbour Centre. Technical services staff and library administrators from across the country gathered to learn about indigenous knowledge systems and engage on issues around how indigenous material is described and classified by libraries. Staff left the symposium with greater awareness of current issues, and a solid foundation for exploring solutions towards indigenizing our systems and practices.

Burnaby Art Gallery programs

When the Burnaby Art Gallery was closed for a time this quarter, BAG staff offered family drop-in programs at library branches. Most families who attended didn't know about the BAG or weren't aware of the free family programming that the gallery offers. At the programs, caregivers were asked to make art alongside their children, and some adults were even more enthusiastic than the kids! BPL is experimenting more with all-ages programming, so it was great for staff to see the gallery's complementary approach.



Computers in Libraries Conference

Librarians Greg Barkovich and Kris Wolf attended the Computers in Libraries conference in Washington, DC. There were close to 1000 participants from all over the world and the theme was User Engagement in the Digital Age. The conference was a good opportunity to learn about a range of programs and services from other libraries: everything from using robots in programming to creating interactive digital spaces. Key themes that emerged in the talks: the need for libraries to be community leaders for digital literacy and inclusion; need to form partnerships in order to access funding, technical expertise and support; need to take advantage of automation and training to re-purpose staffing. Libraries that have successfully negotiated the digital shift report engaged communities and freshly energized public spaces. Greg and Kris listened to challenging, inspiring, and thought-provoking presentations on

engaging with people in the digital age, and learned about topics such as community-led decision making, makerspaces, robots, gaming to solve complex problems across industries, space planning, and library trends.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Marketing & Communications Strategy	Beth	Boldt Communications hired December 2018. Final report delivered end March 2019. Implementation planning underway.
4.2 Indigenous Awareness	Beth	KAIROS blanket exercise scheduled for each branch in April 2019.
4.3 Community Asset Map	Heidi	Project Lead, Jorge Cardenas, is continuing to meet with City of Burnaby planning staff to develop a digital GPS-enabled mapping interface. Community Librarians continue to collect data for the map.
4.4 Staffing Model	Beth	Project Lead, Heidi Schiller, has finalized a project plan and will be posting an expression of interest for team members in April.
4.5 Hiring Practices	Lindsay	Not yet begun.

Comments and suggestions from patrons

Suggestions for:

- Colour printing, non-coin printing payment options, wireless printing, request to pay overdue fees online, library lending reading glasses
- Lending video games, adding an Arabic collection, subscribing to Hoopla (movie streaming)
- Lending board games, having a board games room
- Electric vehicle charging stations

When I was a kid, libraries were SILENT! So nice to hear kids in here now.

Adult Cameron patron (without kids!)

Why would you fine me for late renewals? It only makes sense if the book or movie is being held over for the time period over the two renewals that are customary. Aren't you little too greedy?

Online patron feedback

All kids paperbacks should show title or picture on checkout receipt instead of just listing 'paperback'. Make it easier for parents and kids to look for 'missing' books when gathering to return.

Tommy Douglas branch patron

I didn't even know the fines could be waived until I met you yesterday lol. Glad that you are able to help others get back on track with things in life.

Patron in an email to community librarian

Thank you, BPL, for all the incredibly amazing outreach you are doing across all 4 libraries. You offer excellent programs & lectures that truly meet people's needs. No other library system is doing this much outreach as BPL! Thank you!

McGill branch patron

I love Cameron. The library is like a second home.

Patron at a conversation circle visit.

Being disabled and living at home makes it very hard to connect with the outside world. I so appreciate getting the chance to use your amazing library to fuel my home education!

Metrotown patron



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

BURNABY PUBLIC LIBRARY
CHIEF LIBRARIAN
Beth Davies