

## **BURNABY PUBLIC LIBRARY BOARD**

### **AGENDA**

Regular Meeting

DATE: 2019 July 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. **Motion** to receive agenda

2. Minutes

**Motion** to adopt the minutes of the regular meeting held 2019  
June 20 as circulated

ENCLOSED

3. Correspondence

**Motion** to receive correspondence

i) from Pat Tennant, Director, Human Resources, to Mayor and  
Council, dated 2019 June 27

**1-2**

4. Reports

i) Board Chair (verbal)

ii) Council Liaison (verbal)

iii) InterLINK Representative (verbal)

5. Items Requiring a Decision

i) Living Wage

**3-4**

Purpose: To provide the Library Board with information on the City's  
adoption of a Living Wage Program and to seek endorsement  
of City Council's decision.

ii) Indigenous Territory Acknowledgement

**5-6**

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Purpose: To provide the Library Board with information about City Council's endorsement of new wording and process for territory acknowledgment and to seek its adoption.

6. Items for Information

i) Pancake Breakfast and Summer Reading Club Medal Ceremony

**7-8**

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Purpose: To provide the Library Board with information about the September event.

ii) Cameron Branch – Verbal Update

Purpose: To provide the Library Board with updated information on the status of the new Cameron Branch.

7. Report of the Chief Librarian

i) Strategic Plan Report: Second Quarter 2019

**9-22**

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Purpose: To provide the Library Board with information regarding operational highlights and statistics in the second quarter of 2019 in the context of the Library Services Strategy.

ii) Retired Employees

**23-24**

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Purpose: To provide the Library Board with information regarding staff who retired from 2019 January 1 to June 30

iii) 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.

8. Other Business

9. Next Library Board Meeting – 2019 September 19 at 7:00pm in the 3<sup>rd</sup> floor Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

10. 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 financial matters.

**INTER-OFFICE MEMORANDUM**

TO: MAYOR AND COUNCIL

DATE: 2019 June 27

FROM: PAT TENNANT  
DIRECTOR, HUMAN RESOURCESFILE: 2018 COR Rebate  
*Reference: 2018 COR Rebates for City of  
Burnaby & Public Library***SUBJECT: CERTIFICATE OF RECOGNITION REBATES**

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The Certificate of Recognition Program (COR) is a partnership between industries, WorkSafeBC, and several certifying partners around the Province of BC. Through these Health & Safety Associations, employers are able to gain recognition for going above and beyond mere compliance with Occupational Health & Safety regulations and Return to Work programs.

The COR program requires organizations to have a strong Safety Management System and an effective Return to Work Program. It requires the organization to undergo a stringent audit of eight elements of the Safety Management System and an additional ninth element specifically for the Return to Work Program.

I am very pleased to inform you that the City of Burnaby and Burnaby Public Library have been successful in retaining their certification in Health & Safety and Return to Work programs.

WorkSafeBC has recognized the City of Burnaby and Burnaby Public Library for successfully passing their audits regarding Safety/RTW Management Systems and have been sent two COR rebate cheques totalling \$419,153.81. The amounts below are calculated by using the WorkSafeBC Base Rate associated with the City's Classification Unit.

The breakdown of certifications and rebate cheques are listed below.

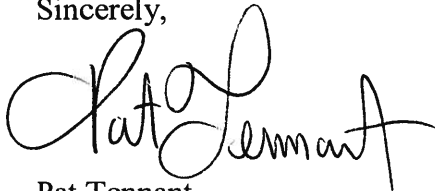
Certification:	Rebate Amount:
City of Burnaby - Health & Safety Management System	\$277,311.65
City of Burnaby - Return to Work Program	\$138,655.83
Sub-Total	<b>\$415,967.48</b>
Burnaby Public Library - Health & Safety Management System	\$2,124.22
Burnaby Public Library - Return to Work Program	\$1,062.11
Sub-Total	<b>\$3,186.33</b>
<b>Total</b>	<b>\$419,153.81</b>

The intent of the COR Program is to maintain and continually improve upon an organization's safety standards. Going forward, the City is required to conduct an External Safety Audit for re-certification. This year's COR External Audit is scheduled for September 18, 2019 and will be conducted by an External Safety Auditor.

We currently have safe work procedures and programs in place to be able to train our workers in how to do their jobs safely. We also have exemplary cooperation on our Joint Occupational Health & Safety Committees, which continue to strive towards a safer workplace by monitoring and recommending safety initiatives.

I would like to commend our staff for their diligence and perseverance through the process. It is no easy task to pass this audit, especially for an organization of this size. As of June 2019, the City of Burnaby is still one of the largest municipality to be certified and the Burnaby Public Library is the only library in British Columbia with the COR certification.

Sincerely,

A handwritten signature in black ink, appearing to read 'Pat Tennant', written in a cursive style.

Pat Tennant,  
Director, Human Resources

Copied to: Lambert Chu, P. Eng. City Manager  
Dave Critchley, Director Public Safety and Community Services  
Dipak Dattani, CPHI(C), Director Corporate Services  
Beth Davies, Chief Librarian  
Dave Ellenwood, Director Parks, Recreation & Cultural Services  
Leon Gous, Director Engineering  
Noreen Kassam, CPA, CGA, Director Finance  
Ed Kozak, Director Planning and Building  
Joe Robertson, Fire Chief  
Pat Tennant, CHRP. Director, Human Resources  
Shari Wallace, Chief Information Officer  
Bruce Campbell, CUPE Local 23 President  
Jeff Clark, IAFF Local 323 President



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

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JULY 18

**SUBJECT:** LIVING WAGE

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### **RECOMMENDATION:**

**THAT** Burnaby Public Library endorse the City Council decision to adopt a Living Wage Program at the City of Burnaby.

### **REPORT**

#### **Background**

Burnaby City Council passed a motion to adopt a living wage program at the City of Burnaby at the June 24, 2019 Council meeting.

The Living Wage Campaign for Families defines a living wage as the hourly rate a family of four with two parents working full-time need to earn to pay for necessities. The living wage is calculated each year and is comprised of wages and non-mandatory benefits such as healthcare and sick leave, or a percentage in lieu of benefits. The living wage is calculated annually, and the 2019 living wage in Metro Vancouver is \$19.50 per hour. To be certified as a Living Wage Employer, both city staff and certain service contract employees must be paid a living wage.

#### **Application to BPL**

There are currently no BPL staff whose wages and benefits fall below \$19.50 per hour. Although pages are paid at \$18.76 per hour, the addition of non-mandatory benefits/percentage in lieu of benefits brings the total hourly rate to just above \$19.50.

For BPL, the main contract that will be affected by a Living Wage Program is our security contract. The requirement to provide a living wage will be incorporated into future bid documents and contract language. This will result in increased security contract costs when the contract is next negotiated.

**Next Steps**

- The target date for implementing the living wage for all City of Burnaby employees is October 2019.
- The target date for implementing a Living Wage for new or renewed contracts with external service providers is January 2020.
- BPL staff will work with City of Burnaby staff to develop policies and procedures, including a Letter of Understanding with CUPE 23.

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

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 JULY 18

**SUBJECT:** INDIGENOUS TERRITORY ACKNOWLEDGEMENT

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**RECOMMENDATION:**

**THAT** the Library Board adopt the Indigenous Territory Acknowledgement wording and process endorsed by Burnaby City Council.

**REPORT**

**Background**

Burnaby is located on ancestral, unceded, and shared Coast Salish territory, including the Katzie, Kwantlen, Kwikwetlem, Musqueam, Squamish, and Tsleil-Waututh Nations. These are hə́ŋqəmiṇə́m [HUN keh-mee-num] speaking communities, with the exception of Squamish who speak Sk̓wxwú7mesh [Squ-HO-o-meesh] sníchim.

In 2016, BPL began opening programs, events, and some meetings with the following Indigenous Territory Acknowledgement, based on language used by other organizations, in particular the Burnaby School District:

We are gathered on the traditional and unceded territories of the Musqueam, Squamish and Tsleil-Waututh nations.

**Recommended Territory Acknowledgement Wording and Process**

Over the past few years, Burnaby Village Museum staff have worked closely with local Nations, and through relationships with these Nations have recommended the following wording:

Before we start, I would like to take a moment to recognize we are on the ancestral and unceded homelands of the Sk̓wxwú7mesh and traditional hə́ŋqəmiṇə́m speaking people, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

Referring to the language groups has been recommended by some local nations as an option that avoids listing Nation names, which is problematic in the event that one group is accidentally left out, or should another Nation indicate claim over all or part of the land on which Burnaby is situated.

The following process suggestions have been communicated by local Nations to City staff:

- The suggested language should undergo an annual review;
- Audio clips should be provided to relevant staff and officials so that the pronunciation of Skwxwú7mesh and hə́ŋqəmiŋəm can be learned
- The territory acknowledgement should be used at the beginning of City events and programs where opening remarks are provided, and at departmental staff meetings

#### **Next Steps**

- BPL will work with City staff to develop and share information and background resources to support the work of staff.
- The new territory acknowledgement will be rolled out at programs, meetings and events in September.



Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



# BURNABY PUBLIC LIBRARY



## Pancake Breakfast & Summer Reading Club Medal Ceremony

**SATURDAY, SEPTEMBER 7**

Pancake Breakfast – 8:30 am

Music, Games and Crafts – 9:00 to 10:45 am

SRC Medal Ceremony starts at 11:00 am

**BURNABY CIVIC SQUARE - 6100 WILLINGDON AVENUE**

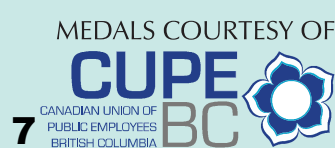
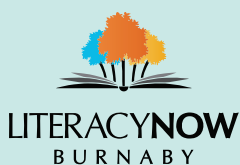
*(Next to the Bob Prittie Metrotown Branch)*

**We recommend you walk, ride your bike or take transit to this event.**

**Vehicles may experience delays when exiting the parkade.**

**REMEMBER TO BRING YOUR OWN REUSABLE WATER BOTTLE.**

For further information call 604-436-5420










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

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JULY 18

**SUBJECT:** STRATEGIC PLAN REPORT Q2 2019

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**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

<b>NEW MEMBERS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Metrotown</b>	2,648	2,727	2,628	-20	-1%
<b>McGill</b>	951	996	952	1	0.1%
<b>Tommy Douglas</b>	1,151	1,214	998	-153	-13%
<b>Cameron</b>	596	581	624	28	5%
<b>HLAS</b>	19	34	17	-2	-11%
<b>Outreach</b>	57	138	320	263	461%
<b>TOTAL</b>	<b>5,422</b>	<b>5,690</b>	<b>5,539</b>	<b>117</b>	<b>2%</b>

<b>HLAS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Visits</b>	321	293	333	12	3.74%
<b>Patrons Served</b>	801	594	768	-33	-4.12%

<b>OUTREACH VISITS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Adult</b>	19	69	81	62	326%
<b>Teen</b>	55	12	43	-12	-22%
<b>Children</b>	76	22	58	-18	-24%
<b>TOTAL</b>	<b>150</b>	<b>103</b>	<b>182</b>	<b>32</b>	<b>21%</b>

<b>OUTREACH CONNECTIONS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Adult</b>	989	730	1,560	571	58%
<b>Teen</b>	1,910	222	1,483	-427	-22%
<b>Children</b>	5,673	884	3,579	-2,094	-37%
<b>TOTAL</b>	<b>8,572</b>	<b>1,836</b>	<b>6,622</b>	<b>-1,950</b>	<b>-23%</b>

### **Connections at the Food Bank**

When Community Librarians visited Ryan's Rainbow, a small community food bank, they had the opportunity to talk to a newcomer family who had arrived in Burnaby only weeks before and they signed them up for a library card. As the food bank staff and librarians were packing up to leave, the family asked if they would stay a little longer. They were so excited that they had called two of their friends to come to the food bank to also sign up for a library card. A volunteer with the food bank then mentioned that she had also contacted a teen who wanted to stop by after school. The librarians spent the rest of the afternoon talking with community members, demonstrating library services, and registering new patrons.

### **National Indigenous Peoples Day**

National Indigenous Peoples Day was celebrated on June 21 in Civic Square next to the Metrotown branch. The BPL Program Leads (especially Duncan) worked cooperatively with the Burnaby Intercultural Planning Table to organize this event. There was storytelling, a carving demonstration and more than 400 pieces of bannock were shared with participants. One highlight was a hip hop performance from a local Indigenous group – their energy got participants dancing and even led to a couple of noise complaints!

### **Learning English**

During a visit to a seniors group, Community Librarian Nicole Sousa showed off some of the library's online resources. There was a lot of interest in learning new language skills and the group had many questions about Mango Languages. The librarian arranged a follow-up visit to come back and do a group Mango class with the seniors. During the next visit the group had a vote on which language they would like to try to learn. They practiced using Mango and all learned a little bit of Spanish, Mandarin and German. One excited senior told Nicole, "My neighbours don't speak any English so we can't talk to each other, now at least I can say good morning!"

### **Youth Custody Centre Collection**

The Chief Librarian received a letter of appreciation for the new community collection at the Youth Custody Centre. Staff at Fraser Park Secondary School, who provide educational

programming to the resident teens at the Burnaby Youth Custody Centre, expressed their gratitude for the work of BPL's teen librarians and McGill branch clerks. The teachers commented, "As many of our students come from outside the Lower Mainland, this reading program offers an opportunity to take their favourite book with them on their return home." and, "Thank you to ... the Burnaby Public Library staff, who continue to provide students with books they love to read." This summer, teen librarian Myles Wolfe has arranged to support a Teen Summer Reading Club program for the teens, with book gift cards as weekly draw prizes.

### **Teen Outreach**

Teen Librarian Myles Wolfe met with the coordinator for the Young Parents Program at Burnaby South Secondary School, and helped arrange a visit to the Metrotown Branch to participate in babytime. Myles is also planning a book club at the Burnaby Youth Hub, and exploring ways that the library can support Indigenous youth in custody at a facility near the Tommy Douglas branch.

### **MOSAIC Family Centre**

Tommy Douglas children's librarian Jamie McCarthy connected with MOSAIC's Family Centre this quarter. Newcomer moms and their children came to the library for a tour and stayed for regular storytime. Jamie also visited the Centre, talked to families about the library and our resources, and did a storytime there. Family Centre staff told Jamie how much they appreciate the connection with the library, and at both visits mothers expressed how much they need Tigringa books, which the library does not currently have.

### **Employment Centres**

BPL staff have been visiting local WorkBC Centres, establishing connections and exchanging information. Staff attended the opening of the Brentwood WorkBC Centre in June and provided a tour of the Bob Prittie Metrotown Branch and its employment resources to WorkBC staff from the Metrotown centre. Tentative steps forward include more outreach, a more extensive review of resources and further collaboration to meet the needs of the community.

### **Impact of Teen Librarians**

A proud mom of a regular teen patron wrote to Cristina Freire, Teen Librarian, to let her know how much of an impact the library (and Cristina in particular) had on the patron. The patron received a prestigious scholarship, and the mom said in a letter, "it is a fact that you supported and encouraged [the patron] to become an avid reader, volunteer as Reading Buddy, write book reviews and help order books that she was so passionate about. Moreover, her reading and writing skills were improved to an extent where she started getting English grade 11/12 in the 90's....People don't realize how one local Teen library staff can impact a young person to dream big and reach high. Heartfelt thanks to you for everything over the years."

### **Reading Health**

Tommy Douglas and Children's staff established a new relationship with the Global Family Practice Clinic. This clinic is a close neighbour of the Tommy Douglas branch and is a partnership between Fraser Health and the GPSC's (General Practice Services Committee) Division of Family Practice. They focus on new immigrants and refugees, pregnant women, and children under five years old. The clinic places a strong emphasis on early literary interventions with the children and families it sees, and wants to set up a relationship with us to help orient their users with the library, including library membership, introductory tours, and engaging in regular storytimes. They also requested assistance in helping them identify sources of suitable book materials for their own literary intervention program of gifting a book to each young patient.

### **Connecting across language barriers**

During a Welcome to Kindergarten visit to Suncrest Elementary, a parent approached Children's Librarian Ashley Dunne after a presentation on "Five tips for reading with your children". She said that she did not know English but she wanted to know about the "blue paper" (Summer

Reading Club leaflet). Ashley noticed that her child's nametag had a Hispanic name on it, so she spoke to them in Spanish and the parent responded. Ashley told them when the Summer Reading Club started, and that children read for 15 minutes for 50 days of the summer. It was great to demonstrate that even if we aren't fluent in your language BPL staff will try to meet you where you are and answer your questions—and her child got to see that too.

### **Cameron pop-ups**

Cameron staff have been busy this quarter with pop-up libraries. The library's pop-up at the Great Salmon Send Off at Stoney Creek community school was one of the most popular attractions at the event, particularly the shaded reading nook featuring Cameron's tree stump stools.



BPL staff also attended the Forest Fairy Gathering at Burnaby Lake, and supplemented the pop-up library with two storytimes, with around 100 people at each storytime.

### **Operating Plan Project Updates**

<b>Project</b>	<b>Project Sponsor</b>	<b>Update</b>
1.1 Code of Conduct and Service Principles	Heidi	Project Leads are working on the project plan and will meet with project sponsor in late July.
1.2 Circulation Policy Update	Heidi	Project Leads have completed project plan, formed a team, and had a first team meeting in early July. The next steps will be to identify circulation policies that create barriers to service.
1.2 HLAS Decentralization	Heidi	Project Leads are coordinating with the Web Coordinator and Graphics Technician to create promotional material to be used in the decentralized model. The next step will be a presentation at September's Senior Staff meeting.

## 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

<b>CIRCULATION – PHYSICAL ITEMS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Adult</b>	398,725	412,665	388,514	-10,211	-3%
<b>Teen</b>	23,287	23,952	24,481	1,194	5%
<b>Children</b>	320,929	325,940	318,902	-2,027	-1%
<b>TOTAL</b>	<b>742,941</b>	<b>762,557</b>	<b>731,897</b>	<b>-11,044</b>	<b>-1%</b>

<b>CIRCULATION – DIGITAL</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>e-Books</b>	13,063	16,063	16,149	3,086	24%
<b>e-Audiobooks</b>	7,566	9,950	9,863	2,297	30%

<b>COMPUTER SESSIONS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Metrotown</b>	17,854	18,522	19,773	1,919	11%
<b>McGill</b>	8,100	8,147	9,048	948	12%
<b>Tommy Douglas</b>	16,262	15,712	15,342	-920	-6%
<b>Cameron</b>	4,334	4,204	4,728	394	9%
<b>TOTAL</b>	<b>46,550</b>	<b>46,585</b>	<b>48,891</b>	<b>2,341</b>	<b>5%</b>

<b>Wifi Unique Devices</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Metrotown</b>	79,765	167,523	110,476	30,711	39%
<b>McGill</b>	53,573	42,184	46,981	-6,592	-12%
<b>Tommy Douglas</b>	27,454	25,892	25,220	-2,234	-8%
<b>Cameron</b>	18,069	19,928	21,659	3,590	20%
<b>TOTAL</b>	<b>178,861</b>	<b>255,527</b>	<b>204,336</b>	<b>25,475</b>	<b>14%</b>

<b>PROGRAMS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
All Adult	55	86	116	61	111%
Adult Digital Literacy	6	18	28	22	367%
All Teen	8	7	3	-5	-63%
Teen Digital Literacy	0	3	0	0	-
All Children	174	220	144	-30	-17%
Storytimes	128	138	118	-10	-8%
Children Digital Literacy	U/A	16	4	-	-
<b>TOTAL</b>	<b>371</b>	<b>488</b>	<b>413</b>	<b>42</b>	<b>11%</b>

<b>PATRON QUESTIONS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
Reference	-	15,813	14,149	-	-
Readers Advisory	-	4,015	874	-	-
Tech Help	-	6,803	6,506	-	-
<b>TOTAL</b>	<b>22,999</b>	<b>26,631</b>	<b>21,529</b>	<b>-1,470</b>	<b>-6%</b>

<b>DIGITAL RESOURCES</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
Movies/Music Streamed	7,813	8,237	5,632	-2,181	-28%
Online Courses Accessed	2,075	2,553	2,529	454	22%

### **Mandarin storytime**

BPL offered our series of first Mandarin storytimes, with auxiliary librarian Jane Gao. Families were very keen and the room was full before the storytime started. There were mostly younger kids, and many families brought multiple adults, including lots of grandparents. A couple of Cantonese-speaking families attended because they wanted their kids to be exposed to Mandarin.

### **LEGO programs**

BPL's LEGO programs are popular with kids of all ages. This quarter, we received feedback from an educator who praised the way that these kinds of unstructured programs help foster creativity, build connection and cooperation between kids of different ages, and encourage flexible thinking and problem solving.

### **Digital creativity with BACI**

Community Librarian Nicole Sousa visited an art studio run by the Burnaby Association for Community Inclusion (BACI) for artists of all abilities. Since the group was interested in incorporating technology into their artwork, Nicole also brought Spheros to experiment with. The artists dipped the Spheros into different colours of paint and drove them around a canvas to create paintings. Studio staff were excited that the activity held the interest and attention of some of the artists who usually have a hard time engaging with activities. The group expressed



how much they enjoyed the experience and worked together to create two pieces of art to display in their studio.

### **Access Class Board Games and Technology**

Teen services librarian Cristina Freire has been working with the Access class from Burnaby South Secondary School. The program provides a wide range of supports throughout a student's high school years, including integrated classes, work experiences, functional academics, and community-based life skills opportunities. After an initial outreach visit, the class is now coming to Metrotown once a week for a board game and technology program. In their classroom, it was found that playing board games really improved the students' social skills, and Spheros are also very popular, particularly for students who don't communicate verbally. Staff have heard from support workers that student participation at the Metrotown program has been unprecedented. Another important aspect of this program has been collaboration between departments within the library.

### **Digital literacy**

With the recent acquisition of new laptops for programming, the McGill and Metrotown branches hosted digital skills group classes, such as Excel and Word for beginners. This is the first time that these branches have offered these classes, following many requests from patrons. All classes were full, with wait lists, and all comments were positive. We will continue offering group classes for digital tools and are exploring the possibility of a wider offer that will include coding for adults. Tommy Douglas continued to offer the basic computer literacy courses that are still very much in demand from patrons: a total of 77 people attended workshops. In addition, Metrotown continued to offer digital learning through customized appointments (One-to-One Tech Help) as well as a drop-in approach welcoming patrons to join the librarian for a brief overview of the library's online collections and resources. One patron commented, "Getting started is the hardest part, it was daunting to begin with but now I feel comfortable using this."

### **Make & Learn Programs**

Make and Learn programs were popular at Tommy Douglas during this quarter. Patrons learned to draw, practiced ikebana, learned about the history of chocolate and how to recognize and use medicinal plants, and learned about raptors in the city, complete with an owl and a hawk courtesy of the local OWL (Orphaned Wildlife) Rehabilitation Society.

### **Learning alongside Patrons**

A Metrotown patron phoned to report the exceptional service that she had received from Librarian Sae Yong in Reference. Sae Yong spent quite a bit of time helping the patron through the microfilm reading and printing process. Sae Yong wasn't an expert on this piece of equipment but took the time to figure out how it worked and the patron learned with her. The patron said that she was absolutely amazed by the service she received and said that she felt like giving Sae Yong a hug at the end.

### **Interesting reference questions this quarter:**

- Fire insurance maps of Burnaby.
- A 1957 Chevrolet manual.
- A list of mayors and reeves.
- A question about why professional golfers never wear red hats.
- A patron looking for ways to publish her young daughter's book in print

### **Digital Literacy for Kids**

Technology programs using Osmos and Spheros continue to be popular with families. Metrotown librarians noticed that attendance in these programs while school is in session is lower than during school breaks. In the last Osmo spring session, librarian Ana Calabresi had a couple of no shows, and so she invited two 10-year-old twin brothers who often visit the library on their own to participate. Ana taught them how to navigate the game and it took a little while

for them to figure out the coding, but once they did, they were really engaged and were sad when the program was over. They asked if they could play with the game at other times in the library. For Ana, having these boys in the program was a big win, as they would not have the opportunity to register for the program.

### May the Fourth Be With You

As part of the Burnaby Festival of Learning, the Cameron branch once again teamed up with the Recreation Centre to offer a variety of programs and activities for Star Wars Day on May the 4th. This year's event included two Star Wars-themed origami workshops, a photo booth with props and costumes, a film screening of *The Last Jedi*, digital literacy with sferos, storytimes, crafts for kids, and a scavenger hunt. More than 200 people attended the day.



Staff also set up a Star Wars Day-inspired table at the Youth Week Block Party hosted by Burnaby Youth Recreation Services. Participants were invited to make Star Wars-themed pins from upcycled books, have their fines forgiven, and try a Star Wars “Droid Repair Bay” virtual reality experience using Oculus Go headsets. A steady stream of kids tried out the headsets, and Library Board member and City Councillor Pietro Calendino also took a turn! Our Star Wars books on display didn’t go unnoticed—one tween spent a full 20 minutes reading a book at the table.

### Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Storage Collection	Trish	The project team in the final stage of reviewing items in non-fiction storage at the Metrotown Branch. The project is slightly behind schedule but is on track to meet its goal of clearing west storage at Metrotown this month. Smaller collections, including storage collections at McGill, will be weeded in July and August.
2.2 Lend Technology	Trish	Greg (project lead) has begun preparatory work on the project. Next steps include finalizing the project schedule and coordinating with staff to promote the curiosity collection. Q3 will be focused on exploring and costing out options for lending other technology.

### 3. Create Welcoming and Innovative Spaces

We will:

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

<b>VISITS TO BRANCHES</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Metrotown</b>	161,875	176,831	192,669	30,794	19%
<b>McGill</b>	112,243	113,371	113,869	1,626	1%
<b>Tommy Douglas</b>	95,941	100,454	92,881	-3,060	-3%
<b>Cameron</b>	61,435	63,545	61,910	475	1%
<b>TOTAL</b>	<b>431,494</b>	<b>454,201</b>	<b>461,329</b>	<b>29,835</b>	<b>7%</b>

<b>ONLINE VISITS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Website</b>	285,864	309,003	293,298	7,434	3%
<b>Catalogue*</b>	1,316,282	395,858	400,934	-915,348	-70%

\*2018 Catalogue visits were higher due to a network error

<b>ROOM USE BY COMMUNITY GROUPS</b>	<b>Q2 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>	<b>Increase/Decrease</b>	
				<b>Number</b>	<b>%</b>
<b>Metrotown*</b>	1,103	960	1,098	-5	-0.5%
<b>McGill</b>	39	66	49	10	26%
<b>Tommy Douglas</b>	121	154	155	34	28%
<b>TOTAL</b>	<b>1,263</b>	<b>1,180</b>	<b>1,302</b>	<b>39</b>	<b>3%</b>

#### Brentwood Community Resource Centre

We have identified the Brentwood area as a gap in library services in the city. The community librarians, in partnership with Burnaby Community Services and MOSAIC, started visiting the Burnaby Community Resource Centre bi-monthly to provide basic library services and opportunities for dialogue. The community and partners have welcomed the librarians and asked for more, so the visits will expand through the summer with staff from the McGill branch visiting weekly.

#### Tech Café on the road

Staff from the McGill branch took our ongoing Tech Café, an opportunity to recognize and use digital tools and resources tailored for individual needs, to Confederation Community Centre. It's an effort to meet members of the community where they are and to show that the library can be

used from anywhere. The seniors welcomed the librarian, learned new tools and suggested programs based on their needs. The visits will continue through the summer and fall.

### **Study Break Room for Mental Health Day**

In partnership with the Burnaby Festival of Learning, teen librarians hosted a study break room for teens at the Tommy Douglas branch on Child & Youth Mental Health Day. Students were invited to take a break by visiting the room to get hot chocolate, fruit and vegetables, stress balls, and community mental health services information. Two therapy dogs, coordinated by St. John's Ambulance, were also available for teens. These services were provided in response to a questionnaire that teens filled out in November 2018 about how the library could help support their study routine.

### **Storage Project Continues**

The project to reduce storage collections continued this quarter, with a significant reduction in storage collections at Metrotown. The purpose of the project is to free up a large, high-ceilinged 1,625 square foot space (west storage) at the Metrotown Branch for public use. Last quarter, we reported that staff had made decisions on more than 10% of the collection, or 6,000 volumes. Non-fiction storage has now been reduced by more than 37,000 volumes and, once shifted, will fit easily in east storage, with room leftover for smaller and seasonal collections. The project team will wrap up work at Metrotown and shift its focus to McGill storage collections early in Q3.

### **Teen Space at Tommy Douglas**

A review of the existing teen space at Tommy Douglas has begun. The space is not readily identifiable as a teen space, nor is it easily delineated for local teens, so it's frequently used by adults. Alternative solutions are being sought to help make it more appealing, as well as exclusively a space for our youth.

### **Cameron Computer Space**

Cameron's public computing area has been improved with new computer tables, which allow for more personal space and privacy for patrons. Staff have already received many positive comments about the new set up.



## Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	Anita (project lead) worked with Beth on an RFP for a new website. The RFP is with purchasing and on hold while the library considers proposals for the City's website and CMS replacement project. Next steps include exploring the feasibility (timing and other implications) of working with the City on a new website, and posting our RFP as soon as possible if not.
3.2 Service Outside Branches	Beth	SFU holds pick-up waiting BPL horizon software upgrade (expected fall 2019). Service at Brentwood Community Resource Centre moving to once a week in Q3 thanks to support from McGill staff.
3.3 Metrotown Staff Spaces	Beth	Consultant has finalized plans and is sending them to consultant for costing. Consultant has drafted report; project lead is sending revisions before report is shared with staff.
3.4 Metrotown Public Spaces	Beth	Not yet begun.
3.5 Cameron Branch Vision	Beth	Library program details shared with planning & building staff for RFP development in Q3 2019. Project leads Ryan Tegenfeldt and Denise Kempf visited libraries in Calgary, Washington DC and Metro Vancouver.

## 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	Q2 2018	Q1 2019	Q2 2019	Increase/Decrease	
				Number	%
Training Sessions/ Conferences Attended	42	24	36	-6	-14%
Staff Attending Training/Conferences	65	29	108	43	66%

### KAIROS blanket exercise

In April, 98 staff and board members participated in one of four KAIROS blanket training exercises offered at each BPL branch. Staff who attended described the sessions as powerful, eye-opening and moving, and many staff brought forward suggestions about what BPL should



do next, including more training, improved online resources, public programs and Indigenization of library spaces, collections and processes. BPL's next step is to form a staff group that will include and be directed by Indigenous staff.

### **Conference attendance**

Four BPL staff attended the annual American Library Association conference in Washington, DC in June. This conference is by far the biggest library conference in North America, with an inspiring range of sessions, site visits and trade show booths. Staff attended sessions that are relevant to BPL now: the use of technology in circulation services, the role of the public desk in a library and the role of the library in changing communities. They also met with colleagues from Canada and the US to discuss diverse approaches to library services and to collect ideas on supporting staff to successfully face and overcome challenges when updating service models.

Closer to home, a record 22 staff attended the BC Library Conference in May, with additional staff attending pre-conference sessions focused on technology and children's services. It was great to see staff from across the organization at the conference, including clerks, librarians and supervisors, and to be able to open up the opportunity to part-time staff. Staff shared their experiences and new ideas on the staff intranet, at staff meetings, and in many ad hoc conversations.

### **Hats Off Day Champions**

McGill staff were part of the Hats Off Day Parade again this year dressed up as super heroes and riding the Burnaby Pedal Library. Public and judges loved it so much that we won four awards: Best Engagement, Best Parade Theme, Most Creative Entry, and Best Overall Entry tied with another participant. It was a great opportunity to promote our services and remind members of the community that the library is fun.



### **Decolonizing description and access to collections at BPL**

Last quarter, we reported that three staff had attended Sorting Libraries Out, a symposium on decolonizing classification and indigenizing description in libraries. These staff have continued their learning through research and meetings with other libraries, and attended a number of sessions on Indigenous topics at the BC Libraries Conference. In May, the cataloguing department adjusted its workflow so that new books and other material on First Nations, Inuit and Metis subjects are now consistently examined by a senior cataloguer, who assigns subject headings and classes material in keeping with what we're learning. They will be meeting with public services staff this summer to share what's changed and discuss next steps for BPL, and will continue that work through 2019.

## Overdose prevention for organizations

Fraser Health presented a staff workshop in May on overdose prevention for organizations. It was a thought-provoking session that included information on drug use and addiction, facilities and other approaches to overdose response and prevention, and ways of involving and empowering staff. Next steps are to update our procedures on responding to public health incidents, engaging Fraser Health to deliver a public workshop on overdose prevention and response, and examining our facilities to identify potential locations where overdoses could occur.

## Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Marketing & Communications Strategy	Beth	Final marketing communications report shared with Board in April. Staffing needs identified and incorporated into 2020 budget ask.
4.2 Indigenous Awareness	Beth	98 Board members and staff participated in the KAIROS blanket exercise in April. A staff group has been formed to determine next steps.
4.3 Community Asset Map	Heidi	The community librarians continue to work with the city's social planners, as well as other formal and informal community groups, to collect data for the map. Meanwhile, the Project Lead is working with the city's GIS Department to develop the first pilot prototype for testing with the Home Library and Accessible Services team.
4.4 Staffing Model	Beth	Staff team has formed and has begun to inventory existing services and service points. Next steps are to assess public service needs and begin building prototypes for a new model.
4.5 Hiring Practices	Lindsay	Not yet begun.

## Comments and suggestions from patrons

Suggestions for:

- Video games
- Colour printing, wireless printing, and the ability to pay for printing by debit or credit card
- Longer hours (until 9pm) on Sundays
- Childminding services
- Books in other languages, including Spanish and Arabic

I value the staff here for their expertise and good nature – and the fabulous collection. I often wonder – would BPL have this – and you usually do!

*Metrotown patron*

Your visit really reinforced how important it is for the students to keep reading over the summer and visiting the BPL Branches. I was amazed at how much it helped them to have a visual reminder of your faces. I am also incredibly relieved that more of them are visiting you than they had initially chosen to share with me! Thank you for offering your time to help them make further positive connections to libraries.

*Teacher after a school visit*

Alex helped me find some DVD's and really went above and beyond to help. I was extremely pleased with the service that I received. It encourages me to use the library more often.

*Metrotown patron*

Thank you so much for coming in the evening, so many community agencies won't make visits to our students after 5pm

*Community partner*

The food bank is here to nourish people's bodies, but you [the library] are here to nourish our minds.

*Community member on the partnership between the library and the food bank*

I've been in Canada for 4 years and I always thought the library was just books. I didn't know about all of these things [online resources & programs] until today!

*Community member after a community librarian visit*



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

BURNABY PUBLIC LIBRARY  
CHIEF LIBRARIAN  
Beth Davies





## Burnaby Public Library

### CHIEF LIBRARIAN'S REPORT

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

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2019 JULY 18

**SUBJECT:** RETIRED EMPLOYEES 2019 JANUARY TO JUNE

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#### RECOMMENDATION:

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

#### REPORT

As per Library Board policy, the following staff members received a gift upon their retirement equaling approximately \$25 per year of service:

##### Linda Chobotuck

Linda began with Burnaby Public Library in January 1986. She worked as a Library Clerk at the Kingsway, Central Park and Metrotown Branches, then as a Librarian 1 at the Cameron Branch and in the Cataloguing Department. After 33 years of service, Linda retired on 2019 February 28.

##### Miriam Moses

Miriam began with Burnaby Public Library in June 1989. She worked as a Librarian 1 at the Cameron, Central Park, McGill, and Metrotown Branches. She then worked as the Systems Supervisor/Librarian, and finally as the Acquisitions Manager. After 30 years of service, Miriam retired on 2019 May 17.

##### Flavia Musso

Flavia began with Burnaby Public Library in July 1989. She worked as a Library Clerk at the Central Park, McGill, and Metrotown Branches, and also in the Acquisitions Department. She then worked as the Senior Clerk in the Cataloguing Department. After 30 years of service, Flavia retired on 2019 April 30.

Deb Thomas

Deb began with Burnaby Public Library in July 2006. She worked as the Manager of the Kingsway Branch, and then as the Branch Manager of Metrotown/Deputy Chief Librarian. After 13 years of service, Deb retired on 2019 March 31.

A handwritten signature in grey ink, appearing to read 'Beth Davies', with a stylized, cursive script.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY