

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2019 October 17 (Thursday)

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

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

Our dream is:

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

To realize our dream:

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

We would like to recognize we are on the ancestral and unceded homelands of the hə́nqəminə́m and Skwxwú7mesh speaking people, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

PAGE NO.

1. **Motion** to receive agenda

2. **Minutes**

i) **Motion** to adopt the minutes of the regular meeting held 2019 September 19 as circulated

ENCLOSED

ii) **Motion** to adopt the minutes of the Finance Committee meeting held 2019 April 16 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

iv) **Finance Committee**

a) **Period 9 Reports**

ENCLOSED

Motion to approve the Operating, Capital and Endowment Funds reports to Period 9 (2019 January 1 to 2019 September 10)

4. Items Requiring a Decision

i) 2019 Holiday Closures

1-2

Purpose: To provide the Library Board with information regarding holiday closures and to seek approval of early closures on Christmas Eve and New Year's Eve.

ii) Trustee Recruitment

3-10

Purpose: To seek the Library Board's approval of a revised Trustee Recruitment document.

5. Items for Information

i) Reduction of Storage Collections

11-14

Purpose: To provide the Library Board with an update on the Metrotown Branch storage project.

6. Report of the Chief Librarian

i) Strategic Plan Report Q3 2019

15-30

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the third 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 November 21 at 7:00pm in the 3rd floor Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

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.



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: EARLY HOLIDAY CLOSURES

DATE: 2019 OCTOBER 17

RECOMMENDATION:

THAT THE LIBRARY BOARD APPROVE ALL BRANCHES CLOSING AT 1:00PM ON CHRISTMAS EVE AND 5:00PM ON NEW YEAR'S EVE.

REPORT

This holiday season, all library locations will be closed on Wednesday, December 25, Thursday, December 26, and Wednesday, January 1. City Hall traditionally closes on Christmas Eve at Noon and on New Year's Eve at 4:45pm.

In keeping with past practice, it is recommended that all branches close at 1:00pm on Christmas Eve and at 5:00pm on New Year's Eve.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: TRUSTEE RECRUITMENT

DATE: 2019 OCTOBER 17

RECOMMENDATION:

THAT the Board discuss trustee recruitment and approve the attached Trustee Recruitment Information document

REPORT

Recruitment for City of Burnaby boards and committees typically takes place each fall. Appointments are made by City Council following a general call for volunteers that is advertised in local media and elsewhere.

In previous years, BPL has included a Trustee Recruitment Information document that is shared with prospective trustees who approach the library with questions. A revised Trustee Recruitment Information document is attached for trustees' consideration.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



BURNABY PUBLIC LIBRARY

Trustee Recruitment
Information ~~Package~~



Burnaby Public Library

4-YEAR PLAN

2019 – 2022

www.bpl.bc.ca

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.



Be curious...

We value:

Intellectual Freedom

We encourage the free exchange of information and ideas in a democratic society.

Community

We treat everyone with respect and work in partnership with our communities.

Innovation

We are future focused, looking for creative solutions to meet existing and emerging needs.

Integrity

We are open, transparent and accountable. **5**





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 to each other
- Recognize and celebrate Burnaby's diverse communities



Encourage Curiosity and Exploration

We will:

- 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

We will:

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



Invigorate People and Culture

We will:

- 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

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

1. Develop and approve policies for the Library in such areas as finance, human resources, governance, advocacy and programs.
2. Determine the strategy, goals and objectives of the Board and Library.
3. Determine the Library's role in satisfying the needs of the community at large.
4. Select and evaluate the Chief Librarian.
5. 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.
6. Understand and fulfill your legal responsibilities.
7. 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~~ vision, mission, values, strategic plan and policies of the Library Board.
8. Be informed and knowledgeable about Burnaby Public Library and about library issues in general, 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 and develop the agenda ~~as distributed in advance of the meeting by Library Administration~~ with the Chief Librarian.
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:
 - o allowing all members full and equal opportunity to participate.
 - o keeping order in the meeting room ~~according to the Board's recognized by laws and rules (Robert's Rules of Order).~~
 - o 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 community connections, in particular with communities that are currently underserved by the Library and/or underrepresented amongst current Library Trustees

- 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~~
- Skills or experience in any of the following – finance, human resources, advocacy, youth work, strategic planning, policy-making
- ▲

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TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, COLLECTIONS & TECHNOLOGY
BURNABY PUBLIC LIBRARY

DATE: 2019 OCTOBER 17

SUBJECT: REDUCTION OF STORAGE COLLECTIONS

RECOMMENDATION:

THAT the board receive this report for information.

REPORT

Reduction of storage collections is a 2019 Operating Plan project supporting BPL's strategic goal to *encourage curiosity and exploration*.

PURPOSE:

The purpose of the project is to reduce the size of storage collections in order to enable the Metrotown west storage room to be converted to public space. The project also aims to streamline BPL's collections so they are more accessible and reflective of community needs.

BACKGROUND:

BPL has traditionally devoted significant space at the Metrotown and McGill branches to store books that aren't heavily used. In 2018, we began to look at the makeup and use of that collection and learned that it represents a very small percentage (1.12%) of overall circulation. We also knew there were inefficiencies and service impacts associated with maintaining large closed collections – patrons visiting the branch can't browse and select materials themselves; they need to request items from public services staff who retrieve materials as needed. Materials become less discoverable

when they're transferred to storage and, at the same time, become more expensive to maintain.

We decided in 2018 to make reduction of storage collections a priority, with the aim of freeing up Metrotown west storage – a 1,625 square foot, high-ceilinged space with tall windows facing Willingdon Avenue – for public use.

PROJECT DELIVERABLES:

1. A review of storage collections to understand their value and use.
2. An overall reduction in storage collections of at least 50% to accommodate future public space.
3. A plan for managing storage collections going forward.

PROJECT DETAILS:

Storage collections at the start of this project included more than 60,000 items in 26 collections. While circulation was low overall, we knew there were some items of enduring and local interest. We also knew that some smaller collections in storage – in particular Chinese language and teen materials – were well used.

Because of the size and scope the collection, we recruited staff with significant collections experience for this project. The team included two librarians with significant non-fiction experience and responsibilities; an information clerk with significant reader's advisory experience and responsibility for fiction collections; a teen services librarian with responsibility for teen collections; and an experienced children's librarian with knowledge of children's collections and priorities.

Phase 1 of the project involved an examination of collections. The team looked at specific call number ranges in storage and considered subject matter, circulation, and age of materials within those ranges to determine approaches to weeding. Some sections would be eliminated, with a small number of key materials moved to open stacks. Other sections would be weeded using reports, while a few call number ranges were identified as requiring a more hands-on approach and review by the team.

Phase 2 of the project involved consideration for logistics and workflows; working with circulation staff to withdraw materials at each branch; and communication with public services staff about what was happening with the collection and why.

Phase 3 of the project involves the development of a plan to manage storage collections going forward.

PROGRESS AND NEXT STEPS:

The project team has completed its review of storage collections at Metrotown and McGill, and circulation staff are in the final stages of withdrawing materials. The team exceeded its goal of a 50% reduction in storage collections, and staff have shifted all

materials from west storage to east storage. We're ready to remove shelving from the former west storage room at Metrotown and begin thinking about its future use.

In November, Trish will take a plan for future management of storage collections to the library's Collections Issues Committee for review. The current goal is to have a plan implemented and the project wrapped up fully by the end of 2019.

A handwritten signature in brown ink that reads "Trish Mau". The signature is written in a cursive, flowing style.

Trish Mau
ASSISTANT DIRECTOR, COLLECTIONS & TECHNOLOGY
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2019 OCTOBER 17

SUBJECT: STRATEGIC PLAN REPORT Q3 2019

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		Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
						Number	%
	Metrotown	3,059	2,727	2,628	3,107	48	1.6%
	McGill	1,195	996	952	1,260	65	5.4%
	Tommy Douglas	1,308	1,214	998	1,147	-161	-12.3%
	Cameron	744	581	624	863	119	16.0%
	HLAS	28	34	17	43	15	53.6%
	Outreach	69	138	320	239	170	246.4%
	TOTAL	6,403	5,690	5,539	6,659	256	4.0%

HLAS		Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
						Number	%
	Visits	320	293	333	302	-18	-5.6%
	Patrons Served	858	594	768	844	-14	-1.6%

OUTREACH VISITS	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Adult	33	69	81	86	53	160.6%
Teen	1	12	43	27	26	2600.0%
Children	13	22	58	15	2	15.4%
TOTAL	47	103	182	128	81	172.3%

OUTREACH CONNECTIONS	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Adult	2,030	730	1,560	1,159	-871	-42.9%
Teen	150	222	1,483	418	268	178.7%
Children	399	884	3,579	93	-306	-76.7%
TOTAL	2,579	1,836	6,622	1,670	-909	-35.2%

Languages spoken by staff

BPL has maintained an internal language bank for many years, which identified languages other than English spoken by staff. These language skills, though accessible to staff, have until now been invisible to patrons. This summer, Graphics Technician Tina Artuso updated staff badges for staff who want indicate that they speak another language. Staff have already reported having more conversations in languages other than English with patrons in the library and out in the community. Some examples below:

မြန်မာစကားပြောဆို့

¡Hablo español! | 我会说普通话!

Ek praat Afrikaans

나는 한국말을 합니다

私は日本語が話せます

سوء اتلوب و در ا سیم

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ

मैं हिंदी बोलते हैं

Dobar dan, kako ste?

Fresh start

At Cameron, there was one specific instance of removing barriers to library services that stood out. A patron who is in school to become an early childhood educator approached staff to say that they really wanted to check out two particular books for school, but owed a large amount of

money as a result of losing several BPL books while moving apartments in 2014. They had not come back to the library since, as they were unable to pay the fees. The patron showed remorse and expressed a desire to pay, but the amount owing was far more than they were able to pay. The decision was made to waive the entire amount. This patron broke down into tears, and was incredibly appreciative to be able to use the library again.

K Day

Cameron staff had a presence at various community events this summer, most notably Korean Community Day (K Day). Two Korean-speaking librarians, Hana and Saeyong, spoke with more than a hundred primarily Korean-speaking people and provided information about the library, including information about the Library Champions program. They also led a paper craft and a storytime, which were both well-attended by people of all ages. Saeyong, who also worked K Day last year for BPL, remarked that there were many more non-Korean families that attended this year.



Artists helping artists

Artists Helping Artists is a studio that is open to artists of all abilities. Many of the people who use the studio have cognitive or developmental disabilities. Community Librarian Nicole Sousa has been visiting the studio monthly, each time bringing a new form of technology to incorporate into art. During one of the visits to the studio, she had a conversation with one of the artists and his support worker. His support worker informed her that the artist never had the opportunity to learn to read but she would like to teach him and asked if the library had any books that could help. After seeing the artist communicate via an iPad, Nicole showed him and the support worker one of the library's online resources. She set up TumbleBook Library and started to play a read-along story. The artist immediately became extremely excited. His support worker was very happy and mentioned that she knew he was trying to read along. For the remainder of the session the young man spent his time choosing and reading many different books.

During another session at Artists Helping Artists Nicole brought the library's new Nintendo Switch and Just Dance game. Just Dance requires the players to dance along with a character on the screen while holding controllers. The controller only tracks the movement of one hand, making it accessible for most artists at the studio. Almost everyone took a turn. When one artist was apprehensive about trying the game, Nicole explained that he didn't have to hold the control and could just watch or dance along to the music with the other players. After a bit of encouragement, the artist tried dancing along with Nicole and the studio staff. He danced non-stop for the rest of the afternoon. Many support workers commented with excitement on how engaged everyone was with the activity and how sometimes it can be difficult for many of the artists. At the end of the session many of the artists talked about how much they liked the game and asked if it could be brought back. There are great photos of Nicole's visits at <https://www.instagram.com/p/Byoo-rzBLZd/> and <https://www.instagram.com/p/B1qNiqiBuHD/>.

Real Talk/BACI Coffeehouse

Real Talk is a group that provides a safe space for people with cognitive disabilities to talk to professionals and peers about love, sex, dating and relationships. Librarians from BPL were invited to the program to bring supplementary materials to the group and their family members. It was a bit of a challenge to find materials that were adult in content but also accessible for diverse abilities, but staff were able to find a wide range of materials that worked. Members of the group checked out materials and Real Talk staff commented multiple times on how happy they were with the selection. Since the meeting was at Burnaby Association for Community

Inclusion (an organization providing services to people with developmental disabilities), staff stayed for the social program later in the afternoon. Librarians Duncan, Cristina and Nicole spent time checking out materials, chatting, reading and dancing with the attendees.

Burnaby Pride

Burnaby Public Library was again a key partner in Burnaby Pride and a key organizer of the Burnaby Pride Street Party, which is a collaborative community project supported by a number of Burnaby-based agencies and organizations. This year saw ten community partners and more than 20 local artists and performers all working together to create two epic parties over a sunny August weekend, the rainbow garden party at civic square and the pride street party on Jubilee Ave featuring music, food, drink, drag, art, resources and much more. Pride and Trans flags were hung at the Metrotown Branch to honour Burnaby Pride and BPL's strategic goal of recognizing and celebrating the diversity of our community. Two exterior banners were hung to be visible from skytrain, and additional flags were hung inside the main entrance of the building. Library programs and displays in the months around PRIDE highlighted LGBTQ2S+ authors and materials, and we hosted our third annual drag queen storytime.



ACCESS Classes

BPL expanded our work with the Burnaby School District's ACCESS classes this quarter. ACCESS classes are for students who have moderate to severe disabilities, and the focus is on daily life skills, communication skills and individual needs. After a successful start with the class from Burnaby South, Community Librarian Andrea and Teen Librarian Cristina met with teachers from Alpha, Burnaby Central, Burnaby North, Byrne Creek, and Moscrop Secondary Schools. Tours to branches closest to their schools have been arranged for Alpha and Moscrop and an inclusive creative play time in the library space has been planned for the coming months for Alpha. We hope to connect with Burnaby Mountain and Cariboo Secondary Schools soon. The teachers are very appreciative that the Library is interested in connecting with them to provide space and connections, and hope to use this partnership to build inclusive relationships with ACCESS classes across the city and the community. The teacher at Burnaby North heard about us through other Access teachers and was super excited to work with us to help her students meet their ongoing goals of socializing outside the classroom and using life skills such as taking public transit to the library. She said that using the library and having a place to go to will be a skill they will have into their adult lives.

English Language Learning class visits

Teen librarian Andrea focused her fall school visits on English Language Learning classes in Burnaby high schools, and connected with 224 recently-arrived students. Four of the classes she met with consisted of students who had arrived in Canada in the last couple of weeks, some who arrived as refugees. Although teen services has visited schools regularly to promote programs and events, these were the first visits specifically targeting newcomer youth and ELL classes. The librarian met youth from many countries of origin, including Afghanistan, Syria, Myanmar, Georgia, Kazakhstan, Chile, Mexico, Iran and Japan. This focused and targeted outreach on newcomer youth is a new initiative to begin the process of connecting with youth and developing inclusive and engaging services to youth whose first language may not be English. In prioritizing issues that staff hear directly from teens, BPL hopes to build programs

that create a sense of belonging for all teens at the library, and that support the unique settlement needs of this younger demographic.

Douglas Road Shelter

Recently, Burnaby opened a permanent emergency shelter for people experiencing homelessness. Community Librarian Nicole began working with the staff at the shelter to provide books for the guests using the space. She also visited the shelter and spoke with many of the guests while signing them up for library cards. One guest commented that he was very excited to get a card because though he has been going to the library for years, he has never been able to get a card because of permanent address issues. Many of the guests also expressed that they would like to use computers for things like learning new skills, resumes and contacting friends and family. Through conversations it became apparent that one of the main barriers to library service was the need to use public transportation and the associated cost to access the closest branch. In response to these needs, Nicole and the shelter staff are working together to plan future visits to provide guests with access to laptops and technology help.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Code of Conduct and Service Principles	Heidi	<p>We have decided to merge the Code of Conduct and Service Principles (1.1) and the Circulation Policy Update (1.2) projects into one project with one project team, and extend its implementation timeline into Q1 of 2020.</p> <p>As each project team began to dig into their work, we realized that both projects would benefit from focusing first on developing a set of Service Principles first, which would then guide the implementation of the new Code of Conduct and update of our Circulation policy, rather than working on the projects separately.</p> <p>The updated project's team includes the members of the Circulation Policy Update team, as well as Denise Kempf, who had been working on the Code of Conduct and Service Principles team. We will also add a member from Metrotown's Circulation Department.</p>
1.2 Circulation Policy Update	Heidi	(See above)
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 and have drafted staff instructions. The next step will be a presentation at October'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

CIRCULATION – PHYSICAL ITEMS	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Adult	415,557	412,665	388,514	397,439	-18,118	-4.4%
Teen	28,986	23,952	24,481	30,159	1,173	4.0%
Children	372,018	325,940	318,902	359,487	-12,531	-3.4%
TOTAL	816,561	762,557	731,897	787,085	-29,476	-3.6%

CIRCULATION – DIGITAL	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
e-Books	14,318	16,063	16,149	16,936	2,618	18.3%
e-Audiobooks	8,481	9,950	9,863	10,765	2,284	26.9%

COMPUTER SESSIONS	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Metrotown	13,208	18,522	19,773	20,673	7,465	56.5%
McGill	5,505	8,147	9,048	8,737	3,232	58.7%
Tommy Douglas	11,552	15,712	15,342	16,417	4,865	42.1%
Cameron	3,151	4,204	4,728	4,983	1,832	58.1%
TOTAL	33,416	46,585	48,891	50,810	17,394	52.1%

Wi-Fi Unique Devices	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Metrotown	57,854	167,523	110,476	115,144	57,290	99.0%
McGill	26,460	42,184	46,981	46,629	20,169	76.2%
Tommy Douglas	15,545	25,892	25,220	25,715	10,170	65.4%
Cameron	11,974	19,928	21,659	20,865	8,891	74.3%
TOTAL	111,833	255,527	204,336	208,353	96,520	86.3%

PROGRAMS	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
All Adult	140	86	116	130	-10	-7.1%
Adult Digital Literacy	78	18	28	91	13	16.7%
All Teen	14	7	3	12	-2	-14.3%
Teen Digital Literacy	0	3	0	3	3	-
All Children	162	220	144	156	-6	-3.7%
Storytimes	111	138	118	119	8	7.2%
Children Digital Literacy	U/A	16	4	17	-	-
TOTAL	316	313	263	298	-18	-5.7%

PATRON QUESTIONS	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Reference	U/A	15,813	14,149	16,582	-	-
Readers Advisory	U/A	4,015	874	3,842	-	-
Tech Help	U/A	6,803	6,506	7,278	-	-
TOTAL	24,017	26,631	21,529	27,702	3,685	15.3%

DIGITAL RESOURCES	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Movies/Music Streamed	7,337	8,237	5,632	5,054	-2,283	-31.1%
Online Courses Accessed	2,264	2,553	2,529	3,187	923	40.8%

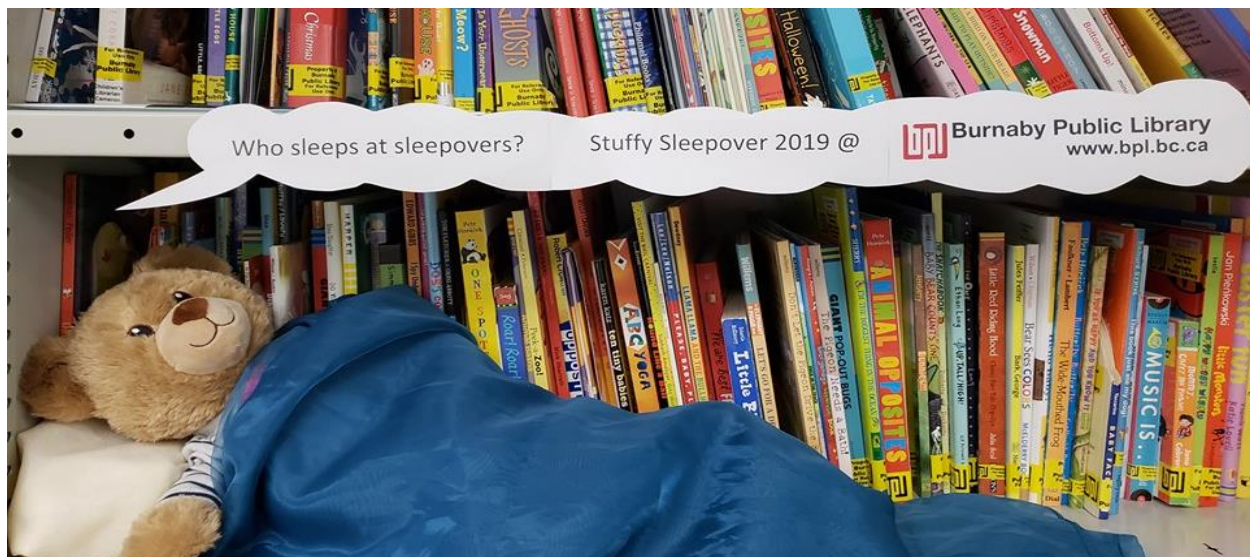
Digital Programs at Cameron and Tommy Douglas

Several digital programs were held at Cameron recently, including 1:1 technology help and a computer basics class using BPL's mobile laptop lab. Cameron's first *Game On* Program connected kids with gaming technology and each other. Most of the attendees had never played video games before, and the program was an opportunity to provide these kinds of experiences to kids whose families might otherwise not be able to afford them. One participant's parent expressed concern that her daughter, who is autistic, would have trouble participating; the little girl ended up defeating all comers at Super Smash Brothers! The Tommy Douglas branch hosted 11 adult digital literacy courses during the summer, a significant increase over the previous quarter, and staff also delivered technology programs for children and teens. One parent told Tommy Douglas staff that the Sphero painting class was the best program she had even been to with her kids.

After-hours programming at Cameron

Cameron held two events outside regular opening hours. The After Hours Puppet Show took place on a Friday evening after closing, with many patrons remarking on the novelty of being in the library after hours. The Pajama Storytime/Stuffy Sleepover had 32 people attend an evening

storytime in their pajamas. Participants brought their favourite stuffed animal and then left the stuffy at the library for a “sleepover.” They could then return the next day to pick up their stuffy, which came in a BPL bag along with 3 Polaroid pictures showing the antics that each child’s stuffy was involved in overnight! This was the first program of its kind at Cameron, and the positive feedback was enormous.



Burnaby neighbourhood history series

September and October bring another diverse, interesting and engaging series of walks and talks focusing on all things Burnaby. This series is made possible through the partnership of the Burnaby Village Museum and the Burnaby Public Library. Every year new topics are chosen and this year some of these, with registration already full, include the history of “the Heights” in North Burnaby, a virtual tour focusing on Chinese Canadians in Burnaby, and an evening with the Solidarity Notes Labour Choir focusing on songs of resistance. At Cameron, a vintage bus picked up participants to take them to the Transit Museum of BC; a historical tour and talk began on the bus and continued on arrival at the museum.

Medicinal plants series

In this series focusing on medicinal plants, Burnaby residents got a chance to learn about the practical culinary purposes of herbs. Along with shared recipes they learned about ways to enrich flavours and tastes as well as their overall well-being. To share this knowledge BPL welcomed botanical pharmacology specialist Anastasiia Dushyna and Lori Snyder, a Metis herbalist and educator.

Book Discussion Circle with Health Initiative for Men

The Burnaby Public Library has teamed up with the Health Initiative for Men (HIM) to establish a book discussion series running from September to December. Health Initiative for Men is a non-profit society that has five health centres throughout the Lower Mainland that aims to strengthen the health and well-being of gay men. The discussion series is intended for self-identified men (trans, cis, and other men), two-spirit and non-binary folks who also identify as gay, bi, queer, asexual, and/or as men who are into/or have sex with men (for any reason – including for work). The group focuses on novels that are by queer authors or about LGBTQIA2S+ themes. Upcoming book discussions include Bram Stoker’s novel *Dracula* and a visit by award-winning author and LGBTQ-refugees activist, Danny Ramadan and his book *The Clothesline Swing*.

World stories

Again this summer Metrotown children’s librarians co-told world stories with community members at our evening storytelling program. Stories were told in Cantonese, Japanese, Hindi,

Urdu, Portuguese and English. The community tellers invited friends who speak their languages, and signs noting featured languages brought in other families. All of the co-tellers were nervous in advance and all were elated to discover they enjoyed performing and people loved their stories. Three parents told Randi that the experience changed the way their own children see them. One patron told Randi that a week later her child (who has language delays) had for the first time told a story and directed both of them in acting it out – a huge milestone for him.

McGill Tech Open House

McGill Librarians hosted two Tech Open Houses where kids ages 6+, along with their parents, learned about and explored all the new tech items at the library. It was a great intergenerational program where kids got to show and teach parents what they already knew, and parents were able to create and learn with the kids. One adult came in with his son and played with the Little Bits and Spheros, then the adult went and got his elderly father and brought him to the room so all three generations were learning and exploring together. Some adults without kids were curious about what was happening in the room and came in to check it out. None of the caregivers were interested in playing games, but rather on the escape experience of virtual reality (VR). Many of the parents expressed gratitude for how relaxing and transporting the VR experience felt. Three patrons who tried the VR for the first time, all mothers, discussed with the teen librarian their astonishment about how much the experience felt like a dream.



Summer Reading Club

The summer reading club was well attended this year, especially at Tommy Douglas, which had 1798 sign ups, a new record. Partnerships with Burnaby Parks and Recreation, the Edmonds City Fair, MOSAIC and others meant an overall increase to 6343 registered kids compared with 5974 in 2018. As usual, the climax for many young readers was the Pancake Breakfast and Medal Ceremony, where 761 medals were presented by Library Trustees, politicians and representatives from the BC Summer Reading Club's new sponsor, CUPE BC.





Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Storage Collection	Trish	The project team has completed its review of storage collections at Metrotown and McGill. Metrotown collections have been weeded and shifted from west storage to east storage, and McGill staff are in the final stages of withdrawing materials at that branch. Trish will wrap up the project fully in Q4 with communication to staff, including a plan for managing storage collections going forward.
2.2 Lend Technology	Trish	Greg (project lead) is working with staff to fully launch and promote the Curiosity Collection in 2019. He has also begun the work of exploring and costing out options for lending laptops for use inside and outside the library.

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		Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
						Number	%
	Metrotown	211,399	176,831	192,669	212,803	1,404	0.7%
	McGill	115,329	113,371	113,869	120,749	5,420	4.7%
	Tommy Douglas	99,776	100,454	92,881	99,665	-111	-0.1%
	Cameron	63,420	63,545	61,910	65,427	2,007	3.2%
	TOTAL	489,924	454,201	461,329	498,644	8,720	1.8%

ONLINE VISITS		Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
						Number	%
	Website	300,446	309,003	293,298	299,560	-886	-0.3%
	Catalogue*	1,488,691	395,858	400,934	420,660	-1,068,031	71.7%

*2018 Catalogue visits were higher due to a network error

ROOM USE BY COMMUNITY GROUPS		Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
						Number	%
	Metrotown	1,034	960	1,098	1,118	84	8.1%
	McGill	30	66	49	47	17	56.7%
	Tommy Douglas	113	154	155	132	19	16.8%
	TOTAL	1,177	1,180	1,302	1,297	120	10.2%

Brentwood Community Resource Centre

In July, McGill librarians, along with community librarians, started a series of weekly visits under a tent outside the Brentwood Community Resource Centre. We connected with people who work and live in the area, signed up people for library cards and brought books for people to borrow. In September, we changed strategies and moved inside the building. For eleven weeks we will be there for six hours, offering pop up library services as well as ESL conversation circles, storytimes, ebook and digital resources and community drop in. The photo shows an 8-week old patron proudly displaying her new BPL card.



Outreach to Burnaby Parks with the Burnaby Pedal Library (aka Guerrilla Outreach)
Community Librarian Andrea Lam made impromptu visits to various Burnaby parks on the Pedal Library in late July and August. There was a lot of interest and excitement from Parks staff and members of the public about the novel idea of the Library being able to meet and provide services to them in their space. A discussion with a family in Cariboo Park who have been in Canada for just a few months emphasized how few services they have within walking distance and the Pedal Library has brought more of a connection for City services to them.

Cameron children's area

The Cameron children's area received a couple of new touches, including handmade wooden shelf dividers and artwork inspired by the book "Oh, No!" by Candace Fleming and Eric Rohmann.



Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	An RFP was issued for this project in August and closed in September. We received 11 proposals and expect to award a contract in the coming weeks (early to mid-October). Anita (project lead) continues to work with staff to develop content, including photos for use on the new website.
3.2 Service Outside Branches	Beth	SFU holds pick-up waiting BPL horizon software upgrade (expected late 2019). Service at Brentwood Community Resource Centre now offered weekly by McGill staff.
3.3 Metrotown Staff Spaces	Beth	Consultant has completed report, including costing. Report will be shared with staff in October. In Q4, staff will work with City of Burnaby Facilities Management staff to plan and sequence work.
3.4 Metrotown Public Spaces	Beth	Not yet begun.
3.5 Cameron Branch Vision	Beth	RFP drafted; to be issued October 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	Q3 2018	Q1 2019	Q2 2019	Q3 2019	Increase/Decrease	
					Number	%
Training Sessions/ Conferences Attended	21	24	36	14	-7	-33.3%
Staff Attending Training/Conferences	49	29	108	36	-13	-26.5%

Orange Shirt Day

BPL staff wore orange on September 30 to acknowledge and raise awareness of the legacy of residential schools on Indigenous Peoples and all Canadians.

Lean Training

Library staff from a cross-section of BPL branches and departments attended a special session on Lean Thinking facilitated by James Lota, the Deputy Director of Engineering. Staff are eager to try out some of the strategies they learned to reduce waste in processes so that they have time for more meaningful work. Staff at the Metrotown circulation department made some improvements to the placement and organization of return boxes in order to make more efficient use of space and cut down on repetitive strain injuries in the department. This was an empowering event for this department and has led to more discussions about what could be improved for safety and efficiency.



United Way

Building Services Supervisor Bogdan Demidas has been seconded as the CUPE 23 representative to the United Way campaign for four months. At the City of Burnaby's kick-off event, one of Bogdan's duties was to escort Seymour, the United Way mascot!



Tommy Douglas staff

Tommy Douglas librarians have begun to work more outside library's walls, with support from the community librarians. Staff new to this work are starting by accompanying more experienced staff. Experiences so far have included the MOSAIC Burnaby Centre for Immigrants, where staff

connected with children and families attending the centre, and the food bank at Southwest Community Church, where staff spoke with local food bank users throughout the course of the morning.

New Home Library vehicle

This quarter, we took delivery of our new home library vehicle. BPL's Home Library & Accessible Services department offers accessible library services to patrons who cannot visit the library due to health or limited ability. Each year, HLAS staff bring more than 28,000 materials to Burnaby residents in their own homes and in group facilities.



Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Marketing & Communications Strategy	Beth	Final marketing communications report shared with Board in April.
4.2 Indigenous Awareness	Beth	Project do deliver Kairos blanket exercise complete. Work continues in areas such as programming and territory acknowledgement.
4.3 Community Asset Map	Heidi	BPL librarians are collecting and classifying data for the map in collaboration with local agencies and organizations, such as Burnaby Interagency and Burnaby Community Services. In the next phase of the project, the City of Burnaby's Geographical Information System (GIS) department will build the digital tool and repository for the map. The project team will meet with the City's Social Planning and GIS departments, and the Burnaby Interagency Council at the end of the year to launch the next phase of the project.

Project	Project Sponsor	Update
4.4 Staffing Model	Beth	The team has completed the Assessment and Evaluation phase of the project, which included the creation of a public service inventory and needs assessment, public experience and staff complement map, and review of classification specifications. In August and September, the team spent a month visiting 12 different public library branches, as well 12 non-library agencies and private-sector service entities, in order to observe public service elements from a user perspective. From these observations, the team created a list of public service “Do’s and Don’ts.” In the next phase of the project, the team will prototyping and iterating a new model with consultation and feedback from system staff at all levels.
4.5 Hiring Practices	Lindsay	Not yet begun.

Comments and suggestions from patrons

Suggestions for:

- more one-to-one tech help
- more computer classes
- longer computer time
- play room for kids
- ability to use image of library card in mobile app at self-serve checkout machines
- materials in Serbian
- catalogued paperbacks
- videos to show how to use library services like the website
- improved ebook lending process
- ability to pay fines online

I can’t say enough good things about the staff at Cameron Library. They are unfailingly cheerful, polite, friendly and helpful. I look forward to every visit here!

Cameron patron

Hello! I just wanted to share my gratitude for how much Cameron is celebrating Pride this year! From the new rainbow crosswalk, to the book display featuring books on they/them pronouns and trans folks, to all the events BPL is having for Pride: I feel so welcome and seen! This is deeply important to me and makes me even more excited to visit the library. Thank you.

Cameron patron, via email

I really loved the Pride banners in the lobby! The flags outside the building were beautiful too. I don’t thrive in spaces like Pride parades, so this was really great. Could the banners stay up even after Pride month? Or could we switch out banners for other things? It might be a good way to work with artists too!

Metrotown patron

That is amazing. You give me hope for the future!

A patron talking about the Pedal Library

Finally, something's in big type!

A patron talking about the new HLAS brochure

This is so awesome. I am so proud of BPL. When my Dad was at [a care home] they went there. They come to the school I work at. I always tell the kids that going to the library is like getting a present. You guys are awesome. I'm so happy to see my tax dollars at work!

A community member in response to the library's presence at the food bank

I am an international student. I am a newcomer and I have a lot of problem with computer. Alex and Hana are very helpful and clear in this library. They help me with a big patience and they are very professional. I appreciate them. Thank you for them.

Tommy Douglas patron

Thank you for your help. The workers are very kind.

Tommy Douglas patron

I thought I'd try an ebook from the library. Very disappointing. The process to access an ebook is very poorly designed. It is anything but straight forward. Maybe I'll try again in a year or 2. It should not be this complicated. Please try again with some actual library patrons, rather developers. Looking for the next iteration.

Online patron

As a member of a reading group, I frequently use the on-line catalogue to secure items I need to read for our sessions. The system is convenient and mostly fool proof (it must be since I am actually able to master it and have never been disappointed using it).

Online patron

I want to say how much I enjoy coming into the McGill Library Branch to collect books I have placed on hold. The staff is always pleasant and helpful; they engage with library users in a warm, humane manner. It is wonderful to deal with such people. I also like the ever-changing art that graces the library walls. Displaying these pieces and in such variety allows patrons easy access to art and encourages them to develop their art appreciate skills. Finally, I just love sitting in the solarium, reading the latest magazines and newspapers; sometimes, I simply sit and look out the windows onto the adjacent park land. This comfortable, well-lit area is a perfect place for a bit of quiet contemplation. Thank you very much for maintaining this essential public amenity. I am certain others feel as I do.

McGill patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY