

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 January 16 (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 hənqəmiñəm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

1. **Election of Officers:**

In accordance with policy A3 (*Board Roles and Operations*), the Board shall, following the inaugural meeting of the Library Board but not later than its February meeting, elect from among its members a

- a) Chair
- b) Vice Chair

In accordance with policy A3 (*Board Roles and Operations*), the Board shall, following the inaugural meeting of the Library Board but not later than its March meeting, appoint from among its members, a chair and members of such committees as may be required

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

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

2. **Motion** to receive agenda

3. **Minutes**

- i) **Motion** to adopt the minutes of the regular meeting held 2019 December 12 as circulated

ENCLOSED

4. Reports

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

5. Items Requiring a Decision

- i) InterLINK Provisional 2020 Budget

1-8

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

- ii) Board Policy Manual – Staff Privileges and Awards

9-10

Purpose: To seek approval from the Library Board for a new policy.

6. Items for Information

- i) Cameron Branch Redevelopment Update

11-14

Purpose: To provide the Library Board with an update on the Cameron Branch redevelopment.

- ii) Bans and Incidents in 2019

15-16

Purpose: To provide the Board with information on bans and incidents at BPL branches in 2019.

- iii) 2019 Statistical Snapshot

17-20

Purpose: To provide the Library Board with information on statistics for 2019.

- iv) 2020 Operating Plan

21-22

Purpose: To provide the Board with information on the 2020 Operating Plan.

7. Report of the Chief Librarian

- i) Quarterly Report: 2019 October 1 to December 31

23-38

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

ii) Retired Employees

Purpose: To provide the Library Board with information regarding staff who retired from 2019 July 1 to December 31

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 – 2020 February 20 at 7:00pm in the 3rd floor Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

10. Adjournment

Motion that the regular meeting adjourn.



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Joining Libraries Together

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

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

December 9, 2019

TO: InterLINK Board
Via email

Subject: Provisional 2020 InterLINK Budget

Dear Board member,

Attached please find the provisional 2020 InterLINK budget. At its meeting on Tuesday, December 3, 2019, the InterLINK Board passed the following motion:

THAT the Board of Directors of Public Library InterLINK adopt "Schedule A" as the Year 2020 Provisional Budget of Public Library InterLINK and authorize its onward transmittal to member library boards for their consideration and comment

and

THAT a final vote on the 2020 InterLINK Budget take place at the first InterLINK Board meeting in 2020.

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

As a reminder, the provisional 2020 InterLINK budget increases the *total* member levy by 2.45%. This follows a 0% increase in 2018 and 2.8% decrease in 2019. As the levy for individual libraries is based on population, there may be a deviation (increase or decrease) from that 2.45% figure for your library. InterLINK Board members may wish to highlight Schedule B, which provides the 2020 member levy and provides a comparison to the 2017-2019 levies. Schedule C, page 2, provides the total 2020 member levy and projected net borrower levy (if applicable).

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

Sincerely,

Michael Burris
Executive Director



2020

PROVISIONAL BUDGET

December 3, 2019

**2020 Draft InterLINK Operating Budget
Schedule A**

	2019 Budget			2020 DRAFT BUDGET
REVENUES:	Budgeted	YTD (Sept)	Projected	Budgeted
Provincial Grant	\$ 601,000	\$ 601,000	\$ 601,000	\$ 601,000
Net Borrower Library-Contribution	78,300	78,300	78,300	79,744
Member Levies	530,620	530,620	530,620	543,625
Interest Income	8,000	7,475	10,750	10,000
New to BC	276,000	377,026	377,026	300,000
Admin-New to BC	21,000	17,354	30,000	31,800
Workshops	24,000	7,394	13,250	15,000
Project LLEAD	-	65,400	65,400	-
Consortial Purchasing	55,000	31,523	55,000	55,000
Miscellaneous	-			
Transfer from Reserve				
Prior Year Surplus			19,067	
Total Revenues	\$ 1,593,920	\$ 1,716,092	\$ 1,780,413	\$ 1,636,169
EXPENDITURES:				
OFFICE-Accounting	500	-	0	500
OFFICE-Audit & Legal	10,000	1,098	9,200	10,000
OFFICE-Board/Committee Expenses	13,000	8,338	11,000	13,000
OFFICE-Building Maintenance	4,200	2,306	3,500	4,200
OFFICE-Computer Repair & Maintenance	1,500	1,005	1,500	1,500
OFFICE-Consulting Fees	5,000	16,425	16,425	5,000
OFFICE-Equipment	1,500	1,177	1,177	1,500
OFFICE-Expenses-Miscellaneous	1,000	169	850	1,000
OFFICE-Insurance	4,900	5,059	5,059	5,100
OFFICE-Photocopier Lease	2,650	1,760	2,500	2,650
OFFICE-Rent	25,200	20,953	27,290	27,500
OFFICE-Utilities	9,000	5,030	8,000	9,000
OFFICE-Postage/Shipping	1,250	827	1,200	1,250
OFFICE-Expenses/Supplies	1,850	969	1,500	1,850
PROGRAMS-Audiobooks-Acquisitions	100,000	68,093	100,000	100,000
PROGRAMS-Audiobooks-Supplies & storage	2,800	1,335	2,300	2,800
PROGRAMS-Audiobooks-Website	3,700	3,455	3,700	3,700
PROGRAMS-Consortial Purchasing	55,000	38,350	55,000	55,000
PROGRAMS-New to BC - Federal	276,000	287,477	377,026	300,000
PROGRAMS-ILK admin costs for NBC			6,100	8,800
PROGRAMS- Project LLEAD	-	4,282	65,400	-
PROGRAMS-PNE	4,000	2,538	2,700	4,000
PROGRAMS-Resource Sharing-Courier Charges	48,000	37,905	49,000	49,000
PROGRAMS-Resource Sharing-Del Suppl / storage	3,600	3,327	4,500	3,600
PROGRAMS-Resource Sharing-Hosting	20,000	20,000	20,000	20,000
PROGRAMS-Resource Sharing-UBC/SFU ILL Charge	3,500	-	6,800	3,500
PROGRAMS-Resource Sharing-Vehicle Op./Purchase	15,000	11,446	15,000	15,000
PROGRAM-Strategic Plan	-			-
PROGRAMS-Workshops	44,000	22,126	32,000	30,000
PROGRAMS-YSC	18,450	6,096	18,450	23,000
STAFF- Professional Development	8,000	3,694	3,700	6,000
STAFF-Benefits	65,750	41,529	55,500	57,000
STAFF-Salaries & Wages	350,500	274,531	363,000	365,000
Sub-Total Operating Expenses:	1,099,850	891,300	1,269,377	1,130,450
Trfr.Capital Asset Reserve	7,000	19,067	19,067	7,000
Trfr.Net Provider Comp.(Operating Bdgt)	308,770	313,200	313,200	318,975
Trfr.Net Provider Comp.(Borr.Library)	78,300	78,300	78,300	79,744
Trfr.Net Provider Comp. (VPL)	100,000	100,000	100,000	100,000
Excess (Deficit)	\$ -	\$ 314,224	\$ 469	\$ -

DRAFT 2020 InterLINK Operating Budget

Member Levies

Schedule B - p. 1

NOTE: The 2020 Membership Levies are based upon the latest population figures provided by the Libraries Branch for InterLINK's use

Library	Population	Adjusted Population (see note)	2017 InterLINK Member Levies	2018 InterLINK Member Levies	2019 InterLINK Member Levies	2020 InterLINK Member Levies	Variance
BIPL *	3,977	2,983	\$ 624	\$ 660	603	659	\$ 56
BPL	248,476	248,476	55,923	55,628	51,982	54,863	\$ 2,881
CPL	149,549	149,549	33,972	33,302	33,306	33,020	\$ (286)
FVRL **	778,118	389,059	84,968	86,350	83,412	85,904	\$ 2,492
GibPL *	12,852	9,639	2,047	2,155	1,990	2,128	\$ 138
LALA *	4,283	3,212	749	719	743	709	\$ (34)
NWPL	76,799	76,799	16,824	16,968	16,393	16,957	\$ 564
NVCL	57,374	57,374	12,874	12,780	12,085	12,668	\$ 583
NVDPL	92,986	92,986	20,569	21,011	19,556	20,531	\$ 975
PemPL *	6,342	4,757	1,074	1,038	1,085	1,050	\$ (35)
PMPL	35,613	35,613	8,112	8,019	7,507	7,863	\$ 356
RPL	216,300	216,300	48,777	47,396	48,621	47,759	\$ (862)
SecPL *	19,125	14,344	3,091	3,217	2,898	3,167	\$ 269
SqPL *	22,319	16,739	3,411	3,676	3,506	3,696	\$ 190
SPL	569,197	569,197	123,512	123,804	123,442	125,678	\$ 2,236
VPL	674,777	674,777	117,051	116,112	111,143	114,288	\$ 3,145
WVML	48,105	48,105	10,448	10,852	10,486	10,622	\$ 136
WhPL *	12,447	9,335	1,875	2,214	1,862	2,061	\$ 199
TOTAL	3,028,639	2,619,244	\$ 545,900	\$ 545,900	\$ 530,620	\$ 543,625	\$ 13,005
COST PER CAPITA: \$ 0.2204 0.2245 \$ 0.2081 \$ 0.2076 2019 Adjusted Population 2,619,244							

SUMMARY:

The direct cost per capita is arrived at by dividing the total member levy cost of \$543,625 by the total adjusted population of 2,619,244. It should be noted that the population figures for designated libraries have been reduced to 75% with the exception of FVRL whose population has been reduced to 50%. As approved by the InterLINK Board on 24/09/19, the will be phased out over 3 years from 2021-2023

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

Public Library InterLINK

Circulation Comparisons

Schedule B p 2

Actuals for 2015 - 2018 & Jan - Sept 2019; Projection for Oct - Dec 2019
for the 12 month period of January - December

Library	2015			2016			2017			2018			2019 Projection		
	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity	Total Circ	Total Non-Res. Circ.	Net Activity
BIPL	36,941	753	(14,228)	36,059	749	(13,281)	33,344	527	(12,871)	36,192	993	(12,295)	36,938	907	(12,710)
BPL	3,091,432	703,720	287,413	3,117,875	714,865	319,573	2,999,529	686,129	314,395	3,012,682	685,376	334,962	2,907,822	645,530	320,053
CPL	1,125,860	194,902	(284,737)	1,068,866	184,447	(300,745)	1,057,007	186,767	(262,280)	1,070,236	211,911	(232,784)	1,072,281	213,773	(216,594)
FVRL	6,467,884	353,953	(204,399)	6,195,357	344,118	(180,624)	5,696,879	301,434	(211,286)	5,523,675	282,826	(253,835)	5,265,602	273,829	(251,439)
GibPL	138,052	10,662	(19,852)	136,928	12,051	(17,135)	138,707	10,985	(14,998)	145,291	13,096	(10,995)	142,964	11,932	(9,681)
LALA	30,037	677	219	29,236	312	(477)	28,515	102	(475)	24,490	51	(458)	24,660	115	(306)
NWPL	753,451	136,490	(39,215)	794,626	134,780	(38,081)	774,413	124,915	(46,743)	525,997	101,617	(84,085)	551,690	69,694	(115,170)
NVCL	701,987	177,999	(107,921)	683,198	159,030	(117,081)	642,141	137,823	(112,690)	601,574	126,687	(120,673)	615,829	112,412	(130,685)
NVDPL	1,454,837	254,406	4,317	1,393,947	252,540	25,846	1,313,988	230,228	27,804	1,295,666	223,357	32,621	1,260,797	214,222	34,981
PemPL	77,615	2,255	(8,170)	79,496	2,392	(7,232)	80,739	1,747	(8,479)	79,801	1,721	(8,756)	80,156	2,143	(6,627)
PMPL	597,652	227,407	114,222	584,259	234,980	126,755	538,993	218,002	107,138	582,197	224,603	112,692	562,073	222,419	119,702
RPL	3,094,775	348,858	186,350	2,801,246	289,104	130,266	2,614,148	249,786	95,951	2,685,122	221,648	57,997	2,607,217	203,047	46,002
SecPL	172,196	25,764	9,276	168,609	25,146	8,355	155,542	23,000	7,619	156,127	18,872	2,914	153,106	17,298	1,542
SqPL	179,669	4,012	(8,778)	194,869	2,873	(8,799)	182,143	4,345	(6,342)	176,422	5,200	(4,968)	172,726	5,305	(3,289)
SPL	3,454,436	286,110	(129,728)	3,360,118	271,372	(122,872)	3,149,098	273,114	(86,138)	3,128,310	290,554	(54,153)	3,008,783	282,453	(50,938)
VPL	8,201,053	755,496	93,119	7,876,194	716,471	81,590	7,540,600	680,095	103,279	7,438,297	686,536	138,156	7,166,147	666,348	167,138
WVML	864,773	174,936	101,971	818,413	163,120	95,421	763,601	149,050	88,518	724,568	147,711	86,122	721,593	152,174	92,727
WhPL	253,472	28,469	20,141	223,510	25,783	18,521	189,298	24,074	17,598	176,299	24,747	17,538	160,871	21,969	15,292
TOTALS	30,696,122	3,686,869	-	29,562,806	3,534,133	-	27,898,685	3,302,123	-	27,382,946	3,267,506	-	26,511,256	3,115,569	(0)

Public Library InterLINK

DRAFT Compensation Model - 2020

(using 2019 provided Lib. Branch pop. numbers & adjusting population for indicated libraries to 75%;
2019 Projected Circulation Activity; Membership Levy based on Data and Budget inputs for 2020)
(using \$0.50 per Net Loan)

Schedule C - p. 1

PROJECTED CIRCULATION ACTIVITY FOR 2019							
Library	Population 2019	Adjusted pop. 2019 (Lib. w/ pop.under 20K @ 75% FVRL @ 50%)	Items Lent 2019 PROJECTED	Items Borrowed 2019 PROJECTED	Net Activity 2019 PROJECTED	Net Lender Income \$0.50/net item PROJECTED (0.40/item fr. subsidy)	Net Borrower Levy at \$0.10 per net item PROJECTED
BIPL *	3,977	2,983	907	13,617	(12,710)		1,271
BPL	248,476	248,476	645,530	325,478	320,053	\$ 160,026	
CPL	149,549	149,549	213,773	430,367	(216,594)		21,659
FVRL **	778,118	389,059	273,829	525,268	(251,439)		25,144
GibPL *	12,852	9,639	11,932	21,613	(9,681)		968
LALA *	4,283	3,212	115	421	(306)		31
NWPL	76,799	76,799	69,694	184,864	(115,170)		11,517
NVCL	57,374	57,374	112,412	243,097	(130,685)		13,069
NVDPL	92,986	92,986	214,222	179,241	34,981	\$ 17,490	
PemPL *	6,342	4,757	2,143	8,770	(6,627)		663
PMPL	35,613	35,613	222,419	102,716	119,702	\$ 59,851	
RPL	216,300	216,300	203,047	157,045	46,002	\$ 23,001	
SecPL *	19,125	14,344	17,298	15,756	1,542	\$ 771	
SqPL *	22,319	16,739	5,305	8,593	(3,289)		329
SL	569,197	569,197	282,453	333,391	(50,938)		5,094
VPL	674,777	674,777	666,348	499,211	167,138	\$ 83,569	
WVML	48,105	48,105	152,174	59,447	92,727	\$ 46,364	
WPL *	12,447	9,335	21,969	6,677	15,292	\$ 7,646	
TOTALS:	3,028,639	2,619,244	3,115,569	3,115,569	(0)	\$ 398,718	\$ 79,744

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

** population for FVRL is adjusted at 50%

Only net
borrowers pay
this levy

Public Library InterLINK
DRAFT - Compensation Model - 2020
Schedule C - p. 2

<u>2020 MEMBER LEVIES & NET BORROWER LEVY</u>						<u>2019 COMPARISONS / VARIANCE</u>		
Library	Memb. Levy by Adjusted Pop. on \$100K ILINK Reference Grant to VPL	Member Levy (less \$100K ILINK Ref. Grant to VPL)	Total 2020 Member Levy	Projected Net Borrower Levy at \$0.10 per net item	Total 2020 Member Levy + Projected Net Borrower Levy	Total 2019 Member Levy	2019 Member Levy & Actual '18 Net Borrower Levy	Variance betw. 2020 Memb. Levy + Proj. Net Borr. Levy & and 2019 Memb. Levy + Actual Net Borr. Levy
BIPL *	\$ 153	\$ 505	\$659	\$ 1,271	1,930	\$ 603	\$ 1,833	\$ 97
BPL	\$ 12,779	42,085	\$54,863	\$ -	54,863	51,982	51,982	2,881
CPL	\$ 7,691	25,329	\$33,020	\$ 21,659	54,680	33,306	56,584	(1,905)
FVRL **	\$ 20,009	65,895	\$85,904	\$ 25,144	111,048	83,412	108,796	2,252
GibPL *	\$ 496	1,633	\$2,128	\$ 968	3,096	1,990	3,090	7
LALA *	\$ 165	544	\$709	\$ 31	740	743	789	(49)
NWPL	\$ 3,950	13,008	\$16,957	\$ 11,517	28,474	16,393	24,802	3,673
NVCL	\$ 2,951	9,718	\$12,668	\$ 13,069	25,737	12,085	24,152	1,584
NVDPL	\$ 4,782	15,749	\$20,531	\$ -	20,531	19,556	19,556	975
PemPL *	\$ 245	806	\$1,050	\$ 663	1,713	1,085	1,961	(248)
PMPL	\$ 1,832	6,032	\$7,863	\$ -	7,863	7,507	7,507	356
RPL	\$ 11,124	36,635	\$47,759	\$ -	47,759	48,621	48,621	(862)
SecPL *	\$ 738	2,429	\$3,167	\$ -	3,167	2,898	2,898	269
SqPL *	\$ 861	2,835	\$3,696	\$ 329	4,025	3,506	4,003	22
SL	\$ 29,273	96,406	\$125,678	\$ 5,094	130,772	123,442	128,857	1,915
VPL	\$ -	114,288	\$114,288	\$ -	114,288	111,143	111,143	3,145
WVML	\$ 2,474	8,148	\$10,622	\$ -	10,622	10,486	10,486	136
WPL *	\$ 480	1,581	\$2,061	\$ -	2,061	1,862	1,862	199
TOTALS:	\$ 100,000	\$ 443,625	\$ 543,625	\$ 79,744	\$ 623,369	\$ 530,620	\$ 608,920	14,448

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

2.45%
change
to total Memb.
Levies vs.
2019 Budget

**Projection
only**
based on
Jan - Sept
actuals &
Oct - Nov
projection

(the above will be changed over 3 years starting in 2021)



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 JANUARY 16

SUBJECT: BOARD POLICY MANUAL – STAFF PRIVILEGES AND AWARDS

RECOMMENDATION:

THAT the Library Board approve a new policy: Staff Privileges and Awards.

REPORT:

In December 2019, the Library Board approved revised board policies which substantially reduced the content in the previous Board Policy Manual. One of the policies not included in the new set of policies relates to gifts for retired staff and long service awards for current staff. Both these policies are necessary to obtain the funds to provide these awards. The proposed new policy is attached to this report for the Board's consideration.

A handwritten signature in blue ink, appearing to read 'Beth Davies', with a long horizontal flourish extending to the right.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



E6. Staff Privileges and Awards

Objective

The purpose of this policy is to outline privileges and awards for current and retired staff.

Policy Statement and Details

Long Service Awards

Long service by employees of the Burnaby Public Library Board will be recognized by including library staff in the City awards ceremonies. Long service awards will be presented to employees during the sixteenth calendar year of service and at five-year intervals thereafter. The amount to be spent will be reviewed by the Board from time to time, with the intent of following City of Burnaby practice.

Eligible employees shall be permanent employees of the Burnaby Public Library Board, and service shall mean permanent full-time and/or part-time work for the library plus any authorized leave of absences.

Retirement Gifts and Lifetime Library Cards

The Burnaby Public Library Board will purchase gifts for employees retiring from BPL with a minimum of fifteen (15) years of service. The amount to be spent will be reviewed by the Board from time to time, with the intent of following City of Burnaby practice.

Retiring staff with a minimum of fifteen (15) years of service are eligible for a lifetime library card, and they are exempt from overdue fines and request fees. This privilege applies to materials borrowed on the retired staff member's lifetime library card and does not extend to family members or friends. All policies and procedures with respect to the use of library materials applies, and lifetime library card holders shall be responsible for replacement costs for damaged or lost items.

Last Reviewed: 2020-01-16



Burnaby Public Library

CHIEF LIBRARIAN'S REPORT

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 January 16

SUBJECT: CAMERON BRANCH REDEVELOPMENT UPDATE

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

At the December 16 Burnaby City Council meeting, City Council received the report below and adopted a recommendation "to authorize the use of Community Benefit Bonus reserves in the amount of up to \$1,000,000, in order to retain Diamond Schmitt architects to undertake the phase one scope of work for the Cameron Recreation Complex redevelopment project." Phase one includes preliminary project development, feasibility and schematic design study, scopes of work, and costing.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

TO: CITY MANAGER**DATE:** 2019 December 11**FROM:** MAJOR CIVIC BUILDING PROJECT
COORDINATION COMMITTEE**FILE:** 4230 08*Reference: Cameron Recreation
Complex Redevelopment***SUBJECT: CAMERON RECREATION COMPLEX REDEVELOPMENT –
AWARD OF CONTRACT FOR CONSULTING SERVICES****PURPOSE:** To obtain Council's approval to enter into a Client/Architect Agreement with Diamond Schmitt Architects to undertake the first phase of work for the Cameron Recreation Complex redevelopment project, which includes preliminary project development, feasibility and schematic design study scopes of work, and costing.

RECOMMENDATION:

1. **THAT** Council authorize the use of Community Benefit Bonus reserves in the amount of up to \$1,000,000, in order to retain Diamond Schmitt Architects to undertake the phase one scope of work for the Cameron Recreation Complex redevelopment project, as outlined in this report.

R E P O R T**1.0 BACKGROUND**

Redevelopment of the existing Cameron Recreation Complex and Cameron Library (CRCCL) at 9523 Cameron Street is being contemplated to meet current and future demand of Burnaby residents within the Northeast Quadrant of Burnaby, including Lougheed Town Centre. The replacement facility complex would encompass aquatics, community, and recreation centre facilities, as well as a new branch library.

On 2018 December 03, Council approved the use of Community Benefit Bonus reserves in the amount of \$1,500,000 (BAX.0020) in order to undertake the first phase of work for the Cameron Recreation Complex (CRC) redevelopment project, which includes the preliminary project development, feasibility and schematic design study scopes of work, and costing. Therefore, at the end of this first phase of work, the City will have a clearly defined building program, as well as a preliminary building design and cost estimate. As noted in the RFP, subject to Council approval, the consultant may be retained to undertake the second and final phase of work, which includes detailed design, tendering and contract administration services for the development project. Structuring the RFP in this way provides for potential time savings, while also providing Council

To: City Manager
From: Major Civic Building Project Coordination Committee
Re: Cameron Recreation Complex Redevelopment – Award of Contract for Consulting Services
2019 December 11 Page 2

with the flexibility to select another consultant for the second phase of work, should it be determined that it is in the best interests of the City.

Following funding approval for the phase one work, on 2019 February 26, staff issued a Request for Proposals (“RFP”) with the intent of obtaining proposals from qualified consulting firms to undertake this work.

2.0 RFP EVALUATION PROCESS

Following the RFP for the CRC redevelopment project, which closed on 2019 November 07, the City’s Purchasing Manager received submissions from seven (7) consulting firms interested in providing services to the City. The submissions were reviewed comprehensively and evaluated based on the requirements outlined in the RFP. At the completion of the review and based on the terms of the proposals and overall strength of each consulting team, the Committee determined that Diamond Schmitt Architects was best suited to undertake the phase one scope of work.

3.0 RECOMMENDED FIRM

Diamond Schmitt Architects is an architecture and design firm with extensive experience and expertise in the design of civic facilities, including large scale institutional, educational, cultural, and recreation projects. Diamond Schmitt Architects has played an integral role in the successful delivery of numerous civic focused projects across the Lower Mainland, and would bring a wealth of knowledge and understanding of the trends, technical challenges and design opportunities associated with developing a new recreation complex in Cameron Park.

4.0 CONSULTING PROPOSAL

A comprehensive consulting proposal has been submitted by Diamond Schmitt Architects for the CRC redevelopment project, which includes sub-consultants with expertise in building envelope, transportation/traffic engineering, space programming, public engagement, energy modeling, landscape design, code analysis, and structural, mechanical, electrical and civil engineering.

It is recommended that Council authorize an award of contract in the amount of up to \$1,000,000, inclusive of disbursements, GST, additional specialty sub-consultants, and contingency provision, in order to retain Diamond Schmitt Architects to undertake the phase one scope of work for the CRC redevelopment project.

It is noted that the City has independently retained geotechnical and environmental consultants, and will also be retaining the services of a quantity surveyor to produce cost estimates throughout the project.

To: City Manager
From: Major Civic Building Project Coordination Committee
Re: Cameron Recreation Complex Redevelopment – Award of Contract for Consulting Services
2019 December 11 Page 3

5.0 CONCLUSION

Based on the proposals received, interviews conducted by the Major Civic Building Project Coordination Committee, and staff's overall assessment, it is recommended that Council authorize the use of Community Benefit Bonus reserves in the amount of up to \$1,000,000, inclusive of disbursements, GST, additional specialty sub-consultants, and contingency provision, in order to retain Diamond Schmitt to undertake the phase one scope of work for the CRC redevelopment project, as outlined above. Sufficient Community Benefit Bonus reserves have been approved by Council and designated to support this request for contract award. This expenditure is accounted for in the 2019-2023 Financial Plan.

Subject to receiving Council's approval of the recommendation, staff will prepare the Client/Architect Agreement for execution to engage Diamond Schmitt Architects and proceed with the work outlined above.

Upon completion of this work, staff will present the findings of the phase one work, including preliminary cost estimates, to Committee and Council. Subject to Council's approval of the work produced in phase one, staff will advance a subsequent report for Council approval to undertake the phase two scope of work, which includes detailed design, tendering and contract administration services for the project.



E.W. Kozak, Chair, Major Civic Building Project
Coordination Committee



Leon Gous, Director Engineering



Dave Ellenwood
Director Parks, Recreation and Cultural Services



Beth Davies
Chief Librarian

ZT/sla

cc: Director Corporate Services
Director Public Safety and Community Services
Director Finance
Chief Building Inspector
Assistant Director Civic Building Projects
Purchasing Manager
City Solicitor
City Clerk



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: 2020 JANUARY 16

SUBJECT: BANS AND INCIDENTS IN 2019

RECOMMENDATION:

THAT the Board receive for information the following report on the numbers and lengths of bans in 2019 at Burnaby Public Library Branches.

REPORT

Security incidents are recorded so that staff can track patterns of disruptive behaviours and identify recurring issues with particular patrons that may result in a conversation with a supervisor, or a ban. In 2017, trustees requested that staff provide annual reports of incidents and bans.

The following table shows the total number of security incidents at BPL locations in 2019 and 2018, including incidents that led to bans.

Branch	Total Incidents	
	2019	2018
Metrotown	81	78
McGill	26	40
Tommy Douglas	27	21
Cameon	13	16
TOTALS	147	155

The table below shows the lengths of bans issued in 2019 by branch, with the same breakdown for 2018 (in parentheses). There were 35 total bans in 2019.

2019 (2018)

Branch	1 day	1 week	1 month	3 months	6 months+	Indefinite*	Totals
MT	5 (10)	7 (6)	6 (4)	1 (1)	0 (1)	2 (1)	21 (23)
M	1 (3)	0 (0)	1 (3)	2 (2)	0 (1)	0 (2)	4 (11)
TD	0 (0)	3 (2)	2 (1)	3 (1)	1 (0)	0 (2)	9 (6)
CA	0 (2)	1 (0)	0 (1)	0 (0)	0 (0)	0 (5)	1 (8)
TOTALS	6 (15)	11 (8)	9 (9)	6 (4)	1 (2)	2 (10)	35 (48)

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



Heidi Schiller
ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY



Burnaby Public Library

BRANCH / DEPARTMENT MANAGER'S REPORT

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: 2020 JANUARY 16

SUBJECT: 2019 STATISTICAL SNAPSHOT

RECOMMENDATION:

THAT the Board receive the following report for information.

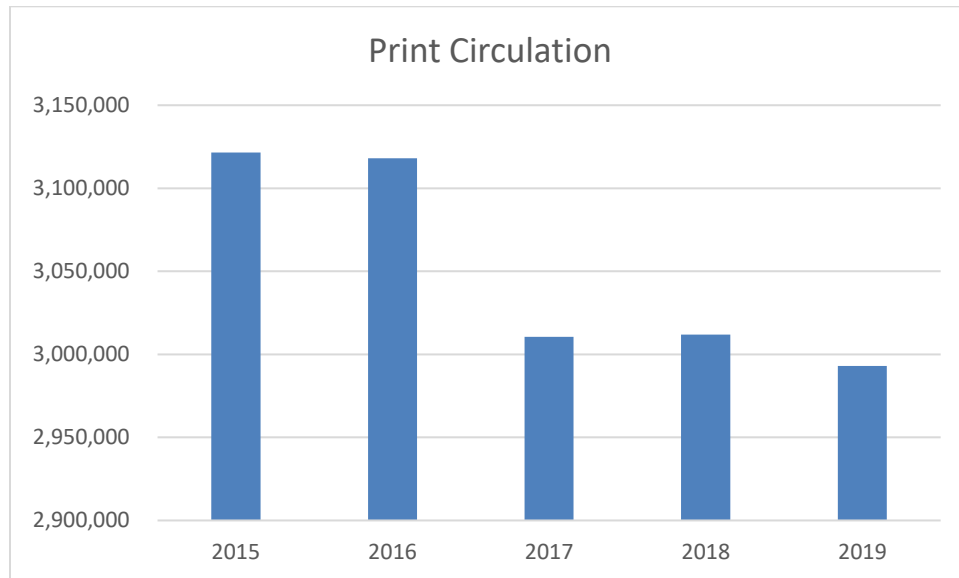
REPORT

2019 Highlights

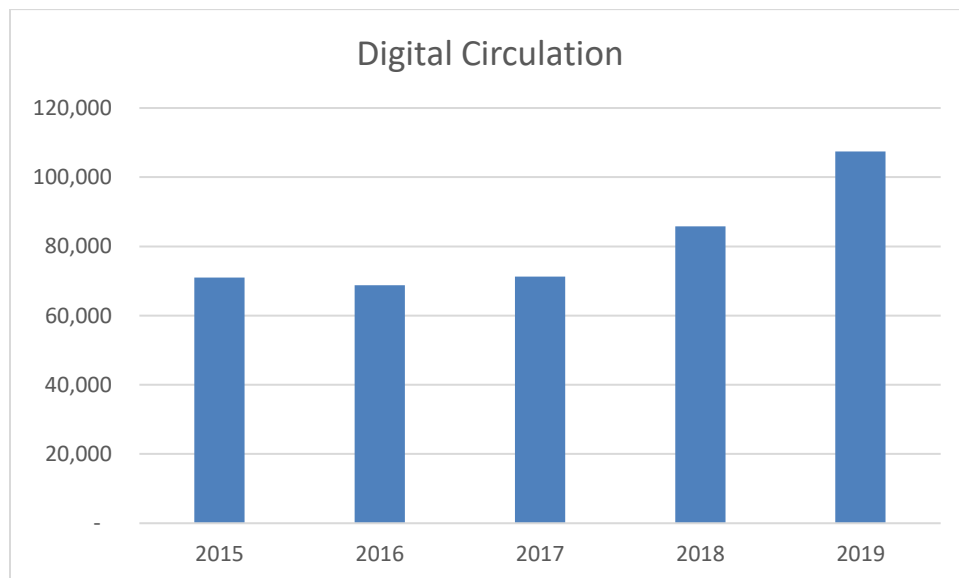
- We were visited in person more than 1,800,000 times.
- We loaned 3,100,329 physical and digital items, a very slight .6% increase over 2018.
- We issued 23,037 new cards.
- We offered 1,360 programs attended by more than 40,000 people.
- Community groups and individuals made use of our program rooms and group study rooms more than 5,140 times.
- We connected with 14,295 community members through 618 outreach visits.
- We answered 97,838 reference questions.
- Patrons streamed 22,044 movies and/or music, and accessed 10,422 online courses.

Borrowing

In 2019, we loaned 3,011,996 physical items, a .6% decrease from 2018 numbers.

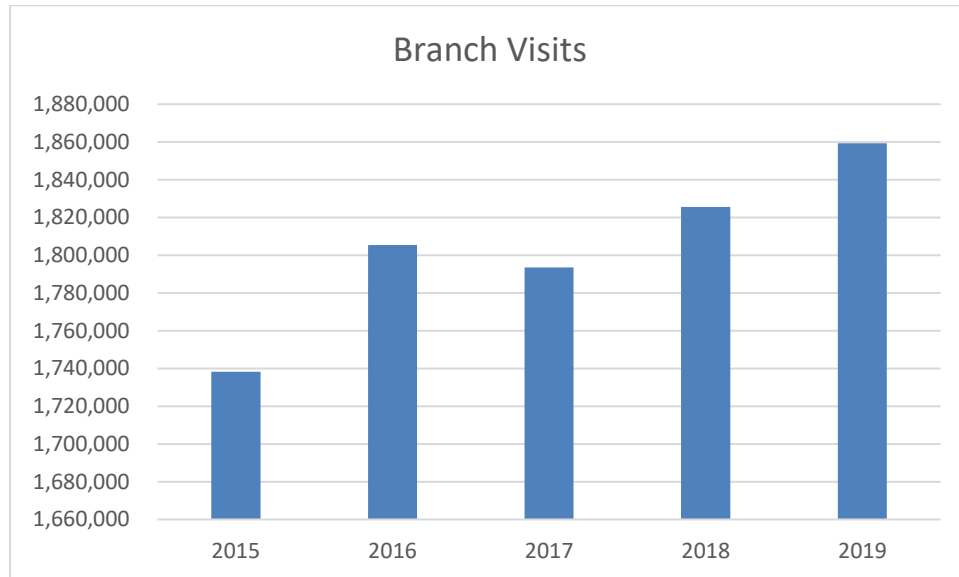


We loaned 66,479 e-books (a 22% increase from 2018), and 40,915 e-audiobooks (a nearly 30% increase from 2018). Combined, we loaned 107,394 digital items in 2019, a 25% increase over 2018.



Visits

Branch visits increased slightly by 2% over 2018.



New Users

In 2019, we registered 23,037 new users systemwide. New users registered during outreach visits increased 431% over 2018, from 184 to 978.

Outreach

In 2019, we made 618 outreach visits, up 114% from 2018.

Community Room Use

Our rooms were booked by community members 5,140 times, up 21% from 2018.

Staff Training

In 2019, 219 BPL staff attended training sessions and/or conferences, up 16% over 2018.

Heidi Schiller
ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 JANUARY 16

SUBJECT: 2020 OPERATING PLAN

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT:

In 2018, the BPL Board developed a 2019-2022 Strategic Plan that guides the work of Burnaby Public Library. Each year, BPL staff develop an operating plan to move the work of the strategic plan forward. A series of staff meetings were held in the fall of 2019 to get ideas for new projects and actions, and the ideas were brought to senior staff for further refinement. The attached 2020 Operating Plan outlines key initiatives that we'll undertake this year. Progress on these initiatives will be reported as part of the quarterly reports to the Board.

A handwritten signature in blue ink, appearing to read 'Beth Davies', written over a light blue horizontal line.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

2020 Operating Plan Projects

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Connect with Community	1.1 Remove Service Barriers											
							1.2 Needs of Non-English Speakers					
	1.3 Improve Services for Neurodiverse Youth											
	1.4 ASL											
Encourage Curiosity & Exploration							2.1 Create Digital Literacy Strategy →					
	2.2 Streamline and Enhance Patron Printing											
Create Welcoming & Innovative Spaces	3.1 Website Redesign											
	3.2 Renovate Metrotown Staff Spaces →											
	3.3 Develop a Vision for Metrotown Public Spaces											
Invigorate People & Culture	4.1 Implement the Public Service Staffing Model											
						4.2 Examine and Update Hiring Practices ↔						
Ongoing Priorities	Engage with Public on New Cameron Branch											
	Indigenous Community Connections											
	Trans Inclusion											

- 1.1 Remove Service Barriers
- 1.2 Understand Needs of Non-English Language Speakers
- 1.3 Improve Services for Neurodiverse Youth
- 1.4 Offer ASL Interpretation for Deaf Community Members
- 2.1 Create Digital Literacy Strategy
- 2.2 Streamline and Enhance Patron Printing
- 3.1 Website Redesign
- 3.2 Renovate Metrotown Staff Spaces
- 3.3 Develop a Vision for Metrotown Public Spaces
- 4.1 Implement the Public Service Staffing Model
- 4.2 Examine and Update Hiring Practices



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 JANUARY 16

SUBJECT: STRATEGIC PLAN REPORT Q4 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		Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
							Number	%
	Metrotown	2,346	2,727	2,628	3,107	2,498	152	6%
	McGill	857	996	952	1,260	833	-24	-2%
	Tommy Douglas	998	1,214	998	1,147	919	-79	-7%
	Cameron	589	581	624	863	576	-13	-2%
	HLAS	35	34	17	43	42	7	20%
	Outreach	75	138	320	239	281	206	274%
	TOTAL	4,900	5,690	5,539	6,659	5,149	249	5%

HLAS		Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
							Number	%
	Visits	414	293	333	302	404	-10	-2%
	Patrons Served	1058	594	768	844	1,028	-30	-2%

OUTREACH VISITS		Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
							Number	%
	Adult	10	69	81	86	54	44	440%
	Teen	11	12	43	27	44	33	300%
	Children	53	22	58	15	107	54	101%
	TOTAL	74	103	182	128	205	131	177%

OUTREACH CONNECTIONS		Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
							Number	%
	Adult	83	730	1,560	1,159	1,371	1,288	1551%
	Teen	270	222	1,483	418	709	439	162%
	Children	2,246	884	3,579	93	2,087	-159	-7%
	TOTAL	2,599	1,836	6,622	1,670	4,167	1,568	60%

McGill Conversation Circles

A few years ago, the McGill branch stopped offering ESL Conversation Circles due to low attendance. In community visits during the first half of the year, community librarians started hearing requests for English learning resources and opportunities, a trend based on changing demographics. McGill staff took the feedback and started a new round of ESL Conversation Circles in October that has been very well received and attended. We will continue offering these circles on an ongoing basis in the new year and explore more opportunities with community work.

Brentwood Community Resource Centre

The partnership with the Brentwood Community Resource Centre that was started in the summer continued until the end of November, and the best connections were with families in the area. The programs offered by Children Librarians had increased attendance, with community appreciating the flexibility of staff with time and conversations. McGill staff will start a new round of visits to the Centre in 2020, with an emphasis on relationship building with young families.

Korean Community Action Program

BPL librarians have been working with the Korean Community Action Program for Children in the Brentwood area. Using language, cultural and community skills, we have been able to connect in new ways with a community that is not fully using the library yet, learning specific needs and supporting parents and children in their own language and spaces.

St Stephen's Community Meal

New Cameron Branch Manager, Christie Menzo, attended a community meal facilitated by St Stephen's church in the Cameron neighbourhood. 48 community members attended the meal, including children, adults and seniors, and Christie was able to connect with many new faces including a family recently moved to the neighbourhood from India. She discussed barriers to service for two senior community members who we hope to see in the library in the near future (one hadn't been back to a library in ten years on account of negative library experience in a neighbouring system). The meals are planned to continue in 2020 and Cameron staff look forward to attending in order to connect, learn, and engage with meal attendees.

Storytime Teachable Moments

When Children's Librarian Jamie McCarthy had to temporarily use a cane this fall, she found that toddlers in particular were attracted to the cane – it's shiny! – and would try to grab it. Jamie used this as an opportunity to introduce her cane at the start of storytime as a wonderful tool that helped her move better. She also told children that they should always respect a person's cane and never grab it, as it could hurt the person or make them unbalanced. At the end of storytime, two grandfathers (one of whom also uses a cane) approached Jamie and told her they appreciated that she talked to the children about canes and mobility.

SEED Program

A fun new community partnership happened when Jamie at Tommy Douglas was invited by one of her storytime moms to speak at the Burnaby Lake Supportive Environments and Experiences for Development (SEED) Program. The SEED program is an interactive program providing support and information for parents and families of children from birth to four. This outreach event was great and was hosted at the Ismaili Centre, which is located in an area of Burnaby that is not near any of our branches. Jamie gave a literacy chat, talked about the library, and presented a storytime. At the end she chatted with families at the Centre and found out what they were interested in at the library.

Armstrong School

The area around Armstrong School, south of the Cameron branch and east of the Tommy Douglas branch, is an area of the city that Children's Services is focusing on to provide services and connections. The school isn't close to a library branch, and many families have no opportunity to visit the library. Several staff members have visited the Armstrong School CommunitEA time this fall, and our connections will continue into 2020, including a visit with the settlement worker at the school to meet more refugee and newcomer families.

Storytime Inclusion

A deaf child and his mother who regularly attend bilingual American Sign Language/English storytimes came to two Metrotown Friday storytimes and declared them fun. Staff made some small accommodations: choosing songs with actions, choosing books in which pictures communicate much of the story, dramatizing the story, and directing speech to the child, who uses hearing aids, as much as possible.

Curiosity Collection

Last quarter, we increased findability of the Curiosity Collection in the catalogue through new series headings, images, employing Bibliocommons' 'Feature in Catalogue' functionality which will place the Curiosity Collection in results for subject searches for 'robotics', 'science experiments', 'coding tools', and others. Additional promotional initiatives including a new webpage and a video will be coming in early 2020.

Teen workshops

In October, teen services partnered with the Burnaby Youth Hub and co-hosted two workshops for teens at the 2019 Gay Straight Alliance Forum, held at Moscrop Secondary and sponsored by the Canadian Centre for Gender and Sexuality Diversity. These workshops were a forum for teens from across Metro Vancouver to connect with each other, tell their stories, and ask questions. Teens told staff that they are not receiving the support they need at their high schools, despite SOGI education. Many teens talked about schools having the pride flag or having pride flag stickers on their classroom doors, but then being bullied in front of teachers for being gay. The teens asked the library for a space to meet where they could "just be queer", and they were very appreciative that BPL would provide such a workshop.

Boys' Love Manga

A patron at Tommy Douglas wrote an impassioned letter to Branch Manager Linton Harrison asking for more manga about romance between two boys. The patron forwarded a reading list

produced by Edmonton Public Library, saying “It makes me sad to think about how our library has almost none of these books.” He also said: “I understand that it would be ... very unreasonable, as well as unlikely to spend a whole lot of money on a few books just because some teenager wrote an email to the library.” Library staff purchased some of the books he recommended, and Linton replied to the patron to let him know. The patron said: “The library is one of my favourite places in the world and I love to read, so this makes me really happy. ... Words can’t express how joyful I am.”

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Code of Conduct and Service Principles	Heidi	This project and 1.2 have been combined into one project, Removing Service Barriers. The project team has set up a process for identifying and removing barriers from circulation policies. The team has developed a draft set of four service principles and is working on an implementation and training plan. This project will continue into 2020, with an expected completion date of June, 2020.
1.2 Circulation Policy Update	Heidi	(See above)
1.2 HLAS Decentralization	Heidi	The project leads have completed creation of documentation for distribution to branches, and are working with the Web Coordinator to create an online registration form. Next steps will be implementation and staff training, with an expected completion date of February 2020.

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	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Adult	389,397	412,665	388,514	399,309	373,154	-16,243	-4%
Teen	22,406	23,952	24,481	30,159	23,377	971	4%
Children	318,165	325,940	318,902	359,487	312,995	-5,170	-1%
TOTAL	729,968	762,557	731,897	788,955	709,526	-20,442	-2%

CIRCULATION – DIGITAL	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
e-Books	13,911	16,063	16,149	16,936	17,331	3,420	24%
e-Audiobooks	8,588	9,950	9,863	10,765	10,337	1,749	20%

COMPUTER SESSIONS	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Metrotown	16,892	18,522	19,773	20,673	18,575	1,683	10%
McGill	7,370	8,147	9,048	8,737	7,863	493	6%
Tommy Douglas	13,463	15,712	15,342	16,417	13,835	372	2%
Cameron	3,689	4,204	4,728	4,983	4,608	919	24%
TOTAL	41,414	46,585	48,891	50,810	44,881	3,467	8%

Wifi Unique Devices	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Metrotown	95,198	167,523	110,476	115,144	104,435	9,237	9%
McGill	38,390	42,184	46,981	46,629	39,682	1,292	3%
Tommy Douglas	13,463	25,892	25,220	25,715	23,826	10,363	77%
Cameron	3,689	19,928	21,659	20,865	21,033	17,344	470%
TOTAL	150,740	255,527	204,336	208,353	188,976	38,236	25%

PROGRAMS	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
All Adult	111	86	116	130	118	7	6%
Adult Digital Literacy	7	18	28	91	30	23	328%
All Teen	6	7	3	12	12	6	100%
Teen Digital Literacy	0	3	0	3	1	1	-
All Children	260	220	144	156	190	-70	-26%
Storytimes	99	138	118	119	131	32	32%
Children Digital Literacy	U/A	16	4	17	14	-	-
TOTAL	377	313	263	298	496	119	31%

PATRON QUESTIONS	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Reference	-	15,813	14,149	16,582	13,079	-	-
Readers Advisory	-	4,015	874	3,842	2,880	-	-
Tech Help	-	6,803	6,506	7,278	6,017	-	-
TOTAL	21,539	26,631	21,529	27,702	21,976	437	2%

DIGITAL RESOURCES	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Movies/ Music Streamed	7,631	8,237	5,632	5,054	3,121	-4,510	-59%
Online Courses Accessed	2,083	2,553	2,529	3,187	2,153	70	3%

New e-books – and shorter wait times for them

The library doubled its annual spending on e-books and downloadable audiobooks in the last quarter of 2019, purchasing 2,951 titles in Q4. About 400 of these are additional copies of popular titles purchased to shorten hold queues. Previously, as many as 40 patrons could be waiting for a single copy of a popular e-book or downloadable audiobook. The holds ratio is now 5:1 and the intent is to maintain that ratio through 2020. Unique titles in the collection also increased dramatically – up 19% over the previous quarter. Patrons looking for e-books and downloadable audiobooks will see more titles in all genres, but especially teen manga, romance and science fiction. They'll also find a selection of new cookbooks, knitting books and poetry – three subjects that were previously underrepresented in e-book format.

Douglas Road Visits

Community librarians continued visiting the Douglas Road shelter, and have started to bring laptops and wifi hotspots. Residents appreciate the access to computers, digital training and information support from librarians in an adaptable and flexible one-on-one digital program.

New Connection with the Food Bank

The Greater Vancouver Food Bank's new headquarters, which opened in October in Burnaby, includes a community kitchen that offers cooking programs. BPL community librarians started attending this program to connect with program attendees and offer food-related resources. The visits have been extremely well received with many questions and information requests from the public, both on food issues and library services, and a call to continue these visits on a regular basis.

Interesting Reference Questions

Interesting questions this quarter included:

- Patron wondering if they are safe from tsunamis if they live on the south slope of Burnaby.
- Patron looking for newspaper articles from the 1940s about a circus group called the Kong family.
- Patron looking for information an article on climate change that an English scientist wrote in 1978.

Lego Pride

During a Gilmore Community School visit to the McGill branch one child put his hand up and quietly volunteered that he had come to a LEGO program at the library. There was general excitement among the class: asking him about it, what he made, how much LEGO we had. The child went on to say his LEGO had been put on display in the library! The class was very excited at the prospect of such recognition and the boy was basking in the admiration of his classmates. This was a great reminder of how important what we do is to individual children, particularly the displays of kids' art and creations.

Transit Week

I Love Transit Week, when school students get to ride transit for free, brought multiple school classes to McGill this October. Students who visit get an introduction to the library and get a library card if their families complete an application form in advance. In one class, a newcomer student from Ghana didn't have an application form as his family didn't know about the library, so Children's Librarian Kathryn Lee allowed him to take home the paperback book he chose without checking it out.

Christmas Surprises

Children's Librarian Kathryn Lee followed up on an idea that Library Clerk David Finnis saw at a neighbouring library system to create surprise "gifts" for children. McGill staff wrapped picture books under the Christmas tree, and children signed out a book without knowing the title until they unwrapped the book at home. All 100 books were checked out within a week.

Cameron Programs

Programming highlights this quarter included the popular Get Appy and 1-on-1 Tech Help programs that assist patrons with their digital literacy needs. A LINC group (Language Instruction for Newcomers to Canada) attended the final Get Appy program of the year, and the group leader shared that the students really appreciated the opportunity to participate: "newer students mentioned that they have always wanted to participate but were too overwhelmed to register by themselves; coming with the class has given them confidence to register for other library events." We have also seen a growth in demand for our TED Talk programs. This quarter we held TED Talk conversations on 'Climate Change' and 'The Power of Belonging.' Participants enjoyed watching the videos together and then engaging in meaningful conversations about the content. We plan to continue offering TED Talks in January.

Technology at Metrotown

Ashley Dunne at Metrotown hosted an evening littleBits drop-in program called Chaos + Creativity, where eight children at a time could enter the room, find a station that sparked their creativity, and build an electronic device. One station featured a magnetic board, another combined littleBits with LEGO structures created at LEGO Club the week prior, and another was for open experimentation. Each station was full of questions to inspire the children to create and modify devices for different purposes.

Metrotown's first Tech Open House for kids was held on a Saturday afternoon, with 55 people in attendance. Based on a program created by Tina Lee at McGill, staff set up stations with different technologies. The Nintendo Switch was the big star of the afternoon, but many families were also curious about LittleBits, Makey Makey (banana piano), microbits, osmos and spheros.

Tommy Douglas tech programs

Tommy Douglas hosted 15 adult digital literacy courses during the final three months of 2019, higher than any previous quarter. 181 participants took advantage of these free classes, and the overwhelmingly positive feedback from attendees and ongoing demand from community members who were not able to get in due to class size limitations means that we're planning a similar number of courses each quarter in 2020.

BPL partnered with the Burnaby Village Museum to bring a discussion led by Kamala Todd, Indigenous Community Planner and Filmmaker, to analyze the role of colonial narratives in the environment. These narratives include names, heritage landscapes, and the very planning of our cities – contributing to exclusion and erasure of local Coast Salish Nations who have lived on their unceded territories since time immemorial. Questions that were addressed included: How has heritage contributed to the harms of colonialism? What will it take to decolonize and re-Indigenize the stories, landscapes, and understandings of the places we call home? What narratives and sense of place shape our connection to the lands we live upon?

Cameron Favourites of 2019

We were overwhelmed with over 60 responses, from “Frozen 2” to “Garfield.” Cameron staff plan to continue creating opportunities for patrons to share recommendations with one another in the New Year.



As part of a partnership with Fraser Health that started with raising staff awareness about addiction and overdose response, the Metrotown branch offered a workshop for the public about the overdose crisis. Participants got a chance to learn how to recognize the signs of an overdose and practice how to respond. There were also some free naloxone kits available for patrons to take away.

This workshop was a partnership with the Citizens for Accessible Neighbourhoods (CAN) and focused on Disability Justice, which was created by trans, queer, disabled people of colour as a way to centre their experiences and examine disability and ableism as it relates to other forms of oppression and identity. It was an informative workshop led by Heather McCain, who is a queer, non-binary, disabled advocate and educator on this topic as well as ableism. Disability Justice fosters a better of disability while also challenging people to address the ways they think about labels, bodies, minds, and senses.

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Storage Collection	Trish	This project is complete. Storage collections were reduced significantly in 2019. Still-popular materials were shifted to east storage at Metrotown last quarter, and a small number of items were transferred to McGill. The Metrotown west storage room is now free of materials and shelving, and ready to be re-imagined as part of the Metrotown public spaces project in 2020.
2.2 Lend Technology	Trish	Mostly complete. This project involved launching the curiosity collection, developing a plan to loan laptops and/or tablets, and investigating the logistics of loaning wifi hotspots. Greg (project lead) will present a Chromebook lending pilot to senior staff in January, and has initiated the work of sourcing a provider for hotspot lending. Feasibility for the latter will depend on service options and pricing.

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	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Metrotown	181,129	176,831	192,669	212,803	184,920	3,791	2%
McGill	106,129	113,371	113,869	120,749	110,890	4,761	4%
Tommy Douglas	92,666	100,454	92,881	99,665	87,877	-4,789	-5%
Cameron	59,467	63,545	61,910	65,427	61,446	1,979	3%
TOTAL	439,391	454,201	461,329	498,644	445,133	5,742	1%

ONLINE VISITS	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Website	281,085	309,003	293,298	299,560	188,217	-92,868	-33%
Catalogue	413,301	395,858	400,934	420,660	269,110	-144,191	-34%

ROOM USE BY COMMUNITY GROUPS	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Metrotown	1,075	960	1,098	1,118	1,171	96	8%
McGill	52	66	49	47	42	-10	-19%
Tommy Douglas	125	154	155	132	148	23	18%
TOTAL	1,252	1,180	1,302	1,297	1,361	109	8%

New Cameron Branch

In December, Diamond Schmitt architects were selected to begin work building the new Cameron Branch and Recreation Centre. Phase one of the work includes preliminary project development, feasibility and schematic design, and costing. The new facility is scheduled to open in 2024.

Metrotown west storage ready to be reimaged

Shelving was removed from west storage in December, revealing a wide open space, with large corner windows and loads of potential. Next steps include removing hardware from the floor and assessing electrical and other needs. The space will likely act as a temporary space during staff workspace renovations at Metrotown in 2020. The room will then be converted to public space following consultation with staff and community.



Teen Library Space Ideas

The Teen Advisory group, created in 2019, is thriving. In December, 22 Burnaby youth met for the monthly meeting at the Tommy Douglas branch. During the meeting teens took part in a design thinking exercise to brainstorm their ideal and hypothetical teen space. The exercise turned out to be a powerful window into the thoughts and views of what teens are looking for. There are many highlights from this exercise that will inform future directions. One theme that came out was the importance of mental health. Many teens feel the library should be investing not only in mental health information and services for teens, but that those services should be structured in the teen space. Teen comments included:

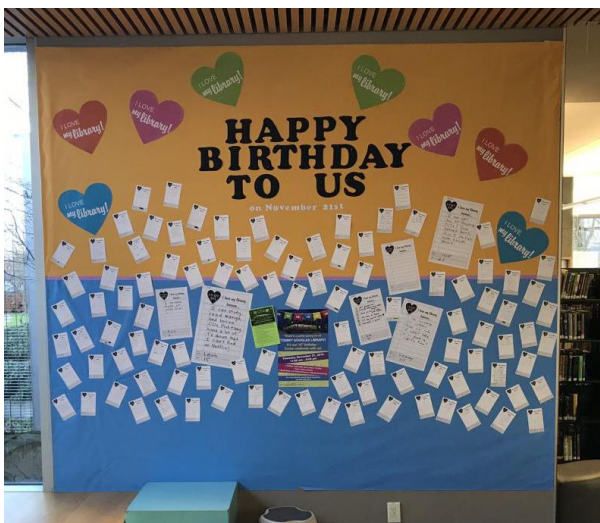
- "Counselling and calm down space [is needed] in case you need to talk some things out."
- "People at home and people at school judge you, it would be nice to have a space to destress. You might have problems at home and problems at school, where are you gonna take it out? It's better to have a quiet area where you can go and be left alone."

Tommy Douglas turns 10!

In November, staff, patrons, trustees and dignitaries celebrated the tenth anniversary of the opening of the Tommy Douglas Branch. A contest was held two weeks before the birthday, in

which patrons were asked to write in birthday cards, which were then displayed in the library. Squamish Nation storyteller Lisa Lewis read from one of her books and hosted a craft session where kids made cedar canoe necklaces. An all-ages makerspace made birthday cards, hats, and flowers, while a tech open house included demonstrations of Virtual Reality headsets and other tech equipment. A slideshow of historical photos around the immediate vicinity of the branch was broadcast all day, and a time capsule of Tommy Douglas artifacts was shown in a display case.

Among others, the event was attended by Mayor Mike Hurley and Councillor Pietro Calendino, MP Peter Julian, current BPL Board members Jeffrey Yu, Katy Alkins-Jang, and Gene Blishen, and previous members Sharon Freeman and Iqbal Dhanani. Former Branch Manager and BPL deputy Chief Librarian Deb Thomas, who worked on the initial design of the new branch, was also present. But the highlight of the anniversary was the long awaited and much anticipated return of Branch Manager, Roberta Summersgill. Roberta was thrilled to be back in the branch, and staff and patrons were excited to catch up with her. Roberta was the key speaker during the official speeches, and Chief Librarian Beth Davies took the opportunity to present Roberta with her 35 years' long service award. Kudos to Tommy Douglas staff for their hard work in organizing such a memorable celebration.



Metrotown Washroom Renovations

Renovations of the two family washrooms and the creation of a new universal, accessible washroom at Metrotown were completed in October. The new family spaces are bright and airy, with kid- and adult-sized fixtures, and both kids and families have told us how pleased they are with the new washrooms. The project also included the conversion of a small nursing room to a universal, accessible washroom – a much needed addition to serve Metrotown's diverse community. Patrons have been thrilled with the new facilities, although there's some lively debate about some of our design choices!



Cameron events board

Sometimes small changes can make a huge difference to a space. At Cameron, several patrons commented that they had been missing out on information about in-branch programs on account of poster placement. Cameron staff were quick to take up this feedback, and re-designed the poster space next to the self-service check out machines so that there would be better visibility. The space is now more vibrant, attractive, and effective in communicating system news, community information, and in-branch programming in one place.



Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	This project is in progress and will continue into 2020. In November, the library awarded a website redesign contract to Denim & Steel, a Vancouver-based digital consultancy known for their work with civic and cultural organizations. They led a kick-off meeting with key library staff in early December, delivered a research plan soon after, and are now visiting branches and interviewing patrons about their use of the library and website. Research will include both library users and non-users, and is expected to wrap up in February, with design and development work to follow. The new website is expected to launch in July.
3.2 Service Outside Branches	Beth	Library presence at Brentwood Community Resource Centre well-established and will focus on family programs, services and connections. SFU holds pick-up awaiting software upgrade. Work on both will continue but considered operational in 2020.
3.3 Metrotown Staff Spaces	Beth	Consultant report shared with staff. Project will continue into 2020 and begin with prioritizing and sequencing work.
3.4 Metrotown Public Spaces	Beth	Not yet begun. This project will begin in 2020, and staff and public will be involved in visioning exercise for former storage space.
3.5 Cameron Branch Vision	Beth	This phase of work complete. Work on designing the new Cameron Branch will continue through 2020 as an ongoing priority and will be project-managed by the City.

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	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Increase/Decrease	
						Number	%
Training Sessions/ Conferences Attended	42	24	36	14	35	-7	-16%
Staff Attending Training/Conferences	46	29	108	36	46	0	0%

Staff Mentoring in Community Work

In 2019, Community Librarians started taking other librarians with them to community visits. These buddy shifts have the goal of creating an environment for staff to have hands-on experience of community work. In the last quarter of the year, ten staff members started going to places such as food banks, Douglas Road shelter, Brentwood Community Resource Centre and SUCCESS. More staff members have a better understanding of library work in the community, and some are starting to do visits on their own. We will continue training and mentoring in 2020.

Public Service Staffing Model

A 2018 research project led by former Deputy Chief Librarian Deb Thomas found that many of the questions answered at BPL's information desks do not require specialist librarian training and knowledge, and that many staff are underutilized. Additionally, some patrons require in-depth assistance with information, research, or technology that staff are unable to provide using the library's current model. Staff also lack time to build relationships with community members, develop meaningful programs, and effectively manage the library collection. BPL also needs staffing in areas such as technology assistance, research and measurement, and marketing.

In order to address the challenges listed above, a team was formed to create a model that enables staff to use their highest capabilities in order to provide public service that is seamless, barrier-free, personalized, and adaptable to changing community demands. The project team, made up of six frontline staff (two Librarians, an Info Clerk, two Clerks, and a Page) and led by Assistant Director, Public Service Heidi Schiller, spent the end of the year finalizing the public service staffing model through an iterative process involving staff feedback and consultation. In 2020, staff will begin work to implement the new model, with a big focus on staff training and support. The anticipated roll-out date for the new model is January 2021.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Marketing & Communications Strategy	Beth	Final marketing communications report shared with Board in April. Project complete.
4.2 Indigenous Awareness	Beth	Project to deliver Kairos blanket exercise complete. Work continues in areas such as programming and territory acknowledgement. This work has been identified as an ongoing priority in 2020 but will not be structured as a project.
4.3 Community Asset Map	Heidi	The project is underway and will be operationalized in 2020.
4.4 Staffing Model	Beth	The final model has been shared with staff. In 2020, a new Operating Plan project will focus on implementation of the new model.
4.5 Hiring Practices	Lindsay	Not yet begun. In 2020, project will focus on BPL hiring practices from a diversity and inclusion perspective, and also look at our auxiliary staffing model.

Comments and suggestions from patrons

Suggestions for:

- Longer loan periods for movies
- A second floor at Tommy Douglas
- Homework help
- More seating and study space at Metrotown
- A library gift shop
- Online fine payment

I want to give my appreciation to staff when I ask for help with computer or to get my email. I am blind in left eye and now I am Alzheimer. They are very kind and have a lot of patience with me.

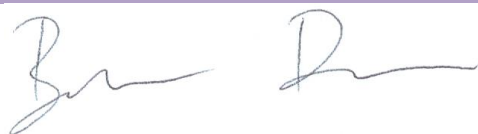
Tommy Douglas patron

Best library I ever used. Friendly staff, convenient self- checkout and this web site keeps me informed all the time about what's outstanding and what isn't.

Website patron

Thanks so much for being here and for the useful resources that you brought us. All the families were happy because now they can get some books and materials from the library. One mom made me cry because she cried for having a card. Thanks so much it means a lot for those families who are facing many barriers accessing services.

Community partner after a visit from community and children's librarians



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

CHIEF LIBRARIAN'S REPORT

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 January 16

SUBJECT: RETIRED EMPLOYEES 2019 JULY TO DECEMBER

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The following staff member received a gift upon her retirement equaling approximately \$25 per year of service:

Roberta Summersgill

Roberta began with Burnaby Public Library in June 1984. She worked as a Librarian 1 at the Central Park, Kingsway, Metrotown, and McGill Branches, and she also worked in Acquisitions on a temporary assignment. In 2008, she became the Branch Manager of Kingsway and then the Tommy Douglas Library. After 35 years of service, Roberta retired on 2019 December 31.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY