

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 February 20 (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 hən̓q̓əmi̓n̓əḥ and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

PAGE NO.

1. **Motion** to receive agenda

2. **Minutes**

a) **Motion** to adopt the minutes of the regular meeting held 2020 January 16 as circulated

ENCLOSED

b) **Motion** to adopt the minutes of the Finance Committee meeting held 2019 October 17

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

iv) **Finance Committee**

a) **2020 Annual Budget**

ENCLOSED

Motion to approve the 2020 Annual Operating Budget as presented

Motion to approve the 2020-2024 Annual Capital Budget as presented

b) **Library Endowment Fund**

ENCLOSED

4. Items Requiring a Decision

i) 2019 Provincial Grants

1-8

Purpose: To seek the Library Board's endorsement of the 2019 Public Library Grants Report

ii) Library Board Meetings 2020

9-10

Purpose: To determine whether to reschedule or cancel the Library Board meetings in March and July.

iii) Committee Appointments

Purpose: To complete Library Board committee appointments for 2020.

5. Items for Information

i) Public Service Staffing Model - Update

11-14

Purpose: To provide the Library Board with information on the status of the Public Service Staffing Model project.

ii) SFU Centre for Dialogue Project

15-16

Purpose: To provide the Library Board with information on the Library as Democratic Conveners Project

iii) BCLTA Governance Workshop

16-17

Purpose: To provide the Library Board with information on upcoming BCLTA Governance Workshops.

iv) BCLA Conference / BCLTA Forum

19-24

Purpose: To provide the Library Board with information on the upcoming BCLA Conference and the BCLTA Forum

6. Report of the Chief Librarian

i) Newspaper Clippings

**SENT VIA DIGITAL
AGENDA PACKAGE**

Purpose: To provide the Library Board with information regarding media articles published in the past month that referenced the library.

7. Other Business

8. Next Library Board Meeting – 2020 March 19 at 7:00pm in the Willow Room at the Cameron Recreation Complex, 9523 Cameron Street, unless otherwise decided.

9. Adjournment

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



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 FEBRUARY 20

SUBJECT: 2019 PROVINCIAL GRANTS

RECOMMENDATION:

THAT the Board endorse the 2019 Provincial Grants Report

REPORT

Each year, the Burnaby Public Library receives grants from the Provincial Ministry of Education. In 2019, these grants amounted to \$470.080.

One of the conditions of receiving these grants is that we must submit an annual Provincial Library Grants Report, and that this report be endorsed by the Board. The information we provide in the grants report is used in part to demonstrate the value of public funds in relation to the priorities of the Provincial government and to provide valuable information, which will be used towards the Libraries Branch annual report.

The report is attached.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



2019 PUBLIC LIBRARY GRANTS REPORT

INTRODUCTION

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

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

BPL's branches are important public spaces, meeting places and centres for discovery and dialogue. We provide access to computers and Wi-Fi, and our expert staff help people access the information that they need for work and study, and to navigate essential services online. Library staff work outside our branches too. The Home Library and Accessible Service Department provides personalized service and an exclusive collection of library materials to patrons who are unable to come to our branches due to health reasons or a physical disability; we visit private residences, care facilities, assisted living spaces and other institutions, and through services such as NNELS offer materials in alternative formats to clients who are print-disabled. BPL offers services to newcomers to Burnaby through partnerships with immigrant service organizations, and through our Library Champions program, which trains community members to connect newcomers with library programs and services. And our pop-up libraries, outreach van and Burnaby Public Library enable staff to reach community members at neighbourhood events, schools, farmers' markets and other community gathering spaces.

In 2019, 1.8 million people visited Burnaby Public Library branches. We know from the public, via conversations and via our comment card program, about the importance of the library as a place of solace and of refuge – as the city becomes more densified and private space shrinks, people are finding the space and community connection that they need at the public library.

In 2019:

- BPL patrons borrowed more than 3 million items;
- 23,000 new members joined the library
- BPL staff answered 97,000 reference questions
- BPL staff delivered 1300 programs to 40,000 people

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

About Burnaby

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

Burnaby's population is growing:

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

More Burnaby residents are immigrants than are non-immigrants:

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

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

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

Strategic Plan

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

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

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

Connect with Community

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

Encourage curiosity and exploration

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

Create welcoming and innovative spaces

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

Invigorate people and culture

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

ADDRESSING STRATEGIC PRIORITIES

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

Improving access

BPL's Home Library & Accessible Service offers delivery of materials to residents in their homes and in group facilities. In 2019, HLAS staff worked with City of Burnaby staff and a BCIT intern to develop a map of all facilities visited. This has enabled staff to more effectively plan delivery routes to maximize time spent with patrons. HLAS staff are also offering technical support to patrons at home in addition to traditional readers' advisory services. In 2019, BPL also purchased a new HLAS van to ensure that the service continues to operate efficiently. Patrons can also access HLAS in person, but this service is currently limited to office hours in the Metrotown branch. HLAS staff are working to train staff in all locations to provide information about the service and to sign patrons up for the service from any location, during all open hours.

BPL doubled its annual spending on e-books and downloadable audiobooks in 2019, purchasing additional copies of popular titles to shorten hold queues and increasing unique titles in the collection. 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.

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 ودراسىم

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ

मैं हिंदी बोलते हैं

Dobar dan, kako ste?

Developing skills

BPL significantly expanded digital literacy programs in 2019, offering both traditional software-based programs, and more innovative exploratory programs. BPL is supporting curriculum changes by including coding and other technology programs for kids and teens. BPL has invested in spheros, osmos, makey-makeys, lil bits and virtual reality headsets. Staff are offering drop-in programs to try this technology out, and also taking the technology into the community through visits and programs. Community Librarians visited an art studio run by the Burnaby Association for Community Inclusion (BACI) for artists of all abilities. Since the group was interested in incorporating technology into their artwork, staff also brought Spheros to experiment with. The artists dipped the Spheros into different colours of paint and drove them around a canvas to create paintings. Studio staff were excited that the activity held the interest and attention of some of the artists who usually have a hard time engaging with activities. The group expressed how much they enjoyed the experience and worked together to create two pieces of art to display in their studio. BPL is starting to lend this technology to patrons and will officially launch the Curiosity Collection in 2020.

Collaborating on shared goals

BPL added a new community librarian position in 2019, which enabled us to dramatically increase the number of organizations and community members we connect with. In 2019, we connected with 14,295 community members through 618 outreach visits.

Recently, Burnaby opened a permanent emergency shelter for people experiencing homelessness. Community Librarians began working with staff at the shelter to provide books for the guests using the space. They 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, library staff planned visits to provide guests with access to laptops and technology help.

Teen librarians worked to establish a community collection at the Youth Custody Centre in Burnaby. Youth sometimes spend only one night in custody, and most of them return to communities outside of Burnaby. Books are labelled “this book can be returned to any public library in BC” in the hope that youth will make a connection with their local public library when they return to their home town. We continue to look for opportunities to build connections with youth and staff at the custody centre.

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.

Enhancing governance

Almost 100 BPL staff and board participated in KAIROS blanket exercises to increase our shared understanding of Indigenous experiences and of Truth & Reconciliation. BPL offered programming and established an Indigenous Working Group. The library is also working closely with the City of Burnaby as it strives to build government-to-government relationships with local First Nations.

SUMMARY

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

Burnaby Public Library would like to take this opportunity to thank the Ministry of Education and the Minister for the financial support we received from the province of British Columbia in 2019.



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 FEBRUARY 20

SUBJECT: LIBRARY BOARD MEETINGS 2020

RECOMMENDATION:

THAT the Board determine whether to hold, reschedule or cancel Library Board meetings in March and July 2020.

REPORT

The Library Board usually meets on the third Thursday of each month, except for August (no meeting) and December (second Thursday of the month). The Library Act requires that the Board meet six times a year.

In March 2020, both the Board Chair and the Chief Librarian will be away. There are no scheduled items for discussion at this meeting. The recommendation of the Board Chair and Chief Librarian is that this meeting be cancelled.

In July 2020, the Board meeting falls on the same day as the Giro de Burnaby. The Giro is a key event in Burnaby that trustees may want to attend. Given that the Board does not typically meet in August, the recommendation of the Chief Librarian is that this meeting go ahead as scheduled, provided that enough Board members are able to attend.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: HEIDI SCHILLER
BURNABY PUBLIC LIBRARY

DATE: 2020 FEBRUARY 12

SUBJECT: PUBLIC SERVICE STAFFING MODEL

RECOMMENDATION:

THAT The Board receive this report for information.

REPORT

Background:

A 2018 research project 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 these challenges, 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, finalized the new Public Service Staffing Model in December, 2019, after an iterative process involving staff feedback and consultation.

The Model:

1. Single desk model
 - Public service will be provided from staff working together at a single desk where patrons are provided with circulation, reference, readers' advisory and technology assistance.

- Staff at these desks will be focused on public service. Other work, such as checking in and sorting materials, weeding, program planning and checking email will happen in the workroom or at repurposed service desks.
- Staff based at these desks will be responsible for public service throughout the library and will spend time on the library floor helping patrons and monitoring and addressing public space issues.

2. What staff will do in the new model:

- Pages
 - Pages will be primarily responsible for shelving, shelf checks, shelf reading, and retrieving materials
 - Pages will assist patrons with finding books in the stacks and on the holds shelf
 - Pages may assist with programs and events
- Information clerks
 - Information clerks will be the primary provider of public service at public desks
 - Information clerks will assist patrons with finding materials, e.g. taking patrons to areas of the collection, finding specific titles, placing holds
 - Information clerks will assist with basic technology questions, such as printing, scanning, copying
 - Information clerks will refer reference and readers' advisory questions to librarians
 - Information clerks will answer circulation questions and provide circulation assistance
 - Information clerks will spend off-desk time on materials handling and circulation processes
 - Information clerks may assist with programs and events
 - All Public Service Clerk 2s and 3s will have training to enable them to become Information Clerks. After training, Clerk 2s and 3s have the option to stay (be "grandfathered in") as Clerk 2s and 3s.
- Librarians
 - A librarian will be scheduled at all times the library is open
 - Librarians will continue to provide in-person reference and readers' advisory services at the public desk during busy times, and as back-up to the info clerks during quiet times
 - When not providing in-library public service, librarians will focus on collections, programming, community outreach and engagement, service design and development, reference and readers' advisory one-on-ones, and special projects
 - When working on public service desks, librarians will answer circulation questions and provide circulation assistance
 - Senior public service staff and non-public service librarians will work at least one shift a month on service desks

3. The model, Branch by Branch

Branch	Desk	# of Staff at Desk*	Backup librarians**
Cameron	Single-Service Desk	1-2 staff	1
McGill	Single-Service Desk	2-4 staff	1
Metrotown	1 st floor single-service desk	2-4 staff	2 (there will be two backup librarians for the whole library)
	2 nd floor single-service desk	1-2 staff	
	Children's desk***	0-1 staff	
Tommy Douglas	Single-service desk	2-4 staff	1

*Desks will be primarily staffed by Information Clerks. Librarians will work on the desk at busy periods

** A scheduled back-up librarian will be available at all times at each branch. The primary focus of this back-up librarian will be public service. Librarians will work on the desk at busy periods

*** The children's desk at Metrotown will be staffed at busy times only and will be phased out after the 1st floor single service desk is renovated

Next Steps:

This year, 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 4, 2021.



Heidi Schiller
ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: 2020 FEBRUARY 12

SUBJECT: SFU CENTRE FOR DIALOGUE LIBRARIES AS DEMOCRATIC
CONVENERS PROJECT

RECOMMENDATION:

THAT the Library Board permit an SFU research team to survey participants of the Burnaby Climate Emergency Action Café programs and the Teen Pride Community Advisory Committee (PCAN) for a study on libraries acting as democratic conveners.

REPORT

Background

Section 3.11 of the Board Policy Manual states,

“The library will not permit outside agencies or individuals to personally solicit donations or petition library users on library premises except in special circumstances upon the approval of the Board.”

Libraries as Democratic Conveners Project

The ‘Libraries as Democratic Conveners’ project is a small grant program and research study developed by Simon Fraser University’s Centre for Dialogue that is intended to foster democratic culture. The project was developed to understand how libraries act as catalysts for democratic engagement, with the help of a steering committee made up of representatives from the British Columbia Libraries Co-op, the British Columbia Library Association, Burnaby Public Library (Assistant Director Heidi Schiller) and Fraser Valley Regional Library.

Two BPL programs were awarded \$1,000 grants to be used for staff time to develop, implement, and assist with evaluation. They are:

1. Burnaby Climate Emergency: Action Café
 - A series of three panel discussions in April and May on the climate emergency, followed by public dialogues on how the community can take action.
 - Developed by Librarian and Adult Programming Lead Mariah Gastaldo

2. Teen Pride Community Advisory Committee (Teen PCAN)

- A group for teens aged 13-19 who identify with, or are supportive of, Burnaby's LGBTQIA2S+ community. During the four meetings leading up to this Summer's Burnaby Pride event, participants will hang out, network with other local gender-sexuality alliances, and offer ideas and feedback about how BPL and Burnaby Pride can be better for LGBTQIA2S+ teens.
- Developed by Librarian and Adult Programming Lead Duncan Olenick and Teen Librarian Cristina Freire.

Evaluation Component

The 'Libraries as Democratic Conveners' project will evaluate the impact of the library programs supported by these grants in order to understand the connection between community involvement and wider democratic participation and identify good practices to foster democratic engagement through libraries. Research components:

- A pre-survey of library staff
- An anonymous 5-minute satisfaction survey of library patrons who participated in the programs
- A post-survey of library staff
- An interview of library staff to be conducted after their program has finished

All of the above are voluntary for library staff and patrons.

Respectfully submitted,

A handwritten signature in black ink that reads "Heidi Schiller". The signature is written in a cursive, flowing style.

Heidi Schiller
ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

Notarrigo, Sharon

Subject: Registration Open: BCLTA Governance Workshop March 22nd at WVML

From: "execdir@bclta.ca" <execdir@bclta.ca>

Date: February 10, 2020 at 5:41:21 PM PST

Subject: Registration Open: BCLTA Governance Workshop March 22nd at WVML

Dear all,

Registration is open for the March 22nd Governance Workshop which is being hosted by the North Shore public libraries and held at the West Vancouver Memorial Library. Thank you WVML, NVCL, and NVDPL for all your support! The fabulous Kyla Epstein will be facilitating the workshop.

This workshop is part of our pilot workshop program and is \$50 per participant. Registration is capped at 14 participants and it will fill up fast.

We have heard from a few of you that there is interest in a Governance Workshop for mid-May. We need a host library for the workshop. The host library provides the room, some tech support (computer/projector/screen) if possible, and refreshments.

We leave it to the hosts as to how they arrange for and fund the refreshments. Some have found that sharing the costs of catering with other libraries effective for keeping their costs of hosting manageable. We suggest morning coffee/tea with something to munch on like a muffin, a light lunch, and if possible that tea and coffee with any of the remaining food be left for those who need to keep their energy going through the afternoon. Most adults are responsible for their food needs and know if they need to pack extra energy bars for the day.

BCLTA provides the facilitator, the program, and necessary workshop materials (sticky notes etc.). Some participants prefer having their BCLTA Governance Workbook at the workshop and the Workbook is available for participants to download to their mobile device or to print - we do not provide print copies of the Workbooks.

We are having a tremendous response to our updated workshops (pilot project, customized, and chairing/governance leadership) and we are determined to schedule all of the requests. As you know the purpose of the pilot project is to lower the cost barrier for participants across the province and to allow BCLTA to respond to more workshop requests and to be flexible to the various public library governance needs across the province.

Let me know if you are able to host a workshop or if you have any questions about the pilot project, the customized workshops, or the Chairing and Leading workshop.

Kind regards,
Babs

Babs Kelly (she/her) MLIS, MBA
Executive Director

BC Library Trustees Association

The BCLTA AGM and Forum is April 18, 2020.

Subscribe to our monthly Bulletin and get to know BCLTA and the work of our members better!

Living and working in Prince George, on the traditional unceded territory of the Lheidli T'enneh.



Welcome to the 2020 BC Library Conference

Libraries, Democracy, and Action

Libraries are uniquely able to support and maintain an inclusive and diverse society. We provide staff, space, programming, and services to help individuals, families, groups, and communities maximize their potential for development and enhance their well-being. As the author Eric Klinenberg put it in his book "Palaces for the People," libraries provide the "setting and context for social participation" and are a cornerstone of civic life.

The conference theme "Libraries, Democracy, and Action" is meant to inspire discussions about how libraries continue to build robust social infrastructure and how libraries play a critical role in linking communities to essential thinking and action focused on areas such as reconciliation, inclusion, diversity, intellectual freedom, creative and critical thinking, and social responsibility.

Libraries build social infrastructure and capacity every day. The 2020 BC Library Conference theme provides an opportunity to share the ways libraries currently do this work, and to explore the ways we intend to broaden and deepen the contributions libraries make to society.

We are privileged to hold the 2020 BC Library Conference in the City of Richmond which is located on the unceded territory of the Coast Salish Peoples, including the territories of the xʷməθkʷəy̍əm ([Musqueam](#)), Skwxwú7mesh ([Squamish](#)), Stó:lō and Səlilwətaʔ/Selilwitulh ([Tsleil-Waututh](#)) Nations.

We look forward to seeing you in Richmond, BC, April 15-17, 2020.

Sheraton Vancouver Airport Hotel | 7551 Westminster Hwy

Pricing

Early Bird Registration Rates:

February 5th – March 12th, 2020

Member, Full Conference Registration: \$380.00

Member, Student Full Conference Registration: \$240.00

Non-Member, Full Conference Registration: \$545.00

Member, One Day Registration (Thursday or Friday): \$265.00

Member, Student One Day Registration (Thursday or Friday): \$180.00

Non-Member, One Day Registration (Thursday or Friday): \$435.00

Regular Registration Rates:

March 13th – April 1st, 2020

Member, Full Conference Registration: \$445.00

Member, Student Full Conference Registration: \$265.00

Non-Member, Full Conference Registration: \$605.00

Member, One Day Registration (Thursday or Friday): \$295.00

Member, Student One Day Registration (Thursday or Friday): \$205.00

Non-Member, One Day Registration (Thursday or Friday): \$465.00

Exhibits only pass, Thursday: \$120.00

BCLA SCHEDULE 2020

WEDNESDAY NIGHT

BCLA AGM 4:00pm–5:15pm

Opening Keynote 5:30pm–7:00pm

Welcome Reception 7:00pm–9:00pm

THURSDAY 9:00am-10:15am

T01 - Dungeons and Discourse: Collaborative table-top role-playing games develop storytelling and social-emotional skills.

T02 - On the record: A candid look at newspaper closures in our province and what librarians need to know.

T03 - Restorative Justice: What is it? How does it work? Why should Public Libraries learn to use it?

T04 - Who's Driving This Thing? Data-driven companies, public spaces, and the issue of privacy.

T05 - Library Services for "Invisibles and Disposables".

THURSDAY 11:00am-12:15pm

T06 - Recent Canadian and International Copyright Developments and the Impact on Libraries.

T07 - Collections in Social Movements: Grassroots libraries in marginalized communities.

T08 - Cataloguing is NOT Neutral.

T09 - What happens outside happens inside: navigating the intersections of community engagement, democracy, and patron-centered service

T10 - Trans Inclusion in Libraries.

THURSDAY 1:45pm-2:30pm

T11 - Opening Up the Undergraduate Science Classroom.

T12 - Understanding Library Service Models as a Representation of Values.

T13 - Canadian Children's Library Service: What makes us Canadian?

T14 - BIBFRAME : Where We Are Now and What You Need to Know.

T15 - Show me the Money! Effective influence strategies for sustainable funding.

THURSDAY 3:15pm-4:00pm

T16 - Richmond Indigenous Collaborative Table.

T17 - Lessons from SIMSSA: Reuse and access in a large-scale music search project.

T18 - Student Government, Advocacy, and Library Work.

T19 - Beyond body positivity: How to break down information barriers for fat people and create real fat positive spaces.

T20 - Computational Thinking for Everyone: How the library brought the Carpentries to the University of Toronto.

THURSDAY 5:00pm-6:30pm

Hot Topics

FRIDAY 9:00am-10:15am

F01 - Finding a Place for Community-Engaged Library Work In and Beyond the Academy.

F02 - Accessible Libraries for Everyone

F03 - Can We Decolonize Library Education?

F04 - How Can We Help? InterLINK libraries supporting staff mental wellness.

F05 - Libraries and the Climate Crisis.

F06: BCLTA & ABCPLD STREAM: Session 1 – Governance, community and power.

FRIDAY 10:45am-12:00pm

F07 - Newcomers and the Public Library: On being Canada's unofficial Welcoming Committee.

F08 - Marginalized Folx, Precarious Labour, and Moving Forward in the Profession.

F09 - Capturing Vancouver: Accessible video storytelling in public libraries.

F10 - Pop-up Libraries as Creative Social Infrastructure.

F11 - Navigating the Climate Crisis: Creating hope in a time of uncertainty.

F12: BCLATA & ABCPLD STREAM: Session 2 – Public Library Governance: The why and how for public libraries as spaces for democratic action.

FRIDAY 12:00pm-1:30pm

Awards Luncheon

FRIDAY 1:30pm-2:15pm

F13 - Supporting Diversity of Reading: Accessibility and Usability in Libraries.

F14 - My Library Campaign: Advocacy, solidarity and action.

F15 - One Year In: The process and results of connection to Kith and Kin.

F16 - The Roots of Reading - A digital early literacy project.

F17 - A Fine Balance: Hate speech, freedom of expression and Canadian law.

F18: BCLTA & ABCPLD STREAM:: Session 3 – Public Library Governance: Action and resilient communities.

FRIDAY 2:45pm-3:30pm

F19 - A Year in the Life as the Youngest Library Director in the Province.

F20 - The Community Scholars Program: Building capacity by making Paywalled Research more accessible.

F21 - Building an effective strategic communications strategy for library initiatives.

F22 - Collective Print Strategy on a National Scale.

F23 - Social Justice, Human Rights, & Wikipedia Projects: Addressing systemic injustice on the Internet.

F24: BCLTA & ABCPLD STREAM: Session 4 – Public Library Governance: Governance teams and where it all begins – the Library Act.

FRIDAY 3:45pm-4:45pm

Closing Keynote: Seth Klein - Mobilizing Canada for the Climate Emergency



BCLTA 2020 Forum and AGM

Join trustees, library directors and invited guests from across the province on April 18, 2020 for the BCLTA AGM and Forum.

The theme for the Forum is **Governance and Intellectual Freedom**.

This BCLTA members event for trustees and library directors will take place at the [Sheraton Vancouver Airport Hotel in Richmond](#) which is located on the unceded territory of the Coast Salish Peoples, including the territories of the xʷməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

Forum Outline

8:30 – Check in and Coffee

Grab your name tag and a coffee, meet with library directors and trustees from across the province, and be ready to take your seat for a prompt 9am start.

9:00 – Territorial Acknowledgements and Welcome

9:30 – Key Note with Dr. Alvin Schrader

Forum Keynote Speaker: Dr. Alvin M. Schrader

BCLTA is very pleased to announce Dr. Alvin M. Schrader as the keynote speaker for the 2020 Forum. Alvin is a well known and respected library leader and is currently professor emeritus with the School of Library and Information Studies at the University of Alberta where he taught for 27 years and an Adjunct Professor with the Institute for Sexual Minority Studies and Services in the University's Faculty of Education. Alvin has long been at the forefront of intellectual freedom research and discussions and recently wrote for the Centre for Free Expression at Ryerson University, "[Can Public Libraries Maintain their Commitment to Intellectual Freedom in the Face of Outrage Over Unpopular Speakers?](#)" Please read more about Dr. Alvin M. Schrader [here](#).

10:15 – Break

10:30 – Trustee Reflections on Media and Letters to the Board: Okanagan Regional Library and Drag Queen Story Time with Erin Carlson (ORL Trustee and BCLTA Director)

10:45 – Roundtable Discussions

11:45 – AGM Call to Order

noon – Lunch and AGM (please notify Babs of any dietary needs by March 31st)

1:15 – Forum Reconvenes (promptly!)

1:20 – BC Human Rights Commission

1:50 Trustee Reflections on Facilitating an Emerging Conversation: Greater Victoria Public Library Board Retreat and Freedom of Expression with Elysia Glover (GVPL Trustee and BCLTA Director)

2:00 – Break

2:10 – Room Rental Policies: Reviewing, updating and applying

Powell River Public Library (PRPL) and Vancouver Public Library (VPL) have each updated their meeting room policies in the past two years after identifying a need to address policy gaps to guide this activity that is often secondary to a library's core services. PRPL policy was approved in 2017 and their Chief Librarian and Vice Board Chair will share what has been learned from implementation and where they will go next. The Chief Librarian and Board Chair from VPL will talk about the policy development process that led to approving their new policy in September 2019 and what they learned along the way.

Presented by Jennifer Chan, VPL Board Chair, Christina de Castell VPL Chief Librarian, Chloe Smith PRPL Vice Board Chair, and Rebecca Burbank PRPL Chief Librarian

2:30 – Roundtable Discussions

3:00 – Refreshments

3:15 – Roundtable Discussions Reports

3:45 – Closing Remarks