

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 April 16 (Thursday)

PLACE: via Zoom (access will be emailed)

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 hən̓q̓əmiṇ̓əm 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**

i) **Motion** to adopt the minutes of the regular meeting held 2020 February 20 as circulated

ENCLOSED

ii) **Motion** to adopt the minutes of the Finance Committee meeting held 2020 February 18 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items Requiring a Decision**

i) **2019 Financial Statements and Notes**

ENCLOSED

Motion to approve the 2019 Financial Statements and Notes.

5. **Report of the Chief Librarian**

i) **Strategic Plan Report: First Quarter 2020**

TO BE EMAILED

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the first quarter of 2020 in the context of the Library Services Strategy.

ii) Impact of COVID-19 on Library Operations

TO BE EMAILED

Purpose: To provide the Library Board with information regarding the Library's operations and staffing during the COVID-19 pandemic.

iii) Newspaper Clippings

ENCLOSED

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

6. Other Business

7. Next Library Board Meeting – 2020 May 21 at 7:00pm in the Board Room at the Bob Prittie Metrotown Branch, 6100 Willingdon Avenue.

8. Adjournment

Motion that the regular meeting adjourn.



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 APRIL 16

SUBJECT: STRATEGIC PLAN REPORT Q1 2020

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

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

NEW MEMBERS	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Metrotown	2,727	2,628	3,107	2,498	2,152	-575	-21%
McGill	996	952	1,260	833	813	-183	-18%
Tommy D.	1,214	998	1,147	919	748	-466	-38%
Cameron	581	624	863	576	605	24	4%
HLAS	34	17	43	42	14	-20	-59%
Outreach	138	320	239	281	114	-24	-17%
TOTAL	5,690	5,539	6,659	5,149	4,446	-1,244	-22%

HLAS	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Visits	293	333	302	404	82	-31	-2%
Patrons Served	594	768	844	1,028	314	-95	-30%

OUTREACH VISITS		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
							Number	%
	Adult	69	81	86	54	75	20	36%
	Teen	12	43	27	44	27	15	125%
	Children	22	58	15	107	22	0	0%
	TOTAL	103	182	128	205	46	35	39%

OUTREACH CONNECTIONS		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
							Number	%
	Adult	730	1,560	1,159	1,371	916	186	26%
	Teen	222	1,483	418	709	595	373	168%
	Children	884	3,579	93	2,087	341	-542	-61%
	TOTAL	1,836	6,622	1,670	4,167	1,852	16	1%

Readers' Advisory

In the last weekend in March before the library closure, a great number of people came to the library and expressed that, when things are uncertain, they want to prioritize getting to the library to stock up on things to read, watch and listen. The highlight, however, was the amount of personalized service they asked for. McGill has always given a great deal of reader's advisory, but the last two days we were open was amazing. Librarians had one patron after another wanting help with reading material for themselves and their family. "I have a 6 year old, a 9 year old and a 12 year old; I have a 7 year old, a 12 year old and a 15 year old; I need books like Louise Penny."

Palestinian art and literature

During an outreach visit to a school, our teen services librarian met a group of teens who asked if it was okay for the library to order "Palestinian books". These teens were under the impression that the library would not condone carrying a pro Palestine book, which express a desire for Palestinian sovereignty or liberation. A teacher mentioned that it is really tough for Palestinian youth to see themselves accurately represented in western culture since they have such a politicized identity and so much of the material we have about Palestine is about them in relation to Israel. Teen services has been looking to fill this gap using the suggestions put forward by teens by purchasing books which celebrate Palestinian art and literature.

Teen returning to library

A teen who was formerly banned with a larger group of teenagers two years ago, expressed interest in beginning the process of having their own ban lifted. Our teen services librarian met him by chance by visiting a program for youth who have experienced instability in their lives, are seeking to continue their education with an individualized approach to learning, and rely on support from peers and staff. After learning the situation and conversations, McGill staff were supportive of lifting the ban and the youth has been allowed back. Since the ban was lifted, the youth has been back to the library chatting with the teen librarian, looking for books to read, using the space and bringing friends who have previously had no contact with the library.

COVID-19 Community Resources

Burnaby Public Library staff are working with the Burnaby Interagency Council and the Burnaby Division of Family Practice to share information about community resources available to

Burnaby residents during the pandemic. Library staff are researching services and will be compiling and maintaining a website with this information. Library staff are also exploring ways to support the technology needs of community agency staff and clients.

Tigrinya-speaking Mothers

A community outreach visit to a local group of Tigrinya-speaking mothers in turn resulted in their meeting at the library several weeks later, most for the first time, for a guided tour and information session on our resources. Many became new members.

NewToBC

Metrotown Branch Manager Elizabeth Davies attended the NewToBC Steering Committee Meeting in March. Renewed funding from Immigration, Refugees and Citizenship Canada will allow NewToBC to continue its stellar work with InterLINK public libraries through the very successful Library Champions Project and the NewToBC website. Unfortunately, due to the COVID-19 pandemic, NewToBC made the decision to cancel the spring Library Champions cycles, but is continuing to share public library digital and remote services on through their website.

Last Open Days at Metrotown and Tommy Douglas

Metrotown Branch staff really stepped up in the last two days we were open to the public in March. Many staff worked at the front door, counting patrons to ensure that only 50 were in the building at a time, and communicating with patrons about the closure, limited library services and how BPL would be managing loans, fines etc. during our closure. Outreach Librarians Nicole Sousa and Andrea Lam spent many hours managing the line-up and were brilliant, employing patience and good humour in talking with patrons. Staff heard from many patrons who were very grateful that BPL gave them several days to load up on reading and viewing material. Staff were very busy with reference and reader's advisory questions and patrons left with loads of material as circulation staff overrode the usual 25-item limit. Families were especially grateful and we are all hoping that the library material they are enjoying at home is helping with the isolation many families are experiencing during the pandemic. One patron made the rounds to McGill, Tommy Douglas and Metrotown so they could get all of the books in a series they were reading, and many patrons commented on how much they were going to miss library collections, programs and staff. The picture shows books left at the Tommy Douglas branch!



Support for Families in COVID-19

A patron asked a librarian to read the February 14 poem of the day out loud for her to make a recording. I agreed and read the poem. She said that she thought it was beautiful and planned to translate it for her relatives in her hometown in China, who have been under quarantine for 23 days. She has been sending them poetry and started to tear up as she said that they could use some hope. Another librarian helped the same patron find books about resilience, perseverance, and courage to read to her friends and relatives in China who are under quarantine. Her son reads the story in English and she translates them into Mandarin and they share this reading experience through WeChat with a group of several families. They use stories and books as a way to stay positive and hopeful in a challenging time.

Teen Advisory Group

The Teen Advisory Group has grown steadily over the past year, reaching 26 regular teen members meeting once a month. Being trusted and listened to, and being involved in something larger than themselves has been a priority expressed by this group. One of the most positive outcomes of this program has been the positive and meaningful relationships being forged through the meetings. Even during the COVID-19 closure, two of our TAG members have participated in the Burnaby COVID-19 Youth and Teens Interagency Working Group meetings via Zoom conferencing. These youth have been sharing their unique experience and helping Burnaby interagency uncover youth-led solutions to complex social problems.

Healthy Kids Preschool Fair

In early March, Cameron Children's Librarian, Jen Bradley, attended the Healthy Kids Preschool Fair at the Cameron Recreation Complex. This annual event is a key community learning opportunity for children and families, and the Library was happy to be invited to participate again by creating a quiet reading space for kids to visit. Jen outfitted the space with puppets and a reading tent for families to come, read, play, or simply relax amidst the business of the other centre activities. It was great to see



families sitting and reading together, playing with the puppets and taking the opportunity to connect with the librarian for more in depth conversations than are typical for busy fairs. We connected with over 30 families and we look forward to attending again next year.

St Stephen's Community Meal

In February, Cameron Branch Manager Christie Menzo made a second visit to the St. Stephen's community meal. Building off of the success of the first visit, Christie used the opportunity to continue relationship building with meal attendees and to learn more about the community's needs and challenges. Many of the 40 people in attendance were interested in discussing progress towards the new branch development, and they shared key wants such as "better parking" and "spaces for programs." This is a relatively new meal offering in the community and it brings together many diverse segments of the community, including those from low-income families. Cameron staff plan to continue visiting in order to build truth and connection with our community members.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Remove Service Barriers	Heidi	Project is on hold during the COVID-19 closure.
1.2 Understand Needs of Non-English Language Speakers	Beth	Begins July 2020
1.3 Improve Services for Neurodiverse Youth	Beth	Project leads Cristina Freire and Denise Kempf have been working with Autism BC and other community connections to plan services for neurodiverse youth and their families. BPL has purchased sensory tools and toys, and created a social story about going to the Cameron library. The first Library Sensory Hour was planned for March 27, with monthly events planned after that. Library COVID-19 closure has put this project on hold.
1.4 Offer ASL Interpretation at BPL Programs	Heidi	Project is on hold during the COVID-19 closure.

2. Encourage Curiosity and Exploration

We will:

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

CIRCULATION – PHYSICAL ITEMS	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Adult	412,665	388,514	399,309	373,154	344,450	-68,136	-17%
Teen	23,952	24,481	30,159	23,377	20,316	-3,615	-15%
Children	325,940	318,902	359,487	312,995	274,671	-50,972	-16%
TOTAL	762,557	731,897	788,955	709,526	639,437	-122,723	-16%

CIRCULATION – DIGITAL	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
e-Books	16,063	16,149	16,936	17,331	25,028	8,965	56%
e-Audiobooks	9,950	9,863	10,765	10,337	13,115	3,909	42%

COMPUTER SESSIONS		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
							Number	%
	Metrotown	18,522	19,773	20,673	18,575	15,711	-2,811	-15%
	McGill	8,147	9,048	8,737	7,863	6,894	-1,253	-15%
	Tommy Douglas	15,712	15,342	16,417	13,835	11,824	-3,888	-25%
	Cameron	4,204	4,728	4,983	4,608	3,853	-351	-8%
	TOTAL	46,585	48,891	50,810	44,881	38,282	-8,303	-18%

Wifi Unique Devices		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
							Number	%
	Metrotown	167,523	110,476	115,144	104,435	81,287	-86,236	-52%
	McGill	42,184	46,981	46,629	39,682	36,338	-5,846	-14%
	Tommy Douglas	25,892	25,220	25,715	23,826	19,734	-6,158	-24%
	Cameron	19,928	21,659	20,865	21,033	19,122	-806	-4%
	TOTAL	255,527	204,336	208,353	188,976	156,481	-99,046	-39%

PROGRAMS		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
							Number	%
	All Adult	86	116	130	118	103	17	20%
	Adult Digital Literacy	18	28	91	30	34	16	89%
	All Teen	7	3	12	12	25	18	257%
	Teen Digital Literacy	3	0	3	1	1	-2	-67%
	All Children	220	144	156	190	141	-79	-36%
	Storytimes	138	118	119	131	118	-20	-15%
	Children Digital Literacy	16	4	17	14	7	-9	-56%
	TOTAL	313	263	298	496	269	-44	-14%

PATRON QUESTIONS		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
							Number	%
	Reference	15,813	14,149	16,582	13,079	10,424	-5,408	-34%
	Readers Advisory	4,015	874	3,842	2,880	2,056	-1,971	-49%
	Tech Help	6,803	6,506	7,278	6,017	4,503	-2,300	-33.8%
	TOTAL	26,631	21,529	27,702	21,976	16,983	-9,679	-36%

DIGITAL RESOURCES	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Movies/ Music Streamed	8,237	5,632	5,054	3,121	2,278**	-5,959	-72%
Online Courses Accessed	2,553	2,529	3,187	2,153	3,450	897	35%

Tech Help for Seniors

McGill library started a One-to-One Tech program in February that the participants, all seniors, have been filling up weekly. Half of them didn't regularly use the library before and all praised the personalized attention and the variety of resources offered: anything from computers to smartphones and tablets.

Youth-at-risk Employment Program

A Community Librarian visits regularly a youth-at-risk employment program to chat about library services. The new January cohort, focused on digital resources, had tons of questions about library school, working in libraries, job searches, career planning, and job applications. They also went over lots of library databases, a resource new to them and their instructors. The students loved Mango Languages and the whole group learned how to insult people in Shakespearean.

Tommy Douglas Programs

One third of all adult programs held at Tommy Douglas through to mid-March were directed at meeting the needs of local newcomers. A further 40% were computer-related classes, which many new arrivals also rely upon to help ground themselves into their local environment. ESL conversation circles held at Tommy Douglas remain very much in demand.

Board Games at Tommy Douglas

February saw the introduction of a new collection of board and card games at the Tommy Douglas branch. An initial set of 18 games are now available for patrons to use when they are visiting the branch. Some 20 members of the BPL Teen Advisory Group descended upon them on the very first night they were available, for hours of fun. The collection will continue to expand over time.

Cameron Programs

Programming highlights this quarter included the very popular Get Appy and 1-on-1 Tech Help programs that assisted many patrons with their digital literacy needs. The focus this quarter was on Libby e-books & audiobooks and RB Digital. We found that many patrons signed up to take multiple programs in the series and they were very thankful for the opportunity to learn about how to access library resources from home.

We have also seen a continued growth in participation at our branch Book Club. The Cameron Book Club is the most well attended book club program in the system, with 25-30 patrons registering each month. Given the large group size, many participants requested we extend the length of the program in order to accommodate more time for discussion and community connection. We were happy to be able to meet this community-driven need and have extended the program by 30 minutes. We look forward to continue programming later this year.

Indigenous Knowledge Workshop series: Dreamcatcher Medicine

In March, BPL held the first in a series of hands-on workshops to foster awareness of Indigenous culture facilitated by Lorelei Lyons, an Indigenous educator with the group 2 Metis Women. 2 Metis Women provides Indigenous knowledge based workshops for children, youth and adults that foster mindfulness, self-care, teambuilding & positive thought therapy. The workshop included thoughtful discussion around the lessons connected to dreamcatcher medicine. The discussion was followed by practicing grounding and deep breathing exercises, and participants were able to make a small dreamcatcher to take home.



International Women's Day 2020

In commemoration of International Women's Day, celebrated every year on March 8, BPL partnered with and welcomed Deni Paquette, a Métis Elder, educator, and facilitator on an event called *Who we were then and who we are now*. Deni covered timely topics such as the impact of colonialism and patriarchy on gender roles within Indigenous communities.

Supporting Teachers with E-Resources

At a session led by BPL at the Burnaby School District Professional Development Day in late February, children's librarians noticed that many teachers were not reading digital books and not necessarily promoting these to their students. This has changed dramatically since the crisis, with teachers now relying heavily on our digital resources. Library staff are working with teachers and teacher-librarians to share information about ebooks and help them get their students started. We have started the communication with our school contacts by letting them know that their students can get signed up for a library card over the phone as their first step.

New Ebook and Audiobook Users

The announcement of branch closures on March 16 drew immediate interest in digital materials at BPL. More than 900 library patrons signed up for Library to Go in the four weeks following the library closure, compared to 230 in a typical month at BPL. We're seeing record checkouts and holds across all audiences, but especially for children's material. We've responded by shifting priority from physical to digital acquisitions during the closure. Staff have selected new titles in e-book and downloadable audiobook format for all audiences; additional copies of popular titles to reduce wait times; and increased the number of items patrons can borrow at once in the absence of print. Patrons can also now recommend titles for purchase directly from within the platform and, because of the digital format, will see purchased titles in a matter of days.

Buying and Promoting Ebooks for Teens

In the past, BPL has acquired very little teen non-fiction ebooks. Since the closure of library branches, we have added many non-fiction titles including mental health and self-care resources which teens are always asking for and which in these stressful times, will be more needed than usual. We have added meditation audiobooks, many mental health workbooks to help teens deal with feeling of anxiety and depression, colouring books that can be printed out, and physical work-out books which focus on getting exercise while at home. We had a small but popular collection of manga and graphic novels for teens, which we have also added to and which are already circulating. In addition to adding new materials, children's librarians have been curating lists of ebooks, including one called "Unbored: Stuff to do! Stuff to make, bake or build, plus tons of other activities for kids and families!"

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Create a Digital Literacy Strategy	Trish	Project is on hold during the COVID-19 closure.
2.2 Streamline and Enhance Patron Printing	Trish	Project is on hold during the COVID-19 closure.

3. Create Welcoming and Innovative Spaces

We will:

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

VISITS TO BRANCHES	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020*	Increase/Decrease	
						Number	%
Metrotown	176,831	192,669	212,803	184,920	144,273	-32,558	-18%
McGill	113,371	113,869	120,749	110,890	73,534	-39,837	-35%
Tommy Douglas	100,454	92,881	99,665	87,877	76,457	-23,997	-24%
Cameron	63,545	61,910	65,427	61,446	54,394	-9,251	-15%
TOTAL	454,201	461,329	498,644	445,133	348,558	-105,643	-23%

ONLINE VISITS	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Website	309,003	293,298	299,560	188,217	264,227	-44,776	-15%
Catalogue	395,858	400,934	420,660	269,110	350,030	-45,828	-12%

ROOM USE BY COMMUNITY GROUPS	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Metrotown	960	1,098	1,118	1,171	980	20	2%
McGill	66	49	47	42	45	-21	-32%
Tommy Douglas	154	155	132	148	127	-27	-18%
TOTAL	1,180	1,302	1,297	1,361	1,152	-28	-2%

*Branches closed indefinitely after March 17. McGill footcount was left at branches after closure and will be updated once branches reopen.

Tommy Douglas Heating Issues

Issues with the heating at Tommy Douglas meant that temperature in the branch was less than 20 degrees from mid-January to early February. Staff showed great patience and resilience and bundled up in multiple layers. Kudos to Branch Manager Linton Harrison for making sure that information was communicated quickly and effectively.

Cameron Branch Redevelopment

In anticipation of the new Cameron Recreation Centre and Library development, several focus groups were held in March in order to engage with key stakeholders in the community. This included a session with Library staff and a session with regular Library users (including several Board members!). These sessions were instrumental in learning about the unique needs of the Cameron Library community, key trends in libraries that the architects may want to consider, and specific space needs that the branch needs in order to meeting growing community need. There are plans for continued community engagement in May in the form of an online survey that we can share with staff and patrons.

Keen to reimagine branch spaces in ways that engage patrons in discussion and connection with one another, Cameron staff transformed one of our cork boards into a “Cameron Confessions” forum. Five notebooks were put out below the cork board and patrons were invited to share their answers to questions like: “What book/movie would you take with you on a desert island?” “What book/movie is your guilty pleasure?” “Which literary character do you think is most like you?” Many patrons shared their thoughts and enjoyed reading through the confessions of others.

Library Window Displays During Closure

With library branches closed, children’s librarians have been using branch windows to send messages to library patrons.



Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	This project is in progress and will continue through Q2 with expected completion this summer. Demin & Steel wrapped up community and user engagement work early in Q1 and have used that research to narrow and describe audiences for the new website. The focus is on meeting the needs of users based on their familiarity with the library, from brand new to more proficient and experienced users. The library was presented with a candidate information architecture and options for visual direction in March and provided feedback in early April. Design will be finalized in April and development work is expected to begin in May.
3.2 Renovate Metrotown Staff Spaces	Beth	Q1 focus was prioritizing areas of work, based on the scope of the work and the need of the area, with a particular focus on departments with significant reports of repetitive strain injuries. Plan is to complete Acquisitions & Cataloguing, and a shared service desk, in 2020. Work is proceeding during the COVID-19 shutdown to minimize disruption to staff and public.
3.3 Develop a Vision for Metrotown Public Spaces	Beth	Q1 planning anticipated staff and public consultation in May, which is now on hold. Conversations and visits have begun with City of Burnaby building staff.

4. Invigorate people & culture

We will:

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

STAFF TRAINING	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Increase/Decrease	
						Number	%
Training Sessions/ Conferences Attended	24	36	14	35	19	-6	-24%
Staff Attending Training/Conferences	29	108	36	46	17	-11	-39%

Supportive Housing Visits

Community Librarians have been visiting a supportive housing space once per month. So far it has been mostly visits where they bring a few books, spend some time in the common area and maybe talk to a couple people as they pass through. Shortly before the February visit, one of the librarians was asked if she would be able to help residents with a new common-area computer. When she arrived at the space, she found that staff had created their own sign-up sheet for “Help with a Librarian” and people were waiting to get help with the computer. They worked on everything from someone using a computer for the very first time, to resetting a forgotten password, to looking at online courses to help someone going back to school. The librarian had to get pretty creative to find ways to make learning computer skills work for each person and can’t wait to help out more at the next visit.

McGill and Tommy Douglas Managers

In February, Linton Harrison was confirmed as the permanent Tommy Douglas Manager and Jorge Cardenas was confirmed as the permanent McGill Branch Managers. Both had been temporarily in their positions for the past year. Congratulations, Linton and Jorge!

Pink Shirt Day

BPL staff showed their support for anti-bullying initiatives by wearing pink on February 26.



Staff Response to COVID-19

During this unprecedented closure of branches due to the COVID-19 pandemic, library staff have made some quick adaptations to library services. Circulation staff immediately realized that Burnaby residents wanting to use our eBooks and other digital resources would need library cards and started issuing them over the phone. BPL Librarians have had to use some ingenuity to answer some tricky questions about digital literacy and community resources. We haven't

been overwhelmed by phone calls but the number is increasing and each phone call is very important to the Burnaby resident who makes it. During one of our email conversations with a patron, the patron was so pleased with the service received and glad to be able to access the online resources that she took a picture of a bouquet of flowers and sent the picture with a note saying when the library reopens she will bring in real flowers for staff.

Staff who are working outside the library have made efforts to stay connected to each other. Tommy Douglas staff have started weekly virtual coffee breaks, where they share information, meet each others' pets, and chat over coffee.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Implement the Public Staffing Model	Beth	Q1 activities focused on planning and establishing the project teams for various components of this project. Work will continue during the COVID-19 closure, although the implementation timeline may shift.
4.2 Examine and Update Hiring Practices	Beth	Project scheduled to begin in June.

Comments and suggestions from patrons

Suggestions for:

- Book drops (returns) at skytrain stations
- More ebooks
- More help and instructions for downloading ebooks

It's always a pleasure and fun coming to our library. The staff are always helpful and kind. Reading has brought a total new experience for me, as I didn't do much in earlier years. Thanks to all of you!

Tommy Douglas patron

We just found out the schools are closing after March break and we're so happy that you are still open. Our kids love to read and will need these books to keep them going.

Cameron patron

Thank you for automatically renewing, the items I borrowed. I so much appreciate that. I must admit, I'm sort of panicking the libraries are closed. If I can't have a book or 2 to read, I don't know what I'll do...housework I guess.

Online feedback

Very pleased to note the response to queries on phone as well as registration at the front desk. Very professional and yet personal approach by staff. Thank you.

Online feedback

My online experience is great, the odd glitch, and all the people at the Cameron branch are just wonderful and always willing to help.

Cameron patron

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

Tommy Douglas patron

Today is my first day of Burnaby public library. i am new in Canada. i have 4yr old daughter. my daughter is bored at home because she's don't go school now one of my friend told me about BPL. I'm coming with my daughter my daughter is very happy nd lot's of injoy in library. the staff is very helpful. this is the very good place for everyone

Online feedback

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

Tommy Douglas patron



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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 APRIL 16

SUBJECT: IMPACT OF COVID-19 ON LIBRARY OPERATIONS

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

The COVID-19 Pandemic has significantly impacted library staff and library operations. This report summarizes the impact on library services and the impact on library staff, including layoffs.

Background

- On Monday, March 16, BPL announced the closure of all libraries to the public, effective Wednesday, March 18. On Tuesday, March 17, libraries remained open, but physical distancing measures were put in place, including limiting the number of patrons in the facility at a time and removing seating and computers.
 - Although facilities were closed, staff continued to report for work.
 - All checkout dates were extended to April 30, and patrons were able to checkout any number of materials on March 16 and 17. Patrons were asked not to try to return materials until directed by the library
 - Notices were posted on library buildings, on the library website and on social media letting library patrons know of the closure
 - Library bookdrops were closed effective Friday, March 20, in line with the practice at other neighbouring libraries.
- Effective Tuesday, March 24, further measures were put in place to reduce the number of staff working at facilities. Specifically:
 - Cameron, Tommy Douglas and McGill branches closed to staff (except Building Service Workers)
 - Metrotown is open to staff from 8am to 6pm Monday to Friday, with public phone service from 10am to 5pm Monday to Friday
 - Supervisors, Systems staff, Admin staff work 60% of their time at Metrotown, and work from home for the remaining 40% of their time
 - Librarians and Library Technicians work 50% of their time at Metrotown, and work from home for the remaining 50% of their time
 - BSW staff will work 60% of their time at various branches, work from home for 20% (eg online training) and spend the remainder of their time at home not working. BSWs may be redeployed to other city facilities.

- All clerks (information clerks, computer lab clerks, cataloguing clerks, Clerk 3s, Clerk 2s), all HLAS staff, and all pages will not come in to work. These staff will spend at least 20% of their time working from home (eg online training).
- Staff may be redeployed to support other city priorities (eg call centre)

Staff layoffs

- On Friday, April 3, CUPE 23, the City of Burnaby and the Library reached agreement on a Letter of Understanding (LoU) that included a process to lay off and recall staff and to establish a 42-day wage protection period from the date of layoff, during which time laid off staff will continue to be paid. The LoU is attached as an appendix to this report.
- An *in camera* Special Library Board meeting was called by Jeffrey Yu, Library Board Chair, for Monday, April 6 in anticipation of the signing of this agreement. The Letter of Understanding was shared with Library Board and staff on Friday, April 3. At the *in camera* Special Library Board meeting, the Board discussed the provisions of the LoU and the Chief Librarian shared details of staff affected by the layoffs.
- On Thursday, April 9, managers spoke to all CUPE 23 library staff to let them know whether or not they were being laid off. A Frequently Asked Questions document was shared with staff at the end of Thursday, and will be updated as new information becomes available and as new questions are asked. Letters confirming the layoffs are being mailed out to laid off staff on Tuesday, April 14 with a layoff date of Wednesday, April 15.

The following summarizes the job status and job classifications of the 185 library staff who will receive layoff notices:

Regular Full Time	25
Regular Part Time	118
Auxiliary	42

Librarian	32
Clerk	84
Page	55
BSW	14

Library Services and Staff Priorities

Although library branches are closed, patrons can still access library services in several ways:


- Phone and email reference service is available Monday to Friday, 10am to 5pm
- Patrons can register for a library card by phone
- Staff have redirected spending on library materials from print and other physical materials to ebooks and other materials. In addition to buying new titles, staff have increased the number of materials that users can check out and have on hold.

Staff's primary focus is to use a community-led approach to identify and meet community needs during this time.

- Community librarians are working with groups set up by the Burnaby Interagency Council and the Burnaby Division of Family Practice to identify and respond to needs arising from the COVID-19 pandemic. Library staff are taking the lead on sharing information about services available in the community, and are working with community partners to offer technical and digital help.
- Children's and teen librarians are reaching out to teacher librarians and teachers to investigate ways that the library can support student learning.
- Staff continue to provide virtual service by phone and email, including library card sign up.
- Staff continue to purchase e-resources

- Staff are exploring ways to support community members in isolation. Many local libraries are developing programs like online storytimes; BPL librarians will be working with our colleagues in other library systems to make sure that services developed are complementary to those offered by other libraries rather than a duplication of services.
- Staff are beginning work this week on promoting library services and help through print and online promotion
- Library staff continue to support city priorities such as the call centre
- Some projects are continuing, including the design of the Cameron Library, the website redesign project, and some facilities projects (to take advantage of facilities closures).
- Staff will also be working on the implementation plan for the Public Service Staffing model, with the understanding that the implementation schedule may shift.
- Supervisors are focusing on supporting staff, answering questions, and making sure that staff stay connected to the workplace and to each other

The COVID-19 pandemic has drastically altered the way we work, and has led to the very difficult decision to lay off a significant number of staff. Huge kudos are due for the way that staff have received and delivered news of layoffs, for the continued commitment that staff show to our patrons and community, and most of all for the support and kindness that staff are showing to each other.



Beth Davies
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