

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 July 16 (Thursday)

PLACE: via Zoom

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 hə́nqəmiṇəm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

- | | <u>PAGE NO.</u> |
|---|------------------------|
| 1. <u>Motion</u> to receive agenda | |
| 2. <u>Presentation</u> – BPL’s Transgender Inclusion Working Group | <u>1-6</u> |
| 3. <u>Minutes</u> | |
| i) <u>Motion</u> to adopt the minutes of the regular meeting held 2020 June 18 as circulated | <u>ENCLOSED</u> |
| 4. <u>Reports</u> | |
| i) <u>Board Chair</u> (verbal) | |
| ii) <u>Council Liaison</u> (verbal) | |
| iii) <u>InterLINK Representative</u> (verbal) | |
| 5. <u>Items Requiring a Decision</u> | |
| i) <u>August Board Meeting</u> | <u>7-8</u> |
| Purpose: For the Board to determine whether to hold an August meeting | |
| 6. <u>Items for Discussion</u> | |
| i) <u>Trustee Recruitment</u> | <u>9-14</u> |
| Purpose: For the Board to discuss Trustee Recruitment | |

7. Items for Information

i) Digital Resource Licensing

15-16

8. Report of the Chief Librarian

i) Strategic Plan Report: Second Quarter 2020

17-30

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

ii) Retired Employees

31

Purpose: To provide the Library Board with information regarding staff who retired from 2020 January 1 to June 30

iii) Newspaper Clippings

ENCLOSED

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

9. Other Business

10. Next Library Board Meeting – 2020 September 17 at 7:00pm via Zoom, unless otherwise decided.

11. Adjournment

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



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: TRANS INCLUSION WORKING GROUP
BURNABY PUBLIC LIBRARY

DATE: 2020 July 16

SUBJECT: TRANS INCLUSION WORKING GROUP ACTIVITIES

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

Background

In July of 2019, the Transgender Inclusion Working Group was formed to recommend actions to make BPL a more inclusive workplace and public space for transgender staff and patrons. The Working Group reflects the library's strategic plan by allowing us to work with an underserved community to create a more welcoming space and more inclusive policies.

BPL's Respectful Workplace Policy states that we are committed "to providing a work environment that is safe, respectful and free from bullying and harassment." Since 2016, gender identity and expression have been prohibited grounds for discrimination in British Columbia. The 2016 amendments made the BC Human Rights Code more clear about protecting transgender people against discrimination. In 2019, BPL's Respectful Workplace Policy and Procedures added gender identity to our list of examples of prohibited grounds for discrimination.

Status of transgender people in Canada

The BC Poverty Reduction Coalition's [2014 LGBTQ fact sheet](#) reports that transgender people experience stigma and discrimination throughout their lives, and this discrimination is often embedded in the structure of organizations and social institutions. In addition, they found trans people face significant barriers to employment, housing, and health and social services. Trans and queer youth face additional barriers: their suicide rate is 14 times higher than their straight, cisgender peers. They also experience higher levels of physical or sexual assault and food insecurity.

Working Group Process

Team leads Cristina Freire and Ashley Dunne assembled a team of 7: Allison Jones, Caelin Crosby, Duncan Olenick, Gillian Bassett, and Sharon Notarrigo. In August 2019, the group met and identified 13 goals or issues to look into, narrowing it down to 5 priorities to start with:

1. Staff training

- In November 2019 a survey for all staff went out to gauge their familiarity with trans-related language and to ask for their thoughts about gender identity in the workplace.
- We received 110 responses across 25 days. Over half of the respondents requested in-person training.
- To address some gaps of knowledge staff members identified in the survey, we created resource lists and a pronoun cheat-sheet (attached to this report) and had members promote these resources at department meetings.
- Later this year, we will have virtual training with Kai Scott from TransFocus Consulting. Board members are invited to attend.

2. Washrooms

Another place trans people face barriers is using public washrooms. According to the Public Service Alliance of Canada, “up to 70% of trans people have experienced some sort of negative reaction when accessing a public bathroom.” The Canadian Trans Youth Health Survey found that 40% of trans youth surveyed rarely or never felt safe in school washrooms. Transphobic graffiti has been found in our BPL branches, including in washrooms, which highlights the potential for transphobic acts to occur in these unstaffed spaces. In our outreach work with teens in Burnaby, we have heard from teens who don’t use the washrooms all day at school because it isn’t safe for them to choose the washroom that reflects their gender, or because they are non-binary without a universal washroom to use. A patron from McGill left a comment, “I couldn’t help but notice that there’s no washroom stalls available for Trans/gender-nonconforming folks. It would be even more welcoming and inclusive to LGBTQ2SA+ and ally community if you even just design your washroom signs with ‘Trans People Welcome’ notes on them. I look forward to coming to an even more welcoming space in the near future, when folks of any/all gender identity can (more) comfortably use washrooms at this BPL. Trans rights are human rights.”

- Our existing buildings have men’s and women’s washrooms, and include a single-stall washroom that is labelled a “family washroom” or similar. The public may not understand that all of these washrooms are open to transgender people. The Canadian Human Rights Act prohibits discrimination based on gender identity or expression, thus enshrining in law a trans person’s right to use any public washroom they feel comfortable using. Still, many trans people choose not to use public washrooms to avoid being shamed or confronted with violence.
- To invite trans people to use our washrooms and signal to other patrons that they have that right and will be supported by library staff, we recently ordered and installed “Trans people welcome” signage on all of our washrooms, and consulted with community groups about design and wording.

3. Patron records

- Earlier this year, the library implemented a policy that patron records reflect the chosen name of patrons, whether they are transgender or not.

- This policy made it official that transgender patrons can have their deadname (the name that a transgender person was given at birth and no longer uses upon transitioning) removed from their record, and that they do not have to identify themselves as transgender to do so. The policy applies to all patrons who use a different name from the one listed on their legal ID.
- In our outreach work, the number one barrier stopping people from people using the library was fines, but a close second was deadnames, especially with younger people. It is common to hear that someone stopped using the library because they have a new name, but for many reasons they haven't changed it legally. We no longer require government ID to change someone's name on their library card.
- We have moved from asking patrons "Do you have any ID on you?" to "Do you have anything with your information on it?" as well as asking "Is this the name you'd like to use?"

4. Room bookings

- Recently, room bookings at public libraries and university campuses by trans exclusionary speakers have created a rift between the library and the trans community members they had been building relationships with. Burnaby community members at LGBTQ2SIA+ outreach events were happily surprised to see BPL at these events. The assumption from the community was that all public libraries support trans exclusionary speakers and therefore libraries were not supportive of them as trans individuals.
- Our group has reviewed policies at other libraries across the province, country, and continent; examined BPL's community room booking patterns; and recorded concerns relayed from trans community members in Burnaby. The group will bring forward recommendations on room booking policy to the Chief Librarian.

5. Welcoming space

- We want to make it clear to the public that transgender community members belong in the library and will be welcomed by staff. This part of our plan includes signage and marketing, and communicating with trans patrons about what they can expect to encounter at the library. This will help trans patrons decide if the library is a space they feel comfortable visiting.
- In order to ensure that our work is responding to the needs of trans people in Burnaby, we have strengthened our existing connections with local organizations serving trans people and sought out relationships with others. We have also met with staff teams within BPL to have discussions and offer our support for them as they plan their programs and collections to be inclusive of trans people and experiences. We will continue to help the library meet the expressed needs of trans staff and community members as we build these relationships inside and outside of the library.

Ashley Dunne & Cristina Freire
 Leads, Trans Inclusion Working Group
 BURNABY PUBLIC LIBRARY

Burnaby Public Library: Pronoun Cheat Sheet

Prepared by BPL's Trans-Inclusion Working Group, August 2019

What are pronouns?

- Pronouns are words used to refer to someone in place of their name. Some examples are:
 - He/him/his,
 - She/her/hers, and
 - They/them/theirs (“they” is a gender-neutral pronoun, often used by people who do not identify as male or female).

Why are we talking about pronouns?

- Burnaby Public Library aims to be an inclusive and welcoming place for people of all genders including transgender people.
- Referring to someone with the correct pronouns demonstrates respect towards them.
- BPL staff are invited to share their pronouns if they choose to do so. If someone shares their pronouns, it establishes an understanding that others will respect and use the correct pronouns when referring to them.
- Sharing pronouns is always optional. There are many reasons why someone may choose not to share their pronouns. Choosing not to share pronouns does not mean that a person is against transgender rights.
- People’s gender identity and pronouns may change over time, or may not be what you expected. People may use a variety of pronouns, or none. Language around gender identities and pronouns is changing, and learning in this area will be ongoing.

How can I share my pronouns?

- Add your pronouns to your email signature. See the [Transgender Inclusion Working Group page](#) on the StaffWeb for a template.
- Add your pronouns to your directory page on StaffWeb. Beth’s profile demonstrates this feature →
- If you choose to do so, share your pronouns when you introduce yourself. For example: “Hi, I’m _____. I use he, him, and his as pronouns. Nice to meet you.”
- Include pronouns as an optional part of introductions in meetings.
 - “Before we begin, let’s go around the group and introduce ourselves. Please feel free to share your name, your role, and, if you choose to do so, your pronouns. Pronouns are words used to refer to someone in place of their name. Some examples are they/them/their, she/her/hers, and he/him/his.”
 - *[Note to meeting facilitators: this may require further discussion to ensure understanding around pronouns.]*



What should I do if...

- **I misgender (refer to someone as a gender that they do not identify with) or use the wrong pronouns for someone?**
 - Correct yourself (for example: “Sorry, I should have used he, not she”), and carry on with your conversation. Keep your correction brief. Making a big deal about a pronoun or gender mistake can be uncomfortable for the people involved.
 - This shows you realize your mistake and are working towards the correct language.
 - This also helps others learn the correct pronoun for someone.
 - By correcting yourself, you reduce the burden on the person who has been misgendered from having to correct you and others in that moment and in future.
- **I notice someone else misgender someone?**
 - Correct them (for example, “They use they/them pronouns”). Keep it simple.
 - This helps prevent future mistakes and demonstrates care and respect for the person who has been misgendered.
- **Someone corrects me for misgendering someone?**
 - Briefly apologize and/or thank them, as you see fit, and carry on with your conversation. For example, “Thank you for reminding me. Yes, I should have used they, not she.”
 - Do your best to use the correct pronoun in future and correct yourself if you make a mistake again (see above).
- **I am not sure of someone’s pronouns?**
 - Remember: sharing pronouns is optional. Someone may choose to share their pronouns with you or not, and either option is okay.
 - Until/unless you learn someone’s pronouns, you can refer to them by name, avoid using pronouns and other gendered language, or use gender-neutral pronouns and terms.
 - To learn someone’s pronouns you have a variety of options, including:
 - If the person is a BPL staff member, check to see if they have shared their pronouns on StaffWeb or in their email signature;
 - Ask someone who knows the person what pronouns they use;
 - Share your pronouns with them next time you meet, demonstrating an understanding of and respect for pronouns;
 - Ask them directly. For example, “I use they/them pronouns. I want to make sure I address you correctly. If you’re comfortable sharing, how do you like to be addressed?” It’s much more polite to ask this question to everyone than to single someone out.
- **I’m consistently making mistakes and would like to get better at this?**
 - Practice.
 - Use gender neutral pronouns when you think or talk about something in your life: your car, your phone, your pet, etc.
 - Read books, watch movies, or listen to podcasts featuring transgender and non-binary characters whose pronouns might change or challenge your habits. See the [StaffWeb](#) for recommendations!
 - Be patient and keep learning. It’s awesome that you care about this and are working on it and you will get there!
- **I want to learn more?**
 - Check out the resources on the [Trans-Inclusion Working Group page](#) on StaffWeb, and stay tuned for future in-person learning opportunities!



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 JULY 16

SUBJECT: AUGUST BOARD MEETING

RECOMMENDATION:

THAT trustees determine whether to hold a Library Board meeting in August.

REPORT

The Burnaby Public Library Board has typically not held an August meeting to allow for summer vacations. Given the fluidity of library operations during COVID-19, there may be trustees who would like to meet in August. Should trustees decide to meet, the Board meeting would be held on Thursday, August 20 at 7pm online. Should trustees decide not to meet, the Chief Librarian will keep trustees informed of developments via email.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: TRUSTEE RECRUITMENT

DATE: 2020 JULY 16

RECOMMENDATION:

THAT the Board discuss trustee recruitment

REPORT

Recruitment for City of Burnaby boards and committees typically takes place each fall. Appointments are made by City Council following a general call for volunteers that is advertised in local media and elsewhere. There will be one vacancy in 2021 due to Lorraine Shore's term coming to an end.

In previous years, BPL has shared a Trustee Recruitment Information document with prospective trustees who approach the library with questions. A revised Trustee Recruitment Information document is attached for trustees' consideration. In addition, Trustees are invited to consider whether additional recruitment activities should be undertaken.

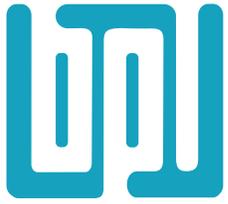
A handwritten signature in blue ink, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



BURNABY PUBLIC LIBRARY

Trustee Recruitment Information



Our dream is:

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

To realize our dream:

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



Be curious...

We value:

Intellectual Freedom

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

Community

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

Innovation

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

Integrity

We are open, transparent and accountable. **11**





Connect with Community

We will:

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



Encourage Curiosity and Exploration

We will:

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



Create Welcoming and Innovative Spaces

We will:

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



Invigorate People and Culture

We will:

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

ROLES AND RESPONSIBILITIES OF A TRUSTEE

As a Burnaby Public Library Trustee, you are a citizen whom the community has “Trusted” to care for its library. This appointment by Burnaby City Council implies a challenge, an obligation and an opportunity. It is through the existence of you and your Board that an interchange of ideas between the public, the government and the library staff will be ensured. Your responsibility is to represent the public interest in libraries. To see that the Burnaby Public Library offers comprehensive and efficient service to the community that supports it, you act with other Board members to fulfill a variety of responsibilities as a Trustee.

Trusteeship is not an honorary position. You will be asked to give freely of your time, talents and energy. It will involve establishing effective working relationships with local government, library staff and fellow trustees. It will require becoming part of a team. The demands are high but so are the rewards, for your contribution can make a difference to library service in both our community and province.

ROLES

1. Develop and approve policies for the Library in such areas as finance, human resources, governance, advocacy and programs.
2. Determine the strategy, goals and objectives of the Board and Library.
3. Determine the Library's role in satisfying the needs of the community at large.
4. Select and evaluate the Chief Librarian.
5. Cooperate and consult with other community agencies, organizations, and libraries to develop various partnerships to meet the Library's goals of providing service to the community.
6. Understand and fulfill your legal responsibilities.
7. Be an advocate for the Library, engaging in outreach to the community.

RESPONSIBILITIES

1. Attend Board and Committee meetings with regularity and punctuality and maintain the confidentiality of matters and decisions of in camera meetings.
2. Before the meetings, read the Board or Committee material, which is sent out ahead of time. Take time to make note of any comments or concerns you have about matters, which will be discussed at the meeting.
3. Participate in the discussions and decisions at the time they are taking place rather than waiting to state your opinions after action has been taken.
4. Ask questions or request additional information about any issue you do not understand. Chances are you are not the only one who does not understand; other trustees will be grateful to receive clarification. No Board member should vote without clearly understanding that which is being voted on.

5. Support publically decisions duly made by the Board.
6. Raise any library-related concerns that you have observed or that community members have brought to your attention.
7. Know and understand the vision, mission, values, strategic plan and policies of the Library Board.
8. Be informed and knowledgeable about Burnaby Public Library and about library issues in general, and commit to learning and to the education of other Trustees.
9. Maintain an objective and unbiased approach free of conflict of interest.
10. Have the ability to commit to time on weekends and evenings outside of the regular meeting schedule.

If elected chairperson of a Committee or the Board, you have the additional responsibility to:

1. Review and develop the agenda with the Chief Librarian.
2. Understand each agenda item and its purpose on the agenda.
3. Call the meeting to order when a quorum is present at the appointed starting time.
4. Introduce and welcome any visiting staff, community members, guests, or others.
5. Facilitate the meeting's discussion and decision-making processes by:
 - allowing all members full and equal opportunity to participate.
 - keeping order in the meeting room
 - acting as a neutral party while ensuring the discussion stays on topic and when sufficient debate has taken place on any topic, calling for a vote.

Desired Skills

- Strong community connections, in particular with communities that are currently underserved by the Library and/or underrepresented amongst current Library Trustees
- Strong communication skills
- Being able to work in a collaborative manner and respecting differing views
- Experience or history of volunteering within the community
- Skills or experience in any of the following – finance, human resources, advocacy, youth work, strategic planning, policy-making



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, COLLECTIONS AND TECHNOLOGY
BURNABY PUBLIC LIBRARY

DATE: 2020 July 16

SUBJECT: DIGITAL RESOURCE LICENSING

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The purpose of this report is to provide the board with information on the current state of digital resource licensing, in response to both increased demand for resources in digital formats during the COVID-19 library closure and inquiries from the public about access for non-Burnaby residents.

BPL licenses a variety of digital content, including e-books, audiobooks, newspapers, magazines, music, film, and online courses. This content is made available through licensing agreements with vendors and publishers, and terms are negotiated by the library or through consortial licensing agreements – for example, through the BC Libraries Co-op.

The particulars of these agreements vary by resource, but most are licensed annually and, traditionally, include access to a suite of content within a platform. For example: a large number of research journals, newspapers, or a selection of online courses. Cost is typically based on population served or number of simultaneous users, which can be increased or decreased at a cost, as needed.

Many of the library's digital resources are licensed this way, as a package: platform and content in one. That model, though not without issues, is one that has served libraries relatively well. Costs are predictable, and users can access any and all content within the resource once they're authenticated. Restrictions still exist and range from short embargoes (e.g. a journal not available until three days after publication), to access only to users within the library's city or municipality, to in-library use only.

With the emergence of e-books and downloadable audiobooks, public libraries saw a shift away from this model, to licensing of platforms separately from content. Libraries build their own collections on these platforms, licensing individual e-books and audiobooks for their users. Most titles are restricted to use by a single user for a specified loan period, mimicking the lending of materials in physical formats. Prices are much higher, however – two to ten times the cost of their print equivalents, and many are licensed for “metered access,” meaning they expire after a limited number of checkouts or set period of time and then have to be repurchased.

Access to e-books and audiobooks with perpetual licenses (flat, one-time fee for indefinite access) has diminished over time. At the time of writing, 44% of the library’s collection is metered access. Most of those titles will expire after 26 checkouts or 2 years. A year ago, just 34% of the collection was metered access. This trend in digital licensing makes it impossible for libraries to build digital collections with the breadth and depth of print collections, and has forced restrictive circulation policies.

In 2019, OverDrive (the primary vendor for e-books and audiobooks in public libraries) piloted reciprocal lending agreements for public libraries interested in sharing their collections with each other. BPL staff are currently exploring details with the vendor to better understand these agreements, including potential impacts on existing collections and budgets.



Trish Mau
ASSISTANT DIRECTOR, COLLECTIONS AND TECHNOLOGY
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 JULY 16

SUBJECT: STRATEGIC PLAN REPORT Q2 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	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Metrotown	2,628	2,152	315	-2,313	-88%
McGill	952	813	73	-879	-92%
Tommy Douglas	998	748	0	-998	-100%
Cameron	624	605	0	-624	-100%
HLAS	29	14	3	-26	-90%
Outreach	320	114	3	-317	-99%
TOTAL	5,551	4,446	394	-5,157	-93%

HLAS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Visits	239	238	103	-136	-57%
Patrons Served	526	557	142	-384	-73%

OUTREACH VISITS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Adult	81	31	172	91	112%
Teen	43	14	64	21	49%
Children	69	10	69	0	0%
TOTAL	193	55	305	112	58%

OUTREACH CONNECTIONS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Adult	1,560	231	811	-749	-48%
Teen	1,483	225	152	-1,331	-90%
Children	3,579	175	99	-3,480	-97%
TOTAL	6,622	631	1,062	-5,560	-84%

Fine-free!

The Fine Free Working Group made significant progress towards BPL’s goal to go Fine Free as of July 13. Following the BPL Library Board’s approval of the plan to remove overdue fines for patrons, the associated budget request was brought to City Council in May and was approved as part of the 2020-2024 Annual Financial Plan. This news was celebrated by BPL Staff, and the Fine Free Working Group set to work to make the various internal changes needed in order to roll out our new approach in July—these included changes to internal computer systems, staff procedures, and public facing information on the website. One notable highlight has been the creation of a [staff training video](#) for our internal Intranet. This staff created training tool features stories and voices of staff from across the system who have seen the difference eliminating late fines can have on members of our community. The video has been a critical teaching tool for the wider organization and has helped build understanding of the importance of Fine Free at BPL. Finally, the marketing and promotion team have been busy over the last few weeks designing marketing tools for launch. We look forward to sharing the news of Fine Free with our patrons and know it will be a much appreciated change to our service.

Community outreach during COVID-19

Since the pandemic forced closures around the city, community librarians have found it challenging to connect with Burnaby residents: if you can’t get out, you can’t visit community spaces. Several organizations, however, started hosting their programs online with video conferencing tools to connect with their clients, and librarians have been invited to attend online programs, including:

- Language Instruction for Newcomers to Canada classes. These are new immigrants who are improving their English skills and, for the most part, non-library users. At this point, librarians have focused on service awareness and showed our e-resources. We started a conversation on how to get library cards to them in an efficient way.
- CAVE Youth Employment Program, where a surprising number of students were very interested in the resources available at the library. Through conversations, librarians were able to find out a bit more about needs and point the students towards the community resource guides. Some are struggling with working from home while the rest of their households are as well.
- Dixon Transition Society, a place for women and children fleeing violence. Librarians have been able to provide targeted programming, digital literacy training and are working on assisting with internet access.

- Burnaby Family Life, connecting with families facing multiple barriers who have been keeping young children entirely inside until very recently, and parents worried about children being socially isolated because of limited play opportunities. Librarians delivered a custom storytime and strengthened our relationships with program leaders.
- Our Teen Librarian hosted two Job Search Workshops in partnership with SUCCESS for youth from diverse backgrounds who had very little experience with resumes or job searching.

WiFi at Southside Community Church

BPL community librarians started attending the Outreach Resource Centre at Southside Community Church to provide WiFi. Folks who need help can go there to get a meal, some groceries (including pet food), talk to Progressive Housing Staff, see a nurse and now access WiFi! Some of the group have been trying to use Metrotown mall's WiFi but there were so many people there doing the same thing that mall staff removed all the benches and covered most of the power outlets. Everyone was able to access our WiFi pretty quickly and start working on whatever they needed to. One person said that they were using the WiFi to contact a family member who lives in another country. Another needed the WiFi to apply for CERB. Others were working on whatever else they wanted to. It was pretty clear that this has been a real need and it was a relief for folks to have this access. Both the staff and the people using the services were super excited to hear that we would be there to provide Internet access weekly. The Society to End Homelessness in Burnaby posted the photo of Community Librarian Nicole and commented, "We'd like to thank the Burnaby Public Library for providing our Thursday Outreach Resource Centre with a wifi hotspot for our guests during the COVID pandemic. While public libraries have been closed our guests have had difficulties accessing internet in their daily lives. One of our guests said that he hasn't been able to get in touch with his family since mid-March and he was able to now send emails. Thank you so much for this service!"



Home Library Services

On June 1, we resumed home library service. Staff contacted existing users of the service to see if patrons were interested in a resumption of home delivery. An amazing 95% of home

library patrons wished to resume the service. Staff worked to develop new safety protocols that include doorstep drop off, materials quarantine, and staff use of personal protective equipment. Initially, we were unable to deliver to care homes. However, several have begun accepting deliveries of materials at front counters to be distributed to residents by care home staff. Staff reports that HLAS Patrons have expressed delight to receive deliveries and greet staff again, if only from a two-meter distance.

Supporting community needs during COVID-19

In March, the Burnaby Primary Care Network and the Burnaby Interagency Council started a series of community meetings around the most pressing needs of Burnaby residents: homelessness, food security, technology, children and families among them. BPL librarians have attended and supported the meetings since, have been able to connect and develop relationships with community partners, and to learn the community needs they're finding by working directly with the most vulnerable Burnaby residents. One of the needs that came out of these meetings was an updated guide of services available for the community. Community librarians collected, organized and published a [Community Resource Guide](#) on the library's website. We know that our partners use it to guide their clients through the pandemic, and we heard that both the Primary Care Network and Fraser Health share it weekly with doctors and nurses so they can direct their patients to resources in Burnaby.

Welcome to Kindergarten

BPL has a very strong connection with the schools in Burnaby and each year we partner to welcome new children coming into kindergarten. This year, children's librarians connected with their existing connections to take part in virtually welcoming children to school, creating a video to introduce BPL librarians and services at <https://vimeo.com/424149524/47c49ee960>.

Teen Advisory Group

The Teen Advisory Group has been meeting throughout the pandemic to discuss the needs and challenges youth are facing. What Andrea Lukic, Teen Services Librarian, learned was that teens really miss the library as a physical place and community space. The group continues to meet once or twice a month and continues to be a place where teen voices are centred and social connection takes place.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Remove Service Barriers	Heidi	Elimination of late fines approved as part of 2020 City budget. Staff are using July reopening to introduce a revised Code of Conduct that highlights broad behaviour expectations, and to remove excess signage. This project is now operationalized.
1.2 Understand Needs of Non-English Language Speakers	Beth	Begins July 2020
1.3 Improve Services for Neurodiverse Youth	Beth	Project is on hold during the COVID-19 closure.
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

<i>CIRCULATION – PHYSICAL ITEMS</i>	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Adult	388,514	344,450	24,924	-363,590	-94%
Teen	24,481	20,316	1,392	-23,089	-94%
Children	318,902	274,671	19,064	-299,838	-94%
TOTAL	731,897	639,437	45,380	-686,517	-94%

<i>CIRCULATION – DIGITAL</i>	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
e-Books	16,149	25,028	63,992	47,843	296%
e-Audiobooks	9,863	13,115	19,615	9,752	99%

<i>COMPUTER SESSIONS</i>	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Metrotown	19,773	15,711	0	-19,773	-100%
McGill	9,048	6,894	0	-9,048	-100%
Tommy Douglas	15,342	11,824	0	-15,342	-100%
Cameron	4,728	3,852	0	-4,728	-100%
TOTAL	48,891	38,281	0	-48,891	-100%

<i>Wifi Unique Devices</i>	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Metrotown	110,476	51,023	25,632	-84,844	-77%
McGill	46,981	22,072	19,747	-27,234	-58%
Tommy Douglas	25,220	42,364	593	-24,627	-98%
Cameron	21,659	26,257	5,937	-15,722	-73%
TOTAL	204,336	141,716	51,909	-152,427	-75%

PROGRAMS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
All Adult	116	103	0	-116	-100%
Adult Digital Literacy	28	34	0	-28	-100%
All Teen	3	25	0	-3	-100%
Teen Digital Literacy	0	1	0	0	-
All Children	144	141	0	-144	-100%
Storytimes	118	118	0	-118	-100%
Children Digital Literacy	4	7	0	-4	-100%
TOTAL	263	269	0	-263	-100%

PATRON QUESTIONS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Reference	14,149	10424	1,507	-12,642	-89%
Readers Advisory	3,539	2056	274	-3,265	-92%
Tech Help	6,506	4503	229	-6,277	-96%
TOTAL	24,194	16,983	2,010	-22,184	-92%

DIGITAL RESOURCES	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Movies/Music Streamed	5,632	2,278	2,428	-3,204	-57%
Online Courses Accessed	2,529	3,450	3,842	1,313	52%

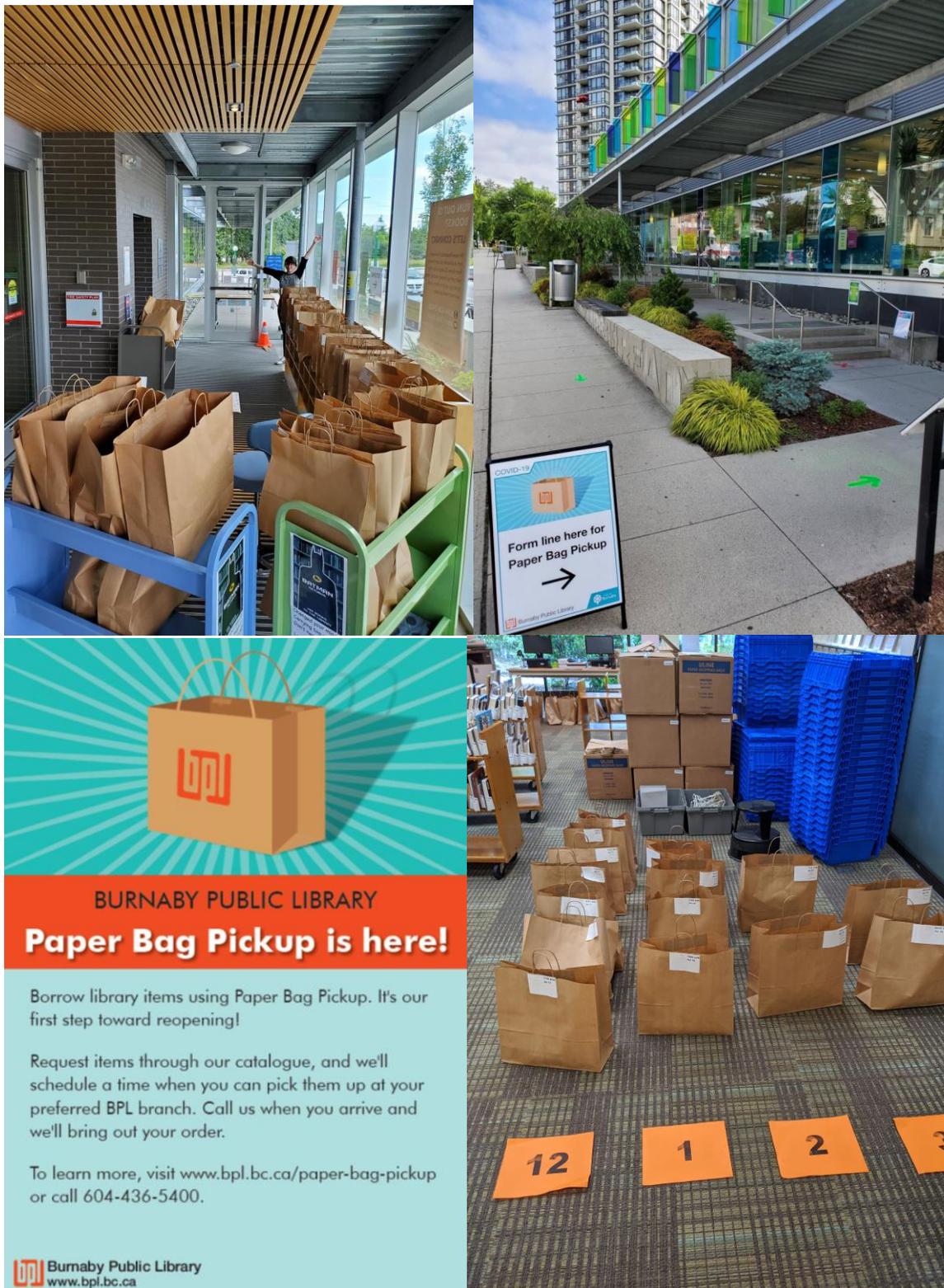
Information Services

Phone and email service has been invaluable to community members during the pandemic. Tommy Douglas Branch Manager Linton Harrison has been coordinating this service, and with assistance from the City's IT department, a single information line can now be answered by staff in any location. This quarter, we received 3,915 phone enquiries and 1,143 e-mails. Questions have been focused on help with BPL e-resources and on getting reliable information about COVID-19, financial assistance, referrals to community resources and other critical services. Once we began paper bag pick-up, many BPL patrons were very excited by the possibility of once again being able to borrow materials from the library and wanted further information about the hours of operation, the locations and types of materials available to them, and how to get new books and return their current ones. One caller said, "I didn't know the library was so important until now". The caller is a Chinese Romance reader and was used to going to the library and browsing for books. The patron had 11 books checked out and said they've re-read them several times since the pandemic hit. Staff walked the patron through how to search for Chinese language titles in the library catalogue so that they could put in an order for pickup.

Paper Bag Pick-up

BPL launched paper bag pick-up on June 1 and patrons streamed back to take advantage of the service. Staff have checked out some 11,000 items to about 2700 patrons each week, and have adapted services on a daily basis to streamline the service and manage public expectation. Staff have shown creativity in solving problems (Condie at Metrotown came up with the great idea of a shower curtain barrier!) and great team work in handling what has been a

very busy few weeks. Even when requests for library material have been very high, staff have adapted both our work processes and spaces to provide a high level of customer service. Kudos to staff in all branches, particularly Senior Clerks, for developing and refining the processes, and the creative minds of Anita, Tina and Vivienne for creating a memorable concept and an eye-catching logo.

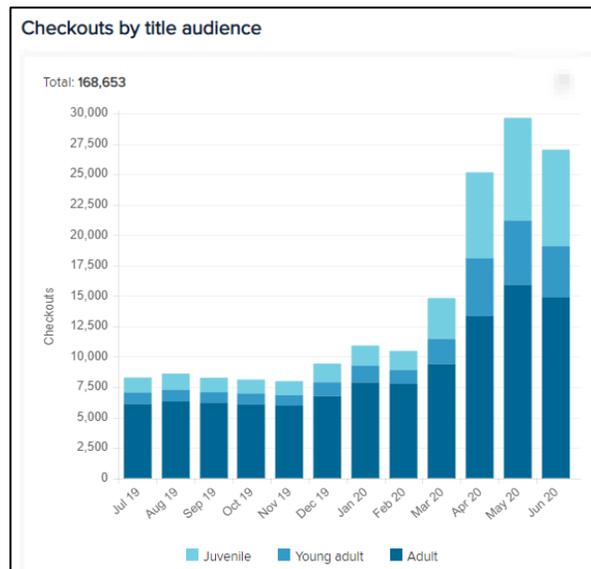
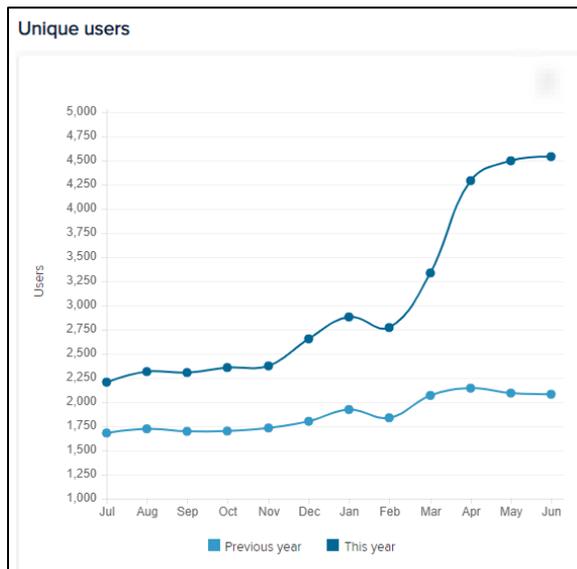


Summer Reading Club

Summer Reading Club is [completely online](#) this year. The summer reading club includes weekly challenges. So far the children have been asked to send the library their favourite joke, draw a map of how to find a buried treasure, and parents have been asked to sing a new song to their child. At the end of the summer every child will get a reading club medal. Plans for how this will happen, as well as how the library will celebrate all the medal winners, are in the works and will be finalized by the end of July.

Continued demand for books in digital formats

E-book and downloadable audiobook use rose dramatically when library branches closed, and use has remained steady through June. In the charts below, we see use rise significantly in March and continue to increase through April and May. In June, we introduced contactless holds pickup and reduced spending on digital resources. Use has dipped slightly but remained high despite recent availability of physical collections.



We noticed near-equal numbers of holds on popular titles in physical and digital formats in June. By month's end, digital materials were still circulating at a higher rate than physical items. We expect this will shift as branches open to the public in July, and will be interested to see how these numbers change over the coming months.

Help with online conferencing tools

Through our ongoing work with community groups, we heard that non-profit staff in Burnaby needed help learning to use Zoom and other video conferencing tools, especially as many begin to offer virtual programming during to the pandemic. Staff from BPL, in collaboration with the Burnaby Neighbourhood House, co-facilitated an online train-the-trainer style workshop called "Zoom and Beyond" to meet this need. 41 staff from Burnaby non-profits attended the first session and were very engaged with conversations on privacy, online language interpretation, and more. After the workshop, we heard from a number of people who missed the session and would like to attend in future and we hosted a second one with 40 more staff from non-profits. More workshops are planned on virtual tools and digital literacy.

Teen Summer Reading Club

Planning for this year's Teen Summer Reading Club has involved the Burnaby Youth COVID Response Team and the BPL Teen Advisory Group. Teen librarian Andrea Lukic wanted to get a better sense of the headspace and priorities of Burnaby youth going into the summer in order to adapt the program to better serve youth in these COVID times. COVID-19 has impacted everything for youth, including their activism and daily lives. Each year, BPL runs a contest for

teens to create artwork for the Summer Reading Club. This year's winning piece, by Jessica Jiang, was created and chosen before the pandemic, but its mix of foreboding and hopefulness seems to fit perfectly with these times.



Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Create a Digital Literacy Strategy	Trish	Allison Jones has resumed work on this strategy during the COVID-19 closure, researching digital literacy definitions and strategies at other organizations, and drafting a model for BPL. Next steps include an environmental scan (in progress), followed by community consultation and strategy development.
2.2 Streamline and Enhance Patron Printing	Trish	Budget approved as part of 2020 City of Burnaby budget. Project will begin in summer 2020.

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	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Metrotown	192,669	144,273	0	-192,669	-100%
McGill	113,869	73,534	0	-113,869	-100%
Tommy Douglas	92,881	76,457	0	-92,881	-100%
Cameron	61,910	54,294	0	-61,910	-100%
TOTAL	461,329	348,558	0	-461,329	-100%

ONLINE VISITS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Website	293,298	264,227	146,543	-146,755	-50%
Catalogue	400,934	350,030	150,746	-250,188	-62%

ROOM USE BY COMMUNITY GROUPS	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Metrotown	1,098	980	0	-1,098	-100%
McGill	49	45	0	-49	-100%
Tommy Douglas	155	127	0	-155	-100%
TOTAL	1,302	1,152	0	-1,302	-100%

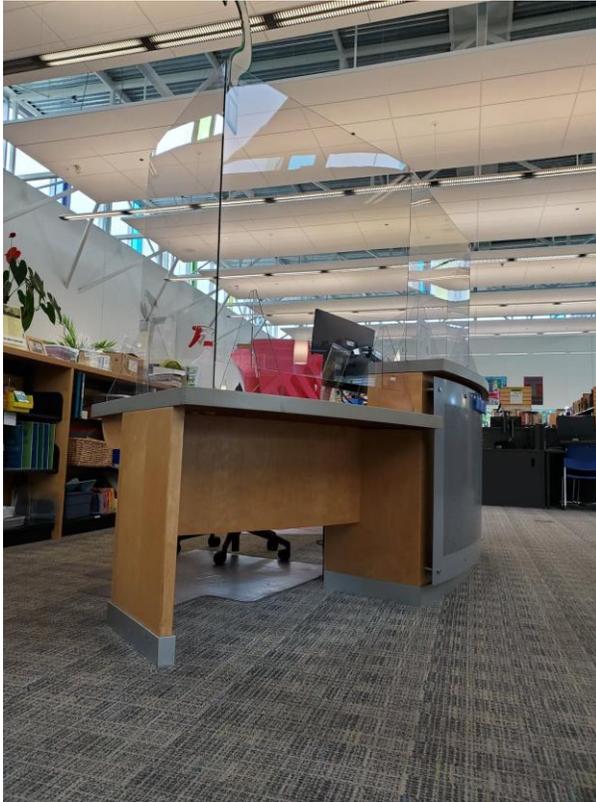
New Cameron Library

Planning for the new Cameron Library and Recreation Centre continued this quarter with regular biweekly meetings between the architectural team—Diamond and Schmidt Architects (DSAI)—City of Burnaby planners, and representatives from Parks and Recreation, and the Library. DSAI presented architectural and landscape designs and provided the group with preliminary outlines of the building make up, spatial configurations, and area adjacencies, and the team provided feedback and direction on changes needed. A separate meeting was also organized specifically for library staff so that staff could have a chance to provide direct feedback on draft floor plans for the library. This was an especially valuable opportunity for staff to have their input heard and to provide library expertise on which spaces should be where in the building (i.e. not having the children’s space next to the quiet reading room!). Staff continue to provide input on library designs and spaces and we look forward to seeing how the design evolves in the coming weeks. A public consultation was launched at the end of June, and had received more than 1700 responses in the first week.

Safety Renovations

As staff returned to the workplace this quarter, modifications needed to be made in all branches to ensure physical distancing between staff and staff, and between staff and patrons. Kudos to

staff, in particular Branch Managers and Senior Clerks, for creatively working to make sure that staff can be safe at work. Modifications included moving and removing workstations and computers, installing plexiglass shields, and liberal use of paint and tape to create distancing markers and travel direction arrows.



Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	Denim & Steel presented design work and draft information architecture to the library for feedback in May and June. The detailed work of developing page templates and finalizing menus is now underway. The anticipated launch date for the new website is October 2020.
3.2 Renovate Metrotown Staff Spaces	Beth	Focus of the project has shifted to making necessary changes so that staff can be physically distanced, by moving and removing stations, and by adding barriers.
3.3 Develop a Vision for Metrotown Public Spaces	Beth	RFP for consultants to develop a vision for public space closed in June. Project includes washroom renovation, second floor washroom feasibility, storage space conversion reimagined space for children and teens, and technology spaces.

4. Invigorate people & culture

We will:
<ul style="list-style-type: none"> • Support staff to reach their full potential • Deepen our learning and integration of the principles of Truth & Reconciliation • Transform our work processes and systems • Strengthen our partnerships • Promote our services

STAFF TRAINING	Q2 2019	Q1 2020	Q2 2020	Increase/Decrease	
				Number	%
Training Sessions/ Conferences Attended	37	19	2	-35	-95%
Staff Attending Training/Conferences	104	17	1	-103	-99%

Promoting the Library as a Place to Work

At an online LINC (Language Instruction for Newcomers to Canada) class, Community Librarian Andrea Lam had a question from a participant about volunteering at the library. Andrea directed the student to volunteer resources and said that we don't have volunteers as we're unionized and people should be compensated for their work. She also mentioned how the library has a Living Wage policy and talked about the benefits about working for the library. A few weeks later, Andrea bumped into the student at the McGill branch, where she was working a shift as an auxiliary Building Service Worker. Andrea learned that after the LINC class, the student browsed the library website and saw a posting for auxiliary Building Services Workers. The student (now BPL employee!) said that had she not looked at the BPL website right after Andrea's talk, she would have missed the opportunity.

Labour Relations during COVID-19

Thanks to a suggestion from CUPE 23, Library Labour Management meetings moved from monthly to weekly to discuss the large number of labour relations issues that have arisen during COVID-19. Management and the union have discussed issues around layoff and recall, staff safety and mental health, and organizational changes. Kudos to Sarah Björknas, Library Chair, Maja Suzberic, Library First Vice-Chair, and other union members for their tireless support of and advocacy for unionized staff and for their commitment to working through issues as they arise. As of July 7, most staff have been recalled to work. We are still waiting to welcome back some pages.

Service Design and Innovation Team

A new staff working group was established in May to bring a service design/design thinking approach to the creation of new programs and services at BPL. Service Design is a process that emphasizes learning about the needs and challenges of our community, and then using these learnings to brainstorm, prototype and eventually adapt, innovative new approaches to Library services. COVID-19 has provided a unique opportunity to initiate this approach at BPL as the pandemic has required us to rethink some of the programs and service approaches we are used to taking. The first design challenge the group is undertaking is: the need for contactless programs that provide adult community members with opportunities to learn and socialize. How can the library fulfill this need? What sort of structures would the community like to see in place to support contactless programs? These are some of the questions the group is tackling now, and we look forward to coming up with exciting new service approaches to share with our community soon.

Adapting to Virtual Working

Since March, many staff have been working at least some of the time from home. Staff have shown adaptability and resilience in juggling work-life commitments, and in finding creative ways of connecting with each other, and have become adept at connecting through online platforms. Most staff meetings now take place online, and a weekly all-staff meeting has been well attended by staff, particularly during the early months of the pandemic when many staff were at home. Some of these online tools have created new and more efficient ways of connecting with each other, and will become a permanent part of the way we work.

Staff Kudos

This has been a difficult few months for BPL staff. In the midst of an unprecedented pandemic, staff have approached their work with diligence, curiosity and creativity, supported each other with kindness, and asked difficult questions to make sure that we make good decisions. There are many staff whose work has been highlighted in this report, and I'd also like to thank:

- Building Service Workers who have stepped up to the increased cleaning protocols that COVID-19 demands with enthusiasm and flexibility. Our library has never been so clean!
- Administration staff who have ordered supplies and signage, prepared layoff and recall letters, calculated seniority, interpreted policies and guidelines, and dealt with instructions and bureaucracies that change from minute to minute
- Library clerks and pages, who have adapted to new systems with flexibility and brought great suggestions for ways to improve what we do
- Systems staff, who have made sure that the technology is in place to support new processes, such as minimizing touch with self-serve check out to changing due dates and notices for checked out materials.
- Technical services staff, who have acquired, processed, catalogued and made discoverable print and online materials
- Exempt managers, who have worked tirelessly to plan and re-plan closure and reopening, endured endless meetings, supported staff, and who approached the worst job ever – laying off staff – with empathy and compassion.

With many apologies for any staff I've unintentionally left out. BPL has the best staff.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Implement the Public Staffing Model	Beth	Work began on developing training, and management worked with City HR to revise classification specifications. The new model is on track to launch in January 2021.
4.2 Examine and Update Hiring Practices	Beth	Project is two-fold – to increase diversity of staff and to examine alternative to auxiliary staffing. Some preliminary research work undertaken. Project will begin in August.

Comments and suggestions from patrons

Suggestions from patrons this quarter mostly centred around library reopening, with many patrons keen to be able to check out materials and visit libraries.

BPL is a very good social resource and a public treasure to serve the whole society. ... Andrea gave us three presentations I noticed that she didn't drink a mouthful of water in each 30-60 minute presentation! This is the professionalism of working hard for the public. Thank you, Andrea!

LINC student

I wish to compliment the BPL on its paper bag p/u service. I did this for the first time today and wow, my book, a bookmark, paperback p/u information all in a brown paper tote bag - you seriously rock BPL!!! p.s., BPL Metrotown is my favourite library of all the branches in Greater Vancouver.

Metrotown patron

Just wanted to thank-you so much for your Paper Bag pick-up. I live in Vancouver but often use Metrotown branch of BPL and right now I sure am happy you are up and running. The service is great - wonderful to get books again and to see library staff.

Metrotown patron

Dear BPL staff--I dont know any of you, but I do miss you and I hope you are all doing well.

E-Ref patron

My father lives with us. He is elderly, blind and English is his second language. He has been going to Tommy Douglas Library almost every day for the past year. The staff are wonderful there as they help him choose DVDs and put them in a bag for him and help him exit safely. From what he tells me, they are very patient and go beyond what is expected of them.

Tommy Douglas patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 July 16

SUBJECT: RETIRED EMPLOYEES 2020 JANUARY TO JUNE

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:

Doris Wong

Doris began with Burnaby Public Library in August 1993. She worked as a Library Clerk 2 at the Metrotown and Cameron Branches, and as a Library Clerk 3 and Library Clerk-Scheduler at the Metrotown Branch. After 27 years of service, Doris retired on 2020 January 31.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY