

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 August 20 (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 hən̓q̓əmin̓əŋ 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**

Motion to adopt the minutes of the regular meeting held 2020 July 16 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items Requiring a Decision**

i) **Endowment Fund Spending Request**

1-2

Purpose: To seek the Library Board's approval for spending from the Endowment Fund

ii) **Branch Closures for Staff Training**

3-4

Purpose: To seek the Library Board's approval for closing branches in order to provide staff training

5. Items for Information

5-10

i) Placement of Nasal Naloxone Spray at Libraries

Purpose: To provide the Library Board with information on a one-year pilot program by the City's Public Safety Committee

11-12

ii) Trustee Recruitment

Purpose: To provide the Library Board with information on demographic and skill gaps identified by Trustees.

13-14

iii) Gender Diversity Training

Purpose: To provide the Library Board with information on upcoming gender diversity training for Library staff.

6. Report of the Chief Librarian

15-18

i) COVID-19 and Library Operations

Purpose: To update the Library Board with Library operations during COVID-19

ii) Newspaper Clippings

SENT VIA DIGITAL
AGENDA PACKAGE

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

7. Other Business

8. Next Library Board Meeting – 2020 September 17 at 7:00pm via Zoom.

9. Adjournment

Motion to adjourn the regular meeting



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 AUGUST 20

SUBJECT: ENDOWMENT FUND SPENDING REQUEST

RECOMMENDATION:

THAT the Library Board approve Endowment Fund spending of up to \$15,000 to install additional power and data outlets at McGill and Tommy Douglas branches.

REPORT

In February 2020, the Library Board Finance Committee recommended that any endowment expenditure greater than 25% of the previous year's endowment fund interest be brought to the Finance Committee and the Board for approval. Interest income in 2019 was \$48,458.

Library patrons have frequently requested an increase in power and data outlets so that they can power and charge devices such as laptops and phones.

In 2019, Tommy Douglas Branch Manager Linton Harrison led a project to assess needs at branches. Both Tommy Douglas and McGill branches identified a need and capacity for these outlets. In 2020, Linton worked with City of Burnaby Facilities Management staff to obtain a quote from a contractor for \$12,668 for this work. The request of \$15,000 includes a contingency to cover unexpected expenses and city staff costs.

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Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: 2020 AUGUST 20

SUBJECT: BRANCH CLOSURES FOR STAFF TRAINING

RECOMMENDATION:

THAT the Board approve branch closures in October 2020 in order to deliver staff training.

REPORT

The Public Service Staffing Model remains on track for implementation starting in January 2021. Training our public service staff in preparation for the new model is one of the most significant deliverables of this project, and we have identified a need to deliver the training to all public service staff in person over the span of three days.

In order to achieve this, we propose to close each branch for three days in October in order for staff at each branch to receive the training in person together. We think that the opportunity for staff to learn and practice new skills together with all of their coworkers at the same time, rather than delivering the training in a piecemeal fashion, is the most effective and efficient way to approach this.

Instead of closing all four branches for the same three days, we propose to rotate the closures, so that while one is closed, the other three remain open, in order to lessen the potential impact of closures on the public. We plan to give notice and provide patrons ample time to prepare for the closures so they can adjust their visits accordingly.

The following is an example of how the closures would be scheduled:

- Week 1:
 - Monday – Metrotown closed
 - Tuesday – McGill closed
 - Wednesday – Tommy Douglas
 - Thursday – Cameron closed

- Week 2:
 - Monday – Metrotown closed
 - Tuesday – McGill closed
 - Wednesday – Tommy Douglas
 - Thursday – Cameron closed

- Week 3:
 - Monday – Metrotown closed
 - Tuesday – McGill closed
 - Wednesday – Tommy Douglas
 - Thursday – Cameron closed

A handwritten signature in cursive script that reads "Heidi Schiller".

Heidi Schiller
ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

PUBLIC SAFETY COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

**SUBJECT: PLACEMENT OF NASAL NALOXONE SPRAY AT CITY RECREATION
CENTRES AND LIBRARIES**

RECOMMENDATIONS:

1. THAT Council receive this report for information.
2. THAT a copy of this report be provided to the Library Board for information.

REPORT

The Public Safety Committee, at its meeting held on 2020 July 15, received and adopted the attached report providing information regarding the placement of nasal naloxone spray at City recreation centres and libraries.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor J. Wang
Vice Chair

| |
|---|
| Copied to: City Manager Director Public Safety and Community Services Director Corporate Services Director Parks Recreation and Cultural Services Chief Librarian Fire Chief OIC Burnaby RCMP |
|---|

TO: CHAIR AND MEMBERS
PUBLIC SAFETY COMMITTEE

DATE: 2020 Jul 03

FROM: DIRECTOR - PUBLIC SAFETY AND
COMMUNITY SERVICES

**SUBJECT: PLACEMENT OF NASAL NALOXONE SPRAY AT CITY
RECREATION CENTRES AND LIBRARIES**

PURPOSE: To provide the Public Safety Committee information on the placement of nasal naloxone spray at City recreation centres and libraries.

RECOMMENDATIONS:

1. **THAT** Public Safety Committee receive this report for information purposes.
2. **THAT** Public Safety Committee recommends Council receive this report for information purposes.
3. **THAT** a copy of this report be provided to the Library Board for information purposes.

REPORT

1.0 INTRODUCTION

In 2016 April, in response to the ongoing and escalating crisis of illegal drug-related overdose deaths, the BC Provincial Health Officer (PHO) declared a public emergency under the *Public Health Act*, which was a first in BC and Canada. Since the initial public emergency declaration, the overdose crisis has not only continued but also been exacerbated by the COVID-19 pandemic.

In 2020 May, BC recorded 170 suspected illicit drug toxicity deaths which is the highest monthly total ever recorded in BC and equates to approximately 5.5 deaths a day. This represents a 93 percent spike over the number of similar deaths in 2019 May. In addition, on 2020 June 26, BC paramedics responded to 131 drug overdoses, the most recorded in a single day.

The response to the overdose crisis has been extensive and multi-faceted by local, provincial and federal partners and has consisted of multiple components including the wide spread availability of naloxone (also known as Narcan) to reverse the effects of an

opioid overdose. The City of Burnaby as part of the recently implemented Community Safety Plan, has identified an initiative specific to the overdose crisis, entitled *Substance Use Response* which is further outlined in this report.

2.0 POLICY SECTION

Goal

- A Safe Community
 - Crime prevention and reduction – Ensure citizens and businesses feel safe in our community
 - Emergency preparedness – Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services
 - Emergency services – Provide responsive emergency services
 - Transportation safety – Make City streets, pathways, trails and sidewalks safer
 - Community amenity safety – Maintain a high level of safety in City buildings and facilities for the public and City staff
- A Healthy Community
 - Healthy life – Encourages opportunities for healthy living and well-being
 - Healthy environment – Enhance our environmental health, resilience and sustainability
 - Lifelong learning – Improve upon and develop programs and services that enable ongoing learning
 - Community involvement – Encourage residents and businesses to give back to and invest in the community

3.0 BACKGROUND

The confluence of the drug overdose and COVID-19 public health emergencies has resulted in an increased risk of illicit drug overdose due to the new guidelines for social distancing and the closure of international borders. These actions have impacted the illicit drug trade and pushed people at risk to seek out alternative drug supplies which have even greater unpredictable drug potencies, which in turn has resulted in increased overdoses.

The City of Burnaby currently provides Fire Department and RCMP first responders with naloxone should they respond to, or encounter a drug overdose in progress. The Fire Department with their advanced first aid training and skills, are provided with injectable naloxone and the RCMP are provided with nasal naloxone spray which is also effective in reversing the effects of a drug overdose, however much simpler to administer. The Fire Department has deployed naloxone on an average of several times a month during the

To: Public Safety Committee
From: Director - Public Safety and Community Services
Re: Narcan Nasal Spray
2020 Jul 15..... Page 3

overdose crisis, while the RCMP has administered nasal naloxone spray on lower frequency. The differing level of applications is due to the Fire Department receiving and attending to significant numbers of calls for medical assistance.

As part of the Substance Use Response initiative in the Burnaby Community Safety Plan, nasal naloxone spray will be placed at select City recreation centres and libraries on a one year pilot basis. The pilot program will commence in September/October of 2020 during which time data will be collected on the usage of the nasal naloxone kits. A further report will be completed at the end of the pilot program providing an evaluation of the placement and usage of the kits, along with recommendations regarding the continuation and potential expansion of the program.

This nasal naloxone spray program is modeled after the Automatic External Defibrillator (AED) program in which AEDs are currently installed throughout Civic facilities and maintained by City staff. Similar to the AEDs, the nasal naloxone spray program is intended to make the spray available for public use and City staff will not be required as part of their job duties to administer nasal naloxone. City staff who regularly work at the facilities where nasal naloxone spray is installed, would be provided with awareness training related to the intended purpose, location and use of the kits, as well as any additional health and safety training deemed appropriate to ensure they are aware of the steps to be taken in the event of an emergency, including how to address any risks associated with the public's use of the nasal naloxone kits.

3.1 Nasal Naloxone Spray

Nasal naloxone spray is a nasal formulation of naloxone and is used for the temporary treatment of a known or suspected opioid overdose (attachment 1). Designed for use in the community, nasal naloxone spray is needle-free and ready to use. The nasal naloxone spray comes in a single use device containing a single dose, after which it is to be discarded. A kit typically contains two single dose applicators.

Nasal naloxone spray does have an expiration date which typically provides a usable period of 18 to 24 months and the kits would require regular replacement should the program become permanent. The potential cost per kit is approximately \$100 for a kit containing two single dose applicators. The cost for the pilot project can be absorbed within the current Public Safety & Community Services budget.

3.2 Placement of Nasal Naloxone Spray

The nasal naloxone spray will be placed at the following City facilities:

1. Bob Prittie Metrotown Public Library
2. Tommy Douglas Public Library
3. Cameron Public Library

To: Public Safety Committee
From: Director - Public Safety and Community Services
Re: Narcan Nasal Spray
2020 Jul 15..... Page 4

4. McGill Public Library
5. Bonsor Recreation Complex
6. Eileen Dailly Leisure Pool & Fitness Centre
7. Cameron Recreation Complex
8. Edmonds Community Centre

The nasal naloxone spray will be placed inside the currently installed AED storage case at each site and appropriate signage will be installed to assist the public in locating the nasal naloxone kit. The signage will indicate that nasal naloxone kits are available for use by the public, and to call 911 in the event of an emergency. In addition, each kit will contain the manufacturer's instructions and information for any member of the public that chooses to use the kit. This placement will greatly assist with the ease of regular routine inspection to ensure the integrity of the kits as well as determine if any use or tampering has occurred.

4.0 NEXT STEPS

The September/October 2020 start date for the pilot provides sufficient time for staff to finalize the health and safety training program, acquire the kits, install the signage and train staff. In addition, Corporate Communications will be engaged to prepare appropriate messaging to the community regarding the pilot project.

5.0 RECOMMENDATIONS

It is recommended that the Public Safety Committee receive this report for information purposes, as well as recommending to Council that they also receive this report for information purposes. In addition, it is further recommended that a copy of this report be provided to the Library Board for information purposes.


Dave Critchley
Director Public Safety & Community Services

Copied to: City Manager
Dir. Parks Recreation & Cultural Services
Dir. Corporate Services
Chief Librarian
Fire Chief
OIC Burnaby RCMP

Attachments: Naloxone Nasal Spray

Attachment 1





TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 AUGUST 20

SUBJECT: TRUSTEE RECRUITMENT

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

At the July Library Board meeting, the Board discussed trustee recruitment. Following the meeting, the Chief Librarian passed on to the City Clerk's office trustees' suggestion to add information about candidate diversity to the recruitment process. The Chief Librarian also asked individual trustees to suggest demographics or skills areas that would strengthen the Board. 7 out of 9 trustees completed the survey. Results are below:

Demographics gaps

- Indigenous (5)
- Youth/students (6)
- Lower income
- BIPOC
- Women
- Asian
- Single family

Comments included a suggestion to compare Board demographics with census data, a recognition that not all groups will be represented in a Board of BPL's size, and a question about whether Board representation necessarily means an inclusive organization.

Skills gaps

- Finance (3)
- HR

- Youth services (3)
- Advocacy (3)
- Innovation (2)
- Strategic planning
- Community engagement/connections (2)
- Communication

Next Steps

Subject to trustee agreement, the Chief Librarian can share these gaps with the City Clerk's office for the information of City Council in appointing library trustees.

A handwritten signature in black ink, appearing to read 'Beth Davies', with a stylized, cursive script.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 AUGUST 20

SUBJECT: GENDER DIVERSITY TRAINING

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

At the July 16 meeting, the Library Board was given a presentation by BPL's Transgender Inclusion Working Group on their activities and accomplishments to date. As mentioned in that presentation, one of the group's initial goals has been to provide gender diversity training to all staff in order to make the Library a more welcoming and inclusive place.

Virtual training sessions have been arranged with [TransFocus Consulting](#), with six available dates/times:

| DAY | DATE | TIME |
|-----------|--------------|--------------------|
| Wednesday | September 9 | 9:00 am – 11:30 am |
| Monday | September 14 | 1:30 pm – 4:00 pm |
| Tuesday | September 22 | 6:00 pm – 8:30 pm |
| Thursday | September 24 | 9:00 am – 11:30 am |
| Tuesday | September 29 | 9:00 am – 11:30 am |
| Saturday | October 3 | 1:30 pm – 4:00 pm |

Included in this training:

- overview of concepts and terms related to gender diversity
- unique challenges faced by transgender patrons
- tips and tools to ensure respectful interactions with trans patrons and employees
- overview of structural challenges experienced by trans people
- scenario exercises

Library Board Trustees are invited to attend any of these sessions and are asked to contact the Administrative Assistant with the date that best works for them.

A handwritten signature in black ink, appearing to read 'Beth Davies', with a stylized, cursive script.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 AUGUST 20

SUBJECT: COVID-19 AND LIBRARY OPERATIONS

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

Background

- On March 16, BPL announced the closure of all libraries to the public, effective March 18.
- Effective March 24, further measures were put in place to reduce the number of staff working at facilities. Cameron, Tommy Douglas and McGill branches were closed to staff (except Building Service Workers). Metrotown remained open.
- On June 1, BPL introduced paper bag pickup service at all four branches. Some staff continued to work part of their week from home.
- On July 13, all BPL branches opened for limited service. Staff are now working all their week in libraries.

Current Library Services

Community work

Staff continue to use a community-led approach to identify and meet community needs during this time. Librarians have been busy visiting groups online, including transition houses, children and family groups and senior clubs. In every case, community members have been thankful to have the opportunity to connect with the library, even if it is online, to share their experiences and needs during the pandemic, and to learn about the library resources. Librarians have also continued visiting community spaces with the mobile WiFi to provide connectivity, and connected with families who speak Mandarin and Korean to share children resources and programs in their own languages, in several cases for the first time. One program worth mentioning: Teen and Children librarians (Andrea Lukic and Randi) collaborated with the ELL Coordinator for Burnaby schools to create the Group Chat program, targeting youth who want to meet other youth and practice speaking English online.

The program started as a pilot and has been so well received that youth have asked to make it permanent. Highlight: One student joined from Iran, where he is visiting family, so it was 3am for him and it was his birthday!

In-branch services

All library branches opened for limited services on July 13. Patrons can pick up holds, use computers, printers, scanners and wifi, and use public washrooms. All branches are open 7 days a week, from 10am to 5pm on Monday and Friday, 10am to 7pm Tuesday to Thursday, 10am to 4pm Saturday, and 12pm to 4pm on Sunday.

Staff are limiting the number of patrons using each service to ensure physical distancing. In general, foot traffic approximately 20% of usual traffic; print circulation is at approximately 20% of usual circulation, and computer use is at approximately 30% of usual use.

Home Library service

Home Library service was one of first services reintroduced after closure. Home Library patrons have expressed gratitude to staff for their ability to continue receiving books, audiobooks, and magazines while remaining at home. 95% of individual patrons have resumed the service. While most of the local care homes we normally serve have remained closed to visits, a few have allowed drop-offs at front desks for distribution to patrons by care home workers.

Summer Reading Club

Despite the pandemic, Summer Reading Club (SRC) is still going for Burnaby children and families this year. The provincial program has moved online, and BPL Children's Librarians have been creating weekly online activities for kids to do at home. At the end of summer, our SRC celebration will go virtual, as well. Children's Librarians are creating a video featuring elements of the traditional annual pancake breakfast and medal ceremony – messages of congratulations from the Mayor and Board Chair, firefighters flipping pancakes, and children's librarians blowing bubbles. The video will be released on September 12, which would have been the date of the pancake breakfast.

Collections

Staff resumed orders for physical materials in June but continue to focus on digital resources. We're seeing continued demand for e-books and audiobooks even as we increase access to physical materials.

| | July 2019 | June 2020 | July 2020 | Incr/Decr | %Change |
|---------------------------|------------------|------------------|------------------|------------------|----------------|
| e-Book circulation | 5,515 | 21,134 | 21,175 | 15,660 | 284% |
| e-Audiobook circulation | 3,652 | 6,490 | 7,051 | 3,399 | 93% |
| New Overdrive users | 243 | 587 | 449 | 206 | 85% |
| Number of titles acquired | 230 | 827 | 523 | 293 | 127% |

Librarians trialed video streaming resources last month, and have selected a new digital resource for BPL. Kanopy is a streaming video service that provides simultaneous access to movies on your smart TV, computer, phone or tablet. The depth of Kanopy's collection mirrors BPL's DVD offerings, with popular movies, documentaries, foreign films, classic cinema, independent films and educational videos. The resource will be available to patrons in September.

Staff have been working to make more of our physical collections accessible via the library catalogue, in an effort to support readers who are unable or not ready to visit the library. Previously uncatalogued paperbacks for kids and adults are being added to the catalogue, including Harlequins, which have been in high demand since the library closure. We're also circulating current issues of magazines, which were previously in-library use only.

Physical spaces

In order to have staff safely return to work, we have made many changes to the work environment, including spacing of workstations, moving computers, installing barriers and introducing occupancy limits and one-way directional flow. Thanks and kudos to branch managers and supervisors, and to the Systems department, for their work in making this happen.

We have also hired additional auxiliary Building Service Workers, and expanded the hours of existing part-time and auxiliary staff. Many thanks to BSW staff for their hard work and dedication.

Reopening Plans

On May 6, the government of BC released [BC's Restart Plan](#). Under the plan, libraries can open from May 18 onwards with "enhanced protocols" and "sufficient distancing".

In line with the City of Burnaby's approach, and working closely with neighbouring libraries, BPL is adopting a cautious, conservative approach to resuming services. Staff safety is our number one priority in resuming services. Detailed safety plans are developed for each new service we begin, and supervisors are working under WorkSafeBC guidelines and with the City of Burnaby Occupational Health & Safety Manager, the Library Joint Occupational Health and Safety Committee, and with CUPE 23 to make sure that safety protocols are developed, communicated, and adhered to. Measures include:

- physical distancing between staff, and between staff and patrons by moving workstations, implementing one-way traffic, and including signage outside elevators;
- increased cleaning protocols, with a particular focus on high-touch surfaces and washrooms;
- installation of physical barriers where physical distancing isn't possible
- provision of and instruction in effective use of personal protective equipment where physical barriers are not an option

Staff are beginning to plan for an expansion of services in mid-September, including access to library collections for browsing and expanded seating for purposes other than wifi access. Patrons will be encouraged to limit their time in the library. We will not be offering in-person programs or meeting room access.

Communication

Communication is vitally important during this time, and we're using various ways of staying in touch and sharing information.

- Branches and departments are holding regular meetings, often daily, to provide updates and address issues.
- Supervisors continue to focus on supporting staff, answering questions, and making sure that staff stay connected to the workplace and to each other.
- In July, we again ran a Staff Pandemic Experience Survey. Comments and actions include clear understanding of and appreciation for safety protocols; a need to support staff emotionally and to recognize that staff reactions to the pandemic are varied and complex; a need to support staff with clear expectations and to provide meaningful work; a continued desire for frequent communication; and a need for improved technology for staff.
- Weekly all-staff virtual meetings have been paused during the summer; I'll be reaching out to staff in August to see if there is appetite to resume these meetings
- Labour Management meetings continue to take place once a week so that we can discuss and address issues in a timely way.
- Staff have been using website, social media, press releases and print posters to get the word out about reopening. In August, watch for dual messaging on fine elimination and reopening with "Goodbye Fines, Hello Library" bus shelters.

Staff layoff and recall

- On 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.
- 185 staff received verbal notice of layoff by phone on Thursday, April 9, which was followed up by a letter. The effective date of layoff was Wednesday, April 15.
- All but 19 staff have been recalled. The remaining 19 staff are all Pages.

Closing words

The past month has been a time of adjustment as staff work through the logistics and emotions of library reopening. Staff have showed creativity, patience and resilience in adapting services and empathy in continuing to support each other. My sincere thanks to all of them.

A handwritten signature in dark ink, appearing to read 'Beth Davies', with a stylized, flowing script.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY