

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 October 15 (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.

The Librarian-Web Coordinator will provide the Board with a presentation on the new website.

PAGE NO.

1. **Motion** to receive agenda

2. **Minutes**

i) **Motion** to adopt the minutes of the regular meeting held 2020 September 17 as circulated

ENCLOSED

ii) **Motion** to adopt the minutes of the Finance Committee meeting held 2020 August 20 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items Requiring a Decision**

i) **Holiday Closures**

1-2

Purpose: To seek approval of early branch closures on Christmas Eve and New Year's Eve, and to seek approval for closing branches on 2020 December 28.

5. Report of the Chief Librarian

i) Strategic Plan Report: Third Quarter 2020

3-16

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the third quarter of 2020 in the context of the Strategic Plan.

ii) COVID-19 and Library Operations

17-18

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

iii) Newspaper Clippings

SEE BELOW

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

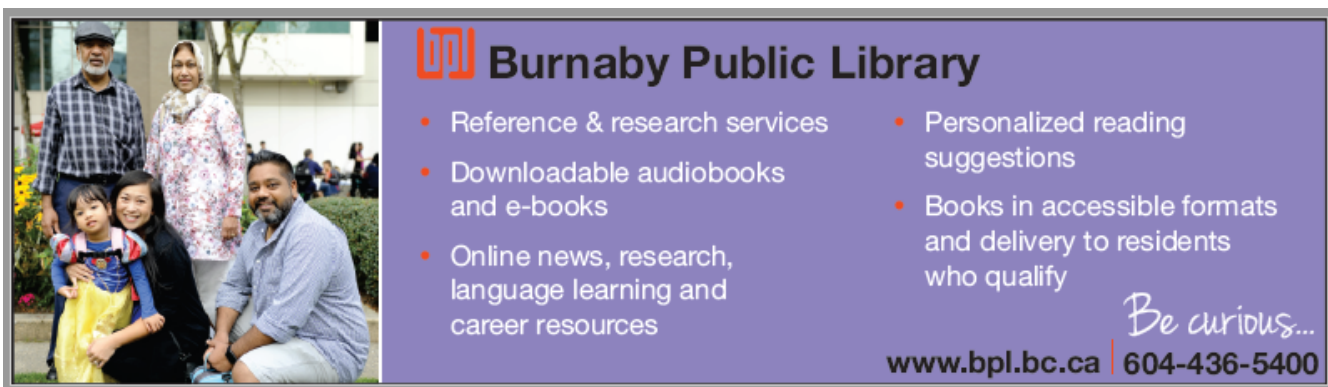
6. Other Business

7. Next Library Board Meeting – 2020 November 19 at 7:00pm via Zoom.

8. 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 and financial matters.

BURNABY COMMUNITY SERVICES COMMUNITY RESOURCE GUIDE
2020/2021



Burnaby Public Library

- Reference & research services
- Downloadable audiobooks and e-books
- Online news, research, language learning and career resources
- Personalized reading suggestions
- Books in accessible formats and delivery to residents who qualify

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Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: HOLIDAY CLOSURES

DATE: 2020 OCTOBER 15

RECOMMENDATION:

THAT the Library Board approve all branches closing at 1:00pm on Christmas Eve and 5:00pm on New Year's Eve.

THAT the Library Board approve all branches closing on Monday, December 28.

REPORT

This holiday season, all library locations will be closed on Friday, December 25, Saturday, December 26, Sunday, December 27, and Friday, January 1. City Hall traditionally closes on Christmas Eve at Noon and on New Year's Eve at 4:45pm.

In keeping with past practice, it is recommended that all branches close at 1:00pm on Christmas Eve and at 5:00pm on New Year's Eve.

In 2020, City Hall will also close on Monday, December 28. Trustees discussed whether to follow City Hall practice at the October and November 2019 Board meetings and decided to open library branches on December 28. In light of reduced patron activity levels (patron visits are at approximately 36% of normal visits and computer use is at approximately 44% of normal use) and increased staff stress during COVID-19, the Chief Librarian is recommending that the Board reconsider its decision and close library branches on Monday, December 28.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 OCTOBER 15

SUBJECT: STRATEGIC PLAN REPORT Q3 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	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Metrotown	3,107	2,152	315	734	-2,373	-76%
McGill	1,260	813	73	330	-930	-74%
Tommy Douglas	1,147	748	37	310	-837	-73%
Cameron	863	605	8	161	-702	-81%
HLAS	43	14	3	13	-30	-70%
Outreach	239	114	3	47	-192	-80%
TOTAL	6,659	4,446	439	1,595	-5,064	-76%

HLAS	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Visits	302	238	103	278	-24	-8%
Patrons Served	844	557	142	446	-398	-47%

OUTREACH VISITS		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	Adult	86	31	37	126	40	46.51%
	Teen	27	14	1	78	51	189%
	Children	15	10	43	84	69	460%
	TOTAL	128	55	81	288	160	125%

OUTREACH CONNECTIONS		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	Adult	1,159	231	0	933	-226	-19%
	Teen	418	225	0	60	-358	-86%
	Children	93	175	0	546	453	487%
	TOTAL	1,670	631	0	1,539	-131	-8%

Fine Free!

On July 13, BPL joined the growing community of libraries that have gone fine free. The news has been celebrated by BPL Staff and patrons alike who have congratulated the library for creating more welcoming and accessible services for all community members. We also implemented an auto-renewal service to assist patrons in renewing eligible items before they age to overdue or lost. In September alone, 5400 items were auto-renewed by our system, giving patrons the peace of mind to continue enjoying their items without fear of penalty. We plan to do a more formal review of Fine Free and its impact on patrons and the BPL system at the end of 2020.

Korean Community Day

Hana Kim and Andrea Lukic, librarians working in the community, created a [storytime video](#) for Korean Community Day that went virtual due to COVID-19. Hana wrote one traditional Korean story and adapted an English folk tale "Stone Soup" into Korean, and Andrea drew animated clips for each scene of stories. Hana and Andrea worked together to ensure that the video that they developed had the cultural access points that enable a story to resonate and become meaningful for the Korean community. The video was well received, and the Executive Director of the North Road Business Improvement Association commented, "Thank you so very much for taking such care and effort in creating your wonderful video for our first Virtual Korean Community Day. It really added to the program and we couldn't have been more thrilled with your contribution. ...Thanks again – I'm happy to say the event was a great success and having your work included made it all the better."

Community Map

In collaboration with the GIS department at the City of Burnaby, we launched a [new Community Map](#) that shows services available in the city during the pandemic. This work came out of with the meetings organized by the Burnaby Primary Care Network and the many important collaborations with agencies and organizations in the Community. It already being used by many of them.

Burnaby Pride

Throughout the past year, BPL has continued to co-facilitate and co-lead the Burnaby Pride Working Group and Burnaby Pride Community Advisory Network (PCAN) along with other Burnaby service providers and community members. When it became apparent that the original plans for an in-person Pride event in Civic Square would not be possible due to the pandemic,

BPL helped the Working Group and PCAN plan a digital format for the event. Although community members expressed disappointment about not being able to meet in person at this year's event, there was positive feedback that the July 25 digital Burnaby Pride celebration helped represent LGBTQIA2S+ presence within the city and helped support local artists who were commissioned to provide recorded performances. Referring to BPL's role in 2020 Burnaby Pride planning, a member of the Pride Working Group commented; "without you, Burnaby Pride would literally have never happened and that is an amazing community impact to have had."

Community work

Community librarians have been busy connecting virtually and in person with Burnaby residents during the pandemic, and learning about community needs:

- We collaborated with the Burnaby Neighbourhood House to deliver Tech in the Park, an open and safe space to provide basic tech support to Arabic and Tygrinya speakers. BPL provided equipment and expertise, BNH brought language skills and coordination. The program was a success and will continue for a few more sessions.
- One librarian planned a series of presentations on library resources for members of the community who speak Korean and learned that, even when the audience was thankful of the services we provide, most are interested in information about jobs, immigration and career paths that are not freely available anywhere else. That is helping us think about how to provide services for the Burnaby Korean community.
- In collaboration with the Burnaby Primary Care Network, WorkBC and Burnaby Family Life we helped deliver Money Talks, a program for service providers to get tools to support members of the community facing financial troubles. In addition to our Community Resource Guide, connections with service providers and digital resources, the services providers learned about BPL's fine-free status and no-barriers services.

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.

Staff say, "While we're glad that we are able to carry on, we miss the contact with the patrons. Dropping off bags at the door while masked and gloved is not the same as being able to chat with folks about what they thought of their material. Dropping bags off at the door of a seniors' facility is not the same as setting up a pop up library and giving folks a chance to choose their own books while chatting with us."

Digital Survey

We are nearing the completion of the project to create a digital literacy strategy. The project has included staff interviews, research into other libraries' work, and community outreach focused on technology access and digital literacy needs. Allison Jones opened a community Digital Literacy Survey as part of the project on September 14, asking for community feedback on items we could loan, programs and services we could offer, and barriers to digital participation and access we could address. The survey runs until Wednesday, October 7. As of Monday, October 5, we've received 307 responses on paper and online. These responses will help us fine-tune the recommendations in the strategy to meet our community's needs.

The thoughtful comments from respondents so far have truly highlighted the enthusiasm, creativity and generosity of BPL patrons. They've expressed how important technology has been for connecting with friends and family during COVID-19, and how difficult it was to get reliable access to the internet when the library was closed. They've also expressed interest in using new technology for a wide range of activities and purposes – some of them quite moving. A few examples from the responses to open-ended questions:

- I would like to explore making art using technologies available.
- I'd love to help my daughter create a simple video game with her artwork.
- I would like to use 3D printing to make things, especially for the disabled children I work with.
- I want to preserve photos and documents, and digitize VHS cassettes.
- I really want to show my kids (3 and 5 years old) that they can create their own toys.
- I would like to learn how to repair and build electronic devices, start a blog, make a podcast.
- My vision is getting poorer so I am wondering about how technology might help.

Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Remove Service Barriers	Heidi	Project Complete
1.2 Understand Needs of Non-English Language Speakers	Beth	Project is on hold during the COVID-19 closure.
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>	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Adult	399,309	344,450	24,924	143,935	-255,374	-64%
Teen	30,159	20,316	1,392	8,432	-21,727	-72%
Children	359,487	274,671	19,064	114,690	-244,797	-68%
TOTAL	788,955	639,437	45,380	267,057	-521,898	-66%

<i>CIRCULATION – DIGITAL</i>	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
e-Books	16,936	25,028	63,992	61,488	44,552	263%
e-Audiobooks	10,765	13,115	19,615	20,298	9,533	89%

COMPUTER SESSIONS		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	Metrotown	20,673	15,711	0	5,604	-15,069	-73%
	McGill	8,737	6,894	0	2,630	-6,107	-70%
	Tommy Douglas	16,417	11,824	0	4,480	-11,937	-73%
	Cameron	4,983	3,853	0	1,365	-3,618	-73%
	TOTAL	50,810	38,282	0	14,079	-36,731	-72%

Wifi Unique Devices		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	Metrotown	115,144	51,023	25,632	40,231	-74,913	-65%
	McGill	46,629	22,072	19,747	29,121	-17,508	-38%
	Tommy Douglas	25,715	42,364	593	4,500	-21,215	-83%
	Cameron	20,865	26,257	5,937	8,962	-11,903	-57%
	TOTAL	208,353	141,716	51,909	82,814	-125,539	-60%

PROGRAMS		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	All Adult	130	81	0	0	-130	-100%
	Adult Digital Literacy	91	31	0	0	-91	-100%
	All Teen	12	54	0	0	-12	-100%
	Teen Digital Literacy	3	1	0	0	-3	-100%
	All Children	156	109	0	0	-156	-100%
	Storytimes	119	126	0	0	-119	-100%
	Children Digital Literacy	17	9	0	0	-17	-100%
	TOTAL	298	2,430	0	0	-298	-100%

PATRON QUESTIONS		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	Reference	16582	10424	1773	4686	-11,896	-72%
	Readers Advisory	3842	2056	308	1621	-2,221	-58%
	Tech Help	7278	4503	255	3661	-3,617	-50%
	TOTAL	27,702	16,983	2,336	9,968	-17,734	-64%

DIGITAL RESOURCES		Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
						Number	%
	Movies/Music Streamed	5,054	2,278	2,428	1,948	-3,106	-61%
	Online Courses Accessed	3,187	3,450	3,842	2,867	-320	-10%

Library Reopenings

All library branches opened for limited services on July 13. Patrons were able to pick up holds, use computers, printers, scanners and wifi, and use public washrooms. The number of patrons during limited service steadily increased over the summer. By the end of August, foot traffic was at approximately 25% of usual traffic; print circulation was at approximately 40% of usual circulation, and computer use was at approximately 36% of usual use.

On September 8, BPL expanded the services offered to patrons. Patrons can now browse materials, including newspapers, use photocopiers, and stay in the library for short visits. By the end of September, foot traffic was at approximately 35% of usual traffic; print circulation was at approximately 60% of usual circulation, and computer use was at approximately 42% of regular use.

Phone and Email Service

The centralized telephone and e-reference services have continued to be a great success as staff became more accustomed to providing service to patrons who did not realize they were not talking to their “home” branch. A total of 50 staff spread across the four branches now provide service on a rotating basis.

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.

This quarter, BPL subscribed to Kanopy, 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. In just over a month, Kanopy has had 4,000 visits and more than 600 films have been viewed so far, and we’re hearing enthusiasm from both patrons and staff. The five most popular films in September were:

- A Birder’s Guide to Everything (13 plays)
- Chinatown (10 plays)
- Arab Blues (9 plays)
- Millennium Actress (7 plays)
- Call Me By Your Name (7 plays)

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.

In mid-August, we increased loan periods for DVDs and magazines so they now share the same four-week loan period as books. This change was made to simplify our lending policies (which had been identified as a barrier for new borrowers), and to allow fewer trips to the library for those facing barriers to visiting due to COVID-19. It also means more time for patrons to get through longer DVD TV series.

BCIT collaboration

Librarians at McGill started a collaboration with BCIT to support former students in Burnaby. Many of the services students at BCIT get from their library are lost when they graduate, including access to databases and digital subscriptions. This collaboration is trying to facilitate the transition to professional life or entrepreneurship using the tools and support the public library provides, such as SimplyAnalytics or Lynda.com. Librarians will have regular conversations with staff and students at BPL in the next few months.

Bottle Rocket

Tommy Douglas Children's Librarian, Jamie, grabbed a bunch of books she thought two brothers would like, as they used to come to her Tech classes pre-COVID. These included one for science experiments to do at home. The patron later wrote to Jamie and included a short video of the successful launch of a bottle rocket in a nearby park!

Burnaby Neighbourhood History Series

This month, we have begun the virtual Burnaby Neighbourhood History series which is a partnership between BPL and the Burnaby Village Museum. There are seven programs in total, which begin with a speaker sharing their research and then time for thoughtful discussion through questions and answers. Sessions include thoughts on decolonizing heritage, Untold Histories & the Legacy of the Chinese Community on Deer Lake and many more. Librarian Mariah Gastaldo is working with the Burnaby Village Museum on this project.

Summer Reading Club

This year, 1,470 kids participated in our virtual Summer Reading Club, and more than 700 have already received medals. In addition to encouraging kids to continue reading through the Summer, this year's club included weekly online challenges, including sharing favourite jokes, drawing a treasure map, and singing new songs. Kids who picked up their medals posed for photos in front of colourful displays.



Instead of the traditional end-of-Summer Pancake Breakfast celebration, Ashley Dunne, Andrea Lukic and many other librarians created a congratulatory video featuring the Mayor, firefighters, library staff and Board Chair. The video is available at <https://vimeo.com/457099095>.

Service Design and Innovation Team

The Service Design and Delivery team made excellent headway this quarter using the information we gathered from the community over the last quarter to identify high needs and priority areas for programs and service development during the pandemic. Feedback from community groups and patrons suggested that there is a desire for opportunities to connect with one another, engage in meaningful conversations with others, continue English language learning, and receive support for job search and employment needs. Given these learnings, staff have begun to prototype 3 programs for the Zoom platform. These are "Online Book Club," "English Conversation Circle," and "Virtual Job Search." Programs will be piloted for Library staff

over next month in order to tweak and improve content, and we will look forward to launching the programs to the public in late 2020/early 2021.

SUCCESS Parenting Groups

During the summer, Jamie McCarthy, Tommy Douglas Children's Librarian, talked to the Mandarin Parenting Group from SUCCESS on Zoom. This was not a Storytime, but rather a talk in English with translation from SUCCESS about library services and literacy tips. Jamie was able to answer a lot of questions parents had about the library. Also in July, librarian Hana Kim, who is working with the Korean community, joined Jamie for a virtual Storytime in Korean and English for the SUCCESS Korean Parenting program. In August, librarian Peter Musser and Jamie visited the Mandarin Parenting Group from SUCCESS on Zoom for a virtual Storytime. Peter did a fantastic job of the Chinese songs, stories, and book (he even had flashcards!). Peter also let parents know about the services BPL provides. Jamie presented stories and songs in English. All visits were great for promoting our services and developing a strong connection with SUCCESS and our multilingual community.

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Create a Digital Literacy Strategy	Trish	This project is nearing completion. A final report and recommendations for how BPL can better support digital literacy in Burnaby will be ready for review in November.
2.2 Streamline and Enhance Patron Printing	Trish	This project is in its early stages. Greg Barkovich and Jamie McCarthy are working with public service staff to better understand and prioritize requirements. Next steps include securing a vendor, planning the migration to new systems, and then working with staff on implementation and training. Expected completion for this project is Q1 2021.

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	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Metrotown	212,803	144,273	0	36,842	-175,961	-83%
McGill	120,749	73,534	0	38,325	-82,424	-68%
Tommy Douglas	99,665	76,457	0	16,081	-83,584	-84%
Cameron	65,427	54,294	0	12,101	-53,327	-82%
TOTAL	498,644	348,558	0	103,349	-395,296	-79%

ONLINE VISITS	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Website	299,560	264,227	146,543	227,558	-72,002	-24%
Catalogue	420,660	350,030	150,746	317,801	-225,752	-54%

ROOM USE BY COMMUNITY GROUPS	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Metrotown	1,118	980	0	0	-1,118	-100%
McGill	47	45	0	0	-47	-100%
Tommy Douglas	132	127	0	0	-132	-100%
TOTAL	1,297	1,152	0	0	-1,297	-100%

Pride banners

Pride banners and flags were displayed at the Metrotown Branch in honour of this year's digital Burnaby Pride celebration. Two exterior banners were hung on the third floor of the branch and were visible from skytrain, and additional flags were hung inside the main entrance of the building.

Metrotown Public Spaces

During this quarter, architects Faulkner Browns were selected to lead the project to develop Metrotown public spaces. The architects will work with city and library staff to:

- repurpose the former west storage area to provide additional public space
- increase public washroom capacity by adding second floor washrooms, and renovating existing washrooms
- create a more defined teen area
- enhance the children's area
- add technology-focused space

In September, a representative group of Metrotown staff met with the lead architects in west storage to brainstorm design strategies and optimal outcomes for the project. Some really clever and innovative ideas were contributed. Staff left the meeting feeling really excited by the tantalizing glimpse of possible new Metrotown public spaces that would be inclusive, welcoming and innovative.

Access to power

COVID has created a situation where we are having to use Metrotown public and staff spaces in ways that were never considered when the building was originally designed. Metrotown staff realized that there were virtually no electric plugs beside the seating designated for WiFi users when we reopened in July. As a workaround, we purchased power banks that patrons could borrow for their visit. These worked beautifully for phones to laptops and may be something that we continue to use after COVID as a way to make up for the lack of electrical outlets in Metrotown Branch.

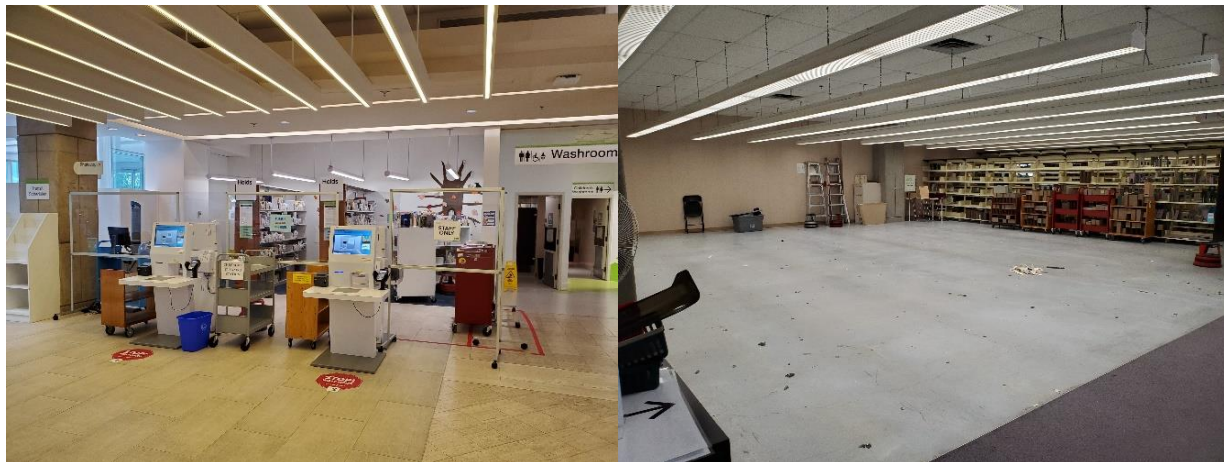
New Cameron Branch

Planning for the new Cameron Library and Recreation Centre continued this quarter with regular biweekly meetings between the architectural team—Diamond and Schmidt Architects (DSA)—City of Burnaby planners, and representatives from Parks and Rec and the Library. DSA presented updated drafts of architectural and landscape designs and requested more feedback on Library Space needs. To assist the team in imagining what our digital and makerspaces

could look like, branch manager Christie Menzo and branch Supervisor Denise Kempf made field trips to two well-known maker spaces in the lower mainland: the SFU maker space and the BCIT maker space. These tours helped give us an idea of the many different kinds of technology we could have in our future library space as well as possible space layouts. We look forward to comparing our notes to the results of the community digital literacy survey.

COVID Space Changes

Many changes to library branches have been necessary to accommodate physical distancing in both public and staff spaces. For example, plexiglass has been added to service points, and shelving has been removed from staff spaces. The photos below show some of the changes at the Metrotown branch.



Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Website Redesign	Trish	The design phase of this project is complete and the new website is under development. Anita Chan and her team are working to finalize the information architecture, create menus, and migrate content. We're working with the developer to finalize a launch date but expectation is sometime in November.
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. Temporary solutions to meet the needs of staff in the new organizational structure will be put in place by year end; more permanent solutions will be implemented once the design for Metrotown public spaces are finalized in December.
3.3 Develop a Vision for Metrotown Public Spaces	Beth	Faulkner Browns architects have been retained to redesign Metrotown public spaces with a particular focus on the former storage space, children's, teen and technology areas, and washrooms. The architects have completed an initial walk through and kick-off. Final design is expected by year-end.

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	Q3 2019	Q1 2020	Q2 2020	Q3 2020	Increase/Decrease	
					Number	%
Training Sessions/ Conferences Attended	14	19	2	18	4	29%
Staff Attending Training/Conferences	36	17	1	176	140	389%

Equity in Action Training

Many staff began taking an online Equity in Action course, which is a project-based class focusing on how to foster an anti-racist library culture. Participants are learning about how to diversify services, making implicit biases explicit and how to dismantle white supremacy in libraries. They are beginning to audit our existing services with the goal of creating a more equitable library which celebrates our super-diverse community.

Indigenous Initiative Working group

The Indigenous Initiatives Working group has met monthly since July, in an effort to work towards Truth & Reconciliation through Indigenizing and decolonizing library services and practices. Group members have begun conversations and brainstorming around how to incorporate local Indigenous voices in our work as well as how to begin and ensure continuous internal learning within our organization.

Trans Inclusion Training

More than 170 staff participated in gender diversity training from TransFocus Consulting. Kudos to the Trans Inclusion working group and to staff and supervisors for pulling off the scheduling and technology needed for virtual training. Of course, this was not the way in which we had originally intended to provide this training, but the format enabled more staff to take part and a recorded version will be available soon. We hope that staff found important take-aways that will lead to further discussion and exploration. The Trans Inclusion working group will look for feedback through a follow-up survey. Kudos to co-leads Ashley Dunne (she/her/hers) and Cristina Freire (she/her/hers), and to group members Gillian Bassett (she/her/hers), Caelin Crosby (they/them/theirs), Allison Jones (they/them/theirs), Sharon Notarrigo (she/her/hers), Duncan Olenick (he/they).

Metrotown staff meetings

Metrotown is a large branch that until the pandemic provided service at four desks over two floors, and staff did not have many opportunities to interact with each other. Metrotown staff now meet two mornings a week on Monday and Friday. They discuss specific protocols and strategies with the goal of improving patrons' experience in the branch while maintaining COVID protocols. One very big takeaway from this year will be these meetings which has helped break down workplace silos and has fostered a feeling of teamwork.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Implement the Public Staffing Model	Beth	Training to convert Clerk 2s and 3s to Information Clerks has been developed and will be delivered in October. A new organizational structure to support the staffing model has been shared with staff. Expressions of interest for librarian positions are being conducted in Q4.
4.2 Examine and Update Hiring Practices	Beth	Project is on hold during the COVID-19 closure.

Comments and suggestions from patrons

I am writing to you to express my deepest heartfelt thanks for all you've done for us during this COVID time! I am a mom to two young boys and live in a household that includes my husband and my mom as well. As the crisis roared our way in March, I came to the McGill branch and I borrowed arm-loads books to try to keep us busy and entertained in what was an unclear interruption. Novels, comics, superheroes, kids' books – we poured through our marvelous collection as the weeks and months stretched! Then, when you began Paper Bag Pick-up, we traded in those ones for at least 50 more!

The Burnaby Library has been an absolute salvation to my family, and to so many families like mine and other households in our city. We are truly grateful for the work you have done, and the dedication and bravery of all your staff to continue to serve Burnaby in this way. Please offer our deepest thanks to them all!

McGill patron

Just wanted to send my heartfelt appreciation to everyone involved in selecting, acquiring, processing, cataloguing and promoting the ebook collection at BPL. I have been reading a book every 2 days and the ebook collection is helping keep me sane (well sort of!) during this lockdown. I've had to stop looking at the recommended titles, my wish list is out of control! So big, big thank you to all of you for all you do!

Tommy Douglas patron (and former Branch Manager, Roberta Summersgill)

First, thank you for stepping up to the challenge of how to provide service during a pandemic. Whenever possible, you have opened up to safely allow as much public service as possible in every phase.

Your paper bag pick-up program was instantly utilized by me and my family to help us weather all the changes of these times. Extending borrowing times and then getting rid of fines was a relief and one less thing to worry about in a time of constant worries.

Our home branch is McGill and every interaction with the staff there has been friendly, warm, and professional. The most warming one, however, was when I called to speak with one of the Librarians for suggestions on books for my child who is heading to preschool for the first time.

My son is bursting with love and affection and, even before social-distancing standards, has a really hard time understanding personal space. But he also loves books and I was hoping to find a few that would help us temper all of his physical displays of affection (which he gives whether they are wanted or not). I was asked a few questions about my child's interests (and a few about mine, too!), how many books I'd like to start with, and within a few short days, I received an email letting me know they were ready for pick-up.

Well, the collection that greeted me on the holds shelf was full of such great choices! There was even a couple of well-considered cookbooks for me to enjoy as well, which was very kind. My only disappointment is in myself for not thinking to get the name of the very lovely soul who so thoughtfully chose such fun, engaging books so that I could send her a note of thanks.

Please keep up the good work and pass this appreciation along to whomever you feel needs to know how much our family has valued and depended on the services you have provided, especially during such an ever-changing time!

McGill patron

I just wanted to say thank you BPL for initiating the "no late fines" policy. And thanks for the free use of the photocopy machine. I also wanted to say how much I appreciated the help using the scanner at the Tommy Douglas branch, by the kind and very patient Eva.

Tommy Douglas patron

Hi Eva, the books you selected were beyond perfect! We are so excited to enjoy them for the next while. We can really tell that you thought about Jude's interests and development!!! So great! Made our day!!!!

Tommy Douglas patron

I hope you know how much this means to all of us that the library is reopening. This is HUGE.

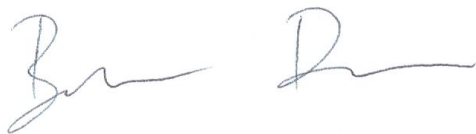
Phone patron

Thank you for allowing us to keep books with no return date until after the pandemic. All that reading has been a great comfort and enjoyment during these last few months. Makes one realize how vital your library is in so many ways. And continued thanks for the great service over the years. You have a fabulous staff, and I hope you all stay safe. Looking forward to many more years of great book borrowing.

E-ref patron

Thanks to the people we see and the people way in the back for all that you do. Without the library we don't have the luxury of knowledge and connectedness. People take the library for granted but it's one of the most important resources we have, like water and electricity. The library is the heartbeat of the city.

Phone patron

A handwritten signature in blue ink, appearing to read 'Beth Davies', is written over a solid purple horizontal bar.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 OCTOBER 15

SUBJECT: COVID-19 AND LIBRARY OPERATIONS

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

Timeline

- 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 began working all their time in libraries.
- On September 8, BPL expanded the services offered to patrons to include browsing, and opened up more of our physical space for limited additional seating. Patrons are asked to keep their visits short.
- On October 5, following guidelines from provincial health authorities, BPL eliminated the 72-hour quarantine period for returned items.
- There are no plans to offer in-person programs or access to meeting rooms at this time.

Safety Measures

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

Work continues to make sure that library spaces are safe for staff and patrons. Additional barriers have been installed in both staff and public areas, and shelving has been removed from the second floor workroom in order to install more desks. We are also continuing with additional cleaning protocols, thanks to the hard work of Building Service Workers.

At the beginning of October, the City of Burnaby introduced a face mask policy for city facilities. Face masks are required in situations where physical distancing can't be maintained for both staff and patrons, and a supply of face masks is on hand for patrons who have not brought a mask.

Staff

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 September, we ran a Staff Pandemic Experience Survey that 71 staff completed.
- Labour Management meetings continue to take place once a week so that we can discuss and address issues in a timely way.
- 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 17 staff have been recalled. The remaining 17 staff are all Pages. Two additional pages were recalled in September.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY