

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2020 December 10 (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 November 19 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items Requiring a Decision**

i) **InterLINK Provisional 2021 Budget**

ENCLOSED

Purpose: For the Library Board to review the proposed InterLINK budget and to direct its InterLINK Representative on how to vote regarding its approval.

ii) **BPL Fine Free Initiative: 6-Month Evaluation**

1-8

Purpose: To provide the Library Board with a preliminary evaluation of the impact of the initiative and to seek approval of proposals to further reduce barriers.

iii) Capital Reserve Fund Bylaw Request

9-10

Purpose: To seek the Library Board's recommendation to City Council to authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw.

5. Items for Information

i) Board Policy Review

11-12

Purpose: To provide the Library Board with information on the annual review of the Board Policies.

ii) Staff Changes

13-14

Purpose: To update the Library Board on recent and upcoming staff changes.

6. Report of the Chief Librarian

i) COVID-19 and Library Operations

15-16

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

7. Other Business

8. Next Library Board Meeting – 2021 January 21 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 NOVEMBER

SUBJECT: BPL FINE FREE INITIATIVE: 6-MONTH EVALUATION

RECOMMENDATION:

THAT the Board receive this report for information.

THAT the Board approve the elimination of the Access Card.

THAT the Board approve the elimination of the lost card processing fee.

REPORT

In July 2019, the BPL Board approved a recommendation to eliminate overdue fines at all Burnaby Library locations. City Council provided BPL with funds to offset the reduction in revenue in the 2020 budget, and the elimination of fines was rolled out to the public on July 13, 2020.

This report provides a preliminary evaluation of the impact of BPL's Fine Free Initiative and some of the feedback we have received from staff and patrons over the last 6 months of the initiative's launch.

Background

BPL has long recognized that late fines act as a financial and psychological barrier to Library access for many of our community members, disproportionately impacting vulnerable populations and youth. In eliminating late fines, BPL hopes to position the Library as a welcoming rather than punitive institution. As the work of our Community Librarians and the success of the Access Card initiative have demonstrated, removing fines can increase Library access for those who need us the most and can lead users to return to the Library after years of disuse.

- As of July 13, 2020, BPL officially discontinued charging overdue penalties for late returns. The roll out coincided with BPL branches opening for limited services during COVID-19.
- An auto-renewal program was simultaneously implemented along with Fine Free
- Items that are overdue 28 days or longer are considered "lost" and patron Library accounts will be temporarily suspended until an item is returned or paid for.

Evaluation

It has been approximately 6 months since the launch of Fine Free at BPL. In order to evaluate the preliminary impacts of a Fine Free model at BPL, we pursued a range of internal evaluation

metrics. These metrics will help us to assess the impact of Fine Free on collection availability, hold lists, check out duration, and overdue rates.

It is important to note that library services and these metrics have been heavily influenced by the shifting trends in borrowing and returns as a result of the COVID-19 pandemic. Some patrons are holding on to materials for longer periods, for example, or making less frequent visits to their local libraries to borrow materials, and circulation is at approximately 74% of pre-pandemic levels.

It is difficult to draw any definitive conclusions on the impact of Fine Free roll over the last six months. The COVID-19 Pandemic has required the Library to make several changes to service, including reduced opening hours, extending due dates, shifts in collection ordering and weeding projects, and all of these changes have had an impact on the statistics shown here.

It is reassuring to see low overdue rates overall and steady circulation duration periods as it addresses some of the initial concerns around Fine Free impacting materials availability and the rate of returns. However, more time is needed in order to confidently assess the impacts of the Fine Free initiative at BPL. Specific reports are reproduced below.

No data on borrowing or on new borrowers is provided in this report. Comparisons between 2020 and earlier years are not meaningful because of the impact of the COVID-19 pandemic on library use. In addition, it would be a stretch to correlate changes in either circulation or in new and active borrowers with the elimination of late fines, given the multitude of factors that could impact these numbers.

Internal Impact Reports

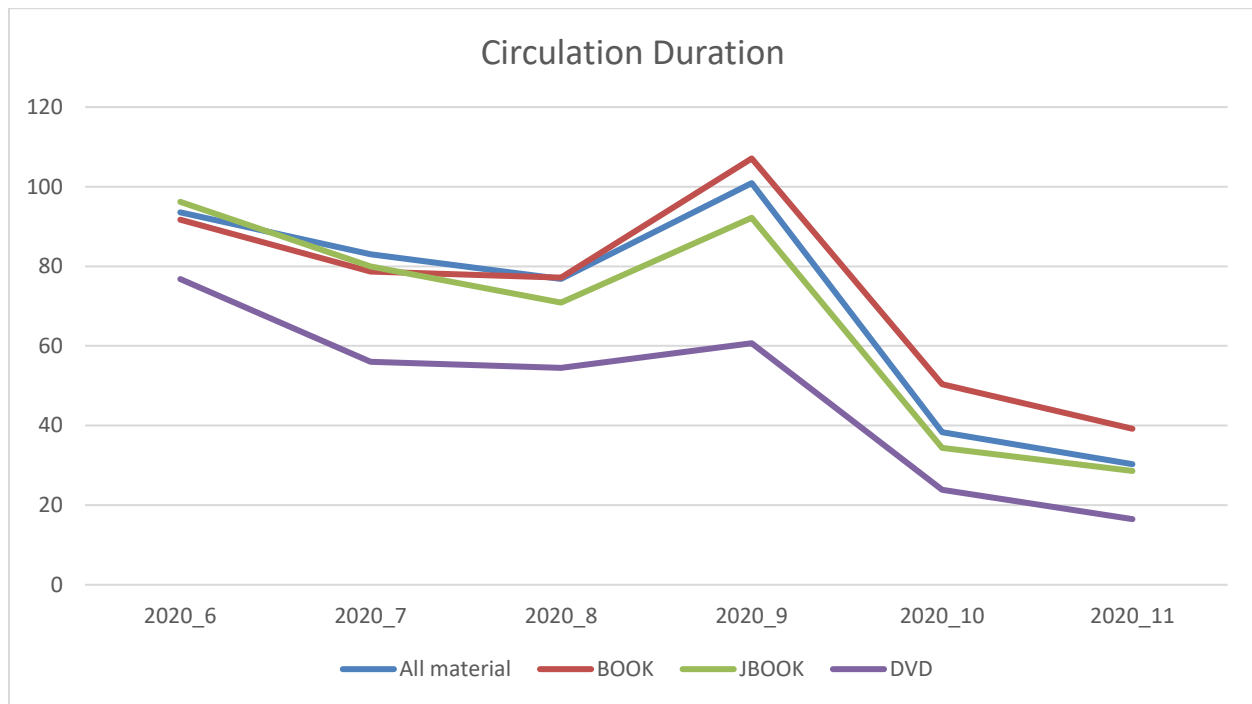
The following internal impact metrics focus on the question of whether the elimination of late fines decreases the availability of materials for patrons.

Circulation Duration

Average number of days that items are checked out.

- DVD and magazine loan periods were increased in August to 4 weeks
- Auto-renewal of material that is not requested was launched on July 13, at the same time as fine free
- Borrowing periods were extended in the first few months of the COVID-19 pandemic
- Historical data is not available

Month	Av. Days Checked Out
Jun 2020	93.6
Jul 2020	83
Aug 2020	76.8
Sep 2020	100.9
Oct 2020	38.3
Nov 2020	30.3

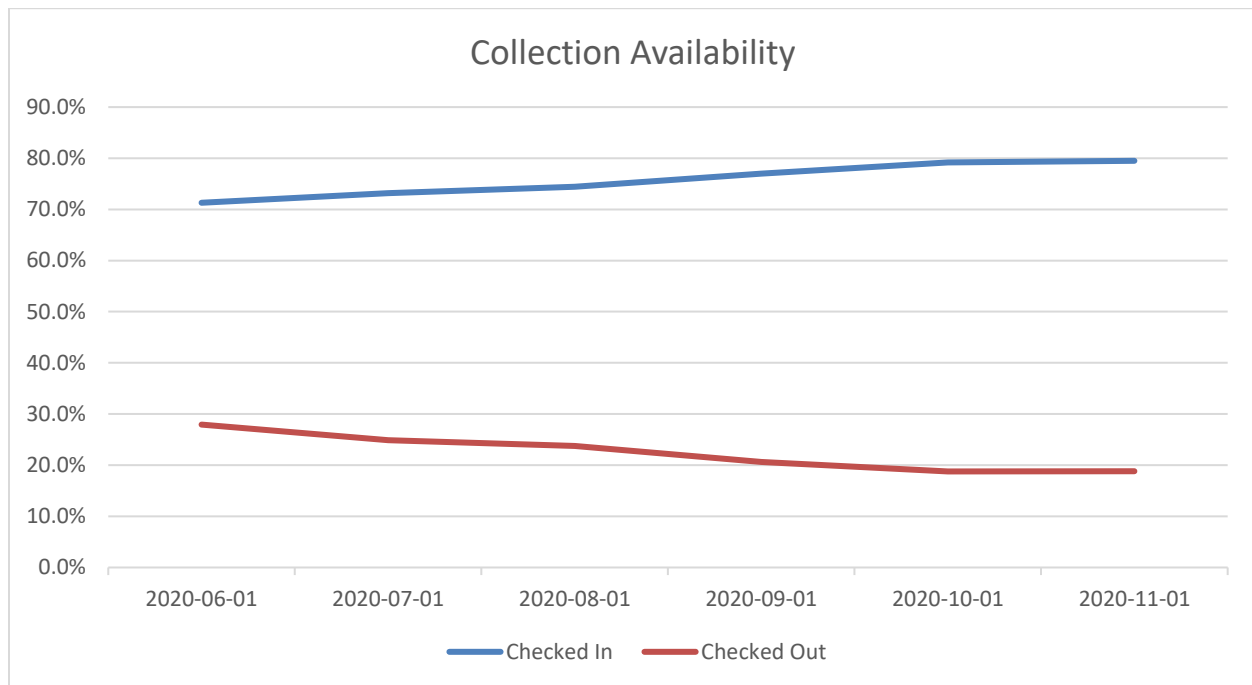


Collection availability

Percentage of collection available at a given time

- This data may be impacted by a greater focus on weeding the collection during the early months of the COVID-19 pandemic when collections were unavailable to the public
- Historical data is not available

Date	Total circulating collection	% on shelves
Jun 1, 2020	575,174	71.3%
Jul 1, 2020	576,794	73.2%
Aug 1, 2020	570,498	74.4%
Sep 1, 2020	563,171	77.0%
Oct 1, 2020	547,468	79.2%
Nov 1, 2020	547,009	79.5%



Number of active requests

Average number of item requests per patrons and the overall percentage of patrons with item requests at a given time.

- Historical data is not available

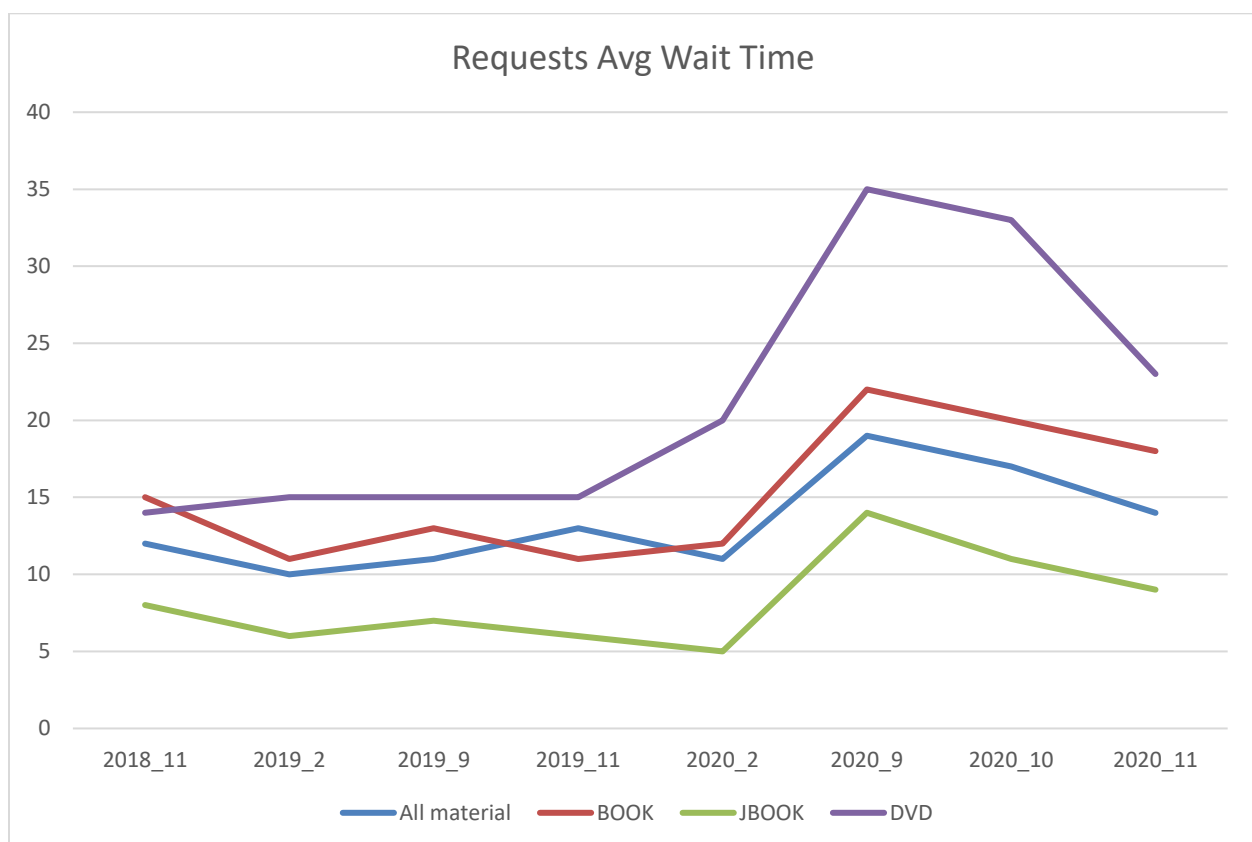
Month	Requests per patron	Percent patrons with requests
Jun 2020	4.39	9.3%
Jul 2020	4.82	7.7%
Aug 2020	4.89	6.8%
Sep 2020	4.67	6.8%
Oct 2020	4.13	6.7%
Nov 2020	3.60	7.3%

Requests average wait times

Average number of days patrons wait for holds to arrive in branch.

- DVD and magazine loan periods were increased in August to 4 weeks which affected average wait times

Month	Average Circulation	BOOK	JBOOK	DVD
Nov 2018	12	15	8	14
Feb 2019	10	11	6	15
Sep 2019	11	13	7	15
Nov 2019	13	11	6	15
Feb 2020	11	12	5	20
Sep 2020	19	22	14	35
Oct 2020	17	20	11	33
Nov 2020	14	18	9	23

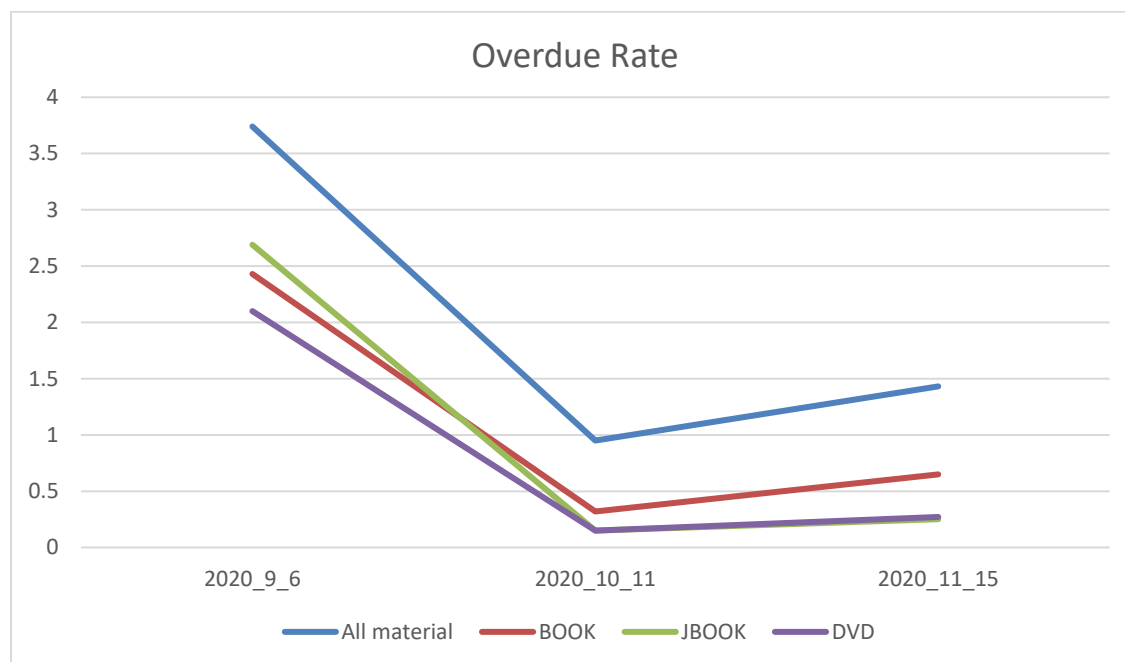


Overdue Rates (Days)

Average number of days items are overdue before being checked in

- Historical data is not available

7 days ending	All material	BOOK	JBOOK	DVD
Sep 6, 2020	3.74	2.43	2.69	2.1
Oct 11, 2020	0.95	0.32	0.15	0.15
Nov 15, 2020	1.43	0.65	0.25	0.27



Patron Comments

In addition to statistical data on collections, holds, and item requests, we also asked staff to share comments and/or feedback they have heard from patrons over the last 6 months. Most staff said that feedback they have received from the public has been overwhelmingly positive, with patrons mostly asking for clarification before supporting the initiative:

"We stopped using the Library for years because of fines"

"Oh – wow! Well, that is exciting news"

"I just wanted to say thank you BPL for initiating the "no late fines" policy"

"Getting rid of fines was a relief and one less thing to worry about in a time of constant worries."

"great idea about no fines on overdue books. I will certainly be using BPL more often now. (although I always try to return books on time.)"

Some patrons have shared concerns about the potential impact of Fine Free on waitlists and the safe return of Library materials. One staff member said:

“We got a lot of feedback in the beginning from patrons who described themselves as responsible and were worried that fine free would mean that people wouldn’t return things on time (or ever). Telling them that other libraries found no difference (and that people still had to pay for lost items) usually resolved their worries.”

Another staff echoed this experience in their conversations with patrons:

“we had a conversation about the budget implications, and the experience of other libraries who have gone fine-free, and the patrons left those conversations expressing that they thought the change was positive overall, even if it was counter-intuitive at first.”

Finally, some staff have found that the transition to Fine Free has been more difficult to explain to ESL patrons and that additional materials are needed in order to help explain and build understanding.

Additional Borrower Changes

Removing late fines has been a cornerstone of BPL’s work to reduce barriers to library services. Two additional borrower changes are proposed:

1. The elimination of the Access Card

The Access Card was introduced in 2017 as a way of providing library access for patrons without the risk of incurring late fines, and for patrons who are unable to provide address ID. The card provides limited borrowing privileges, no late fines, and is available for patrons without address ID. Since the Access card was introduced, staff have been empowered to provide regular library cards to all patrons, even those without address ID, and late fines are no longer incurred on any library card. There are 417 patrons who have used their Access card since January 2019. Staff therefore recommend that the Access Card be eliminated.

2. The elimination of the lost card processing fee

Borrowers currently incur a lost card processing fee of \$2 each time they need a replacement card. The physical library card costs the library about 20c each, and the charge has also reflected staff time to create a new card. In talking with staff, we have found that this charge is often waived as an accepted way of removing barriers. In 2019, approximately \$364 in revenue was generated from the lost card processing fee. Staff recommend that the lost card processing fee be eliminated.

Next Steps

While support has been generally strong from staff and patrons, there are some actions we will take in the coming months in order to support the initiative going forward:

- Create promotional material demonstrating the positive impact of fine free
- Translate Fine Free promotional materials into Chinese

Additional review and evaluation will also be needed at the one year mark and at later intervals in order to continue assessing the longer term impact of Fine Free at BPL.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 DECEMBER 10

SUBJECT: CAPITAL RESERVE FUND BYLAW REQUEST

RECOMMENDATION:

THAT the Burnaby Public Library Board recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$1,290,000 to finance the projects outlined in this report.

REPORT

INTRODUCTION

In order to proceed with the award of contracts, funding approval is requested for the projects listed below.

POLICY SECTION

The following projects are aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goals and sub-goals of the Plan.

- A Thriving Organization –
 - Foster an environment for teamwork efficiency and excellence to deliver customer service in alignment with our core values
- A Connected Community –
 - Provide online access to core City services and information

1.1 Library Occupational Health & Safety Project - 2021 & 2022
(ADX.0007 & ADY.0010) *Estimated* **\$1,050,000**

<i>Project</i>	<i>2021</i>	<i>2022</i>	<i>TOTAL</i>
<i>ADX.0007</i>	<i>\$400,000</i>	<i>\$200,000</i>	<i>\$600,000</i>
<i>ADY.0010</i>	<i>\$225,000</i>	<i>\$225,000</i>	<i>\$450,000</i>
<i>Total</i>	<i>\$625,000</i>	<i>\$425,000</i>	<i>\$1,050,000</i>

This project improves work spaces at the Bob Prittie Metrotown, McGill and Tommy Douglas branches and addresses HVAC, electrical, data and network infrastructure, staff safety and accessibility, and reconfigure work spaces to encourage teamwork and cross-departmental collaboration.

The work of library staff has changed significantly, particularly in relation to technology, and current spaces are inadequate for the space and technology needs of staff. Architects have been engaged to update the previous plan to include COVID related requirements. Burnaby Public Library staff will work with Building and Facilities Management staff to sequence the work.

**1.2 Automated Materials Handling
2021 (ADY.0018)**

Estimated \$240,000

The Bob Prittie Metrotown branch circulates more than 1 million items each year. The introduction of automated materials handling (AMH) will streamline this work, reduce materials handling and injuries resulting from this work, and free staff up to do more customer-facing work.

These expenditures are included in the 2020-2024 Financial Plan, and sufficient Capital Reserve Funds are available to finance the capital projects outlined in this report.

RECOMMENDATION

It is recommended that the Burnaby Public Library Board recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$1,290,000 to finance the projects outlined in this report.



Beth Davies
Chief Librarian
BURNABY PUBLIC LIBRARY

BD/lj/jc



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: BOARD POLICY REVIEW

DATE: 2020 DECEMBER 10

RECOMMENDATIONS:

THAT the Library Board approve the board policy review schedule and procedure in this report

The Library Board completed a review and update of Board Policies in 2019, and Library Trustees approved the revised policies at the December 2019 Board meeting.

Policy A1. Policy Authority and Maintenance, states that, "Policies are reviewed at least once every five years. Policies may be reviewed and revised more frequently due to changes in legislation, operational needs or new developments."

The Chief Librarian has reviewed the policies for changes in legislation, operational needs or new developments and has no recommended changes.

A suggested review schedule is included below for the Board's consideration.

Policy	Review Year
A1 Policy Authority and Maintenance	2025
A2 Burnaby Public Library Board	2025
A3 Board Roles and Operations	2025
A4 Trustee Code of Conduct	2025
A5 Media and Public Relations	2025
B1 Intellectual Freedom	2021
B2 Privacy	2021
C1 Membership	2023
C2 User Fees	2023
C3 Collections	2023
C4 Use of Library Space by Outside Agencies	2023

D1 Financial Responsibility and Accountability	2024
D2 Donations and Sponsorship	2024
E1 Recruitment and Hiring	2022
E2 Respectful Workplace	2022
E3 Training and Conference Attendance	2022
E4 Gifts	2022
E5 Living Wage	2022
E6 Staff Privileges and Awards	2022

Suggested Procedure

September	Board strike an <i>ad hoc</i> committee to review policies, or, when policies to be reviewed fall within the mandate of an existing committee (Personnel, Finance, Advocacy), that the work is delegated to that committee
November	Committee finalizes proposed changes
December	Changes brought to Board for approval



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: STAFF CHANGES

DATE: 2020 DECEMBER 10

RECOMMENDATIONS:

THAT the Library Board receive this report for information

This report updates the Library Board and recent and upcoming staff changes at the manager and supervisor level.

Manager, Community Development

Jorge Cardenas begins his position as Manager, Community Development on January 4. This position was created as part of the organizational changes associated with the new Public Service Staffing Model. Jorge will supervise 3 full-time and 1 part-time community librarian positions, an increase from the current 1 full-time community librarian. Jorge is currently Manager, McGill Branch.

Manager, McGill Branch

Jessica Whu begins her position as Manager, McGill Branch on January 4. Jessica joins BPL from the Okanagan Regional Library, where she managed two branches in West Kelowna. Jessica will have some overlap time with Jorge as she settles into her new position.

Manager, Cameron Branch

Christie Menzo is on maternity leave. Jamie McCarthy began her year as acting Manager, Cameron Branch, on November 23. Jamie's regular position is Children's Librarian at Tommy Douglas.

Systems Supervisor-Librarian

Greg Barkovich is retiring at the end of January. Allison Jones begins their position as Systems Supervisor-Librarian on January 4 to ensure overlap with Greg.

Librarian 2, Collections

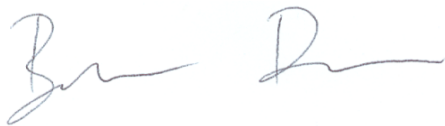
Cristina Freire begins her position as Librarian 2, Collections on January 4. This position was created as part of the organizational changes associated with the new Public Service Staffing Model.

Public Engagement & Awareness

Anita Chan began work supervising a new department, Public Engagement & Awareness, in April 2020. Tina Artuso, Graphics Technician and Vivienne Coffey, Library Events Leader, report into Anita. Anita retains responsibility for the BPL website; Anita's electronic resources work moves to Collections.

Public Service Supervisors, Metrotown and Tommy Douglas

Sarah Björknas began work as Public Service Supervisor, Metrotown, on November 23. This is a new position created to support the Branch Manager and Circulation Supervisor at Metrotown. Eunice Hansen began work as Public Service Supervisor, Tommy Douglas, on November 23, replacing Sarah.

A handwritten signature in blue ink, appearing to read 'Beth Davies', is positioned above the printed name.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2020 DECEMBER 10

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.
- As of early December, checkout is at about 69% of pre-pandemic levels, foot traffic is at about 36%, and computer use is at about 49%.
- There are no plans to offer in-person programs or access to meeting rooms at this time. Pilot virtual programs are being developed and will be offered in early 2021. Some online programs for teens are currently being offered. Librarians are delivering virtual programs with community partners, including storytimes, virtual library tours, and zoom skills.

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.

On November 19, the government of BC issued a mandatory mask order for public spaces, including libraries. Staff are enforcing this policy through conversation and signage. Most patrons are complying with the mask requirement.

In November, the City of Burnaby's Emergency Operations Centre developed a revised working from home policy. Some staff in some departments are working some of their time at home. Many staff have work that can't be done at home.

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/October, we ran a third Staff Pandemic Experience Survey, which 74 staff completed. Actions as a result of staff responses were shared with staff on December 4.
- Labour Management meetings continue to take place every week or every two weeks 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 were 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 4 staff have now been recalled. The remaining 4 staff are all Pages and we expect to recall them by year-end.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY