

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2021 January 21 (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.

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| <p>We would like to recognize we are on the ancestral and unceded homelands of the hən̓q̓əmiñəm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this shared territory.</p> |
|--|

1. Election of Officers:

In accordance with policy A3 (*Board Roles and Operations*), the Board shall, following the inaugural meeting of the Library Board but not later than its February meeting, elect from among its members a

- a) Chair
- b) Vice Chair

In accordance with policy A3 (*Board Roles and Operations*), the Board shall, following the inaugural meeting of the Library Board but not later than its March meeting, appoint from among its members, a chair and members of such committees as may be required

- c) Finance
- d) Planning and Advocacy
- e) Personnel
- f) InterLINK Representative & an Alternate

2. **Motion** to receive agenda

3. Minutes

- i) **Motion** to adopt the minutes of the regular meeting held 2020 December 10 as circulated

ENCLOSED

4. Reports

- i) Board Chair (verbal)
- ii) Council Liaison (verbal)
- iii) InterLINK Representative (verbal)

5. Items for Information

i) 2020 Statistical Snapshot

1-14

Purpose: To provide the Library Board with information on statistics for 2020.

ii) Strategic Plan Report: Fourth Quarter 2020

15-28

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

iii) Operating Plan 2021 and 2022

29-32

Purpose: To provide the Library Board with information on the two-year operational plan.

iv) COVID-19 and Library Operations

33-34

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

v) Retired Employees

35

Purpose: To provide the Library Board with information regarding staff who retired from 2020 July 1 to December 31

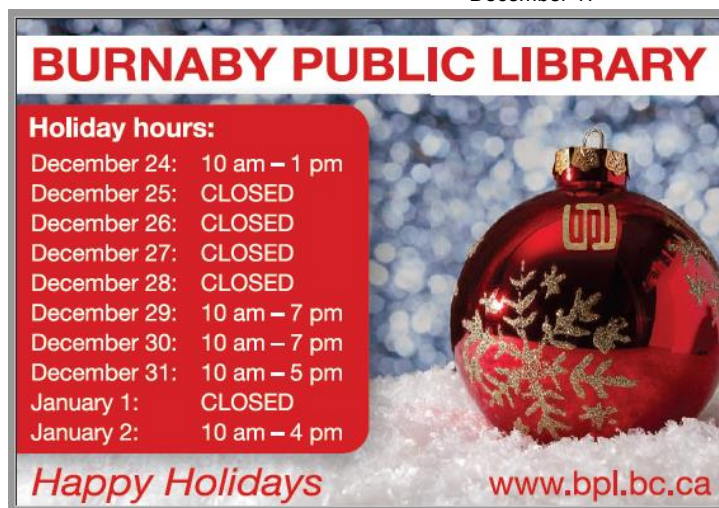
6. Other Business

7. Next Library Board Meeting – 2021 February 18 via Zoom.

8. Adjournment

Motion that the regular meeting adjourn.

BURNABY NOW
December 17





BRANCH / DEPARTMENT MANAGER'S REPORT

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: 2021 JANUARY 21

SUBJECT: 2020 STATISTICAL SNAPSHOT

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

SUMMARY

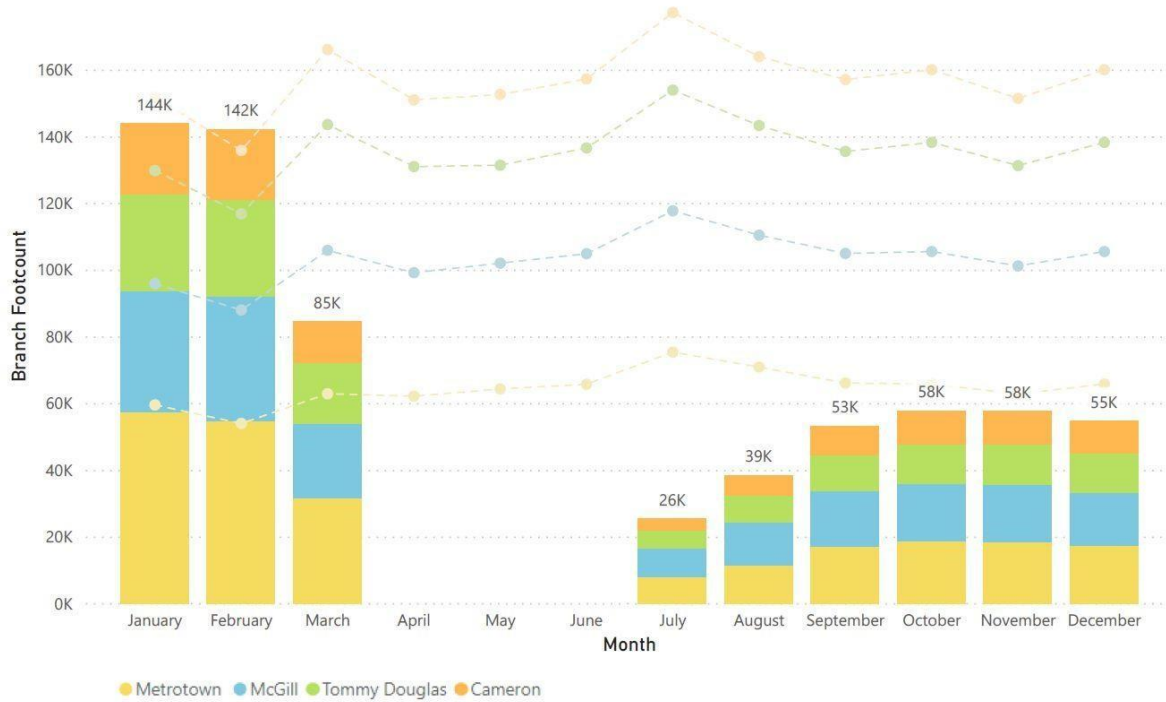
In general – the library closure in mid-March due to COVID-19 resulted in a sharp downturn in almost all statistical areas during the spring. Once the Library began offering Paper Bag Pickup in June, and then limited reopening of physical spaces in July, the statistics began to rebound, and continued to do so to varying degrees throughout the rest of 2020. In general:

- In-person visits and metrics associated with patrons being physically inside the branch, like computer sessions and patron questions, remain low.
- Physical circulation and digital visits rebounded more fully.
- Digital circulation and outreach visits increased significantly in 2020 compared to 2019.
- Room use remained suspended after March, and programming was slowly reintroduced virtually



BRANCH VISITS

2020 Footcount by Branch (dotted line is 2019)



In 2020, nowhere was the impact of COVID-19 reflected as much as in BPL’s number of branch visits. In fact, total visits for the entire system in 2020 was less than the number of visits at Metrotown alone in 2019.

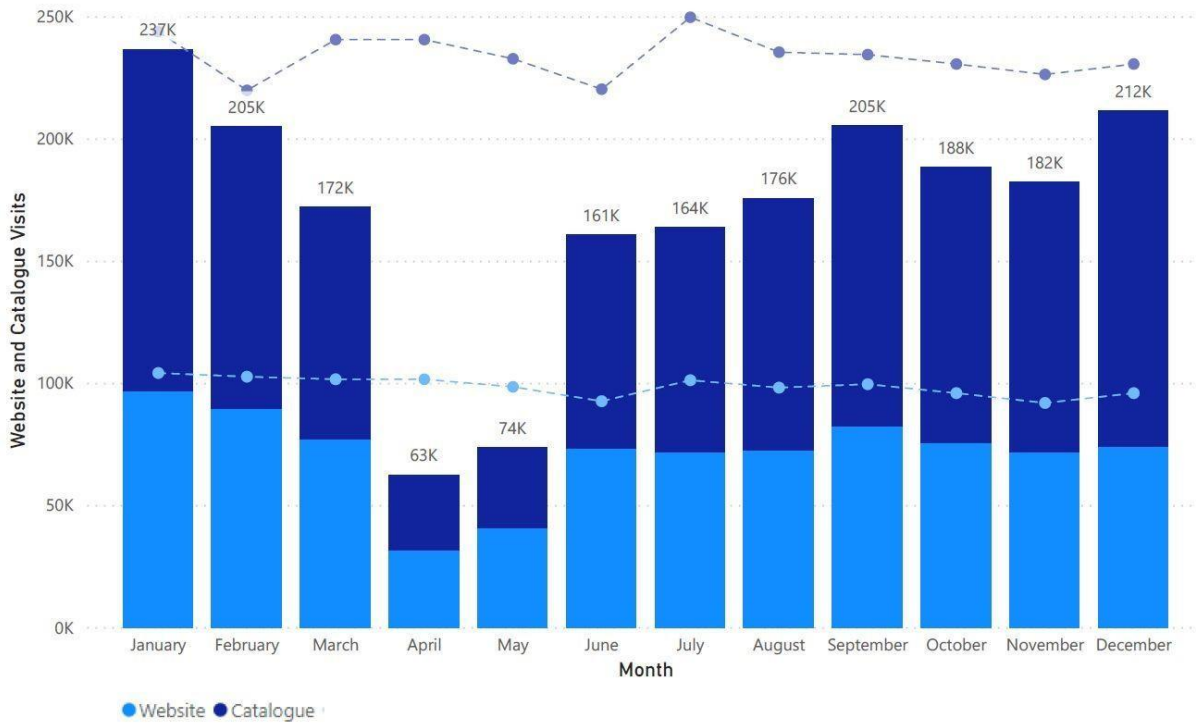
Once the Library reopened its doors in July, branch visits slowly returned throughout the fall, although were still nowhere near 2019 levels. This is likely due to decreased branch capacity required for health and safety protocols, as well as general public discomfort in using public spaces.

Overall, there were 622,434 visits to BPL branches in 2020, compared to 1,859,307 visits in 2019 – a 66% decrease.



DIGITAL VISITS

2020 Digital Visits (dotted line is 2019)

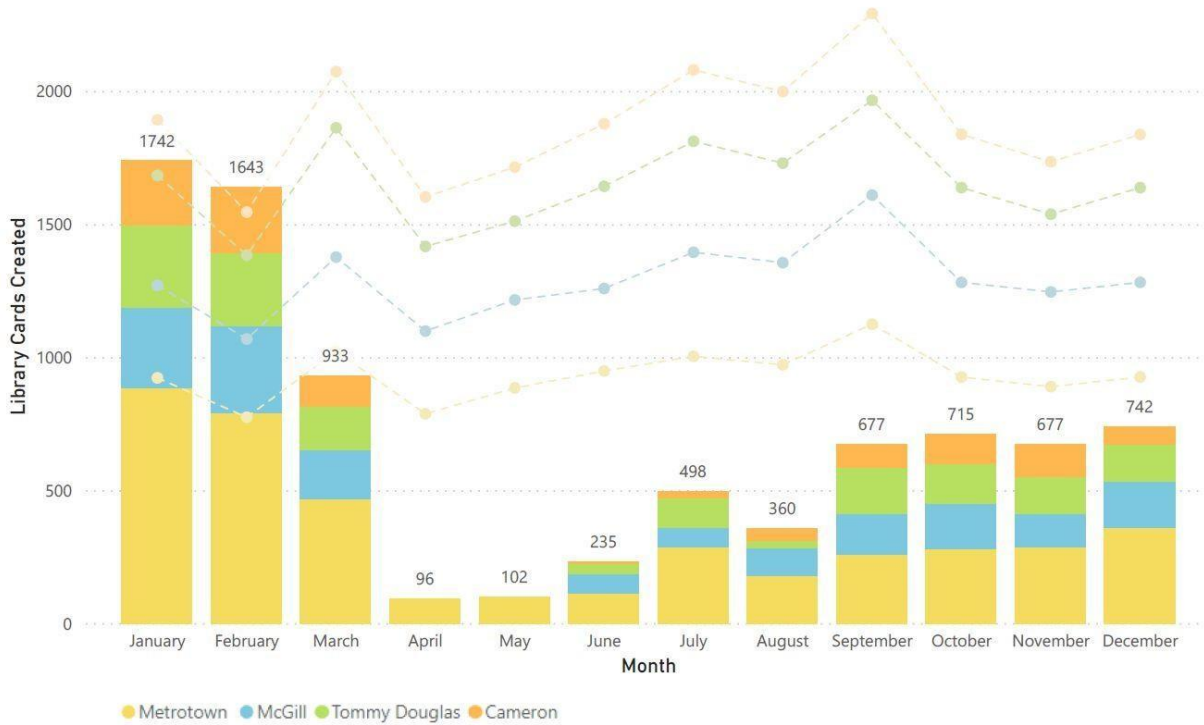


Visits to the Library's website and catalogue declined in April and March, but were close to pre-COVID levels after September. Overall, digital visits declined by 21%, from 2,039,581 visits in 2020, to 2,576,640 visits in 2019.



NEW MEMBERS

2020 Library Cards Created by Branch (dotted line is 2019)



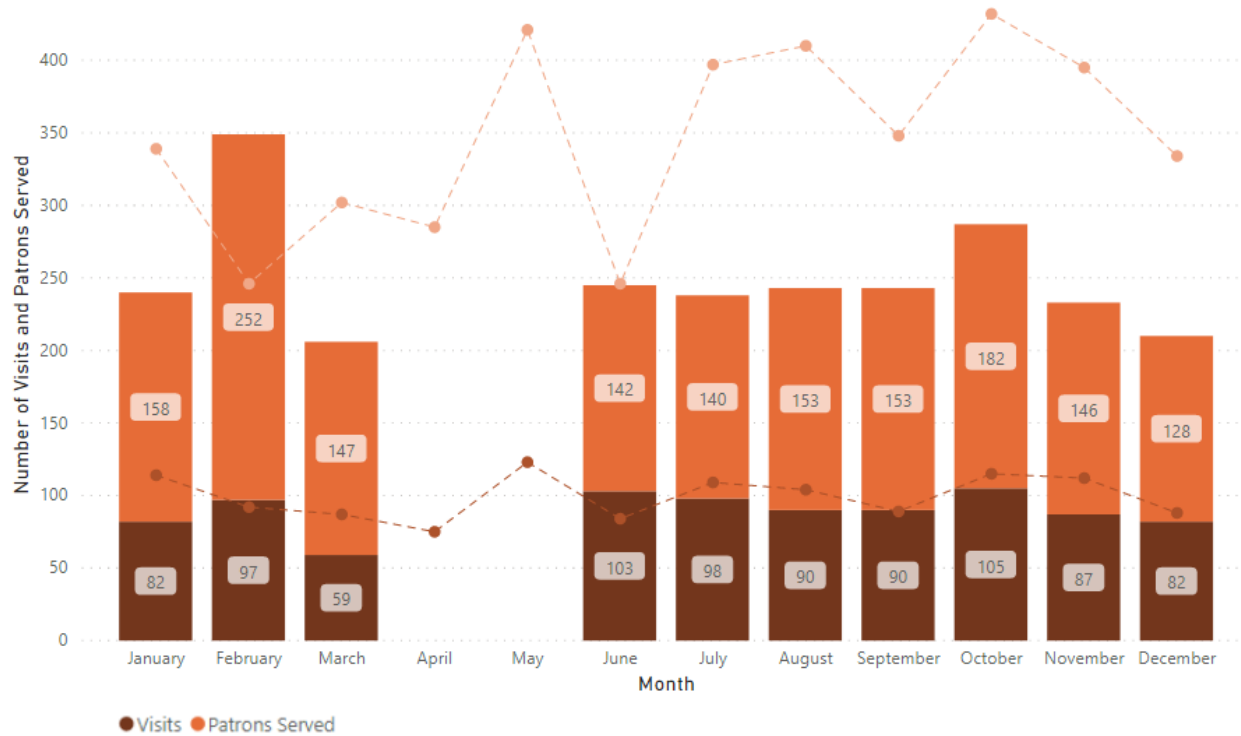
During the closure of physical Library spaces in the spring, staff continued to create new Library cards for community members by phone. Most of these users were interested in using the Library’s digital resources, especially e-Books and e-Audiobooks.

Once the Library introduced Paper Bag Pickup service in June, the number of new members increased. Overall, BPL added 8,735 new members in 2020, compared to 23,037 in 2019.



HOME LIBRARY SERVICE

2020 HLAS Services (dotted line is 2019)



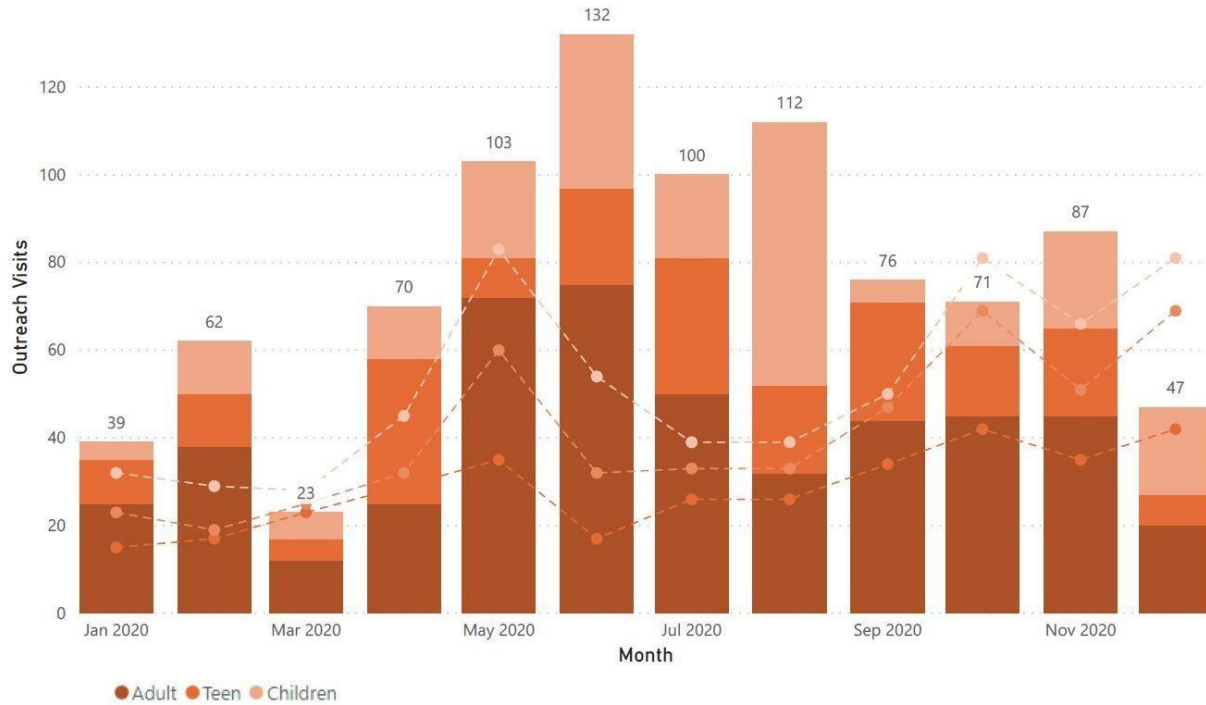
In mid-March, BPL’s Home Library and Accessible Services department halted all deliveries to care homes and residences. During April and May, staff phoned HLAS patrons to check in and offer over-the-phone assistance with digital books.

In June, HLAS resumed deliveries but, due to precautions and restrictions, were unable to visit many patrons in care facilities. Beginning in early fall, some facilities allowed drop off of items for patrons at front desks. Overall, HLAS made 893 visits and served 1,601 patrons in 2020, compared to 1,192 visits and 2,963 patrons served in 2019.



OUTREACH

2020 Outreach Visits by Age Group (dotted line is 2019)



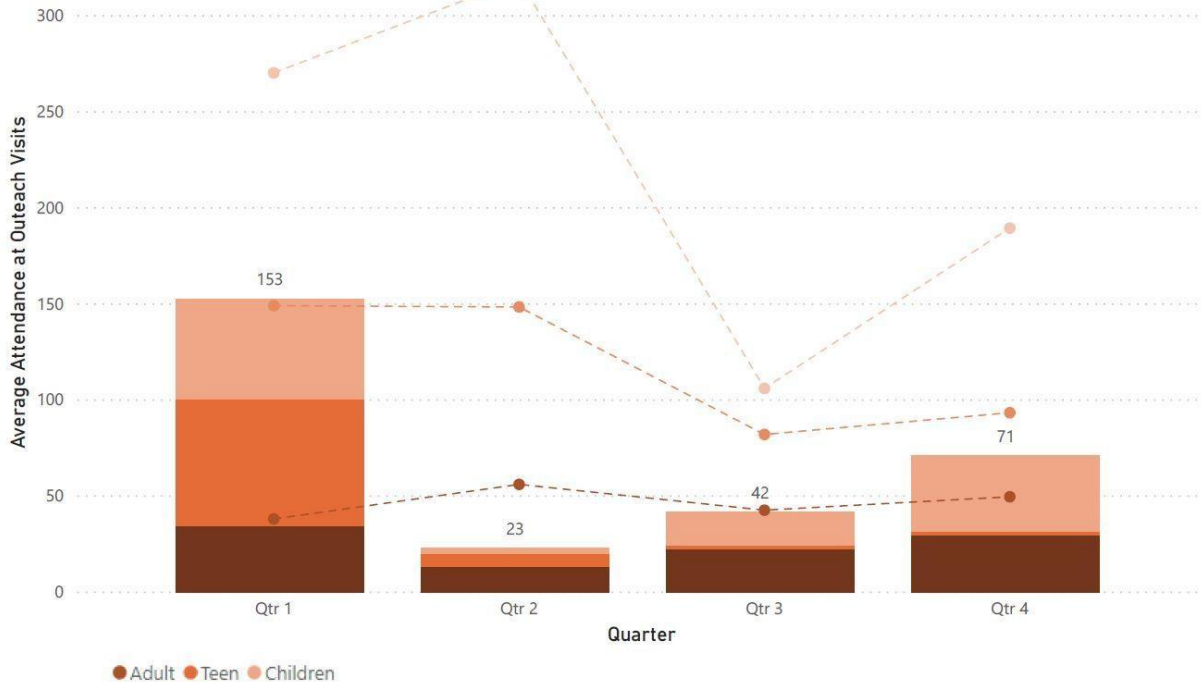
Outreach visits is one of the few areas that outperformed the previous year, with five months in 2020 breaking the previous monthly record. In total, outreach visits increased by 47%, from 134 visits in 2019 to 227 visits in 2020. Especially notable were large numbers of adult visits in June, teen visits in July, and visits with children in August.

After the mid-March shutdown of physical Library space, Librarians focused on virtual participation in community groups, especially those created by Burnaby’s Primary Care Network, which were dedicated to responding to the needs of the City’s most vulnerable residents during the pandemic.



Burnaby Public Library

2020 Outreach Visits by Average Attendance (dotted line is 2019)



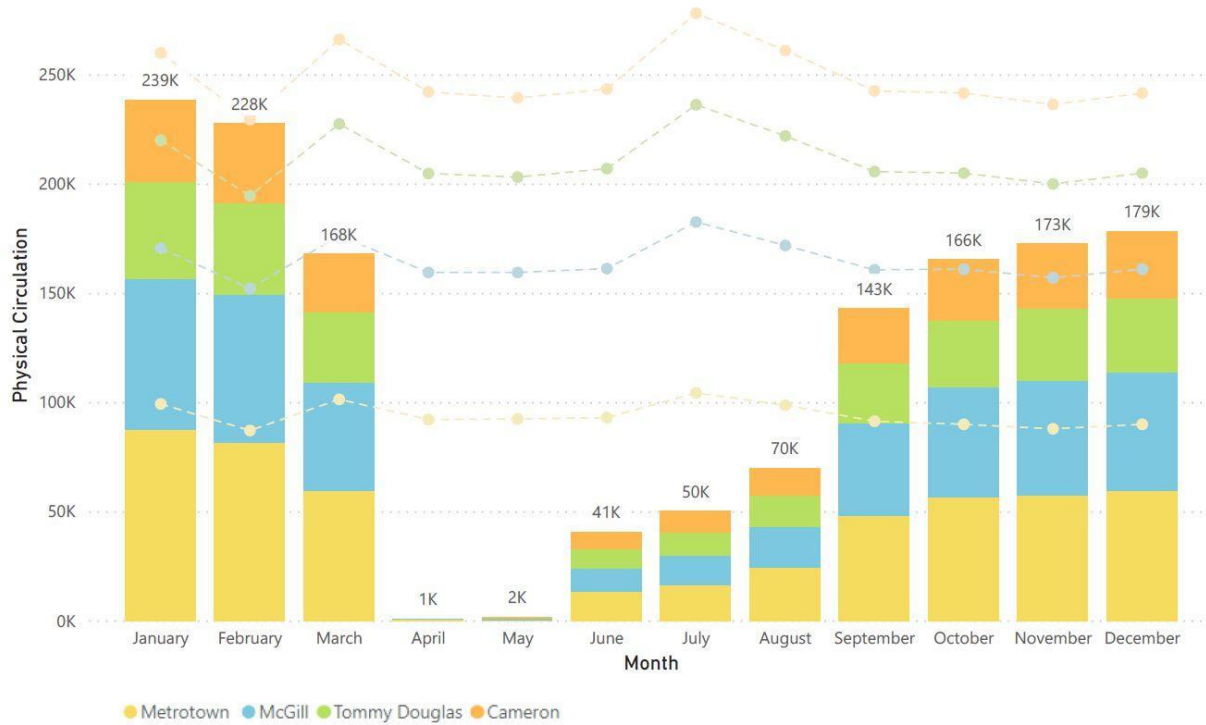
Overall, connections with community members through outreach visits was down 57% from 14,285 connections in 2019 to 6,151 connections in 2020. This was likely due to a sharp decrease in community programs and events, such as school visits, LINC classes, and StrongStarts, which were canceled due to COVID-19.

However, there were some bright spots, with an increase of 142% over 2019 in connections made through relationship building with children and families. Unlike more traditional outreach activities, relationship building focuses on extended one-on-one conversations with community members to learn about their needs and remove barriers.



CIRCULATION

Circulation - 2020 Physical by Branch (dotted line is 2019)



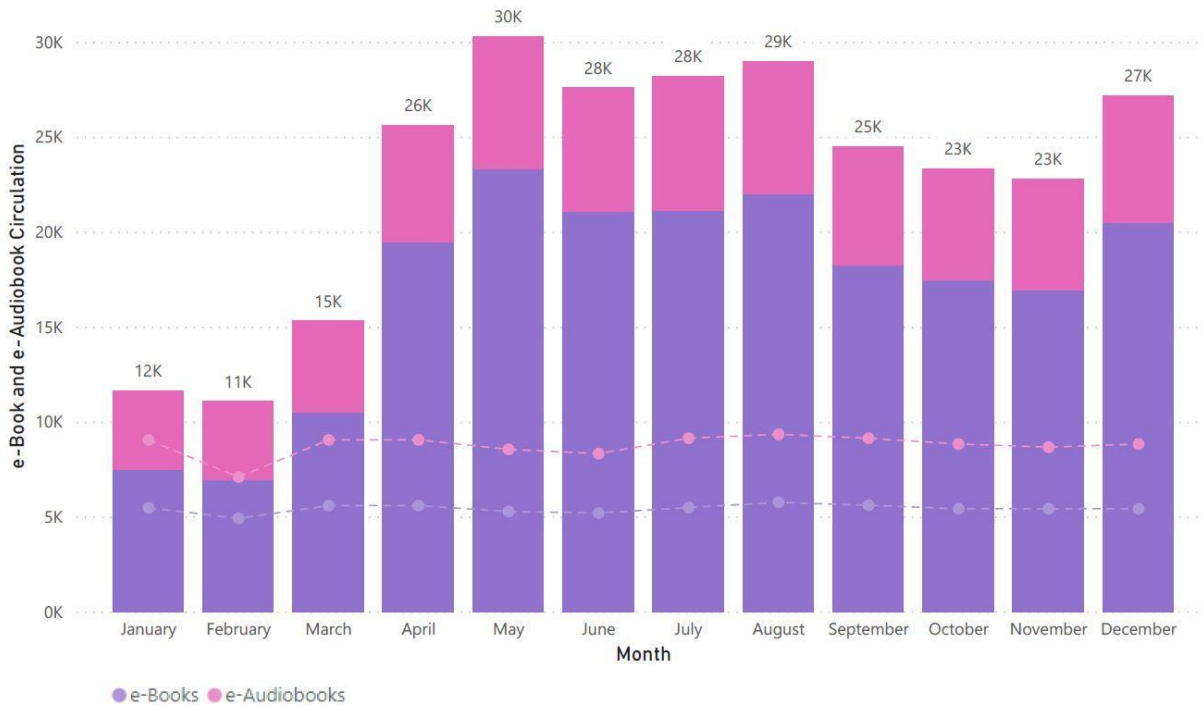
Circulation of physical materials plummeted beginning in mid-March due to the closure of physical spaces and cessation of material lending to the public. Small amounts of items continued to circulate due to staff borrowing in April and May.

Once the Library introduced Paper Bag Pickup service in June, physical circulation began to trend upward month over month. Total physical circulation in 2020 was 1,475,077 items compared to 2,992,538 in 2019.



Burnaby Public Library

Circulation - 2020 Digital by Type (dotted line is 2019)



Circulation of digital items was one of the statistical highlights of the year, as more patrons adopted the use of e-Books and e-Audiobooks in place of physical ones when the Library closed in March. Total digital circulation was well above 2019 levels, with a slight dip once branches reopened, and then ticked upward again at the end of the year.

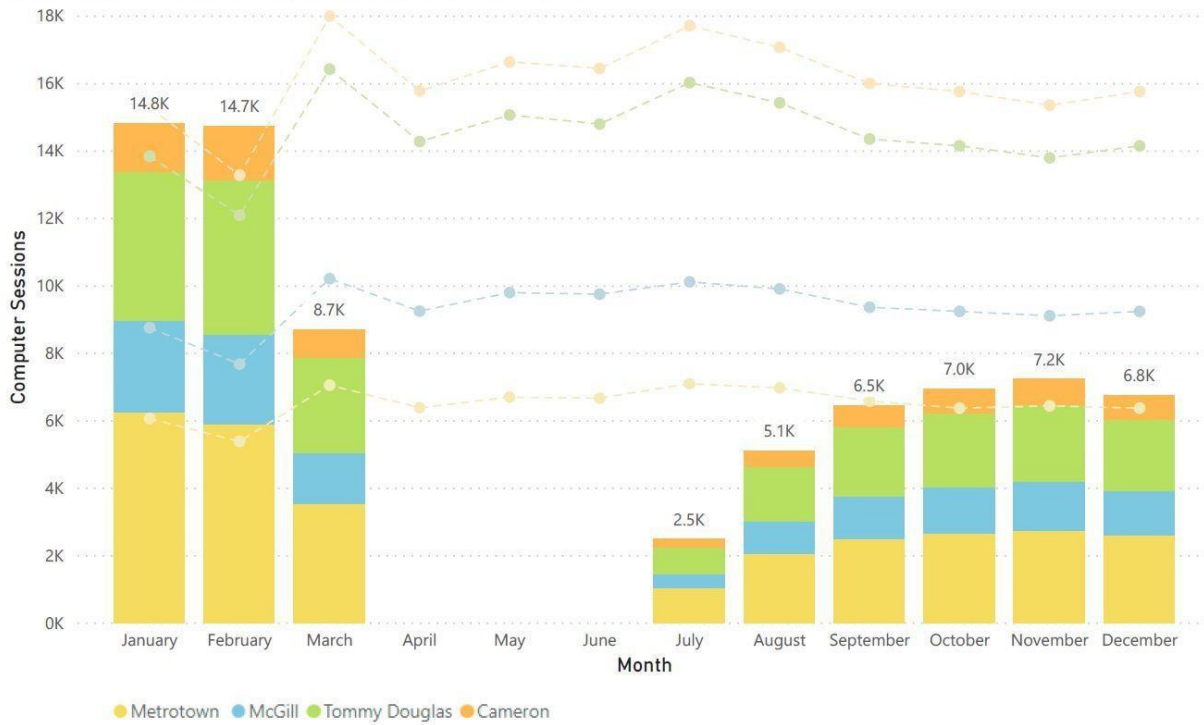
Overall, BPL circulated 205,483 e-Books in 2020 compared to 66,479 in 2019 – a 209% increase – and 71,437 e-Audiobooks compared to 40,915 in 2019 – a 75% increase.

In 2020, digital lending represented 16% of total combined physical and digital circulation (1,751,997 items), compared to 4% of total combined circulation (3,099,932) in 2019.



SERVICES AND PROGRAMS

2020 Computer Sessions by Branch (dotted line is 2019)

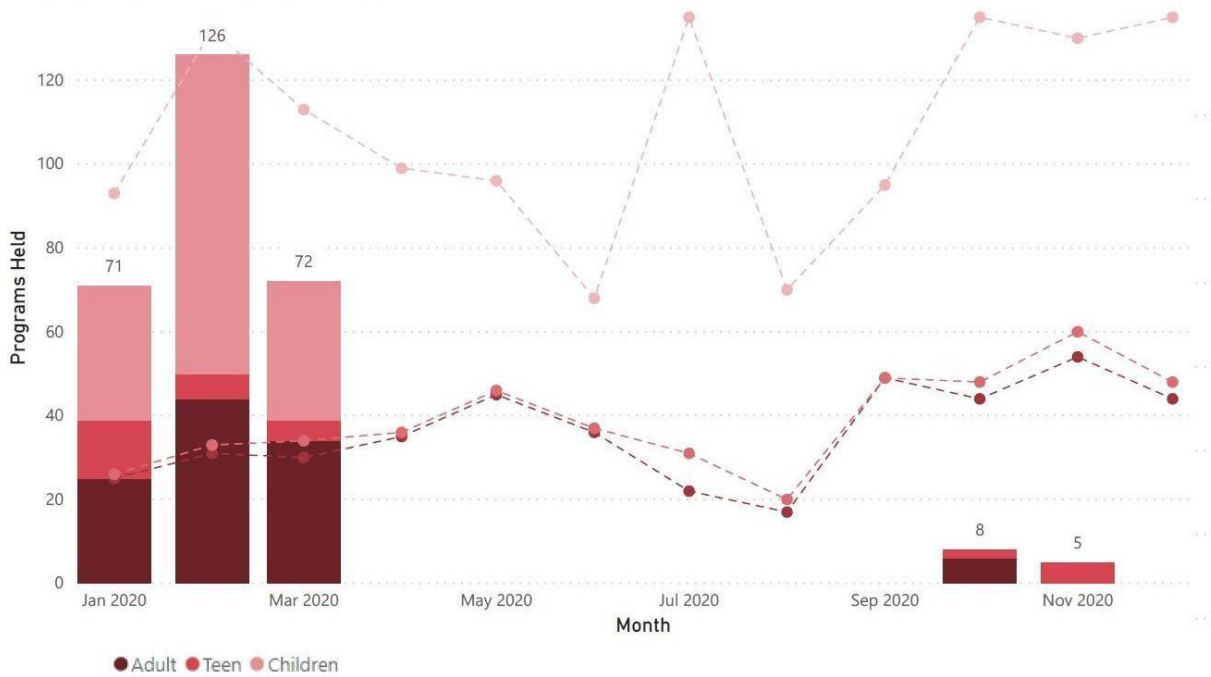


After the springtime shutdown, computer use slowly resumed, but did not reach normal levels, at least partially because physical distancing protocols reduced the number of computers available for use at each branch. In total, computer sessions declined by 61% from 191,167 in 2019 to 73,309 in 2020.



Burnaby Public Library

2020 Programs by Age Group (dotted line is 2019)



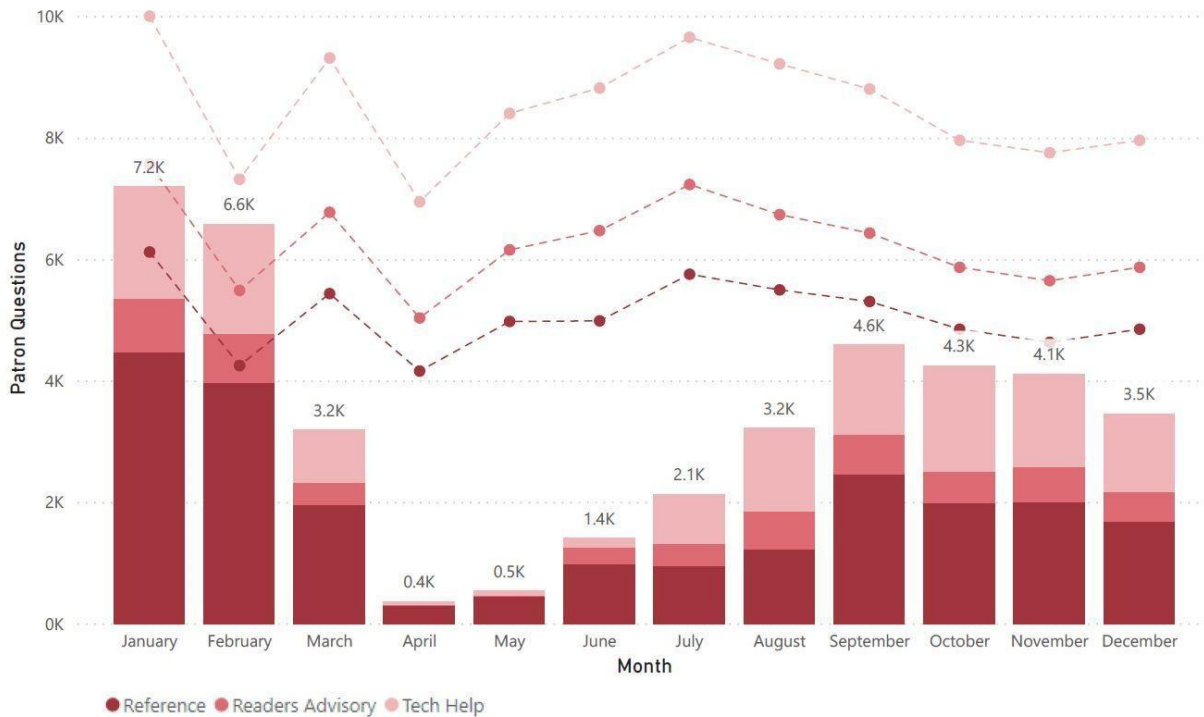
All programs were cancelled as soon as the physical branches closed in March. Beginning in the fall, the Library began developing and delivering virtual programming, including the Teen Advisory Group and a virtual Neighbourhood History Series hosted in partnership with the Burnaby Village Museum. During the last quarter of 2020, Librarians began using a design thinking process to develop programs that would respond to needs of community members. Staff piloted several of the programs with other staff members and plan to launch them to the public in early 2021.

Overall, BPL delivered 282 programs in 2020 – a decline of 78% from the previous year’s total of 1,301.



Burnaby Public Library

2020 Patron Questions by Type (dotted line is 2019)



Patron questions declined significantly in the springtime due to the Library’s closure of physical space, even though staff continued to answer patron questions by phone. Once the Library reopened in June, questions began to increase, but are still lower than both the first two months of 2020 and the previous year. Overall, staff answered 43,854 patron questions in 2020 compared to 105,847 in 2019 – a 59% decrease.

The only area of the library that experienced increases in patron questions over 2019 was Outreach, with a 28% increase in reference questions over 2019 and a 10% increase in tech help questions over 2019.



Burnaby Public Library

Thanks to Auxiliary Librarian Greg McLeod for contributing the data analysis and visualization for this report.

A handwritten signature in black ink that reads "Heidi Schiller".

Heidi Schiller

ASSISTANT DIRECTOR, PUBLIC SERVICE

BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JANUARY 21

SUBJECT: STRATEGIC PLAN REPORT Q4 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 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|---------------|--------------|--------------|------------|--------------|--------------|-------------------|-------------|
| | | | | | | Number | % |
| Metrotown | 2,498 | 2,152 | 315 | 734 | 932 | -1,566 | -63% |
| McGill | 833 | 813 | 73 | 330 | 475 | -358 | -43% |
| Tommy Douglas | 919 | 748 | 37 | 310 | 425 | -494 | -54% |
| Cameron | 576 | 605 | 8 | 161 | 302 | -274 | -48% |
| HLAS | 42 | 14 | 3 | 13 | 11 | -31 | -74% |
| Outreach | 281 | 114 | 3 | 47 | 110 | -171 | -61% |
| TOTAL | 5,149 | 4,446 | 439 | 1,595 | 2,255 | -2,894 | -56% |

| HLAS | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|----------------|---------|---------|---------|---------|---------|-------------------|------|
| | | | | | | Number | % |
| Visits | 404 | 238 | 103 | 188 | 274 | -130 | -32% |
| Patrons Served | 1,028 | 557 | 142 | 293 | 456 | -572 | -56% |

| <i>OUTREACH VISITS</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|------------------------|------------|-----------|-----------|------------|------------|-------------------|-----------|
| | | | | | | Number | % |
| Adult | 54 | 31 | 37 | 82 | 110 | 56 | 104% |
| Teen | 44 | 14 | 1 | 68 | 43 | -1 | -2% |
| Children | 107 | 10 | 43 | 105 | 52 | -55 | -51% |
| TOTAL | 205 | 55 | 81 | 255 | 205 | 0 | 0% |

| <i>OUTREACH CONNECTIONS</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|-----------------------------|--------------|------------|----------|--------------|--------------|-------------------|-------------|
| | | | | | | Number | % |
| Adult | 1,371 | 231 | 0 | 676 | 1,062 | -309 | -23% |
| Teen | 709 | 225 | 0 | 164 | 303 | -406 | -57% |
| Children | 2,087 | 175 | 0 | 554 | 619 | -1,468 | -70% |
| TOTAL | 4,167 | 631 | 0 | 1,394 | 1,984 | -2,183 | -52% |

Southside Church Christmas Event

Tommy Douglas and Community Outreach librarians were present at the Southside Community Church's Christmas event in December. In addition to their regular activities, staff handed out gift bags of donated books.

Fine Free Comment

A patron expressed concern in an email that the elimination of late fines had increased the waiting time for holds. Librarian Greg McLeod investigated and was able to discover that the wait was due to other issues, such as delays in publication. The patron commented, "Thanks for your response. I am quite content to wait for my reserve items. Was glad to hear that the remission of fines has not resulted in a lengthy wait time on reserves. I certainly appreciate the facilities of the BPL during this awful coronavirus outbreak. The staff are doing an excellent job. Senior citizens – such as this 88 year old – are really appreciative of their efforts."

Screen Time Presentation

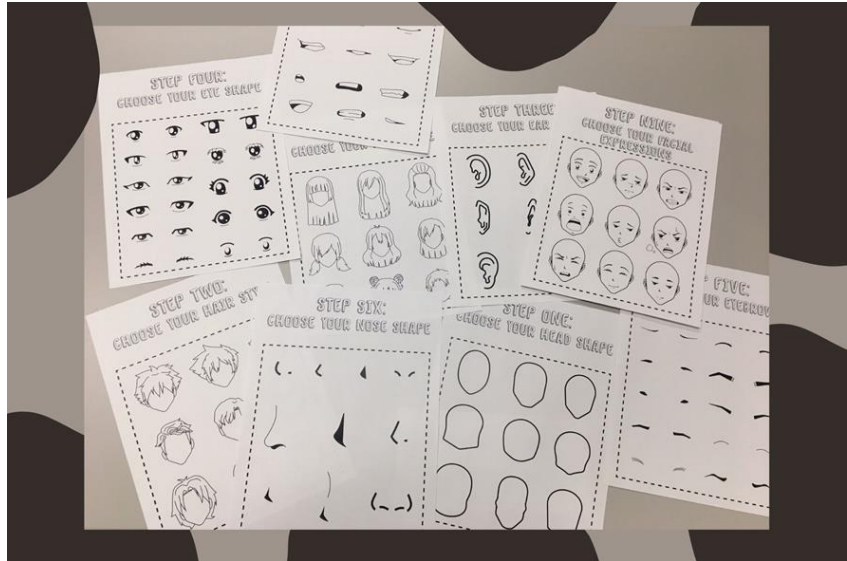
In partnership with Burnaby Neighbourhood House, Ana Calabresi, Children's Librarian at McGill, delivered a train-the-trainer presentation on screen time for families. Twelve people attended from various organizations in Burnaby. This is a topic that children's librarians often talk with parents about and it is great to see the library sharing this knowledge more widely.

ELL Students & Families

This fall, children's librarians focused more intentionally on newcomers and English Language Learner (ELL) students/families. Randi Robin, Children's Librarian at Metrotown, led this activity and found out from her community contacts that over 50% of all kindergarten children entering Kindergarten this year are ELL. Randi reached out to settlement workers and ELL teachers, and was invited to do a presentation at an ELL teacher meeting in November. Randi's presentation highlighted how bilingual materials can support home learning, and several ELL teachers mentioned that their school libraries do not have bilingual materials. Children's services librarians will be bringing this need back to the collections team to strengthen the collection, and Randi created a variety of resources including booklists for the community and instructions for library staff find bilingual resources in the collection.

Mail-in Manga

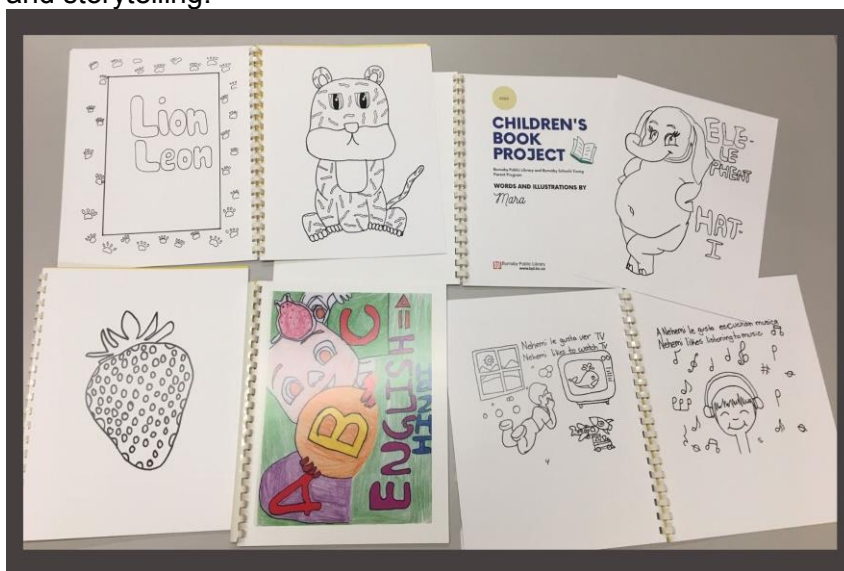
Adapting services to better meet the needs of teens who face multiple barriers in our community is challenging but has pushed teen services to think outside the box. Teen services created an experimental mail-in art program for incarcerated teens at Fraser Park Custody Centre that comprised a package of step-by-step instructions and examples of Manga character creation. This October, the Custody Centre sent us scans of the characters that youth created. We were excited to see their amazing work and equally as excited to see the potential of mail-in programming.



Young Parent Program: Book Creation Project

In early 2020, teen services connected with the Young Parents Program at Burnaby Schools and one of the Indigenous Enhancement Educators for the district to work on a special project where teen parents developed and created bilingual children's books. The project developed out of conversations between teen parents and teen librarian Andrea Lukic about the misconceptions of raising kids bilingually. Through regular visits and casual conversation came the idea for parents to create their own children's books. Pre-pandemic, teens worked on their books weekly with Andrea.

During the pandemic, weekly visits with this group were suspended. After seven long months, Andrea was virtually reunited with this group and was finally able to see the books that the teens created. Teens, teachers, and youth workers were delighted to see the teens' hard work pay off in beautiful children's books. Since November, Andrea has been meeting with this group virtually once a month to maintain some normalcy and to continue conversations around literacy and storytelling.



Operating Plan Project Updates

| Project | Project Sponsor | Update |
|---|-----------------|---|
| 1.1 Remove Service Barriers | Heidi | Project complete. Achievements include simpler, easier to understand Code of Conduct, messaging to staff that everyone leaves with a card, removal of address and ID requirements from regular card, removal of deadnames. Auto renewal. Simplification of loan periods. Big cultural shift in staff willingness to identify and eliminate barriers. Operationalized. |
| 1.2 Understand Needs of Non-English Language Speakers | Beth | Project to understand needs of non-English speakers largely on hold due to COVID-19 pandemic. Increased focus on community work with people who speak other languages, in particular with Korean and Mandarin-speaking people. Acquisitions developed processes and connections to acquire materials in other languages. Ongoing priority for 2021. |
| 1.3 Improve Services for Neurodiverse Youth | Beth | Relationship building begun with Autism BC, program planned. On hold due to COVID-19. Restart in late 2021/2022. |
| 1.4 Offer ASL Interpretation at BPL Programs | Heidi | Project to offer ASL interpretation at BPL programs on hold due to COVID-19. Restart in late 2021/2022. |
| 1.5 Eliminate Late Fines | Beth | Fines eliminated July 2020 with public campaign tied to reopening. Evaluation report to December 2020 Board meeting. Further evaluation reports at 12 months and subsequent. Project complete. |

2. Encourage Curiosity and Exploration

We will:

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

| CIRCULATION – PHYSICAL ITEMS | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|------------------------------|----------------|----------------|---------------|----------------|----------------|-------------------|-------------|
| | | | | | | Number | % |
| Adult | 373,154 | 344,450 | 24,924 | 143,935 | 282,117 | -91,037 | -24% |
| Teen | 23,377 | 20,316 | 1,392 | 8,432 | 16,599 | -6,778 | -29% |
| Children | 312,995 | 274,671 | 19,064 | 114,690 | 224,487 | -88,508 | -28% |
| TOTAL | 709,526 | 639,437 | 45,380 | 267,057 | 523,203 | -186,323 | -26% |

| <i>CIRCULATION – DIGITAL</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|------------------------------|---------|---------|---------|---------|---------|-------------------|------|
| | | | | | | Number | % |
| e-Books | 17,331 | 25,028 | 63,992 | 61,488 | 54,975 | 37,644 | 217% |
| e-Audiobooks | 10,337 | 13,115 | 19,615 | 20,298 | 18,409 | 8,072 | 78% |

| <i>COMPUTER SESSIONS</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|--------------------------|---------------|---------------|----------|---------------|---------------|-------------------|-------------|
| | | | | | | Number | % |
| Metrotown | 18,575 | 15,711 | 0 | 5,604 | 8,015 | -10,560 | -57% |
| McGill | 7,863 | 6,894 | 0 | 2,630 | 4,156 | -3,707 | -47% |
| Tommy Douglas | 13,835 | 11,824 | 0 | 4,480 | 6,593 | -7,242 | -52% |
| Cameron | 4,608 | 3,853 | 0 | 1,365 | 2,184 | -2,424 | -53% |
| TOTAL | 44,881 | 38,282 | 0 | 14,079 | 20,948 | -23,933 | -53% |

| <i>Wifi Unique Devices</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|----------------------------|----------------|----------------|---------------|---------------|---------------|-------------------|-------------|
| | | | | | | Number | % |
| Metrotown | 104,435 | 51,023 | 25,632 | 40,231 | 17,969 | -86,466 | -83% |
| McGill | 39,682 | 22,072 | 19,747 | 29,121 | 6,924 | -32,758 | -83% |
| Tommy Douglas | 23,826 | 42,364 | 593 | 4,500 | 2,117 | -21,709 | -91% |
| Cameron | 21,033 | 26,257 | 5,937 | 8,962 | 3,104 | -17,929 | -85% |
| TOTAL | 188,976 | 141,716 | 51,909 | 82,814 | 30,114 | -158,862 | -84% |

| <i>PROGRAMS</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|---------------------------|------------|--------------|----------|----------|-----------|-------------------|-------------|
| | | | | | | Number | % |
| All Adult | 118 | 81 | 0 | 0 | 6 | -112 | -95% |
| Adult Digital Literacy | 30 | 31 | 0 | 0 | 0 | -30 | -100% |
| All Teen | 12 | 54 | 0 | 0 | 2 | -10 | -83% |
| Teen Digital Literacy | 1 | 2020 | 0 | 0 | 7 | 6 | 600% |
| All Children | 190 | 109 | 0 | 0 | 0 | -190 | -100% |
| Storytimes | 131 | 126 | 0 | 0 | 0 | -131 | -100% |
| Children Digital Literacy | 14 | 9 | 0 | 0 | 0 | -14 | -100% |
| TOTAL | 496 | 2,430 | 0 | 0 | 15 | -481 | -97% |

| <i>PATRON QUESTIONS</i> | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|-------------------------|---------------|---------------|--------------|--------------|---------------|-------------------|-------------|
| | | | | | | Number | % |
| Reference | 13,079 | 10424 | 1773 | 4686 | 5719 | -7,360 | -56% |
| Readers Advisory | 2,880 | 2056 | 308 | 1621 | 1567 | -1,313 | -46% |
| Tech Help | 6,017 | 4503 | 255 | 3661 | 4549 | -1,468 | -24% |
| TOTAL | 21,976 | 16,983 | 2,336 | 9,968 | 11,835 | -10,141 | -46% |

| DIGITAL RESOURCES | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|-------------------------|---------|---------|---------|---------|---------|-------------------|-----|
| | | | | | | Number | % |
| Movies/Music Streamed* | 3,121 | 2,278 | 2,428 | 1,948 | 5,907 | 2,786 | 89% |
| Online Courses Accessed | 2,153 | 3,450 | 3,842 | 2,867 | 2,221 | 68 | 3% |

*Added Kanopy in September

Reading Recommendations

The BPL website contains a service for adult and teen fiction readers called *Find Your Next Fiction Read*. Through this service, readers can ask for recommendations based on their likes and dislikes. The “fictionistas” at Metrotown recommended more than 800 titles to patrons in 2020. Feedback from patrons was very positive:

- “I am familiar with a couple of the authors you’ve suggested for me, so I’ll definitely check those out. I’m really excited to get going!”
- “I think the initiative is great, especially during times like these. As for the titles, they all look like great reads.”
- “Thank you very much for the fast and excellent service.”

Burnaby Neighbourhood History Series

BPL collaborated with the Burnaby Village Museum in creating the Neighbourhood History Series, which went virtual this year. There were seven great sessions this fall, including *Thoughts on Decolonizing Heritage* and *Untold Histories: The Legacy of the Chinese Community on Deer Lake*. We were able to reach many patrons online, with some sessions having more than 70 patrons in attendance. We were also able to record the sessions and save them online on the museum’s website, which increased the reach to more than 1000 patrons.

Digital Literacy Strategy

Allison Jones completed their work on the digital literacy strategy in December. This 2020 operating plan project involved defining digital literacy and identifying key components for BPL; conducting an environmental scan of digital literacy services and programs offered by other libraries and by Burnaby organizations; summarizing Burnaby’s digital divide and identifying community needs; and developing a set of recommendations for how the library can support digital literacy in Burnaby. Next steps include sharing the report with staff in January and with the board in February, and looking at how we can operationalize digital literacy work and implement recommendations in 2021 and beyond.

Notable Questions

A retired firefighter from the City of Burnaby asked the Metrotown Branch for any information or documentation relating to his years as a firefighter. He wanted to recall major fires/emergency calls and to see any photos. Librarian Nikola Mitrovic searched our historical newspaper database and sent 14 articles of interest to him. Nikola found 6 more articles with photos in our microfilm collection. The patron was very pleased with the outcome and the said the articles jogged his memory of some events he had nearly forgotten.

Supporting children entering kindergarten

Supporting children entering kindergarten has always been a strong focus for BPL and service providers told us that children entering kindergarten is a significant source of anxiety for the community during the pandemic. The Metrotown team has made ten visits to local schools, and although we held one visit in Maywood’s outdoor “mud kitchen,” retelling a folk story with

enthusiastic but distanced kids on a sunny day, most of these visits have been virtual. Librarians Randi and Ashley said,

“We ask kids about where they work, and then show them where **we** work, sharing a prerecorded video: <https://tinyurl.com/seeMetrotownLibrary>. The teachers are surprised to learn the library is open, the kids love seeing inside the library, and we hear the kids’ excitement when the video shows their favourite books. We also tell a story, soliciting suggestions to engage the kids, and we finish up by chatting about their questions. We send the teacher a digital handout as well as a link for the library video tour. Some schools are sending both of these to remote learners so they can connect with the library, too. We heard from teachers that students “talked about the story all day,” “wrote a lot in their journals about the visit,” and “are excited to go to the library now.”

Kindergarten teachers are also helping us to get library cards in kids' hands. We worked with Tina Artuso to create a new card application form especially for virtual class visits, including a notice about the end of late fines, and are offering teachers form pick-up and card drop-off service. 83 cards were created and hand-delivered to three different schools.”



Cameron School Visits

Cameron branch piloted in-branch visits from local schools this fall before the increased restrictions in late fall. Children’s librarian Jen Bradley reported that Cameron was able to host three class visits in October – it was amazing for both the classes and the staff. The classes had fewer than 20 kids and teachers and they came at 9:30am, just before opening – this was important, since the library capacity is only 20. The kids come in five at a time, and staff helped them find books to take home, assisted them with self-checkout and then the kids read quietly in the magazine area while their classmates chose their books. The kids and teachers were thrilled to visit, since this is the only opportunity some children have to visit the public library. Cameron staff were so amazingly supportive of this initiative and it felt very emotional when the first class come through, because staff were just all so excited to see kids in the library with a little bit of normalcy.

Virtual Teen Programming

Using a community-led and iterative process, teen services has been doing online virtual programming for many months with teens. The inspiration for these outreach style programs comes from the library having a very strong Teen Advisory Group (TAG) which was able to continue through the pandemic and also from the excellent connections and creativity of teen services librarian Andrea Lukic. During the months of October to December, 126 teens attended the 13 programs hosted by teen services: Teen Advisory Group, Group Chat and QuarantEEN.

MOSAIC Family Centre

The library has had a long relationship with the MOSAIC Family Centre in the Edmonds area. The Family Centre supports refugee families and were very concerned during the pandemic that families lacked access to technology, and were especially worried about children entering kindergarten. Tommy Douglas librarian Jamie McCarthy drew on her strong relationships at the Centre to support their Preschool Orientation Program. Jamie visited the group from July to September. She dropped off easy readers for their clients to use so that each week, clients picked up a care package with a library book, food, and literacy games. She also issued 16 new library cards. In September, Jamie gave a Virtual Library Tour, and later in the fall, she checked back in and was pleased to report that the children were doing well and making friends. We know from research (<http://earlylearning.ubc.ca/maps/edi/sd/41/>) that there is a high vulnerability in the area of social skills for Burnaby children. Children who are able to make friends are more ready to learn, are bullied less, and families in general have better outcomes when children's social development is supported.

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|--|-----------------|---|
| 2.1 Create a Digital Literacy Strategy | Trish | Digital Literacy Strategy completed in December, was shared with staff in Jan 2021 and will be shared with the Board in Feb 2021. Project to operationalize strategy in 2021 plan. |
| 2.2 Streamline and Enhance Patron Printing | Trish | This project has identified and prioritized 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 Q3 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 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|--------------------|----------------|----------------|----------|----------------|----------------|-------------------|-------------|
| | | | | | | Number | % |
| Metrotown | 184,920 | 144,273 | 0 | 36,842 | 54,982 | -129,938 | -70% |
| McGill | 110,890 | 73,534 | 0 | 38,325 | 50,259 | -60,631 | -55% |
| Tommy Douglas | 87,877 | 76,457 | 0 | 16,081 | 35,832 | -52,045 | -59% |
| Cameron | 61,446 | 54,294 | 0 | 12,101 | 29,454 | -31,992 | -52% |
| TOTAL | 445,133 | 348,558 | 0 | 103,349 | 170,527 | -274,606 | -62% |

| ONLINE VISITS | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|---------------|---------|---------|---------|---------|---------|-------------------|-----|
| | | | | | | Number | % |
| Website | 188,217 | 264,227 | 146,543 | 227,558 | 222,259 | 34,042 | 18% |
| Catalogue | 269,110 | 350,030 | 150,746 | 317,801 | 360,417 | 91,307 | 34% |

| ROOM USE BY COMMUNITY GROUPS | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Increase/Decrease | |
|------------------------------|--------------|--------------|----------|----------|----------|-------------------|--------------|
| | | | | | | Number | % |
| Metrotown | 1,171 | 980 | 0 | 0 | 0 | -1,171 | -100% |
| McGill | 42 | 45 | 0 | 0 | 0 | -42 | -100% |
| Tommy Douglas | 148 | 127 | 0 | 0 | 0 | -148 | -100% |
| TOTAL | 1,361 | 1,152 | 0 | 0 | 0 | -1,361 | -100% |

Metrotown spaces

During the pandemic, staff continued to work on planning renovations for public and staff spaces at the Metrotown Branch. As the year progressed, we realized that the expertise of architects with public library experience was necessary to realize a cohesive design and the City of Burnaby's Civic Projects Division took over the management of this project. FaulknerBrowns, the successful architectural firm for this project, are close to submitting the final concept design. Their creative solutions to maximize the use of available space at the Metrotown Branch are really exciting and have the potential to radically transform how the public and staff interact in the building. The final report, which also includes costing and a phasing recommendation, is expected at the end of February 2021. The concept design will be shared with staff in January for feedback and with the Board in February.

Changes were made to several staff back-of-house workspaces in preparation for the increased number of staff who will be working at Metrotown. Shelving was removed in the reference storage area on the second floor and in Home Library & Accessible Services on the third floor to accommodate more workstations.

We were able to add eight new desks on the second floor and three desks on the third floor. While the renovations are not quite finished (missing carpeting), the work stations are functional and ready for their new occupants in 2021.



Tommy Douglas and McGill power and data

Work was completed during December on the installation of additional power outlets, as well as the new addition of USB outlets, at study benches and armchair seating at the Tommy Douglas branch. These additions increase the charging capacity of the branch for its users and help eliminate the necessity for lengthy power cords. Similar work was completed at the McGill branch. This work was funded by the Library Endowment Fund.

New bpl.bc.ca!

Anita Chan and her team wrapped up the website redesign project and launched the library's new website on December 21. The new site is structured for how people use the library, rather than how the library is organized. It emphasizes people and help, uses plain language to

describe services and collections, and aims to make everything the library does more accessible. It also includes faster search and improvements for people who use mobile devices.

We launched the site with a feedback form and are encouraging visitors to let us know what works, and what doesn't. Some positive comments received so far:

- I already placed a hold on a book I saw on one of the home page carousels... good marketing. I love the top navigation bar. The icons are obvious and it stays visible after you choose something. I also like the clear headings and simple explanations.
- It looks very good, and I like the font! And I love how you can search for anything.
- Nicely done - it is so bright and welcoming!

We've had critical feedback too, mostly from regular users noticing that a few of their favourite things have moved off the top menu. Two things in particular were being felt: the extra click required to get to your library account and to new titles in the library catalogue. When it became clear some users were struggling to find what they need (and not just getting used to a new layout), we responded by adding links to both of those things on the homepage. Anita and her team are continuing to monitor feedback and make adjustments as themes emerge.

BSW kudos

BPL's Building Services Workers (BSWs) have always been some of the hardest working staff in the library. During the pandemic, they've worked extra hard to make sure that frequent touch points and washrooms are cleaned more frequently. Former Library Board Chair Sharon Freeman commented on how she appreciates that Roland, the Cameron BSW, is so quick to clean keyboards and other touch points after patrons use them. At Tommy Douglas, Ava [auxiliary BSW] was singled out by a patron as, "fantastic, very meticulous in her cleaning and also warm, smart and polite."

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|--|------------------------|---|
| 3.1 Website Redesign | Trish | Website launched Dec 21. Project complete. |
| 3.2 Renovate Metrotown Staff Spaces | Beth | Now combined with 3.3 below. Some work to remove millwork, install ergonomic desks and ensure physical distancing has been completed. |
| 3.3 Develop a Vision for Metrotown Public Spaces | Beth | Staff working with Faulkner Browns architects to develop design concept for renovated Metrotown staff and public spaces. Project scope expanded in October to include staff spaces. Final concept design and costing scheduled for Q1 2021. |

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 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020* | Increase/Decrease | |
|--|---------|---------|---------|---------|----------|-------------------|------|
| | | | | | | Number | % |
| Training Sessions/ Conferences Attended | 35 | 19 | 2 | 18 | 83 | 48 | 137% |
| Staff Attending Training/Conferences | 46 | 17 | 1 | 176 | 64 | 18 | 39% |

*Q4 Training sessions includes Librarians' Guide to Homelessness training, a virtual, asynchronous course started by many staff in early 2020 but not necessarily completed until the end of the year.

Public Service Staffing Model

This quarter, most of the work of librarians and clerks working in branches focused on training and learning in preparation for implementing the new Public Service Staffing Model in January 2021. Information clerks went through a series of formal training sessions delivered by amazing teams of BPL staff. Feedback on the training sessions was extremely positive, and staff commented that that the training gave them the opportunity to focus and was a welcome distraction from everyday tasks and duties. Staff were also given the experience of shadow shifts and informal training throughout this quarter. This helped staff gain a clearer picture about questions and situations that arise, strengthened collaboration across staff classifications, and created positive anticipation about the work to come.

Staff Training

Supervisors have been scheduling at least one hour of training a week for staff. At McGill, all staff completed the Librarian Guide to Homelessness, an online training program that gives practical tools for using a trauma-informed approach when serving vulnerable Burnaby residents. Many staff have begun to review anti-racism learning materials being developed by BPL's new Anti-Racism working group.

In October, six library staff attended *Equity in Action: Fostering an Anti-Racist Library Culture* course provided through Library Journal & School Library Journal. There were three virtual sessions, with assignments, online discussions and a lot of really great resources. Attendees spent time reflecting on their experience on this course and shared their collective and individual learnings with other staff.

Trans Inclusion conference session

Cristina Freire and Ashley Dunne, co-leads of the BPL Trans Inclusion Working Group, presented a session at a Conference organized by Amigos Library Services called *Equity, Diversity, and Inclusion in Libraries: Progress and Promise*. Ashley and Cristina shared information about the formation of the BPL Transgender Inclusion Working Group, the successes of the group's first year, and the processes and supports they relied on to bring meaningful change to the library. The session was very well received and had 89 attendees.

COR Audit

BPL successfully completed the Certificate of Recognition program again in 2020. This is a voluntary incentive program offered through WorkSafe BC that recognizes organizations who develop and implement health and safety and injury management systems that meet an industry standard. The program rewards employers who take a strategic approach to workplace safety and are committed to reducing both the human and financial costs of workplace injuries. Kudos to Linton Harrison for his work on completing the COR audit, and for all staff who assisted. BPL's scores of 96% and 93% far exceeded the 80% requirement.

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|---|-----------------|--|
| 4.1 Implement the Public Staffing Model | Beth | Training and transition plan complete. New organizational structure developed and shared with staff. Expression of interest process concluded. New model begins in Jan 2021 with 3-month transition phase. |
| 4.2 Examine and Update Hiring Practices | Beth | Project delayed to 2021 due to COVID-19. |

Comments and suggestions from patrons

BPL is our oasis. My 14 year old calls it her "second home."

Patron comment on social media

I came to the Metrotown branch this September when a close friend was in crisis. I'd helped her get to the hospital, and I came to the library to find materials on how I could help and understand her better. The librarian I met was full of compassion and thoroughly searched what was available in the library and online that might help.

Metrotown patron, who donated money to purchase additional mental health resources

It is very nice to see the BPL team setting up the mobile internet station at the Burnaby Homlessness' Outreach Resource Centre every Thursday. I've been going there whenever I can and the staff from BPL are always so helpful and patient to answer any questions people have. Libraries are community hubs. While I know your work has been impacted by the pandemic, it is nice to see BPL continuing to find creative ways to support local residents. Keep up the great work!

Burnaby-Lougheed MLA Katrina Chen

I wanted to say that's it's disappointing to see that the library has chosen to close for four days in a row. Christmas and Boxing Day are understandable. The library is a publicly funded institution for the public and as such should be available to the public.

Library patron, via email

As we are all aware, we are currently experiencing and undergoing a most stressful challenging year unlike any other, unique in every sense of the word. In spite of this, the team at McGill took charge, in a most extraordinary fashion, with 100% plus effort, to reopen and operate in a clean, safe, welcoming friendly environment! My appreciate and thanks to the staff at McGill for all their hard work, due diligence and patience. I noticed; the community noticed. Please be advised, not

only is this library the heartbeat of North Burnaby, it is also the valuable gem, the essential service for the mind and soul of this community. Kudos to all!

Letter to Mayor Hurley from a McGill patron

It has been a great pleasure and a relief to be able to read and listen to the books online during this time. We have been borrowing many kids books in person at Metrotown Library for our girls. Huge thank you for all of your hard work to keep the library open. We can't imagine how to live without books. :)

Cameron patron

Being a low income person, I have no computer and cannot afford the Internet service. as soon as I sat at one of the computer desks, a staff member came up to me and asked if I needed help. I told him that I was there for the BC recovery Benefit for a family. He skilfully opened the page I wanted and said to me, "You need to have the net income from the 2019 tax returns, Line 236, for you and your spouse. You also need your driver's licence and bank information." I returned to the library about 30 minutes later and with Greg's help, the application was finished successfully within about 10 minutes. ... When we have received the BC Recovery Benefit with heartfelt thanks to the government, we cannot help thinking about Greg's help. Greg's working spirit is a good example to us all.

Tommy Douglas patron

Thank you, thank you for being there! The staff are outstanding at keeping readers happy - being open over the summer and making borrowing so easy during various iterations of lockdown. I'm old and rickety, so reading is very important to me (since television isn't nearly so satisfactory at telling stories). Please accept my admiration.

Email from patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JANUARY 21

SUBJECT: OPERATING PLAN 2021 AND 2022

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

In 2018, the BPL Board developed a 2019-2022 Strategic Plan that guides the work of Burnaby Public Library. Each year, BPL staff develop an operating plan to move the work of the strategic plan forward.

For 2021, a 2-year operating plan has been developed for a number of reasons:

- Some 2020 projects were put on hold or delayed during the pandemic, and the global situation remains uncertain
- Much of staff's efforts in 2020 will be focused on implementing the public service staffing model and on anti-racism organizational development
- There are many priorities and projects that we want to undertake, but it is not possible to complete all these projects in 2021

The 2021-2022 Operating Plan on the next pages outlines key initiatives that we'll undertake this year and next year. Progress on these initiatives will be reported as part of the quarterly reports to the Board.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

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

Operating Plan Projects

| Project | Timeline |
|--|--------------------|
| 1.1 Understand the Needs of Non-English Language Speakers Use a community-led approach to discover and understand the needs of community members who speak language other than English | Q2 to Q3 2021 |
| 1.2 Expand and Improve Services for Neurodiverse Youth Pilot services and spaces at the Cameron branch for children and teens who experience neurodiversity | Q1 to Q4 2022 |
| 1.3 Offer ASL Interpretation at BPL Programs Develop a process to offer on-demand American Sign Language interpretation at BPL adult programs | Q4 2021 to Q1 2022 |

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

Operating Plan Projects

| Project | Timeline |
|---|--------------------|
| 2.1 Streamline and Enhance Patron Printing Streamline and enhance printing process for patrons | Q1 to Q3 2021 |
| 2.2 Develop Virtual Library Programs Develop and implement a suite of virtual library programs | Q1 to Q4 2021 |
| 2.3 Climate Emergency Programming Partner with local community groups to develop and deliver programming to expand climate emergency awareness, engagement and dialogue | Q1 to Q2 2021 |
| 2.4 Operationalize the Digital Literacy Strategy Implement recommendations from the digital literacy strategy | Q2 to Q4 2021 |
| 2.5 Showcase and Develop Local Writers Showcase and develop the work of established and emerging writers through programs and workshops, mentorship opportunities, or writer-in-residence type programs | Q1 2021 to Q2 2022 |

3. Create Welcoming and Innovative Spaces

We will:

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

Operating Plan Projects

| Project | Timeline |
|--|--------------------|
| 3.1 Build a New Cameron Branch Work with architects and City staff on development of new Cameron | Q1 2021 to Q4 2022 |
| 3.2 Renovate Metrotown Public and Staff Spaces Complete schematic design for Metrotown public and staff spaces; begin phased implementation of renovations | Q1 2021 to Q4 2022 |
| 3.3 Create Teen Space at Tommy Douglas Convert the computer lab at Tommy Douglas to a teen space | Q1 to Q4 2021 |

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

Operating Plan Projects

| Project | Timeline |
|--|--------------------|
| 4.1 Implement and Review the Public Service Staffing Model Implement the new Public Service Staffing Model and evaluate its effectiveness | Q1 2021 to Q2 2022 |
| 4.2 Implement Measures to Support Staff Mental Health Work with staff and with CUPE 23 to develop measures to support staff mental health | Q1 to Q3 2021 |
| 4.3 Anti-Racism Organizational Development Work with external consultants and with staff and board on anti-racism organizational development | Q1 to Q2 2021 |
| 4.4 Develop a Comprehensive Staff Development Program , including: <ul style="list-style-type: none"> • Clear pathways for leadership opportunities for clerks, librarians and other staff (Q3 2021 to Q1 2022) • Revamp performance review process to reflect BPL priorities and goals (2022) • Examine and update BPL hiring practices to reflect values of equity, diversity, inclusion and anti-racism (2021) • Explore ways to reduce precarious employment (2021) | Q2 2021 to Q4 2022 |

The work of the Trans Inclusion Working Group, Indigenous Initiatives Group and the Anti-Racism Group continue as ongoing priorities.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JANUARY 21

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.
- All library branches are open 7 days a week, as follows: There are no plans to expand hours. Current safety protocols require additional staff to monitor occupancy levels, and perform enhanced cleaning duties. Evening hours continue to be quiet and staff have received very few requests to expand hours. Opening hours will be re-evaluated in March.
- As of early January, checkout is at about 80% of pre-pandemic levels, foot traffic is at about 40%, and computer use is at about 45%.
- There are no plans to offer in-person programs or access to meeting rooms at this time. Pilot virtual programs have been 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. As of early January, 15 staff in technical services, systems and public engagement & awareness 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.
- Labour Management meetings continue to take place weekly 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 staff have now been recalled.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JANUARY 21

SUBJECT: RETIRED EMPLOYEES 2020 JULY TO DECEMBER

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The following staff members retired during the second half of 2020:

Kay Manifold

Kay began with Burnaby Public Library in August 2006. She worked as a Library Clerk 2 system-wide and at the Metrotown Branch. She also became a Library Information Clerk at the Metrotown Branch, where she continued until her retirement. After 14 years of service, Kay retired on 2020 November 30.

Arlene Walker

Arlene began with Burnaby Public Library in February 1990, working as a Clerk-Mobile Library Services. She went on to work as a Library Clerk 2 at the Kingsway, McGill, and Metrotown Branches before joining the Cataloguing Department. After 30 years of service, Arlene retired on 2020 July 28 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY