<u>BURNABY PUBLIC LIBRARY BOARD</u>

<u>AGENDA</u>
Regular Meeting

DATE: 2021 February 18 (Thursday)

PLACE: via Zoom

TIME: 19:00h (7:00pm)

<u>Our dream is:</u>
A welcoming community where all people can explore, learn and connect.

<u>To realize our dream:</u>
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 hən̓q̓əmin̓əm̓ and Sḵwx̱wú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

1. <u>Election of Officers:</u>

   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) 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

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

2. **Motion** to receive agenda

3. <u>Minutes</u>

   Motion to adopt the minutes of the regular meeting held 2021
   January 21 as circulated   <u>ENCLOSED</u>

4. <u>Reports</u>

   i) <u>Board Chair</u> (verbal)

   ii) <u>Council Liaison</u> (verbal)

   iii) <u>InterLINK Representative</u> (verbal)

5. Items for Decision

   i) Trustee Contact Information   **1-2**

       Purpose: To seek the Library Board's preferred contact
                  information on trustee business cards.

   ii) 2020 Provincial Grants Report   **3-10**

       Purpose: To seek the Library Board's endorsement of the
                  2020 Provincial Grants Report.

   iii) Anti-Racism   **11-12**

       Purpose: To update the Library Board with progress on BPL's
                  anti-racism organizational development and to
                  determine how Trustees would like to participate.

6. Items for Information

   i) Digital Literacy Strategy (*Presentation*)   **13-18**

       Purpose: To present the Library Board with a summary of
                  BPL's Digital Literacy Strategy

   ii) COVID-19 and Library Operations *(verbal)*

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

7. Other Business

8. Next Library Board Meeting – 2021 March 18 at 7:00pm via Zoom.

9. 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 financial matters.

Burnaby Public Library

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TO: CHAIR AND TRUSTEES
              BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
              BURNABY PUBLIC LIBRARY

DATE: 2021 FEBRUARY 18

SUBJECT: TRUSTEE CONTACT INFORMATION
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RECOMMENDATION:

      THAT the Board discuss preferred contact information on trustee business cards

REPORT

BPL trustees are given business cards when they join the Board. These business cards have typically included a trustee's personal email and phone number. A sample card is shown below.

Sarah Bartnik
Burnaby Public Library Board Trustee
she/her

6100 Willingdon Avenue
Burnaby, BC V5H 4N5

Going forward, staff recommend that trustee business cards include the generic board@bpl.bc.ca email. This email is checked by the Administrative Assistant (Sharon Notarrigo) and forwarded to the chair and/or other trustees as appropriate. Staff also recommend that a phone number not be included on the card.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Burnaby Public Library

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TO: CHAIR AND TRUSTEES
                BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
                BURNABY PUBLIC LIBRARY

DATE: 2021 FEBRUARY 18

SUBJECT: 2020 PROVINCIAL GRANTS REPORT

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RECOMMENDATION:

        THAT the Board endorse the 2020 Provincial Grants Report

REPORT

Each year, the Burnaby Public Library receives grants from the Provincial Ministry of Education. In 2020, these grants amounted to $470,080. One of the conditions of receiving these grants is that we must submit an annual Provincial Library Grants Report, and that this report be endorsed by the Board. The information we provide in the grants report is used in part to demonstrate the value of public funds in relation to the priorities of the Provincial government and to provide valuable information, which will be used towards the Libraries Branch annual report. The report is attached.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Burnaby Public Library

2020 PUBLIC LIBRARY GRANTS REPORT

COMMUNITY OVERVIEW

Burnaby is located on the ancestral and unceded homelands of the Sḵwx̱wú7mesh and hən̓q̓əmin̓əm̓ speaking people, and is the third most populated urban centre in British Columbia with more than 233,000 residents. Burnaby is a diverse community within a rapidly growing metropolitan area. The Burnaby of today is characterized by high density residential areas and major commercial town centres blended with an abundance of parks and dedicated green space, rapid transit, high technology research and business parks, comprehensive industrial estates and major post-secondary institutions.

Burnaby's population is growing:
- The population increased by 4.3% from 2011 to 2016 (232,755), and the *Metro Vancouver Regional Growth Strategy* projects that Burnaby's population will reach 277,700 in 2021 and 345,000 in 2041;
- From 2011 to 2016, Burnaby's senior population grew by 19%;
- Burnaby's Indigenous population grew by 27% in the same time-period.

More Burnaby residents are immigrants than are non-immigrants:
- In 2016, just over 50% of Burnaby residents were immigrants;
- 14.1% of Burnaby's population immigrated to Canada during the previous 10 years;
- A majority of Burnaby residents (56.4%) have a mother tongue other than English, and 34.6% most often spoke a language other than English or French at home.

While Burnaby's diversity and the variety of languages spoken in Burnaby is one of this city's greatest assets, it does pose a significant challenge for the library – in terms of collections, programming and staffing. BPL is fortunate to be a member of Public Library InterLINK and reciprocal borrowing helps BPL address some of the demand for materials in languages other than English. BPL's participation in the NewtoBC initiative, funded initially by the Province of BC through Welcome BC and now by the federal government, has also greatly contributed to BPL's ability to serve people who speak and read in languages other than English. The Library Champions project has been particularly important to BPL's ability to connect with community members, and the Library Champions themselves have been powerful advocates. In addition, BPL works closely with settlement-serving agencies in Burnaby and other community partners to provide programming in several languages, including Chinese and Korean. The library actively seeks people with proficiency in languages in addition to English when recruiting new staff.

ABOUT BURNABY PUBLIC LIBRARY

Burnaby Public Library empowers the community to engage with and share stories, ideas and information. Our dream is a welcoming community where all people can explore, learn and

connect. Our four library branches offer books, magazines, DVDs, audiobooks and other materials in a dozen different languages. Through www.bpl.bc.ca, Burnaby residents can download free e-books and audiobooks, stream independent films and music, and access online magazines and newspapers.

Our innovative programming for children, teens and adults provides opportunities for more people in our community to interact with ideas and with each other, and seeks to excite and engage people's curiosity and imagination. We offer in-person programs at all four of our branches, including storytimes for babies, toddlers and families, Man in the Moon for male caregivers, and bilingual ASL storytimes. The Library is a gateway to literacy and online learning, and we provide opportunities for learning in-person through classes and individual help, and online through databases that help people learn a language or develop software, business and creative skills.

BPL's branches are important public spaces, meeting places and centres for discovery and dialogue. We provide access to computers and Wi-Fi, and our expert staff help people access the information that they need for work and study, and to navigate essential services online. Library staff work outside our branches too. The Home Library and Accessible Service Department provides personalized service and an exclusive collection of library materials to patrons who are unable to come to our branches due to health reasons or a physical disability; we visit private residences, care facilities, assisted living spaces and other institutions, and through services such as NNELS offer materials in alternative formats to clients who are print-disabled. BPL offers services to newcomers to Burnaby through partnerships with immigrant service organizations, and through our Library Champions program, which trains community members to connect newcomers with library programs and services. And our pop-up libraries, outreach van and Burnaby Public Library enable staff to reach community members at neighbourhood events, schools, farmers' markets and other community gathering spaces.

Guided by a board of citizen volunteers appointed by City Council, the Library is an integral part of the services offered to Burnaby residents. These dedicated board members work to ensure that the Library supports the City's goals and contributes to making Burnaby an outstanding place to live, learn, work, invest and play.

BPL STRATEGIC GOALS

The 2019-2022 BPL Strategic Plan looks outward to our community and inward to our capacity to develop services that support our community's needs. The Board outlined four main priorities:

- Connect with Community
- Encourage curiosity and exploration
- Create welcoming and innovative spaces
- Invigorate people and culture

In 2020, priorities shifted as the community and the library shifted to respond to the COVID-19 pandemic.

ADDRESSING STRATEGIC PRIORITIES

Provincial funding has helped Burnaby Public Library to address our community's priorities, in line with the strategic priorities identified in *BC's Strategic Plan for Public Library Service.*

Elimination of Late Fines

> *BPL Goal: Connect with Community*
> *Libraries Branch Strategies: Improving access for British Columbians; Advancing citizen engagement*

Burnaby is a stronger community when everyone can freely access resources and information, at every stage of life. In July, BPL stopped charging for overdue items and eliminated existing late fines. The BPL Board made the initial decision to eliminate late fines in July 2019, and Burnaby City Council supported the initiative by providing an additional $165,000 in revenue in BPL's annual budget from 2020 onwards.

We knew from the work of our librarians in the community, and from stories that staff heard in the library, that fines present a significant barrier to library use. Vulnerable populations are disproportionately impacted by overdue fines and in many cases simply stop using the library. For example:
- People with mental health or cognitive issues can have difficulty managing due dates
- Children and teens lack the financial ability to pay fines and the independent mobility to visit the library to return materials on time
- For people living in poverty, overdue fines can quickly become a financial burden
- People with limited digital literacy or access to technology have fewer opportunities to receive notification of upcoming due dates
- People with privilege and English language fluency are more likely to approach staff to ask for fine reduction or forgiveness

BPL staff also shared stories about the impact of late fines, and the impact of removing late fines:
- In May 2019, community librarians visited a food bank where a client had fines on his and his wife's card waived. The couple had hit a "difficult patch" and the fresh start meant they could use the library again. They are now active library users and have been borrowing movies.
- In February 2019, a visit at a conversation circle led to an interaction where overdue fines were waived. The patron "appreciated that the staff understood me when we talked about a fine on my card and they waived it." The patron hadn't been able to talk to staff in the branch due to language barriers.
- In 2018, a librarian at a public event met a professor who had stopped using the library five years ago because of the fines on her card from borrowing books for her children. She still had the library card in her purse but was no longer using it. She told the librarian that being charged for encouraging her children to borrow many books was unfair.

- In 2018, a community leader who was interviewed as part of the strategic planning process said that when her children were young she had stopped them from borrowing library books as busy family life made it difficult to keep track of due dates and the family could not afford overdue fines.

New website

BPL Goal: Create Welcoming and Innovative Spaces
Libraries Branch Strategies: Improving access for British Columbians; Advancing citizen engagement

BPL launched a new website in December 2020. 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. We are continuing to monitor feedback and make adjustments as themes emerge.

Transgender Inclusion Working Group

BPL Goal: Invigorate people and culture
Libraries Branch Strategies: Building capacity

In August 2019, BPL formed a Transgender Inclusion Working Group to identify barriers trans and nonbinary staff and patrons face in the library and to make recommendations to remove these barriers. The group was successful in installing "trans people welcome" signage on washrooms, removing deadnames from patron records, and delivering professional gender diversity training for 170 staff. Some of the changes to make the library more trans inclusive have had the added benefit of increasing equity, diversity and inclusion for other vulnerable groups, such as a new policy that anyone can get a library card without showing legal identification. Along with these cultural changes came many challenges and organizational obstacles, including training management as subordinates; assessing staff understanding; supporting staff in explaining trans inclusive signage to patrons; handling internal criticism of the working group's existence; accessing the community with outreach; and examining our room booking policies. The group consists entirely of non-supervisory staff, which gave the group a unique perspective as well as some valuable learning opportunities.
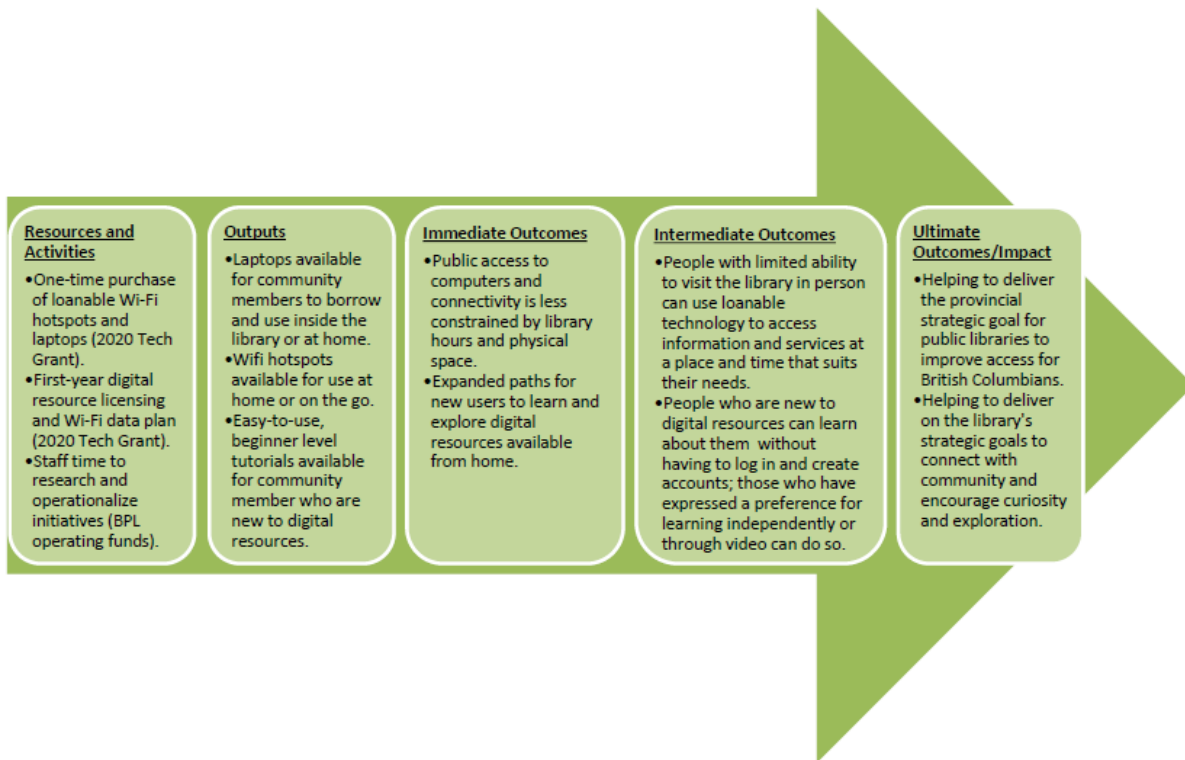
TECHNOLOGY GRANT

Burnaby Public Library received a one-time grant of $42,270 from the Ministry of Education in 2020 to be used for planning, developing and improving the library's digital resources and services, and technical infrastructure. The timing and intent of the grant aligned with the library's community development approach to serving Burnaby residents during the pandemic. With this funding, we've been able to increase access to technology and connectivity during a time when digital inclusion is most critical.

The grant is funding three initiatives that respond to identified community needs:
1. Laptop lending: this $12,500 project makes laptops available to community members to use inside or outside the library, extending computer access both inside and outside library spaces.
2. Wi-Fi hotspot lending: this $25,000 project makes Wi-Fi hotspots available for use at home and on the go. Community members can borrow Wi-Fi hotspots at library branches, or by connecting with a community librarian.
3. Niche Academy: this online training platform offers easy-to-use, beginner level tutorials for digital resources, creating a way in for community members who are just getting to

know digital resources available to them from the library. The technology grant is funding the first year of this resource at BPL, at a cost of $4,800.

Resources and Activities
- One-time purchase of loanable Wi-Fi hotspots and laptops (2020 Tech Grant).
- First-year digital resource licensing and Wi-Fi data plan (2020 Tech Grant).
- Staff time to research and operationalize initiatives (BPL operating funds).

Outputs
- Laptops available for community members to borrow and use inside the library or at home.
- Wifi hotspots available for use at home or on the go.
- Easy-to-use, beginner level tutorials available for community member who are new to digital resources.

Immediate Outcomes
- Public access to computers and connectivity is less constrained by library hours and physical space.
- Expanded paths for new users to learn and explore digital resources available from home.

Intermediate Outcomes
- People with limited ability to visit the library in person can use loanable technology to access information and services at a place and time that suits their needs.
- People who are new to digital resources can learn about them without having to log in and create accounts; those who have expressed a preference for learning independently or through video can do so.

Ultimate Outcomes/Impact
- Helping to deliver the provincial strategic goal for public libraries to improve access for British Columbians.
- Helping to deliver on the library's strategic goals to connect with community and encourage curiosity and exploration.

COVID-19 IMPACT AND REPSONSE

COVID-19 had a significant impact on library services, both in terms of activity levels of traditional services and in development of new services. Closure of library branches in mid-March resulted in a sharp downtown in most activities. Once BPL began offering paper bag pick up in June, and then limited reopening of physical spaces in July, visits and checkouts of books and other materials began to rebound, and continued to do so to varying degrees throughout the rest of 2020. In general:

- In-person visits, patron questions, and computer use remain low – at 40-50% of pre-COVID activity levels
- Circulation of physical materials has rebounded to about 75% of pre-COVID activity
- In-person programs and meeting room rentals remain suspended

Shifting Focus to Community Work
In March 2020, when closing our doors to the public limited our options, the library connected with service providers, attended community meetings, and created collaborative projects with key agencies following an approach based on equity and inclusion. These important connections led us to urgent needs in the community around technology and digital access, food security, and social isolation. For the rest of the year, staff created and adapted services to

solve these community needs, including visits to local food banks with wifi hotspots to provide connectivity, a community guide on our website with services available in Burnaby during the pandemic, online train-the-trainer sessions for service providers on digital solutions to serve their clients, and targeted literacy programs for vulnerable residents. As a result, we were able to expand our partnerships, redefine and be redefined by the audiences we serve, train staff on community development goals and techniques, create targeted content, and update and enhance BPL's community profile.

Library Collections

COVID-19 presented significant collections-related challenges in 2020. Temporary library closures and the need for community members to stay at home resulted in an immediate and unprecedented demand for digital resources. E-book circulation increased 247% in the first month of the pandemic, and new users of e-books and digital audiobooks grew by 449%. We quickly realized the need to reallocate funds and shift staff energy to support community members at home, and to cover the high cost of delivering e-books and audiobooks to residents. We reduced our budget for physical materials by 28% and increased our budget for digital materials by 520%, thanks to one-time and surplus operating funds. Provincial grants (direct and to the BCLC) allowed BPL to add new digital resources, and move on projects to lend laptops and Wi-Fi hotspots. We added Kanopy, a film streaming resource that's been popular with Burnaby residents, and worked with public service staff to ensure they could provide the help patrons needed accessing the full range of digital resources available to them.

When libraries reopened, staff shifted their energy back to physical resources, reducing uncatalogued collections and cataloguing more materials so patrons could place holds. We also increased loan periods for DVDs and magazines to match books, to reduce pressure on borrowers to make frequent trips to library branches. The need to balance both priorities – physical and digital collections was felt in 2020 more so than in any other year. New users of e-books and digital resources levelled off over time, but circulation remains high. In 2020, digital checkouts represented 16% of total circulation at BPL, compared to just 4% of total circulation in 2019. We anticipate increased circulation of physical materials but continuing demand high for e-books and downloadable audiobooks in 2021.

SUMMARY

The COVID-19 pandemic has focused Board and staff on what's really important to our community, and staff have done extraordinary work in adapting to meet the community's changing needs. Burnaby Public Library is more determined than ever to continue work on the goals in our 2019-2022 Strategic Plan and our dream of a welcoming community where all people can explore, learn and connect.

Burnaby Public Library would like to take this opportunity to thank the Government of British Columbia for its ongoing commitment to public libraries and for the financial support we received in 2020.

Burnaby Public Library

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TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 FEBRUARY 18

SUBJECT: ANTI-RACISM
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RECOMMENDATION:

> **THAT** the Board discuss trustee participation in anti-racism organizational development

REPORT

Background

In June 2020, BPL Trustees approved the expenditure of up to $20,000 from the Library Endowment Fund for anti-racist organizational development. This report provides a brief update to the Board on progress to date, and asks trustees to consider how they want to participate in anti-racism organizational development.

Work to Date

An internal staff Anti-Racism Working Group was formed in December 2020. The group's initial focus is to curate some of the many resources that staff have collected about anti-racism.

Supervisors have been setting aside an hour a week for staff to engage in self-directed learning. The initial focus of this time was on learning related to the new public service staffing model. Supervisors are now shifting the focus to learning about anti-racism.

Consultants

In January 2021, the Chief Librarian and the Manager, Community Development met with anti-racism consultants to discuss potential avenues for anti-racist organizational development. Two consultants have been engaged to undertake an anti-racism organizational climate audit. The purpose of this audit is to

- provide opportunities for staff in various roles and identities to share their lived experiences, hopes and fears through individual and group interviews

- to create a report analyzing the information and themes gained from interviews, and

- to develop findings and recommendations for next steps for internal anti-racist culture change, policy and practice.

The project will be launched at the end of February, with interviews taking place in March and April. The consultants have identified the Library Board as a group that they would like to interview. Two options are offered for trustees' consideration:

1. Set aside about one hour of the March 18 Board meeting for all trustees to meet with the consultants

2. Set up a separate time for interested trustees to meet as a group with the consultants.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Burnaby Public Library

ASSISTANT DIRECTOR'S REPORT

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TO: CHAIR AND TRUSTEES
            BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, COLLECTIONS AND TECHNOLOGY
            BURNABY PUBLIC LIBRARY

DATE: 2021 FEBRUARY 18

SUBJECT: DIGITAL LITERACY STRATEGY
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RECOMMENDATION:

> **THAT** the Library Board receive this report for information.

REPORT

Allison Jones completed their work on the digital literacy strategy in December 2020. 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.

The report summary is included for trustees' information.

Trish Mau
ASSISTANT DIRECTOR, COLLECTIONS AND TECHNOLOGY
BURNABY PUBLIC LIBRARY

Digital Literacy Strategy

Summary Version

December 2020

Prepared by Allison Jones, Digital Resources Librarian

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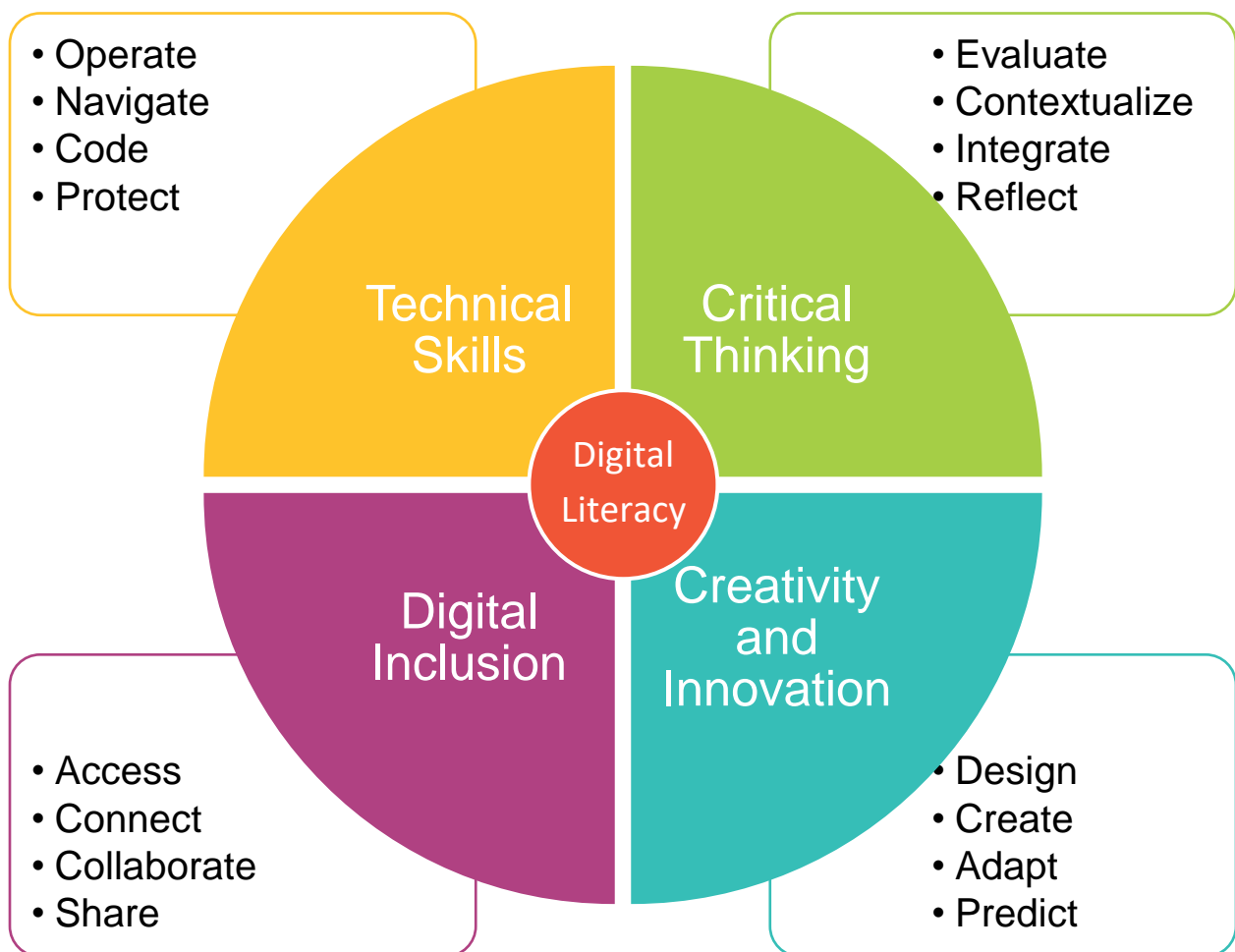www.bpl.bc.ca

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Introduction

This is a summary version of the full Digital Literacy Strategy prepared for Burnaby Public Library (BPL). It includes the definition of digital literacy, an overview of the environmental scan and community engagement and a summary of recommendations from the full report.

Digital Literacy Definition

Digital literacy is a set of skills that allows people to:

- Use technology to solve problems,
- Think critically about the uses and roles of technology in society,
- Interact with technology in creative and innovative ways and
- Participate in a digitally inclusive environment.

The following diagram shows how the four key components of digital literacy are interconnected and interdependent and provides examples of skills related to each component.

- Operate
- Navigate
- Code
- Protect

- Evaluate
- Contextualize
- Integrate
- Reflect

Technical Skills

Critical Thinking

Digital Literacy

Digital Inclusion

Creativity and Innovation

- Access
- Connect
- Collaborate
- Share

- Design
- Create
- Adapt
- Predict

Overview of Environmental Scan and Community Engagement

The development of this strategy involved creating an environmental scan and doing community engagement, which were used to develop recommendations for BPL.

Environmental scan

The environmental scan process included gathering internal and external information. Internal information gathering consisted of reviewing prior digital literacy projects at BPL, existing digital literacy work at BPL and relevant staff feedback from past consultations. Additionally, 16 staff whose work regularly involves digital literacy activities were interviewed for this project and asked to provide input on the strengths, weaknesses, opportunities and threats to BPL's digital literacy work.

Staff reported on the strength of existing digital literacy programming, but also identified a number of challenges to this work, including reluctance to develop more advanced programs, reliance on auxiliary staffing, limited off-desk time for librarians, equipment and logistical challenges and organizational silos and bureaucracy. The new public service staffing model, branch renovations/construction projects and ongoing printing and digital literacy projects were seen as opportunities to overcome these challenges.

External information gathering included compiling statistical data on technology and internet access in Canada, gathering information on organizations in Burnaby who do digital literacy work, learning about the approaches to digital literacy of other local libraries and reviewing the broader landscape of digital literacy work and advocacy at a national and international level.

Community engagement

This external scan formed the basis for community engagement work for this project, including connecting with many local Burnaby organizations who do digital literacy work. While internet and technology access are increasing in Canada and Burnaby, there is a digital divide in our community. Many Burnaby community members face significant barriers to accessing the technology, developing the skills and building the confidence that they need to complete essential tasks like applying for government services, participating in public education, or communicating with friends and family. This is especially true for seniors, newcomers, people living in poverty and others who are marginalized in our community.

This digital divide has been very clear during the COVID-19 pandemic. As a result, Burnaby organizations have come together in the Primary Care Networks' Technology Working Group to collaborate on addressing it, mainly by providing access to devices, internet and digital literacy instruction. However, there is still much work to be done to ensure equitable access and digital literacy for all community members.

Finally, a community survey was conducted to collect feedback directly from Burnaby community members and BPL patrons. 390 responses were received, including 86 paper surveys and 304 online surveys. Detailed findings are presented in the full report, as well as

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commentary on the limitations of the survey as a tool to gather information on this topic. A few key findings from the survey include:

- Respondents are supportive of a wide range of digital literacy work that BPL could undertake.
- Although the survey's sample size is quite small, respondents' needs and interests differed by their age and by how they responded to the survey (on paper or online).
- The most popular technology that respondents would like to have access to but are unlikely to buy themselves are 3D printers (62%), specialty printing equipment (51%), video recording and editing equipment (36%) and digitization tools (34%).
- Respondents were most likely to learn new technology by experimenting and learning by doing, watching videos, reading instructions or asking a friend/family member.
- Community members are excited to learn about and try a wide range of activities. Some of the most popular are 3D printing, removing accessibility barriers, creating digital art, using virtual reality and scanning photos/documents.
- Overwhelmingly, respondents described how the COVID-19 pandemic has dramatically increased their use of technology. Almost half of survey respondents entered some variation of this theme in their free text response.

Summary of Recommendations

A summary of recommendations corresponding to each area of BPL's Digital Literacy Definition, as well as staffing recommendations to support the additional initiatives, are presented in the table below. These have been selected because they are essential to creating a solid foundation for implementing other recommendations or are already planned or in progress. A full list of recommendations is available in the complete Digital Literacy Strategy.

Acting on these recommendations would make a significant contribution towards BPL's strategic goals, especially:

- Identify and remove barriers to library services
- Support skill development and digital knowledge
- Activate new spaces
- Support staff to reach their full potential
- Strengthen our partnerships

Staffing
- Determine staffing plan and accountability structure for implementation of strategy   - Clarify responsibility for all types of digital literacy work across audiences (ex. create holistic Digital Access/Services Librarian role or designate portfolios within various new staff roles)   - Create team to collaborate on digital literacy work system-wide   - Provide training for staff on existing, new and emerging technology   - Offer regular technology training for BPL staff (ex. annual training day)   - Increase Systems team capacity for ongoing staff training and support

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• Increase capacity for maintaining Curiosity Collection and programming technology ○ Clarify what is done by Systems team and consider how branch staff could develop skills and independence in this area as well	

Technical Skills	Critical Thinking

• Investigate opportunities for community-based, intergenerational technology programming, including:
    ○ Create tech buddies program for teens to help seniors
    ○ Offer one-on-one tech help and group programming for seniors in care homes
• Build capacity for digital literacy training outside of the library
    ○ Support Burnaby non-profit staff doing tech support with community members
    ○ Consider development of shared basic digital literacy curriculum with partners
	• Offer more intermediate and advanced digital literacy programs and incorporate digital literacy into life skills programming (ex. job or housing search)
	    ○ Increase experiential and self-directed learning opportunities
	• Offer collaborative programming with digital justice organizations, especially on issues related to technology, social justice, privacy, security and digital wellness
	    ○ Support families to evaluate impacts of technology and set boundaries about its use (ex. screen time)

Digital Inclusion	Creativity and Innovation

• Address Burnaby's digital divide
    ○ Increase access to Wi-Fi, computers and power outlets inside and outside BPL branches, including loaning Wi-Fi hotspots and laptops to community members and groups
    ○ Provide access to additional essential technology, such as smartphones and accessibility devices, with primary focus on older adult use
    ○ Offer a wider range of essential technology services to patrons in the library, such as improved printing or loaning chargers
    ○ Engage in advocacy efforts related to the digital divide and universal Wi-Fi access
• Develop consistent digital literacy programming model throughout BPL
    ○ Increase experiential and self-directed learning opportunities
	• Create innovative, collaborative and accessible digital creation spaces across BPL branches that provide access to technology and training, including:
	    ○ 3D printers
	    ○ Improved basic and specialty printing
	    ○ Video, audio and photo recording and editing equipment
	    ○ Digitization tools
	    ○ Musical instruments
	• Provide access to additional emerging technology, with primary focus on teen/young adult use, including:
	    ○ Drones
	    ○ Robots
	    ○ VR/AR
	    ○ Video gaming consoles
	• Increase responsiveness of tech programming to incorporate new and emerging trends
	    ○ Develop programming in tandem with creation of new digital spaces

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