

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2021 April 15 (Thursday)

PLACE: via Zoom

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

Our dream is:

A welcoming community where all people can explore, learn and connect.

To realize our dream:

We empower the community to engage with and share stories, ideas and information.

We would like to recognize we are on the ancestral and unceded homelands of the hən̓q̓əmi̓n̓əḥ̓ and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this territory.

PAGE NO.

1. **Motion** to receive agenda

2. **Minutes**

Motion to adopt the minutes of the regular meeting held 2021 March 18 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (*verbal*)

ii) **Council Liaison** (*verbal*)

iii) **InterLINK Representative** (*verbal*)

4. **Items Requiring a Decision**

i) **Appointments: Finance Committee**

ii) **2020 Statement of Financial Information (SOFI)**

ENCLOSED

Motion to approve the 2020 Statement of Financial Information

5. **Items for Information**

i) **Response to North Vancouver District Library Incident** (*verbal*)

ii) Strategic Plan Report: First Quarter 2021

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the first quarter of 2021 in the context of the Strategic Plan.

iii) Services During COVID-19 Update (*verbal*)

6. Other Business

7. Next Library Board Meeting – 2021 May 20 at 7:00pm via Zoom.

8. Adjournment

Motion to adjourn the regular meeting



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 APRIL 15

SUBJECT: STRATEGIC PLAN REPORT Q1 2021

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 | Q1 2020 | Q1 2021 | Increase/Decrease | |
|--------------------|----------------|----------------|--------------------------|-------------|
| | | | Number | % |
| Metrotown | 2,152 | 1,680 | -472 | -22% |
| McGill | 813 | 527 | -286 | -35% |
| Tommy Douglas | 748 | 573 | -175 | -23% |
| Cameron | 605 | 315 | -290 | -48% |
| HLAS | 14 | 24 | 10 | 71% |
| Outreach | 114 | 20 | -94 | -82% |
| TOTAL | 4,446 | 3,139 | -1,307 | -29% |

| HLAS | Q1 2020 | Q1 2021 | Increase/Decrease | |
|----------------|----------------|----------------|--------------------------|----------|
| | | | Number | % |
| Visits | 233 | 308 | 75 | 32% |
| Patrons Served | 459 | 559 | 100 | 22% |

| OUTREACH VISITS | Q1 2020 | Q1 2021 | Increase/Decrease | |
|------------------------|----------------|----------------|--------------------------|------------|
| | | | Number | % |
| Adult | 75 | 90 | 15 | 20% |
| Teen | 27 | 27 | 0 | 0% |
| Children | 22 | 52 | 30 | 136% |
| TOTAL | 124 | 169 | 45 | 36% |

| OUTREACH CONNECTIONS | Q1 2020 | Q1 2021 | Increase/Decrease | |
|-----------------------------|----------------|----------------|--------------------------|-------------|
| | | | Number | % |
| Adult | 916 | 842 | -74 | -8% |
| Teen | 595 | 146 | -449 | -75% |
| Children | 341 | 683 | 342 | 100% |
| TOTAL | 1,852 | 1,671 | -181 | -10% |

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|--|------------------------|--|
| 1.1 Understand Needs of Non-English Language Speakers | Beth | On hold due to COVID-19. Restart in Q2 2021. |
| 1.2 Expand and Improve Services for Neurodiverse Youth | Beth | On hold due to COVID-19. Restart in Q1 2022. |
| 1.3 Offer ASL Interpretation at BPL Programs | Heidi | On hold due to COVID-19. Restart in Q4 2021. |

Rehab Residence

Community librarian Nicole virtually visited a non-profit rehab residence for women recovering from addiction. Nicole talked with participants about some of their interests and went over some online resources. Many of the residents were really excited to hear that they could access things like online classes right from home. One standout moment was when participants asked about library fines, which made Nicole think that some of the women have probably had experience with some kind of library fines in the past. When Nicole told them that BPL is doesn't charge late fines they were super surprised. This was the first time that Nicole had seen such an openly excited reaction to our fine free policy. Since Nicole's visit more than half of the residents have registered for cards.

Burnaby Medical Office Assistants

In partnership with the Burnaby Primary Care Network, BPL librarians were invited to the Burnaby Medical Office Assistants Information Session. This is a regular meeting that the Burnaby PCN organizes "to create pathways of information and knowledge sharing between medical and social supports. MOAs (Medical Office Assistants) are front line staff that often would be made aware of circumstances affecting patients due to their proximity and communication with patients". In this session, Community Librarians talked to 30 MOAs about library services in general and specifically digital services and learned about their information needs. Librarians are working now towards the goal of creating a community guide that the MOAs will be able to use when serving patients.

Vaccination support

Home Library and Accessible Services staff have been connecting with HLAS patrons over the phone to talk about their awareness of the COVID vaccination process and to offer support with booking appointments. Staff will continue with the calls until they have connected with all HLAS patrons.

Community librarians are visiting the Outreach Resource Centre twice a week to provide tech support for patrons wanting to book immunization appointments online. Staff at the ORC suggested the visits after finding that many of their clients didn't have appointments even when they are within the age limit. Clients have taken advantage and requested the librarians to keep coming.

Tommy Douglas outreach activities

Tommy Douglas and Community Outreach librarians maintained their community connections throughout the quarter via Zoom and in-person activities with the Southside Community Church's weekly food bank distributions and community gatherings, visiting five local elementary schools online, and presenting informational sessions on three occasions at the MOSAIC Family Centre for newcomer and refugee families.

Spanish language outreach

Following a request for services in Spanish, two Tommy Douglas librarians attended a Spanish language family drop-in at the Burnaby Neighbourhood House. Eva, an adult public services librarian is a native Spanish speaker, and provided support for Ana, a children's librarian who is a native Portuguese speaker with a good grasp of Spanish. Ana prepared the songs and rhymes in advance, a mixture of well-known English songs translated into Spanish and also a couple of Spanish-speaking countries' kids songs. Ana saw the amazing work libraries in the US were doing with virtual bilingual storytimes and practiced reading with Eva before the program started to make sure she had the correct pronunciation and vocabulary. Ana delivered the storytime, Eva presented library information, and both librarians answered questions. There were about 20 people in the visit, including kids and babies. Most mothers were newcomers and were still learning English, and many were not library users. The niños were very cute participating in the storytime, and the women were so engaged, asked lots of questions about the library, about English learning materials and tests. Librarians also talked about the importance to foster the development of the children's home language. The program was scheduled for an hour, but stretched to two hours because of the participants' interest.

MOSAIC Family Centre

Ashley at Metrotown reached out to MOSAIC's Family Centre (who serve refugees) at the beginning of March and was invited to support their Spring Break programming for families. She spoke to many families over Zoom to give them a tour of the Tommy Douglas Library and introduce them to the Sphero robots in our Curiosity Collection. Through MOSAIC, 10 families borrowed robots and were given a challenge to use block coding to program the robots to drive in a square, as well as more difficult challenges.

Supporting seniors at Cameron

Cameron is regularly used by many senior patrons. The library's services have been promoted by the Cameron Seniors Society throughout the pandemic, who have been doing programs online since they can no longer meet in person. This has helped reduce isolation and loneliness for many Cameron area residents. When the new COVID vaccine rollout plan was announced, the library was approached by several patrons in their 90s and late 80s who were having trouble booking their appointments and were very nervous that they would miss their first shot. Staff were able to assist these patrons using the information provided by the Community Development Team and even heard back from a few excited patrons about their appointments. One patron told Jamie: "I am so thankful for the library's help and kindness. I can't begin to say

how much I appreciate this!” This patron even visited after he had his vaccine shot to tell us how it went.

Inclusive service at Cameron

A young man and his support workers came to Cameron one day and were surprised by how easy it was to get a library card for the young man without ID. They have since become Cameron regulars and love using the computer/Wi-Fi stations. One support worker told Maja that they found things very difficult for their client during COVID and that they are so extremely thankful for the services the library provides.

2. Encourage Curiosity and Exploration

We will:

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

| <i>CIRCULATION – PHYSICAL ITEMS</i> | Q1 2020 | Q1 2021 | Increase/Decrease | |
|-------------------------------------|----------------|----------------|-------------------|-------------|
| | | | Number | % |
| Adult | 344,450 | 271,755 | -72,695 | -21% |
| Teen | 20,316 | 22,487 | 2,171 | 11% |
| Children | 274,671 | 270,855 | -3,816 | -1% |
| TOTAL | 639,437 | 565,097 | -74,340 | -12% |

| <i>CIRCULATION – DIGITAL</i> | Q1 2020 | Q1 2021 | Increase/Decrease | |
|------------------------------|---------|---------|-------------------|------|
| | | | Number | % |
| e-Books | 25,028 | 58,836 | 33,808 | 135% |
| e-Audiobooks | 13,115 | 21,113 | 7,998 | 61% |

| <i>COMPUTER SESSIONS</i> | Q1 2020 | Q1 2021 | Increase/Decrease | |
|--------------------------|---------------|---------------|-------------------|-------------|
| | | | Number | % |
| Metrotown | 15,711 | 9,438 | -6,273 | -40% |
| McGill | 6,894 | 4,855 | -2,039 | -30% |
| Tommy Douglas | 11,824 | 7,079 | -4,745 | -40% |
| Cameron | 3,853 | 2,725 | -1,128 | -29% |
| TOTAL | 38,282 | 24,097 | -14,185 | -37% |

| WiFi Unique Devices* | Q1 2020 | Q1 2021 | Increase/Decrease | |
|-----------------------------|----------------|----------------|--------------------------|------------|
| | | | Number | % |
| Metrotown | 81,287 | 109,987 | 28,700 | 35% |
| McGill | 36,338 | 41,860 | 5,522 | 15% |
| Tommy Douglas | 19,734 | 12,250 | -7,484 | -38% |
| Cameron | 19,122 | 17,008 | -2,114 | -11% |
| TOTAL | 156,481 | 181,105 | 24,624 | 16% |

*Starting December, 2020, WiFi stats include ShawOpen

| PROGRAMS | Q1 2020 | Q1 2021 | Increase/Decrease | |
|----------------------------------|----------------|----------------|--------------------------|-------------|
| | | | Number | % |
| All Adult | 103 | 11 | -92 | -89% |
| Adult Digital Literacy | 34 | 1 | -33 | -97% |
| All Teen | 25 | 13 | -12 | -48% |
| Teen Digital Literacy | 1 | 0 | -1 | -100% |
| All Children | 141 | 0 | -141 | -100% |
| Storytimes | 118 | 0 | -118 | -100% |
| Children Digital Literacy | 7 | 0 | -7 | -100% |
| TOTAL | 269 | 24 | -245 | -91% |

| PATRON QUESTIONS | Q1 2020 | Q1 2021 | Increase/Decrease | |
|-------------------------|----------------|----------------|--------------------------|-------------|
| | | | Number | % |
| Reference | 10,424 | 4,686 | -5,738 | -55% |
| Readers Advisory | 2,056 | 1,281 | -775 | -38% |
| Tech Help | 4,503 | 3,650 | -853 | -19% |
| TOTAL | 16,983 | 9,617 | -7,366 | -43% |

| ONE-ON-ONES | Q1 2020 | Q1 2021 | Increase/Decrease | |
|-----------------------------------|----------------|----------------|--------------------------|----------|
| | | | Number | % |
| Patron one-on-one sessions | 0 | 28 | 28 | - |

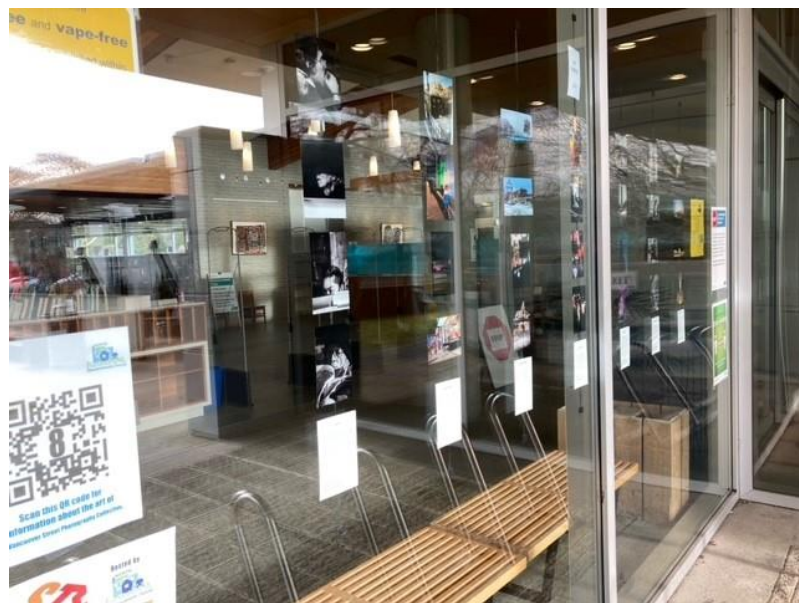
| DIGITAL RESOURCES | Q1 2020 | Q1 2021 | Increase/Decrease | |
|--------------------------------|----------------|----------------|--------------------------|----------|
| | | | Number | % |
| Movies/Music Streamed | 2,278 | 5,974 | 3,696 | 162% |
| Online Courses Accessed | 3,450 | 6,243 | 2,793 | 81% |

Job search presentations

Librarians partnered with the Burnaby Intercultural Planning Table Employment Working Group to deliver presentations on job searching and entrepreneurial resources to immigrants in Burnaby. The presentations focus on library resources and professional support, and feedback from participants has been very positive. There is a potential role for the library in providing customized one-on-one research assistance to community partners.

Stride Burnaby Arts Festival

In January, the McGill branch supported the Stride Burnaby Arts Festival as a venue for showcasing the work of Burnaby artists from the Vancouver Street Photography Collective. Throughout the two weeks, library visitors and Stride Festival followers viewed the photographs, which were mounted face-out on library windows. By using our space to take part in this artful tour of the Burnaby north community, we supported creation and sharing and encouraged exploration. We hope to continue to take part in creative community initiatives in the future.



Jan. 2021

Dear Jessica, Franca and McGill Branch Staff

Thank you for showcasing our work at McGill Branch. It means a lot to us as Burnaby artists and patrons of your library. We appreciate all of the many services you provide for our community and look forward to collaborating again on future events. Our warmest wishes for a safe, happy and healthy year!

Burnaby? for VANSPC

Jax Mike W. Jake Wang Lily Hannahsh
Daniel Musquin Daniel Lin Kathryn Ford

Advanced zoom workshops

In partnership with the Burnaby Neighbourhood House, librarians delivered a workshop on advanced zoom to staff from non-profits in Burnaby who are interested in improving skills to better serve their clients. The workshops were identified as a need from the Burnaby Primary Care Network Technology meeting, and attendees suggested that, even when this is a topic that can be researched online, the idea of learning by committing to attending something, and the aspect of learning together, make these train-the-trainer sessions relevant and useful.

Virtual library tours as tools for connecting with community in digital spaces

Community Librarians created an online general library tour for SUCCESS, where they talked to many new immigrants to Burnaby. Librarians shared library services during the pandemic, and got to show off the new BPL website. During the tour, librarians noticed that many participants were excited to learn more about the library's English language learning resources and online databases.

McGill Library and City of Burnaby Archives virtual tour

At the request of a local teacher, McGill and City Archives staff delivered a virtual tour of the library and the archives to a Grade 1 class of Confederation Park Elementary students. In a prerecorded video, staff followed storybook characters Elephant & Piggie around the building to highlight the architecture and history of the library, and its connection to the community. The

visit ended with a live tour of the archives. The students were thrilled to see their familiar storybook friends and asked many thoughtful and curious questions about the library and its history. Having worked closely with the teacher on the content for the tour, staff were able to support her learning goals for her class and to maintain the strong relationship we have with local schools. Staff plan to continue to be responsive to community requests in a fun and creative ways.



Information help

A McGill patron needed help filling in an EI form online and an online employer form after being laid off from work at a job he had for many years. He had limited computer and English skills. The patron came in twice and McGill staff provided two one-to-one sessions for him. With access to a computer/internet and assistance in navigating digital forms, the patron accomplished his goals. He was very pleased with the service and with the dedicated staff — telling staff that he was unable to get this help anywhere else in the community.

Developing coding skills

At Cameron, a mom came in with her child, distressed that she had misplaced all three of her family's library cards. She was embarrassed because BPL had already replaced the cards once before. Myles, a children's librarian, explained that it wasn't a big deal because people lose things all the time. He issued new cards for the family and told the mom about storing the card number using the BPL mobile app. The mom told another staff member that her daughter had taken out a coding book because she was learning Scratch coding at school. Myles let the patron know that she could do the same block coding in Scratch with BPL's lendable Spheros. Myles showed her how to find Spheros in the catalogue and the mom left excited about the idea that she could practice coding at home with her child to help support her in her studies.

WiFi hotspot lending

The library began lending mobile WiFi hotspots in March. This initiative grew out of outreach work before and during the pandemic, where we heard that many community members in Burnaby face barriers to accessing the internet. The mobile hotspots are small and highly portable. They allow users to connect Wi-Fi enabled devices (like a smartphone, tablet or laptop) to the internet wherever they are: at home, in the park, or on the go. The library has 20 WiFi hotspots available, including five reserved for community outreach librarians to lend to people who aren't aware of or are otherwise unable to access the collection. The hotspots will work throughout Burnaby and most of the Lower Mainland.

At Cameron, all the hotspots were checked out within a day. Information Clerk Maja had a great interaction with a senior citizen couple that come to the library to use WiFi every day. The

couple mainly speak Cantonese, but Maja was able to tell them about the hotspots thanks to a phone call with their son. The couple were very excited to have WiFi at home and the son thanked Maja for thinking of them and going the extra mile.



Celebrating Nowruz

Auxiliary librarian Yasmin created a display of books and information at Cameron to celebrate Nowruz (Persian New Year).



Parent Learning Event

Children and Teen Services Coordinator Vicki Donoghue worked with Burnaby Family Life to develop and deliver a series of parent talks called Parent Learning Event. The online workshops

included self-compassion, screen time, nature, and community connection. The talks were recorded and resource lists were created to support parents going forward.

Welcoming new patrons

At Metrotown, a woman who did not speak English well came in with her 11-year-old grandson who wanted a book in a fantasy series. She explained that her grandson’s parents were in China and he was living with her. When the librarian tried to place the hold on her card the card didn’t work so after a chat with the grandson the librarian made him a card and helped him create his account on the website and place the hold. After he placed the hold the librarian showed him the space to sign his new card. His grandmother went to sign it but he stopped her and was very pleased when he signed it himself.

Transforming lives

A regular Metrotown patron, who used to come in to the branch every day, would not engage verbally with staff and there had been conflicts about them not wearing a mask. After some time, the patron came in and looked like an entirely new person, head up, smiling, making eye contact. They reported that they had just got a place to live after being homeless for some time. They told staff how much it meant to them, being able to come into the library and search and apply for housing and just be somewhere that felt safe.

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|--|-----------------|--|
| 2.1 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. |
| 2.2 Develop Virtual Library Programs | Heidi | Adult Public Service Librarians developed three core virtual programs – Book Discussion Circles, ESL Conversation Circles, and Job Search Tours. The first Book Discussion program launched in February, and the other two will launch in Q2. Children’s Librarians developed and piloted an online Babytime, which will launch for the public in May. Teen Librarians continued to deliver several virtual teen programs. |
| 2.3 Climate Emergency Programming | Heidi | The first Climate Action Café was held virtually in March. The program featured panelists and discussions for the public, in partnership with local climate activism group Sustainabiliteens. Two more Climate Action Cafés will be held in Q2. |
| 2.4 Operationalize Digital Literacy Strategy | Trish | Not yet begun. Begin in Q2 2021. |
| 2.5 Showcase and Develop Local Writers | Heidi | BPL has connected with the City’s Cultural Services department to explore partnership opportunities as part of the City’s new Deer Lake Artist Residencies program. |

3. Create Welcoming and Innovative Spaces

We will:

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

| <i>VISITS TO BRANCHES</i> | Q1 2020 | Q1 2021 | Increase/Decrease | |
|---------------------------|----------------|----------------|-------------------|-------------|
| | | | Number | % |
| Metrotown | 144,273 | 65,314 | -78,959 | -55% |
| McGill | 73,534 | 58,293 | -15,241 | -21% |
| Tommy Douglas | 76,457 | 40,677 | -35,780 | -47% |
| Cameron | 54,294 | 33,088 | -21,206 | -39% |
| TOTAL | 348,558 | 197,372 | -151,186 | -43% |

| <i>ONLINE VISITS</i> | Q1 2020 | Q1 2021 | Increase/Decrease | |
|----------------------|---------|---------|-------------------|------|
| | | | Number | % |
| Website | 264,227 | 211,859 | -52,368 | -20% |
| Catalogue | 350,030 | 754,161 | 404,131 | 115% |

| <i>ROOM USE BY COMMUNITY GROUPS</i> | Q1 2020 | Q1 2021 | Increase/Decrease | |
|-------------------------------------|--------------|----------|-------------------|--------------|
| | | | Number | % |
| Metrotown | 980 | 0 | -980 | -100% |
| McGill | 45 | 0 | -45 | -100% |
| Tommy Douglas | 127 | 0 | -127 | -100% |
| TOTAL | 1,152 | 0 | -1,152 | -100% |

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|--|-----------------|--|
| 3.1 Build a New Cameron Branch | Beth | Report to Council presented in late January, resulting in revisions to the schematic design. The revised design will be presented to Council in Q2 2021. |
| 3.2 Renovate Metrotown Spaces | Beth | Schematic Design complete. Detailed design/design development scheduled for Q2 2021, with construction starting in Q3/Q4 2021. |
| 3.3 Create Teen Space at Tommy Douglas | Linton | Preliminary research on space needs in progress. |

Metrotown study tables

New study tables were installed this quarter on the second floor of Metrotown. They replace the original glass-topped wooden tables. The new tables have motion sensor lighting and are fully wired. They also look very sleek.



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 | Q1 2020 | Q1 2021 | Increase/Decrease | |
|--|----------------|----------------|--------------------------|----------|
| | | | Number | % |
| Training Sessions/ Conferences Attended | 19 | 42 | 23 | 121% |
| Staff Attending Training/Conferences | 17 | 127 | 110 | 647% |

Staff Changes

Q1 2021 was a time of significant change for many staff. New and expanded staff teams in Community and Collections were created, three new supervisors began new positions, and information clerks and librarians began working in the new Public Service Staffing Model. Librarians were trained on circulation duties and buddied up with the new Info Clerks to help

them answer tricky Reader’s Advisory and computer questions. An amazing amount of information sharing and training has happened. All staff learned new skills from each other and provided mentorship. These changes would be significant in ordinary times, but the pandemic adds layers of complexity and stress. Many staff have found this time challenging, and huge kudos are due to staff for the way that they are supporting each other and providing exemplary service to Burnabarians.

Librarian workshops

As part of implementing the new Public Service Staffing Model, Assistant Director, Public Service Heidi Schiller and Branch Manager Jessica Lee developed and delivered a series of three workshops to define librarian portfolios and working relationships. The first and third workshops involved all regular librarians discussing responsibilities and relationships, while the second workshop identified portfolios for adult public services librarians: digital literacy, community connections, and lifelong learning.

Ontario Library Association conference

In normal years, BPL is able to send one or two staff to the annual Ontario Library Association conference in January. This year, the conference was online and BPL was able to send 33 staff. Staff who attended then met to discuss their experiences, and shared highlights with other staff on the BPL staff intranet.

Operating Plan Project Updates

| Project | Project Sponsor | Update |
|---|------------------------|---|
| 4.1 Implement the Public Staffing Model | Beth | The new model began operating in Jan 2021 with a 3-month transition phase. During this time, the focus was on providing Information Clerks with extra support in their new roles, as well creating new Adult Public Service portfolios. |
| 4.2 Implement Measures to Support Staff Mental Health | Beth | In January, the library implemented the Not Myself Today program, developed by the Canadian Mental Health Association. The program uses frontline staff ambassadors to promote learning and resources for supporting mental health. |
| 4.3 Anti-Racism Organizational Development | Beth | In Q1, consultants selected staff for individual and group interviews, and met with the Board. Project is on track to complete in Q2. Anti-racism work will continue based on the consultants’ recommendations. |
| 4.4 Develop a Comprehensive Staff Development Program | Beth | Not yet begun. Scheduled to begin in Q2 2021. Manager, Community Development is delivering an internal community development institute for community, teen and children’s librarians, which will be completed in Q2 2021. |

Comments and suggestions from patrons

All though this pandemic, you folks have been remarkable. You're almost kind of like a silent lion in the background of supporting the community. Your staff has always been helpful. Just a remarkable organization you've got going on here.

McGill Patron

During the pandemic, just having an institution like yours to support the community and then to execute like you do - so helpful, so polite, so courteous and thoughtful. You're just a great business to do business with.

McGill Patron

You are all doing a phenomenal job! Your community really appreciates you.

McGill patron, via comment card

We love borrowing the science kits. We would love to expand this category: adult & kids puzzles, card games, unique board game, building/science kits.

McGill patron, via comment card

The staff are super friendly and help at all times. I have been lucky enough to be around to get a great WiFi connectivity to do my work. I truly miss this place.

McGill patron who is moving to the east coast

You're a life saver.

McGill patron after receiving service at the desk

I went to access your amazing Embracing Diversity Songs and Rhymes... I'm having trouble! I love using your songs, rhymes and videos for my ELL students. They are one of the most beautiful resources I have ever come across in my 30+ year career as a teacher! Hope you can help me gain access! [On receiving information on how to access the resources] Oh my gosh!!! THRILLED to have these!!! Thank you so much!!!!

Burnaby teacher

Dear Librarian, I just want to show my appreciation for the BPL to maintain such a variety of online resources during such hard time. I personally have been using O'Reilly for Public Libraries for many hours a day and the kids are also enjoying the online books and eventually a quick trip to McGill library. Please keep up the great work!

BPL patron

My daughter has never been a reader. Since we started coming to the Cameron branch, she has taken up reading and loves it!

Cameron patron

Thank you for increasing the number of books we can check out to 50. You guys are the best!

Cameron patron

Thank you for keeping the library open and running so smoothly during the COVID problems. Your people are excellent, in my opinion.

Tommy Douglas patron

Wonderful service. I place a hold, you notify me and I pickup at designated location. I do not have to wander through library to search for book, especially significant during this virus.

Tommy Douglas patron

It's very convenient to use your online system, especially since I live in North Vancouver.
Although the NVDPL is great, I often find material at your library that I can't find over here.
When I return items I find your staff very helpful and friendly.

Metrotown patron



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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY