

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2021 July 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 həŋqəmiŋəŋ 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**

i) **Motion** to adopt the minutes of the regular meeting held 2021 June 17 as circulated

ENCLOSED

3. **Reports**

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

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

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

4. **Items for Decision**

i) **Anti-Racism Climate Audit**

1-4

Motion to approve a closure of all library branches for up to 3 hours to facilitate conversations about the Climate Audit report

ii) **Library Opening Hours**

5-6

Purpose: for the Library Board to provide direction to staff on potential changes to opening hours

5. Items for Information

i) City Support for Community Anti-Racism Initiatives

7-12

ii) Burnaby Festival of Learning

13-14

iii) Strategic Plan Report: Second Quarter 2021

15-27

6. Other Business

7. Next Library Board Meeting – 2021 September 16 at 7:00pm via Zoom.

8. Adjournment

Motion that the regular meeting adjourn and that the Board resolve itself into an in camera meeting from which the public is excluded to consider financial matters.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JULY 15

SUBJECT: ANTI-RACISM CLIMATE AUDIT

RECOMMENDATION:

THAT the Library Board receive the enclosed Anti-Racism Climate Audit report for information.

THAT the Library Board approve in principle a closure of all library branches for up to 3 hours to facilitate conversations about the Climate Audit report.

REPORT

Background

In early 2021, BPL hired 2 consultants, Camille Dumond and Melanie Matining, to conduct an anti-racism climate audit. The consultants met with library trustees and staff in group and individual meetings, and also received feedback from staff in writing. The attached report summarizes their findings.

Communicating the Report

The report was shared on the internal BPL website on July 9, with the following accompanying communication, which was developed in conjunction with the consultants and with the leads of the anti-racism, transgender inclusion and Indigenous initiatives working groups.

Anti-racism climate audit: final report

As you know, Camille Dumond and Melanie Matining have been working with BPL on an anti-racism climate audit. Their final report is now ready to be shared with staff and the board. Below is a message from Mel and Camille, followed by some words from me on what happens next.

Dear BPL staff and Board,

We offer this Final Report of the Climate Audit to you with a great deal of gratitude for the time people took to share their experiences with us. We also offer it with a great deal of humility, knowing that we can never capture the full

depth and richness of people's experiences in a report. We hope that this can provide some inspiration and direction for your next steps together in continuing to build towards just and joyful spaces inside and outside the library.

Warmly, Camille & Mel

I've read this report and an early draft many, many times, and I'm still finding that it is a lot to process. The report and your work in contributing to it is a significant early step on our anti-racism journey, and we have a very long way to go. In mapping out this journey, I'm grateful to Mariah Gastaldo for sharing a medicine wheel approach for our way forward, from [an article on Indigenous Pedagogy](#) by an Anishinaabe educator named Dr. Nicole Bell.

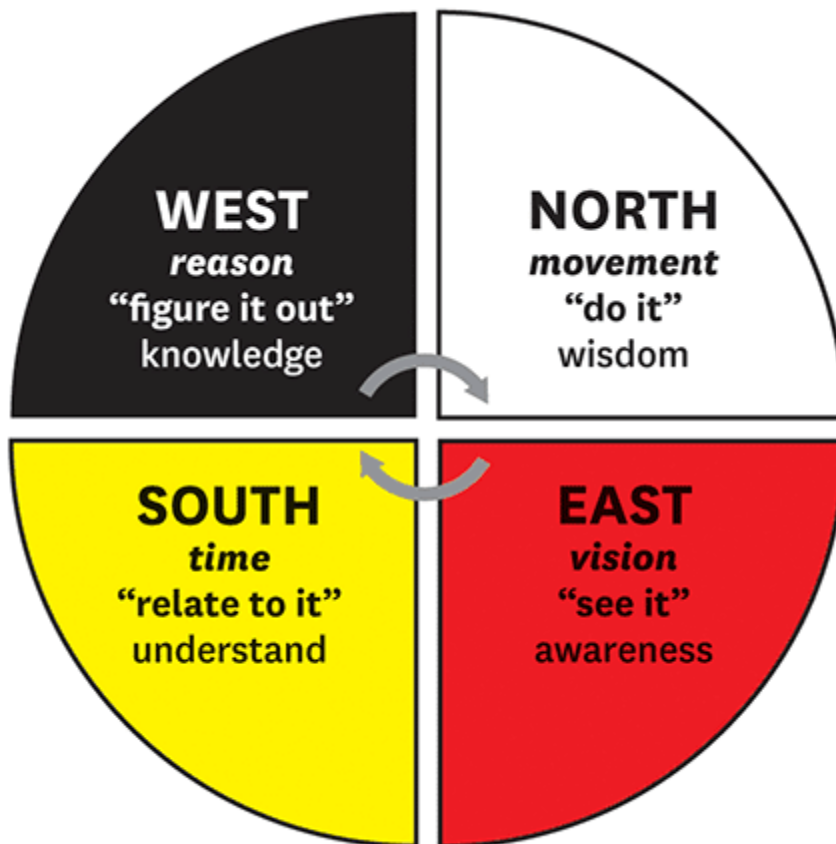


Figure 1: Gifts of the Four Directions

The first step: East / Vision / awareness is to see the report. Over the next month, I'll be asking supervisors to make time for staff to read this report together, in print. Nothing more is expected of staff than to read the report and sit with its findings. Auxiliary staff will be contacted by a manager or supervisor.

The second step: South / Time / understand is to relate to the report and its findings. In this step, which will likely take place in August, some staff will be engaging in facilitated conversations with Melanie and Camille to explore the

report and ask questions. Staff who aren't able to be part of this conversation will be invited to submit questions in advance.

The third step: West / Reason / Figure it out. In this step, we start to prioritize actions arising from the report, likely in September and October. We plan to do this work through large and small group conversations and activities with staff.

The fourth step: North / Movement / wisdom is to "do it". In this step we communicate actions and priorities with all staff and begin the work in earnest.

The medicine wheel approach continues as we move through the work. With each action that we take, and as time passes, we'll need to start again by seeing the work that we've done, and the work that we still have to do. We will also likely come back and redo an anti-racism climate audit in 2-3 years' time to see what positive changes have been made, and what still needs to change.

My thanks to Melanie and Camille for their gentle and expert work, to all staff who participated so thoughtfully, and to the leads of the anti-racism, Indigenous initiatives, and transgender inclusion working groups who worked alongside Jorge Cardenas and I to guide the work with the facilitators. If staff have any questions about the work to date or the process going forward, please reach out to Jorge or to me.

Budget

The anti-racism climate audit work cost \$20,000 and was funded by money from the BPL endowment fund. Additional funding of \$5,000 is needed for facilitated sessions with the consultants. Staff recommend that this work is funded from the BPL endowment fund.

Recommendation

To facilitate the maximum possible attendance from staff at the facilitated sessions, the consultants are suggesting that the session takes place when the library is closed to the public. Board approval is sought to close the library for up to 3 hours on a date to be determined.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JULY 15

SUBJECT: LIBRARY OPENING HOURS

RECOMMENDATION:

THAT the Library Board provide direction to staff on potential changes to opening hours.

REPORT

BPL has been operating at reduced opening hours during the COVID-19 pandemic. Staff are beginning to have conversations about increasing opening hours in the fall of 2021. As part of this conversation, we are looking at potential changes to pre-pandemic opening hours.

Current Opening Hours

- Mondays: 10am to 5pm
- Tuesdays: 10am to 7pm
- Wednesdays: 10am to 7pm
- Thursdays: 10am to 7pm
- Fridays: 10am to 6pm
- Saturdays: 10am to 4pm
- Sundays: 12pm to 4pm

Pre-Pandemic Opening Hours

- Mondays: 10am to 9pm (9am to 9pm Metrotown)
- Tuesdays: 10am to 9pm (9am to 9pm Metrotown)
- Wednesdays: 10am to 9pm (9am to 9pm Metrotown)
- Thursdays: 10am to 9pm (9am to 9pm Metrotown)
- Fridays: 10am to 9pm (9am to 9pm Metrotown; 10am to 6pm Cameron)
- Saturdays: 10am to 6pm (9am to 6pm Metrotown)
- Sundays: 12pm to 5pm

Some considerations:

- Aligning opening hours between branches helps reduce confusion for patrons.
- Scheduling staff before and after closing provides space for staff to meet, train and debrief.
- Sundays are busy. Anecdotally, most patron requests for expanded opening hours are for Sundays. Potential Sunday hours are restricted to 11am to 5pm by an agreement made with CUPE 23 as part of 2016 bargaining.
- Friday evenings are the quietest evenings of the week in all branches.
- The last hour of the evening (8pm to 9pm) is the quietest time of the day.
- Reintroducing pre-pandemic hours will likely result in a need to hire additional auxiliary staff. Expanding hours beyond pre-pandemic hours would require increased regular staff.
- Surveying community members may identify community preferences, and could also create expectations of greatly expanded hours that current staffing levels cannot support.

Next steps

- Trustees to provide general guidance to staff on opening hours.
- Senior staff will determine changes to opening hours using board guidance and data, for example hourly activity tracking, surveying staff, or surveying community members.

A handwritten signature in black ink, appearing to read 'Beth Davies', with a long horizontal flourish extending to the right.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

TO: CHAIR AND MEMBERS
SOCIAL PLANNING COMMITTEE

DATE: 2021 June 30

FROM: DIRECTOR PLANNING AND BUILDING

FILE: 14500 00

SUBJECT: INCREASED CITY OF BURNABY SUPPORT FOR COMMUNITY ANTI-RACISM INITIATIVES

PURPOSE: To propose increased City of Burnaby support for community anti-racism initiatives.

RECOMMENDATIONS:

1. **THAT** the Committee request Council to authorize staff to implement the identified avenues for increased City support of community anti-racism initiatives, as outlined in *Section 4.0* of this report.
2. **THAT** a copy of this report be circulated to the Public Safety Committee, the Parks, Recreation and Culture Commission, and the Burnaby Public Library Board for information.

REPORT**1.0 INTRODUCTION**

The Social Planning Committee, under the New Business portion of its Open meeting held on 2021 May 4, received a motion requesting the City of Burnaby to consider the feasibility and advisability of striking a special taskforce on anti-racism. This matter was subsequently referred to staff to report back to the Committee. This report responds to that request.

2.0 POLICY CONTEXT

Civic involvement in, and increased support of, community-based anti-racism initiatives, is aligned with the following Council-adopted policies and plans/strategies: *Corporate Strategic Plan* adopted 2017, *Social Sustainability Strategy* adopted 2011, *Equity Policy* originally adopted 1994, updated policy adopted in 2020, and *Healthy Community Policy*, adopted 1991.

To: Social Planning Committee
From: Director Planning and Building
Re: Increased City of Burnaby Support for
Community Anti-Racism Initiatives

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3.0 BACKGROUND

Before Burnaby existed, these lands were home to the ancestors of several local Central Coast Salish Nations. Today, the descendants of these Nations continue to live in Burnaby and the adjacent municipalities that developed within their traditional territories. These are the hənq̓əminəm and Skwxwú7mesh speaking peoples. Burnaby is also home to Indigenous peoples from other parts of BC, and across Canada.

Since its founding as a city, Burnaby has been notable for the ethno-cultural diversity of its residents. Today Burnaby is a hyper-diverse community, and is only one of a handful of Canadian cities without a ‘majority ethnic group’¹. Indeed, over half of those who live in Burnaby were not born in Canada and over 120 languages are spoken by community members. Burnaby is the third highest ‘refugee receiving’ city in BC and also receives a significant number of ‘refugee claimants’² each year.

Historically, Burnaby has experienced both periods of community cohesion and of exclusion and discrimination, often on the basis of ethno-cultural origin. For example, as in many other BC and Canadian communities, land ownership in the early days of the city was largely restricted to European residents through a series of discriminatory laws and social practices. As well, workers of Chinese, Japanese, South Asian, or Indigenous origin were largely restricted to working in very low-paying industries through ‘white only’ labour policies in place at early local employers, such as sawmills and industrial sites.

More recently, Burnaby has been experiencing an increase in reported hate crimes, particularly those targeting Asian community members. The Burnaby RCMP reports that the number of reported hate crimes in Burnaby increased from 20 in 2019, to 43 in 2020. Of these approximately 63% in 2020 were targeted towards Asian community members. A hate crime is understood in this context as a criminal offence targeting an identifiable group – that is, any section of the public distinguished by race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

The motion received at the 2021 May 4 Social Planning Committee meeting in relation to a potential Mayor’s Taskforce on Anti-Racism was put forward within the specific context of this localized increase in hate crimes.

¹ Phrasing used by Statistics Canada which indicates that no particular ethno-cultural group accounts for more than 40% of the total municipal population.

² A ‘refugee claimant’ is defined as a person who is seeking Canada’s protection at the borders (arriving via air, over the border with the United States, via boat etc.) or within the country, rather than those who arrive in Canada already being recognized by the Federal Government as a refugee.

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4.0 PROPOSED APPROACH TO SUPPORT COMMUNITY DIALOGUES ON ANTI-RACISM

The City of Burnaby has long been committed to the pursuit and support of social and economic justice, and the full inclusion of all community members. As noted above, this has been enshrined in policy since the 1990's including the Healthy Community Policy (1991) and the original Equity Policy (1994). More recently this commitment has been solidified through the Social Sustainability Strategy (2011), the Corporate Strategic Plan (2017), and the updated Equity Policy (2020).

The focus on inclusion has been actioned through a myriad of programs and initiatives – for example:

- The City is a member of the UNESCO Coalition of Municipalities Against Racism and Discrimination (2012).
- The City is a founding member of the Burnaby Intercultural Planning Table (2007).
- The City is a founding member of the Burnaby Together: Organizing Against Racism and Hate Table (2017).
- The City is a founding member of the Burnaby Inter-Faith Network (2014).
- An Access Advisory Committee has provided advice and input to the City on access and inclusion issues related to persons with disabilities since 1988.
- Burnaby City Council formally recognized that Burnaby is on unceded Indigenous territory in 2019 June and approved beginning Government-to-Government relations with local First Nations in 2019 November.

Within the context of the above policy framework and continuing actions being undertaken by the City in this area, staff reviewed the feasibility and advisability of a Mayor's Taskforce on the subject of anti-racism. A Mayor's Taskforce is a formal approach undertaken through a specially struck Committee of Council, with a set Chair (member of Council) and a legislatively mandated format, meeting structure, and agenda setting process. The model, while effective in select instances, can involve significant time to establish. It is the opinion of staff that this particular format is better suited to discussions related to civic policy and programmatic action (e.g. Housing), than the fluid, dynamic and community-based discussions necessary to have a substantive conversation about racism and discrimination in the local context.

Instead staff are proposing a two-pronged approach that will support a more timely and flexible increase in City of Burnaby support for community anti-racism initiatives. This approach is detailed below.

4.1 Immediate Financial and Expanded Logistical Support for Burnaby Together

Specific City support for community-based anti-racism initiatives in recent years have been focused through the City's role in the Burnaby Together Table, noted above. Burnaby Together is

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part of the Resilience BC Anti-Racism Network³ and was formed in 2017 to provide community leadership for anti-racism and anti-hate work in the Burnaby community.

The local non-profit Burnaby Family Life is the administrative host for the Table, and membership is composed of over 20 local organizations and groups. A small operations grant is provided annually to the Table by the Province (Resilience BC), and the work of the Table is augmented through in-kind contributions from its members. Examples of the work of the Table include hosting community dialogues (e.g. ‘A Participatory Conversation on Anti-Asian Racism’, May 2021) and convening related training for community members and social service sector staff (e.g. ‘BIPOC Voices on Racism & How to be Anti-Racist’, November 2020).

City staff (Social Planning) act as Co-Chair for the Table, and provide additional administrative and logistical support. The Parks, Recreation and Cultural Services Department (Youth Services), the Burnaby RCMP, and Burnaby Public Library also all have representation at the Table.

As City staff increase their involvement in Burnaby Together, additional financial support is also required to facilitate anti-racism activities. Funds for these activities have been allocated to the Planning Department through operating contingency. Any additional funding requirements for 2022 and onwards will be requested through the 2022 – 2016 Financial Plan process.

This financial support will enable the Table to undertake a community scanning process to identify existing local supports (formal and informal) for community members experiencing incidences of racism and discrimination while also clarifying the role of the Table as a catalyst for community action and support. The process would also identify gaps, and convene a conversation of service providers and community members to discuss possible partnerships and streamlined and/or expanded programs. The findings of this process would be presented to the members of the Table (including the City), and will inform the next proposed phase of expanded City work in this area, as described in *Section 4.2* below.

As noted above, staff (Social Planning) act in a Co-Chair capacity for Burnaby Together. In this role, staff will be closely involved in the planning, oversight, and roll-out of this work, and will keep Council apprised on progress and results.

4.2 Mayor’s Roundtables on Anti-Racism

As further increased civic action on the topic(s) of anti-racism, staff are proposing that a series of Mayor’s Roundtables on Anti-Racism be convened, with one in each quadrant of the City. The Roundtable format is being recommended as it provides a prominent, flexible and community-responsive model of conversation and action. As opposed to a Taskforce, a Roundtable format will

³ The Resilience BC Anti-Racism Network is province wide approach in identifying and challenging racism through a “Hub and Spoke” model. This model has a centralized “hub” (i.e. Resilience BC) that anchors the program and provides oversight; the “spokes” are community-based groups/entities (e.g. Burnaby Together) that implement local actions.

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allow for greater community member participation, a flexible format, and for rotating chairs while also enabling direct participation by Council.

The details of convening the Roundtables will be informed by the community scanning process completed by Burnaby Together with City financial support, as outlined above. It is also noted that the results of the City-supported, community-based research into the current experience of racialized newcomers, with a sub-focus on the experiences of Black community members and/or People of African Descent in Burnaby, will also inform the details of how the Roundtables are convened. This research is being undertaken by the Burnaby Intercultural Planning Table, with financial support from the City of Burnaby, Simon Fraser University, the Provincial Immigration Policy and Integration Branch (Multiculturalism Grants), and Immigration, Refugees and Citizenship Canada.

Goals of the proposed Roundtables would be to:

- gain a better understanding of how Burnaby residents experience racism and discrimination, and to gather their input for combating these experiences;
- examine avenues of community resilience to prevent and respond to racism and discrimination;
- discuss in greater detail how the City and other local institutions can support existing community anti-racism efforts, and can further implement internal-facing equity actions; and
- produce a charter of community values standing against racism and discrimination.

It is proposed that this series of Roundtables be undertaken within the 2022 fiscal year, and budgeted for accordingly. Staff leadership would be provided by the Planning and Building Department (Social Planning), with full participation from all other City departments and entities (e.g. Burnaby RCMP, Burnaby Public Library). An internal staff working group would be formed to support this work, and ensure that the findings are communicated amongst staff and into respective work programs across the City.

A final report, including a set of initial actions, would be presented to Council at the end of this work. It is anticipated that the results would include potential actions directed towards the City, local non-profits, individuals, community associations, and higher levels of government. Based on the City-directed actions, staff will keep Council informed regarding implementation details and timeframes.

5.0 RECOMMENDATIONS

Building upon Burnaby's long-standing ongoing focus on inclusion for all community members, and its fundamental rejection of all and any acts of racism and discrimination, it is recommended that the Committee request Council to authorize staff to implement the identified avenues for increased City support of community anti-racism initiatives, as outlined in *Section 4.0* of this report.

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It is also recommended that a copy of this report be circulated to the Public Safety Committee, the Parks, Recreation and Culture Commission, and the Burnaby Public Library Board for information.



E.W. Kozak, Director
PLANNING AND BUILDING

RM/sa

cc:	Acting City Manager	Fire Chief
	Director Engineering	Chief Librarian
	Director Corporate Services	Chief Information Officer
	Director Finance	OIC - RCMP
	Director Public Safety and Community Services	City Solicitor
	Director Human Resources	City Clerk
	Director Parks, Recreation and Cultural Services	

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Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JULY 15

SUBJECT: BURNABY FESTIVAL OF LEARNING

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The 2021 Burnaby Festival of Learning took place in May 2021. The Festival of Learning is a partnership between Simon Fraser University and the City of Burnaby. BPL Assistant Director, Public Service, Heidi Schiller, is the City of Burnaby's representative on the planning committee. The City of Burnaby has provided \$50,000 in annual funding to the library for the operating of the festival for the past 3 years.

The enclosed report summarizes the achievements, highlights and outcomes of the 2021 Festival.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 JULY 15

SUBJECT: STRATEGIC PLAN REPORT Q2 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	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Metrotown	315	1,173	858	272%
McGill	73	528	455	623%
Tommy Douglas	37	507	470	1,270%
Cameron	8	304	296	3,700%
HLAS	3	5	2	67%
Outreach	3	102	99	3,300%
TOTAL	439	2,619	2,180	497%

HLAS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Visits	103	316	213	207%
Patrons Served	142	570	428	301%

OUTREACH VISITS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Adult	172	116	-56	-33%
Teen	19	14	-5	-26%
Children	38	38	0	0%
TOTAL	229	168	-61	-27%

OUTREACH CONNECTIONS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Adult	811	934	123	15%
Teen	105	250	145	138%
Children	47	108	61	130%
TOTAL	963	1,292	329	34%

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 delayed until Q3 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.

Cooling centres

Burnaby Public Library worked with City of Burnaby staff to identify and set up spaces for use as cooling centres during the extreme temperatures at the end of June. Cooling locations were set up at three city locations, including parking facilities at the Metrotown and McGill branches. At the peak of the heat, more than 100 people were gathered in the lower floor of the Metrotown parkade. City staff provided water and monitored visitors for signs of heat exhaustion, library staff provided Wi-Fi hotspots at the Metrotown location, and citizens brought their lives to the cool of the parkade: kids did homework and played ball, parents changed diapers, and adults connected with the world online.

Vaccine help

A senior patron facing multiple barriers came to the Tommy Douglas branch and requested help getting a COVID-19 vaccine appointment because they do not have access to a phone or computer, they do not have computer skills, and their ability to travel is limited. Teen services librarian Duncan and information clerk Andrei helped them create an email account, register for a vaccination, and help them navigate their way towards getting immediately vaccinated. The patron went to a nearby clinic, received their shot, and then came back to the branch to share their enthusiasm and relief. They were very grateful that we helped them navigate their way across many barriers in the process, saying "I wouldn't have been able to do this without you."

Food bank visits

Community development team members are visiting the food bank at Gordon Church every Saturday and helping community members register for vaccines and find information. Since many of them have already gotten their shots, we now have more seniors who want to update their home address for government information because Service Canada is closed. Most of them moved during the pandemic, but they had been holding old addresses because they did not know how to do update their information online.

It's all about the hockey

At one of their usual visits to the evening food hub this month, a community librarian was chatting with some people when the topic of hockey came up. Some of the folks mentioned that there was a playoff hockey game on that they wished they could watch so the librarian decided to see if they could find a livestream online. Well, it turns out that our usual setup for vaccine registration is also perfect for viewing sporting events. This has now become a bit of a trend for Monday evening games. It started as something that the librarian thought would be fun in the moment and has turned into one of the best ways to connect with people that they have encountered while doing this work. Over the last couple of months the librarian has really seen a change in the dynamic and the feeling about the library's place at the food hub. It feels like people have now really taken ownership over the library station and we're much more integrated into the community. It took a really long time to get here (over 50 visits since the pandemic started!) but the results are totally worth it.

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>	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Adult	24,924	259,638	234,714	942%
Teen	1,392	23,109	21,717	1,560%
Children	19,064	269,439	250,375	1,313%
TOTAL	45,380	552,186	506,806	1,117%

<i>CIRCULATION – DIGITAL</i>	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
e-Books	42,858	57,430	14,572	34%
e-Audiobooks	13,125	22,086	8,961	68%

COMPUTER SESSIONS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Metrotown	0	7,381	7,381	-
McGill	0	3,613	3,613	-
Tommy Douglas	0	5,675	5,675	-
Cameron	0	2,628	2,628	-
TOTAL	0	19,297	19,297	-

Wi-Fi Unique Devices*	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Metrotown	25,632	122,468	96,836	378%
McGill	19,747	54,526	34,779	176%
Tommy Douglas	593	8,627	8,034	1,355%
Cameron	5,937	15,043	9,106	153%
TOTAL	51,909	200,664	148,755	287%

*Starting December, 2020, Wi-Fi stats include ShawOpen

PROGRAMS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
All Adult	0	16	16	-
Adult Digital Literacy	0	0	0	-
All Teen	0	8	8	-
Teen Digital Literacy	0	0	0	-
All Children	0	10	10	-
Storytimes	0	6	6	-
Children Digital Literacy	0	0	0	-
TOTAL	0	34	34	-

PATRON QUESTIONS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Reference	1,773	3,667	1,894	107%
Readers Advisory	308	1,186	878	285%
Tech Help	255	2,486	2,231	875%
TOTAL	2,336	7,339	5,003	214%

ONE-ON-ONES	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Patron one-on-one sessions	-	11	11	-

DIGITAL RESOURCES	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Movies/Music Streamed	2,428	7,400	4,972	205%
Online Courses Accessed	3,842	2,985	-857	-22%

Birding backpacks

In April, we launched [birding backpacks](#). Part of BPL's [Curiosity Collection](#), the backpacks contain binoculars, a bird book, and a series of guides to birds, plants and butterflies. The BPL website includes tips for birding, and librarian Neill Vanhinsberg, avid birder and the brains behind these backpacks, was [interviewed on CBC's On the Coast](#) when the backpacks were launched. There are 25 backpacks, which can be checked out for 28 days. There are currently 97 holds on the backpacks.



Lendable Wi-Fi hotspots

When we launched Wi-Fi hotspots earlier this year, we set aside some hotspots for organizations working with vulnerable Burnaby residents. Community librarians have worked with one particular organization for quite a while and know that they often have issues with Wi-Fi access for the people they serve. We contacted them as soon as we got our hotspots and they were super excited to be able to use them while their clients get set up with their own Internet services. When we delivered the hotspots and explained how they worked, we showed a couple of the clients how to set everything up and connect and told them they were all set. What followed was basically a Q&A where they grew increasingly shocked and I grew increasingly giddy. There were a lot of questions like “You’re just going to leave this here?” “There are no limits?” “The library is just giving us internet?” It was so cool to be able to explain that yes, the library has made providing Wi-Fi to people who need it a priority. Giddiness aside, the folks at this organization are now able to be connected and also know that the library is here to help them when they need it.

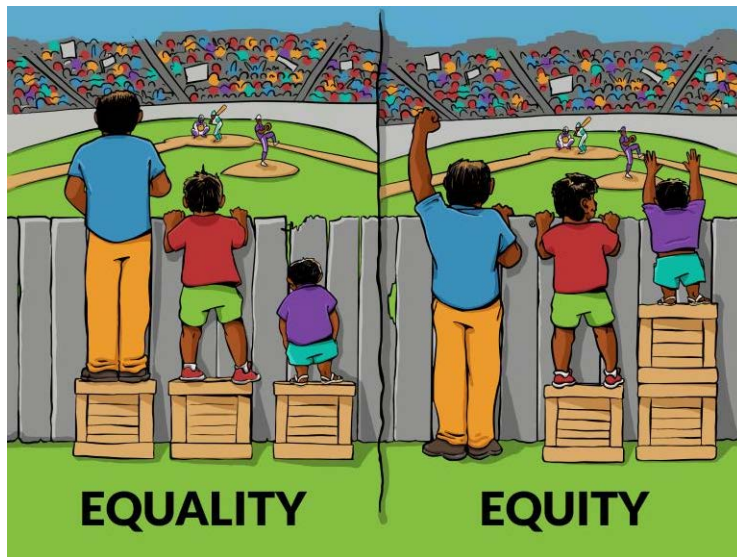
Wi-Fi hotspots at the food bank

At one of the Primary Care Network food security meetings, the coordinator who runs the food hub at Gordon Presbyterian Church asked if we could bring Wi-Fi and help people register for vaccines at their site. This church is right across the street from the Edmonds Community Centre and the food hub operates on Saturday afternoons. We were very excited that community is finding such value in this and that we were invited to do more! We got our rain jackets and ventured out on the first Saturday so the coordinator could show us the ropes (and cords) of how to set up and offer help safely. We had some conversations with folks and helped to register six people for vaccines. One community member shared that they were really happy to have Wi-Fi while they wait in the line as it makes the time go by faster. Another community member shared that it's really tricky to register for the vaccine on your phone as it makes you scroll forever to find your date of birth, so they were really happy we

were there with a computer to help with their registration! We will continue to visit every Saturday to get to know folks and help with any tech needs.

Helping English language learners

Community librarian Andrea Lam has regular visits with an English language learning class for newcomers and gave a presentation on using OverDrive as the school year wraps up. A slide in a presentation led to a lengthy discussion about Canadian culture, equity, the library as place that strives to be inclusive. One person in the class remarked that they didn't understand the equity versus equality diagram (see below) until Andrea explained what the library is doing and how some of the library's policies have been shaped by visits into the community and understanding the barriers they face to access our services.



Supporting new parents

Children's librarians have been using a service design approach to answer concerns that parents of new babies are feeling isolated, overwhelmed and disconnected from the community. Two services came out of this work: an in-house virtual babytime program, and a "navigator" service specially designed for parents.

Librarians designed and tested the navigator service with Burnaby Family Life's program that serves vulnerable new parents. The service connects parents with resources inside and outside the library that help them with their parenting journey. Librarian Ashley visited the group every month to catch the parents as they graduate through the program. The program only lasts for 6 months and staff at BFL feel like the parents are "on their own" after that and need help connecting with community. The library deepened an existing relationship that we had with this group and built trust and relationships with individual parents that can continue once the program is over.

The virtual babytime program was also designed to address equity and access issues for the most vulnerable moms. Community agencies, including Burnaby Family Life, were given a chance to refer their clients to the program before it was opened up to the general public. 20 families registered for the series. Parents reported feeling more connected socially and said their favourite part was the rhymes (rhymes are how the parents bond with and encourage language development for their babies, plus have fun. Fun we know deepens learning so it's something we want to include in all our work!) Two more sessions of virtual babytimes are planned for the summer, with new staff taking on this work, as we slowly expand services. One day in May, staff were very excited because one of the moms from the Burnaby Family Life program reached out to Ashley to use the "navigator" one on one service, and during that week's storytime, the mom proudly showed off the books that Ashley had recommended to her to the other moms in the program.

Strong Start Storywalk

Cameron children's librarian Myles has been collaborating with a Strong Start coordinator on her storytime walks in an area park. Not being in charge of the program means that Myles has time to move around the group and chat with families. One Friday, a community member told Myles that they were having a difficult time passing their CELPIP English proficiency test. Myles was able to give the community member information about English conversation circles available in the library and elsewhere in the community.

MOSAIC Storytimes

Metrotown children's librarian Ashley Dunne was invited to guest host monthly storytimes for newcomer families at MOSAIC Family Centre's Friday Zoom gatherings. It is a very lively group, with lots of engagement from the children and MOSAIC staff. The theme of their June gathering was emotional literacy for young children, so Ashley brought some classics and a brand new board book called *I Am: Affirmations for Resilience*. After that session, the staff reached out to Ashley to ask her to drop off all of the books she read (and the ones she didn't get to) at their office so the families could borrow them and read them again. Collections librarian Jen Bradley is a big part of what makes storytimes like this successful and what helps us connect with children and families. MOSAIC have specifically asked for books with Black children, and Ashley said that it was great to have not just this new book but also so many others featuring BIPOC children on whatever theme MOSAIC have chosen for that week.

International Day against Homophobia, Transphobia and Biphobia

Teen services librarian Duncan connected with the Burnaby School District's SOGI (Sexual Orientation and Gender Identity) Instructors and were invited to take part in this year's online IDAHAT event (International Day against Homophobia, Transphobia and Biphobia). For this year's online event, Teen Services collaborated with BPL's Trans Inclusion Working Group and Sarah Khan, BPL's liaison on the Burnaby Pride Planning Committee, in creating a video showcasing LGBTQ2S+ reading recommendations. We were provided with the guideline of keeping the video to 7 minutes in length which was challenging as our group enthusiastically provided dozens of recommendations! The theme of this year's IDAHAT is "visibility" and we have aimed to visualize the diversity that exists at BPL among staff and within our community initiatives and collections.

Multilingual Family Series

In April, teen services librarian Andrea and children's librarian Myles teamed up with Burnaby Neighbourhood House and Literacy Now Burnaby to present two sessions specially geared towards multilingual families in Burnaby. The first session focused on early literacy tips and BPL's multilingual resources, as well as families sharing their own struggles and asking questions that would get addressed in the second session. The second session Dr. Anne Rimrott from Bilingual Family Consulting and Simon Fraser University. Anne talked about her own lived experience and demonstrated practical tools for families to use in their daily life to support multilingual children. It was incredibly empowering to have a conversation and workshop that was not about assimilating into English culture, but about embracing and preserving home and endangered languages. It was amazing to see how many families brought their children to the session, and spoke candidly about their situations. The feedback made it clear these sessions are needed in the community.

Club Quaranteen

Club Quaranteen was a six month social program in partnership between BPL, Burnaby Youth Hub and the Primary Care Network. The program was intentionally geared towards youth who are homeschooled or who are not currently enrolled in in-person classes. Prior to the pandemic teen services reached out to various homeschooling communities to see what kinds of services were available to youth who were learning remotely. A couple of the groups mentioned that youth who are remote learning are in need of programs that promote socialization. As the

pandemic progressed, youth learning remotely were identified as a group that was currently not being served by afternoon programs. Club QuarantEEN started in December with one sole participant and grew to 10 amazing teens who met regularly on Thursdays afternoons to watch short films online and talk. It was such a fun program for youth and facilitators. In May, we wrapped up the program, and received this comment from a parent of a participant: “This program was FANTASTIC! Our child felt connected, made friends, enjoyed and benefited from these get-togethers immensely. Thank you for making Thursdays better it what has been a boring and lonely time for this year of pandemic.”

Online Safety Programs

Teen librarian Duncan and community librarian Nicole are collaborating with the Burnaby Neighborhood House and navigators for the Ministry of Child and Family Development to provide online safety Zoom workshops for students and recent graduates of Burnaby Access Classes. Access Classes are for students ages 13-19 with diverse needs and their support workers. There are two navigators from MCFD within Burnaby who work with recent graduates of the Access classes as they navigate their way into adulthood. Nicole and Duncan are meeting with the Access classes and graduates in June to learn more about needs and interests relating to online safety; they will work towards developing future workshops based around what they learn their upcoming conversations.

Service opportunities in a pandemic

In April, library services were limited further as a response to increasing COVID-19 case counts and variant spread. A patron contacted us to express how upset he was about our new limits to public computer use (15 minute computer sessions). Because of barriers at home, he relies on the library to accomplish everyday digital needs. Our staff listened empathically, explained our constraints at this extraordinary time and then worked to problem solve. By asking questions and listening, they learned that though the patron didn’t have internet access at home, he did own a laptop. The staff made the connection to offer an alternate option with BPL’s new lending Wi-Fi hotspot collection. The patron was impressed and incredibly pleased to hear about the hotspots. The timing was perfect and he was able to come in to the branch to borrow a hotspot that same day.

Keeping patrons connected

In April, a patron contacted us in tears to tell us how extremely appreciative they were of BPL’s services. They were a self-described senior, who thanked us for keeping them connected. They said they felt really excluded from everything and on the wrong end of the digital divide yet the library has always been there to help them when they were disconnected. This patron is a regular user of the library and they concluded the call by telling us that “if libraries got awards, BPL should get the big one.”

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	This project has been paused temporarily to allow systems staff to focus on the RFP for a new automated materials handling system as part of Metrotown renovations. The printing project has so far identified and prioritized requirements and identified potential vendors for the work. Next steps include going to RFP, planning the migration to new systems, and then working with staff on implementation and training. Expected completion for this project is now Q4 2021.

2.2 Develop Virtual Library Programs	Heidi	Adult public service librarians have delivered regular virtual Book Discussion Circles and ESL Conversation Circles, which have both seen an increase in participants each session. Staff are currently hard at work developing a virtual Job Search Tour, which should be ready by the fall. Children's Librarians launched online Babytime in May. Teen Librarians continued to deliver several virtual teen programs.
2.3 Climate Emergency Programming	Heidi	Two virtual Climate Action Cafés were held in April. The first program was created in partnership with local BIPOC-focused activist group Shades of Sustainability and the second with Métis knowledge keeper Deni Paquette. The interactive sessions were well received and community left with a better idea of what climate action looks like in Burnaby. Project complete.
2.4 Operationalize Digital Literacy Strategy	Trish	Not yet begun. Start date postponed to Q3 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

VISITS TO BRANCHES	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Metrotown	0	62,859	62,859	-
McGill	0	49,751	49,751	-
Tommy Douglas	0	32,157	32,157	-
Cameron	0	27,134	27,134	-
TOTAL	0	171,901	171,901	-

ONLINE VISITS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Website	146,543	200,915	54,372	37%
Catalogue	150,746	620,074	469,328	311%

ROOM USE BY COMMUNITY GROUPS	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Metrotown	0	0	0	-
McGill	0	0	0	-
Tommy Douglas	0	0	0	-
TOTAL	0	0	0	-

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Revised schematic design presented to Council in Q2 2021.
3.2 Renovate Metrotown Spaces	Beth	Detailed design completed Q2 2021. Construction starting in Q4 2021.
3.3 Create Teen Space at Tommy Douglas	Linton	Space needs identified and most furniture sourced. Scheduled to complete Q4 2021

Teen space at Tommy Douglas

Planning is well underway for creating the new teen space at the Tommy Douglas branch. The new teen space will occupy a room that was an under-used computer lab. To learn more about inclusion and accessibility needs in relation to library design, teen librarians Andrea and Duncan recently connected with ACCESS Class instructors, Autism BC, Burnaby Association for Community Inclusion, the School District's SOGI Instructor for secondary schools and the District's Gender and Sexuality Alliance group. Many insights were shared that will help make the new teen space welcoming for a broad spectrum of sensory, cognitive, physical and social differences.

Asian Heritage Month

At Cameron, information clerk Sue created an informative and moving display window for Asian Heritage Month in May, taking an anti-racism lens. The hanging portraits in the window were intended to portray diverse multigenerational faces and were inspired by an exhibition called A Seat at the Table at the Museum of Vancouver. Sue also included individual stories of resilience and resistance in the display. Page Grace assisted with the banner and lettering and



librarian Jennifer curated a list of movies available on Kanopy, BPL's digital streaming service. There were also in-library displays for Asian Heritage Month for both children and adults.

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	Q2 2020	Q2 2021	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	2	58	56	2,800%
Staff Attending Training/Conferences	1	118	117	11,700%

Systems department planning day

The Systems team held a day-long team planning session in May, deepening our understanding of digital literacy as the fundamental cornerstone of our department's work and connecting our projects to BPL's strategic plan. The day was also an opportunity welcome Caelin Crosby (Library Systems Support Assistant) to our team. With an additional team member in Systems, we are better able to support BPL's expanding digital literacy work by offering staff digital literacy training, undertaking new initiatives like lending devices such as laptops and Wi-Fi hotspots, and resourcing new public technology and digital literacy focused spaces in our branches. We are grateful to have had a chance to spend a day together reflecting on our work and envisioning new directions. Here is a picture from the icebreaker at our team planning day, prompted by the question "What will the library be like in 100 years?"



Community Development Institute

In June, community librarians, teen librarians and children's librarians completed an internal Community Development Institute. Conceived by Assistant Director, Public Service Heidi Schiller, and developed and delivered by Community Development Manager Jorge Cardenas, the 12-week institute aimed to provide librarians with practical community development tools and guidance. Modelled on the iSchool class that Jorge teaches with Cameron Branch Manager Christie Menzo, the Institute gave staff a grounding in community work through an equity, diversity and inclusion lens, and each librarian also worked through a project to engage with a vulnerable community.

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Implement the Public Staffing Model	Beth	The new model moved out of transition phase in April. The six month review of the model has been postponed to get a fuller picture of how the model works as services and activities increase as we move into the recovery phase of the pandemic.
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. Frontline staff ambassadors continue to promote learning and resources for supporting mental health in person and online.
4.3 Anti-Racism Organizational Development	Beth	Consultants' report completed in Q2 2021 and will be shared with board and staff in early July. Consultants and library leaders will hold facilitated sessions with staff to discuss the results. Anti-racism work will continue based on the consultants' recommendations.
4.4 Develop a Comprehensive Staff Development Program	Beth	Work has begun with UBC on a targeted award to encourage BPL staff who identify as BIPOC to attend library school. A joint Labour Management group has been formed to explore ways to reduce precarious employment.

Comments and suggestions from patrons

It's heartwarming to see people standing in line to get inside the library. I hate standing in line for groceries, but will happily do so for the library!

Cameron patron

This 15-minute time limit on the computers was a contributing factor in my missing my April vaccination appointment. Way to go.

Tommy Douglas patron

I just wanted to say 15 minutes is plenty. I did it all in three, then I horsed around and took it up to six.

Cameron patron

Please, please, increase the time on your PC's. 15 min is not enough. Thanks a million!

Tommy Douglas patron

You are essential workers as far as I'm concerned! I don't know how I would survive without my books. Thank you!

Cameron patron

I love this place, it's great! When I used to play truant from school, I always went to the library because they had things you could see and listen to that you couldn't find anywhere else. And they were nice and friendly. I ran away from the Rez school when I was 11 and came down to Vancouver to be with family. I saw so many things here that I had never seen before, like the large ships in the harbor from around the world, so I would go the library again to learn about all these new things.

Tommy Douglas patron

It's very easy to use and very convenient, highly recommended. All the staff are knowledgeable, helpful and friendly. I love Tommy Douglas Library.

Tommy Douglas patron

I don't live in Burnaby, I am in Chilliwack. But, Burnaby Public Library is the best library in the whole Lower Mainland and I still use it whenever I can. I am trying to move back somewhere closer just so I can use it more often.

Tommy Douglas patron

My dream is to have a library like Burnaby's in my home country, Sri Lanka. Beautiful and easy to use. If they don't have what I am looking for, 90% of the time they will buy it.


Tommy Douglas patron

I love BBY library, have used it for so many years and always will enjoy the benefits of using/reading books and any written materials. My compliments to the staff for their super efforts, their success in finding for me specific information that I could not find myself ... wonderful. Thank you again.

Online patron

Wonderful, wonderful! In this year especially, we are most grateful for your work. Many thanks to all who had a part in this.

E-ref patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY