

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2021 September 16 (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 hən̓q̓əmi̓n̓əm̓ and Sḵw̓x̓w̓ú7mesh 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 July 15 as circulated

ENCLOSED

3. **Reports**

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items Requiring a Decision**

i) **Board Policy Review**

1-2

Purpose: For the Board to determine priorities for policy review and to form a working group to review those policies.

ii) **Trustee Recruitment**

3-6

Purpose: For the Board to approve the revised Trustee Recruitment Information document and to discuss desired involvement in trustee selection and recruitment.

5. Items for Information

i) BPL Fine Free Initiative: 12-month Evaluation

7-14

ii) COVID-19 and Library Operations

15-16

iii) Retired Employees

17-18

iv) Cameron Community Centre and Library Project Approval of Schematic Design and Funding Request

ENCLOSED

v) Confederation Park Community Centre Project Approval of Schematic Design and Funding Request

ENCLOSED

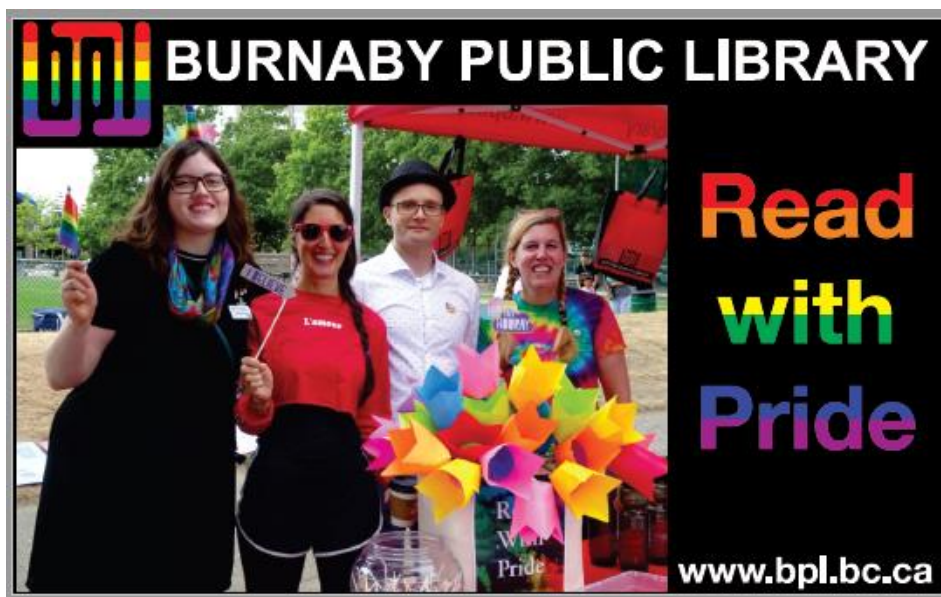
6. Other Business

7. Next Library Board Meeting – 2021 October 21 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 personnel matters.

BURNABY NOW – July 22





Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 SEPTEMBER 16

SUBJECT: BOARD POLICY REVIEW

RECOMMENDATION:

THAT the Library Board determine priorities for policy review
THAT the Library Board form a working group to review prioritized policies.

REPORT

Background

The Burnaby Public Library Board completed an extensive rewrite of Board Policies in 2019. The revised [policies](#) were approved by trustees at the [December 2019 meeting](#).

At the [December 2020 Board meeting](#), trustees approved the following policy review schedule and procedure:

Policy	Review Year
A1 Policy Authority and Maintenance	2025
A2 Burnaby Public Library Board	2025
A3 Board Roles and Operations	2025
A4 Trustee Code of Conduct	2025
A5 Media and Public Relations	2025
B1 Intellectual Freedom	2021
B2 Privacy	2021
C1 Membership	2023
C2 User Fees	2023
C3 Collections	2023
C4 Use of Library Space by Outside Agencies	2023
D1 Financial Responsibility and Accountability	2024
D2 Donations and Sponsorship	2024

E1 Recruitment and Hiring	2022
E2 Respectful Workplace	2022
E3 Training and Conference Attendance	2022
E4 Gifts	2022
E5 Living Wage	2022
E6 Staff Privileges and Awards	2022

Procedure

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

Discussion

The two policies scheduled for review in 2021 are Intellectual Freedom and Privacy. Both these policies are grouped under the heading of “Values”. Trustees could also consider developing additional policies under this heading (for example anti-racism, diversity) or leave this work until strategic planning work begins in 2022. In addition, Trustee Blishen brought forward a suggestion at the *in camera* portion of the June 2021 meeting that a sub-committee be formed to review wording on Board policies with a lens on how to include an Indigenous world view and to remove any exclusionary language.

Recommendation

That the Library Board determine priorities for policy review.
That the Library Board form a working group to review prioritized policies.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: TRUSTEE RECRUITMENT

DATE: 2020 SEPTEMBER 16

RECOMMENDATION:

THAT the Board approve the revised Trustee Recruitment Information document
THAT the Board discuss desired involvement in trustee selection and recruitment

REPORT

There will be two vacancies on the Library Board in 2022 due to Matt Foley's and Jeffrey Yu's terms coming to an end. Recruitment for City of Burnaby boards and committees, including the Library Board, typically takes place each fall. Appointments are made by City Council following a general call for volunteers that is advertised in local media and elsewhere.

In previous years, BPL has shared a Trustee Recruitment Information document with prospective trustees who approach the library with questions. A revised Trustee Recruitment Information document is attached for trustees' approval.

In Burnaby, the Library Board has been involved in trustee recruitment by publicizing the City call for volunteers through print and online promotion, by providing an ideal candidate profile to City Council, and by approaching individual trustees' networks. In other municipal libraries, library boards have held information sessions for prospective trustees or been directly involved in the selection process by recommending candidates. Staff recommend that if there is interest in more trustee involvement in recruitment or selection that the Library Board Chair discuss further with Mayor and Council.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



BURNABY PUBLIC LIBRARY

Information for Prospective Trustees

Thank you for your interest in becoming a Burnaby Public Library Trustee. This document contains information about BPL and about the role of a Library Trustee.

About Burnaby Public Library

[Burnaby Public Library](#) is located on the ancestral and unceded homelands of the hə́ŋqəmiŋə́m and Skw̓xwú7mesh speaking peoples. We are grateful for the opportunity to be on this territory.

BPL empowers the community to engage with and share stories, ideas and information. Our vision is a welcoming community where all people can explore, learn and connect.

BPL's [four libraries](#) are important public spaces, meeting places and centres for discovery and dialogue, anchored by our broad and deep collections and our commitment to in-person service. BPL is changing to continue to meet the needs of our highly diverse community, with an increased emphasis on removing service barriers, a greater focus on digital literacy, and ongoing work to upgrade and rethink our public spaces.

What is the Burnaby Public Library Board?

The Burnaby Public Library Board sets strategic priorities, determines and adopts policies governing the services and operation of the Library, and determines the Library's role in satisfying the needs of the community.

The Burnaby Public Library Board is made up of volunteers, called Trustees, who are appointed by Burnaby City Council. The BPL Board is a separate legal entity and is legislated under the [BC Library Act](#).

There are nine [Library Trustees](#) on the BPL Board. Eight Burnaby residents are appointed for two-year terms, and one City Councillor is appointed for a one-year term. Trustees serve a maximum of three two-year terms (six years) on the Library Board. The Chief Librarian is Secretary to the Board. They attend Board meetings but do not vote.

What do library trustees do?

The BPL Board oversees the governance of the Library. The Board delegates operational responsibility to the Chief Librarian.

Library Trustees:

- Develop, uphold and promote the Library's [vision, mission, values](#) and [strategic goals](#)
- Ensure that the operations of the Library support these vision, mission, values, and strategic goals
- Adopt written [policies](#) to govern the operations and services of the Library
- Ensure that the library maintains effective financial and other controls and has identified major opportunities and risks
- Advocate for the Library in the community and represent the community to the Library
- Advocate for the Library with City Council and other decision makers and funders
- Hire a Chief Librarian as required to oversee management and day-to-day operations of

the Library, evaluate their performance and support their development

What skills and experience do I need to be an effective library trustee?

- **Interest and enthusiasm.** Trustees need to understand the importance and place of libraries in our rapidly changing world. Trustees should be committed to learning about libraries and trusteeship, and to advocate on behalf of the library.
- **Available time.** The BPL Board meets 11 times a year. Trustees are expected to invest personal time in preparing for board meetings, participating on Board committees, and attending library events. You can view past agendas and minutes on the [BPL website](#). A minimum commitment is an average of one evening meeting a month and at least 10 hours a month. New trustees may need extra time to familiarize themselves with Board policies and processes, and with library activities. Trustees are not paid for their time, but can claim expenses for approved training and conference attendance.
- **Community connections.** Trustees should have strong community connections, in particular with communities that are underserved by the Library or that are underrepresented amongst [current Library Trustees](#).
- **Collaborative team member.** Trustees should be prepared to actively participate in the work and discussions of the Board, asking questions about any issues that they do not understand, respecting differing views, and acting with fairness and openness. Once a decision is made by the Board, Trustees must publicly support the decision.
- **Burnaby resident.** Trustees must be Burnaby residents and may not be employed by the City of Burnaby or Burnaby Public Library.

What are the benefits of being a library trustee?

- Being a Library Trustee is a rewarding experience and a chance to meet new people. Library staff and trustees are enthusiastic people who are committed to great library service for the whole community.
- Being a Library Trustee is an opportunity for learning about the city and the Library, and about issues relevant to the library community, such as literacy, intellectual freedom and equitable access to information.
- Being a Library Trustee is an opportunity to gain experience in public sector governance, and in working collaboratively with people from different backgrounds.

I still have questions. Who can I talk to?

For more information, please contact Beth Davies, Chief Librarian and Secretary to the Board at 604-436-5431 or beth.davies@bpl.bc.ca. You can also contact Jeffrey Yu, Library Board Chair, at board@bpl.bc.ca.

How do I apply to join the Library Board?

Board members are appointed by City Council. Visit City of Burnaby for information on the [application process](#).



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 SEPTEMBER 16

SUBJECT: BPL FINE FREE INITIATIVE: 12-MONTH EVALUATION

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

In July 2019, the BPL Board approved a recommendation to eliminate overdue fines. City Council provided BPL with funds to offset the reduction in revenue in the 2020 budget, and the elimination of fines was rolled out to the public in July 2020. This report provides a 12-month evaluation of the impact of eliminating overdue fines at BPL.

Background

BPL has long recognized that late fines act as a financial and psychological barrier to library access for many community members, disproportionately impacting vulnerable populations and youth. In eliminating late fines, BPL hoped to position the Library as a welcoming rather than punitive institution. A secondary goal was to alleviate workload and stress for library staff. A significant amount of staff time was spent collecting, processing and explaining overdue fines. Staff also reported that interactions with patrons about overdue fines were often negative. Patrons who experienced fines as punitive could react strongly, expressing anger, frustration and shame.

When the BPL Board approved the elimination of late fines, staff and trustees identified some risks with the initiative, including

- Loss of revenue from late fines.
- Increase in number of materials returned late or not returned at all
- Increased wait times for materials.

On July 13, 2020, BPL discontinued charging overdue penalties for late returns. The roll out coincided with BPL branches re-opening during COVID-19. An auto-renewal program was simultaneously implemented along with fine free, where if an item is not requested by another patron, it is automatically renewed up to two times. Items that are overdue by 28 days or longer are considered “lost” and a patron’s library account is temporarily suspended until the items are returned or paid for.

In December 2020, the BPL Board received a report evaluating the first six months of fine free. The report included some data and anecdotal information, but the COVID-19 pandemic made evaluation difficult. The report concluded that more time was needed in order to confidently assess the impacts of the fine free initiative at BPL. The report also concluded that staff needed more information to explain the rationale of fine free to patrons.

Evaluation

Summary

It has been just over a year since BPL eliminated overdue fines. In order to evaluate the preliminary impacts of a fine free model at BPL, we used two methods: a survey of staff on the impact of eliminating overdue fines, and circulation data to measure wait times for library material, number of overdue items, and the number of borrowers with lost items.

It is clear that the majority of staff and patrons are very supportive of the decision to eliminate overdue fines, and that both the patron and staff experience has been enhanced. Anecdotally, staff report that BPL is increasingly being seen as a welcoming rather than a punitive institution, and that users are returning to the library. Staff also very clearly report that eliminating fines has alleviated workload and stress around routine interactions, and has enhanced the ability of librarians working in the community to confidently promote library services.

It is difficult to draw any definitive conclusions on the impact of eliminating fines on wait times, lost items, and items overdue, or to objectively assess whether the elimination of late fines has brought more patrons back to the library. The impact of the COVID-19 pandemic has resulted in several changes to library service, including reduced opening hours and shifts in collection ordering and loan periods. At the same time, patron use of the library has declined, with circulation of materials at approximately 80% of 2019 levels, and library visits at approximately 35% of 2019 levels.

The remainder of this report groups comments and data under the goals and risks of eliminating late fines.

1. Removing a significant barrier to library use

Overdue fines are a financial and psychological barrier to library access for many community members, disproportionately impacting vulnerable populations and youth. In eliminating library fines, BPL hoped to position the library as a welcoming rather than punitive institution.

The staff survey produced dozens of stories about the positive impacts of removing overdue fines on patrons. A selection are reproduced below:

- Many patrons seems surprised. The feedback have been positive from many patrons, some patrons seems relief.
- Admittedly, I was initially a skeptic of this change but in the end it has worked out really well. Patrons seem to be surprised but definitely pleased when they find out. Sometimes, they assume this initiative was just something that sprung out of Covid times and might just be temporary, so even more surprise when they hear it was scheduled pre Covid.
- Relief that they don't have to worry about their pile of kids books being late by one day.

- A mom who works in early childhood education was often late to return storytime kits. Since the kits are heavy, she was able to bring them back when her husband wasn't using the family car. It is a great relief for her not to worry about it.
- I have had many patrons say this was a barrier to coming into the library and borrowing material. They are thrilled to be back!
- People getting new cards are clearly pleased. Parents getting cards for their children, as well as people worrying about past fines, are clearly relieved. Others learning of the change and the reasons have said that makes sense or we're doing the right thing.
- I have heard overwhelmingly positive feedback outside of the library about our fine free policy and have thoroughly enjoyed telling people about it. Most people have responded with shock and then some form of, "that is so cool" or "I am so excited to hear that."
- Patrons love it! We've made their lives easier and the library an easier and less scary place to use.
- Having previously witnessed numerous people literally burst into tears when they hear of their fines, it is a wonderful change. They are so relieved and often smile. I also believe that it comes as an unexpected bright spot in the middle of all things COVID-19.
- Patrons with limited financial resources are glad. Some children with frustrated parents have also felt relieved (we don't owe money on my late books, Dad!)
- A community contact told me they were so ashamed at having incurred late fines that even though they could pay them, they stopped borrowing for years; this made me aware of how our policies can make the library inaccessible or intolerable and damage relationships.

2. Alleviating workload and stress for staff

A secondary goal was to alleviate workload and stress for library staff. A significant amount of staff time was spent collecting, processing and explaining overdue fines. Staff also reported that interactions with patrons about overdue fines were often negative. Patrons who experienced fines as punitive could react strongly, expressing anger, frustration and shame.

The staff survey produced dozens of stories about how removing overdue fines smoothed both process and interactions for staff. Staff also shared stories of the impact of removing fines when they introduced community members to the library.

- I was resistant to the idea - who's going to bring their stuff back on time if there's no fines!!!! But it has completely changed the dynamic of our interactions with the patrons. Before: scan the card "you have ???\$/ cents in fines on your card, how would you like to pay that" p***ed off patron arguing with you over 30c. Now: "Hi, how can I help you?"
- When calling patrons with long overdue items, it is extremely helpful to have that barrier removed.
- It simplifies our work!
- I honestly thought that most people will abuse the system. This is not a sound assumption. Some, but not a whole lot. I needed to remind myself to have more faith in people.
- It makes conversations with patrons much easier.
- Such a relief! It has created so much positivity in my interactions with patrons, which has been great for my morale during the pandemic.
- It keeps interactions with patrons positive and efficient.

- Saves a lot of time and energy!
- I offer library cards to vulnerable people and families with a lighter heart. It's pretty amazing to tell someone worried about past fines that those fines are gone and others won't come.
- It is a good conversation opener when I talk to people about the library. It also made my job much easier.
- Fine free has had a large impact on my work. As someone who often works outside of the library and used to waive many fines, it has eliminated a barrier that I often had to address. It has made it so much easier to welcome people to the library!
- It is wonderful that I don't need to make a patron feel bad about reminding them that they were late (and therefore did something wrong/were disappointing/reminding them of the rough time that they had that led them to being late with their items and making them feel like they need to defend themselves, all so that they can give me a dime). Then another patron would have to wait behind the "guilty" patron while I logged onto the computer to print off a huge receipt/reminder. Useless procedure.

3. Lost and overdue items leading to increased wait times for materials

During staff and board conversations about eliminating late fines, concerns were raised that items would be lost more frequently, and would be overdue for longer. Information from other libraries suggested that this wouldn't be the case.

The staff survey included some reported concerns about lost and overdue items:

- Some frequent library users (the type privileged by typical library rules) are concerned people won't return items on time and that they'll have to wait.
- A small number of patrons are concerned that because we no longer have late fines, books will not be returned.
- Mostly concerns about waiting for books they have on hold not coming back on time.
- Some express concern that they won't get their book. Some feel that due to that the queue for books/materials is too long sometimes.
- Minor concerns from patrons about how people can keep items and never return them, but once I explain how the item would transition to "lost" at which point they can be charged, they seem to understand and be on board.
- Some patrons have been upset because they have waited a long time for overdue items.
- Some patrons expressed concern about people becoming too comfortable with returning past the due date as there are now no consequences for returning items late.

It is clear that staff are doing an excellent job of explaining the rationale for fine free to patrons. Often, a patron expresses concern about items being delayed, or about patrons not returning materials on time, and a staff member is able to allay their fears.

BPL has long-established systems in place to address wait times for materials. For print books, DVDs and CDs, staff routinely run reports for items where the ratio of patron requests to items exceeds 3:1. For example, if BPL owns 10 copies of a book and there are 37 holds, we will purchase an additional 3 copies of the book. Since BPL implemented fine free, there have certainly been instances where a patron is waiting for an item and they can see that the item is overdue. It's not clear, however, that these instances are increasing, or that they are connected to the elimination of late fines.

Average wait times

The table below shows the average days that a patron has to wait for an item that they put on hold. Although wait times increased in September and November 2020, wait times for August 2021 were more in line with pre-COVID-19 and pre-fine free wait times. During COVID-19, the loan period for DVDs and magazines increased from 2 to 4 weeks, which likely contributed to longer wait times for these materials.

Month	All material	Book (adult)	Book (children)	DVD (adult)	DVD (children)
Nov-18	12	15	8	14	3
Feb-19	10	11	6	15	10
Sep-19	11	13	7	15	5
Nov-19	13	11	6	15	10
Feb-20	11	12	5	20	8
Sep-20	19	22	14	35	23
Oct-20	17	20	11	33	11
Nov-20	15	19	9	26	5
Aug-21	12	17	8	23	10

Overdue items

The table below shows overdue items as a percentage of all items currently checked out. There is no pre-fine free data available for this dataset.

Week beginning	All material	Book (adult)	Book (children)	DVD (adult)
Aug 31, 2020	2.74%	2.43%	2.69%	2.10%
Oct 5, 2020	0.24%	0.32%	0.15%	0.15%
Nov 9, 2020	0.43%	0.65%	0.25%	0.27%
Aug 23, 2021	0.27%	0.35%	0.2%	0.31%

Note that while the table above provides a useful comparison between periods, showing that material in August 2021 is less likely to be overdue than material in 2020, further analysis of the dataset for this report identified an issue with the original formula (total # of days overdue as a % of total number of items out).

A more accurate dataset using the formula (total # of overdue and lost items as a % of total number of items out) is reproduced below and will be used going forward. Data for overdue and lost is included since overdue materials now automatically age to lost after 28 days. Data was calculated for the week of September 9, 2021.

	All material	Book (adult)	Book (children)	DVD (adult)
Overdue and lost material as a % of total checked out	6.0%	7.7%	4.2%	6.3%
Overdue material as a % of total checked out	3.1%	4.0%	2.7%	2.5%

Lost items

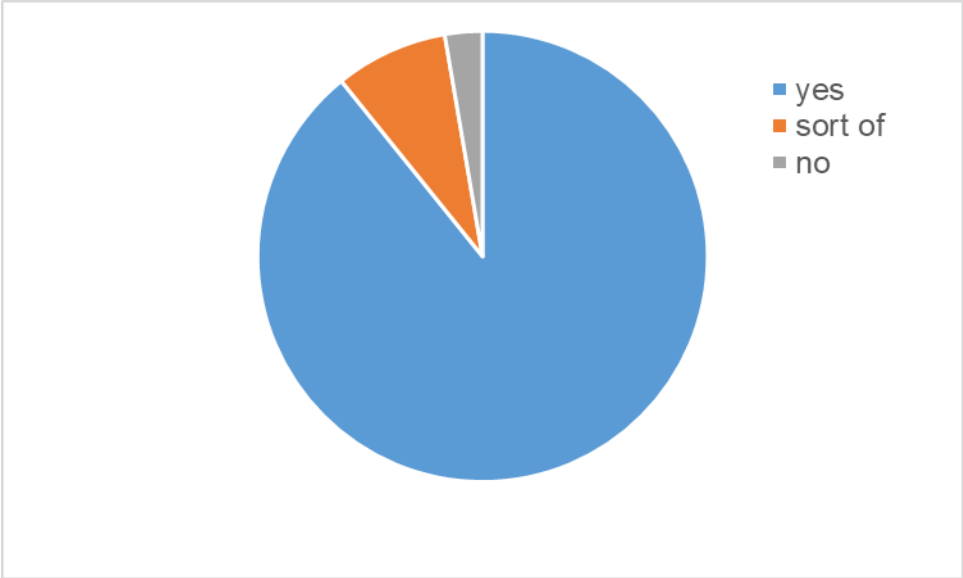
The table below shows the percentage of borrowers with overdue items. This data was first collected in August 2021, so we have no historical comparator.

Month	Active borrowers with lost item	Total active borrowers	% of borrowers with lost item
Aug 2021	1,399	92,588	1.5%

Telling the fine free story

The 6-month report to the board included a recommendation that there be increased communication of the fine-free initiative to staff, particularly around the rationale for going fine free. Resources including an internal video, FAQs and other items have since been shared with staff.

The staff survey included the question: Are you comfortable explaining the “why” of fine free to patrons?



Most staff who commented said that they were comfortable explaining the rationale behind fine free to patron. Some staff suggested that reminders of the “why” of fine free be incorporated into staff training, written communication and crew talks.

Conclusion

Fine free is now an established BPL program with widespread support from staff, patrons and community members, and the decision to eliminate fines is a point of pride for staff, trustees and for Mayor & Council. Since BPL eliminated late fines, a significant number of [libraries across the country](#) have followed suit.

A handwritten signature in black ink, appearing to read 'Beth Davies', with a stylized, cursive script.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 SEPTEMBER 16

SUBJECT: COVID-19 AND LIBRARY OPERATIONS

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

This report updates the Board on library operations during COVID-19.

Service Levels

The library is open for borrowing and browsing books and other materials, computer use, wifi use and study/seating. The library is no longer enforcing strict capacity limits, which has enabled us to remove the greeter station at each branch. We are gradually increasing seating and we continue to encourage patrons to keep their visits short, particularly at busy times.

The library is planning in-person programs, but the increased case counts and proof of vaccination requirements will likely delay the introduction of in-person indoor programs to later in the fall. The library doesn't plan to offer meeting room space until 2022. Librarians are delivering virtual programs including storytimes, conversation circles, job search tours and book discussion circles.

Library open hours will be extended on October 11, as follows:

Mon-Thu: 10am to 8pm
Fri, Sat: 10am to 6pm
Sun: 12pm to 5pm

Current hours are:

Mon: 10am to 5pm
Tue-Thu: 10am to 7pm
Fri: 10am to 5pm
Sat: 10am to 4pm
Sun: 12pm to 4pm

Activity Levels

Circulation of materials has increased significantly from 2020 levels, and is at 80% of 2019 levels. Patron visits and computer use are higher than 2020 but much lower than 2019 levels.

	August 2021	August 2020	August 2019
Patron Visits	72,100	24,412*	164,112
Checkouts	210,553	71,373	263,636
Computer Use	6,298	5,119	17,081

** 2020 does not include Tommy Douglas and Cameron numbers due to technical issues*

Health & Safety

On July 1, the province ended the COVID-19 provincial state of emergency. The City stood down the Emergency Operations Centre, and the city and the library moved from COVID-19 safety plans to a more general communicable disease plan. Also on July 1, masks moved from being mandatory to being recommended in indoor spaces.

On August 23, the Provincial Health Office announced that proof of vaccination would be mandatory for non-essential services. Proof of vaccination is not required to enter a public library, but it is likely that library programs, meetings and workshops will fall within the order. The Chief Librarian continues to discuss the implications of the order with the province, city and with other library directors.

Effective August 25, the Provincial Health Office ordered that masks be mandatory in indoor public spaces. Staff updated signage in libraries, and again began following up with patrons without masks.

Staff

All laid off staff have now accepted recall.

Some staff continue to work some days from home.

The Not Myself Today team, which provides resources and information to encourage conversations about and to destigmatize mental health, is providing regular updates to staff in small groups and through blog posts on the staff internal website. Many staff have commented on how useful they have found these posts.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2021 SEPTEMBER 16

SUBJECT: RETIRED EMPLOYEES 2021 JANUARY TO JUNE

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The following staff members retired during the first half of 2021:

Greg Barkovich

Greg began with Burnaby Public Library in June 1997. He worked as a Librarian 1 system-wide and at the Metrotown Branch. He went on to become the Librarian-Web Coordinator and then the Systems Supervisor/Librarian where he continued until his retirement. After 24 years of service, Greg retired on 2021 February 28 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.

Carol Belanger

Carol began with Burnaby Public Library in October 1995. She worked as a Librarian 1 at the McGill Branch, Cameron Branch and in the Metrotown Children's Department. After 26 years of service, Carol retired on 2021 May 31 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.

Crisanto Bustamante

Crisanto began with Burnaby Public Library in May 2007, working as a Building Service Worker system-wide. After 14 years of service, Crisanto retired on 2021 January 31.

Sue Lowe

Sue began with Burnaby Public Library in December 2004. She worked as a Library Clerk 2 system-wide and at the Metrotown Branch. She was most recently a Library Information Clerk at the Metrotown Branch. After 17 years of service, Sue retired on 2021 May 28 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.

Rommel Perez

Rommel began with Burnaby Public Library in January 2004, working as a Building Service Worker system-wide and at the Metrotown Branch. After 17 years of service, Rommel retired on 2021 February 28 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.

Vicki Rasmussen

Vicki began with Burnaby Public Library in April 2008, working as a Library Clerk 2 system-wide and at the Metrotown Branch. After 13 years of service, Vicki retired on 2021 April 1.

Seline So

Seline began with Burnaby Public Library in October 1989. She worked as a Librarian 1 system-wide, and at the Cameron, McGill and Metrotown Branches. After 32 years of service, Seline retired on 2021 February 28 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.

Diane Sura

Diane began with Burnaby Public Library in January 1989. She worked as a Library Clerk 1 and a Library Clerk 2 system-wide and at the Central Park Branch, and as a Library Clerk 3 and a Library Information Clerk at the Metrotown Branch. After 32 years of service, Diane retired on 2021 June 28 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY