

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2022 January 20 (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 hə́nqəmiḥəm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this shared territory.

1. Election of Officers:

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

- a) Chair
- b) Vice Chair

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

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

2. **Motion** to receive agenda

3. Minutes

- i) **Motion** to adopt the minutes of the regular meeting held 2021 December 9 as circulated

ENCLOSED

4. Reports

- i) Board Chair (verbal)
- ii) Council Liaison (verbal)

iii) InterLINK Representative (verbal)

a) Provisional 2022 InterLINK Budget

ENCLOSED

5. Items for Decision

i) Board Policy Reviews

1-2

Purpose: To seek approval for a revised policy review timeline.

6. Items for Information

i) 2021 Statistical Snapshot

3-17

Purpose: To provide the Library Board with information on statistics for 2021.

ii) Strategic Plan Report: Fourth Quarter 2021

18-34

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

iii) Operating Plan 2021 and 2022 Progress

35-38

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

iv) Picard Trust

39-46

Purpose: To report on the amended terms of the Picard Trust

v) Retired Employees

47

Purpose: To provide the Library Board with information regarding staff who retired from 2021 July 1 to December 31

7. Other Business

8. Next Library Board Meeting – 2022 February 17 via Zoom.

9. Adjournment

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



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: BOARD POLICY REVIEWS

DATE: 2022 JANUARY 20

RECOMMENDATION:

THAT the Board approve changes to the policy review timeline as outlined in this report.

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

At the September 2021 Board meeting, trustees decided to review the Intellectual Freedom and Privacy policies. An *ad hoc* working group was formed consisting of Board Chair Jeffrey Yu, Trustee Sarah Bartnik, Chief Librarian Beth Davies, and Director Collections & Technology Trish Mau.

The revised Privacy Policy was approved at the December 2021 Board meeting.

At the November 2021 Board meeting, an in-depth process for reviewing the Intellectual Freedom Policy was approved. The approved process includes research into sources, consultation with staff, and information sharing with the public, with the final policy coming to the April Board meeting for approval.

In December, BPL management staff met to discuss 2022 priorities. Management expressed concern at the number of ongoing and proposed projects, and in particular the capacity of staff to engage in consultation beyond the key priorities of Anti-Racism and implementing the Public Service Staffing Model.

Proposal

As such, staff are proposing the following:

- Delay the review of the Intellectual Freedom Policy to late 2022 or early 2023, but proceed with the research portion of the project, and share materials for information and discussion with the Board in early 2022
- Task the Board Personnel Committee with reviewing HR-related policies in 2022 as planned, beginning with E3 to E6 in early 2022, as these are expected to be straightforward, and tackle E1 and E2 later in 2022 so that changes can be informed by BPL’s anti-racism work in these areas.



Beth Davies
 CHIEF LIBRARIAN
 BURNABY PUBLIC LIBRARY



BRANCH / DEPARTMENT MANAGER'S REPORT

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: 2022 JANUARY 20

SUBJECT: 2021 STATISTICAL SNAPSHOT

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

SUMMARY

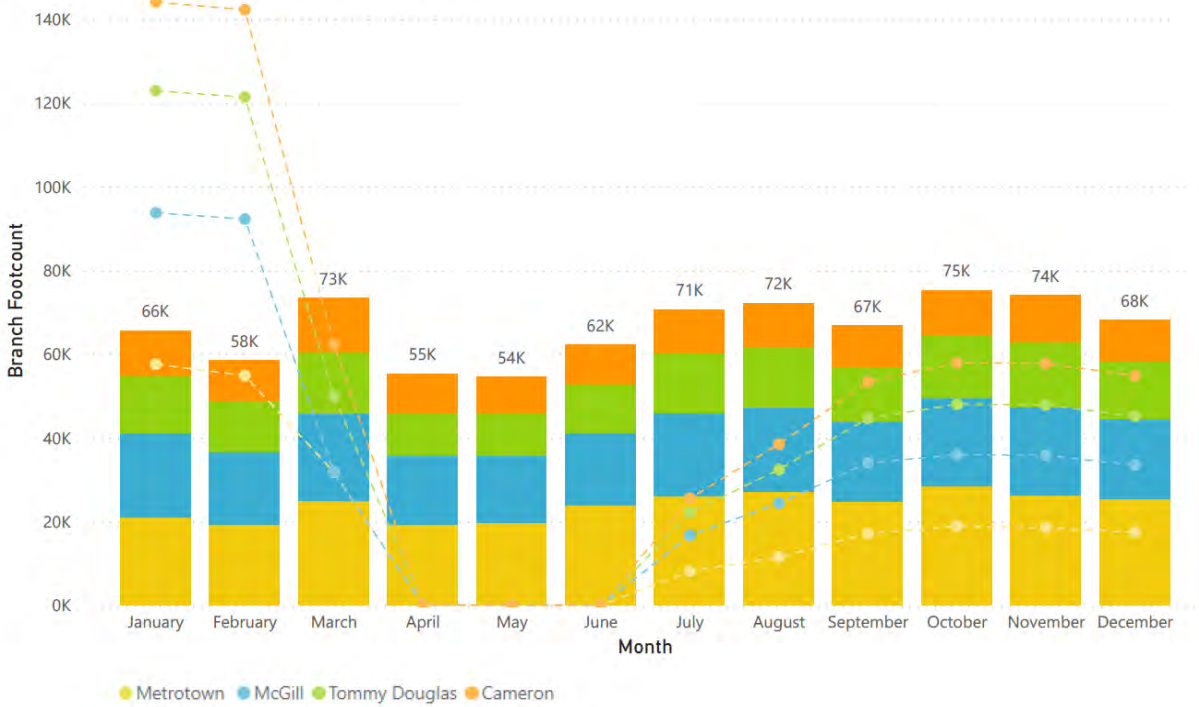
This year's statistical snapshot reflects the library's rebound in services from 2020, as staff and patrons adjusted to the "new normal" of COVID-19 restrictions. Visits to the library, circulation, and programming all increased over the previous year. In general:

- In-person visits and metrics associated with patrons being physically inside the branch, like computer sessions and patron questions, have grown since 2020.
- Physical and digital circulation rebounded more fully. Digital circulation continues to grow, despite the increase in print material circulation.
- Librarians increased delivery of virtual programs in 2021, and started introducing in-person programs in the fall.



BRANCH VISITS

2021 Footcount by Branch (dotted line is 2020)



Branch visits continued to rebound in 2021, although they remain far below pre-pandemic levels.

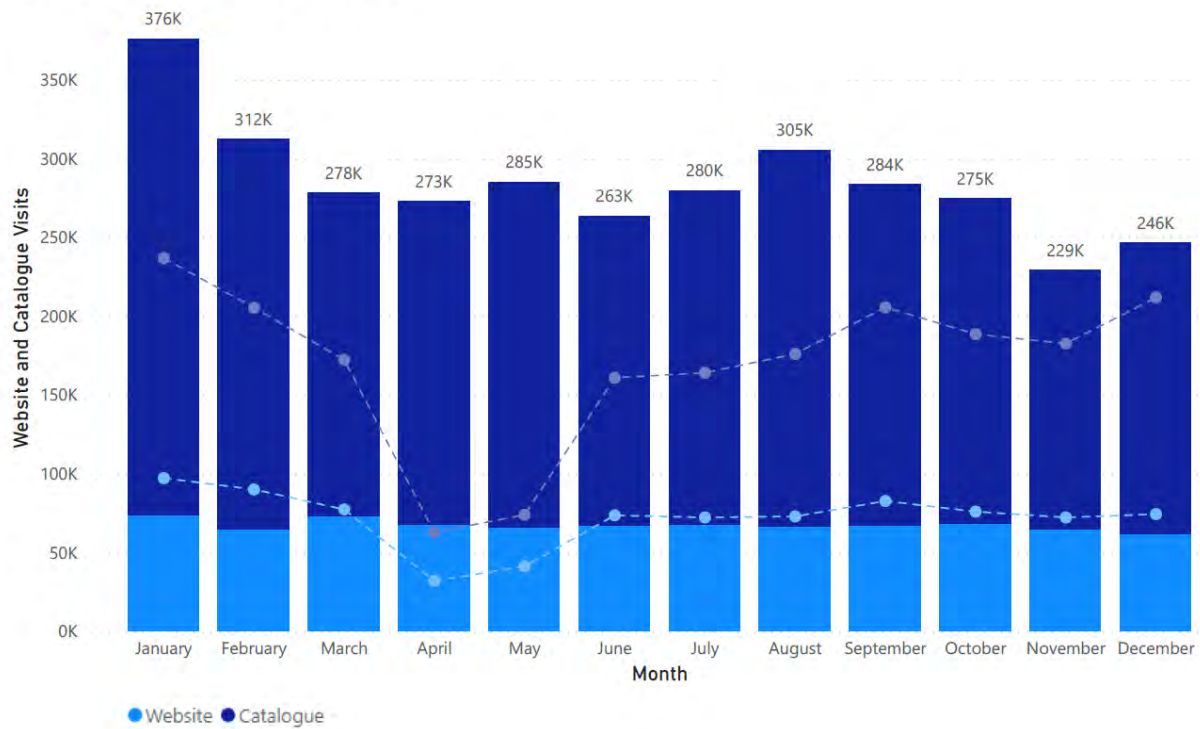
Overall, there were 796,071 visits to BPL branches in 2021, compared to 636,524 visits in 2020 – a 25% increase.

Metrotown was the busiest branch, with 286,494 visits, followed by McGill with 228,308 visits.



DIGITAL VISITS

2021 Digital Visits (dotted line is 2020)

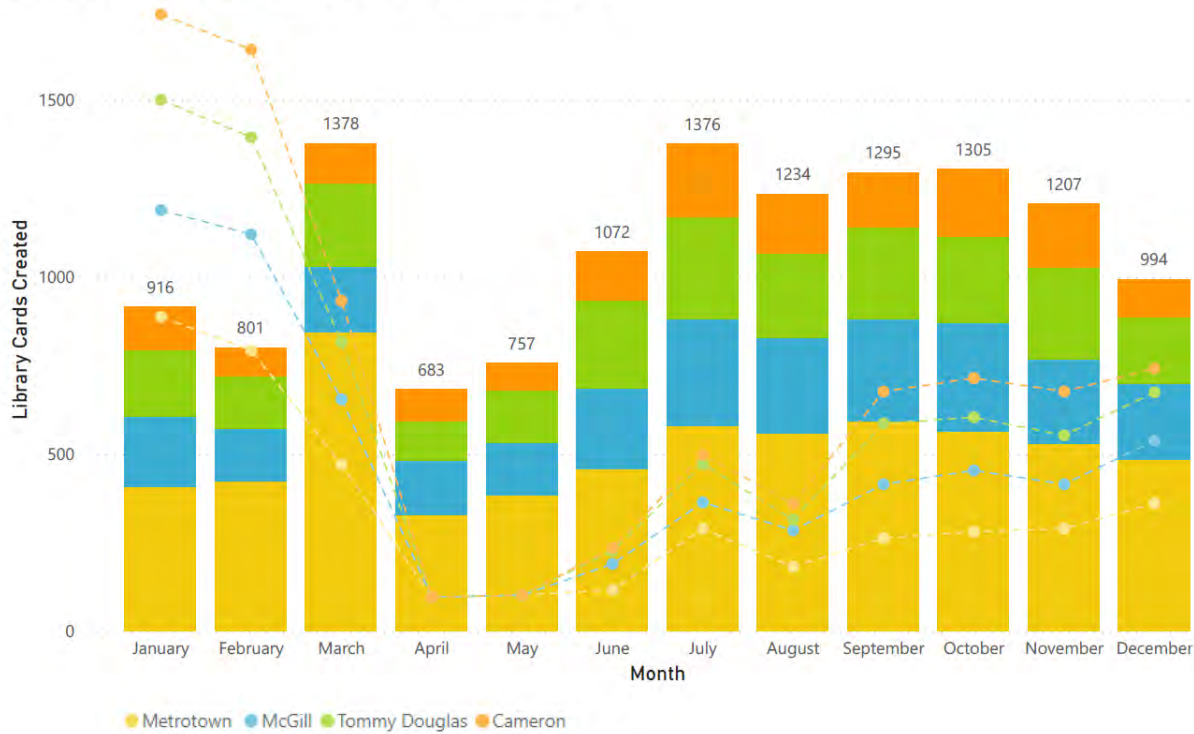


Visits to the Library's website and catalogue are above pre-pandemic levels, with catalogue visits especially elevated. Overall, digital visits increased by 67%, from 2,039,581 visits in 2020 to 3,405,823 visits in 2019.



NEW MEMBERS

2021 Library Cards Created by Branch (dotted line is 2020)



New user growth increased in 2021 – overall, BPL added 13,129 new members in 2021 compared to 8,735 in 2020. This represents a 50% increase from 2020, although is still far fewer than the 23,037 new members added in 2019.

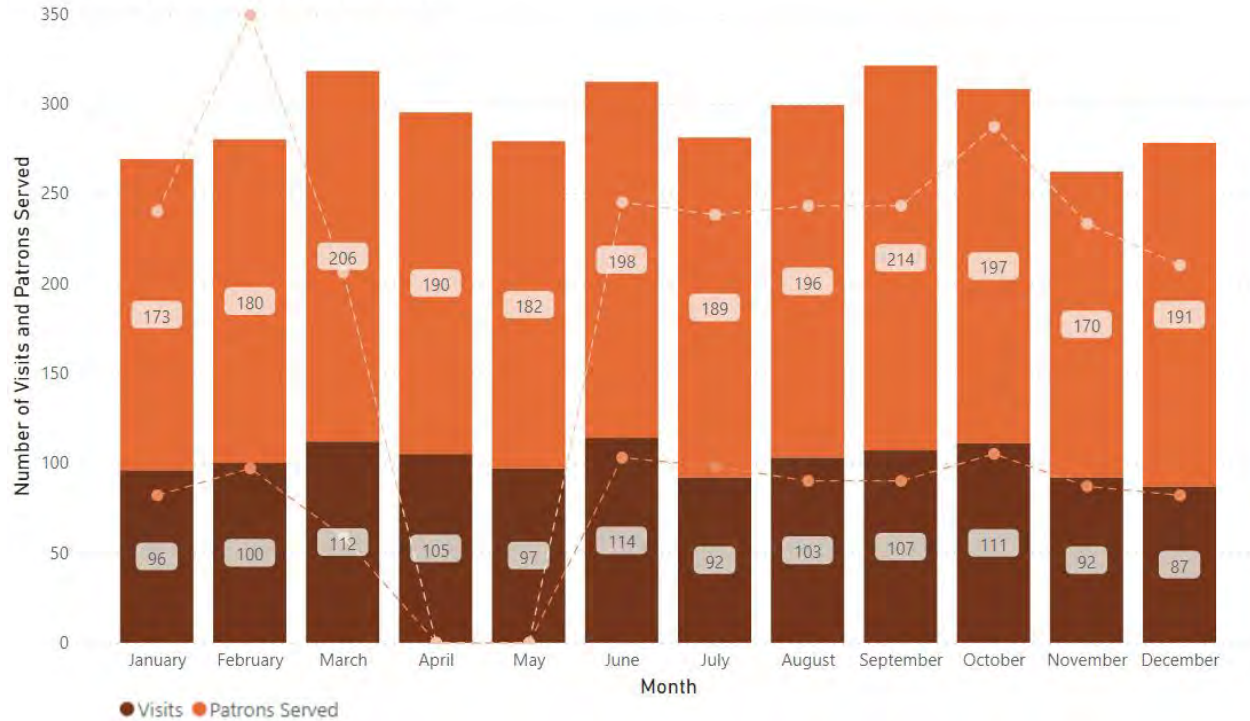
Metrotown signed up the most new members by far – 6,163 – followed by McGill’s 2,677 new members added.

Home Library and Accessible Services saw the largest rate of increase with 111 new members in 2021 – a 171% increase over 2020.



HOME LIBRARY AND ACCESSIBLE SERVICES

2021 HLAS Services (dotted line is 2020)



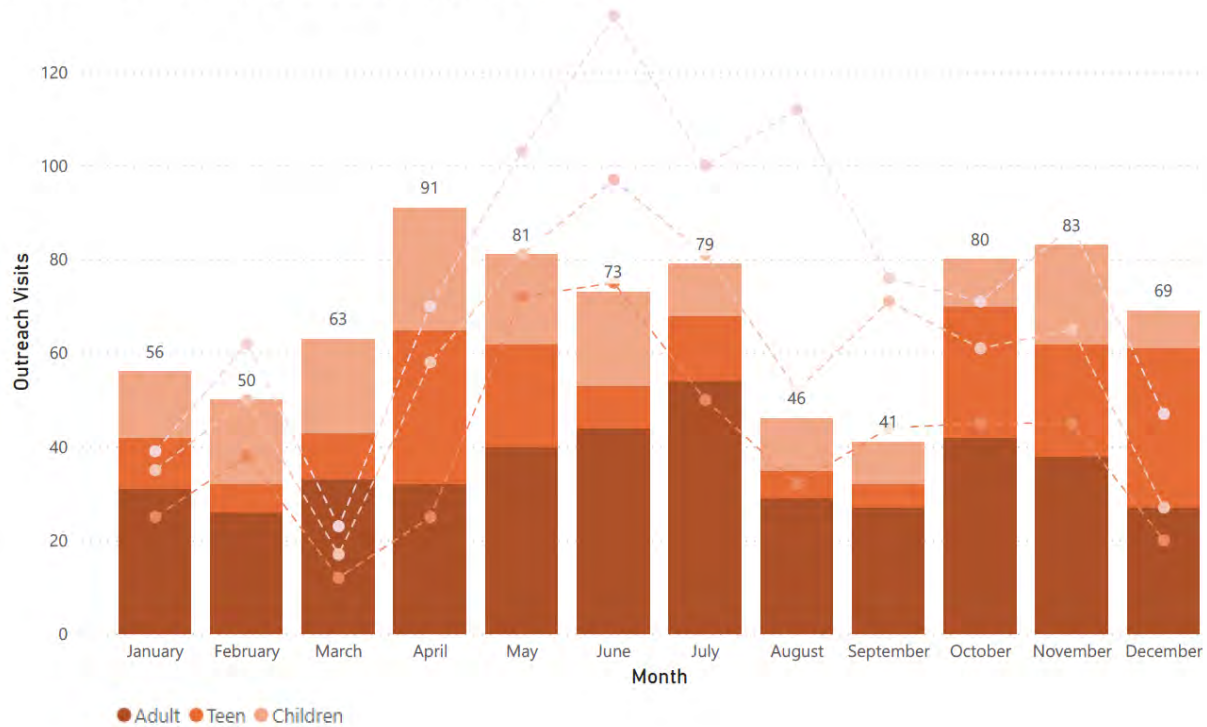
Unlike in 2020, this year saw uninterrupted deliveries to care homes and residences by BPL's Home Library and Accessible Services (HLAS). The number of patrons served increased at a higher rate than the number of visits, reflecting the larger number of care home visits that were made.

Overall, HLAS made 1,216 visits and served 2,286 patrons in 2021, compared to 893 visits and served 1,601 patrons in 2020, increases of 35% and 68%, respectively.



COMMUNITY WORK

2021 Outreach Visits by Age Group (dotted line is 2020)



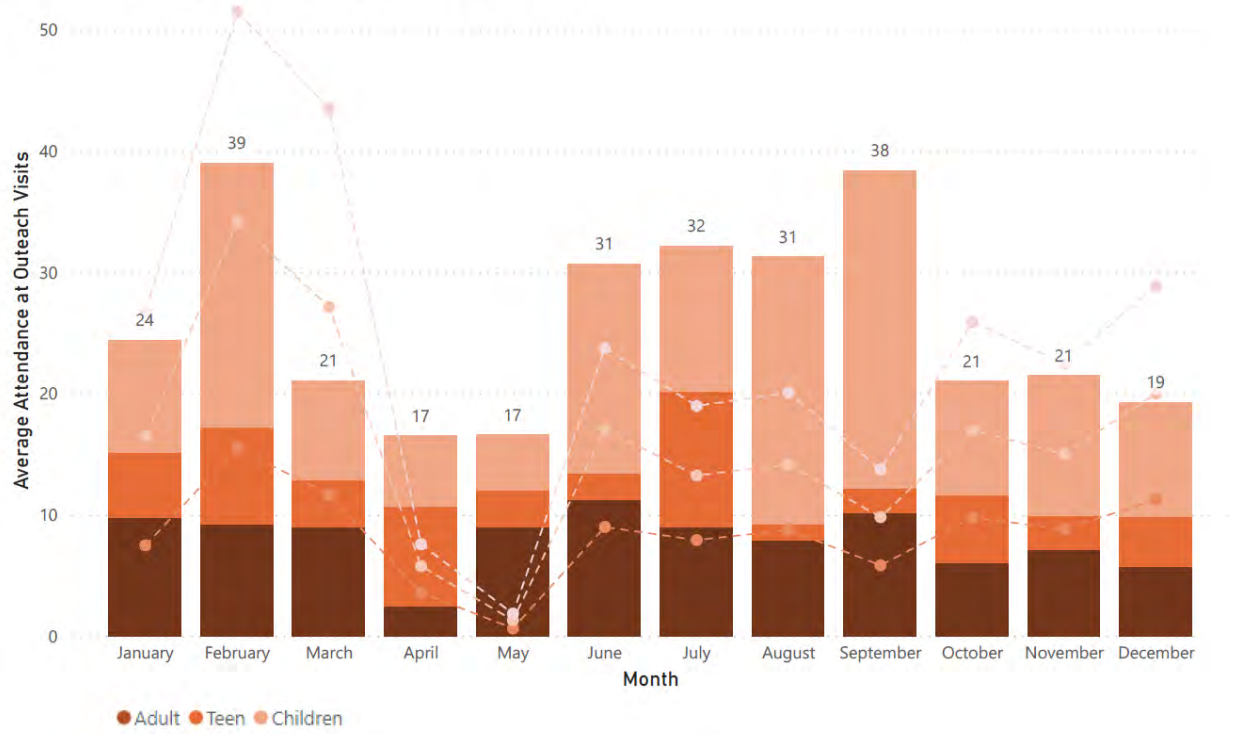
Outreach outperformed its pre-pandemic performance again in 2021. Librarians made 812 visits, a slight 7% decrease from 2020, but still higher than the 618 visits made in 2019. The decrease over 2020 reflects the increased time spent on program and service development in 2021.

In 2021, most visits remained virtual, demonstrating librarians' commitment and tenacity to do this kind of work.



Burnaby Public Library

2021 Outreach Average Attendance (dotted line is 2020)

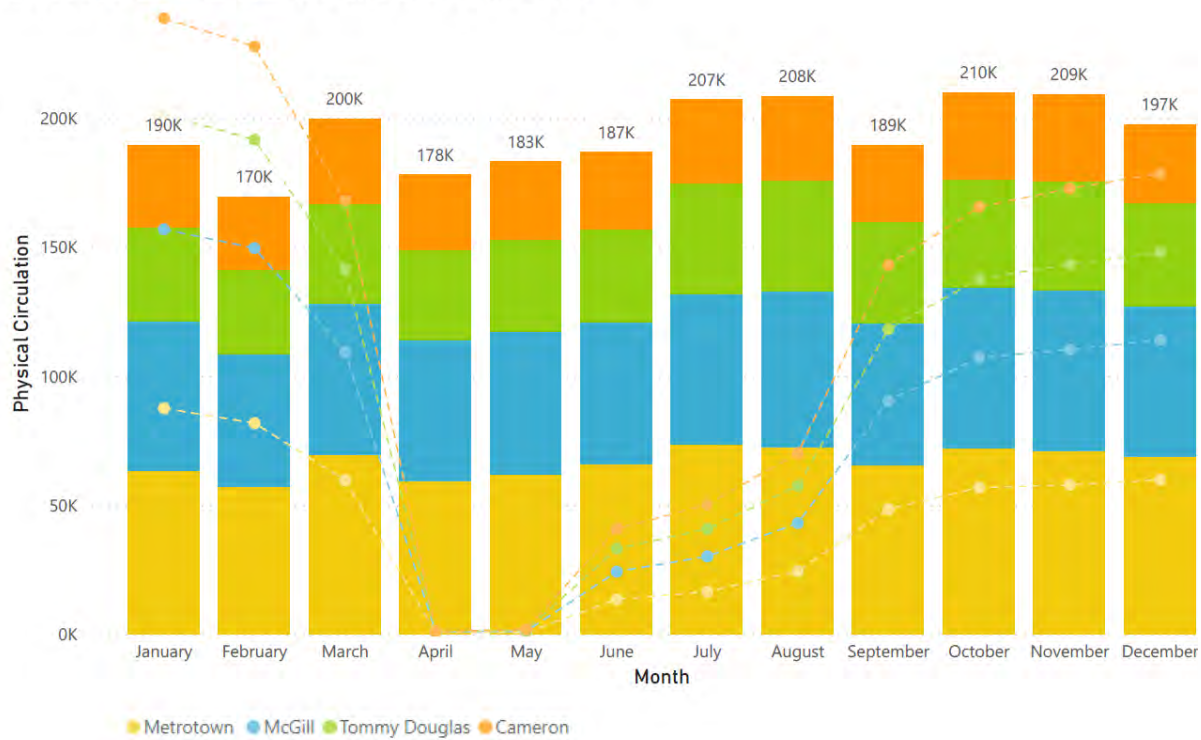


Overall, connections with community members through outreach visits was up 10% from 6,151 connections in 2020 to 6,776 connections in 2021.



CIRCULATION

2021 Physical Circulation by Branch (dotted line is 2020)

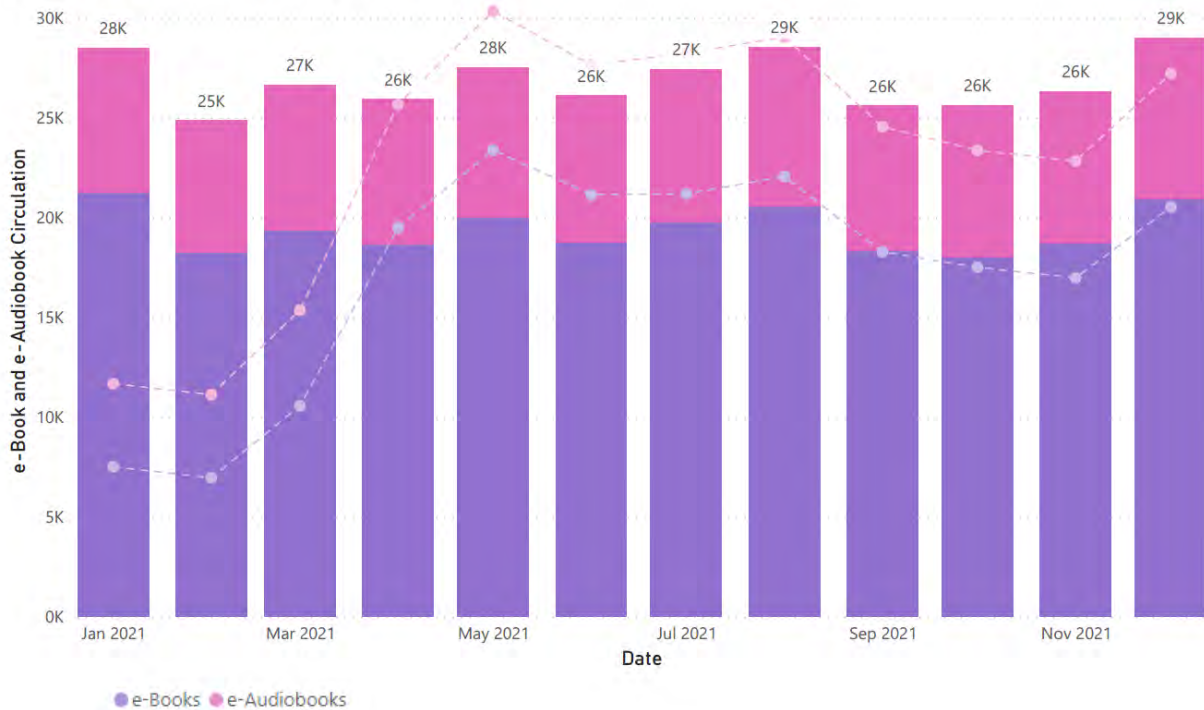


Circulation of physical materials rebounded to a steady level in 2021. The current rate of physical circulation is much closer to its pre-pandemic level in 2021 than branch visits, suggesting that a higher proportion of visitors are borrowing items, and that residents are borrowing more items at a time.

Total physical circulation in 2021 was 2,354,910 items compared to 1,475,077 items in 2020, an increase of 60%. For reference, the library's total physical circulation in 2019 was just over 3 million.



2021 Digital Circulation by Type (dotted line is 2020)



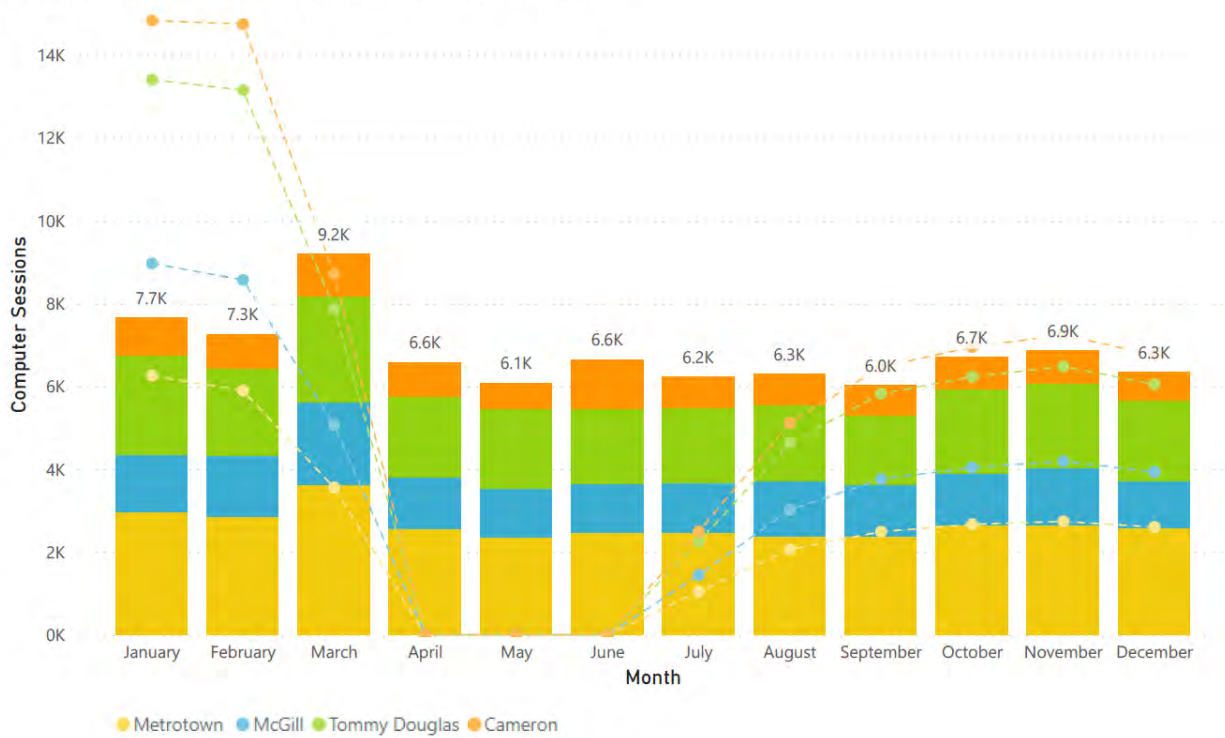
Circulation of e-Books and e-Audiobooks maintained its post-pandemic popularity and continued to grow in 2021. Even with branches open, patrons continued to borrow digital items at a comparable rate to when branches were closed.

Overall, BPL circulated 232,623 e-Books in 2021 compared to 184,349 in 2020 – a 26% increase – and 89,269 e-Audiobooks compared to 64,947 in 2020 – a 37% increase.



SERVICES AND PROGRAMS

2021 Computer Sessions by Branch (dotted line is 2020)

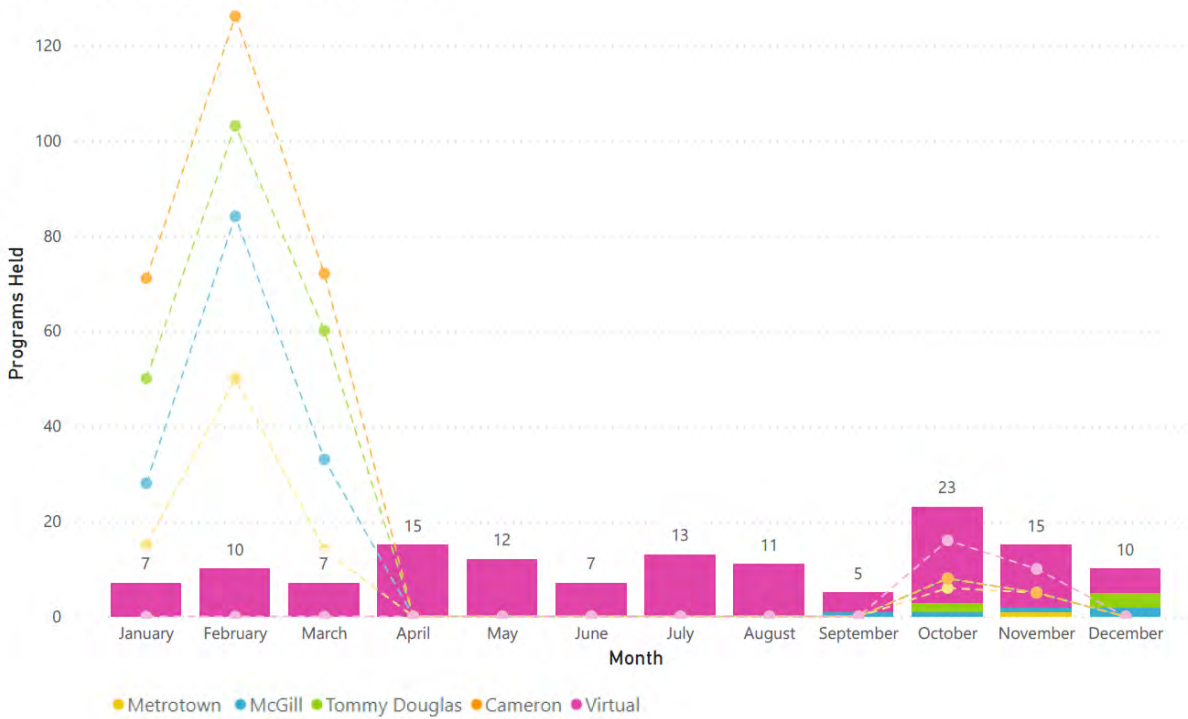


Computer use was steady in 2021, continuing the late-2020 trend. It remains below pre-pandemic levels, reflecting physical distancing protocols which reduced the number of computers available for use at each branch. In total, computer sessions increased by 12% from 73,309 in 2020 to 81,833 in 2021. For reference, there were 191,167 computer sessions in 2019.



Burnaby Public Library

2021 Programs by Branch (dotted line is 2020)



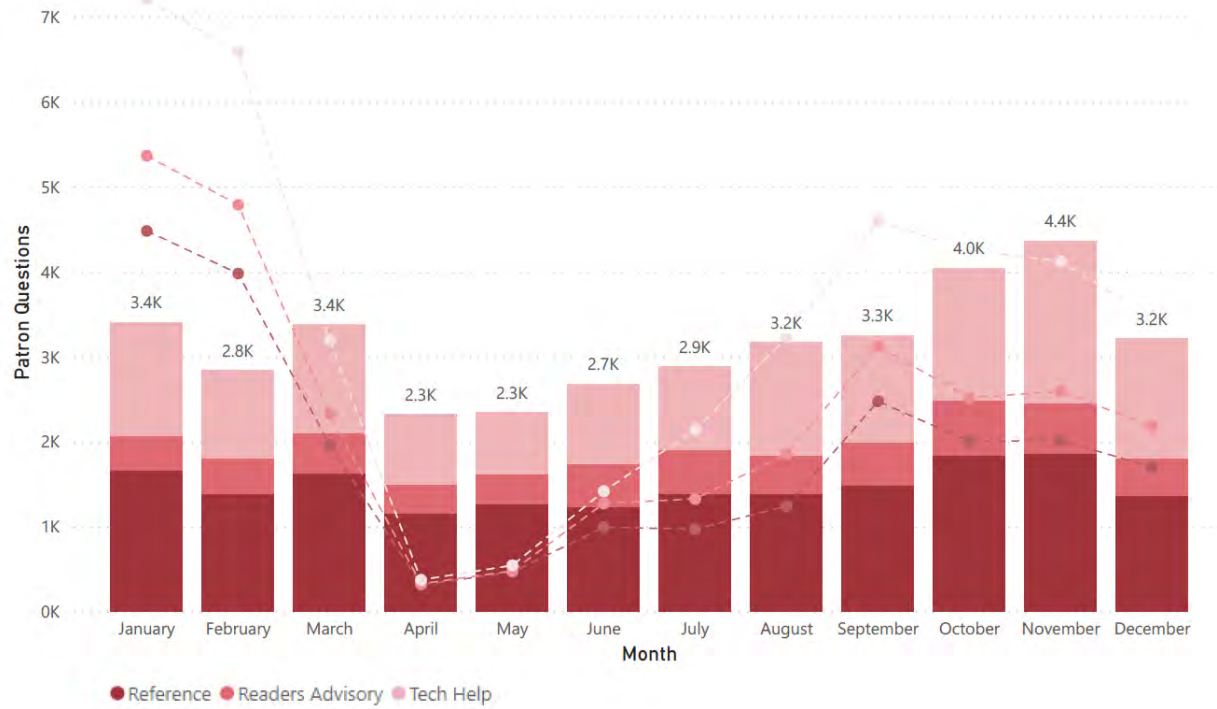
Programming began to rebound in 2021, led by virtual sessions and eventually joined by some in-person programming near the end of the year. From May to December, BPL delivered 99 programs in 2021, compared to 42 over the same time period in 2020. Unfortunately, the new Omicron variant of COVID-19 resulted in an indefinite pause of in-person programming, just after it restarted in the fall.

The amount of programming remains far below pre-pandemic levels. Overall, BPL delivered 135 programs in 2021, down from 2020's total of 295, and far below 2019's total of 1,194.



Burnaby Public Library

2021 Patron Questions by Type (dotted line is 2020)



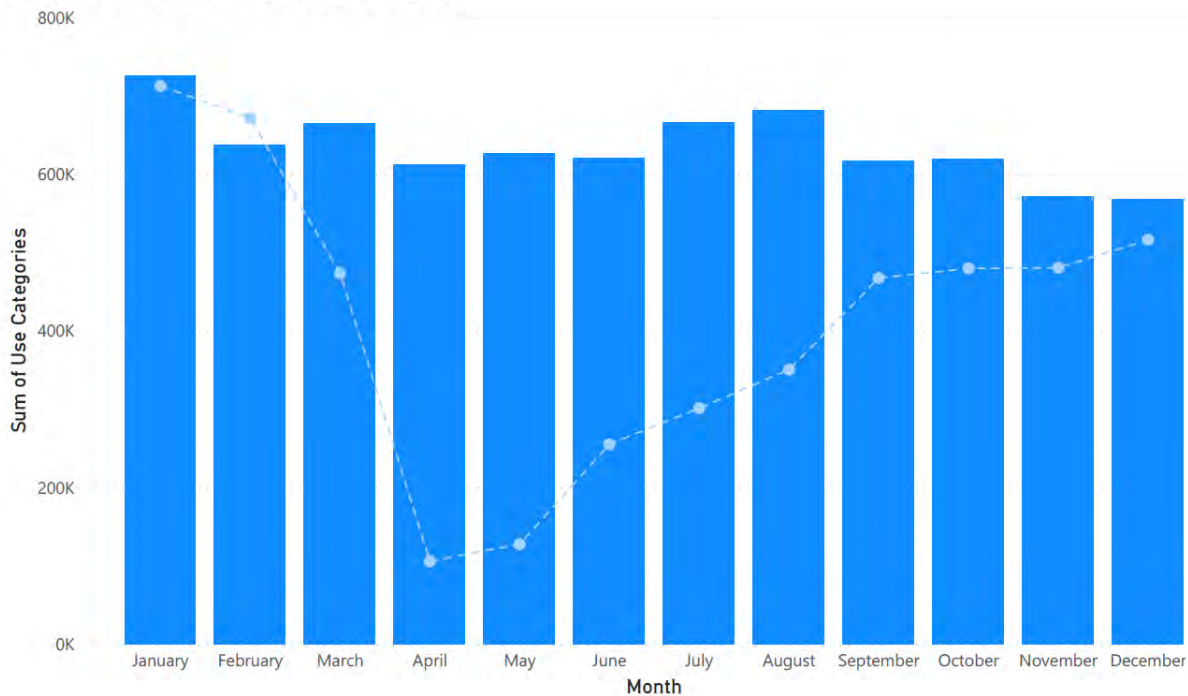
Overall, staff answered 37,866 patron questions in 2021 compared to 41,122 in 2020, representing an 8% decline.



TOTAL LIBRARY USE

Total library use captures 11 library use metrics: physical and virtual library visits, physical and digital circulation, unique wifi device sessions, branch computer sessions, HLAS patrons served, Outreach patrons served, reference questions responded to, library database searches, and program attendance.

2021 Total Library Use (dotted line is 2020)



Comparing 2021 with 2020, total use shows that the library was busier every month in 2021 than the busiest post-pandemic month in 2020.



Burnaby Public Library

Total Library Use - 2021 vs. 2020

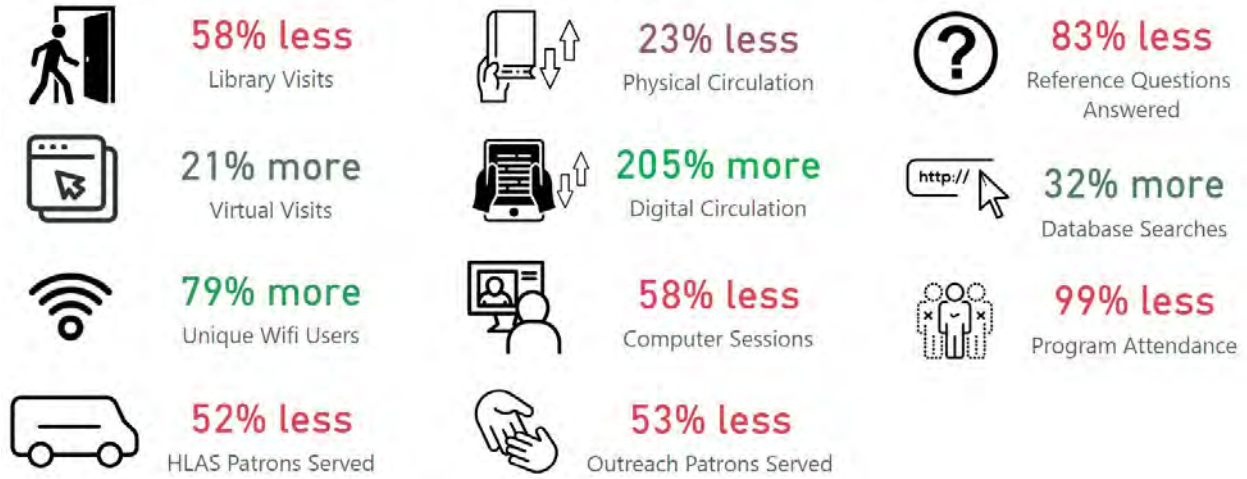


This infographic shows the percentage change in each use category from 2020 to 2021. The rebound in physical borrowing and wifi use has outpaced in-person visits and in-branch computer sessions, although all are up significantly. Virtual visits, digital circulation, and database searches are also up. HLAS and Outreach served more patrons in 2021, while most programming had not yet restarted. Patron reference questions were also down compared to 2020.



Burnaby Public Library

Total Library Use - 2021 vs. 2019



This infographic compares 2021 to the last pre-pandemic year, 2019. Digital use metrics, such as virtual library visits, digital circulation, and wifi use are growth areas compared to pre-pandemic times. Database searches are flat, and physical circulation is somewhat lower. Library visits, reference questions, in-branch computer sessions, are well under their pre-pandemic levels. With people being more careful about in-person contact, HLAS, outreach, and programming attendance are also well below their pre-pandemic levels.

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

Heidi Schiller
 DIRECTOR, PUBLIC SERVICE
 BURNABY PUBLIC LIBRARY