



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2022 JANUARY 20

**SUBJECT:** STRATEGIC PLAN REPORT Q4 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

<b>NEW MEMBERS</b>	<b>Q4 2020</b>	<b>Q4 2021</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
<b>Metrotown</b>	932	1,579	647	69%
<b>McGill</b>	475	760	285	60%
<b>Tommy Douglas</b>	425	692	267	63%
<b>Cameron</b>	302	475	173	57%
<b>HLAS</b>	11	26	15	136%
<b>Outreach*</b>	110	N/A	-110	-
<b>TOTAL</b>	<b>2,255</b>	<b>3,532</b>	<b>1,277</b>	<b>57%</b>

\*Beginning July 2021, outreach memberships are no longer counted separately

<b>HLAS</b>	<b>Q4 2020</b>	<b>Q4 2021</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
<b>Visits</b>	274	290	16	6%
<b>Patrons Served</b>	456	558	102	22%

<b>OUTREACH VISITS</b>	<b>Q4 2020</b>	<b>Q4 2021</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
<b>Adult</b>	110	107	-3	-3%
<b>Teen</b>	43	86	43	100%
<b>Children</b>	52	39	-13	-25%
<b>TOTAL</b>	<b>205</b>	<b>232</b>	<b>27</b>	<b>13%</b>

<b>OUTREACH CONNECTIONS</b>	<b>Q4 2020</b>	<b>Q4 2021</b>	<b>Increase/Decrease</b>	
			<b>Number</b>	<b>%</b>
<b>Adult</b>	1,062	680	-382	-36%
<b>Teen</b>	17	364	347	2041%
<b>Children</b>	619	412	-207	-33%
<b>TOTAL</b>	<b>1,698</b>	<b>1,456</b>	<b>-242</b>	<b>-14%</b>

### **Multicultural women’s support group**

Community Librarian Mariah virtually visited the Immigrant Services Society of BC multicultural women's support group, which is a connection that has been building for some time. The group was excited to learn about online resources, and they talked all about LinkedIn Learning for updating resume skills, Mango Languages for learning French, and children's online stories in Arabic and Russian to read with their families. There was a great mix of folks who were strong advocates of these resources and others that thought the library only had books, and that the books we had weren't in their language. It was so great to talk with them and a great reason to brush up on our other resources like online stories for kids!

### **Community happy hour for seniors at Tian Jin Temple**

Community Librarian Hana visited the Community Happy Hour for Seniors at Tian Jin Temple. As soon as she arrived, a patron there recognized her from a festival at the temple the previous month, when Hana had told him about Home Library and Accessible services (HLAS). Hana had talked with the HLAS team about topics that the patron was interested in, and the team brought the patron two books on each subject. At the Happy Hour, the patron told Hana many times how amazing the HLAS service was, and Hana taught the patron how to search for DVDs online and reserve the ones they wanted the HLAS team to bring. It was very rewarding to see the patron so excited to learn new things and enjoying library services.

### **Connecting with settlement workers in schools**

Children’s and teen services librarians attended a meeting with settlement workers from the Burnaby School District in mid-November. Burnaby settlement workers in schools provide settlement support to immigrant and refugee students and families, connecting them with resources in their schools and community. Settlement workers cover all 49 Burnaby schools, and speak 17 languages. A series of connections have been made with the settlement workers since then. At Metrotown, a family with very low English levels who needed a higher level of support than usual, visited and the family is now starting to use the library more independently; two visits to the library were organized for the most recent refugee group to arrive in Burnaby, Farsi speaking refugees from Afghanistan; and a series of conversations have started with the Tigrinya speaking settlement worker who supports families from Eritrea.

## Youth Taking Action: After hours documentary film screening at Metrotown

This fall, teen services began working with MOSAIC to organize an after-hours film screening of youth-made documentaries at the Metrotown branch. Youth took part in a program called “Youth Taking Action”, a 14-week filmmaking training aimed at empowering newcomer youth to find their voice. Once the documentaries were completed, the teens were keen to show their work to friends and family, and approached BPL for ideas. Teen librarian Andrea worked with the group to identify their needs. It took time to get to know the organizer, learn about barriers that the group faced, and look for creative solutions to meet the group’s needs. It was important to ensure that the youth attending the screening would feel welcome, and that their highly personal films would be shown in a safe space.

The documentaries were screened after hours at Metrotown, with Shadbolt Centre staff providing equipment and technical support, and Library Building Service Workers working with Andrea to rearrange the space after the library closed for the night. The films were incredibly moving, the teens commented on how special it was to have use of the library after hours, and the event felt like a great success for the library and the community.

The pandemic has reduced resources such as public space and has increased the need for social connection and face-to-face engagement. Organizers expressed that their community who are recent immigrants have felt this acutely and appreciated us offering them space when it is so scarce. What Andrea/the library learned about community development from this experience is that some exchanges with community organizations may feel transactional in the moment (for example, emailing a booklist, donating old magazines for collaging to an art workshop). Over time, however, these small transactions often work to build trust, and in this case enabled Andrea to collaborate on something big, fun and meaningful.



## Impact of computer access

A patron approached staff in a state of shock and distress after receiving an email that a close family member had died. The patron does not have a phone or computer, and checking email on a library computer is the only way that they stay in touch with their family. Staff gave the patron time and space to use the library phone to connect with their mother, and checked in with them later to make sure they were OK. The incident reinforces the impact of free access to technology, and also the impact of staff’s quiet act of kindness towards a vulnerable library patron.

## Artists Helping Artists

As in-person activities slowly resumed, Community Librarian Nicole had the opportunity to visit Artists Helping Artists (an art studio for folks of all abilities) for the first time since the start of the pandemic. Nicole was able to visit with a few of the artists who she used to see regularly and though they had seen each other on Zoom, it was great to reconnect in person. They spent much of the visit catching up on everything from new hobbies to how hard it is to have social connections during the pandemic. The long absence made it necessary to come up with creative ways to provide services (front-door drop-offs, Zoom board game days) which really helped maintain connections during the pandemic. At the second visit Nicole brought some Spheros for the artists to paint with. Most of the artists ended up trying it out and created festive Sphero artwork. It's really exciting to see how accessible our Curiosity Collection can be and how we can use it in different creative ways. Nicole was so excited to connect with the studio again and is really looking forward to safely visiting spaces in person.

## Vaccination Cards

Staff continue to comment on how rewarding it is to help (mostly elderly) patrons find and create vaccination cards. Information Clerk Hayden said, "They're thrilled that we can also laminate it and print it for free. I view this as contributing to the health of our broader society too!"

## North Fraser Métis Association

Around two years ago, Community Librarian Mariah started visiting the North Fraser Métis Association located in New Westminster. In what we call Burnaby we don't have many structural supports for Indigenous folks, and organizations based in neighbouring municipalities have a lot of folks who live in Burnaby attend and use their services. Mariah checked in with the New Westminster Public Library and then started visiting the Association and getting to know people casually. Recently, a Métis knowledge keeper who is part of the group reached out and asked if Mariah could help plan and run a Métis Capote making workshop with her. Mariah was so happy to have been asked and has been busy using some library programming skills to help book community spaces, plan dates and figure out logistics with them. Mariah is really excited for this event and to find a place in Burnaby for Métis community to safely gather, connect, and learn together!

## Helping a new immigrant print documents

Children's and Teen Coordinator Vicki Donoghue worked with a settlement worker at Malborough School to facilitate a visit to Metrotown by a new immigrant. The patron wanted to find information and print a document. Information Clerk Joanne used a combination of google translate and her own basic Mandarin to help the patron get what he needed.

## Operating Plan Project Updates

Project	Project Sponsor	Update
1.1 Understand Needs of Non-English Language Speakers	Beth	Some ad hoc work with translators in 2021. Work to identify ways to translate and otherwise serve community members in languages other than English will be operationalized in 2022
1.2 Expand and Improve Services for Neurodiverse Youth	Beth	Project not started due to COVID. Does not continue to 2022.
1.3 Offer ASL Interpretation at BPL Programs	Heidi	Project not started due to COVID. Does not continue to 2022.

## 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>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Adult	282,117	282,513	396	0.1%
Teen	16,599	24,182	7,583	46%
Children	224,487	317,611	93,124	41%
<b>TOTAL</b>	<b>523,203</b>	<b>624,305</b>	<b>101,102</b>	<b>19%</b>

<i>CIRCULATION – DIGITAL</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
e-Books	54,975	57,690	2,715	5%
e-Audiobooks	18,409	23,220	4,811	26%

<i>COMPUTER SESSIONS</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Metrotown	8,015	7,876	-139	-2%
McGill	4,156	3,770	-386	-9%
Tommy Douglas	6,593	6,030	-563	-9%
Cameron	2,184	2,218	34	2%
<b>TOTAL</b>	<b>20,948</b>	<b>19,894</b>	<b>-1,054</b>	<b>-5%</b>

<i>Wifi Unique Devices*</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Metrotown	17,969	24,438	6,469	36%
McGill	6,924	8,759	1,835	27%
Tommy Douglas	2,117	5,215	3,098	146%
Cameron	3,104	2,907	-197	-6%
<b>TOTAL</b>	<b>30,114</b>	<b>41,319</b>	<b>11,205</b>	<b>37%</b>

\*Wifi stats in both 2020 and 2021 were unreliable due to server issues

<i>PROGRAMS</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
All Adult	6	16	10	167%
Adult Digital Literacy	0	0	0	-
All Teen	12	12	0	0%
Teen Digital Literacy	12	0	-12	-
All Children	0	20	20	-
Storytimes	0	18	18	-
Children Digital Literacy	0	0	0	-
<b>TOTAL</b>	<b>18</b>	<b>48</b>	<b>30</b>	<b>167%</b>

<i>PATRON QUESTIONS</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Reference	5,719	5,062	-657	-11%
Readers Advisory	1,567	1,685	118	8%
Tech Help	4,549	4,864	315	7%
<b>TOTAL</b>	<b>11,835</b>	<b>11,611</b>	<b>-224</b>	<b>-2%</b>

<i>ONE-ON-ONES</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Patron one-on-one sessions	N/A	11	-	-

<i>DIGITAL RESOURCES</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Movies/Music Streamed	5,907	8,584	2,677	45%
Online Courses Accessed	2,221	3,053	832	37%

### Storytimes

This fall, in addition to virtual storytimes, limited attendance in-person storytimes were held at Tommy Douglas and McGill branches. This required the creation and testing of a safety plan and adjustments to the delivery of the programs. Storytimes pre-pandemic were always drop in, but with the safety restrictions it was thought best to have the programs registered, which presented some challenges. Staff and the public were appreciative to have the return of some normalcy in the library. COVID restrictions permitting, the library will continue with limited programming for preschool children in each branch.

### Curiosity collection

In 2021, the library's curiosity collection was expanded to include Birding Backpacks. They continue to be a hot commodity, especially among families with young children who are eager to get out of the house and explore their environment. One family at Cameron shared their thanks with us via an excited email message: "We are always thrilled with what BPL is doing to give our children new experiences from microbits to spheros and now birding backpacks. Our kids LOVED the binoculars and the handy pamphlets to identify birds. With their friends they were



debating over which kinds of gulls they spotted and was that a sand piper or a different kind! What great way to get out in nature. We were right in there with the real birders at Piper Spit thanks to our birding backpacks. We are ever enriched by our visits to Cameron library and all the helpful librarians. This is just the newest experience you have given our family. Thanks so much!"

### **Storywalks**

In collaboration with Burnaby Parks, Recreation and Culture, two StoryWalks were installed this fall, one at Metrotown and one at Cameron, A StoryWalk is an installation that consists of pages from a children's book that are placed along an outdoor path. People can follow the story as they stroll down the trail, and each panel will direct them to the next page in the story.

StoryWalks promote literacy, reading, health, exercise and movement in communities and neighbourhoods. Thank you to the Public Engagement Team (Tina and Natalie) and the Processing Team in Cataloguing (Heidi and Christine) for creating the beautiful materials for the walks.

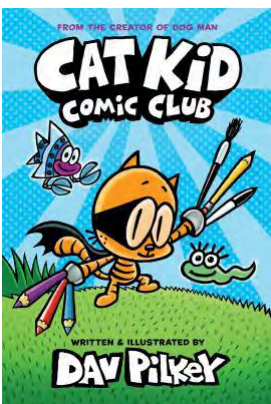
### **New weeding guidelines**

This fall, collections librarians wrapped up a project to develop and implement system-wide weeding guidelines and procedures. Under the old public service model, collections work was highly decentralized, and collections had for a many years been weeded unevenly across branches, and across formats (books/film), audiences (adult/teen), genres (general fiction/popular fiction) and languages (English/other languages). The decision to move collections work to a smaller, dedicated team in 2021 gave us an opportunity to examine workflows and think about how to weed effectively across the system, and with care and attention to the makeup of our community. The new weeding guidelines move the routine work of weeding from reports to pages and info clerks, and keep the work of considering collection balance, relevance and currency with librarians. They establish a regular schedule for withdrawals to make space for new materials in branches, while also putting protections in place for newer collections that still need time to grow and become established. Over time, collections for teens and in languages other than English are expected to grow.

### **BPL's Most Checked-out Books of 2021**

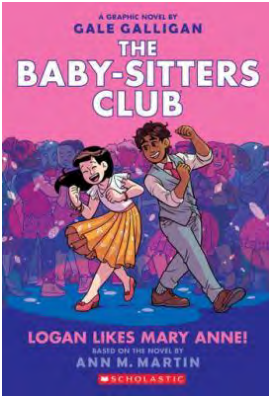
The following are Top 10 circulating items by category for 2021. We've left out items from the same series in fiction lists.

#### **Children's fiction (physical)**



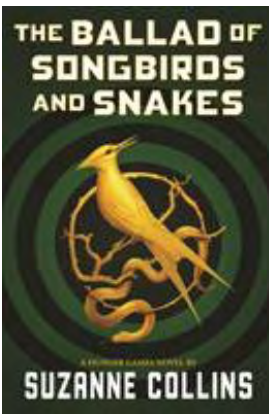
1. Cat Kid Comic Club, by Dav Pilkey
2. For Whom the Ball Rolls, by Dav Pilkey
3. Diary of a Wimpy Kid, by Jeff Kinney
4. Guts, by Raina Telgemeier
5. Wings of Fire, Book 4: The Dark Secret, by Tui Sutherland
6. Baby Sitters Club, Book 6: Kirsty's Big Day, by Gale Galligan
7. Amulet, Book 8: Supernova, by Kazu Kibuishi
8. Drama, by Raina Telgemeier
9. Garfield Eats and Runs, by Jim Davis
10. Superstore Surprise, by Geronimo Stilton

## Children's fiction (digital)



1. Baby-Sitters Club Graphix Series, Book 8: Logan Likes Mary Anne, by Gale Galligan
2. Smile, by Raina Telgemeier
3. Dog Man, Book 9: Grime and Punishment, by Dav Pilkey
4. Diary of a Wimpy Kid, Book 15: The Deep End, by Jeff Kinney
5. Harry Potter, Book 2: Harry Potter and the Chamber of Secrets, by J.K. Rowling
6. Big Nate Makes a Splash, by Lincoln Peirce
7. Cat Kid Comic Club, Book 1, by Dav Pilkey
8. Wings of Fire Graphic Novel Series, Book 4: The Dark Secret, by Tui Sutherland
9. Drama, by Raina Telgemeier
10. Percy Jackson and the Olympians Series, Book 1: The Lightning Thief, by Rick Riordan

## Teen fiction (physical)



1. The Ballad of Songbirds and Snakes, by Suzanne Collins
2. They Both Die at the End, by Adam Silvera
3. One of Us is Lying, by Karen McManus
4. The Cruel Prince, by Holly Black
5. Six of Crows, by Leigh Bardugo
6. A Court of Silver Flames, by Sarah J. Maas
7. House of Earth and Blood, by Sarah J. Maas
8. The Selection, by Kiera Cass
9. The Hate U Give, by Angie Thomas
10. The Book Thief, by Markus Zusak

## Teen fiction (digital)



1. Shadow and Bone, by Leigh Bardugo
2. Six of Crows, by Leigh Bardugo
3. The Cruel Prince, by Holly Black
4. Midnight Sun, by Stephenie Meyer
5. Throne of Glass, by Sarah J. Maas
6. The Ballad of Songbirds and Snakes, by Suzanne Collins
7. A Court of Thorns and Roses, by Sarah J. Maas
8. One of Us is Lying, by Karen McManus
9. Demon Slayer: Kimetsu no Yaiba, Volume 10: Human and Demon, by Koyoharu Gotoge
10. They Both Die at the End, by Adam Silvera

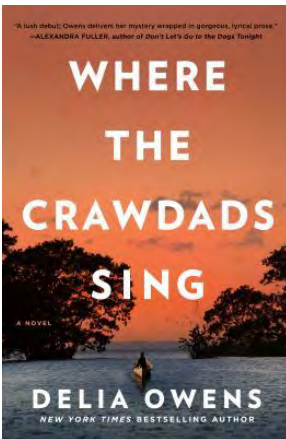


## Adult fiction (physical)



1. The Midnight Library, by Matt Haig
2. The Vanishing Half, by Brit Bennett
3. Where the Crawdads Sing, by Delia Owens
4. All the Devils are Here, by Louise Penny
5. The Four Winds, by Kristin Hannah
6. The Law of Innocence, by Michael Connelly
7. A Time for Mercy, by John Grisham
8. Anxious People, by Fredrik Backman
9. The Sentinel, by Lee Child and Andrew Child
10. The Push, by Ashley Audrain

## Adult fiction (digital)



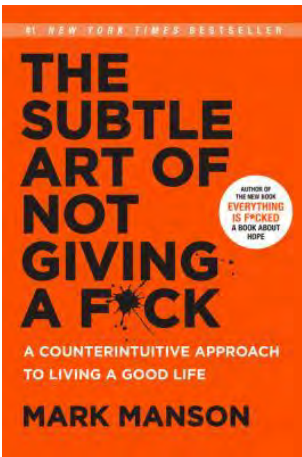
1. Where the Crawdads Sing, by Delia Owens
2. Bridgerton, Book 1: The Duke and I, by Julia Quinn
3. The Vanishing Half, by Brit Bennett
4. The Midnight Library, by Matt Haig
5. The Four Winds, by Kristin Hannah
6. The Rose Code, by Kate Quinn
7. The Last Thing He Told Me, by Laura Dave
8. Little Fires Everywhere, by Celeste Ng
9. The Guest List, by Lucy Foley
10. The Silent Patient, by Alex Michaelides

## Adult non-fiction (physical)



1. A Promised Land, by Barack Obama
2. Becoming, by Michelle Obama
3. Atomic Habits: Tiny Change, Remarkable Results, by James Clear
4. Untamed, by Glennon Doyle
5. Keep Sharp: Build a Better Brain at Any Age, by Sanjay Gupta
6. Talking to Strangers: What We Should Know About the People We Don't Know, by Malcolm Gladwell
7. Educated: A Memoir, by Tara Westover
8. Breath: The New Science of a Lost Art, by James Nestor
9. Sapiens: A Brief History of Humankind, by Yuval Noah Harris
10. Caste: The Origins of Our Discontents, by Isabel Wilkerson

## Adult non-fiction (digital)



1. The Subtle Art of Not Giving a F\*ck, by Mark Manson
2. Talking to Strangers: What We Should Know About the People We Don't Know, by Malcolm Gladwell
3. Greenlights, by Matthew McConaughey
4. Atomic Habits: Tiny Change, Remarkable Results, by James Clear
5. Untamed, by Glennon Doyle
6. Becoming, by Michelle Obama
7. Sapiens: A Brief History of Humankind, by Yuval Noah Harris
8. Dare to Lead: Brave Work, Tough Conversations, Whole Hearts, by Brené Brown
9. 12 Rules for Life: An Antidote to Chaos, by Jordan B. Peterson
10. A Promised Land, by Barack Obama

## Films (physical)



1. Tenet
2. Frozen II
3. Parasite
4. Soul
5. Mulan
6. The Irishman
7. 1917
8. Minari
9. The Joker
10. Knives Out

## Films (digital)



1. Parasite
2. Four Weddings and a Funeral
3. The Bookshop
4. Sweet Bean
5. I Am Not Your Negro
6. Fargo
7. Call Me By Your Name
8. The Truman Show
9. Terminator 2
10. Maurice

## Zoom training for seniors

Community Librarian Andrea has sat on the Burnaby Primary Care Network's Seniors at Home Working Group for most of the pandemic. Along with learning about some of the challenges this

community group faced, agencies and organizations worked together to find solutions and share the work they were engaged in. At one of these meetings early in pandemic, Andrea shared information about the library's Train-the-Trainer series to help community organization staff learn about zoom. Two working group members attended a session facilitated by Adult Public Services Librarian Alex, and after the session Alex reached out to Andrea to see if there would be interest in a workshop tailored specifically for seniors.

Alex and Andrea developed training that aimed to combat social isolation by empowering seniors to use Zoom in order to connect with their family, friends, and community. The Seniors at Home group members' community connections and knowledge was invaluable in informing the program's directions and content. The end result was a program that focused on accessible resources and that, while aimed at seniors, can be adapted to assist anyone wanting to learn Zoom and similar applications.

### **The end of storage collections**

The end of 2021 marks the official end of storage collections at BPL, including storage collections on the first and second floors at Metrotown, and in the basement at the McGill Branch. A long-time goal for our library has been unmediated access to library collections for our patrons. We're excited to start 2022 with all collections available for patrons to browse, with the exception of book club kits (which take up a lot of space and have little shelf appeal), seasonal children's collections during their off-season, and special collections at Metrotown, which will remain in closed areas.

## **Operating Plan Project Updates**

<b>Project</b>	<b>Project Sponsor</b>	<b>Update</b>
2.1 Streamline and Enhance Patron Printing	Trish	RFP proponents being evaluated. Project continues to 2022. Expected completion Q2 2022.
2.2 Develop Virtual Library Programs	Heidi	Adult public service librarians have delivered regular virtual Book Discussion Circles and ESL Conversation Circles, and a virtual Job Search Tour. Children's Librarians continued to deliver online storytimes for babies. Teen Librarians continued to deliver several virtual teen programs. Project complete.
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	Key aspects of the project completed. Project scope in 2022 narrowed to Metrotown Digital Studio and lending technology. Expected completion Q4 2022.
2.5 Showcase and Develop Local Writers	Heidi	Project not started due to COVID. Does not continue to 2022.

## 3. Create Welcoming and Innovative Spaces

We will:

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

<i>VISITS TO BRANCHES</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Metrotown	54,982	80,247	25,265	46%
McGill	50,259	61,129	10,870	22%
Tommy Douglas	35,832	44,376	8,544	24%
Cameron	29,454	31,572	2,118	7%
<b>TOTAL</b>	<b>170,527</b>	<b>217,324</b>	<b>46,797</b>	<b>27%</b>

<i>ONLINE VISITS</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Website	222,259	194,948	-27,311	-12%
Catalogue	360,417	555,235	194,818	54%

<i>ROOM USE BY COMMUNITY GROUPS</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Metrotown	0	0	0	-
McGill	0	0	0	-
Tommy Douglas	0	0	0	-
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>

### Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Detailed design work began in November 2021, and included online open houses and public consultation.
3.2 Renovate Metrotown Spaces	Beth	Project is at construction drawings stage. Project scheduled to go for tender in Q1 2022, with expected completion Q3 2022.
3.3 Create Teen Space at Tommy Douglas	Linton	Furniture and equipment from computer room has been removed, furniture and equipment ordered and some received. Expected completion Q2 2022.

## **Bringing new light to the multilingual collection at McGill**

At the McGill branch, staff embarked on a task to improve exposure and access, and give more space to growing multilingual collections.

A team of staff evaluated three options for shifting sections of the collection with consideration for: patron experience, futureproofing, and effort. They discussed and weighed options against these factors using a method called planning poker. With this consensus-building technique, staff selected the option that gave best balance between effort level and providing the best user experience and futureproof plan. The team then charted the move and executed; within three days they were able to move the multilingual collection to the front of the library. This shift created display space for the world language collections as well as providing additional shelves to space out and grow the collections.

Staff received a positive response from patrons. After the move, a patron commented to staff that they never knew we had a Persian collection and was glad to have found it. This shifting project exemplifies one way in which BPL seeks to highlight voices in the collection that can often be overlooked and to prioritize collections such as these that serve a significant and growing community need.

## **New Cameron branch**

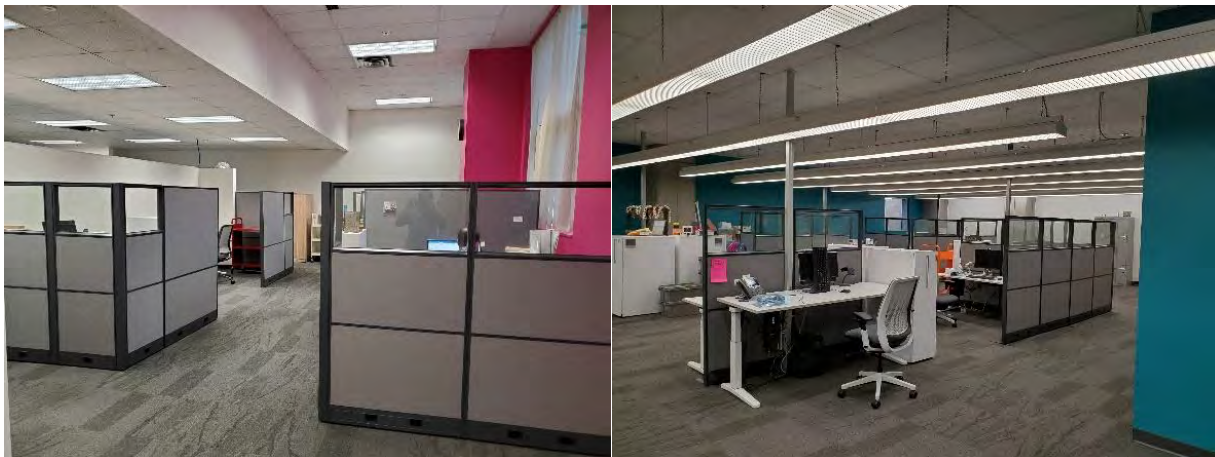
Planning for the new Cameron branch continued this quarter. The project team held virtual open houses to share the design concept with the community, and to answer questions about the project. This fall also marked the start of the design development phase of the project, and a series of meetings were held with staff to start giving shape to the various spaces in the library. Teen services staff shared insights from their work with the Teen Advisory Group and other teens on the design of the Tommy Douglas teen space, and teen librarian Duncan visited with Burnaby Youth Hub's SOGI (Sexual Orientation and Gender Identity) group to share designs and get input.

## **Metrotown staff spaces**

In preparation for the Metrotown Branch Phase 1 renovation, new staff work and collaboration spaces have been created in former storage, office and kitchen areas. The Home Library & Accessible Services area is now being shared by the Public Engagement & Awareness team, and with the Children's and Teen Coordinator and with the Manager of Community Development.

Shared landing stations have been added in the second floor staff workroom for Information Clerks, Pages, BSWs, and security. Old millwork desks have been replaced by ergonomic sit/stand desks.

These preliminary renovations are complete, although we have a little tidying up to do!







## 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

<i>STAFF TRAINING</i>	Q4 2020	Q4 2021	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	83	69	-14	-17%
Staff Attending Training/Conferences	64	138	74	116%

### Operating Plan Project Updates

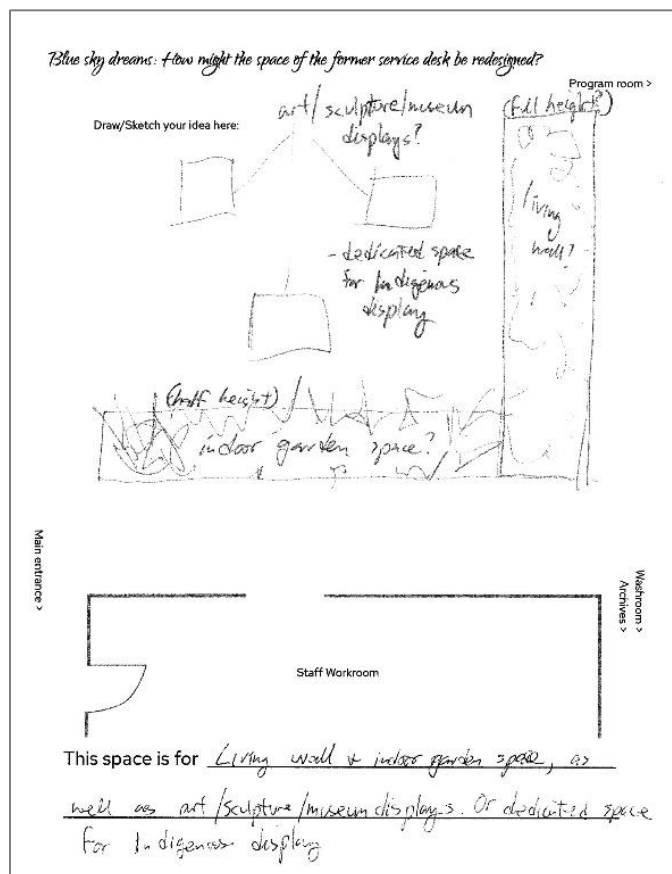
Project	Project Sponsor	Update
4.1 Implement the Public Staffing Model	Beth	Model review completed in November 2021. Report with actions presented to the Board in December 2021.
4.2 Implement Measures to Support Staff Mental Health	Beth	Not Myself Today ambassadors continue to do amazing work sharing resources and stories with staff, as part of destigmatizing and supporting staff mental health.

4.3 Anti-Racism Organizational Development	Beth	Consultants' report shared with board and staff in Q3 2021. Consultants held three facilitated sessions with staff in Q3. Actions will be shared with staff and Board in Q1 2022.
4.4 Develop a Comprehensive Staff Development Program	Beth	Board approved \$5000 scholarship for BIPOC BPL staff or Burnaby residents to attend Library School. Two exempt positions posted as part of an approved BIPOC-preferred program under the office of the BC Human Rights Commissioner.

### Staff opportunity to re-envision McGill space

As one of the remaining pieces of implementing the new Public Service Staffing Model at McGill, the former (circulation) service desk was removed in November. Just prior to its removal, staff engaged in a design activity to imagine what the former desk area space could be. Staff were given sketching tools and templates and asked to do some blue sky dreaming to consider the needs of the community as well as internal needs for the team; nothing would be too outrageous nor too small.

The result was 15 sketched ideas that revealed grand ideas and some very practical considerations: one of the ideas is shown below.



With the patterns and common threads in this form of feedback, staff made immediate decisions that would support staff workflow by retaining some staff space while still maintaining a large footprint as potential public space to support collection display, study space, or a warm community gathering place. Staff look forward to realizing the potential of this space this upcoming year.

## Staff appreciation week

In December, BPL held a staff appreciation week to take time to acknowledge the contributions of staff across the organization, and in particular the incredible work of staff in the pandemic. Branches and departments celebrated in various ways, including sending thank you cards, walls of appreciation notes, and lots of food and drink, including a fancy hot chocolate bar at the Metrotown branch.

As part of Staff Appreciation Week, the Systems team took a break from their computers and went for a walk in Central Park with the Birding Backpacks. They saw spotted towhees, many ducks (including an “uncommon” hooded merganser), chickadees, and a very large coyote. It was a great way to spend time as a team, celebrate the end of the year, and even do a little sneaky library promotion – some fellow walkers were curious about their BPL backpacks and staff got to chat about the cool things that the library lends that aren’t books!

## Comments and suggestions from patrons

Thanks for having the Arabic section. Please add more if that is possible. Thanks!

*Tommy Douglas patron*

With no late fees, the reserve list which I use extensively seems to ground to a halt.

*Tommy Douglas patron*

I’d like to thank you for having an Arabic collection. I’m so happy about it. Please try to get more if that is possible.

*Tommy Douglas patron*

Request that you please add Hindi language/non-fiction books for adults. At present BPL doesn’t even have one book. Really appreciate.

*Tommy Douglas patron*

Thank you for the best version of IELTS books! Really helped me pass my exam! You all are amazing in what you do.

*McGill patron*

I love coming here! You have a good thing going here. You know, it’s not the same as other libraries. I think it has something to do with the people that work here.

*Cameron patron*

I just want to say thank you for staying open during the pandemic. It’s been a lifesaver for me and the kids.

*Cameron patron*

The birding backpacks really stoked that curiosity in my son’s love for nature. He went out all the time this summer to discover the birds even in our backyard. This is such a brilliant offering for BPL.

*Library patron (who also happens to be a staff member!)*

I am ever so grateful for all the kind assistance of a most terrific crew of staff at Tommy Douglas public library.

*Tommy Douglas patron*

As a senior, bucking 80, I thank you very much for having my log-in automatically showing up...how helpful! Plus what I have out and due date are very clearly shown. Thank you, also to staff, trying to keep things easy during the pandemic...very smoothly run. Stay safe

*Library patron*

This quarter, we also received a number of complaints from patrons about delays in checking in material. Recruitment of additional information clerks took place in the fall, and new staff will be in place in January.



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

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



# Burnaby Public Library

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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2022 JANUARY 20

**SUBJECT:** OPERATING PLAN 2021 AND 2022 PROGRESS

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**RECOMMENDATION:**

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

**REPORT**

In 2018, the BPL Board developed a 2019-2022 Strategic Plan that guides the work of Burnaby Public Library. Each year, BPL staff develop an operating plan to move the work of the strategic plan forward.

For 2021, a 2-year operating plan was developed for a number of reasons:

- Some 2020 projects were put on hold or delayed during the pandemic, and the global situation remained uncertain
- There were two priorities in 2021 that were set to take a lot of staff time: implementing the public service staffing model and on anti-racism organizational development
- There were many priorities and projects that we wanted to undertake, but it was not thought possible to complete all these projects in 2021

Progress on these projects has been reported to the Board as part of the Quarterly Report. The following pages summarize progress and next steps.

A 2022 Operating Plan will be brought to the February 2022 Board meeting for information.

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

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



# 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

## Operating Plan Projects

Project	Status
<b>1.1 Understand the Needs of Non-English Language Speakers</b> Use a community-led approach to discover and understand the needs of community members who speak language other than English	Some ad hoc work with translators in 2021. Work to identify ways to translate and otherwise serve community members in languages other than English will be operationalized in 2022
<b>1.2 Expand and Improve Services for Neurodiverse Youth</b> Pilot services and spaces at the Cameron branch for children and teens who experience neurodiversity	Project not started due to COVID. Does not continue to 2022.
<b>1.3 Offer ASL Interpretation at BPL Programs</b> Develop a process to offer on-demand American Sign Language interpretation at BPL adult programs	Project not started due to COVID. Does not continue to 2022.

# 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

## Operating Plan Projects

Project	Status
<b>2.1 Streamline and Enhance Patron Printing</b> Streamline and enhance printing process for patrons	RFP proponents being evaluated. Project continues to 2022. Expected completion 2022.
<b>2.2 Develop Virtual Library Programs</b> Develop and implement a suite of virtual library programs	Virtual library programs operationalized. Project complete.

<p><b>2.3 Climate Emergency Programming</b> Partner with local community groups to develop and deliver programming to expand climate emergency awareness, engagement and dialogue</p>	<p>Programs delivered in spring 2021. Project complete</p>
<p><b>2.4 Operationalize the Digital Literacy Strategy</b> Implement recommendations from the digital literacy strategy</p>	<p>Key aspects of the project completed. Project scope in 2022 narrowed to Metrotown Digital Studio and lending technology. Expected completion 2022.</p>
<p><b>2.5 Showcase and Develop Local Writers</b> Showcase and develop the work of established and emerging writers through programs and workshops, mentorship opportunities, or writer-in-residence type programs</p>	<p>Project not started due to COVID. Does not continue to 2022.</p>

## 3. Create Welcoming and Innovative Spaces

We will:

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

### Operating Plan Projects

Project	Status
<p><b>3.1 Build a New Cameron Branch</b> Work with architects and City staff on development of new Cameron</p>	<p>Project is at Design Development stage. Project continues to 2022. Expected completion 2026.</p>
<p><b>3.2 Renovate Metrotown Public and Staff Spaces</b> Complete schematic design for Metrotown public and staff spaces; begin phased implementation of renovations</p>	<p>Project is at Construction Drawings stage. Project continues to 2022. Expected completion 2022.</p>
<p><b>3.3 Create Teen Space at Tommy Douglas</b> Convert the computer lab at Tommy Douglas to a teen space</p>	<p>Furniture and equipment from computer room has been removed, furniture and equipment ordered and some received. Project continues to 2022. Expected completion 2022.</p>

## 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

### Operating Plan Projects

Project	Status
<b>4.1 Implement and Review the Public Service Staffing Model</b> Implement the new Public Service Staffing Model and evaluate its effectiveness	Model implemented and 8-month review complete. Project scope in 2022 is implementation of review actions. Expected completion 2022.
<b>4.2 Implement Measures to Support Staff Mental Health</b> Work with staff and with CUPE 23 to develop measures to support staff mental health	Not Myself Today program established and operationalized. Project complete.
<b>4.3 Anti-Racism Organizational Development</b> Work with external consultants and with staff and board on anti-racism organizational development	Anti-Racism Climate Audit complete. Scope of project change in 2022 to implementing recommendations. Expected completion: some actions 2022, some actions 2023 and beyond.
<b>4.4 Develop a Comprehensive Staff Development Program, including:</b> <ul style="list-style-type: none"> <li>• Clear pathways for leadership opportunities for clerks, librarians and other staff (Q3 2021 to Q1 2022)</li> <li>• Revamp performance review process to reflect BPL priorities and goals (2022)</li> <li>• Examine and update BPL hiring practices to reflect values of equity, diversity, inclusion and anti-racism (2021)</li> <li>• Explore ways to reduce precarious employment (2021)</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership opportunities pathways drafted. Continues to 2022. Expected completion 2022.</li> <li>• PR process revamp not started. Begins in 2022 with anti-racism focus. Expected completion 2022.</li> <li>• Examine and update BPL hiring practices. Library School award complete. Hiring work continues in 2022 with anti-racism focus. Expected completion 2022.</li> <li>• Precarious employment group formed. All info clerk and librarian PT positions converted to with-benefit positions. Expected completion 2022.</li> </ul>

The work of the Trans Inclusion Working Group, Indigenous Initiatives Group and the Anti-Racism Group continue as ongoing priorities.



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2022 JANUARY 20

**SUBJECT:** PICARD TRUST

---

**RECOMMENDATION:**

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

**REPORT**

In 2021, the BPL Board amended the terms of the Picard Trust as follows.

*This trust, in memory of Marcelle Lucienne Eleonore Picard, was established in 1978. It was the Library Board's decision to create the Picard Memorial Bursary, an annual award for a student attending an ALA-accredited master's program in library and information studies.*

*In 2017, the Board approved increasing the amount of this award from \$750 to \$2,500.*

*In 2021, the Board approved increasing the amount of this award from \$2,500 to \$5,000, changing the administration of the award from a bursary to a grant, and adding the following terms:*

- *The award be restricted to residents of Burnaby or employees of Burnaby Public Library*
- *The award be restricted to a person who self-identifies as Black, Indigenous or a person of colour*
- *Preference will be given to a student in financial need rather than a student with high academic achievement*

*The trust is maintained to sustain an annual disbursement of \$5,000 until 2048.*

The original in camera reports are attached.

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2021 MAY 20

**SUBJECT:** PICARD TRUST

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### RECOMMENDATION:

**THAT** the Board determine whether to continue to fund a bursary, move to a UBC iSchool-administered grant, or move to a BPL-administered grant

**THAT** the Board determine eligibility criteria for the award

**THAT** the Board determine the dollar value of the award

### REPORT

## Background

The Picard Trust, in memory of Marcelle Lucienne Eleonore Picard, provides an annual award to a student attending the iSchool at the University of British Columbia. (The iSchool is the only BC program for students to qualify as librarians). The decision to create the award was made by the BPL Board, and is not a stipulation of the donor.

In 2017, the Board approved increasing the amount of this award from \$750 to \$2500.

The award was intended to be given to a student who:

- is entering full-time into the second year of the program
- is in need of financial support
- has a particular interest in public librarianship
- has some connection with Burnaby either through residence or work experience (whenever possible)

UBC currently has a surplus of \$7500 in the Picard account. There are a number of reasons for this surplus:

- Administrative errors at UBC in 2018-2020 led to only \$750 being awarded in these years.
- UBC identifies this award as a bursary, which is awarded solely on financial need and can be applied only to tuition costs. A student who has other means of financial support, such as other financial awards or a part-time job, is only eligible for the difference between their tuition costs and their total other income.



- The bursary’s scope is narrow, and there may be few UBC students who are eligible. There are 276 students enrolled in the 2020-2021 academic year at UBC, of which 97 are in their second year.
- The bursary is restricted to a single recipient.

In addition, UBC has clarified that they are unable to assess whether a student has a “particular interest in public librarianship”, since the process of applying for a bursary involves financial documentation rather than a written application.

Staff brought the information above to the BPL Board March 2021 meeting for discussion. At the March 2021 meeting, trustees agreed to:

1. Direct staff to revise the description of the trust to read “bursaries totalling \$2500” so that more than one student is eligible to receive a bursary, and to widen the criteria to include any iSchool student with a connection to Burnaby so that students at any stage of the program are eligible.
2. Direct staff not to disburse funds from the trust until the \$7500 surplus in the UBC account is spent.
3. Direct staff to consider other options to support library school students.

## **Options: Grant Administration and Eligibility**

Staff are presenting three options for use of the Picard Trust for the Board’s consideration. Within each option, staff are also recommending eligibility criteria for the Board’s consideration.

### **Option 1: Continue with Bursary**

This is the status quo option.

Bursaries are awarded solely on financial need and can be applied only to tuition costs. A student who has other means of financial support, such as other financial awards or a part-time job, is only eligible for the difference between their tuition costs and their total other income. The bursary office can determine residency in Burnaby, but is not able to introduce other criteria such as BPL staff, interest in public librarianship, or BIPOC students.

Due to the \$7500 surplus in the UBC Picard account, bursaries totalling \$2500 will be awarded in 2021, 2022 and 2023.

Pros:

- Award goes to students who most need financial aid.

Cons:

- There is no opportunity to consider other criteria such as BIPOC students, connection to Burnaby, or BPL employment.
- The award can only be applied against tuition costs.

If the board opts to continue with the bursary, staff recommend continuing with the amended terms agreed to by the Library Board at the March 2021 meeting (more than one student is eligible, and a student at any stage of the iSchool program is eligible).

### **Option 2: Fund an award to be administered by the BPL Board**

It is possible to fund and administer an award internally. BPL Board and staff would be responsible for administering the award, marketing it, and selecting the recipient.

## Pros

- BPL trustees have input into who receives the award.
- Award is available to a student attending library school anywhere in Canada, not just at UBC.

## Cons

- Significant administrative work for BPL and City of Burnaby staff.

If the board opts to fund an award to be administered by the BPL Board, staff recommend that the award be restricted to students who identify as Indigenous, Black or People of Colour and who are either employees of Burnaby Public Library or residents of Burnaby.

### Option 3: Fund an award to be administered by the iSchool

UBC iSchool currently administers many awards. Some of these awards are based on academic achievement, and some are adjudicated based on an application form. The final decision is made by iSchool staff and faculty.

## Pros:

- Administration of the award is done by the iSchool, saving BPL staff time.
- The award is marketed by the iSchool alongside other awards, which increases awareness of the award.

## Cons

- BPL trustees do not have input into who receives the award.
- The award is only available to students attending the UBC iSchool.

If the board opts to fund an award to be administered by the iSchool, staff recommend opening to any iSchool student (no longer limiting to second year students or students with a particular interest in public librarianship). Staff also recommend that the award be restricted to students who identify as Indigenous, Black or People of Colour and who are either employees of Burnaby Public Library or residents of Burnaby.

### Options: Dollar value

The table below shows the balance of the trust at December 31, 2020. The terms of the trust are that the Principal (\$25,563) must remain intact.

	Principal	Donations	Accumulated Interest Jan 1	Interest Income	Expenditures	Accumulated Interest Dec 31	Total
Picard Trust	25,563	-	83,391	3,433	2,500	84,324	109,887

Assuming an interest rate of 3%, and no additional contributions to the fund, staff have calculated that it is possible to raise the value of the award.

- A \$3000/year award would last in perpetuity.
- A \$4000/year award would deplete the fund's interest by 2066.
- A \$5000/year award would deplete the fund's interest by 2048.
- A \$6000/year award would deplete the fund's interest by 2040.
- A \$7500/year award would deplete the fund's interest by 2034.

The Board could also elect to supplement the award by using funds from one of the non-designated trusts. Fund balances in these non-designated trusts at the end of 2020 are reproduced below for the Board's information.

	Principal	Donations	Accumulated Interest Jan 1	Interest Income	Expenditures	Accumulated Interest Dec 31	Total
Cox Trust	163,538	-	280,177	14,030	-	294,207	<b>457,745</b>
Sundry Trust	622,841	173,382	109,505	27,385	12,388	124,502	<b>920,725</b>
<b>Total</b>	<b>786,379</b>	<b>173,382</b>	<b>389,682</b>	<b>41,415</b>	<b>12,388</b>	<b>418,709</b>	<b>1,378,470</b>

### Next Steps

Once the board determines the scope of the award, staff will draft a revision to the terms of the Picard Trust and bring it to the next Board meeting for approval.



Beth Davies  
 CHIEF LIBRARIAN  
 BURNABY PUBLIC LIBRARY



**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2021 NOVEMBER 18

**SUBJECT:** PICARD TRUST

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### RECOMMENDATION:

**THAT** the Board approve internal administration of the Picard Trust grant.

**THAT** the Board approve changes to the terms of the Picard Trust as outlined in the report.

### REPORT

#### Background

At the May 2021 Board meeting, trustees approved changes to the Picard Trust. Specifically:

- The award be changed from a bursary to a grant
- The award be increased to \$5,000
- The award be administered by the iSchool of the University of British Columbia
- The award be restricted to residents of Burnaby or employees of Burnaby Public Library
- The award be restricted to those who identify as Black, Indigenous, or People of Colour (BIPOC)
- Preference be given to a student in financial need rather than a student with high academic achievement

#### UBC Award

The Chief Librarian discussed the changes with the UBC Development Office, who administer awards at UBC, and with the iSchool and confirmed that UBC are able to administer an award. Further communication with the UBC Development Office on the terms of the award revealed UBC concerns that the terms of the award were too narrow. The proposed terms of the award from UBC are as follows:

***Burnaby Public Library Award in Library and Information Studies for IBPOC Students*** Awards totalling \$5,000 have been made available annually through a gift from the Burnaby Public Library for students in the Master of Library and Information Studies program who have demonstrated good academic standing and identify as Indigenous, Black or a Person of Colour. Preference will be given to students who are residents of Burnaby, British Columbia. The Burnaby Public Library provides access to

*information services and library collections to residents of Burnaby and other communities in the Lower Mainland through its four locations. They work to empower patrons to engage with and share stories, ideas and information. The awards are made on the recommendation of the School of Information, in consultation with the Faculty of Graduate and Postdoctoral Studies. (First award available for the 2021/2022 winter session).*

The proposed terms do not include mention of BPL staff and only include a preference for Burnaby residents. Further communication with UBC's Development Office has clarified that a description as narrow as the one proposed by the Board would not receive UBC Senate approval.

### **Recommendation**

Given the mismatch between the Library Board's intentions and the proposed wording of the UBC grant, staff recommend that the Library Board administer the award internally. Although this option was rejected by the Board at the May 2021 meeting due to the administrative burden on staff, the advantages of the option are that BPL trustees have input into who receives the award, and the award is available to a student attending library school anywhere in Canada, not just at UBC.

### **Proposed Changes to the Terms of the Trust**

Staff propose amending the terms of the trust to replace "an annual award for a student attending the iSchool at the University of British Columbia" with "an annual award for a student attending an ALA-accredited master's program in library and information studies." The proposed revised terms of the trust are as follows, with the new wording ***in bold***:

*This trust, in memory of Marcelle Lucienne Eleonore Picard, was established in 1978. It was the Library Board's decision to create the Picard Memorial Bursary, an annual award for a student attending **an ALA-accredited master's program in library and information studies**.*

*In 2017, the Board approved increasing the amount of this award from \$750 to \$2,500.*

*In 2021, the Board approved increasing the amount of this award from \$2,500 to \$5,000, changing the administration of the award from a bursary to a grant, and adding the following terms:*

- *The award be restricted to residents of Burnaby or employees of Burnaby Public Library*
- *The award be restricted to a person who self-identifies as Black, Indigenous or a person of colour*
- *Preference will be given to a student in financial need rather than a student with high academic achievement*

*The trust is maintained to sustain an annual disbursement of \$5,000 until 2048.*

### **Next Steps**

Should the BPL Board approve the recommendations, next steps are:

- BPL staff and board establish a procedure for the award
- BPL shares news about the award

The first grant would be awarded in early 2022.

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 TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2022 JANUARY 20

**SUBJECT:** RETIRED EMPLOYEES 2021 JULY TO DECEMBER

---

**RECOMMENDATION:**

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

**REPORT**

The following staff members retired during the second half of 2021 and received a gift equalling approximately \$25 per year of service, per Board Policy E6:

Yail Waisman

Yail began with Burnaby Public Library in June 1988. She worked as a Librarian 1 system-wide and was appointed to the Metrotown Branch in 1991. After 33 years of service, Yail retired on 2021 August 31.

Tani Banico

Tani began with Burnaby Public Library in March 1993. She worked as a Library Clerk 2 at the Metrotown Branch and as a Library Administration Clerk 2 during a temporary assignment. She joined the Cataloguing Department in 1994, where she worked as a Library Clerk 2, Library Clerk 3, and a Library Cataloguing Clerk. After 28 years of service, Tani retired on 2021 September 30.

Marilyn Keogh

Marilyn began with Burnaby Public Library in October 1981. She worked as a Library Clerk 1, a Library Clerk 2, and a Library Information Clerk – all at the McGill Branch. After 40 years of service, Marilyn retired on 2021 October 31.

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

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY