

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2022 July 21 (Thursday)

PLACE: via Zoom

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

CHAIR: Mandy Yang

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 hən̓q̓əmi̓n̓əm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this territory.

PAGE NO.

1. **Motion** to receive agenda

2. Minutes

- i) **Motion** to adopt the minutes of the regular meeting held 2022 May 19 as circulated

ENCLOSED

3. Picard Trust Award Recipients (introductions)

4. Reports

- i) Board Chair (verbal)
ii) Council Liaison (verbal)
iii) InterLINK Representative (verbal)

5. Items for Decision

- i) Free Public Printing

1-2

6. Items for Information

- i) Metrotown Fire and Renovations Update (verbal)

ii) Strategic Plan Report: Second Quarter 2022

3-13

iii) Sharing Stories

14-15

iv) Retired Employees 2022 January to June

16-17

7. Other Business

8. Next Library Board Meeting – 2022 September 15 at 7:00pm via Zoom

9. Adjournment

Motion to adjourn the regular meeting



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2022 JULY 21

SUBJECT: FREE PUBLIC PRINTING

RECOMMENDATION:

THAT the Library Board approve \$5 of free printing per patron per month.

REPORT

In 2022, BPL is implementing a project to Streamline and Enhance Patron Printing. The purpose of the project is to improve the user experience, both for existing and new users of the library. As part of this project, staff are recommending that BPL introduce \$5 of free printing per patron per month.

Rationale

From conversations with staff, we know that much of the public printing at BPL involves essential documents required for everyday living and participating in work, school and life. These include government forms, school work, job applications and résumés, vaccination cards, travel documents, housing applications and tax filing. People also print documents for personal use, such as photographs, family history, or hobbies and crafts. These personal uses often reflect BPL's commitment to encourage curiosity and exploration.

Public printing is used by library patrons on public computers, usually by people who don't have access to a printer at home, school or work. Printing at the library costs \$0.20/page. Although staff have the discretion to waive printing charges, people without the means to pay need to explain their personal situation to staff each time they print.

BPL did not charge for printing between July 2020 and June 2021 to minimize interactions and touchpoints during the COVID-19 pandemic. Patrons during this time expressed gratitude to BPL for being able to print vital documents such as vaccine passports and job applications.

Some other library systems have implemented free printing. Since 2013, Calgary Public Library has offered patrons \$5/month of free printing. They have received positive feedback from patrons. They report that the change has saved many hours of staff time, particularly at heavily-used locations. Yukon Public Libraries offers patrons 5 pages of free printing per day.

Budget Impact

The printing revenue budget for 2022 is \$85,000. Prior to the pandemic, BPL's printing revenue grew significantly, and the printing budget was increased to reflect this. The table below shows budget to actuals for printing revenue over the last 5 years.

Annual printing revenue: Actual vs. budget
2018 - 2022 (YTD)



Anticipated printing revenue loss is difficult to estimate because of:

- Fluctuations in printing use over the past year, which may not be representative of future use;
- Restrictions of current printing data, which is not tracked on a per-patron basis; and
- Limitations to our ability to anticipate how offering \$5 of free printing monthly may change patrons' printing behaviour.

For budget purposes in 2023, staff plan to reduce the budget to \$50,000 (2018 levels), and re-evaluate. BPL staff are currently engaged in a zero-based budget exercise and will identify ways to address the printing revenue shortfall by adjusting other revenue and expenditures lines.

Recommendation

Staff are recommending that BPL introduce \$5 of free printing per patron per month.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2022 JULY 21

SUBJECT: STRATEGIC PLAN REPORT Q2 2022

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

<i>NEW MEMBERS</i>	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Metrotown	1,173	1,665	492	42%
McGill	528	911	383	73%
Tommy Douglas	507	1,043	536	106%
Cameron	304	585	281	92%
HLAS	19	39	20	105%
TOTAL	2,531	4,243	1,712	68%

<i>HLAS</i>	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Visits	316	280	-36	-11%
Patrons Served	570	581	11	2%

OUTREACH VISITS	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Adult	134	116	-18	-13%
Teen	60	7	-53	-88%
Children	69	38	-31	-45%
TOTAL	263	161	-102	-39%

OUTREACH CONNECTIONS	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Adult	1,243	968	-275	-22%
Teen	322	222	-100	-31%
Children	646	1,673	1,027	159%
TOTAL	2,211	2,863	652	29%

Capote Making

In April and May, Community Librarian Mariah was able to help coordinate and attend the last few capote-making workshops with Métis community. A capote is a traditional Métis wrap coat made from a blanket. All attendees finished making their capotes while listening to stories and sharing together with a knowledge keeper. Since there were three separate workshops with different community, we are hoping to plan a final event where all attendees can meet and share what they created with each other.

Community Work

With things starting to open up this quarter, Community Librarian Emily was able to start three new relationships with organizations in the community. Also in June, Community Librarian Andrea visited several LINC (Language Instruction for Newcomers to Canada) classes in south east Burnaby. Andrea was able to talk about library services and introduce libraries to those who are new to libraries and to Canada.

HLAS

In May, Home Library and Accessible Service (HLAS) staff restarted pop-up mini libraries at retirement homes and care facilities. These mini libraries allow seniors, including those who aren't already HLAS patrons, to connect, borrow materials and ask questions of staff. For some of these minis, HLAS staff are accompanied by adult public service librarians, who are available for technology support questions.

HLAS staff participated in the Celebrating Seniors: Activity and Service Fair at the Bonsor Community Centre in June. Seniors were interested in learning about the services offered by BPL including home delivery of library materials.

Despite being displaced as a result of the fire at Metrotown, HLAS staff were able to pivot and continue to offer service to patrons. Temporarily relocating to the Tommy Douglas Branch, staff were able to choose items from other library branches and resume service within two days of the fire. Many HLAS patrons expressed their concern about the fire and they were very pleased to continue receiving library materials.

Ukrainian Family Support

Burnaby Settlement Workers in Schools reached out to library staff in May to collaborate on a project to help Ukrainian refugee families. One Ukrainian-speaking teacher was willing to volunteer her time on weekends during the summer to meet with the children and help them learn English. We were able to provide a meeting space at Cameron and Tommy Douglas. The meetings started in early June and will go on until the end of July. Library staff also provided support to the teacher and families, introducing them to the library and making them library cards. Burnaby Now published a [story about this project](#).

Access Program Class Visits

Teen Librarian Duncan and Tommy Douglas Information Clerk Gill began providing regular visits to two Access Classes at Cariboo Hill High School. Access classes are designed to support the education of students with complex learning needs. Cariboo Hill is a long way from any public library location, and the visits came about after school staff shared their challenges in arranging for time and transportation to visit libraries. The Access Classes greatly enjoyed the story times, games and creative activities that staff provided during our visits at their school's library, and staff hope to resume these visits again in the new school year. Other Access Classes have expressed interest in visits to the Tommy Douglas branch in the fall to explore the new teen space.

Operating Plan Project Updates

The work of librarians and others in connecting with community is an ongoing priority under this Goal.

2. Encourage Curiosity and Exploration

We will:

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

<i>CIRCULATION – PHYSICAL ITEMS</i>	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Adult	261,580	274,481	12,901	5%
Teen	23,108	24,941	1,833	8%
Children	269,440	315,135	45,695	17%
TOTAL	554,128	614,557	60,429	11%

<i>CIRCULATION – DIGITAL</i>	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
e-Books	57,430	61,814	4,384	8%
e-Audiobooks	22,086	26,047	3,961	18%

COMPUTER SESSIONS	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Metrotown	7,381	7,513	132	2%
McGill	3,613	4,441	828	23%
Tommy Douglas	5,675	8,032	2,357	42%
Cameron	2,628	2,844	216	8%
TOTAL	19,297	22,830	3,533	18%

PROGRAMS	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Adult Community Connections	9	9	0	0%
Adult Digital Literacy	0	0	0	0%
Adult Life Long Learning	9	3	-6	-67%
Other Teen Programs	8	4	-4	-50%
Other Children Programs	2	2	0	0%
Story Times	6	29	23	383%
Children Digital Literacy	0	0	0	0%
TOTAL	34	47	13	38%

ONE-ON-ONES	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Patron one-on-one sessions	12	11	-1	-8.3%

DIGITAL RESOURCES	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Movies/Music Streamed	7,400	11,373	3,973	54%
Online Courses Accessed	2,985	4,472	1,487	50%

Play to Learn at Edmonds Park

Tommy Douglas children's librarian Alex and information clerk Belinda took part in the Play to Learn event at Edmonds Park in June. This large yearly event, put on by the Burnaby Early Childhood Development Table, is aimed at preschool families. Alex did several story walks using the book Old Rock (is Not Boring). A story walk allows children to move through a space as a book is being read. These story walks ended with a quick dash to a large erratic boulder in the park; providing a covert geology lesson while linking a fictional story to a tangible, real-world thing in the community. Fun and very engaging!

There were also many opportunities to talk to parents about upcoming library programs. Many families were new to Summer Reading Club and excited to learn about the program. As a new

Children's Librarian at Tommy Douglas, this was also a great opportunity for Alex to get to know families in the community.

Summer Reading Club

This year's Summer Reading Club launched in June. The theme "All Together Now" is resonating with families and children who are eager for in-person connections after two years of the program being entirely virtual. Grace, a Page at Cameron, created beautiful displays at both Cameron and Tommy Douglas branches.



Storytimes at McGill

McGill welcomed children and families back to in-person storytime this spring. On a few lucky dry afternoons, children and families safely gathered to enjoy stories, rhymes and songs on the front lawn of the library. Many families have also been taking the time to connect with each other before and after the outdoor storytimes and some have shared that this is the reason they come. Children's Librarian Randi has also invited community partners to attend and chat with families in attendance. This provides a valuable connection to community resources for families, and a springboard for new collaborations between the library and its partners. The outdoor storytimes have been attended by very large numbers of families and seeing the community gather in numbers at the library once again has been very exciting.

Class Visits

This spring, Children's Librarians were finally able to welcome back classrooms into the library. Ana (Tommy Douglas/Cameron) hosted three classes. The children were very excited to visit the library, and some of them were visiting for the first time. Many kids got their first library cards and were able to check out books. The teachers were very appreciative and grateful to be finally back in the library with their classes.

Online Job Search Program

At a recent online Job Search program, Tommy Douglas librarian Nik was joined by attendees from Brazil and Hong Kong who are planning to move to Canada in the near future. One of them said that they had been told that Canadian libraries offer great help with job-search related information and services, which led to an interesting discussion about the meaning of libraries in different cultures around the world, and what they represent to local communities.

Indigenous Displays at Cameron

Cameron Information Clerks Sue and Lori are both members of the Indigenous Initiatives Working Group. This quarter they pulled together some powerful displays. In April, they highlighted Indigenous language revitalization to mark the UN Decade of Indigenous Languages (2022-2032). For the display, they centered the BPL territorial acknowledgement and additional information about the hən̓q̓əmiñəm and Skwxwú7mesh languages. It is promising to see more children's books that are bilingual in English and Indigenous languages including Cree, Anishinaabe, and Objibwe, and staff added tags to make it easy to see what languages are used in each book. In May, Sue and Lori commemorated Red Dress Day in order to honour and raise awareness about the human rights crisis of missing and murdered Indigenous women, girls and two-spirited people. For National Indigenous History Month in June, they were intentional in not focusing on trauma histories, but rather celebrated Indigenous ways of knowing, particularly knowledge connected to the land. Entitled "Stories of the Land", the display included words of wisdom from Elders that expressed the inextricable connections of relationship to land, culture, and language. Book themes ranged from creation stories, legends, traditional ecological knowledge, and land stewardship.



Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	New printers have been installed at the Metrotown, McGill and Tommy Douglas branches. Staff are in the final stages of signing a contract with a vendor for a new computer booking, printing and payment system. Expected completion for this project is Q4 2022.
2.2 Open the Metrotown Digital Studio	Trish	Jamie McCarthy was hired as the Digital Studio coordinator and began work in late June 2022.

3. Create Welcoming and Innovative Spaces

We will:

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

VISITS TO BRANCHES	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Metrotown	62,859	80,104	17,245	27%
McGill	49,751	49,029	-722	-1%
Tommy Douglas	32,157	55,381	23,224	72%
Cameron	27,134	37,211	10,077	37%
TOTAL	171,901	221,725	49,824	29%

ONLINE VISITS	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Website	200,915	204,939	4,024	2%
Catalogue	620,074	497,046	-123,028	-20%

ROOM USE BY COMMUNITY GROUPS	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Metrotown	0	0	0	0%
McGill	0	3	3	0%
Tommy Douglas	0	0	0	0%
TOTAL	0	3	3	0%

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Detailed design work is ongoing. Temporary space in the Lougheed Mall has been secured for 2023.
3.2 Renovate Metrotown Spaces	Beth	Construction beginning July 2022
3.3 Create Teen Space at Tommy Douglas	Linton	Complete. Soft launch in June, and formal launch July 9.
3.4 Bring Indigenous design to Metrotown and Cameron	Beth	Project has begun research phase.

Tommy Douglas Teen Space

The brand new Tommy Douglas Teen Space soft-launched in early June. The soft launch allowed word to spread among local teens in advance of the official launch in July, and enabled staff to become familiar with managing the new space and helping teens use it. The first weekend saw a group of math students get creative and use dry erase markers first on one of the room's windows and then on the sliding glass door as they attempted to solve complex equations. A white board was promptly produced and has proven popular since then. Two other teens brought their own sewing machine to the Teen Space on another weekend, clearly demonstrating both the desire of local youth to have access to a variety of technologies as well as an appropriate space in which to use them. Two new sewing machines are part of the space's technology suite, which also includes a Cricut machine, lendable iPads and a digital synthesizer.



Metrotown Fire

In the early morning of June 7, a fire began outside the Bob Prittie Metrotown library. The heat from the fire broke a large window in the Children's area, and sprinklers were activated. The smoke and water damage in the building is extensive, and we are grateful that no one was injured. The Metrotown library remained closed throughout June. All Children's books and other

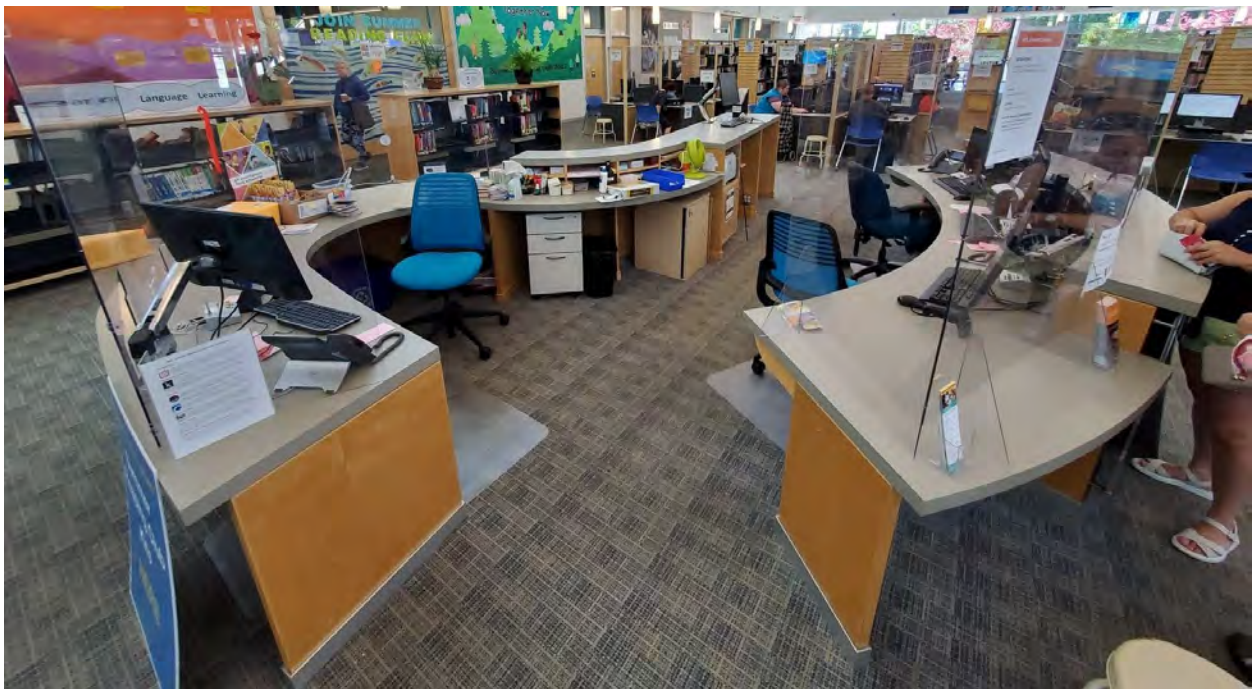
materials that were in the library at the time were damaged by heat, smoke and water and have been discarded. Furniture in the Children's area is also not salvageable. Work has already begun to rebuild the Children's collection and to freshen up the Children's area with new paint colours and furniture. Library staff in all locations have adapted with graciousness, hard work and flexibility to changes in work locations and processes, redeployment, and new tasks.

Metrotown Renovations

Much effort and activity this quarter was devoted to planning and preparing for the Metrotown renovations. The decision was made to close the branch for much of July and August so that washroom renovations could be completed. Staff planned for relocated work locations and for a returns and holds pick-up service. Library staff have become adept at transitioning work spaces and work flows throughout the pandemic and contributed lots of good ideas and energy to preparing for the renovation. Following the Metrotown fire, staff adapted their approaches and workflows once more.

Reimagining Service Points at Tommy Douglas

The consolidation of Tommy Douglas' Service and Information desks was completed at the end of June. Staff and patrons are very enthusiastic about the new combined desk, which is roomy for three staff and very flexible to cater to changing needs. The desk also includes an additional standing workstation to enable staff to answer detailed questions or demonstrate technology from outside the confines of the desk. Re-configuring the two desks into one also enabled holds shelves to be relocated on to mobile shelf units that can be adjusted for location and number in the future as demand dictates. It has also opened up much of the foyer floor space to improve sightlines for visitors entering the branch.



Indigenous Placemaking

The Indigenous Initiatives working group is beginning the project of Indigenous placemaking for the Metrotown and Cameron libraries. This project is grounded in involving local Indigenous community and amplifying their voices and needs in the process. The group has begun looking into local Indigenous design and community consultation firms, who have processes in place to consult with Indigenous communities in a respectful and reciprocal way. There have been many discussions about how to make sure we are not imposing any ideas, projects or spaces that community doesn't want, and to ensure they have the agency to share what they need.

4. Invigorate people & culture

We will:

- Support staff to reach their full potential
- Deepen our learning and integration of the principles of Truth & Reconciliation
- Transform our work processes and systems
- Strengthen our partnerships
- Promote our services

STAFF TRAINING	Q2 2021	Q2 2022	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	58	99	41	71%
Staff Attending Training/Conferences	118	95	-23	-19%

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour	Beth	Being September 2022
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth	Begin September 2022
4.3 Build anti-racism into our organization and our daily work	Beth	One anti-racism training session delivered. Three remaining sessions scheduled for July and August
4.4 Improve the Public Service Staffing Model	Heidi	The Public Service Staffing Model team created a 2022 Action Plan to implement the recommendations from last year's staffing model evaluation. In Q2, additional team members were brought in, and a project communication plan was developed.
4.5 Revise BPL security practices	Heidi	Begin September 2022
4.6 Improve materials handling processes	Heidi	Begin August 2022
4.7 Create new staff intranet	Trish	Project leads are continuing to explore possible solutions with City of Burnaby IT. Support for the library's current system has been extended to November 2023, and staff are reconsidering the timeline for this project given that change. This project is currently scheduled for completion in Q3 2022, but may extend into 2023.

Indigenous Peoples' Day

June 21 was Indigenous Peoples Day, and community and public service librarians Mariah and Sarah were part of the event planning committee. The event was planned to happen in Civic Square, but due to the Metrotown fire, that was not possible. With little time, there was a pivot to hosting the event in Edmonds Park and it was a great success! There were food trucks, Indigenous artisans and community groups as well as performances and storytelling from local Nations. All members of the library's Indigenous Initiatives working group were present and made connections with community, shared an Indigenous reads staff picks list, and celebrated the day. There were more than 800 attendees.

Cameron Staff Insights Training

There have been many staff changes at Cameron over the past two years. This quarter, staff had the opportunity to participate in Insights Discovery as a way of team building and getting to know each other. Each staff member came away with an analysis of their predominant personality traits, which have a great impact on working relationships. In learning about their own and others' Insights preferences, Cameron staff have discovered new ways of communicating and working with each other.

Comments and suggestions from patrons

The library is so helpful. We just breathe and you have gotten us what we needed. The service is excellent.

Cameron patron

Would love to see a more language/regional inclusive magazines/books/literature section. Languages like...Gujarati or Hindi

Metrotown patron

I want to let you know you have a really good printer now. It is much easier to see and use.

Cameron patron

Like the design of the library, very thoughtful. Has improved a lot since last time I visited here.

Tommy Douglas patron

Put up your no cellphone signs and THEN ENFORCE THEM

Tommy Douglas patron

Outstanding helpful and courteous staff at all times.

Tommy Douglas patron

This service has really been a lifesaver and it has improved my quality of life

Home Library & Accessible Service patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2022 JULY 21

SUBJECT: SHARING STORIES

RECOMMENDATION:

THAT the Library Board receive this report for information

REPORT

Community development work is not easily summarized by numbers and statistics. In the effort to communicate the true impact of this work, staff often use stories. These stories allow staff to reflect on learnings, measure outcomes, and communicate findings and trends with staff and the library board. Staff share stories in different ways, including in informal conversations with colleagues, at regular meetings and check-ins, through blog posts and reports on the staff Intranet, and in quarterly reports to the board.

As reported in April's Quarterly Report, community librarians have been thinking about how BPL tells stories, most recently with the lens of decolonizing our work. Although it differs between Nations, there are some common practices within Indigenous communities, for example asking permission before sharing stories, asking permission from family members if a person has passed away, and not sharing some stories at all outside of community.

Over the past months, community librarians have consulted with staff and with those experienced in community development. The result of their work is the attached Sharing Stories document, which is being shared with staff along with interactive exercises to help staff understand and appreciate the new approach.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Sharing Stories – Tips and Tricks

Questions:

- What is the purpose of telling this story?
- Is this a story from my own perspective and actions taken?
- If this story is important to share and is not my own, have I asked for explicit permission to share it?
- If this story is important to share and is **not** my own, how am I making this reciprocal?

Quick Tips:

- **Privacy** –Think about whose story you are telling and if you have permission. Is it ethical and important to share?
- **Jargon** - Avoid using specific “library language”.
- **Tone** – Using your own voice will help convey the impact of your story.
- **Bias** - Everyone has bias and a perspective we bring with us. Is there anything in the story that is an assumption?

Why do we share stories?

Community development work is not easily summarized by numbers and statistics. In the effort to communicate the true impact, we tell the story of what happens when we are able to take the time to build relationships. These stories allow us to reflect on learnings, measure outcomes, and communicate findings and trends with staff and the library board.

The Four R’s & Communicating impact

- Respect
- Relevance
- Reciprocity
- Responsibility

Each story should have a **Relevant** purpose it is trying to express to the reader. It may be something you learned from being out in the community, a realization or trend about barriers, or some other result from the work. It is important to share story in a **Respectful** way that either acknowledges we are sharing from our own perspective or involves asking for explicit permission if we aren’t. This way, we are **Responsible** to share the extent of which their story is being used, and follow up with them about how this made impact or how they would like to be involved. Making this relationship less extractive and more **Reciprocal** means working with community and advocating for their voice to be involved in the whole process.

Length and Format

Stories do not need to be long to describe the results or findings from your work. The more concise the story, the more engaged the reader will be. Identifying the **purpose** of the story will help determine what details need to be included and what is important to share. If you are unsure of the purpose of a story, share with a colleague to see if there is something that stands out about the interaction you are describing.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2022 JULY 21

SUBJECT: RETIRED EMPLOYEES 2022 JANUARY TO JUNE

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The following staff members retired during the first half of 2022 and received a gift equalling approximately \$25 per year of service, per Board Policy E6.:

Tina Artuso

Tina began with Burnaby Public Library in December 1980 as a Page, then was rehired in December 1982 as a Library Clerk. She went on to work in Acquisitions, Administration, and Public Engagement and Awareness. After 40 years of service, most recently as a Graphics Technician, Tina retired on February 28.

Kathryn Lee

Kathryn began with Burnaby Public Library in June 1991. She worked as a Librarian 1 at the Kingsway, Cameron, Tommy Douglas, and McGill Branches, most recently as a Children's Librarian. After 31 years of service, Kathryn retired on March 31.

Joy Lum

Joy began with Burnaby Public Library in June 1991. She worked at the Metrotown and McGill Branches as a Library Clerk 2, and at the Cameron Branch as a Library Clerk 3 and Public Service Supervisor. After 31 years of service, Joy retired on February 24.

Sheila Rider

Sheila began with Burnaby Public Library in June 2000. She started as a Library Clerk 2, but spent most of her career as a Library Information Clerk at the Metrotown Branch. After 22 years of service, Sheila retired on June 30.

A handwritten signature in cursive script, appearing to read "Beth Davies".

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY