

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2023 January 19 (Thursday)

PLACE: via Zoom

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

CHAIR: Sarah Bartnik

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

1. **Election of Officers**

PAGE NO.

In accordance with the BPL Board Policy: [Board Roles and Operations](#), “following the inaugural meeting of the Library Board but no later than the Board’s February meeting, the Board shall elect from among its members a Chair and a Vice-Chair. These officers shall be elected for a term of one year and may be eligible for re-election for not more than two additional terms.”

a) **Election of Chair**

Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

b) **Election of Vice-Chair**

Chair calls for nominations, asks for aye and no votes, and announces the results of the election.

2. **Motion** to receive agenda

3. **Minutes** (5 minutes incl. agenda)

ENCLOSED

i) **Motion** to adopt the minutes of the regular meeting held 2022 November 17 as circulated.

4. **Reports** (15 minutes)

i) **Board Chair** (verbal)

ii) Council Liaison (verbal)

iii) InterLINK Representative (verbal)

a) Provisional 2023 InterLINK Budget

ENCLOSED

Purpose: For the Board to direct its InterLINK Representative on how to vote in regards to the InterLINK budget.

5. Items for Decision

i) Strategic Planning (10 minutes)

1-2

Purpose: To provide the Library Board with information on the strategic planning process.

6. Items for Information

i) Election of Officers

3-4

Purpose: To provide the Library Board with information regarding the election of officers for 2023.

ii) Quarterly Report Q4 2022 (10 minutes)

5-18

Purpose: To provide the Library Board with information regarding operational highlights and statistics in the fourth quarter of 2022 in the context of the Strategic Plan.

ii) 2022 Annual Statistical Snapshot (5 minutes)

19-25

Purpose: To provide the Library Board with information on 2022 statistics.

iii) Operating Plan 2023 (5 minutes)

27-29

Purpose: To provide the Library Board with information on the 2023 operational plan.

iv) Accessible BC Act (5 minutes)

31-32

Purpose: To provide the Library Board with information on updates to the Accessible BC Act.

7. Other Business

8. Next Library Board Meeting – 2023 February 16 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, and patron bans.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 JANUARY 19

SUBJECT: STRATEGIC PLANNING

RECOMMENDATION:

THAT the Library Board provide direction to staff in planning the development of the next strategic plan

REPORT:

Background

One of the Burnaby Public Library Board's key responsibilities is to develop a strategic plan for the library. The current [strategic plan](#) runs from 2019 to 2022.

In 2018, the Library Board undertook an extensive strategic planning process, including:

- Research and detailed reporting into library trends, community trends, and community priorities
- Community engagement including
 - An online survey completed by 8 board members, 119 staff and 382 members of the public
 - In-branch questions answered by more than 400 patrons
 - 627 responses to "Street team" visits to 22 locations such as playgrounds and community centres
 - 12 interviews with community leaders such as MLAs and heads of social and business organizations
 - 10 focus groups with a total of 155 participants from different demographics, e.g. seniors, teens and pre-teens, Chinese community members, and newcomers
 - More than 450 ideas from 27 meetings with 166 staff
- Workshops facilitated for board and exempt staff

The 2018 Strategic Planning project plan is included for the Board's background information.

2023 Strategic Planning

At the February 2022 Library Board meeting, trustees decided to extend the current plan to the end of 2023, and undertake a strategic planning process in 2023.

In setting priorities and budget for the strategic planning process, staff are seeking preliminary Board direction on the scope of developing the next strategic plan. Considerations include:

- Timeframe: What timeframe should the plan cover?
- Scope of the process: Do the purpose, vision and values stay the same?
- Level of engagement with and input from staff, stakeholders, and citizens
- Role of the Planning & Advocacy Committee / entire Board

A handwritten signature in grey ink, appearing to read 'Beth Davies', consisting of a cursive 'B' followed by a cursive 'D'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 JANUARY 19

SUBJECT: ELECTION OF OFFICERS

RECOMMENDATION:

THAT the Library Board receive this report for information

REPORT:

At the February Board meeting, trustees will elect representatives of several committees. This report provides trustees with information in advance so that trustees may consider which committees interest them.

BPL Board Policy A3 ([Board Roles and Operations](#)), states that 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 Finance, Planning and Advocacy, and Personnel Committees. Each Committee shall have a minimum of three members and a maximum of five members, inclusive of the Chair, who serves as ex officio. A summary of the standing committees is below. More detailed information is in the Board Committees section of the BPL Board Procedures manual.

- The **Finance Committee** reviews operating, capital and endowment fund budgets and actuals.
2022 Members: Gene Blishen (Chair), Hakam Bhaloo, Caroline White, Mandy Yang (ex officio)
- The **Planning and Advocacy Committee** guides the library's strategic planning process and reviews large-scale promotion or advocacy work. The work of this Committee is mostly in the development of the Library Strategic Plan, which will happen in 2023
No Committee formed in 2022
- The **Personnel Committee** leads the hiring process for the Chief Librarian position, recommends Chief Librarian appointments to the Board, conducts an annual performance review of the Chief Librarian, reviews matters pending arbitration and reviews proposed collective agreements.
2022 Members: Ernie Kashima (Chair), Surena Bains, Hakam Bhaloo, Sarah Bartnik (ex officio)

In addition, the policy also states that following the inaugural meeting of the Library Board, but not later than its February meeting, the Board shall appoint an InterLINK Board Representative and an alternate. Public Library InterLINK is a federation of public libraries from the Fraser

Valley to the Sunshine Coast and the Sea to Sky region that supports public libraries through resource sharing and collaborative programs. The InterLINK Board is composed of one representative from each of the eighteen member library boards. The InterLINK Board meets five times a year. Meetings are approximately two hours long and currently take place on Tuesdays at 5pm. In 2022, Chris Dong was the InterLINK representative, and Sarah Bartnik was the alternate InterLINK representative.

At the January 2022 Board meeting, trustees approved terms for the Picard Trust Award. The award, which is being publicized in January and February, is adjudicated by an ad hoc committee of three BPL trustees, with the Chief Librarian attending adjudication meetings *ex officio*. The Adjudication Committee will be appointed at the February Library Board meeting and will meet to select award recipients in March. In 2022, Committee members were Chris Dong, Ernie Kashima and Caroline White.

A handwritten signature in black ink, appearing to read 'Beth Davies', written in a cursive style.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 JANUARY 19

SUBJECT: STRATEGIC PLAN REPORT Q4 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>	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Metrotown	1,579	2,512	933	59%
McGill	760	1,245	485	64%
Tommy Douglas	692	1,045	353	51%
Cameron	475	755	280	59%
HLAS	26	21	-5	-19%
TOTAL	3,532	5,578	2,046	58%

<i>HLAS</i>	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Visits	290	286	-4	-1%
Patrons Served	558	529	-29	-5%

OUTREACH VISITS	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Adult	108	101	-7	-6%
Teen	86	25	-61	-71%
Children	39	64	25	64%
TOTAL	233	190	-43	-18%

OUTREACH CONNECTIONS	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Adult	720	1,015	295	41%
Teen	364	230	-134	-37%
Children	412	1,392	980	238%
TOTAL	1,496	2,637	1,141	76%

Return to In-Person Community Visits

The last quarter has brought about a return to more regular in-person community visits. Many community partners have returned to full in-person services, meaning that Community Librarians are able to regularly visit community spaces. This can mean visiting a space as often as once per month or even once per week. These regular visits are extremely important as they are a great way to build relationships within the community and find out about needs that the library may be able to help with. Through these regular visits, Community Librarians have been able to provide access to things like Wi-Fi, Curiosity Collection materials like Little Bits, and access to other library materials and resources.

Collaborating with Burnaby Neighborhood House, Community Librarian Emily has been making regular visits to four separate BC Housing apartment complexes this fall. In conversation with the residents who attend these gatherings, Emily curates her library service and collection support based on the interests of folks living at the apartments; she's brought cookbooks, taught folks how to use e-resources like Kanopy, led chair yoga, and even organized a book discussion session on [Chop Suey Nation](#) by Ann Hui.

New Community Librarian Sue started attending the community meals at St. Stephen's United Church. Here, Sue was able to learn more about how St. Stephen's works to build community, and how to start building relationships with folks in the neighbourhood.

The Burnaby School District's [Foundations program](#) is designed to strengthen basic skills in English, Social Studies, Mathematics, Science and Computers in preparation for both employment and further studies. Community Librarian Andrea was able to reconnect with this community partner after an extended hiatus.

Helping Patrons in Languages other than English

Having staff who can speak languages other than English is vital in connecting with many Burnaby patrons. Metrotown Information Clerk Lanyu shared this story: One day, Kerry asked me to help a Chinese lady who just arrived to Canada a few days ago. I issued a new library card for her and introduced our library collections, online recourses, activities, and services to her. I helped her print out the document from her WeChat. She was very interested in the information on the bpl.bc.ca website about [service to immigrants](#) and did not expect that the library could provide such useful information for immigrants like her. She would definitely make good use of this information.

Ukrainian Refugee Families

Ukrainian refugee families have been gathering every Saturday at the Cameron Recreation Centre since early summer. The children’s team, especially Ana, has worked with the School District’s Settlement Workers and secured a room in the recreation centre for them. One teacher is volunteering her time to teach English to the children. In November, Ana received a request from the same group to reserve a second room to host the parents. Another volunteer in the community is teaching English to the adults while the kids learn in a different room. The two groups will keep meeting weekly in the first semester of 2023. The Settlement Workers in Schools Coordinator reports that the families feel more connected and less isolated, and that children who participate are thriving in school.

Baby Social Program

Community partners have shared that the pandemic has disrupted the way families find out about community programs and services. Families were not meeting in person and sharing resources parent to parent and therefore, even this fall, were still finding it hard to find what they needed in the community. BPL’s Baby Social programs are meet-ups where families with babies connect with each other, and are one way to address this community need. During the program, families get to know what resources and services are available, and children’s librarians have more time to support families face to face and share early literacy expertise. Attendance has grown mostly through word of mouth, and attendees have included first-time parents, several of whom hadn’t visited the library before. The program is also an opportunity for librarians and community partners to gain a deeper understanding of the other group’s services.

Teen Advisory Group

In addition to continuing to facilitate the online Teen Advisory Group (TAG) program each month, teen services held an in-person TAG meeting in December – the first in-person TAG meeting in almost three years. The focus of the meeting was a winter-themed decorating party for the new teen space at the Tommy Douglas library. Teen Services will be offering in-person and online TAG meetings for the first four months of 2023, based on teen requests.

Teen librarian Duncan was working at Cameron during an evening shift and a member of the TAG introduced themselves. TAG members often have their cameras turned off during online TAG meetings and use the Chat feature to share ideas and questions with the librarians and larger group. It was great for the teen librarian to connect in-person with this TAG member after having many online TAG sessions together.

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

CIRCULATION – PHYSICAL ITEMS	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Adult	282,513	266,710	-15,803	-6%
Teen	24,183	24,753	570	2%
Children	317,606	302,491	-15,115	-5%
TOTAL	624,302	593,954	-30,348	-5%

CIRCULATION – DIGITAL	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
e-Books	57,690	66,245	8,555	15%
e-Audiobooks	23,220	28,559	5,339	23%

COMPUTER SESSIONS	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Metrotown	7,876	7,870	-6	0%
McGill	3,770	4,535	765	20%
Tommy Douglas	6,631	7,781	1,150	17%
Cameron	2,218	2,920	702	32%
TOTAL	20,495	23,106	2,611	13%

PROGRAMS	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Adult Community Connections	3	23	20	667%
Adult Digital Literacy	0	3	3	0%
Adult Life Long Learning	12	3	-9	-75%
Other Teen Programs	12	10	-2	-17%
Other Children Programs	2	14	12	600%
Story Times	17	65	48	282%
Children Digital Literacy	0	2	2	0%
TOTAL	46	120	74	161%

ONE-ON-ONES	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Patron one-on-one sessions	8	25	17	212.5%

DIGITAL RESOURCES	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Movies/Music Streamed	8,584	9,587	1,003	12%
Online Courses Accessed	3,053	4,529	1,476	48%

Design Thinking

Adult Public Service librarians have been working through a design thinking workshop this fall, in order to create responsive new services, programs and spaces. This process starts with identifying a community need, brainstorming with colleagues and community about how to address it, creating a prototype to get feedback, and then piloting the idea. We are exploring design thinking with a medicine wheel approach, recognizing that this work is relational and always evolving and changing just as community needs do.

Return of in-person school visits

This fall, children's and teen librarians have resumed in-library school visits, and also increased their in-person visits to school programs. Some examples:

- This fall, 244 students from Maywood Community School visited the Metrotown Library, hosted by children's librarians Hana and Ashley. Over half these students were new library users and now have their very own library cards. Every class was welcomed with a tour and something special, like an oral story, an interactive song, or book talks. The librarians invited the older grades to check out the teen section, and some sought out non-fiction resources on the second floor. Even though there was still construction going on and many of the shelves in the children's library were still sparse after the fire, it was great to see the kids getting comfortable in the space and finding something they wanted to bring home.
- Teen Librarian Victoria hosted an English Language Learning (ELL) class at the Tommy Douglas branch to introduce them to the library and talk about volunteer opportunities. Together with their youth worker, they are now working to brainstorm and develop volunteer opportunities that meet the needs of ELL and newcomer teens who may not have access to regular volunteer work offered through their schools.
- Teen Librarian Duncan has been visiting Gender and Sexuality Alliance (GSA) groups at Burnaby High Schools to make new connections and highlight queer and trans titles in the BPL Teen collection.
- At Cameron, four different schools came to the library for a total of 13 visits.

Digital Studio Consultation

Work is underway to assess community needs for the Digital Studio, scheduled to open in Q2 2023. The Digital Studio Coordinator is working with BPL librarians and community partners to build on the Digital Literacy Strategy that was presented to the Board in [February 2021](#). The team is currently investigating what creative technology folks are interested in, how they like to learn, what barriers they may face using the space, and what personal items they would like to digitize.

As part of the community consultation phase, Jamie (Digital Studio Coordinator) and Hana (Children's Librarian) attended the Edmonds Festival of Lights on November 26, with planning help from Alex (Children's Librarian). Jamie and Hana brought interactive Spheros from the Curiosity Collection and an "Analog Library" (samples of older technology) as our booth's activities, which were both popular. Using interactive boards, visitors to BPL's table could also help us plan our digitization services by placing a sticker under the personal items they had at home and would like to digitize (VHS tapes were the most common item). These activities led to more insightful conversations about creative technology and feedback on what folks were hoping to do in the Studio. Many patrons expressed interest in the Studio and were excited to hear more!

Deer Lake Artist Residencies

Librarian Kris has been connecting with folks from the Shadbolt Centre and learning about the [Deer Lake Artist Residencies](#). He's learning about how this program works, and there could be exciting possibilities for the library to collaborate and highlight local writers in library programming.



Family Storytimes in ASL and English

This fall, BPL restarted family storytimes in American Sign Language and English. This program is a partnership between BPL, led by Children’s Librarian Randi, and Provincial Deaf and Hard of Hearing. This program ran from 2015 but was cancelled due to the pandemic.

Families told us they were ready to meet again and wanted the program to be just like it was before, with full language access for both Deaf and hearing family members. We have learned that families with young Deaf and hard of hearing children are less connected than in pre-pandemic times; that means it’s taking longer to build the group, but also that the social connection piece is more important than ever.

The photo is of Roger Chan of Provincial Deaf and Hard of Hearing Services, a crowd favourite as the Deaf storyteller.



Diversity in the Arts

In October, Teen Services partnered with the Burnaby Art Gallery and provided online class visits to social justice and art classes at Burnaby High schools. The focus of the visits centered on diversity in the arts and highlighted a guest speaker, Nathan Eugene Carson. Nathan is a Toronto-based artist who attended virtually to discuss diverse lived experiences and artistic practices. Students created their own art as part of these workshops.

Julia’s Studio

During the winter break in December, Teen Services provided a suite of Julia’s Studio programs that highlighted the iPads with creative software that are available for teen programs at the Tommy Douglas library.

Stuffie Sleepover/Pajama Storytime

At Cameron, children's librarian Ana hosted a Stuffie Sleepover/Pajama Storytime program. Two children showed up with their families. Two other kids, who were already visiting the library, joined the program. Despite the low number of attendees, the children had a great time in the storytime and were excited that their stuffies would spend the night in the library. Ana took pictures of the stuffed animals around the library and created a keepsake mini-photobook for the children.



Monkey Puzzle

The winter school break saw families at McGill, Cameron and Metrotown searching the library for sock monkeys and puzzles to solve. Like our summer self-guided activities, the Monkey Puzzles invite patrons to explore beyond the children’s area and have fun as a family on their own schedule. Lots of caregivers told us this was a welcome activity, and staff saw lots of kids volunteering to share their newfound expertise with other kids.



Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	This past quarter was focused on back-end configuration of the new computer booking, printing and payment system. The new system will roll out to branches in February. This project is scheduled to complete in Q1 2023.
2.2 Open the Metrotown Digital Studio	Trish	Community consultation for the digital studio is ongoing. Core equipment has been ordered for the space and focus now is on hiring and planning the services and activities for the new space. This project is on track to complete in time for Metrotown's scheduled reopening in Q2 2023.

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 2021	Q4 2022	Increase/Decrease	
			Number	%
Metrotown	80,247	57,651	-22,596	-28%
McGill	61,129	80,767	19,638	32%
Tommy Douglas	44,376	63,384	19,008	43%
Cameron	31,572	39,758	8,186	26%
TOTAL	217,324	241,560	24,236	11%

<i>ONLINE VISITS</i>	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Website	194,948	195,675	727	0%
Catalogue	555,235	546,521	-8,714	-2%

<i>ROOM USE BY COMMUNITY GROUPS</i>	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Metrotown	0	0	0	0%
McGill	0	13	13	-
Tommy Douglas	0	111	111	-
TOTAL	0	124	124	-

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 announced and is scheduled to open in Q3 2023
3.2 Renovate Metrotown Spaces	Beth	Construction began in July 2022 and is scheduled to complete in Q2 2023.
3.3 Create Teen Space at Tommy Douglas	Linton	Complete. Space opened in June 2022, with official launch on July 9.
3.4 Bring Indigenous design to Metrotown and Cameron	Beth	Project team has selected a consultant.

Metrotown Renovations

Progress is being made as Metrotown revises formerly staff only areas in order to open up those areas to the public. Some exciting milestones were reached by the end of 2022:

- Three accessible washrooms were opened to the public on the second floor.
- A water fountain has been added to the second floor. This one small addition has delighted both patrons and staff!
- Installation and activation of the Automated Materials Handling (AMH) machine. The installation had its challenges but, in general, staff love the speed of the machine. It checks in items really fast! We are working through technical challenges and still have a lot of work to do on organizing a new materials handling workflow.

This hasn't been an easy time for public service staff at the Metrotown Branch, especially those who thrive in an orderly environment. It has been a little chaotic and noisy, often involving on-the-spot trouble shooting and creative thinking. Every day has been different and challenging. However, public service staff are generally coping and there have been many instances where staff have been really creative and determined in their quest to assist the patron. They deserve a lot of credit for resilience.



Meeting Rooms

Use of library meeting rooms continued to grow this quarter, particularly at the Tommy Douglas branch, where groups included peer-led technology instruction for senior African women, ongoing welcoming and settlement classes for Ukrainian refugees of all ages, first aid and Foodsafe training for newcomers, employment workshops for East African youth, emotional support for new mothers, knitting, and invasive species management.

Showing Off the Tommy Douglas Teen Space

Teen librarian Victoria has been offering tours of the new Tommy Douglas teen space to several community partners and youth workers, including MOSAIC, Burnaby Neighbourhood House, and school youth workers. The space is showcased as a new resource for their work and their teen clients, highlighting the incoming technology that other organizations may not have access to and the availability of highly sought after space for teens to work, study, and relax in.

Temporary Cameron Space

During construction of the new Cameron Library and Recreation Centre, library and some recreation services will be offered from a temporary 14,000 square foot space in the Lougheed Mall. Architects and a construction company have been engaged to design this space, and staff are working with the architects to create a shared space that will inspire the community for the next three years. The temporary space is expected to open in Q3 2023. To create some excitement, the City of Burnaby has created vinyl wrapping on the Lougheed Mall space.



Book Christmas Tree

Both McGill and Tommy Douglas staff created a Christmas tree made out of books to celebrate the holiday season. Information Clerk Hetty's creation at Tommy Douglas inspired a patron to write, "I love the charming book-Christmas tree. Thanks for making me smile!"



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	Q4 2021	Q4 2022	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	20	59	39	195.0%
Staff Attending Training/Conferences	63	43	-20	-31.7%

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	Began Q4 2022. Anti-racism projects are being steered by a working group and some individual projects are complete.
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth	Began Q4 2022. Anti-racism projects are being steered by a working group who began meeting in September.
4.3 Build anti-racism into our organization and our daily work	Beth	Four anti-racism training sessions were delivered to 170 staff in July and August.
4.4 Improve the Public Service Staffing Model	Heidi	The Public Service Staffing Model team implemented several actions in 2022, including a new Referrals Guideline for staff, and a review and update of public service content on the staff intranet.
4.5 Revise BPL security practices	Heidi	Project now part of anti-racism commitments and will begin Q1 2023.
4.6 Improve materials handling processes	Heidi	Team leads are continuing with Lean training and are working on a project plan.
4.7 Create new staff intranet	Trish	Project leads ran a staff survey this quarter to better understand use of the existing staff web. The results will inform decisions about information architecture, permissions and content migration. This project was originally scheduled to complete in 2022. The schedule was revisited when support for the current platform was extended to November 2023, and is now scheduled to complete in Q3 2023.

Promoting our services

Library staff are passionate about library services and incorporate promotion of those services into their life outside the library. Metrotown Library Page, Lucy, contributed this story: Last week, one of my friends who just moved to Canada several months ago, told me that her daughter and son really love reading, but the books are so expensive in Canada. Then I shared the library information with her. When she took the two kids to the library, they were thrilled that they could have a library card and borrow so many books for free. The boy told me he would come to the library every day to borrow new books and he loves the library! I think the library is a wonderful place for newcomers to feel welcome and comfortable here in Canada, and also help them adapt to their new life... Although I am just a page, it is more than my pleasure to help patrons in the library and also share library information with people around me as much as possible.

Managing Hostile Interactions

Around 40 staff attended training on Managing Hostile Interactions this quarter. Staff were given tools to effectively communicate with patrons and explore techniques to set limits to hostile behaviours. In 2023, Cameron Branch Manager Desiree Baron is leading a project to look at how staff manage disruptive behaviours with an EDI lens and trauma-informed approach.

High School Work Experience

In December, the library welcomed a Burnaby high school student for work experience. Although BPL often welcomes work experience students, this was the first time that a student spent time with Home Library and Accessible Services (HLAS) as part of their work experience. The student learned about how the library selects and delivers print materials and audiobooks to patrons who aren't able to come into the library or to those who have perceptual disabilities. HLAS clerks Patrick and Damian were also able to take this enthusiastic student out on deliveries, which turned out to be the most fun part of the day!

LGBTQIA+ Centred Spaces, Programs and Services

Teen Librarian Victoria attended online training over several weeks called "How to Build LGBTQIA+ Centered Spaces, Programs, and Services". During the course, Victoria attended several informative speaker sessions from library and LGBTQIA+ organization experts. Since the training, she has applied her learning in researching existing services for LGBTQIA+ youth in Burnaby, assessing the work being done at BPL, and identifying new ways for the library to provide resources and inclusive spaces for LGBTQIA+ youth.

Comments and suggestions from patrons

Thank you for the exceptional service that I am given when visiting your library. Your warm attention and helpfulness are extraordinary. I want you to know that I am grateful for the way you go the extra mile! I have been helped with missing books, finding relevant books, suggestions of an ideal book for my granddaughter of preschool age and given the assurance that working together is a pleasure. A welcome like that is rare! Thank you, one and all, at the Tommy Douglas Library! You make it user-friendly and we count on you for that

Extracts from letter from Tommy Douglas patron

Today, I noticed you...have...no payphone!!! I strongly urge you that bring payphone back. It is important in an emergency or otherwise".

Metrotown patron

[Prior to the pandemic, we were working with City of Burnaby IT to install courtesy phones, in anticipation of Telus disconnecting the service. We are looking at doing this at the temporary Cameron branch in the Lougheed Mall]

Dear folks, I absolutely love this library. It is a treat to come in and find a calm oasis that has everything I need – fast hold service, friendly staff, and almost a feeling like stepping back in time in this crazy world. I really appreciate it and you.”

Tommy Douglas patron

I’m really impressed with the level of service that BPL has provided me since I became a patron one year ago.”

Metrotown patron

I love Cameron Library! It is a wonderful and efficient cultural centre in our neighbourhood. Keep up your splendid work.

Metrotown patron

Out of all the libraries in the Lower Mainland, Tommy Douglas is the best there is. Books and DVD’s, and anything else is easy to find. The staff are the best there is as they are knowledgeable, friendly and cheerful. This is my favourite library.

Tommy Douglas patron

Thank you for the service you provide. I’m glad you are part of my life.

Message from HLAS patron in a holiday card

I enjoyed studying in the study space. I usually do it at home, but I tried in the library for the first time today. It was much better.

Cameron patron

Cameron branch of the Burnaby Public Library is the BEST! Knowledgeable, helpful and so considerate of both young and old patrons, constantly encouraging everyone to read. Thank you Burnaby library workers!

Cameron patron

A brand new patron just called me out to tell me about the excellent customer service they just received from Amanda! The patron said they just learned how to use the library in 5 minutes and were so impressed by Amanda’s knowledge they had to let the branch manager know.

Cameron Branch Manager

This quarter we received some requests for longer evening opening hours. We also received feedback about Metrotown renovations, including concerns about the time the renovations are taking, complaints about the lack of availability of an out-of-hours book drop during Metrotown construction, and noise complaints. Patrons also welcomed the return of speed reads and quick views at Metrotown.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

BRANCH / DEPARTMENT MANAGER'S REPORT

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ASSISTANT DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

DATE: January 11, 2023

SUBJECT: 2022 STATISTICAL SNAPSHOT

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

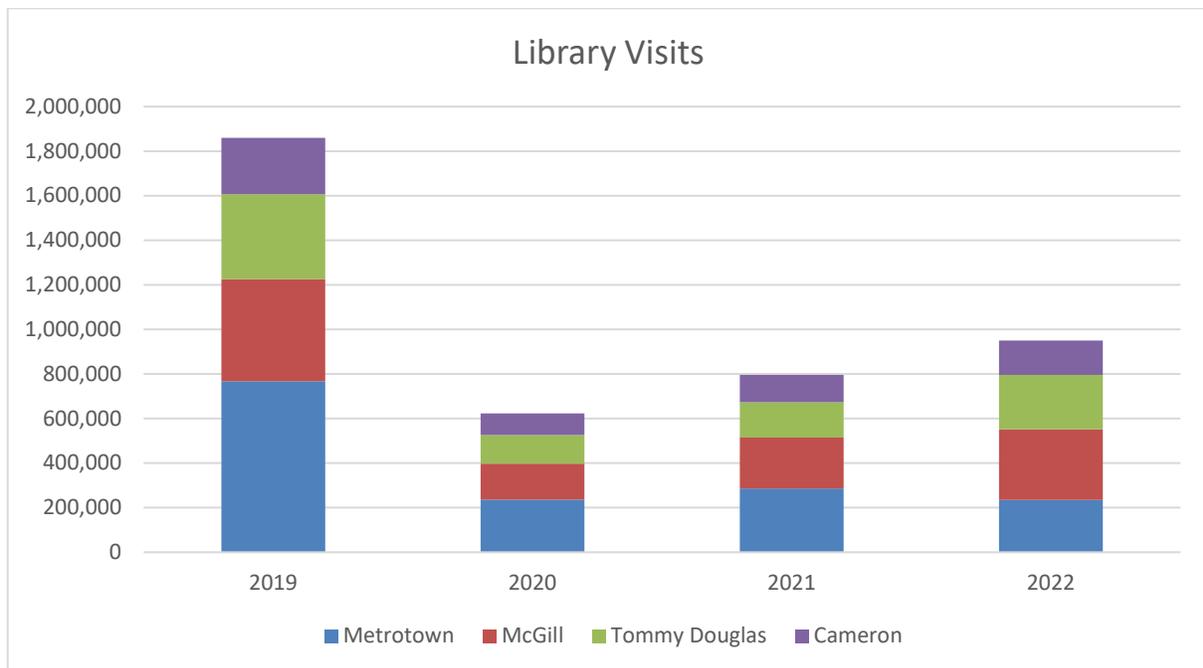
SUMMARY

This report shows a longitudinal snapshot of BPL's statistics from 2019 to 2022. While it is clear that we have not rebounded to pre-pandemic numbers, the trends show that most library activities are on the rise. The fire and the ensuing renovations at Metrotown have slowed the momentum of increase, but there are notable growths in library activities. Here are some highlights:

- In 2022, the total number of visits increased 19%, despite the closure of Metrotown from June to September. Statistics also show a significant increase in new library members, up 43% from 2021.
- Circulation of physical items shows a modest increase of 2%, despite the Metrotown closure.
- The Metrotown closure saw a shift in activities to other branches, in particular computer use, which increased by 34% at Tommy Douglas.
- In the last year, use of e-books went up 17%, e-audio up 22%, and 27% for streaming content (movies and online learning videos).

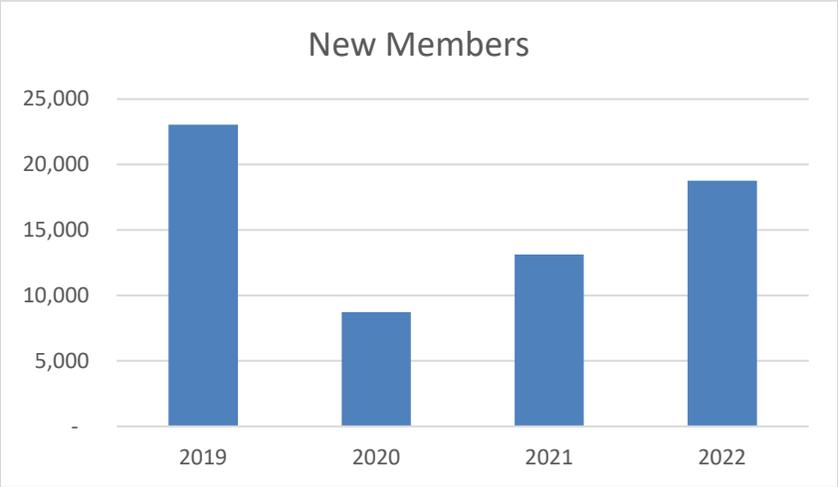
LIBRARY VISITS

Metrotown was closed from June to September, which had a huge effect system wide. In 2021, Metrotown was our busiest branch with 286,494 visits; this year, Metrotown showed 234,854 visits, a decrease of 18%. It is clear that Metrotown patrons moved their activities to other branches, as shown by the visit increases at McGill (38%), Tommy Douglas (54%) and Cameron (25%). All told, BPL had 31,205 more visitors than it did in 2021, showing a system wide increase of 19.3% visits.



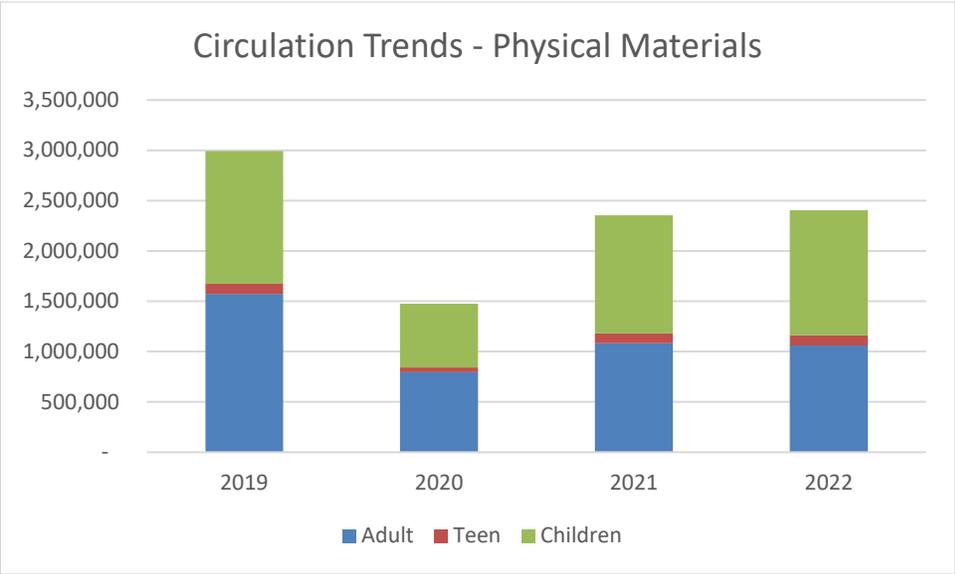
NEW MEMBERS

In 2022, BPL signed up 43% more new patrons than in 2021. Even with the closure, Metrotown signed up 6,727 new members, 564 more than the previous year. Branches showed huge increases in new members – McGill signed up 1,875 new patrons, amounting to a 70% increase, and Tommy Douglas 2,045 new patrons, an increase of almost 80%. Cameron also signed up 1,156 new patrons, up 71.4% from the previous year.

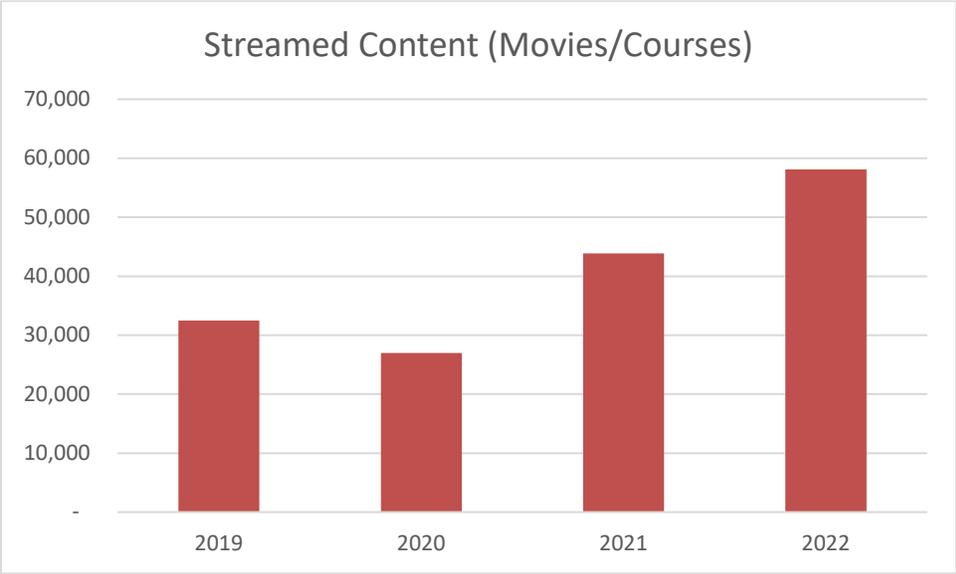
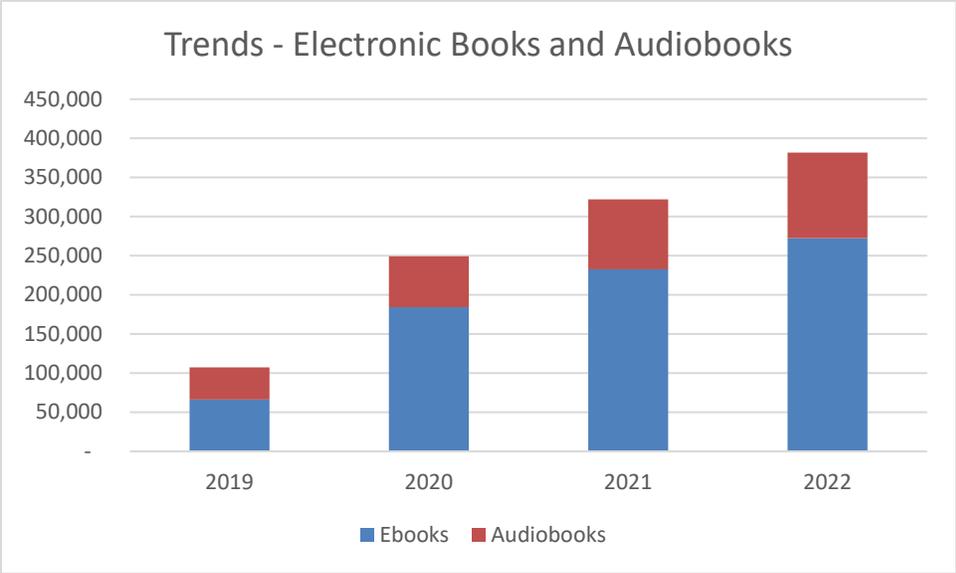


CIRCULATION

Borrowing of physical items (books, DVDs, etc.) saw a modest increase of 2% in the last year.

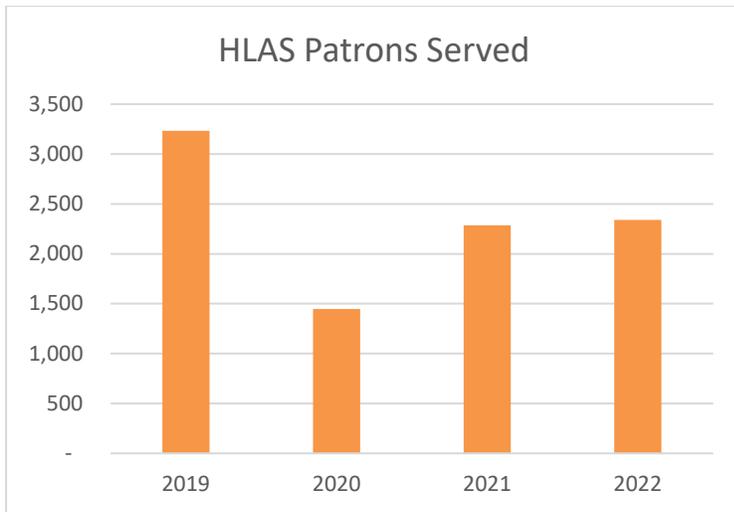


Use of electronic books, electronic audio and streaming content has grown exponentially since 2019. In the last year, use of e-books went up 17%, e-audio up 22%, and 27% for streaming content (movies, online learning videos)



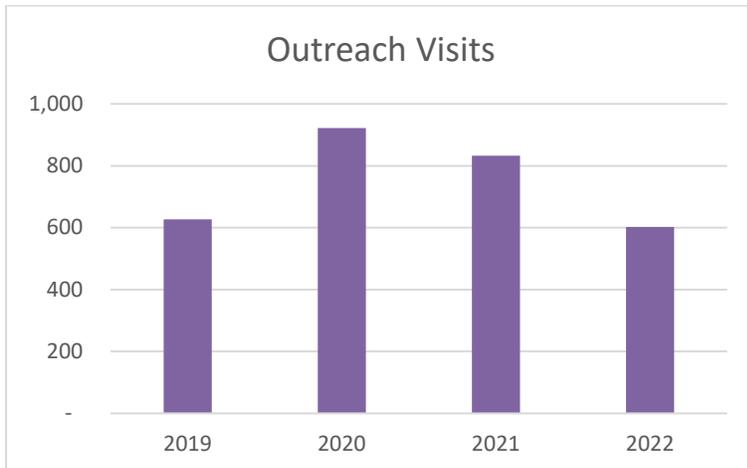
HOME LIBRARY AND ACCESSIBLE SERVICES

The number of patrons served shows a slight increase in 2022 from 2021. HLAS has not yet reached 2019 levels due to changes in care home visiting regulations under COVID.



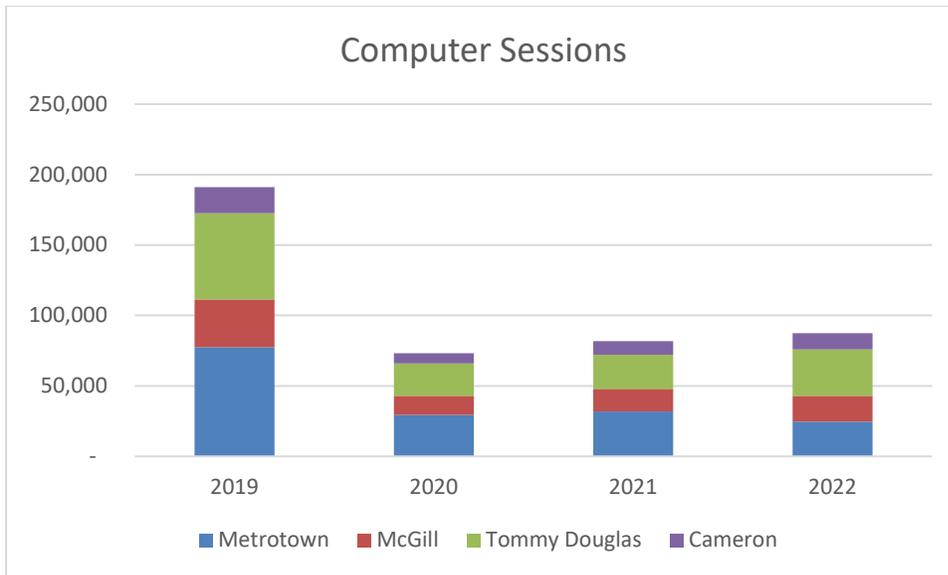
OUTREACH

Outreach visits have decreased, owing to a greater focus on connecting with patrons that have not been traditionally served by the library rather than a presence at high-volume, high-profile events. Visits are down from 833 in 2021 to 602 in 2022.



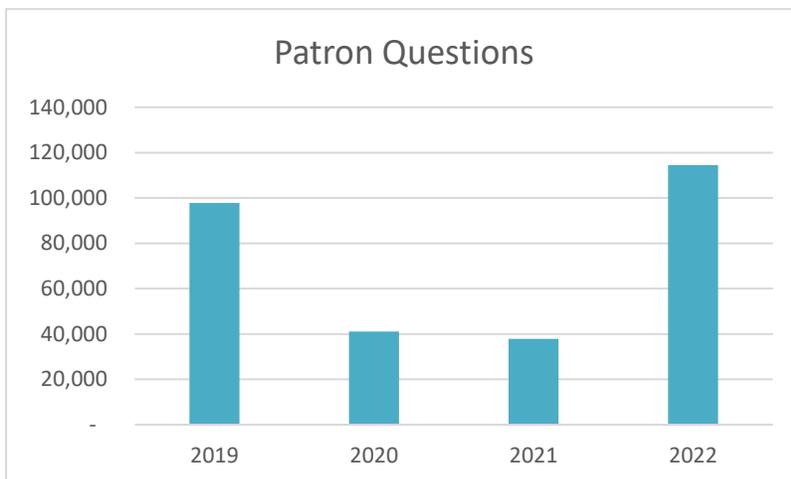
COMPUTER USE

2022 saw an increase of computer use at McGill (14%), Cameron (17%) and most significantly at Tommy Douglas (34%). This was offset by a decrease at Metrotown. System wide, the library posted an increase of 6% from the previous year.



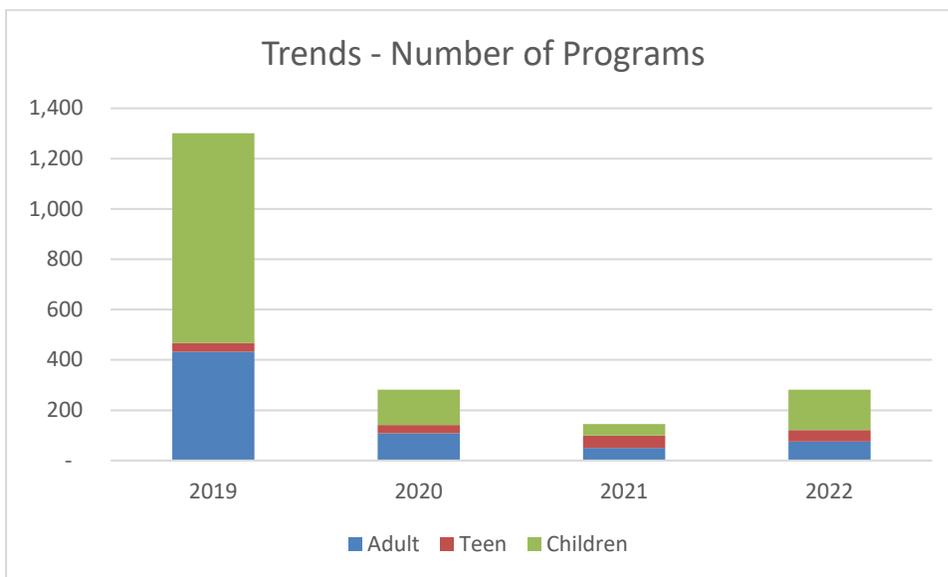
PATRON QUESTIONS

The number of patron questions showed a big jump from 2021 to 2022, from 37,866 questions in 2021 to 114,513 this year.



LIBRARY PROGRAMS

The total number of programs almost doubled this year, mostly following the resumption of in-person programs. This is in line with expectations and is largely due to a greater investment in program design and community consultation, and a focus on programming that meets equity and inclusion goals rather than popular “bums on seats” programming like movie nights.



Desiree Baron

ACTING DIRECTOR, PUBLIC SERVICE

BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2022 JANUARY 19

SUBJECT: OPERATING PLAN 2023

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. At the February 2022 Library Board meeting, trustees decided to extend the current plan to the end of 2023.

The 2023 Operating Plan on the next pages outlines key initiatives that we'll undertake this year. Progress on these initiatives will be reported as part of the quarterly reports to the Board.

A handwritten signature in grey 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	Timeline
1.1 Revise the Community Resources Guides and Map Revise the online Community Guides and Map to meet the needs of staff and community members	Q2 to Q4

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	Timeline
2.1 Streamline and Enhance Patron Printing Streamline and enhance printing process for patrons	Completes Q1
2.2 Open the Metrotown Digital Studio Develop staffing, equipment and services for the new Metrotown Digital Studio	Completes Q2

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	Timeline
3.1 Build a New Cameron Branch Work with architects and City staff on development of new Cameron Branch	Q1 to Q4+
3.2 Renovate Metrotown Public and Staff Spaces Complete Phase 1 of Metrotown renovations	Completes Q2
3.3 Bring Indigenous design to Metrotown and Cameron Collaborate with Indigenous communities to bring Indigenous design into library spaces	Q1 to Q4+

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	Timeline
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour by: <ul style="list-style-type: none"> • revising hiring, interviewing, and promotion practices and training supervisors in anti-bias hiring practices • revising performance planning and evaluation processes and practices • actively supporting professional development opportunities for staff who are Indigenous, Black or people of colour • creating safer spaces for staff who are Indigenous, Black or people of colour to share experiences 	Q1 to Q4
4.2 Address racial harm toward staff and patrons who are Indigenous, Black or persons of colour by: <ul style="list-style-type: none"> • revising the Code of Conduct; • creating ways to support staff who are Indigenous, Black or people of colour following incidents of racial harm • updating procedures and training for responding to disruptive behaviours • providing staff training in bystander intervention 	Q1 to Q4
4.3 Improve materials handling processes Improve materials handling to reduce staff injuries and address backlogs	Completes Q3
4.4 Create new staff Intranet Create new staff Intranet to replace current staffweb	Completes Q2
4.5 Implement the Accessible BC Act requirements Develop plan, committee and feedback mechanism to improve accessibility	Q1 to Q3
4.6 Create a new Strategic Plan Work with the BPL Board to create a new Strategic Plan	Q1 to Q4



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: MANAGER, COMMUNITY DEVELOPMENT
BURNABY PUBLIC LIBRARY

DATE: 2023 JANUARY 19

SUBJECT: ACCESSIBLE BC ACT UPDATE

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

The *Accessible BC Act* was passed in June 2021 and aims to identify, remove and prevent barriers to the full and equal participation of people with disabilities in the province. Under the Accessible BC regulation, which came into effect September 1, 2022, governments and “prescribed organizations,” including public libraries, are required to establish by September 2023:

1. An accessibility committee;
2. An accessibility plan; and
3. A feedback mechanism.

Further information about the three requirements is provided below.

1. Accessibility Committee

The membership of an accessibility committee is laid out in the *Act*. At least half of the members should be persons with disabilities and persons representing disability-serving organizations. In addition, membership should reflect the diversity of BC and include Indigenous representation. Members may be drawn from inside or outside the organization.

According to the *Act*, the purpose and role of the committee is:

- To assist the organization to identify barriers to people in the organization or interacting with it; and
- To advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization.

2. Accessibility Plan

An accessibility plan should describe how the organization will identify, remove and prevent barriers to people in the organization or interacting with it.

As stipulated in the *Act*, BPL will be required to consult with the accessibility committee and consider the following accessibility principles when developing the plan:

- Inclusion

- Adaptability
- Diversity
- Collaboration
- Self-determination
- Universal design

Once adopted, the plan must be reviewed and updated at least once every three years. Updates must consider comments received through the established public feedback mechanism. There is no requirement to submit the plan to government; however, organizations must make their plans public.

3. Feedback Mechanism

The purpose of the feedback mechanism, as described in the *Act*, is twofold:

1. To receive comments from the public on the accessibility plan; and
2. To receive comments on barriers to individuals in or interacting with the organization.

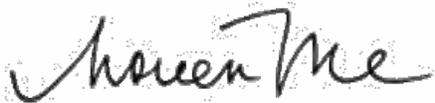
Support for Implementation

Public libraries can partner with other libraries, municipal government, or other partners in developing an Accessibility Plan, Accessibility Committee and feedback mechanisms. Library staff are exploring options for partnership, including partnering with the City of Burnaby.

The provincial government has awarded \$3 million over three years to the Disability Alliance of BC (DABC) to support organizations in meeting the requirements of the *Act*. In addition, a Public Libraries Accessibility Working Group has been established. It consists of representatives from the Association of BC Public Library Directors, the BC Libraries Cooperative, the BC Library Association, and Public Library InterLINK. The group surveyed public libraries in September 2022 to determine libraries' readiness to respond to the new legislation and what tools and resources they would find supportive. The Public Libraries Accessibility Group will work with DABC to prepare toolkits, templates, workshops, best practices and other resources suitable for the library sector.

Next Steps

The Accessibility Plan required under the *Accessible BC Act* will set the direction for BPL going forward. It is anticipated that the plan will be a living document that evolves and is strengthened once the accessibility committee comes on board and the feedback mechanism is created. Staff will bring a progress report to the Board in Q3 2023.



Noreen Ma
MANAGER, COMMUNITY DEVELOPMENT
BURNABY PUBLIC LIBRARY