

**BURNABY PUBLIC LIBRARY BOARD**

**AGENDA**

Regular Meeting

DATE: 2023 May 18 (Thursday)

PLACE: via Zoom

<https://burnaby-ca.zoom.us/j/69802960033?pwd=Um5wcDY0WklyblZrZkpwkxZkdnlDdz09>

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 hən̓q̓əmin̓əm̓ 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** (5 minutes incl. agenda)
  - i) **Motion** to adopt the minutes of the regular meeting held 2023 April 20 as circulated
3. **Reports** (10 minutes total)
  - i) **Board Chair** (verbal)
  - ii) **Council Liaison** (verbal)
  - iii) **InterLINK Representative** (verbal)
4. **Items for Information**

	<b><u>ENCLOSED</u></b>
i) <b><u>Strategic Planning</u></b> (10 minutes)	3 - 4
ii) <b><u>Strategic Planning Research Report</u></b> (40 Minutes)	5 - 25
iii) <b><u>Picard Trust Awards</u></b> (5 minutes)	27 - 28

iv) Metrotown Renovations (verbal) (15 minutes)

6. Other Business

7. Next Library Board Meeting – 2023 June 15 at 7:00pm in the Program Room at McGill Library

8. Adjournment

**Motion** to adjourn the regular meeting



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

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2023 MAY 18

**SUBJECT:** STRATEGIC PLANNING

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**RECOMMENDATION:**

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

**REPORT:**

At the February Board meeting, the Chief Librarian presented a strategic planning outline and the Library Board appointed Sarah Bartnik, Gene Blishen, Sangeeta Subramanian, Caroline White and Mandy Yang to sit on the Planning Committee.

The strategic planning process is divided into three main phases:

**Research**

A Strategic Plan Research report is included in the package for the Board's information. The Chief Librarian will facilitate a conversation about the Board's key takeaways from the research report, in order to inform survey and conversation questions as part of the research report.

**Engagement**

The goal of the engagement phase is to gather input from Board, staff, patrons, community members and key contacts to inform the development of the strategic plan. The engagement will take place in May and June and has two main areas of focus:

1. Emphasize BPL's ongoing commitment to creating inclusive library services through prioritizing the voices of people who are underrepresented and marginalized. Ask broad questions about people's hopes and fears for their lives and their city, rather than asking specific questions about library services.
2. The existing plan has served us well. Use consultation to check in on what needs changing, rather than starting from scratch.

Specific engagement activities:

- **Online survey** to gather detailed input, with different instances but same questions for board, staff and patrons. Promoted in various ways, including QR code on the connection cards

- **In-person staff drop in open houses** for staff in each library branch. Different options for staff engagement, including in-person conversation, quick activities, and time to complete the survey
- **Connection cards.** Real life analog postcards asking people a question about what connectedness means to them. Postcards will be available at branches, city facilities, and shared with community members outside the library, and completed postcards will be displayed in library branches. We will also publicize specific times for community members to engage with staff and Board in four different Burnaby parks.
- **Conversations with key community groups.** Facilitated conversations by librarians with groups that the library has existing connections. Focus on underserved and marginalized groups. Chief Librarian to reach out to leaders of key community organizations.

A number of opportunities for Board members to provide and receive feedback are available:

- Board members will all receive a link to the online survey
- Facilitated discussion/activities at the June 15 Board meeting
- Opportunity for Board members to be present at staff open houses
- Opportunity for Board members to be present at public engagement in parks
- Facilitated discussion of the engagement results at the July 20 Board meeting

### Plan Development

The goal of plan development is to take the information from the research and engagement phases and develop a high level strategic plan.

[Nicki Kahnamoui](#), who worked with the BPL Board to develop the previous plan, has been engaged to facilitate plan development. Nicki's proposal was shared with the Board Planning Committee, who provided feedback that was shared with Nicki. Nicki will facilitate two workshops in September:

- Full-day workshop with board members and staff to develop mission, values and high-level priorities
- Full-day workshop with staff to develop specific goals under the high-level priorities; board members will be invited to the first part of this workshop

In August, the Board Planning Committee will work with Nicki to develop the workshops. Nicki will also advise the Chief Librarian and Planning Committee on an as-needed basis.

A draft plan will be brought to the Board for discussion in October and approval in November. The final plan will be shared in January 2024.



Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

# BPL Strategic Planning 2023 Research Report

May 11, 2023

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## Introduction

In 2023, the BPL Board will develop a new strategic plan. This report identifies key trends and forecasts to inform strategic planning engagement and plan development. It also includes BPL statistics and information; comparator statistics with other libraries; trends from other libraries; and information/trends from other sources and local organizations.

Thank you to the following BPL staff who contributed to this work:

- Jen Bradley
- Caelin Crosby
- Beth Davies
- Cristina Freire
- Mariah Gastaldo
- Emily Guerrero
- Allison Jones
- Andrea Lam
- Tina Lee
- Peggy Lees
- Noreen Ma
- Trish Mau
- Jamie McCarthy
- Nikola Mitrović
- Duncan Olenick
- Randi Robin
- Heidi Schiller
- Ryan Tegenfeldt
- Jessica Tourand
- Neill Vanhinsberg

Since the last strategic plan was created, in 2018, the COVID-19 pandemic disrupted the lives of library patrons and staff, and shifted library services both temporarily and permanently. Rather than separate out the impacts of the pandemic into a single section, these impacts have been incorporated into individual sections below.

## 2SLGBTQIA+ People

Prior to Burnaby's first [Pride](#) celebration in 2018, few intentional 2SLGBTQIA+ spaces existed in the city outside of the SOGI (sexual orientation and gender identity) education and events provided by the [Burnaby School District](#). Since 2018, a growing number of local service providers have begun developing queer and trans-focused spaces and initiatives.

BPL offers collections that feature queer and trans authors, voices, lived experiences and content. BPL co-created and co-leads the Burnaby Pride Planning Committee and has a staff-

led Trans Inclusion Working Group. Like an increasing number of other North American public libraries, BPL has committed to supporting equity, diversity and inclusion (EDI) within its community. Currently, one of BPL's two teen librarians oversees the library's connections with 2SLGBTQIA+ teens. BPL's children's librarians also connect with 2SLGBTQIA+ children and families.

Libraries are acknowledging and supporting their queer and trans staff, and are developing as EDI-focused organizations through the creation of staff-led 2SLGBTQIA+ working groups. This is foundational for better positioning libraries as informed organizations that can support their 2SLGBTQIA+ communities and EDI-related work. BPL began this work in 2019 with the formation of a Trans-Inclusion Working Group.

Libraries and other service providers are using their organizational power to affirm queer and trans identities by contributing to visual messaging within their communities around 2SLGBTQIA+ inclusion. BPL began this work in 2018 with the installation of Pride and Trans flags to coincide with the summer Pride celebrations. In 2022 BPL furthered this with the permanent installation of a wall-mounted neon rainbow sign in the teen space at the Tommy Douglas branch.

Libraries are also supporting queer and trans inclusion by contributing to community literacy around 2SLGBTQIA+ culture and lived experiences, as well as initiating queer and trans social connectivity. This work includes reading lists and guides, programs, special collections, and the development of queer and trans-focused spaces, such as Halifax's [2SLGBTQIA+ Pride Portal](#). Some of this work is also focused on assisting queer and trans people embrace, create, and navigate their lived experiences. As well, some of this work supports parents and caregivers of 2SLGBTQIA+ youth.

Updating policies and procedures is another way libraries are supporting queer and trans patrons. In 2020, BPL instituted a [No ID, no problem](#) approach for library membership, which allows patrons to update their library accounts with new names and eliminate dead names.

Recently, anti-trans legislation, bans of trans books, and anti-trans rhetoric has risen, especially in the United States. Libraries face increasing controversy and pushback around 2SLGBTQIA+ inclusion, and there have been a rising number and intensity of protests around drag-focused library programs, including at [Nelson](#), [Calgary](#), Sechelt and Kelowna.

The Canadian Human Rights Commission's [45 Calls for Inclusion](#) includes a call to remove barriers to employment for trans and non-binary people, who according to the 2021 Census and other research are more likely than cis people to [face economic barriers and discrimination](#).

## Accessibility

Accessibility is defined as the ability to access. For libraries, this requires considering how to support people with diverse needs, including those who are deaf or hard-of-hearing, blind or have low vision, and those with mobility, different cognitive abilities, and neurodiversity. The American Library Association recently published a landscape review of [Accessibility in Libraries](#)

and the Canadian Federation of Library Associations has produced [Guidelines on Library and Information Services for People with Disabilities](#).

Some libraries lend [dementia-friendly](#) and/or [autism](#) kits. Some have created sensory rooms – calm spaces for children and their families to have multi-sensory experiences. The new Cameron branch, scheduled to open in 2027, includes a sensory room. In 2019 and 2020, BPL worked to develop programs and purchase equipment designed for neurodiverse children and teens and their caregivers; this work paused during the pandemic and has not yet resumed.

Technology continues to shift the landscape and improve accessibility for many differently abled people. Some libraries have [partnered with a phone app](#) which is designed to introduce autistic and neurodiverse people to library services in a visual and low barrier way. Some libraries, eg [Toronto Public Library](#), provide translation of library documents into alternative formats like audio and braille, as well as provide program and event supports like sign language interpretation or closed captioning upon request.

This year, BPL is working towards compliance with the [Accessible BC Act](#) by working with the City of Burnaby to establish an accessibility committee, an accessibility plan, and a feedback mechanism to gather public input.

In 2022, Home Library and Accessible Service (HLAS) made 2,339 visits to patrons – all of whom have mobility, perceptual, and/or cognitive challenges. For several years, BPL has offered a dual language family storytime in American Sign Language (ASL) and English. Recently, ASL interpretation was provided at some teen events. This year, BPL is also planning an accessibility audit for its website.

## Children

Libraries are reimagining children’s programs for greater inclusion of people with diverse abilities. Library staff are adapting existing programs to work for wider participation and developing new programs and services for specific audiences, such as [music for autism](#) at Brooklyn Public Library, an interactive visit to Vancouver Public Library for [Blind Beginnings families](#). BPL has offered [storytimes](#) for families who communicate in American Sign Language (ASL) since 2015; these resumed in 2022 after pausing during the pandemic.

Libraries are also diversifying the perspectives they centre and honour. One outcome is programs led by community members and other cultural insiders, like Calgary Public Library’s [Treaty 7 storytime](#). BPL has offered children’s programs led by Indigenous knowledge keepers, drag artists, and Deaf storytellers.

Libraries are helping to build social networks and intergenerational relationships. In Burnaby [COVID-19 impacts](#) and [rates of social competence](#) in young children elevated these priorities. In 2022, BPL created meet-ups for young families, extended storytimes with social time, and restarted self-directed activities designed for the whole family.

Libraries are supporting children who find reading hard or unappealing. Examples include programs that [pair emergent readers with teen mentors](#), [clubs](#) where an interest or social



activity motivates reading, [tools for parents](#), and reading suggestions (and formats) tailored to English language learners or children with reading differences.

Libraries are providing homework help to support school success and [settlement](#). In Burnaby, almost half of children starting school are English language learners, and school settlement workers tell us of the need for extracurricular supports. Some libraries, like [Surrey](#) and [Halifax](#), focus on newcomer students; others open services to all with the need. Burnaby has provided a home for a program for Ukrainian refugee children.

Library spaces for children are being redesigned to support many of these priorities. [Special furniture](#) and [sensory rooms](#) meet diverse sensory needs. [Spaces created by Indigenous designers](#) centre Indigenous perspectives. Play spaces (for example at [Calgary](#) and [Toronto](#)) and [family-friendly lounges](#) support social connection as well as early learning. And spaces focused on [making](#), [building](#) or [gaming](#) are welcoming independent of reading ability and across languages.

## Climate

Libraries are becoming centres of climate action discussion. West Vancouver Memorial Library hired their first [Climate Writer in Residence](#) in 2022 to engage residents around the climate crisis. Surrey Libraries is developing a Climate Action Plan that will identify near-term and medium-term goals for the library. The British Columbia Library Association recently became a signatory to the [BC Climate Emergency Campaign](#), has an active climate crisis discussion list and coordinated a [climate action week](#) in September 2022.

The City of Burnaby declared a Climate Emergency in 2019, and the 2020 [Climate Action Framework](#) includes a role for BPL in climate leadership through facilitating dialogue on climate action. In 2021, BPL held a series of climate action programs in partnership with [Sustainabiliteens](#), [Shades of Sustainability](#), and Métis knowledge keeper Deni Paquette.

## Collections

Use of e-books, downloadable audiobooks and streaming content has grown exponentially at BPL since 2019. Circulation of e-books increased by 310% and circulation of downloadable audiobooks increased by 168% between 2019 and 2022. BPL has also seen increased use of streaming services (movies and music), up 83% over 2019, and increased use of online courses, up 78% over 2019.

Like most public libraries, BPL saw its sharpest increase in demand for digital resources when physical locations closed in 2020 due to COVID-19. We were able to grow the collection and lower wait times for e-books and audiobooks during that critical period thanks to one-time funding from the city, and a technology grant from the province.

Demand for e-books and downloadable audiobooks remains high, however, with current circulation exceeding circulation even at the height of the pandemic. In the last year alone, use of e-books went up 17%, downloadable audiobooks 23%, streaming content (movies and music) 37%, and online courses 27%.

Circulation of print collections declined in the pandemic and has been recovering slowly. Despite a significant loss in children's collections (more than 30,000 items) in the Metrotown fire in June 2022, circulation of materials for both children and teens is very close to pre-pandemic levels, behind just 6% and 1% respectively. Circulation of materials for adults has been noticeably slower to recover. One factor may be the temporary closure and ongoing renovation of the Metrotown Branch, which normally sees the highest circulation of adult fiction and non-fiction.

### **Multilingual Collections**

The latest [census data](#) from Statistics Canada continues to show that Burnaby residents are ethnically diverse and the city is among the top places in Metro Vancouver for immigrants to settle. According to the 2021 Census, 61% of people living in Burnaby speak a language other than English or French at home.

Since 2019, BPL collections have expanded to include more print books in more [languages spoken in Burnaby](#), including expanded Chinese, Korean, Persian, Spanish and Punjabi collections; refreshed Russian, Japanese and Italian collections; and new Arabic, Tagalog, Vietnamese, Bosnian, Croatian and Serbian collections. In addition to having English and French material, BPL establishes collections in languages where 1,000 or more Burnaby residents report speaking that language at home. The library currently collects catalogued material in 15 languages, plus additional languages in the form of [My First Language Kits](#) for children in languages such as Tigrigna and Ukrainian.

To better serve the needs of non-English readers and speakers, BPL has taken steps to prioritize multilingual collections and be more intentional in the practices and procedures around these collections. In recent years, BPL has added material in new formats, catalogued more material to make titles more accessible and searchable, adjusted budgets and locations of collections based on demographics research, established automatic release plans with book vendors, and developed new weeding guidelines to help better protect these collections and promote their growth in branches. Still, less than 9% of the library's physical collection of circulating items is multilingual, which is significantly disproportionate to the number of non-English speakers living in Burnaby.

Working with multilingual collections in public libraries has its own set of unique challenges and often requires a different approach than working with English language collections, and many of these challenges are not new or unique to BPL. Some of the same issues that public libraries faced decades ago are still applicable today, including space and budget constraints, challenges acquiring quality material in a timely manner and limited library staff who are bilingual. While BPL has made progress in being more intentional with our multilingual collections, work still needs to be done to better understand our multilingual patrons and communities.

### **NON-TRADITIONAL ITEMS**

In 2019, BPL launched a [Curiosity Collection](#), which lends non-traditional items intended to connect borrowers to new ideas and experiences. The collection launched with a variety of

coding and robotics kits, and over the past years has expanded to include Wi-Fi hotspots, birding backpacks and light therapy lamps.

Other libraries are also lending more non-traditional resources, including:

- Technology: Digitization and conversion tools, portable projectors and DVD players, podcasting equipment and microphones, e-readers, laptops, immersive reality books, video games, robotics and coding equipment
- Leisure equipment such as disc golf, app-enabled Rubik's cubes, juggling kit, board games, and traditional puzzles
- Home safety equipment, such as energy kits, thermal leak and/or radon detector, Co2 monitors, energy meters, vehicle diagnostic scanners
- Recreational equipment such as walking sticks, hiking poles, bicycle repair kits, and telescopes
- Experiences such as museum passes
- Health equipment such as blood pressure cuffs and memory kits for dementia
- Seeds
- Musical instruments such as ukuleles

## Digital Access

Digital access refers to the ability of individuals to access and use digital technologies to fully engage and participate in our increasingly digital society. Not having the access, knowledge, and/or skills to use technology can affect an individual's ability to apply for a job, complete homework assignments, attend virtual meetings, stay connected with friends, schedule healthcare appointments, use government resources, or make a phone call. According to [research](#) done by Deloitte in 2022, "age, ethnicity, income, and geographic location are among the foremost factors influencing digital equity for Canadians."

Since the beginning of the pandemic, BPL staff have been active participants in the Burnaby COVID-19 Technology Working Group with other local organizations to identify and understand common digital access barriers in Burnaby, including access to computers, cellphones, internet, and webcams. In 2020, BPL developed a digital literacy strategy, which included digital inclusion as one of four pillars. Our subsequent digital access initiatives included: loanable Wi-Fi hotspots, loanable device chargers, extended hours and signal strength for outside Wi-Fi, user-friendly public computer imaging with increased language options, and improved public printing.

In 2023, BPL will open the library's first digital studio at the Metrotown branch. This digital creation space will house a variety of technology, including recording studios, digitization tools, and video, audio and photo editing equipment. The digital studio will also be home to technology-related classes and workshops. Engagement with community members about the digital studio found that access to costly software and a lack of confidence with technology were common barriers for individuals.

Other ways staff help with digital access needs at BPL include: one-on-one technology assistance appointments, general assistance at public service desks, technology assistance during community visits, and accessible technology help for Home Library Services patrons.

Many local organizations offer services and initiatives to increase digital access in the community. These include access to and provision of digital devices and computers, technology assistance, digital literacy support and training, and form-filling services.

## Emergency Preparedness and Response

Libraries become places of respite during times of extreme heat and cold by providing information on how to minimize health impacts of extreme heat or cold, or by simply being places with air conditioning or heating. Some libraries have stepped into more formal roles, for example some North Shore libraries act as designated municipal cooling centres, and other Metro Vancouver libraries expand hours, provide access to drinking water, or partner with local organizations to provide direct services. BPL works with City of Burnaby and community organizations to support cooling and heating centres in the city.

During heat events in 2022, BPL's Home Library & Accessible Services (HLAS) staff called HLAS patrons to check in with them and ensure that they knew about cooling centres and other services.

Libraries can also be critical sources of reliable information during emergencies such as earthquakes, fire, and flood. The COVID-19 pandemic highlighted the need of public libraries to have a robust emergency preparedness and response plan.

## Employment and Job Searching

Burnaby is home to a significant population of economic immigrants. In fact, [63% of Burnaby residents](#) who are immigrants came to Canada for economic reasons, which is higher than the Metro Vancouver average. Newcomers can face additional barriers when it comes to employment and job searching, and BPL and local organizations play a key role in assisting them.

BPL offers several services and programs focused on employment. The Job Search Tour highlights a combination of library and external/community resources for assistance in various aspects of employment, including résumé and cover letter writing, job searching, and networking, as well as referrals to outside organizations. The Résumé Clinic is a partnership program between BPL and SUCCESS, and provides patrons with assistance in résumé and cover letter writing. BPL also offers extended one-on-one information appointments, many of which are devoted to job searching.

Vancouver Public Library's [Skilled Immigrant InfoCentre](#) (SIIC) is an online and in-person resource centre, funded by the federal government, that helps newcomers find the information they need to get a job, explore careers or start a business. Services include employment guides, job search and small business resources, and programs and courses.

## Equity, Diversity, Inclusion and Anti-Racism

Since the murder of George Floyd in 2020 and the resulting societal uprisings, institutions and organizations have increased focus on racism and inequity, and many have made commitments to address and dismantle racism on a structural level. Here in British Columbia, this movement has been stewarded by Black leadership, includes struggles against the wave of anti-Asian violence which rose alongside COVID-19, and ongoing work for safety and cultural sovereignty for Indigenous peoples.

In libraries, this shows up in a recent shift to go deeper than making commitments to diversity. Major library organizations across Canada are committing to anti-racism as a core goal in policies, program focus, training, and strategic plans, for example at [New Westminster](#) and [Thunder Bay](#). Vancouver has recently developed an [Inclusive Library Services Policy](#).

The City of Burnaby is also paying more attention to equity, diversity and inclusion. In 2022, the City hired its first Senior Manager of Equity, Diversity and Inclusion, and the City is undergoing an EDI survey of all employees and has introduced monthly cultural celebrations.

In 2021, BPL hired consultants to perform an anti-racism audit, during which staff shared experiences of racism at work and ideas and recommendations about how we might become an anti-racist organization. That work resulted in the creation of BPL's anti-racism commitments, which identified a number of actions focused on three themes:

1. Building an inclusive and supportive workplace for staff who are Indigenous, Black, or people of colour.
2. Addressing racial harm toward staff and patrons who are Indigenous, Black, or people of colour.
3. Building anti-racism into our organization and our daily work.

Staff are currently leading projects to implement the above commitments, and ensuring we do the work rooted in the following principles:

1. Centering the voices and experiences of staff who are Indigenous, Black, or people of colour.
2. Meeting staff where they are, and supporting their anti-racism journey with respect, care, and understanding.
3. Recognizing the need for change, and challenging ourselves to do better.

As BPL continues this work, it is important to make sure that staff, particularly staff who are Black, Indigenous or people of colour, are well supported, resourced, and given the time they need to do the work.

## Harm Reduction

In 2023, British Columbia entered its seventh year under a public health emergency due to the toxic drug supply and the ensuing overdose crisis, with 2021 and 2022 being the worst years on record for overdose deaths in Burnaby. This issue impacts communities across Canada, and libraries have been responding on multiple levels.

Some libraries are responding to the crisis by offering harm reduction supplies, like Banff Public Library's [distribution of fentanyl test strips](#), Tacoma Library's [Naloxone vending machine](#), and the City of Burnaby's [Nasal Naloxone Pilot Project](#), which includes the provision of nasal naloxone in all BPL locations. There is also an increase in public programming to support those impacted by the crisis, like the monthly [Substance Use First Aid workshops](#) at Okanagan Regional Library and the [Community Death Care Project](#) at the Vancouver Public Library.

Another trend is a shift to conducting public service through a harm-reduction lens. Projects like the [Open Door Community Hub](#) at North Vancouver provide low-barrier access to support for library patrons, and the Toronto Public Library recently committed to overhauling its [approach to public service and safety](#) using harm-reduction and trauma-informed principles.

At BPL, more than 20 staff attended a full-day training on harm reduction, overdose response, and administering Naloxone in early 2023. BPL is also implementing a pilot project at the Tommy Douglas Library to provide snacks, water bottles, and bus tickets to patrons in need.

## Indigenous Peoples

Libraries and library organizations are working toward reconciliation in a variety of ways. The Canadian Federation of Library Associations (CFLA) has provided [calls to action](#) related to reconciliation, and many libraries are committing to Indigenous community engagement, the creation of formal reconciliation plans, operational policy and planning, placemaking and language revitalization.

Strategies for engaging with Indigenous community members have included hiring an Indigenous planner, creating an [Indigenous advisory council](#) at Toronto Public Library, and intentionally focusing community librarian work on connecting with local Nations, as with the [Kith and Kin program](#) at Vancouver Public Library. Through these methods, library staff can help to build relationships, learn about barriers and remove them, and co-create responsive service.

In Burnaby, there are 4,675 residents who have Indigenous ancestry, yet there are no free public spaces that are designed and/or specifically for Indigenous community members.

Indigenous placemaking within libraries can take the form of [permanent land acknowledgement](#) installations as at Prince George, highlighting [local Indigenous artists](#) in public spaces as at Calgary, creation of new Indigenous spaces or branches built in collaboration with local Nations, and Indigenous place-naming. In Burnaby, Simon Fraser University has begun work on building a 15,000-square-foot [First Peoples' Gathering House](#) on its campus, supported by funding from the City of Burnaby.

The UN has declared 2022-2032 to be the decade of Indigenous languages. Libraries now house permanent Indigenous language collections and learning kits, host Indigenous writers' workshops, and create intentional spaces such as Indigenous language resource centres and [online repositories](#). Libraries have also created new digital collections such as Indigenous language learning videos, made in collaboration with knowledge keepers. Other efforts include signage, brochures for programming, and displays in Indigenous languages, and libraries are



exploring ways to incorporate more appropriate and respectful [descriptive standards](#) in the library catalogue.

Since the last strategic plan, BPL established a staff-led Indigenous Initiatives Working Group, hosted staff training to support learning about residential schools, highlighted Indigenous perspectives and knowledge within public programming, and added territorial acknowledgements to internal documents and public facing spaces. The new Cameron branch, scheduled to open in 2027, includes a storytelling room designed to accommodate smudging, and the BPL Board has expressed a desire to have an Indigenous branch name.

## Information and Disinformation

The widespread use of information and communication technologies, and social media in particular, have enabled the spread of harmful ideologies, hate speech, and disinformation, leading to social unrest within Canada and political unrest in parts of the world. We are witnessing an epidemic of misinformation and disinformation through social media platforms, with far-reaching consequences such as the erosion of trust in government and public health, as we saw in Canada throughout the COVID-19 pandemic.

While public libraries have always had a role in guiding people to trusted, reliable information, there is a greater focus on the potential of the library to guide people away from misinformation and disinformation through one-on-one interactions and programs. Many library practitioners and organizations have argued that libraries can and should play a central role in educating the public about the emerging issue of misinformation. Libraries are creating programs around [media literacy](#) and digital literacy, as well as [online guides](#) to fake news and fraud. However, serious gaps exist in understanding how libraries can create effective community education about misinformation. [Current research](#) indicates that librarians need new partnerships to develop effective programming to combat the spread of misinformation and that researchers have the potential to play a critical role within these partnerships.

## Intellectual Freedom

There has been substantial dialogue and debate about intellectual freedom in libraries during the last four years.

In 2019 there was discussion about the intersection of hate speech and intellectual freedom following [meeting room rentals](#) by a trans exclusionary speaker at Vancouver Public Library and Toronto Public Library. Questions arose about equity and diversity, creating welcoming spaces for marginalized groups, limits to freedom of expression, whether libraries can or should be neutral spaces, power structures within libraries, and how institutions like libraries can or should maintain or challenge societal norms and dominant privileges.

In 2021, Halifax Public Library was the subject of a petition calling for the [removal of a book](#) that challenged trans identity and trans-affirming medical care for youth. Many other libraries also received requests for reconsideration. Most retained the book, while Amazon suspended a paid advertising campaign for the book, Target stopped selling the book briefly, and the American

Bookseller Association issued an apology for including the book in a monthly mailing. These events sparked conversations about how and if libraries should facilitate access to information that directly challenges protected rights or promotes medical misinformation. Halifax's decision to keep the book and the decision by Vancouver and Toronto to uphold room bookings all led to breaks in relationships with Pride organizations.

In 2021, Dr. Seuss Enterprises released a [statement](#) announcing that it would cease sales of six books that portrayed people in ways it acknowledged as hurtful and wrong. Soon after, Scholastic released a [statement](#) about what they called “passive racism” in Dav Pilkey’s *The Adventures of Ook and Gluk*. Scholastic had removed the book from its website and stopped fulfillment of orders. These announcements generated discussion and debate around the presence of racist material in library collections and in children’s collections in particular, practices of selection and deselection, and library versus publisher rights in determining which titles remain in library collections. It also prompted further questions about libraries’ commitment to decolonization, anti-racism and equity, diversity and inclusion (EDI), and the role of collections in creating (or not creating) spaces where people feel welcome and respected.

In 2023, a number of libraries were the target of protests and, in at least one case, what police call a [hate-motivated crime](#) in response to drag queen storytimes. While protests in response to drag queen storytimes are not new, recent incidents are raising questions about public and staff safety, and have led to the cancellation of events for some libraries. These incidents have also prompted libraries to look at policies governing use of library space, and add or adjust language to ensure library programs and services can continue without disruption in the event of a protest.

The recent enactment of laws in Florida, Utah and Missouri that make book bans easier to file and impose has resulted in what PEN America is calling “supercharged book suppression” in schools. PEN found that overwhelmingly, book banners target stories by and about people of colour and LGBTQ+ authors. This is supported by ALA’s list of [most challenged books](#), where books challenged for LGBTQIA+ content continue to top the list. The political landscape impacting intellectual freedom in the United States has prompted conversations about the [different role of school trustees in Canada](#), and the political structures and systems that protect access to material in libraries this side of the border.

BPL’s Intellectual Freedom policy was scheduled for review in 2021. The Library Board made the decision to delay that review, pending release of the British Columbia Library Association (BCLA) Board’s updated Statement of Intellectual Freedom, which is on hold.

In 2022, BCLA partnered with University of British Columbia faculty on a project titled [Balancing Intellectual Freedom and Medical Disinformation in Canadian Libraries](#). The study examines the experience of Canadian libraries and library workers attempting to balance intellectual freedom with limiting harm due to misinformation, aims to understand the difficulties and ways libraries respond to those difficulties, and is expected to provide guidance and considerations for libraries dealing with these questions in the future.



## Literacy

According to the Conference Board of Canada, 48% of Canadian adults have inadequate [literacy skills](#) — a significant increase from a decade ago. Libraries are addressing English language literacy through a variety of programs and services, many of which embed critical thinking in technology learning, and focus on literacy as part of a continuum rather than a binary idea of literate versus non-literate. Few libraries, however, have programs directly addressing literacy, and the ones that do are usually presented in partnership with other community services.

In 2020, BPL staff developed a digital literacy strategy and since then we have implemented some of its goals, including the development and construction of Metrotown's new digital studio, opening in 2023. However, implementation of several objectives stalled due to shifting priorities during the pandemic. Aside from digital collections and spaces, which are discussed elsewhere in this report, BPL offers the following digital programs and services:

- Tech cafés
- Digital literacy presentations at seniors facilities
- One-on-one tech assistance
- Train-the-trainer sessions for community organizations

Recommendations from the Digital Literacy Strategy not yet implemented include:

- Community-based, intergenerational technology programming, such as tech buddies for teens and seniors
- One-on-one tech help and group classes for seniors in care homes
- Creation of a basic digital literacy curriculum
- More intermediate and advanced digital literacy programs
- Intentional incorporation of digital literacy skills into other programming
- Increase experiential and self-directed learning opportunities

Other libraries offer programs and services like device clinics, audio-visual (AV) clubs, volunteer tutors, and a variety of courses that cover digital life skills, computer basics, digital design, specific software, online privacy/safety, email, coding, and innovation tools.

## Mental Health

During the COVID-19 Pandemic, discussion of mental health issues became more normalized at BPL and other libraries. The impacts of the pandemic, alongside other changes introduced by BPL and the restoration and renovation of Bob Prittie Metrotown, have all had an impact on staff mental health. In 2021, BPL introduced Not Myself Today, a program developed by the [Canadian Mental Health Association](#) with the goal of eliminating mental health stigma and building staff skills that support a mentally healthy work culture. The program includes a website with resources, as well as frontline staff ambassadors who champion the program's goals.

Supporting the mental health of library workers of colour is an issue that is gaining more attention, especially after the murder of George Floyd in 2020, and the increase in anti-Asian racism related to the pandemic. As organizations begin discussing institutional racism, these

conversations have the potential to cause emotional harm to staff who are Black, Indigenous, or people of color.

In addition to Not Myself Today, the City of Burnaby offers courses for staff at all levels on fostering a psychologically safe workplace, as well as resources from LifeSpeak, a mental health and wellbeing platform that provides education and advice on issues that affect staff members' everyday lives. BPL's Employee and Family Assistance Program offers free counseling to staff and their family members. In 2022, several BPL first aid attendants and Not Myself Today ambassadors received mental health first aid training, a course designed to develop trainees' confidence in supporting staff who may be experiencing a decline in their mental well-being. Many staff who were unable to attend expressed interest in receiving this training.

BPL's new collective agreement includes an increase in coverage for counselling services, and expanded eligible providers to include mental health counsellors and psychologists, in addition to psychiatrists.

Mental health has also become a much-discussed topic at library conferences and within library consortiums and associations. For example, InterLINK will host its second mental wellness conference for British Columbia library workers this year. The sessions will include using a trauma-informed lens with library staff, and redefining wellness for librarians of colour.

Some libraries have introduced flexible wellness funds, for example Gibsons & District introduced reimbursement for up to \$350 annually for staff to spend on wellness supports like exercise bikes, yoga mats, and/or classes; North Van City library used provincial COVID relief funding to create a similar one-time \$300 wellness support payment.

## Newcomers and Immigrants

Newcomers are a broad group consisting of people who are settling in Canada for citizenship or permanent residency, refugees, work or student visas, are migrant (temporary) workers or undocumented migrants.

Newcomers have diverse needs, including housing, food, employment, health and wellness services, English language learning and social connectivity to the communities they live, work, and play in. Many newcomers are not aware of the resources available at the library due to a lack of familiarity with the role of public libraries in Canada, lack of time to access the library, and language and other barriers that we present. Research into information-seeking behaviour of newcomers conducted by BPL in 2016 found that many newcomers prefer to ask for information within their home communities.

Immigrants come to Burnaby from many different countries. According to [New to BC research](#) from 2018, the largest origin country is China, followed by Hong Kong and the Philippines. When immigrants are from countries of origin where there is greater emphasis on spoken language ability they may struggle with information and skills that require reading and writing. Accessible information and services in plain English is needed by those with little to no literacy skills, particularly when faced with the complex network of social services systems in Canada.

Some libraries partner with local organizations to offer settlement services within library spaces, including [Surrey Libraries](#).

## Older Adults

Adults aged 55 and older make up [31% of Burnaby's population](#), and this non-homogenous group consists of different generations with different life experiences and expectations. Average life expectancy – currently 79 years – is expected to reach 88 years by 2050. With longer life expectancies, older adults will be spending more time in retirement and may be looking for more opportunities for leisure, volunteering, and learning. As 18% of Burnaby residents aged 65 and older identified as low income in 2020, secondary or alternative careers may be necessary for some to financially support themselves. According to the [2020 Homeless Count](#) in Metro Vancouver, 45% of the seniors counted in the report were experiencing homelessness for the first time. Living longer can also bring other challenges for individuals including declining mobility and physical health, social isolation, and lack of digital literacy.

At BPL, Home Library and Accessible Service (HLAS) continues to deliver library materials to patrons who are homebound and those who have perceptual disabilities – the majority of whom are older adults. During HLAS visits, residents interact with library staff and borrow materials. During the heat events in 2022, HLAS staff made check-in calls to their patrons living in private homes to ensure they knew about cooling centres and other services.

Librarians also connect with vulnerable seniors through the Dementia Friendly Café, the seniors' lunch at the Burnaby Neighbourhood House, and a group for seniors with disabilities at Burnaby Association for Community Inclusion (BACI).

To address some of the needs and challenges faced by older adults, some libraries offer:

- Age appropriate digital literacy, health-related, and lifelong learning programs.
- Spaces to allow casual gatherings and connection.
- Intergenerational programming, including storytimes and technology assistance.
- Meaningful volunteer opportunities that counteract ageism and promote the value that older adults have to offer.

## Population

According to the [2021 census](#), 249,125 people live in Burnaby, an increase of 7% from 2016. Burnaby's population growth rate is approximately 1.5% a year, and by 2050, it is projected that 360,000 people will live in Burnaby.

The population is growing fastest in those aged 60 and over. This population increased by 14% from 2016 to 2021. The population of children aged 0-12 increased by 2%, and the population of teens aged 13-18 declined by 1% in the same period.

A majority (55.5%) of Burnaby residents have a mother tongue other than English, and 35.2% of people speak a language other than English most often at home.

The number of people with Indigenous ancestry grew faster than the general population, from 4,195 people (1.8%) in 2016, to 4,675 people (2.5%) in 2021.

More Burnaby residents were immigrants than were non-immigrants. In 2021, 50.4% of the population were immigrants. The number of non-permanent residents increased from 2016 (12,730 or 5.5%) to 2021 (16,765 or 6.8%).

A large majority of Burnaby residents (166,690 or 67.8%) are members of visible minority groups, an increase compared to 63.6% in 2016.

According to the [2021 census](#), Burnaby residents are living in smaller spaces and in smaller households compared to 2016. The number of spaces with 0, 1 or 2 bedrooms increased by 16%, while the number of spaces with 3 or more bedrooms increased by only 2%. The number of households with 1 or 2 people increased by 14%, and the number of households with 3 or more people increased by only 3%. As of 2021, 62% of Burnaby residents live in 1- or 2- person households.

According to 2021 data, 68,180 people (28.9%) had moved to Burnaby in the last 5 years, compared to 23.7% of people in 2016.

Approximately 1 in 10 Burnaby residents are living in low income (23,595 or 9.6%), compared to 1 in 5 in 2016 (47,315 or 20.6%).

It is difficult to gather an understanding of the numbers of 2SLGBTQIA+ populations in Burnaby, given the erasure of these populations in the past, the [lack of specific research](#) around this, and considerations for queer and trans individuals around privacy, safety and disclosure.

## Programming and Learning

The COVID-19 pandemic significantly impacted BPL's programming activities. In 2019, BPL hosted 1,219 programs. That number dropped to 145 programs in 2021. Numbers started to rebound in 2022, although we are still nowhere near pre-pandemic levels. Throughout the pandemic, BPL staff experimented with offering virtual programs, which had the advantage of connecting people to each other and to ideas in a time when in-person gathering was not feasible. Staff also found that virtual programming enabled greater access to programs for some community members who would otherwise be unable to attend. Currently, BPL offers a mix of virtual and in-person programming and staff report hearing from patrons that they appreciate these options.

BPL has not yet experimented with hybrid, or blended, programming, which involves the fusion of face-to-face and online learning experiences.

Although the 2021 implementation of BPL's new staffing model changed how librarians design and deliver programs, librarians have continued delivering foundational programs like storytime, book discussions, job search tours, English conversation circles, and Julia's Studio programs for teens. They have also developed some programming related to Indigenous awareness and reconciliation, climate action, digital literacy, and responding to the opioid crisis, though much work remains in these areas.

BPL delivers very few programs in languages other than English. These include storytimes and book discussions. This is a huge area of potential growth for BPL, as English is not the first or primary language for many Burnaby residents.

BPL staff have recently begun using a design thinking approach to programming, which uses mindsets, principles, and practices like ideation, prototyping, and iteration to develop solutions to community needs.

Staff are also working toward incorporating principles of community led librarianship, anti-racism, and an equity, diversity, and inclusion lens into programming development and delivery.

Trends in other libraries include:

- Active learning: This approach positions learners as co-creators of knowledge and experience. It is participatory, informal, interest-driven and relevant to real life, and emphasizes the connection between patron interests, peer interaction, and learning content.
- Connected Learning, which takes advantage of social media and cultural connectedness, and leverages learning by focusing on topics that are personally interesting and relevant to learners.
- Flipped learning, where students review content prior to a course, and then complete assignments during class so that students and teachers work through and solve questions and problems together.
- Gamification, or the application of game elements and digital game design techniques to programming.
- Civic Engagement, including promoting voter engagement and education, hosting candidate events, and serving as community hubs for civic engagement activities. This is particularly topical in Burnaby, where [low voter turnout](#) and reaction to the recent [Alternative Approval Process](#) have sparked conversations about voter engagement.
- Dementia-friendly programs and activities.
- Fandom, i.e. developing programs for communities of people who are passionate about something.
- Intergenerational programs that intentionally connect people of different ages.
- Digital/media literacy that focuses on issues of misinformation and disinformation, as well as the implications of artificial intelligence (AI).

## Safety and Security

Some urban public libraries are experiencing an increase in security incidents and disruptive behaviours, and the Canadian Urban Libraries Council is currently surveying members to gauge the extent of the problem. A fatal stabbing at Winnipeg's Millennium Library in late 2022 has led to increasing conversations about potential approaches to security incidents. Much of the conversation centres around the lack of supports and spaces available to people in the community, and the impacts that this can have on behaviour. Many libraries are increasing training to staff in de-escalation and incident response, sometimes using a trauma-informed lens

both to give staff tools to better understand patron behaviour, and to give staff tools to process and manage their own feelings and responses. Some libraries are working with social workers to provide office space or services in the library, or hiring social workers as staff. Both [US libraries](#) and Canadian libraries, like [Toronto](#), have moved in this direction. Other libraries, like Halifax, are using a peer worker model, where community members work as paid navigators between patrons and the library.

## Social Isolation

Social isolation and loneliness is a growing health issue, particularly for vulnerable communities including seniors and unsheltered people, and one that libraries are particularly positioned to address. In [Palaces for the People](#), Eric Klineberg describes how public libraries are a key component of the social infrastructure necessary to fight inequality, polarization, and the decline of civic life. A study from McMaster University highlighted public libraries' capacity for social connection and inclusion, and Library Research Service published an article entitled [Loneliness Reaches Epidemic Levels: Are Public Libraries the Cure?](#)

During the pandemic, loneliness and isolation were significant issues for many community members. Seniors in particular experienced [more isolation and depression](#) as in-person services closed, and [young adults](#) were another group impacted. As services moved online, libraries like BPL provided practical tools to help patrons navigate online spaces through information help, and get online through Wi-Fi hotspot lending, but the lack of in-person library and other services meant that people had fewer opportunities to connect in person. During this time, families saw a reduction in opportunities to meet other families, including the loss of in-person storytimes. The return of in-person programming over the past 18 months has provided much-needed social connection for families.

## Staff

Staff remain at the core of everything that the public library does. Libraries are experiencing high turnover due to retirement, and recruitment and retention are both key concerns. The changing nature of libraries means that staff may not have skills in new areas of focus, and will need additional training to develop skills and confidence in areas like digital creation. Libraries are also waking up to the need to have a workforce that reflects the community we serve. BPL's work in this area has included the adoption of a BC Human Rights Commission Special Program to hire BIPOC exempt staff, and the Board's creation of the [Picard Trust Awards](#) for BIPOC library school students. The BC Library Association recently published an [EDI Strategies in Recruitment toolkit](#), authored by BPL manager Jessica Lee.

The pandemic opened up the possibility of working from home, and libraries and municipalities, including Burnaby, have developed work from home programs and policies. The shift to working from home has implications in terms of recruitment and retention, and also in terms of technology needs, workspace design, and ways to support staff working offsite.



Compensation and work-life balance are also big issues for employers, including libraries. In 2019, along with the City of Burnaby, BPL became a [living wage employer](#), and as of 2023, full-time staff are eligible to work a 9-day fortnight.

## Technology

Expectations for core public technology, such as public computers, printers, and internet access, have changed since the pandemic. Usage of public computers has now plateaued at a level much lower than the pre-COVID average. An increasing number of libraries are now lending laptops, Wi-Fi hotspots, tablets, and other devices for patron use within the library and off-site, and offer printing from patrons' own devices. In internal conversations about space planning in renovated and newly built branches, BPL staff are exploring whether we could offer long-term flexibility by supporting portable devices rather than stationary public computer terminals.

The results of BPL's Digital Literacy Strategy indicate that our community has a strong interest in having access to more creative software and fabrication tools. Many academic libraries and not-for-profit organizations are integrating fabrication tools like 3D printers, laser cutters, sewing machines, and woodworking tools for increasing skill development and creativity. Some public libraries provide access to more expensive, annual subscription-based software for 3D design, animation, and visual effects. In the Digital Studio Community Consultation Report, some respondents indicated an interest in learning more about emerging artificial intelligence (AI) tools for creating text and art. Respondents additionally noted a strong interest in learning how to make and edit videos for social media, indicating a cultural shift from passive viewer to active content creator. Community partners are looking for ways to use technology to encourage collaboration, showcase clients' creations, develop educational and commercial-based skills, and promote social inclusion and accessibility. The American Library Association also identified trends for libraries including creative place making, fandoms, gamification, robots, and virtual reality.

The use of radio-frequency identification (RFID) technology to automate basic circulation tasks like check-in, check-out, and shelf inventories, has been established in libraries for a number of years. In the last few years, BPL began using an RFID wand for inventory management, and installed an automated materials handling (AMH) system at Metrotown. These technological advances can both speed up work and reduce injuries from materials handling. Libraries in the lower mainland are adopting additional RFID technologies such as book dispensers and holds pickup lockers, which can expand library services beyond bricks-and-mortar libraries. Looking to the future, vendors are exploring even more expansive implementation of RFID technology that can track items to their exact location in the library. As we implement technological changes in these and other areas, staff require ongoing training to keep up with change and make the most of new technologies.

Privacy continues to be a priority for public libraries, with the provincial Public Libraries Branch recently drafting new *Privacy Guidelines for Public Libraries*. Changes to the Freedom of Information and Privacy Protection Act (FOIPPA) in 2021 updated longstanding requirements

for data management in British Columbia, including the ability to expand the use of hosted services, which are a prevalent trend in library systems. However, balancing the possibilities of new technologies against privacy risks to patrons continues to be an important consideration for public libraries, particularly as many library vendors' privacy policies continue to raise concerns.

## Teens

Libraries are creating spaces and initiatives for teens with diverse needs, and are offering learning opportunities around disabilities and neurodiversity. In 2019, BPL's teen librarians began learning about and engaging with Access Classes, which serve students with diverse needs. Other libraries offer programs and services for teens with diverse needs including film series, American Sign Language (ASL) classes and clubs, neurodivergent hangouts, Autism support programs, and adapted storytimes, as well as programs designed for individuals with developmental disabilities.

BPL opened its first standalone [teen space](#) at the Tommy Douglas branch in 2022.

Teen-specific technology collections are increasingly available to borrow or use in libraries. BPL will soon launch teen-specific technology collections including iPads, a Cricut machine, sewing machines, podcasting equipment, and lendable headphones. Other libraries offer an array of technology resources for teens, including laptops and special computers geared toward gaming and creative software, streaming kits, 3D printers, makeshift audio booths, and programs focused on podcasting and other digital skills.

Many libraries are expanding on the conventional idea of a Teen Advisory Group (TAG) to provide teens with a variety of ways they can contribute to their community and earn volunteer/community service hours. These include initiatives for teens to write book reviews, volunteer in the library, and perform community service.

Some libraries are assisting teens with homework and post-secondary planning by offering tutoring, planning and funding workshops, life skills workshops, and free basic school supplies. Libraries are also offering résumé, interviewing, career planning, and job searching programs for teens.

Traditionally, public libraries use three age categories to delineate collections, services, spaces and initiatives: Children, teen, and adult. Librarians are beginning to recognize that there are nuanced needs and interests within and between these age groups, such as "tweens" and "young adults." Young adults, sometimes referred to as emerging adults or 20-somethings, include ages 19-25 and in some cases up to age 30. Young adults age out of teen spaces and services, and have needs and interests that are unique from older adults. Some libraries are beginning to provide programs and services specifically for this age group.

The following list includes a number of different programs other libraries offer teens:

- Music programs and access to instruments and instruction, as well as music creation, recording, and performance services
- Instrument lending



- Vinyl album lending and programs
- Platforms that showcase creative work, such as exhibitions, residencies, and magazines
- Skill development programs on topics such as public speaking and debate, travel, time management, court advocacy, and stress management
- Spaces, tools and resources to support health, nutrition, food literacy and security





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

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**DATE:** 2023 MAY 18

**SUBJECT:** PICARD TRUST AWARD RECIPIENTS

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**RECOMMENDATION:**

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

**REPORT**

The Library Board administers the Picard Trust, which provides two awards of \$2,500 each to students currently attending library school. The award is open to residents of Burnaby or BPL staff who identify as Indigenous, Black or a person of colour.

On March 8, trustees Ernie Kashima, Caroline White and Mandy Yang reviewed applications for the 2023 award, and selected two award recipients.

Nobu Kawaguchi and Maité Mayeta Cumba are the 2023 recipients of the Picard Trust awards. Both Nobu and Maité attend library school at UBC. Maité and Nobu will be attending the June Board meeting to meet with trustees.

**Maité** says: Shortly after immigrating to Canada in 2006, I enrolled in English as Second Language (ESL) program at Kwantlen Polytechnic University. At Kwantlen, I worked as a student assistant in the Kwantlen Library. This was my introduction to library work which encouraged me to get professional credentials to become a library worker. In 2014, I graduated from the Library Technician program at Langara College. Since then, I have been working in public and academic libraries.

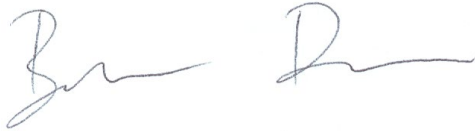
Through my graduate studies and work at Burnaby Public Library, I have learned the value of collaborative and cooperative work. As a future librarian of colour, I want to focus on Indigenous Librarianship, Library Services for People with Disabilities, Equity and Inclusion, Technology, and Freedom of Information, among other current aspects of librarianship in public and academic libraries.

I am grateful for all the help and encouragement I received along the way, especially from my Burnaby Public Library coworkers and my family, who urged me to apply again for the Picard Award.

I hope more Indigenous, Black and People of Colour apply to the Library School and work in libraries. I am happy to work in a professional field that strives for lifelong learning, democracy, and inclusiveness. Thank you very much for this generous award.

**Nobu** says: It is an incredible honour to have been selected as a recipient of the Picard Trust Award. Burnaby has been my home since I moved to Canada from Japan in 2007 with my

daughter. Over the years, the BPL has been a place providing not only access to books but also offering a variety of classes and workshops that helped me adapt to the new environment and grow both personally and professionally. Burnaby is a city that values diversity, equity and inclusion, and I am proud of being its resident. By using my education and training in Library Science, I would like to assist and support others as well as to make a positive impact in this diverse community, which I believe is the way of expressing my gratitude for what I have received.

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

Beth Davies  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY