

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2023 September 21 (Thursday)

PLACE: 3rd Floor Board Room
Bob Prittie Metrotown Branch
6100 Willingdon Avenue

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 hən̓q̓əmi̓n̓əḥ 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 July 20 as circulated

ENCLOSED

ii) **Motion** to adopt the minutes of the Finance Committee meeting held 2022 October 3 as circulated

ENCLOSED

iii) **Motion** to adopt the minutes of the Finance Committee meeting held 2023 April 20 as circulated

ENCLOSED

3. **Reports** (10 minutes total)

i) **Board Chair** (verbal)

ii) **Council Liaison** (verbal)

iii) **InterLINK Representative** (verbal)

4. **Items for Decision**

i) **Policy Updates – Board Roles and Operations** (5 minutes)

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| ii) <u>Policy Updates – Membership and Use of Library Space</u> (15 minutes) | <u>2-5</u> |
| iii) <u>Proposed 2024 Meeting Dates</u> (5 minutes) | <u>6</u> |
| iv) <u>Trustee Recruitment</u> (10 minutes) | <u>7</u> |
| 5. <u>Items for Information</u> | |
| i) <u>Code of Conduct Update</u> (5 minutes) | <u>8-9</u> |
| ii) <u>Public Service Staffing Model Update</u> (10 minutes) | <u>10-11</u> |
| 6. <u>Other Business</u> | |
| 7. <u>Next Library Board Meeting</u> – 2023 October 19 at 7:00pm via Zoom. | |
| 8. <u>Adjournment</u> | |

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



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 SEPTEMBER 21

SUBJECT: POLICY UPDATES – BOARD ROLES AND OPERATIONS

RECOMMENDATION:

THAT the Library Board amend the Board Roles and Operations policy to increase the maximum length of consecutive service from three complete terms to four complete terms.

REPORT

[Section 6 of the Library Act](#) governs the term of office for library trustees. Under section 6(4), “A member is eligible for reappointment, but no member may serve for more than 8 consecutive years.” Burnaby Public Library Board Policy A3: Board Roles and Operations restricts appointments to three consecutive two-year terms, or a total of 6 years, with a proviso that a trustee may be reappointed for a fourth term if they are serving on a library association, board or committee, or if they are engaged in other significant activity.

A review of this practice with other BC public library directors by the Chief Librarian found that no other public library in BC has a term maximum of less than eight years. A review by the City of Burnaby’s Director, Legislative Services, found that authority to determine maximum terms within the Library Act restrictions lies with the Burnaby Public Library Board.

Staff recommend that the Library Board amend BPL Board Policy A3: Board Roles and Operations to increase the maximum length of consecutive service from three complete terms to four complete terms. The proposed policy wording changes are outlined below (changes in red).

The eight regular members of the Library Board are appointed for a term of two years and are eligible for reappointment to a maximum of ~~three~~ **four** complete terms. ~~Members of the Board who are serving on a library association, board or committee, or who are engaged in other significant activity, may be reappointed for a fourth term of one or two years at Council’s discretion.~~

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 SEPTEMBER 21

SUBJECT: POLICY UPDATES – MEMBERSHIP AND USE OF LIBRARY SPACE

RECOMMENDATION:

THAT the Library Board amend the Membership and Use of Library Space policies as recommended below.

REPORT:

[Section 9](#) of the BC Library Act authorizes the Library Board to make rules for regulating the use of its facilities and services by the public. [Section 47](#) of the Library Act authorizes the Library Board to suspend library privileges for breaches of library rules and to exclude from the library anyone who behaves in a disruptive behaviour or damages library property.

In reviewing Board Policy C1: Membership and Board Policy C4: Use of Library Space by Outside Agencies, staff recommend the following changes:

- Change the Policy Name from **C4: Use of Library Space by Outside Agencies** to **C4: Use of Library Space** so that the policy covers individuals as well as outside agencies
- Move the provisions on restricting access to library facilities and on patron bans from **C1: Membership** to **C4: Use of Library Space**, since disruptive behaviour can occur from non-members as well as members of the library.
- Add an introductory section to **C4: Use of Library Space** to clarify the Board's authority under the Library Act to regulate spaces
- Amend the Notice Boards and Distribution of Free Materials section to clarify that such services **may** be provided, rather than **are** provided
- Add a section on filming and photographing staff and patrons to match current practice.

For wording changes, please see the attached Policies, which include track changes.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



C1. Membership

Objective

The purpose of this policy is to define policies for use of and membership of Burnaby Public Library.

Policy Statement and Details

Burnaby Public Library services are freely available to all. Some services, for example lending materials and accessing electronic resources, are only available to library cardholders. Persons who

- reside in Burnaby;
- own property in Burnaby;
- operate a business in Burnaby;
- are an employee of the City of Burnaby, the Burnaby Board of Education, Burnaby Hospital or Metro Vancouver;
- attend/are employed by a tax supported educational institution within the City; or
- reside in an InterLINK community.

are eligible for a Burnaby Public Library card.

Burnaby Public Library may create other card types to provide access to specific services, or to provide different borrowing limits, fines or other criteria to particular groups of people.

Borrowing privileges may be cancelled or suspended when a card holder has violated library policies or exceeds the maximum allowable fines or overdue items.

~~The BC Library Act authorizes the Library Board to suspend library privileges for breaches of library rules and to exclude from the library anyone who behaves in a disruptive manner or damages library property. Staff only restrict access to library services or premises when an individual's behaviour is demonstrably disruptive. Where feasible, users are to be given the opportunity to change inappropriate behaviour prior to sanctions being imposed.~~

~~Information on individuals banned for more than one month will be provided to the Library Board. A ban of more than three months must be approved by the Library Board. Suspended individuals may appeal their ban to the Library Board, and will be informed of the right to appeal in writing.~~

Last Reviewed: ~~2019-12-12~~2023-09-21



C4. Use of Library Space ~~by Outside Agencies~~

Objective

The purpose of this policy is to regulate use of library space by outside agencies.

Policy Statement and Details

The BC Library Act authorizes the Library Board to make rules for regulating the use of its facilities and services by the public. The Library Act also authorizes the Library Board to suspend library privileges for breaches of library rules and to exclude from the library anyone who behaves in a disruptive manner or damages library property.

Restricting Access to Library Services

Staff only restrict access to library services or premises when an individual's behaviour is demonstrably disruptive. Where feasible, individuals are to be given the opportunity to change inappropriate behaviour prior to sanctions being imposed.

Information on individuals banned for more than one month will be provided to the Library Board. A ban of more than three months must be approved by the Library Board. Suspended individuals may appeal their ban to the Library Board, and will be informed of the right to appeal in writing.

Use of Library Space by Outside Agencies

Library space is primarily intended for library purposes, including programs conducted, initiated or co-sponsored by the library. The library may permit use of space by City of Burnaby departments, Burnaby based not-for-profit community groups and other not-for-profit community groups for meetings and programs of an informational, educational or cultural nature.

Permission to use library space or facilities does not imply library endorsement of the group making the booking, their beliefs or their activities.

Users may not charge an admission fee, fundraise or solicit donations, sell items, or market services without prior approval of the Library Board.

Books by authors speaking at library events may be sold.

The Library expects that groups using library space comply with federal, provincial and municipal legislation, regulations and bylaws.

If, in the opinion of the Chief Librarian or designate, the use of library space by any group presents, or potentially presents, a risk of significant disruption to library users, library staff or library property, then the Chief Librarian or designate shall have the discretion to refuse or cancel such a booking.

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Notice Boards and Distribution of Free Materials

Public notice boards and the distribution of free materials ~~are~~ may be provided as a community service.

Material that is primarily commercial will not be displayed or distributed unless it fulfills a cultural, educational or recreational role.

Material promoting an individual political party or politician will not be displayed or distributed.

Religious material will not be displayed or distributed unless it promotes a specific, dated event.

Posters, flyers or handbills promoting a fundraising event for not-for-profit organizations may be posted and/or distributed as space permits.

Displaying or distributing materials does not constitute library endorsement of content.

Canvassing and Research

The library will not permit outside agencies or individuals to personally solicit donations, survey or study library users, or petition library users on library premises except in special circumstances upon the approval of the Board.

Election Campaigning

Election campaigning inside library space is prohibited. All Candidates Meetings may be held in library spaces and limited distribution of material promoting an individual political party or politician may be permitted within a meeting room in which an All Candidates Meeting is held.

Election campaigning outside libraries is governed by the City of Burnaby's [Election Campaigning Policy](#).

Filming and photography on library premises

Filming and photographing of library staff and users on library property is not permitted without prior written approval of the library. Filming and photography by an individual is allowed in library spaces provided it does not include unrelated staff or patrons, that it respects the privacy of library staff and users, and does not disrupt library services.

Last Reviewed: ~~2019-12-12~~ 2023-09-21



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 SEPTEMBER 21

SUBJECT: PROPOSED 2024 MEETING DATES

RECOMMENDATION:

THAT the Library Board approve meeting dates and locations for 2024

REPORT

At the June 2023 Library Board meeting, trustees agreed to move to eight meetings a year. The following schedule is recommended for Library Board meetings for 2024.

Recommended Schedule

- January 18 – Bob Prittie Metrotown
- March 21 – online
- April 18 – Tommy Douglas
- June 20 – online
- July 18 – online
- September 19 – Cameron
- October 24 – online
- December 12 – McGill

Following a decision at the June 2023 Library Board meeting, the schedule will be reviewed in September 2023.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

SUBJECT: TRUSTEE RECRUITMENT

DATE: 2023 SEPTEMBER 21

RECOMMENDATION:

THAT the Board discuss desired involvement in trustee selection and recruitment

REPORT

There will be up to three vacancies on the Library Board in 2024. Recruitment for City of Burnaby boards and committees, including the Library Board, typically takes place each fall. Appointments are made by City Council following a general call for volunteers that is advertised in local media and elsewhere.

BPL shares a [Trustee Recruitment Information document](#) on the bpl.bc.ca website, and with prospective trustees who approach the library with questions. BPL also promotes the City of Burnaby's call for volunteers through our social media platforms. Trustees have been involved in recruitment through approaching individuals in their own networks, and through sharing the City of Burnaby call for volunteers via social media. In 2021, BPL held an online information session for prospective trustees. Seven prospective trustees registered, but only a few attended the online session.

In other municipal libraries, library boards have held information sessions for prospective trustees or been directly involved in the selection process by recommending candidates.

If there is interest in more trustee involvement in recruitment, the Chief Librarian will work with interested trustees on next steps.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



Burnaby Public Library

TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

SUBJECT: CODE OF CONDUCT UPDATE

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

As part of the plan to implement BPL's Anti-racism Commitments, staff revised BPL's Code of Conduct to include a statement that racism, transphobia, homophobia, and any other form of discrimination, harassment and verbal abuse will not be tolerated in the library.

BPL's Anti-Racism Climate Audit found that racist violence towards staff and patrons goes unaddressed, and a majority of the audit's contributors mentioned that they had either personally experienced or witnessed racial violence while at work.

The new statement was developed in consultation with the Implementing Anti-racism Commitments team, as well as the Library's Equity Working Groups and the Public Engagement and Awareness Team. All BIPOC staff were also invited to provide feedback on the wording.

The new Code of Conduct was posted at all branches and on the Library's website in late July.

A copy of the updated Code of Conduct is included in the agenda package.

A handwritten signature in black ink that reads "Heidi Schiller". The signature is written in a cursive, flowing style.

Heidi Schiller
DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

**Burnaby Public Library
aims to provide an inclusive
environment for all.**

Be respectful

Be safe

Be responsible

**Racism, transphobia, homophobia, and any
other form of discrimination, harassment and
verbal abuse will not be tolerated.**

Talk to any of our staff if you are experiencing or witnessing
harassment or discrimination in the library.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

SUBJECT: PUBLIC SERVICE STAFFING MODEL UPDATE

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

As of September 2023, the project to implement BPL's new Public Service Staffing Model is complete.

Background

In 2021, BPL implemented a new Public Service Staffing Model (PSSM), which adjusted staff resources in order to better serve Burnaby's community. The model's key components were:

- Single-service points at all locations where patrons are provided with circulation, reference, and technology assistance at a single desk.
- Conversion of the Library's Public Service Clerks into Information Clerks, which broadened the scope of assistance they provide to the public.
- A new organizational structure to support Librarians' ability to focus on areas of community need, including the creation of new Community and Collections Librarian roles.

The above work was led by a team made up of mostly frontline staff, as well as several supervisors and the Director, Public Service.

Evaluation

The PSSM team evaluated the model twice – once at the end of 2021 and again during spring 2023. Each Evaluation measured the model's effectiveness and staff comfort levels, and resulted in recommendations for improvement.

Recommendations coming out of the most recent evaluation included:

- Creation of the following positions:
 - An Adult Public Services Coordinator
 - A Training and Learning Coordinator
 - Increased Human Resources capacity

- Supports for ongoing training, including crew talks and self-directed learning pathways.
- More clarity for public service staff around scheduling, programming workflows, clerical work priorities, and the Librarian in Charge role
- Research into scheduling software
- Creation of an intranet governance framework to support better records management practices
- Consultation with Auxiliary Librarians in order to support professional development
- Exploration of the role of Pages in the new model
- Review and assessment of Manager work portfolios
- Provide opportunities for ongoing public service staff feedback

Next Steps

Though the project to implement the new Model is complete, managers and supervisors will determine how to resource the above recommendations as part of the development of the Library's 2024 Operating Plan and 2024-2028 Budget. Opportunities for ongoing staff feedback on the effectiveness of the model will be provided through in-person branch meetings, occasional all-staff Zoom sessions, and annual check-ins with Senior Staff.

A handwritten signature in black ink that reads "Heidi Schiller". The signature is written in a cursive, flowing style.

Heidi Schiller
DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY