

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2024 March 21 (Thursday)

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

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

Home Library and Accessible Service will provide the Board with a presentation on their work.

- | | <u>PAGE NO.</u> |
|--|--------------------|
| 1. <u>Motion</u> to receive agenda | |
| 2. <u>Minutes</u> (5 minutes incl. agenda) | |
| i) <u>Motion</u> to adopt the minutes of the regular meeting held 2024 January 18 as circulated | <u>ENCLOSED</u> |
| 3. <u>Reports</u> (10 minutes total) | |
| i) <u>Board Chair</u> (verbal) | |
| ii) <u>Council Liaison</u> (verbal) | |
| iii) <u>InterLINK Representative</u> (verbal) | |
| 4. <u>Items for Decision</u> | |
| i) <u>Proposed Statistical Reporting Changes</u> (10-15 minutes) | <u>1-3</u> |
| ii) <u>Intellectual Freedom Board Policy Review</u> (10-15 minutes) | <u>4-5</u> |
| 5. <u>Items for Information</u> | |
| i) <u>BPL Operating Plan 2024-2027</u> (10-15 minutes) | <u>6-15</u> |

6. Correspondence (5 min)

16-18

- i) re: Parking at Bob Prittie Metrotown Branch

Motion to receive correspondence

7. Other Business

8. Next Library Board Meeting – 2024 April 18 at 7:00pm at the Tommy Douglas Library, 7311 Kingsway

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 to consider patron bans and financial matters



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

SUBJECT: PROPOSED STATISTICAL REPORTING CHANGES

RECOMMENDATION:

THAT the board approve the following proposed changes to quarterly and annual statistics reporting.

REPORT

In order to bring statistical reporting in line with the Library's new Strategic Plan, BPL staff reviewed the quarterly statistics shared with the board. Based on this review, and in an attempt to simplify and clarify the reports, staff recommend the board approve the following changes:

Quarterly Report Metrics:

	Current Reporting	Recommended Reporting
Connect (with) the Community		
New members:	<i>By branch</i>	<i>Total number</i>
HLAS:	<i>Visits & Patrons Served</i>	<i>Patrons served</i>
Outreach Visits:	<i>By age groups</i>	<i>Total Community Visits</i>
Outreach Connections:	<i>By age groups</i>	<i>Total Community Visits</i>
Encourage Curiosity and (Exploration) Learning		
Physical Circulation:	<i>By branch</i>	<i>Total number</i>
Digital Circulation:	<i>By Type (eBooks, eAudiobooks)</i>	<i>Total number</i>
Computer Sessions:	<i>By branch</i>	<i>Technology Use:</i> • <i>Computer Sessions</i>

		<ul style="list-style-type: none"> Digital Studio Sessions
Programs:	<i>By category:</i> <ul style="list-style-type: none"> Adult Community Connections Adult Digital Literacy Adult Lifelong Learning Other Teen Programs Other Children Programs Story Times Children Digital Literacy 	<i>Total, and by select categories related to new Strategic Plan</i> <ul style="list-style-type: none"> Advancing Equity Issues Indigenous Issues Information Literacy Civic Engagement Brave Dialogues Multilingual Digital Literacy
Digital Resources:	<i>By type:</i> <ul style="list-style-type: none"> Movies/Music Streamed Online Courses Accessed 	<i>Total use</i>
Create Welcoming & Innovative Spaces		
Visits to Branches:	<i>By branch</i>	<i>No change</i>
Online Visits:	<i>By website and catalogue</i>	<i>No change</i>
Room Use by Community Groups:	<i>By branch</i>	<i>No change</i>
Strengthen Organizational (Invigorate People and) Culture		
Training Sessions/Conferences Attended:	<i>Total</i>	<i>Total and by select categories related to Strategic Plan</i>
Staff Attending Training Conferences:	<i>Total</i>	<i>Total</i>

Annual Report Metrics:

Staff have not used a consistent set of metrics from year to year in past annual statistical snapshots. Going forward, staff recommend the following:

- Library visits by branch
- Online visits
- Library card sign ups
- Active cardholders

- Physical Circulation by branch, by age group
- Digital Circulation by type
- Digital Resource Use (# of sessions)
- Services
 - Computer Sessions
 - Digital Studio Use by type
 - One-on-One Services
 - Readers Advisory Service (online form)
 - HLAS patrons served
 - Programs attendance by age



Heidi Schiller
DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CRISTINA FREIRE, LIBRARIAN 2, COLLECTIONS
BURNABY PUBLIC LIBRARY

DATE: 2024 MARCH 21

SUBJECT: INTELLECTUAL FREEDOM BOARD POLICY REVIEW

RECOMMENDATION:

THAT the Library Board approve the process for a review of the Intellectual Freedom Policy

REPORT

Background

In December 2019, trustees approved new [Board Policies](#). This included a minor revision to the [Intellectual Freedom policy](#) to add an objective which reads “The purpose of this policy is to affirm the Board’s commitment to intellectual freedom and to identify policy implications of this commitment.”

In December 2020, trustees approved a Board policy review schedule, with Intellectual Freedom and Privacy scheduled for review in 2021.

In May 2021, the Assistant Director of Collections and Technology shared a report on Intellectual Freedom and Collections with the Board. This was shortly after Dr. Seuss Enterprise announced they would no longer be publishing six Dr. Seuss titles based on racist content. BPL reviewed these six titles and decided to retain them but move them all to the adult non-fiction collections. During the meeting, the Chief Librarian suggested that the Board discuss equity, diversity and inclusion when preparing the Library’s next strategic plan and that it might be an opportunity for the Board to look at the Library’s values and determine how to proceed when values conflict.

In May 2022, staff gave a presentation to the Board on Intellectual Freedom, including background on how intellectual freedom can apply to collections, space and workplace speech, as well as a review of prominent theories regarding intellectual freedom. The Chief Librarian mentioned that the Board decided to pause reviewing the Intellectual Freedom Policy in order to focus on anti-racism work. She also reported that the British Columbia Library Association (BCLA) was planning to review its Intellectual Freedom Policy, and the Board may consider waiting to do its own review until that work is completed. BCLA has recently announced its intent to review its Intellectual Freedom Policy. The work is expected to be done in 2024.

Recommended Policy Review Procedure

Given that the BPL Board has created a new Strategic Plan, staff recommend that an Intellectual Freedom Policy review take place in 2024. The Process will be led by Cristina Freire, Librarian 2, Collections, as part of her participation in the Library Leader Development Program. This review will include an examination of how values of equity, diversity, inclusion and decolonization come into conflict with intellectual freedom.

The process will involve:

- Research into library and other statements on intellectual freedom, and into different views of intellectual freedom (March to May 2024)
- Consultation with staff members online and in person about views and experiences of intellectual freedom and where it conflicts with other values (June to October 2024)
- Final report, including any proposed changes to the intellectual freedom policy, brought to the board for approval (December 2024)

Staff are interested in finding out from trustees how they would like to be involved in the policy review, beyond discussion and approval of the final policy at the December meeting.

Cristina Freire
LIBRARIAN 2, COLLECTIONS
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 MARCH 21

SUBJECT: BPL OPERATING PLAN 2024-2027

RECOMMENDATION:

THAT the Board receive the following report for information.

REPORT

In November 2023, the BPL Board approved the [BPL Strategic Plan 2024-2027](#). The strategic plan describes the purpose and values of the Library, and sets high-level goals that inform and guide services, budget development and the day-to-day work of staff.

The Operating Plan is a more detailed look at what staff will do to implement the goals and priorities of the Strategic Plan. Work to develop the 2024-2027 Operating Plan began in December 2023:

- Staff contributed ideas to an online feedback tool, which included separate inputs for each goal under each priority of the strategic plan.
- Supervisors and working group leads facilitated conversations with their teams on the most important actions that BPL could take to meet the goals of the strategic plan. Each team shared up to three ideas.
- Senior leadership brought key ideas from the online feedback and team conversations to BPL supervisors, and facilitated an exercise to further prioritize the ideas.
- Senior leadership developed a draft plan and shared with senior staff for feedback

The finalized 2024-2027 Operating Plan is appended to this report, together with a more detailed 2024 Operating Plan.

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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

Operating Plan 2024-2027

Connect the Community

Project	2024	2025	2026	2027
<p>Evaluate and revise the Community Resources Guides Evaluate and revise the online Community Resources Guides to meet the needs of staff and community members</p>				
<p>Develop a strategy for services in languages other than English BPL offers some services in languages other than English over the past few years, but the library has not developed a comprehensive strategy nor consulted significantly with the community. In September 2023, the BPL Board approved funding for a six-month temporary position to develop a multilingual services strategy through community consultation.</p>				
<p>Develop and implement harm reduction education and other services Implement recommendations from the pilot harm reduction project at Tommy Douglas (offering snacks, water and bus tickets to patrons in need). Develop staff training and explore ways BPL can further support harm reduction in its services and facilities through community partnerships.</p>				
<p>Introduce courtesy phones at library branches The removal of pay phones has left some community members without access to phone service. This project will begin with the installation of a courtesy phone at the temporary Cameron location in the Lougheed Mall, and extend to other libraries once the service at Cameron has been evaluated.</p>				
<p>Develop and improve services and spaces for people with disabilities and neurodiversity This project will look at spaces, programs and services for people with disabilities and neurodiversity, and include both developing new services and spaces, and making existing services and spaces more inclusive.</p>				
<p>Develop an Indigenous cultural safety plan Develop an Indigenous cultural safety plan that can guide library policies and activities, including engaging with Host Nations, how we work with and compensate Indigenous partners, and how to respectfully highlight Indigenous voices in our spaces and services.</p>				
<p>Develop and improve services and programs that reduce social isolation for vulnerable groups Libraries are key community spaces where different groups can gather. This project will develop and improve services that reduce social isolation, with a particular focus on vulnerable groups.</p>				

Create Welcoming & Innovative Spaces

Project	2024	2025	2026	2027
Expand Sunday hours Expand opening hours on Sundays to 10am-6pm				
Open temporary Cameron Open the temporary Cameron location in the Lougheed Mall				
Create a plan to bring cultural and other celebrations to library spaces BPL spaces have the potential to celebrate Burnaby's diverse culture through events and displays, building on the success of the Diwali event at Metrotown in 2023. This project would identify key cultural and other celebrations that the library can showcase.				
Renovate McGill Renovate the McGill lobby and staff area to install an automated materials handling system.				
Develop a BPL facilities master plan Develop a plan to identify renovation and expansion needs of current facilities, and community needs for new facilities.				
Complete the Indigenous spaces project and implement recommendations Consult and collaborate with Indigenous communities to bring Indigenous design into library spaces. Consultation will take place in early 2024, and implementation will follow.				
Build a new Cameron library Design of the new library at Cameron Park is complete, and construction is expected to begin in mid-2024.				
Develop guidelines for community and meeting room use Review guidelines to ensure optimal use of BPL rooms in line with intellectual freedom and public space policies.				
Expand the Metrotown library Assess the condition of the Metrotown library. Expand to meet neighbourhood and city demand if the building can sustain an expansion, and consider other options if the building can not.				

Encourage Curiosity & Learning

Project	2024	2025	2026	2027
Implement pay by card printing Complete the public printing project by implementing pay by card.				
Pilot mobile app checkout Pilot a service where patrons can check out materials using the BPL app on their phones.				
Develop a framework for making programs accessible Create a framework to make programs accessible, considering factors such as language, ability and other barriers that impact patron experience.				
Develop a readers' advisory strategy Develop a strategy that includes booklists and services that connect readers of all ages to collections in all formats and languages.				
Replace self-serve checkout machines Replace aging self-serve checkout machines.				
Develop programs that highlight Indigenous excellence and strength Create programs that highlight Indigenous voices, with a focus on excellence, resilience and strength.				
Support and grow the Curiosity Collection Resource existing Curiosity Collection items, including loanable technology, and develop a plan to introduce new items.				
Facilitate brave dialogues on big issues Support staff to develop programs that enable people to have brave dialogues on big issues like climate change and intellectual freedom.				
Develop services and programs that advance goals in the strategic plan Develop services and programs that advance strategic plan goals, including equity issues, information literacy, civic engagement and Truth and Reconciliation.				
Research and implement a program evaluation framework Implement a framework to evaluate library programs.				

Strengthen Organizational Culture

Project	2024	2025	2026	2027
Complete the incident response project Complete the project to revise and develop tools to support staff in addressing disruptive behaviours and responding to incidents.				
Review and revise the intellectual freedom policy Consult with board and staff to review and revise the intellectual freedom policy through an equity, diversity and inclusion lens.				
Increase and operationalize staff learning on Indigenous topics Invest in externally-led staff learning on Indigenous topics.				
Implement anti-racism commitments Complete the implementation of the 16 anti-racism commitments that BPL developed in 2022.				
Implement online time entry Replace paper time cards with online time entry and approval.				
Review and update BPL's performance management program Work with staff and supervisors to improve BPL's performance management program, including goal setting and forms.				
Create more opportunities for staff input and communication Work with staff to identify communication needs to increase input, engagement, agency and connection.				
Find additional ways to support staff mental health Work with staff to understand mental health needs and implement additional ways to support staff mental health.				
Implement privacy audit recommendations Implement recommendations from the 2023 privacy audit of BPL's work with patrons.				
Develop a training strategy Develop a strategy to map out BPL-wide and department/role-specific training needs, and operationalize the delivery of this training.				
Evaluate BPL's working group structure Evaluate the scope, role and structure of BPL's current working groups, and assess the need for any additional working groups.				
Develop and deliver customer service training Develop and deliver customer service training for public-facing staff.				
Review scope of the page role Work with staff and the union to review the work of library pages in the public service staffing model, and implement changes.				

Strengthen Organizational Culture, continued

Project	2024	2025	2026	2027
<p>Work with the union to address precarious employment concerns Work with the union and with staff to understand and address precarious employment concerns.</p>				
<p>Implement records management Work with the City to implement improved records and document management systems.</p>				
<p>Improve documentation and coordination for public service circulation tasks Improve documentation, workflows, coordination and training for public service circulation tasks.</p>				
<p>Evaluate staffing levels Evaluate staffing levels across branches and departments, and across opening hours, to better serve patrons.</p>				
<p>Conduct an anti-racism and EDI climate audit Conduct an anti-racism climate audit to understand the impact of implementing the anti-racism commitments, and expand the audit to include broader equity, diversity and inclusion issues.</p>				
<p>Increase opportunities to learn about other departments' work Increase information sharing, mentorship and job shadowing opportunities for staff to learn about work in other departments and jobs.</p>				
<p>Investigate, select and implement scheduling software Investigate online scheduling software options to improve efficiency and increase transparency.</p>				

Operating Plan 2024

Connect the Community

Project	Q1	Q2	Q3	Q4
1.1 Evaluate and revise the Community Resources Guides Evaluate and revise the online Community Resources Guides to meet the needs of staff and community members				
1.2 Develop a strategy for services in languages other than English BPL offers some services in languages other than English, but the library has not developed a comprehensive strategy nor consulted significantly with the community. In September 2023, the BPL Board approved funding for a six-month temporary position to develop a multilingual services strategy through community consultation.				
1.3 Develop and implement harm reduction education and other services Implement recommendations from the pilot harm reduction project at Tommy Douglas (offering snacks, water and bus tickets to patrons in need). Develop staff training and explore ways BPL can further support harm reduction in its services and facilities through community partnerships.				→
1.4 Introduce courtesy phones at library branches The removal of pay phones has left some community members without access to phone service. This project will begin with the installation of a courtesy phone at the temporary Cameron location in the Lougheed Mall, and extend to other libraries once the service at Cameron has been evaluated.				→

Create Welcoming & Innovative Spaces

Project	Q1	Q2	Q3	Q4
2.1 Expand Sunday hours Expand opening hours on Sundays to 10am-6pm				
2.2 Open temporary Cameron Open the temporary Cameron location in the Lougheed Mall				
2.3 Create a plan to bring cultural and other celebrations to library spaces BPL spaces have the potential to celebrate Burnaby's diverse culture through events and displays, building on the success of the Diwali event at Metrotown in 2023. This project would identify key cultural and other celebrations that the library can showcase.				→
2.4 Renovate McGill Renovate the McGill lobby and staff area to install an automated materials handling system.				→
2.5 Develop a BPL facilities master plan Develop a plan to identify renovation and expansion needs of current facilities, and community needs for new facilities.				→
2.6 Complete the Indigenous spaces project and implement recommendations Consult and collaborate with Indigenous communities to bring Indigenous design into library spaces. Consultation will take place in early 2024, and implementation will follow.				→
2.7 Build a new Cameron library Design of the new library at Cameron Park is complete, and construction is expected to begin in mid-2024.				→

Encourage Curiosity & Learning

Project	Q1	Q2	Q3	Q4
3.1 Implement pay by card printing Complete the public printing project by implementing pay by card.				
3.2 Pilot mobile app checkout Pilot a service where patrons can check out materials using the BPL app on their phones.				
3.3 Develop a framework for making programs accessible Create a framework to make programs accessible, considering factors such as language, ability and other barriers that impact patron experience.				→
3.4 Develop a readers' advisory strategy Develop a strategy that includes booklists and services that connect readers of all ages to collections in all formats and languages.				→

Strengthen Organizational Culture

Project	Q1	Q2	Q3	Q4
4.1 Complete the incident response project Complete the project to revise and develop tools to support staff in addressing disruptive behaviours and responding to incidents.				
4.2 Review and revise the intellectual freedom policy Consult with board and staff to review and revise the intellectual freedom policy through an equity, diversity and inclusion lens.				→
4.3 Increase and operationalize staff learning on Indigenous topics Invest in externally-led staff learning on Indigenous topics.				→
4.4 Implement anti-racism commitments Complete the implementation of the 16 anti-racism commitments that BPL developed in 2022.				→
4.5 Implement online time entry Replace paper time cards with online time entry and approval.				→
4.6 Review and update BPL's performance management program Work with staff and supervisors to improve BPL's performance management program, including goal setting and forms.				→
4.7 Create more opportunities for staff input and communication Work with staff to identify communication needs to increase input, engagement, agency and connection.				
4.8 Find additional ways to support staff mental health Work with staff to understand mental health needs and implement additional ways to support staff mental health.				→
4.9 Implement privacy audit recommendations Implement recommendations from the 2023 privacy audit of BPL's work with patrons.				→

From: [REDACTED]
To: [Davies, Beth](#)
Cc: [customerservice](#)
Subject: Re: Parking Situation Complaint at Bob Prittie Metrotown Library
Date: Tuesday, February 27, 2024 1:51:44 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. **The City will never ask for personal or account information or account password through email.** If you feel this email is malicious or a scam, please forward it to phishing@burnaby.ca

Thank you, Beth and team!

I really appreciate this! It's frustrating to see people have zero respect for the space and walk right off premise after parking their cars here meant for library users!

I know we cannot stop every instance, but I'm confident that some enforcement would at least reduce the amount of abuse.

Thank you.
Jacqueline

Sent from my iPhone

On Feb 27, 2024, at 1:35 PM, Davies, Beth <Beth.Davies@bpl.bc.ca> wrote:

Hi Jacqueline,
Jumping in here to clarify.
I monitor the BPL Board email address and contacted the GM of Public Safety yesterday when I saw your email. He agreed to more closely monitor parking at the Civic Square surface lot. And when I went out for lunch yesterday, there was already a parking bylaw enforcement officer at the surface parking lot.
We won't be able to stop every instance of non-library and non-Civic Square parking, but hopefully increasing parking enforcement patrols will act as a deterrent.
Beth

Beth Davies
Pronouns: she, her

Chief Librarian
Burnaby Public Library
t: [604-436-5431](tel:604-436-5431) | e: beth.davies@bpl.bc.ca
[6100 Willingdon Avenue, Burnaby, BC V5H 4N5](#)

Burnaby is located on the ancestral and unceded homelands of the hən̓q̓əmin̓əm' and Skwxwú7mesh speaking peoples. We are grateful for the opportunity to be on this territory.

From: customerservice
Sent: Monday, February 26, 2024 4:14 PM
To: [REDACTED]
Cc: Burnaby Public Library
Subject: FW: Parking Situation Complaint at Bob Prittie Metrotown Library

Hi Jacqueline,

I have copied the Burnaby Public Library for response and follow-up.

This is because our parking bylaw team does not monitor patron's parking activities in parking lots. This is the same for recreation centers, parks, etc.

Thank you,

Yvonne
Customer Service Centre Team
Customer Service Centre: 604-294-7944

-----Original Message-----

From: Jacqueline Chan <[REDACTED]>
Sent: Sunday, February 25, 2024 8:55 PM
To: customerservice <customerservice@burnaby.ca>; board <board@bpl.bc.ca>
Subject: Parking Situation Complaint at Bob Prittie Metrotown Library

Dear Library Board Members and City of Burnaby staff,

I hope this email finds you well. I am writing to bring to your attention a recurring issue that has been causing significant inconvenience to library patrons, including myself, at the Bob Prittie Metrotown Library.

As a frequent visitor to the library with my family, we often rely on the convenience of quickly accessing reserved books. However, the parking situation has become a major obstacle to our visits. The uncovered parking spaces, which should be available for library patrons, are consistently occupied by visitors to Crystal Mall. This includes individuals shopping for groceries and delivery drivers picking up food from the nearby food court.

This situation is not only frustrating but also unfair to those of us who are trying to utilize the library's services. Despite raising concerns with library staff, it has become apparent that there is a lack of enforcement on-site. I understand that the parking area falls under city property, but it is imperative that steps are taken to address this

issue.

As a Burnaby resident, homeowner, and taxpayer, I believe it is our collective responsibility to ensure that public facilities such as the library remain accessible to all members of the community. Therefore, I am urging City to implement enforcement measures, such as ticketing violators, to deter unauthorized parking in the library's designated spaces.

By taking proactive steps to address this problem, we can ensure that library patrons have the opportunity to access the resources and services they rely on without unnecessary obstacles.

Thank you for your attention to this matter. I look forward to a prompt and satisfactory resolution.

Sincerely,
Jacqueline Chan
Burnaby resident since 1990
[REDACTED]
Burnaby, BC, V5G1K9
[REDACTED]

Sent from my iPhone