

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2024 April 18 (Thursday)

PLACE: Room 1
Tommy Douglas Library
7311 Kingsway

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

Public Engagement and Awareness staff will make a presentation to the Board.

PAGE NO.

1. **Motion** to receive agenda
2. **Minutes** (5 minutes incl. agenda)
 - i) **Motion** to adopt the minutes of the regular meeting held 2024 March 21 as circulated
3. **Reports** (10 minutes total)
 - i) **Board Chair** (verbal)
 - ii) **Council Liaison** (verbal)
 - iii) **InterLINK Representative** (verbal)
4. **Items for Information**
 - i) **Strategic Plan Report Q1 2024** (10-15 minutes)
 - ii) **Nasal Naloxone Pilot Program Update** (from City Council) (5 minutes)
5. **Other Business**

ENCLOSED

1-15

16-25

6. Next Library Board Meeting – 2024 June 20 at 7:00pm via Zoom.

7. 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 financial matters.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 APRIL 18

SUBJECT: STRATEGIC PLAN REPORT Q1 2024

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

Connect the Community

- Develop library services that serve the diversity of people living in Burnaby.
- Lower and minimize barriers to library services.
- Provide library services to communities in their preferred language.
- Connect people to the services and resources they need.
- Create opportunities so that library users learn from and feel more connected to each other.

<i>NEW MEMBERS</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	6,998	7,747	749	11%

<i>HLAS - PATRONS SERVED</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	612	747	135	22%

<i>COMMUNITY WORK - PATRONS SERVED</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	2,423	1,497	-926	-38%

“The Library Knows Everything”

Community Librarians Nicole and Maité regularly visit a food hub in North Burnaby where Maité also provides library and references services in Spanish. They have been able to build relationships with guests from many different countries over the last few months. During recent visits they have answered reference and community resource questions, informing guests on health, legal, education, settlement and library related resources. It has been a very rewarding experience to be able to meet the community where they are, and be able to answer a wider variety of questions as the relationships grow. One of the regular guests pointed out that they are glad that the library will be at the food hub because “the library knows everything”.

Indigenous Family Dinner at Burnaby North

In February, Community Librarian Mariah and Children’s Librarian Sue were invited to an Indigenous family dinner at Burnaby North Secondary School’s Open House. Hosted by the Indigenous Youth Engagement Worker, this event welcomed Indigenous grade 7 students and their families to participate in an intergenerational gathering, share a meal, and explore the culturally safe spaces that would be available to them when they attended high school in the fall. This was a great opportunity for Sue and Mariah to start building relationships with Indigenous residents in Burnaby as a connection point that can inform library projects like Indigenous Placemaking.

Nikkei Centre Connections

Community Librarian Andrea and HLAS staff had been connecting with residents at the Nikkei Care Home for different purposes: the former to build relationships and offer services, the latter to provide the residents a pop-up library experience in the form of a mini library. Both had not achieved much uptake or response from the Nikkei residents. After some brainstorming and consultation, BPL staff decided to offer services to the residents on the same day in the form of staggered visits – HLAS would start their mini library in the afternoon and then Andrea would join later to have some deeper conversations with the residents. From this collaboration and connection to the residents, staff were able to advocate for the addition of three new Japanese titles to the magazine collection at the Tommy Douglas Branch. When HLAS staff brought these magazines to their next visit, they were a big hit with the Nikkei residents.

Connecting with the Eritrean Community

Engagement with the Eritrean community at Tommy Douglas has been ongoing and growing. A tight-knit group of Eritrean teens in the area are frequent branch patrons, and have several regular bookings at the library. Through relationships with Teen Services Librarians and Tommy Douglas staff, the teens have become so expert at how the library works, that they are often seen helping out Eritrean adults in their community who are new to the library and come in to use the printers and computers. The teens have developed a great rapport with our staff, and we are happy to see them in the library so often!

In January, BPL presented a Tigrinya language storytime in partnership with the Eritrean Community Association. This program now happens on Saturdays and Mondays twice a month. The first day of the program, children were hanging onto their parents, but by the next time they were feeling safe and walking around and exploring the space. In the first few months, new people were at each session, and people are comfortable now with the experience. For instance, a parent who came to a Monday session with staff from the Mosaic Family Centre, felt comfortable enough to come on their own to the Saturday session. After a break for the summer, this program, will continue this fall. Several more programs in languages other than English will be offered for families in coming months.

Diversity Dance

Teen Services Librarians Sarah and Victoria attended the Burnaby school district's Diversity Dance to do outreach work and show support for 2SLGBTQIA+ youth. They were able to talk to teens about queer representation in books, inclusive policies such as removing the requirement for official ID to get a card, and generally celebrate the teens as part of the community.

Chinese-Canadian Youth Focus Group

As part of Burnaby's Chinese-Canadian reconciliation work, the City organized a Chinese-Canadian Youth Focus Group in March to engage local teens and young adults on this topic. Teen Services Librarian Victoria and Children and Teen Services Coordinator Vicki acted as point people to connect city staff to Chinese-Canadian youth through their community relationships, and to host the group at the Metrotown branch. Thanks to the efforts of several staff across departments, including Teen Services, Children's Services, and Community Development, the focus group received a lot of interest from engaged teens.

Connecting with d/Deaf and Hard of Hearing Youth

Teen Services Librarian Victoria and Children's Librarian Hana connected with a Family Navigator from the Provincial Deaf and Hard of Hearing Services (PDHHS) to discuss approaches for introducing d/Deaf and Hard of Hearing youth from Burnaby schools, as well as the local community, to the Burnaby Public Library. Because Victoria has been learning American Sign Language since their last meeting with the Victory Hill Residence staff, they were able to conduct the conversation without an interpreter and connect more directly. Both librarians and PDHHS staff left excited to collaborate on opportunities to build relationships with d/Deaf and Hard of Hearing youth. Library staff are continually learning about the community and how to serve it better. Victoria reports that the term "d/Deaf and Hard of Hearing" included above, is a way to be more inclusive. In the d/Deaf community, there is a distinction between those who are deaf as a medical diagnosis and those who use Deaf as an identity marker, so the d/Deaf spelling is a way to be inclusive to both.

Connecting with Newcomer Teens

In March, Teen Services Librarian Rhiannon coordinated with two school district Settlement Workers to organize a spring break library tour with around 30 students at McGill. After the tour, Rhiannon joined the group for lunch and sports outside, and learned a new version of dodgeball from some of the students! Playing and chatting informally with the students and Settlement Workers allowed Rhiannon to learn from them, build trust, and start developing stronger connections. Some teens asked Rhiannon about work and volunteer opportunities and told her about some of their goals and challenges finding work. Rhiannon learned about activities teens had enjoyed before moving to Canada, and some of the activities they had found in their new neighbourhood in Burnaby. One dodgeball player later brought a friend to the service desk to help them register for a library card. The teens' engagement during their visit (on spring break!) indicated their interest in library resources; but more importantly it demonstrated their interest in finding community connections and opportunities in Burnaby, which is a new home for many teens.

In March, Rhiannon also worked with a School District 41 Settlement Worker and the Summit Youth Centre coordinator to secure a Ukrainian newcomer community group's access to the Centre. The group had been using the Centre for Saturday meetings accompanied by a librarian; now they will be able to use the Centre even if a librarian is unavailable.

Operating Plan Project Updates

Project	Update
1.1 Evaluate and revise the Community Resource Guides	The working group has completed the research, environmental scan and consultations. Analysis of their collected data is almost complete, and recommendations are forthcoming.
1.2 Develop a strategy for services in languages other than English	Begin Q3 2024
1.3 Develop and implement harm reduction education and other services	The pilot project at Tommy Douglas was successful and continues at that location. Recommendations include implementation and roll-out of this service to all BPL locations.
1.4 Introduce courtesy phones at library branches	A courtesy phone is being installed at temporary Cameron as a pilot to assess use, location and any issues or concerns.

Create Welcoming & Innovative Spaces

Provide additional BPL facilities and services to people across Burnaby.

Indigenize the design and naming of library spaces in relation with Host Nations.

Celebrate Burnaby's diverse communities in BPL spaces.

Provide a refuge for people in response to affordability and the climate crisis.

Create accessible, flexible spaces that respond to evolving community needs.

Create physical and digital spaces that inspire play and imagination.

VISITS TO BRANCHES	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
Metrotown	70,208	123,272	53,064	76%
McGill	95,171	67,713	-27,458	-29%
Tommy Douglas	71,374	81,139	9,765	14%
Cameron	42,660	46,392	3,732	9%
TOTAL	279,413	318,516	39,103	14%

ONLINE VISITS	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
Website	209,144	206,336	-2,808	-1%
Catalogue	462,675	879,035	416,360	90%

ROOM USE BY COMMUNITY GROUPS	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
Metrotown	0	806	806	0%
McGill	16	45	29	181%
Tommy Douglas	143	161	18	13%
TOTAL	159	1,012	853	536%

Cameron Closure...

Operational planning started in earnest for the move of the Cameron branch to the Lougheed Mall! The permanent Cameron branch closed on March 29. To mark our closing, Cameron hosted an open house, where patrons and former staff said farewell and wrote a postcard of their favourite memories at Cameron. Many patrons fondly remembered their family's use of the Cameron Branch since it opened.

Capitalizing on the popularity of Taylor Swift's Eras Tour, the promotional material about the library closure was modeled on the Eras tour poster. We saw a few young people enthralled by the display, created by librarian Ana, which featured books with titles that are also Taylor Swift song titles, and a stylized friendship bracelet popularized by the tour.



My memories of Cameron Library...

My family has left lots, lots foot prints here in the last 30 years. It is a friendly and warm place. The staffs are always helpful and patience. I'll miss all of these definitely.


My memories of Cameron Library...

My granddaughter moved from Santiago, Chile to Canada. We visited this library for the first time seven years ago. She still remembers that day ~ seeing so many books that she could take home to enjoy ~ even in Español. Now she is bilingual and still loves reading as much as I do.

My memories of Cameron Library...

I have spent countless hours studying for exams here, and always felt it was my home away from home, especially when life got tough. Thank you for the quiet, peaceful & respectful environment during my formative years. I will never forget it


Take care
& God Bless 

 Burnaby Public Library

My memories of Cameron Library...

I took my CHILDREN TO THIS LIBRARY since BABIES, NOW THEY ARE 18 and 21. Sad to SEE OLD GO AWAY BUT EXCITED TO SHOW MY FAMILY THE NEW PLACE.

CAN'T WAIT! THANKS BURNABY STAFF

 Burnaby Public Library

My memories of Cameron Library...

First time I brought my toddler grandson he ran ~~so~~ around in utter delight from shelf to shelf pulling out books - such joy on his face

I have been coming here for almost 50 years -
Best library thanks.

... and Preparing for Cameron Opening

Final trades walkthrough for the temporary Cameron location in the City of Lougheed Shopping Centre happened in late February. The temporary Cameron location is scheduled to open on April 29.

Metrotown Grand Reopening

In February, we celebrated the reopening of Metrotown's newly renovated spaces. The festivities included remarks from Mayor Mike Hurley, Minister of Municipal Affairs Anne Kang, Library Board Chairs Sarah Bartnik and Mandy Yang and Branch Manager Elizabeth Davies. Library patrons particularly enjoyed the behind-the-scenes tours of our new automated returns system. All who attended enjoyed BPL branded chocolates from Charlie's Chocolate Factory. It was great fun and a lovely way to interact with library patrons.

The Digital Studio was a big part of the reopening celebrations. Information Clerks Kelly and Keith assisted Digital Studio Coordinator Jamie with showcasing the recording studios, studio stations, and loanable equipment, and Information Clerk Cabana took photos of the event. The event drew in new patrons, regulars, seniors, newcomers, and families. Children were particularly excited to try our digital art software and drawing tablets. Additionally, patrons were encouraged to share what they were interested in learning by sticking notes on a bulletin board. These ideas will be considered when developing future programs.



Room Bookings at Metrotown

After three years of closure due to the pandemic, fire restoration and renovation, Metrotown has now reopened its meeting and community rooms to the public. The two small second floor meeting rooms opened in August 2023; they were immediately popular and are now being booked back-to-back throughout the day. Since we do not have booking software, we have limited booking to same-day, in-person bookings. This is difficult for both patrons and staff as there is generally a rush to book the rooms at opening and ends up being something akin to “survival of the fittest”. Adding more rooms in a future renovation and smarter booking software would improve the experience for both patrons and staff.

Community bookings in the two first floor community rooms resumed in November 2023 and the number of bookings are slowly building. Elizabeth, Metrotown Branch Manager and Georgina, Librarian 2 are looking to see what sort of booking pattern emerges and will then make decisions about if, when and how we open up these rooms to additional study seating when they are not booked by community groups.

Operating Plan Project Updates	
Project	Update
2.1 Expand Sunday hours	Additional staffing needs identified and partially hired. Communication prepared. Hours to be expanded to 10am to 6pm as of May 26.
2.2 Open temporary Cameron	Former location closed March 28. New location scheduled to open at Lougheed Mall April 29.
2.3 Create a plan to bring cultural and other celebrations to library spaces	Begin Q3 2024.
2.4 Renovate McGill	Renovations to the McGill lobby and workroom will facilitate the introduction of an automated materials handling system. The project is in the design phase.
2.5 Develop a BPL facilities master plan	BPL Board approved endowment funding at March 2024 meeting. Begin Q2 2024.
2.6 Complete the Indigenous spaces project and implement recommendations	Project team met with students and families at Burnaby North Secondary (see story under <i>Connect the Community</i>).
2.7 Build a new Cameron library	In Q1, work began on the selection of furniture, fixtures and equipment.

Encourage Curiosity & Learning

Provide library services and collections that feed people's curiosity, learning and imagination.

Engage library users in advancing equity issues.

Engage library users in understanding the impacts of settler colonialism, and ways in which we can advance Truth and Reconciliation.

Increase information literacy and civic engagement among library users.

Facilitate community participation in brave dialogues on big issues.

<i>CIRCULATION – PHYSICAL ITEMS</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	623,628	664,531	40,903	7%

<i>CIRCULATION – DIGITAL</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	104,215	114,696	10,481	10%

<i>TECHNOLOGY USE</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
Computer Sessions	28,193	43,480	15,287	54%
Digital Studio Sessions	-	744	-	-
TOTAL	28,193	44,224	16,031	57%

<i>PROGRAMS</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	167	201	34	20%

<i>DIGITAL RESOURCES</i>	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
	13,505	11,673	-1,832	-14%

Digital Studio in full swing!

The first quarter of 2024 was an exciting time for the Digital Studio, with staff introducing new services and equipment to our patrons while discovering emerging community needs. As with the recording studios last quarter, the newly launched studio stations quickly gained regular

patrons who worked on many projects, including scanning family photos to digitizing VHS tapes of graduations, family celebrations, and weddings. We also had several patrons in their teens and early twenties work on developing their creative technology skills for job seeking, school projects, and working on art. Popular items from our newly launched loanable equipment collection included the super 8/8mm film digitizer (borrowed 21 times) and the drawing tablet (borrowed 14 times). In February and March, the Digital Studio team offered tours on Audio Recording, Digitizing and Creative Software.

BACI Visit to the Digital Studio

Community Librarian Nicole recently welcomed a group from Burnaby Association for Community Inclusion to the library. She has been visiting their space for quite some time, and members of the group wanted to learn about all the things that they can do at the library. The visit included a tour where they tried out one of the recording booths in the Digital Studio. The recording booth provided lots of fun and laughs and it was exciting to be able to demonstrate the interesting new things that can be accessed at libraries.

Lunar New Year Lantern Workshop

In February, the library hosted a program with artist, educator and activist Paddy Leung to celebrate Lunar New Year. This Lunar New Year Lantern Workshop was a celebration and an opportunity to foster cultural understanding behind a season that is observed across places and cultures. Paddy communicated the significance behind the symbols, words, and designs and participants were able to engage in a hands-on activity to bring a tradition to life in library space.

Angela Sterritt Event

The library hosted an author talk with Angela Sterritt who discussed her book, *Unbroken: My Fight for Survival, Hope, and Justice for Indigenous Women and Girls*. Structured as a conversation between Angela and journalist Anna McKenzie, the room was full with attendees listening and learning. There was also active engagement during the question and answer period. We are committed to offering events and programs that will move us forward in Reconciliation by giving space to understand the legacy of colonialism and racism, and to recognize stories of the strength and resilience of Indigenous women.

Writing Workshop with Deer Lake Artist Residencies

In March, the library hosted the first in a series of writing workshops in a new collaboration with Deer Lake Artist Residencies. "Memory Lines: New Approaches to Life Writing" was led by writer José Teodoro. The audience for the program was diverse, and the program brought writers from across the community together. The writing activities were interesting, accessible, and thought provoking, and led to meaningful and memorable sharing and conversations. We look forward to hosting two additional workshops with other artists in residence in the summer as we continue our goal to support local writers.

Graphic Novel Book Talks

Earlier this year, Metrotown children's librarians Ashley and Hana visited Maywood Community School to give book talks on middle grade graphic novels. It was arranged with the support of their school librarian in order to re-instill the joy of reading in students and introduce them to good, engaging graphic novels. The school librarian had identified that many students had been told that they should not read graphic novels, so part of the visit was to encourage them to keep reading what they enjoy. Students brought library cards, and after each talk, they were invited to borrow the books that Ashley and Hana brought. Students were particularly interested in two new books featuring characters who used Tagalog words. With the teacher's help, each book had lots of interest with only eight children "winning" the right to check out the book, and the rest

of the students learned to place holds on the books they wanted. It was very enjoyable to visit with a bag full of books and return to BPL with an empty bag.

Julia's Studio

Julia's Studio is offered throughout each year in memory of Julia Nelson, a BPL Teen Services Librarian who passed away in 2013. Julia was passionate about providing creative opportunities for young people and her family and other donors have contributed funding to provide art-focused programs in her memory. In response to teen requests for opportunities to learn about the artistic practices of diverse cultures, Julia's Studio offerings in March included a Cedar Bracelet Weaving program with facilitators from 2 Métis Women, the art of Ikebana, and Japanese paper collage and painting techniques.

Teens have also made requests for informal, self-directed creative opportunities, in addition to guided workshops. This quarter, Teen Services librarians piloted DIY take-and-make art projects. Teens come to BPL locations to pick up a bag of supplies to create art on their own, either at the library or at home. The take-and-make art projects were themed around Valentine's Day and the Burnaby School District's annual Diversity Dance.

Board Games for Families

February's Board Game Club for families at Metrotown was held in the morning and afternoon during a Pro-D day: 42 people came for the morning and 41 for the afternoon. Staff noticed many families making connections, not just with each other but with families they did not know before. The librarian sat with one family to teach them how to play a particular game, and the family invited another family they didn't know to join them. One older child came alone and taught the librarian how to play chess. Some families arrived because their friends had come to the program and called them to come to the library and join in. The librarian invited families using the library to attend and heard from different families that they didn't speak English so they weren't sure they could participate. Thankfully, the library's board game collection includes many games that do not require English to play and are easily understood without verbal instructions. This helped increase engagement between non-English speaking grandparents and their eager grandchildren and convinced one parent to stay a while, playing games with her young children. Many people said they wanted to have this type of program more frequently. In addition to offering more programs like this, staff also provided information about other community programs, including low cost or subsidized programs such as the Parks and Recreation FAIR Play program.

Encourage Curiosity & Exploration

In February, Community Librarian Mariah and Adult Public Service Librarian Queen worked in partnership with Indigenous Educator Lorelei Lyons to provide an Indigenous educational workshop called *The Medicine Wheel: Lessons from the Hoop* at the McGill branch. This interactive workshop provided a space for Lorelei to share her personal experiences and stories through the lenses of the Seven Sacred teachings and she also held space for participants to share their own experiences as well.

Operating Plan Project Updates	
Project	Update
3.1 Implement pay-by-card printing	Systems staff are working with the library's print solution vendor and the city to implement pay-by-card functionality. Testing is underway and expected to complete in Q2.
3.2 Pilot mobile self-checkout	Systems staff are configuring a mobile checkout solution which would enable patrons to check out items using the BPL app on their mobile phones. If successful, they'll begin testing the solution with staff and roll out to patrons in Q3.
3.3 Develop a framework for making programs accessible	Begin Q2 2024.
3.4 Develop a readers' advisory strategy	Begin Q4 2024

Strengthen Organizational Culture

- Encourage connection, creativity and fun.
- Weave equity, diversity, inclusion and accessibility into BPL's culture and governance.
- Strengthen staff and trustee commitment to the principles of Truth and Reconciliation.
- Support staff mental health and wellness.
- Balance the goals of the organization with the capacity and resources needed.
- Support a learning culture for staff and trustees.
- Create a supportive environment where members of equity deserving groups can lead and shape the organization.

STAFF TRAINING	Q1 2023	Q1 2024	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	107	104	-3	-3%
Staff Attending Training/Conferences	91	164	73	80%

Anti-Racism Commitments

Two anti-racism commitments projects wrapped up this quarter, including the Safer Spaces project (led by Community Librarian Mariah) and the Supporting Staff After Incidents of Racism project (led by Community Librarians Andrea and Emily).

The Supporting Staff After Incident of Racism project identified core themes. In particular: staff need responses that are centred on their individual needs and capacity, and responses should centre empathy, curiosity, and flexibility. The report recommended specific training on debriefing, bystander intervention, responding to distress, and conflict management. Other recommendations included improved support and guidance for staff on options after experiencing racism at work, and providing staff the time, space and flexibility they need to debrief and process.

The Safer Spaces project identified key recommendations grouped around themes of flexible and accessible physical space, inclusive leadership and support and the fostering of an empathetic work culture. Staff will be working on ways to implement and operationalize recommendations from these projects.

In this quarter, staff also began developing actions based on recommendations from the Inclusive Hiring project. Implementing these actions is scheduled for 2024-2026.

Presentation on Teen Services to Library Students

In March, Teen Services was invited to present on the role of equity, diversity and inclusion in teen librarianship at Langara College’s Library Technician program. The teen librarians presented on their EDI-focused portfolios and discussed the community-led and design thinking practices that inform and guide their work. There were many positive comments and questions from the teacher and the class about this, with one student observing that it is unique and inspiring to have a Teen Services department intentionally structured around EDI. Second paragraph.

Operating Plan Project Updates	
Project	Update
4.1 Complete the incident response project	Recommendations have been drafted. Final report in Q2.
4.2 Review and revise the intellectual freedom policy	Board approval of project direction at March 2024 meeting. Research phase underway.
4.3 Increase and operationalize staff learning on Indigenous topics	Indigenous Initiatives Working Group currently researching opportunities and will develop recommendations for training providers.
4.4 Implement anti-racism commitments	Action plan developed from Inclusive Hiring recommendations; final reports with recommendations complete from Supporting Staff after Incidents of Racism and Safer Spaces projects (see above for more details)
4.5 Implement online time entry	Begin Q4 2024
4.6 Review and update BPL’s performance management program	Begin Q3 2024
4.7 Create more opportunities for staff input and communication	Begin Q2 2024
4.8 Find additional ways to support staff mental health	Begin Q3 2024

4.9 Implement privacy audit recommendations	Begin Q3 2024
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Comments and suggestions from patrons

I have three favourite things – visits from my medical professionals, visits from my hairdresser, visits from the library. Library visits are number one!

Home Library & Accessible Service patron

Thank you for doing this; what a blessing! Our world is so small here, so limited.

HLAS patron at a care facility

Bring back the photocopiers.

Tommy Douglas patron

Tommy Douglas is a pillar of my mental health and one of the highlights of my week. Thanks to the staff for making it such a wonderful place to stop by in the neighbourhood.

Tommy Douglas patron

I'm a regular patron of more than one BPL branch and I can't speak highly enough of the service you folks deliver, day in and day out. Your hard work and collective can-do spirit do not go unnoticed or unappreciated.

BPL patron

I simply want to say that I love our library here...It feels like home. It is always a place I can look forward to visiting. It has been a place of learning, safety, fun, refuge and so much more! I will miss seeing it at this location as it's rebuilt.

Cameron patron

The library is a shining beacon of light and kindness amidst all the bad stuff in the world.

Metrotown patron

I come to the library on a regular basis to print and use the computer. There are only 2 printers in the whole building, one on the main floor and the other on the second floor. There is always a long line up. **PLEASE INVEST. WE NEED MORE PRINTERS. Thanks.

Metrotown patron



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

PUBLIC SAFETY COMMITTEE

TO: *MAYOR AND COUNCILLORS*

SUBJECT: NASAL NALOXONE PILOT PROGRAM UPDATE

RECOMMENDATION:

THAT staff be authorized to continue placing naloxone nasal spray kits at City recreation centres and libraries, as outlined in the report titled “Nasal Naloxone Pilot Program Update” dated February 28, 2024; and

THAT staff be authorized to place naloxone nasal spray kits at the additional locations, as outlined in the report titled “Nasal Naloxone Pilot Program Update” dated February 28, 2024; and

THAT a copy of this report be forwarded to the Library Board for information.

REPORT

The Public Safety Committee, at its meeting held on February 28, 2024, received and adopted the attached report seeking Council approval to implement the Nasal Naloxone Pilot Program on a full-time basis.

On behalf of the Public Safety Committee,

Councillor J. Wang
Chair

Councillor M. Santiago
Vice Chair

TO: PUBLIC SAFETY COMMITTEE (PSC)
FROM: GENERAL MANAGER COMMUNITY SAFETY
SUBJECT: **NASAL NALOXONE PILOT PROGRAM UPDATE**
PURPOSE: To provide an update on the Nasal Naloxone Pilot Program and seek approval to implement on a full-time basis.

RECOMMENDATION

THAT staff be authorized to continue placing naloxone nasal spray kits at City recreation centres and libraries as outlined in the report titled “Nasal Naloxone Pilot Program Update” dated February 28, 2024; and

THAT staff be authorized to place naloxone nasal spray kits at the additional locations as outlined in the report titled “Nasal Naloxone Pilot Program Update” dated February 28, 2024; and

THAT a copy of this report be forwarded to the Library Board for information.

1.0 POLICY SECTION

This report aligns with the following Council-adopted policies, plans and strategies: Community Safety Plan (2020) and Burnaby Strategic Plan (2022).

2.0 BACKGROUND

This report provides an update to the Public Safety Committee (PSC) and Council on the Nasal Naloxone Pilot Program. This initiative within the City's 2020 Community Safety Plan (CSP) is an endeavor in our community's response to the opioid epidemic and this report provides key developments and outcomes associated with this pilot program. In addition, Community Safety staff are seeking support from PSC and Council to implement this program on a full-time basis at the facilities included in the pilot, and at four additional City facilities as outlined in this report.

3.0 GENERAL INFORMATION

The Nasal Naloxone Program was initially deployed as a pilot initiative under the Community Safety Plan in the fall of 2020. This pilot aimed to test the effectiveness and feasibility of implementing a naloxone administration program within City facilities to address opioid overdoses. Naloxone is also known by the brand name Narcan and is used to temporarily reverse the effects of opioid overdose and has been shown to be

highly effective and safe. Naloxone can be given by injection into the muscle, vein, and skin or intranasally.

Naloxone nasal spray kits were initially deployed at publicly accessible locations within the following City facilities:

Facilities				
Recreation Centres	Bonsor	Fred Randal	Eileen Daily	Cameron
Libraries	Metrotown	McGill	Tommy Douglas	Cameron

City staff members were provided with a one-hour training session to recognize an opioid overdose and to administer nasal naloxone. Five training sessions were conducted with 107 staff trained (including a Train the Trainer program). Since the commencement of this initiative, additional Community Safety staff have received nasal naloxone training specific to their duties related to the Emergency Warming Centre and Emergency Reception Centre.

It is important to note that while staff have the option to use nasal naloxone, it is not mandatory. Trained staff and members of the public have access to naloxone nasal spray kits located in public areas at the above noted City facilities should they choose to engage in an overdose response.

The COVID-19 pandemic had a significant impact on the pilot program as it resulted in non-typical attendance at our facilities. In response to these challenges, the pilot was extended to ensure sufficient data collection and accurate evaluation. Since the implementation of the pilot program, there has been one recorded deployment of the naloxone nasal spray at the Edmonds Community Centre parking lot by a member of the public with support from City staff on August 24, 2023. This deployment resulted in the successful recovery of the patient.

Although there has only been one deployment, the potential for additional positive outcomes is significant given the ongoing and escalating opioid health crisis. Widespread access to naloxone in public spaces is one tool in harm reduction strategies and the expansion of nasal naloxone to other City facilities will enhance the possibility of positive outcomes.

Along with increasing public awareness, there will be a focus on enhancing education and training initiatives to empower individuals to administer naloxone effectively. This accomplishment serves as a foundation for a broader community health and safety approach to combat opioid-related emergencies and emphasizes the commitment to saving lives and promoting community well-being.

Attached is the initial report from July 15, 2020, submitted at the launch of the Nasal Naloxone Pilot Program. It provides a comprehensive overview of the objectives, goals, and anticipated outcomes for the nasal naloxone initiative (Attachment 1).

3.1 Proposed Additional Sites

Staff are proposing to expand the deployment of nasal naloxone to four additional City facilities given their significant public interfacing programs.

- Christine Sinclair Community Centre - deployment to this facility would be in alignment with the nasal naloxone deployment to the City recreation facilities that were included in the pilot program.
- City Youth Centres – deployment of nasal naloxone to the Creekside, South Central and Summit Youth Centres would be consistent with placement in City facilities with significant public interfacing programs. Edmonds Youth Centre is in a recreation centre with nasal naloxone and no additional deployment is required.

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

The nasal naloxone initiative is a component of the Community Safety Plan and has been communicated and reported on, as part of the Community Safety Plan regular updates to Council.

5.0 FINANCIAL CONSIDERATIONS

The naloxone nasal spray kits are replenished as they expire (24 months) or are deployed. Each kit contains two doses and costs \$129 (plus PST, no GST). Each facility maintains two kits for a total annual cost for each facility of \$129. The total annual cost for all 12 City facilities (should the additional sites be approved) would be approximately \$1,600 (plus PST).

The cost to replenish expired or deployed units is estimated to have a minimal impact on departments and will be absorbed within the departments’ base budgets. The maintenance and replacement of the nasal naloxone at each location would be the responsibility of the staff onsite as part of their facility procedures.

Respectfully submitted,

Dave Critchley, General Manager Community Safety

ATTACHMENTS

Attachment 1 – Public Safety Committee report from July 15, 2020.

REPORT CONTRIBUTORS

This report was prepared by Chris Hoang, Business Manager and reviewed by Beth Davies, Chief Librarian and Mary Morrison-Clark, General Manager Parks, Recreation and Culture.



Meeting 2020 Jul 15

Committee REPORT

TO: CHAIR AND MEMBERS
PUBLIC SAFETY COMMITTEE

DATE: 2020 Jul 03

FROM: DIRECTOR - PUBLIC SAFETY AND
COMMUNITY SERVICES

**SUBJECT: PLACEMENT OF NASAL NALOXONE SPRAY AT CITY
RECREATION CENTRES AND LIBRARIES**

PURPOSE: To provide the Public Safety Committee information on the placement of nasal naloxone spray at City recreation centres and libraries.

RECOMMENDATIONS:

1. **THAT** Public Safety Committee receive this report for information purposes.
2. **THAT** Public Safety Committee recommends Council receive this report for information purposes.
3. **THAT** a copy of this report be provided to the Library Board for information purposes.

REPORT**1.0 INTRODUCTION**

In 2016 April, in response to the ongoing and escalating crisis of illegal drug-related overdose deaths, the BC Provincial Health Officer (PHO) declared a public emergency under the *Public Health Act*, which was a first in BC and Canada. Since the initial public emergency declaration, the overdose crisis has not only continued but also been exacerbated by the COVID-19 pandemic.

In 2020 May, BC recorded 170 suspected illicit drug toxicity deaths which is the highest monthly total ever recorded in BC and equates to approximately 5.5 deaths a day. This represents a 93 percent spike over the number of similar deaths in 2019 May. In addition, on 2020 June 26, BC paramedics responded to 131 drug overdoses, the most recorded in a single day.

The response to the overdose crisis has been extensive and multi-faceted by local, provincial and federal partners and has consisted of multiple components including the wide spread availability of naloxone (also known as Narcan) to reverse the effects of an

opioid overdose. The City of Burnaby as part of the recently implemented Community Safety Plan, has identified an initiative specific to the overdose crisis, entitled *Substance Use Response* which is further outlined in this report.

2.0 POLICY SECTION

Goal

- A Safe Community
 - Crime prevention and reduction – Ensure citizens and businesses feel safe in our community
 - Emergency preparedness – Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services
 - Emergency services – Provide responsive emergency services
 - Transportation safety – Make City streets, pathways, trails and sidewalks safer
 - Community amenity safety – Maintain a high level of safety in City buildings and facilities for the public and City staff

- A Healthy Community
 - Healthy life – Encourages opportunities for healthy living and well-being
 - Healthy environment – Enhance our environmental health, resilience and sustainability
 - Lifelong learning – Improve upon and develop programs and services that enable ongoing learning
 - Community involvement – Encourage residents and businesses to give back to and invest in the community

3.0 BACKGROUND

The confluence of the drug overdose and COVID-19 public health emergencies has resulted in an increased risk of illicit drug overdose due to the new guidelines for social distancing and the closure of international borders. These actions have impacted the illicit drug trade and pushed people at risk to seek out alternative drug supplies which have even greater unpredictable drug potencies, which in turn has resulted in increased overdoses.

The City of Burnaby currently provides Fire Department and RCMP first responders with naloxone should they respond to, or encounter a drug overdose in progress. The Fire Department with their advanced first aid training and skills, are provided with injectable naloxone and the RCMP are provided with nasal naloxone spray which is also effective in reversing the effects of a drug overdose, however much simpler to administer. The Fire Department has deployed naloxone on an average of several times a month during the

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overdose crisis, while the RCMP has administered nasal naloxone spray on lower frequency. The differing level of applications is due to the Fire Department receiving and attending to significant numbers of calls for medical assistance.

As part of the Substance Use Response initiative in the Burnaby Community Safety Plan, nasal naloxone spray will be placed at select City recreation centres and libraries on a one year pilot basis. The pilot program will commence in September/October of 2020 during which time data will be collected on the usage of the nasal naloxone kits. A further report will be completed at the end of the pilot program providing an evaluation of the placement and usage of the kits, along with recommendations regarding the continuation and potential expansion of the program.

This nasal naloxone spray program is modeled after the Automatic External Defibrillator (AED) program in which AEDs are currently installed throughout Civic facilities and maintained by City staff. Similar to the AEDs, the nasal naloxone spray program is intended to make the spray available for public use and City staff will not be required as part of their job duties to administer nasal naloxone. City staff who regularly work at the facilities where nasal naloxone spray is installed, would be provided with awareness training related to the intended purpose, location and use of the kits, as well as any additional health and safety training deemed appropriate to ensure they are aware of the steps to be taken in the event of an emergency, including how to address any risks associated with the public's use of the nasal naloxone kits.

3.1 Nasal Naloxone Spray

Nasal naloxone spray is a nasal formulation of naloxone and is used for the temporary treatment of a known or suspected opioid overdose (attachment 1). Designed for use in the community, nasal naloxone spray is needle-free and ready to use. The nasal naloxone spray comes in a single use device containing a single dose, after which it is to be discarded. A kit typically contains two single dose applicators.

Nasal naloxone spray does have an expiration date which typically provides a usable period of 18 to 24 months and the kits would require regular replacement should the program become permanent. The potential cost per kit is approximately \$100 for a kit containing two single dose applicators. The cost for the pilot project can be absorbed within the current Public Safety & Community Services budget.

3.2 Placement of Nasal Naloxone Spray

The nasal naloxone spray will be placed at the following City facilities:

1. Bob Prittie Metrotown Public Library
2. Tommy Douglas Public Library
3. Cameron Public Library

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4. McGill Public Library
5. Bonsor Recreation Complex
6. Eileen Dailly Leisure Pool & Fitness Centre
7. Cameron Recreation Complex
8. Edmonds Community Centre

The nasal naloxone spray will be placed inside the currently installed AED storage case at each site and appropriate signage will be installed to assist the public in locating the nasal naloxone kit. The signage will indicate that nasal naloxone kits are available for use by the public, and to call 911 in the event of an emergency. In addition, each kit will contain the manufacturer's instructions and information for any member of the public that chooses to use the kit. This placement will greatly assist with the ease of regular routine inspection to ensure the integrity of the kits as well as determine if any use or tampering has occurred.

4.0 NEXT STEPS

The September/October 2020 start date for the pilot provides sufficient time for staff to finalize the health and safety training program, acquire the kits, install the signage and train staff. In addition, Corporate Communications will be engaged to prepare appropriate messaging to the community regarding the pilot project.

5.0 RECOMMENDATIONS

It is recommended that the Public Safety Committee receive this report for information purposes, as well as recommending to Council that they also receive this report for information purposes. In addition, it is further recommended that a copy of this report be provided to the Library Board for information purposes.


Dave Critchley
Director Public Safety & Community Services

Copied to: City Manager
Dir. Parks Recreation & Cultural Services
Dir. Corporate Services
Chief Librarian
Fire Chief
OIC Burnaby RCMP

Attachments: Naloxone Nasal Spray

Attachment I

