

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2024 July 18 (Thursday)

PLACE: Online

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

CHAIR: Sarah Bartnik

We would like to recognize we are on the ancestral and unceded homelands of the hən̓q̓əmi̓ñəm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this territory.

The Digital Studio staff will make a presentation to the Board.

- | | <u>PAGE NO.</u> |
|---|-----------------|
| 1. <u>Motion</u> to receive agenda | |
| 2. <u>Minutes</u> (5 minutes incl. agenda) | |
| i) Motion to adopt the minutes of the regular meeting held 2024 June 20 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 Information</u> | |
| i) <u>Strategic Plan Report – Q2 2024</u> (15 minutes) | <u>1 - 15</u> |
| ii) <u>Incidents</u> (20 minutes) | |
| iii) <u>Retired Employees 2023 January to 2024 January</u> (5 minutes) | <u>16 - 19</u> |
| iv) <u>Public Library Grant Award Letter</u> (5 minutes) | <u>19 - 25</u> |
| 5. <u>Other Business</u> | |
| 6. <u>Next Library Board Meeting</u> – 2024 September 19 at 7:00pm at the Cameron Library Branch. | |
| 7. <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 patron bans and financial matters.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 JULY 18

SUBJECT: STRATEGIC PLAN REPORT Q2 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>	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
	7,392	8,686	1,294	15%

<i>HLAS – PATRONS SERVED</i>	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
	683	717	34	5%

<i>COMMUNITY WORK – VISITS</i>	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
	209	154	-55	-36%

Rethinking the Teen Advisory Group

The Teen Advisory Group (TAG) has been working this year to rethink how the group operates and how it can serve the teens who might need it most. Members have been providing thoughtful and engaged feedback about how to run the group in the following year, including engaging in more conversations for English practice, improving accessibility to teens with a variety of needs, and creating skill-building opportunities. Teen Librarians will be working to refresh TAG later this year.

Connecting Students with the Library

Metrotown Children's Librarian Ashley spoke to students at an elementary school after connecting with a teacher librarian. The school is not within walking distance of the library and the teacher librarian said that the students were unlikely to use the library over the summer. Over 150 students applied for a library card through the school. Ashley met with classes to give them their cards and to talk to them about the Summer Reading Club and helped the teacher librarian show them how to use TumbleBooks and Libby.

Newcomer Teens

McGill Teen Librarian Rhiannon had the opportunity to visit some English Language Learning (ELL) classes at secondary schools and was also invited to park gatherings by school district Settlement Workers. Through these visits, Rhiannon has been meeting and getting to know newcomer teens as well as the adults who support them. After one visit to ELL classes, Rhiannon received multiple messages from students she had met in the classes, who asked for in-person or email support with their work and volunteer searches.

Rhiannon also worked with the Settlement Workers to invite newcomer students to meet at the McGill library and help decorate the Teen Space. The teens created



beautiful artwork for the space as well as signs in different languages to mark the newly created "Art Gallery". Meeting with teens in classes and one-on-one, Rhiannon has been working to connect newcomer youth to resources in the area – especially as the summer arrives and fewer students are getting those resources in school.

SOGI Family Picnic

Teen Librarian Sarah attended the SOGI (Sexual Orientation and Gender Identity) family picnic with Teen Librarian Victoria and Children's Librarian Ashley. It was great to be out in community and chat with community partners and families in attendance. The team handed out 2SLGBTQIA+ pins, which attendees enjoyed looking through. The event was a great opportunity to connect with community partners ahead of the PRIDE season to learn what they were working on and what other community events and programs were being offered.

Early Childhood Educators tour

A group of prospective Early Childhood Educators (ECE) visited Tommy Douglas branch to learn about library services for ECE workers. In addition to a tour of the children's area and the library website, the group leaders requested a demonstration of how to use BPL's Storytime Kits. Children's Librarian Alex delivered a storytime and then provided detailed explanations of

why he chose certain kit items and how he would use the unused kit items. Participants were very engaged throughout the visit and asked many questions. Afterward, most registered for library cards and were amazed by the various programs for kids and adults that the library offers.

Building Connections with Strong Start

Cameron children’s librarian Ana is building stronger connections with the Strong Start coordinators in north east Burnaby. Ana and the McGill children’s librarian presented a session for staff on rhymes and songs, and have been invited them to do a similar session in the future.

Pop-up Library Creates Community

Home Library and Accessible Service (HLAS) staff provide pop-up library experiences in the form of a mini library to various care homes and independent living facilities across Burnaby. The folks living at these facilities may face barriers getting to a physical library location. At one particular facility, residents use the arrival of the mini library as a social event – a reason to gather and connect with one another. While mini library service only started this year after a request from one of the residents, the library visit has quickly become a time to get information about resources such as Kanopy (video streaming database) or CELA (Centre for Equitable Library Access), and have conversations on how to stay cool when the heat comes. When the residents notice that someone didn’t make it to the scheduled library time to pick up their materials, they follow up with each other just to make sure that they’re okay. It’s been so heartening seeing the library play a part in creating a sense of community for these older adults.

Connecting with Newcomers

Community Librarian Andrea connected with newcomers through Burnaby’s Foundations program, which is available through the school district’s Continuing Education Department. The Foundations program allows folks with different citizenship statuses to access English classes and other high school subjects in preparation for both employment and further studies such as high school completion. With an English class that Andrea had been supporting with curated materials for the classroom, the teacher referred one of their students to the library as this student was particularly interested in learning more about the community. After talking with the student, Andrea checked back in with the teacher and a presentation to the entire class resulted. The teacher had not realized that the library provides conversation circles, information on how to find volunteer opportunities, and help with employment resources. The information that Andrea provided was greatly appreciated by the students and teacher alike.

Operating Plan Project Updates	
Project	Update
1.1 Evaluate and revise the Community Resource Guides	The working group has completed the research, consultations, and analysis of the data. The final report with recommendations will be presented to Senior Staff for receipt and approval. Staff will take steps to operationalize the recommendations, which include a process to update and maintain the community guides.
1.2 Develop a strategy for services in languages other than English	Begin Q3 2024. Temporary 6-month position posted June 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. Next steps are to provide training

	to staff on harm reduction principles and practices, and to assess whether and how BPL can further support harm reduction in the community.
1.4 Introduce courtesy phones at library branches	A courtesy phone has been 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.

<i>VISITS TO BRANCHES</i>	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
Metrotown	79,371	144,903	65,532	82%
McGill	97,852	105,663	7,811	8%
Tommy Douglas	71,896	80,294	8,398	12%
Cameron	42,301	47,265	4,964	12%
TOTAL	291,420	378,125	86,705	30%

<i>ONLINE VISITS</i>	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
Website	182,700	195,308	12,608	7%
Catalogue	437,388	873,891	436,503	100%

<i>ROOM USE BY COMMUNITY GROUPS</i>	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
Metrotown	0	873	873	-
McGill	20	50	30	150%
Tommy Douglas	161	189	28	17%
TOTAL	181	1,112	931	514%

Temporary Cameron Branch Opens

After a month of unpacking, shelving, and preparations, Temporary Cameron opened on April 29. The first day was very busy, with old patrons returning, and mall goers coming in to check out the branch. The opening was promoted by the mall and [Burnaby Now](#), in addition to BPL's and the City of Burnaby's social media accounts.

A huge thank you to Branch Manager Desiree Baron and Public Supervisor Vicky Woo for leading this work. Thanks to the Temporary Cameron Move Project Team – Ana Calabresi, Anita Chan, Beth Davies, Carlos Gevido, Franca DeLuca and Heidi Schiller – for all their work in getting the new location open, and their help in supporting the branch and its staff find our way and settle into our new home. Most especially, a heartfelt thank you to all of Cameron staff: Information Clerks Cinzia, Lori, Jeannie, Amy, Yutaka, Matea and Nasia; Librarians Ana, Yasmin, Duncan, Eva, Estlin, Jen and Sue; Building Service Worker Harprit, and pages Zoe, Raquel and Delaney; and staff from all over the BPL who helped us to shelve materials and open on time. Kudos to Information Clerk Jeannie, who led our daily stretch breaks while staff shelved more than 30,000 volumes of materials.

Patron feedback has been enthusiastic and positive. One email message read, “I have just visited the temporary Cameron location and am very impressed. It appears that nothing was left behind, and that everything is functioning as before. Congratulations on the successful move. Frankly, the temporary location is more open and welcoming than the old Cameron location.” Some of the comments express hope that the Lougheed Mall location becomes permanent.

The Cameron branch now also includes space for teens for the first time! This space features seating and workspace for individuals and groups, a white board for collaboration, and a feature wall that will showcase the creative endeavours of teens at the Julia’s Studio summer art workshops. Immediately upon opening the, the Teen Space became sought out and used by teens. A teen recently approached staff to tell us that they go to libraries often and they consistently find it difficult to find a place to sit and work; they added that it is great that the temporary Cameron location has seating and space that just teens can use.





Courtesy phone pilot

Temporary Cameron launched our courtesy phone service in June. Staff have noticed people using it about once per shift, and some patrons have begun to use it regularly. Librarian Jennifer wrote: “I directed a patron to it yesterday and he was so grateful – his cellphone screen broke, he didn’t have the money to fix it, he couldn’t log in to his facebook account and the courtesy phone allowed him to call work to let them know that he was late.”

Expanded Sunday Hours

Starting May 26, BPL opened for longer hours on Sundays from 10am to 6pm across all four locations, giving patrons more time over the weekend to use the library. These expanded hours were made possible by a Library Enhancement Grant from the BC Ministry of Municipal Affairs, and ongoing support from the City of Burnaby.

Feedback from patrons about the new hours has been positive. Patrons tell us that the earlier opening time was a pleasant surprise, and that morning openings mean that patrons can combine a library visit with other activities and errands. One patron approached a staff member at the gym to say that they are thrilled with the extended hours, which mean they can come to the library after their gym session. One Tommy Douglas patron commented, “Library hours should be 10am to 8pm, 7 days/wk.”

Indigenous Placemaking

At the National Indigenous People’s Day celebration in Civic Square, Teen Services Librarian and Indigenous Placemaking Project co-lead Sarah worked with Indigenous Initiatives Working Group members to engage with Indigenous folks in order to let them know about how the library is looking to build community with First Nations, Inuit and Métis peoples by co-creating spaces that are culturally safe and welcoming to the Indigenous community. Celebration attendees from diverse backgrounds stopped by to have conversations and provide their feedback about the Indigenous Placemaking Project.

Access Classes End of Year Celebration

Teen Services invited Access classes from several schools to the Metrotown library in late June to celebrate the end of the school year. Around 100 students, teachers and education assistants

attended and enjoyed socializing, interactive games, creative activities and a scavenger hunt. Each class also visited the Digital Studio, during which Burnaby artist and author Janice Liu provided tips and techniques for using Procreate on iPads along with Apple Pencils. The students toured the recording booths, learned about the technology in these spaces, and practiced making their own recordings.

The June event also featured the Rainbow Café, which is provided through the Access and PEP (Pre-employment) students at Alpha Secondary School. The students are trained in foodsafe practices and acquire life and work skills. Teen Services invited the Rainbow Café to provide treats for the June event, which participants enjoyed outdoors in Civic Square. The Rainbow Café was a popular aspect of the June event, and this was the first time it has operated outside of Alpha Secondary. Students, teachers and education assistants expressed excitement and appreciation for the June event, saying that being invited into the community is “really important” and “huge for us” because it happens rarely, and socializing and building community navigation skills are significant needs for the students. There were many requests for Teen Services to hold similar events at BPL.



Operating Plan Project Updates	
Project	Update
2.1 Expand Sunday hours	Expanded Sunday hours began May 26.
2.2 Open temporary Cameron	Temporary location opened April 29.

2.3 Create a plan to bring cultural and other celebrations to library spaces	Begin Q3 2024.
2.4 Renovate McGill	Design of McGill lobby and workrooms complete. Construction scheduled to begin Q3 2024.
2.5 Develop a BPL facilities master plan	Request for proposals submitted to proponents Q2 2024. Work expected to begin Q3 2024.
2.6 Complete the Indigenous spaces project and implement recommendations	Project on hold until fall 2024.
2.7 Build a new Cameron library	Revised costing and complete. Report coming to Council July 2024.

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.

CIRCULATION – PHYSICAL ITEMS	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
	620,144	649,672	29,528	5%

CIRCULATION – DIGITAL	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
	102,189	110,165	7,976	7%

TECHNOLOGY USE	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
Computer Sessions	34,952	46,566	11,614	25%
Digital Studio Sessions	0	682	682	-
TOTAL	34,952	47,248	12,296	26%

PROGRAMS	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
	162	136	-26	-19%

DIGITAL RESOURCES	Q2 2023	Q2 2024	Increase/Decrease	
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			Number	%
	13,146	16,837	3,691	22%

Once Upon a Time at McGill

In June, the Burnaby Heights neighbourhood celebrated Hats Off Day with this year's theme of Once Upon a Time. McGill Library set up an activity for patrons to share memories and stories of the Heights. Participants could either paint an historical photograph sourced from the City Archives and bring it to life with colour or write down a memory of the Heights on a card. Patrons then posted the cards on a display board in the library. Through this self-directed exercise, community members were able to connect with the library, the surrounding neighbourhood, local history, and with each other.



Hotline Book Discussion

In April, the McGill Branch's monthly book discussion program centered on the title *Hotline* by Dimitri Nasarallah. Attendees were all immigrants, children of immigrants, and/or from Quebec (where the story is set) so they each shared stories of integration in British Columbia and Canada. The group reflected on work, family, language, weather as well as relationships between immigration and changes in personal identity. They engaged with curiosity and debated ideas sparked by excerpts in the book and by the interviews from the author shared by the librarian. We look forward to continuing to select books, facilitate dialogue, and create space for people to connect with ideas and experiences together.

Poetry in Motion

Fraser Health, in collaboration with BPL and SFU, hosted "Poetry in Motion: A Multilingual Walk at Stoney Creek" as part of [Connect Fest](#). This event was designed to celebrate Burnaby's cultural diversity through poetry and promote a healthy, active community. We worked with community members who shared nine culturally significant poems in their original languages—Arabic, Bengali, Chinese, Farsi, Filipino, Korean, Kurdish, Spanish, and Vietnamese—along with English translations. The poems were displayed along the Stoney Creek trail. Volunteers from the community (representing different cultures, ages, and background) read the poems in their original languages, provided English translations, and discussed the cultural significance and history of each poem.



Participants expressed how thankful they were for an outdoor program like this and suggested that the poems be displayed at the library once ConnectFest finished. Carrying forward the impact of this initiative, the poems were on display for the public to have self-guided reading walks at Metrotown's Civic Square and McGill's Confederation Park during the month of May and June. Numerous patrons gave us feedback about how delightful and enjoyable it was to see the poems while walking towards the library. Staff also spotted the public photographing the poems as well for keepsakes.

Writing Workshop Series

In April, we offered the second workshop in our Writing Workshop series, collaborating with the [Deer Lake Artist Residencies](#). The program, "Engaging Landscape: Memory, Myth, Making" with Sneha Subramanian Kanta, was offered in a hybrid format across two sessions. Sneha guided the group in learning about ecopoetic writing using myths, making, and memory. Participants exercised these themes in their own writing with prompts and guidance as needed. They received feedback that Sneha personalized by connecting with what the attendee shared earlier in the workshop about their writing journey. At the end of the session, Sneha answered general questions about writing, publishing, and workshops, and shared her own experience and advice. Afterwards, participants told us how they loved being able to read their own writing and receive feedback from Sneha. One attendee commented that this workshop helped her begin writing again. We plan to host several more writing workshops this fall that will teach new techniques and methods in writing and encourage local writers and aspiring writers.

Climate Action Stories Program

As part of [Connect Fest](#), the library worked with [CityHive](#) to deliver "Climate Action Stories", an interactive event to reimagine the narrative on climate action. In the session, the presenters moved away from how climate change is often talked about and reframed it as a hopeful and compelling story. We began by discussing and defining the terms used to talk about climate change. Next, we uplifted the voices and experiences of people leading the climate change movement, by highlighting climate action stories that were explored individually, and then discussed with the group. Participants engaged with a creative collage activity that used visioning and dreaming to encourage reimagining new, optimistic narratives for a climate-conscious future. Each participant shared their stories-in-collage with the group. The feeling at the end of the event was a renewed commitment to climate action with tangible ideas to go forward.

Teen Summer Adventure Zine

The Teen Summer Adventure Zine is back! The zine acts as a guide for teens to engage in their community and try new things this summer, beyond just reading. Challenges include getting out into nature, swapping clothes or supplies with friends, attending a public event about current issues, and then turning those experiences into a piece of art or other work. Teens can have that work displayed in one of our branches as they complete the challenges, which may include art, book reviews, poetry, or something else. Members of the Teen Advisory Group helped design the zine’s challenges.

Board Game Club at McGill

Board Game Clubs for children aim to encourage social connection and be welcoming to everyone. At the first summer session of this program at the McGill Branch, it was exciting to help with and observe children and families being invited by other families to play together. Fidget toys, and individual activities such as colouring sheets helped some children (and adults!) feel comfortable, while other games were great to play because they didn’t require a lot of rules, or intimidating language skills. Just fun, confidence building and playing together.

Cameron Children’s Programming

Children’s Librarian Ana resumed storytimes a week after the Cameron branch opened its new location in the Lougheed Mall. She also hosted school visits from Stoney Creek elementary and Cameron elementary schools. In June, she hosted baby socials and piloted a Board Game program on a Saturday. Our storytimes have been taking place in the play area of temporary Cameron and are visible for people walking by in the mall.

Operating Plan Project Updates	
Project	Update
3.1 Implement pay-by-card printing	The scope of this project has broadened to include printer/copier upgrades in addition to pay-by-card implementation. The timeline for this project has also shifted and is expected to complete in Q3 (formerly Q2).
3.2 Pilot mobile self-checkout	Systems staff are continuing the work of configuring and testing mobile checkout, which would enable patrons to check out items using the BPL app on their mobile phones. Testing and rollout are planned for Q3.
3.3 Develop a framework for making programs accessible	Begin Q3 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	Q2 2023	Q2 2024	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	108	156	48	31%
Staff Attending Training/Conferences	73	209	136	65%

Kudos to Metrotown pages

Metrotown Public Service Supervisor Gillian shared kudos for the work of pages. This quarter, pages completed a huge shift of adult non-fiction, which improves access for patrons to materials on the second floor. Gillian also said,

“On Sunday I observed the Children’s area, buzzing as always, with excited and curious children, wobbly toddlers exploring board books and parents anxious to support their children’s literacy development and love of reading.

Weaving delicately through the throngs of all sized people, were the pages, pushing their laden trucks ready to shelve. They patiently and warmly answered all the questions coming at them, often using their multiple language skills. Often bending down to talk to children at their level or carefully parking a truck next to a sprawled toddler so they could take the child or parent directly to the shelves.”

Staff Leadership Training

Congratulations to Tommy Douglas Children’s Librarian Alex, Tommy Douglas Public Service Supervisor Eunice, and Community Librarian Andrea Lam, who completed the City of Burnaby’s Leading from the Frontline program this quarter. Congratulations also to Collections Librarian 2 Cristina Freire, who completed the [LLEAD Library Leadership program](#) this quarter.

Community Librarian Connections

In late May, Community Development Manager Noreen and Community Development Librarians Nicole and Emily were invited as guest speakers to the Simon Fraser University (SFU) Librarians Professional Development Retreat. The theme of their retreat was community engagement and SFU librarians were interested in hearing how BPL staff engage with community, our approach and practice. Rather than give a presentation, we modelled a conversational approach that we use in relationship building with community and allowed plenty of time for questions and interaction. The dialogue was appreciated and well-received. The Community Development department hopes that we can continue a relationship with SFU Librarians to grow a community of practice where we can share ideas and learn from each other.

BC Library Conference

At the 2024 BC Library Conference in April, BPL staff presented at three separate conference sessions and one poster session. BPL staff spoke to our anti-racism work, Canadian copyright,

and accessibility and libraries. Oppressed voices of Ugandan Asian refugees were highlighted in the poster session. Many library staff and trustees attended the conference as well.

Operating Plan Project Updates	
Project	Update
4.1 Complete the incident response project	Final report complete and shared with staff. Implementation underway.
4.2 Review and revise the intellectual freedom policy	Research report presented to Board in June 2024. Staff engagement 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	Implementation of recommendations from the Incident Response project have begun; training for supervisors in facilitating difficult conversations has been booked for Q3.
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	Working group selected. Will meet in Q3 2024 to plan staff engagement and consultation.
4.8 Find additional ways to support staff mental health	Begin Q3 2024
4.9 Implement privacy audit recommendations	Begin Q3 2024

Comments and suggestions from patrons

Just wanted to take a moment to say how much I appreciate Burnaby Public Libraries, and public libraries in general. Sometimes it seems like so many things require red tape, extra steps, and nothing is free. I need to renew my passport today and don't have access to a printer. Cue the library, who will allow me to access printing credits through my membership, while I drop off some books, all in a lovely environment that is conveniently located and accessible. On a day where everything seemed challenging, the library saved the day. Thank you!

McGill patron

The staff here at McGill are extremely helpful and pleasant. Times I have come to use computer or other and needed help they were right away there to help if not with another client. Keep up the awesome work.

McGill patron

Hope this is not a temporary location ... library resides in a shopping mall is the greatest idea ever.

Cameron patron

We love the library at Lougheed Mall! It should stay!

Cameron patron

Really love the idea of bringing a library to this mall ... Can't wait to bring my family! Lovely staff!

Cameron patron

Our local group really appreciates your flexibility to accommodate us when we want to use one of your rooms. And all of your staff are wonderful whenever we need help. Our members love coming to your library.

Tommy Douglas patron

I love the Indigenous programming with Lorelei Lyons. Please do more!

Tommy Douglas patron

I love this place because it is so helpful for kids that are learning a new language, Tigrinya (Eritrea).

Tommy Douglas patron

You are the best service in town.

Home Library & Accessible Services patron

A patron who used to podcast in their home country was moved to tears seeing our recording studios – especially since they are free.

Digital Studio staff member

[Your service] makes my life so much easier. This is one thing off my plate. You are all amazing.

Spouse of HLAS patron in hospice care

Ever since COVID, I have loved using the Hold feature on the library site. It saved me! I read a lot. I was able to find great books, and I love the While You Wait feature that suggests similar authors. I love being able to walk into the library and just get my books. The library is such a great part of the community. I would be lost without it.

Online feedback

Excellent Library - both as to the staff, and the stocked material. I am in my senior years, and I would be lost without easy access to the wonderful collection of reading material, and DVDs.

Online feedback

Great experience. Love to be able to borrow and return books online. Enjoying a lot of ebooks and can't wait for the library to expand its audio books collections. Haven't visited the library for a long time and found out interesting and helpful services recently like printing services and media room. Thanks for everything and the great services you provided.

Online feedback

Wonderful library. Well stocked - I rarely don't find the book I'm searching for, both fiction and non. Clean, including the books! Super helpful library staff, always able to assist and never look like my questions are an inconvenience. Thank you!

Online feedback



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

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY

SUBJECT: INCIDENTS

RECOMMENDATION:

THAT The Board receive this report for information.

REPORT

At the June Board meeting, trustees asked questions about the number of security incidents at the library in response to *in camera* discussions on specific patron bans and a recent Worksafe inspection.

In the first six months of 2024, incidents occurring in BPL's four branches increased by 139% over the same time period during the previous year. Metrotown experienced a particularly significant 340% increase during this time over last year.

The following tables show incidents occurring at branches from January to June in 2023 and 2024:

2023	Metrotown	McGill	Tommy	Cameron	All Branches
January	3	1	1	2	7
February	6	0	0	3	9
March	3	0	1	1	5
April	0	1	3	1	5
May	3	2	8	2	15
June	5	5	4	1	15
Total	20	9	17	10	56

2024	Metrotown	McGill	Tommy	Cameron	All Branches
January	4	0	2	1	7
February	15	3	2	0	20
March	13	1	3	3	20
April	14	0	2	1	17
May	19	5	4	3	31
June	23	3	9	4	39
Total	88	12	22	12	134
%Change from 2023	340	33	29	20	139

The next table shows incidents at Metrotown, broken down by type of behaviour as defined in BPL’s Disruptive Behaviours Manual:

Metrotown Incidents by Type Jan-June	2023	2024	% Change from 2023
Type One	8	49	525
Type Two	12	38	217
Type Three	0	1	-
Total	20	88	345

Behaviour types are defined as follows:

- Type One** (relatively harmless nuisances): Type One behaviours are typically unplanned, accidental, or without thought of the effect on others. The patron might not be aware of the Code of Conduct. Type One behaviours do not pose a threat but may be regarded as problematic or disturbing, and therefore disruptive, to other patrons or staff.

Examples: habitual sleeping, making an inappropriate type of noise, soliciting, drinking alcohol, eating, using offensive language, inappropriate attire, speaking too loud on a cell phone, violating public computer rules, strong body odour, misuse of public washrooms, bringing animals into library, inappropriately interacting with another patron (e.g., unwanted advances), staring at other patrons, under the influence of intoxicants, inappropriate (e.g. racist) remarks to patrons or staff
- Type Two** (disruptive or threatening): Type Two behaviours are clearly disruptive, and are frequently deliberate behaviours: the individual knows or ought reasonably to know, that such behaviour is inappropriate in a public place. Type Two behaviours can cause a high level of disruption to patrons and staff, and could escalate to Type Three without warning.

Examples: stealing or damaging library property, verbal abuse of other patrons or library staff, uncontrolled angry outbursts, uttering veiled or indirect threats (any threat could easily be Type Three), inappropriate touching of patrons or staff, persistent harassment of patrons or library staff, emotionally disturbed behaviour, inappropriate sexual behaviour (e.g., masturbating while using internet stations), illegal drug use, theft, refusal to leave the property, attempting to use the library while banned.

- **Type Three** (violent or at high risk of violence): Disruptive behaviour which is criminal in nature, violent, rapidly escalating or at high risk of violence. *Examples: assault, threatening behaviour, issuing a threat, bringing a weapon into the library, sexual predation towards children, forced robbery, physical altercation between patrons.*

It is difficult to determine the exact cause of the increase in incidents, especially at Metrotown. The following may be contributing factors:

- Metrotown was undergoing major renovations and had a significantly lower number of visits during the first six months of 2023:

VISITS	2024	2023	Incr/Decr	%Change
Metrotown Footcount	268,175	149,579	118,596	79.3%

This data shows the following:

- 1 incident for every 3,047 visitors in 2024
- 1 incident for every 7,478 visitors in 2023
- Some of the 2024 Metrotown incidents are repeat instances involving a small number of patrons with complex behavior issues. There have also been 14 incidents of reported theft (Type 2 behaviour) in 2024 that staff suspect involve the same person or group of people. There were no reported incidents of theft during the 2023 time period.
- Anecdotally, safety and security incidents appear to be on the rise in libraries nationwide.

Incident Response Project

Over the past year, staff have been working on an Incident Response Project. The following have been developed as part of the Project:

- New guidelines for staff on how to respond to various common Code of Conduct issues with patrons.
- A training plan consisting of external and internal trainings needed for staff, including frequency of delivery. These trainings include:
 - Managing Hostile Interactions
 - Debriefing training for frontline staff
 - Debriefing training for Supervisors
 - Refresher training for Librarians in Charge
- Updates to disruptive behaviour policies and procedures that clarify roles and responsibilities and offer a better organizational structure for finding them on the staff intranet.

The above will be implemented over the next six months.

Heidi Schiller

Heidi Schiller
DIRECTOR, PUBLIC SERVICE
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 JULY 18

SUBJECT: RETIRED EMPLOYEES 2023 JANUARY TO 2024 JUNE

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

The following staff members retired during 2023 and in the first half of 2024. Those eligible received a gift equalling approximately \$25 per year of service, per Board Policy for Staff Privileges and Awards:

Debra Shensky

Debra began with Burnaby Public Library in May 2000. She worked as a Library Clerk at Cameron, an Administration Clerk, and finally as Manager, Human Resources. After 23 years of service, Debra retired on January 31, 2023.

Raul Valero

Raul began with Burnaby Public Library in November 2006 and worked most of his time at BPL as a Building Service Worker at the McGill Branch. After 17 years of service, Raul retired on February 28, 2023.

James Janzen

James began with Burnaby Public Library in January 1988 and worked most of his time in Home Library and Accessible Service, becoming the department's Senior Clerk in 2018. After 35 years of service, James retired on March 31, 2023.

Peggy Lees

Peggy began with Burnaby Public Library in July 2009 and worked as a Librarian 1 at the Metrotown and the McGill Branches. After 14 years of service, Peggy retired on March 31, 2023.

Veronidia Pacson

Veronidia began with Burnaby Public Library in October 1998 and worked as a Library Clerk at the Metrotown and McGill Branches. After 25 years of service, Veronidia retired on April 12, 2023.

Thanh Phuong

Thanh began with Burnaby Public Library in January 1989 and worked as a Building Service Worker at the Cameron and McGill Branches. After 34 years of service, Thanh retired on April 28, 2023.

Alice Cichon

Alice began with Burnaby Public Library in March 2014. She worked as an Administration Clerk and as a Library Clerk at the Cameron and McGill Branches. After 9 years of service, Alice retired on June 6, 2023.

Susan Gow

Susan began with Burnaby Public Library in January 2012 and worked as an Auxiliary Librarian 1 across the system. After 12 years of service, Susan retired on April 1, 2024.

Ilona Tait

Ilona began with Burnaby Public Library in March 2009 and worked most of her time at BPL as a Clerk at the Tommy Douglas Library. After 15 years of service, Ilona retired on April 30, 2024.

Rachel Grant

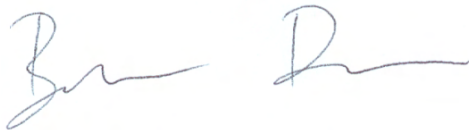
Rachel began with Burnaby Public Library in January 2002 and worked as a Librarian 1 at the Kingsway and Metrotown Branches, then in the Acquisitions and Collections Departments. After 22 years of service, Rachel retired on May 16, 2024.

Randi Robin

Randi began with Burnaby Public Library in December 2008 and worked most of her time at BPL as a Children's Librarian at the Metrotown and McGill Branches. After 16 years of service, Randi retired on May 31, 2024.

Heidi Lee

Heidi Lee began with Burnaby Public Library in December 1990 and worked most of her time at BPL as a Library Clerk in the Cataloguing Department. After 34 years of service, Heidi retired on June 30, 2024.



Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



June 26, 2024

VIA EMAIL

Ref: 274908
Sarah Bartnik
Board Chair
Burnaby Public Library
6100 Willingdon Ave
Burnaby V5H 4N5

Re: Public Library Grant Award Letter June 2024

Dear Board Chair Sarah Bartnik:

The Ministry of Municipal Affairs, Public Libraries Branch (PLB) is pleased to inform you that the library will receive the following grants to support public library services and provincial programs:

- **Per Capita Operating Grant 2024 - \$443442.5** to support ongoing public library operations and participation in province wide programs.
- **Resource Sharing Grant 2024 - \$7996.8** to support libraries in materials sharing by alleviating the costs involved in running and managing their interlibrary loan service.
- **BC OneCard Grant 2024 - \$39816** to enable active patrons of any public library in B.C. to use their library card to borrow from other libraries throughout the province.
- **Literacy and Equity Grant 2024 - \$4500** to support access to lifelong learning and literacy experiences through the expansion of library collections, programs, and service.

Funding, although distributed as four library grants, may be combined to ensure libraries support provincial priorities and help fulfil the goals outlined in [B.C.'s Strategic Plan for Public Library Service and our recently refreshed version.](#)

- Library Enhancement Grant. This year, public libraries are also receiving an **additional one-time library enhancement grant**. The amount allocated to your library is **\$40136.62**.

It may be used to support local library service enhancements, including helping address shifting demands on services, collections, programs, and spaces. This grant may also be used to respond to local service priorities, making services more accessible and inclusive, and/or increasing climate readiness and resilience when facing future challenges. It can be used in conjunction with previous enhancement grants distributed in 2023.

Process

The ministry will deposit the total amount of **\$535891.92** electronically into the account of the financial institution that your library has designated. The ministry will email a notice to your library upon payment.

The *Public Libraries Provincial Grants Allocations* document is available [online](#) and lists the funds allocated to each library for 2024.

Please ensure a copy is saved for use in preparing the library's financial statements. The public library board is responsible for ensuring that conditions of provincial funding (as outlined in this letter) are met each year.

Reporting

In accordance with the conditions placed on these ministry grants and as part of the accountability framework, libraries must submit the specific reports outlined below to detail how provincial funding was used.

Continued provincial funding for the library is contingent on the completion and filing of these three reports:

- 2024 Provincial Public Library Grants Report (PLGR) – **due March 1, 2025**
- 2024 Statement of Financial Information (SOFI) - **due May 15, 2025**
- 2024 Annual Survey of B.C.'s Public Libraries – **due May 15, 2025**

Further reporting and accountability information, including instructions and templates, will be made available from the [Public libraries reporting and accountability - Province of British Columbia \(gov.bc.ca\)](#). Instructions and templates will be revised each year and will be sent well in advance of reporting deadlines.

Additional Conditions

Please be aware that the ministry will reclaim any portion of the grants should the library not use the funds for their intended purposes and meet the accountability requirements outlined in this letter. Libraries are also expected to be in compliance with the Library Act and other applicable legislation. Questions about the intended purposes and use of funding can be directed to the Public Libraries Branch at the contact information provided below.

The Province is committed to open public access to information and bound by the *Freedom of Information and Protection of Privacy Act* (FIPPA). The Province may release any or all information submitted in these reports to the public. The Province may release any or all information submitted for these reports to the public in accordance with the FIPPA.

Grant Recognition

As a condition of assistance, recipients of this funding are asked to acknowledge the province's assistance on written and digital materials wherever reasonable. The following acknowledgement may be used:

"We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Municipal Affairs."

As a reminder, permission is required to use [B.C.'s Visual Identity](#). As a third party, each organization must review these [guidelines](#) on the use of the BC Mark (logo).

Strategic Context

Libraries have a crucial role by ensuring people have access to vital information and technology, delivering quality services, and helping to connect people with government programs and initiatives. Libraries are responding to people's evolving needs; this challenges boards, directors, and staff to further develop their skills and abilities and enhance their governance practices.

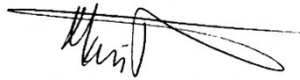
This summer, the ministry will be introducing a refreshed provincial strategic plan for public library service. This plan renews our priorities and keeps us focused on our actions as we look ahead. We will continue working with our valued partners to guide B.C.'s public library system, helping to ensure people continue to have access to library resources and services that enrich their lives and strengthen community connections.

Appreciation

On behalf of the ministry, I would like to express appreciation to the library board and staff. Through your dedication and hard work, you are having a positive impact on people's lives by delivering community focused library services, programs and collections that people can rely on. By participating in provincial, regional and local partnerships you are also expanding and broadening what is available to the people of your communities. You are ensuring that people have vital access to information and foundational skills they need to thrive. Working together, we can ensure that British Columbians benefit from more innovative, accessible, and equitable library services.

If you have any questions about this letter or grant use, please do not hesitate to call 1-800-663-7051 or email PUBLIB@gov.bc.ca or reach out to me directly at mari.martin@gov.bc.ca .

Sincerely,

A handwritten signature in black ink, appearing to read 'Mari Martin', with a long horizontal flourish extending to the right.

Mari Martin
Director, Public Libraries Branch

pc: Library Director Beth Davies