

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2024 October 17 (Thursday)

PLACE: via Zoom

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

CHAIR: Mandy Yang

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

The Indigenous Initiatives Working Group 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) <u>Motion</u> to adopt the minutes of the regular meeting held 2024 September 19 as circulated | <u>ENCLOSED</u> |
| ii) <u>Motion</u> to adopt the minutes of the regular Finance Committee meeting held 2024 September 23 as circulated | <u>ENCLOSED</u> |
| 3. <u>Reports</u> (10 minutes total) | |
| i) <u>Board Chair</u> (verbal) | |
| ii) <u>Council Liaison</u> (verbal) | |
| iii) <u>InterLINK Representative</u> (verbal) | |
| 4. <u>Items for Decision:</u> | |
| i) <u>Period 8 reports – Operating and Capital</u> (10 min) | <u>1-2</u> |
| <u>Motion</u> to approve the Operating and Capital reports to Period 8 (2024 January 1 to August 11) | |
| 5. <u>Items for Information:</u> | |
| i) <u>Strategic Plan Report – Q3 2024</u> (15 minutes) | <u>3-15</u> |
| 6. <u>Other Business</u> | |
| 7. <u>Next Library Board Meeting</u> – 2024 December 12 at 7:00pm at McGill Library | |

8. 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.

Operating Budget to Actual Variance - 2024 Period 8

	2024 P1 - P8			2024 Annual		
	Actual	Budget	Residual	Actual	Budget	Residual
Revenue & Expenditures (No settlements)	12,255,061	12,043,606	(211,455)	12,522,617	17,449,894	4,927,276
Revenue	(678,295)	(701,909)	(23,614)	(679,001)	(1,542,629)	(863,628)
Sale of Goods and Services InterLINK revenue, fees/fines, printing, union recovery, donations	(179,040)	(204,000)	(24,960)	(179,746)	(507,332)	(327,586)
Grants & Others Provincial government grant	(499,255)	(497,909)	1,346	(499,255)	(882,960)	(383,704)
Transfer from Own Funds Transfers from endowment fund and one-time funding					(152,338)	(152,338)
Expenditures	12,933,356	12,745,515	(187,841)	13,201,618	18,992,523	5,790,905
Compensation	9,109,227	8,990,026	(119,201)	9,110,509	14,685,701	5,575,192
Books & Publications ebooks	502,481	536,708	34,227	523,359	748,700	225,341
Communications Mobile phones, data for devices	48,764	43,905	(4,859)	99,495	71,400	(28,095)
Professional Development Training, conferences	85,288	83,000	(2,288)	96,648	101,000	4,352
Travel & Accommodation Mileage, conferences	6,684	10,231	3,546	6,726	12,000	5,274
Computer Supplies & Software	174,302	175,846	1,544	236,599	176,000	(60,599)
Equipment Purchase & Maintenance	59,386	26,846	(32,540)	80,165	33,000	(47,165)
Utilities	102,152	129,231	27,079	102,155	210,000	107,845
Materials and Supplies Janitorial and office supplies	114,166	128,938	14,773	125,125	203,400	78,275
General Services Print services, advertising, postage	51,620	50,231	(1,389)	54,967	111,000	56,033
Rentals and Leases Expense	21	615	594	21	1,000	979
Donations & Grants	0	5,000	5,000	0	5,000	5,000
Financial Charges Point of sale, credit/debit fees, exchange fees	6,246	4,677	(1,570)	5,981	7,600	1,619
Contracting & Consulting Services Contracted services, eg waste control, consultants, honoraria	11,501	9,000	(2,501)	98,275	51,000	(47,275)
Insurance & Financial Services Building insurance	209,381	117,600	(91,781)	209,381	117,600	(91,781)
Building Services Facility maintenance	2,039	8,000	5,961	2,039	13,000	10,961
Depreciation	2,401,122	2,401,122	0	2,401,122	2,401,122	0
Allocation, Overhead/Internal Expenditures Internal charge - water/sewer/garbage, city labour charges	48,975	24,838	(24,436)	49,053	44,000	(5,053)

2024 Period 8 Board Summary - Capital

Project	2024 Plan	2024 Actuals	Total Commitments	Plan to Actual	Plan to Actual %	Forecasted Expenditures	Current Year Forecasted Remaining Plan	2024 Status Update - P8
Automated Materials Handling	400,000	-	436,005	400,000	0%	436,005	(36,005)	This project will be completed with an estimated overspend of \$30K based on quotes received. Plan reallocation will be made from the deferred Self Checkout Station project to accommodate
Citizen Printing Software	-	-	30,559	-	No plan	30,559	(30,559)	Software delivery is delayed from 2023 and will be fully deployed in 2024. Plan reallocation will be made from the deferred Self Checkout Station project to accommodate.
Self Checkout Stations	210,000	-	-	210,000	0%	-	210,000	This project will be deferred to 2025 due to staffing capacity and the asset requiring further review. Plan is available to reallocate to other overspent projects.
	610,000	-	466,564	610,000	0%	466,564	143,436	
Library Materials	1,460,000	841,469	-	618,531	58%	1,460,000	-	Project is expected to be completed to plan.
	-	91	-	91	No plan	-	-	Reclass to 2024
	1,460,000	841,560	-	618,440	58%	1,460,000	-	
Total	2,070,000	841,560	466,564	1,228,440	41%	1,926,564	143,436	



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: ACTING CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2024 OCTOBER 17

SUBJECT: STRATEGIC PLAN REPORT Q3 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>	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	8,535	9,146	611	7%

<i>HLAS - PATRONS SERVED</i>	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	709	801	92	11%

<i>COMMUNITY WORK - VISITS</i>	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	129	86	-43	-50%

Summer Reading Club 2024

This year nearly 7,000 kids signed up for one of the most anticipated annual events at the library: Summer Reading Club! The theme this year was World of Curiosities and to go along with this, Children's Librarians created self-directed activities that rotated around the branches including Cool Caves, Natural Curiosities, Search for Magical Creatures, and Works of Art. The activities encouraged kids to find posters spread throughout the library and answer various questions to enter a contest for completing the activities. These fun activities had over 1,200 contest entries over the summer.

At the end of the summer, we hosted Summer Reading Club celebrations at the Tommy Douglas and Metrotown Branches. Families attending the events could visit stations like bubble blowing, engineering challenge, bookmark making, temporary tattoos, the City of Burnaby's Imagination Playground, and a station to receive a Summer Reading Club medal. These events were attended by more than 600 people and made a success thanks to library staff as well as special guests: Library Board Member Mandy Yang, Library Board Member Sarah Bartnik, Councilor Alison Gu, MLA Raj Chouhan, and MLA Anne Kang.

Fraser Park Youth Custody Centre Summer Programs

Summer programming returned to the Fraser Park Youth Custody Centre! Teens participated in a summer reading program and weekly prize draw by either writing book reviews or drawing an original manga character. There were plenty of new books added to the collection in the spring for youth to enjoy while classes were on break. To wrap up and celebrate their work over the summer, the VR program returned with new games. Based on the feedback from teens, there were more adventure games to enjoy, as well as some relaxation experiences. Their feedback brought some insight into the different ways VR can have an impact on incarcerated youth.

Byrne Creek Settlement Workers in Schools Summer Camp

Teen Librarian Victoria once again hosted a Byrne Creek Settlement Workers in Schools summer camp at the Tommy Douglas library for a day. Based on feedback from last year's visit, the teens enjoyed a thrilling hunt through the library to complete tasks that would give them hands-on experience with using the library and learning more about what resources are available. These visits build on a long relationship with the school's newcomer youth, who are some of the most frequent users of the Tommy Douglas library.

Teen Volunteer Opportunities and Employment Support

Through her ongoing research of teen volunteer opportunities, Teen Librarian Rhiannon has made connections with several community partners who are actively recruiting volunteers. Increasingly, she has been able to connect teens directly with volunteer opportunities by facilitating introductions or by sharing information with school contacts. This can help reduce barriers such as complex application processes, information presented in an unfamiliar language, or websites with limited information about eligibility and accessibility.

Increased Foot Traffic at Temporary Cameron

When the Temporary Cameron Library opened in the Lougheed Shopping Centre, its foot traffic almost doubled, according to the foot counter. However, the counter only shows those who use the regular door. Since the Recreation Centre opened on September 3, we have had another entry point into the library via the Rec Centre. Now that patrons can enter via the Rec Centre, Cameron's foot traffic statistics do not capture the full picture of how many people are using the library. Staff have reported that many more people are visiting the library since the Rec Centre opened, and quite a few come directly from the Rec Centre to register for their new library card. New library cards at Cameron have increased 86% this quarter, and even though the foot traffic counter isn't capturing everyone who enters into the space, it still registers over 100 people entering the library per hour over the course of 3-5 hours every Saturday and Sunday.

Making Connections at Cameron

At the Temporary Cameron Library, two children from one family were playing with a younger child they had just met. When the older children left, the younger child was upset and ran to the entrance crying after them. They ran back through the mall to comfort the child with hugs. Staff were touched to see the three children reunited in the library the next week. The mother of the older children reported that they had insisted she bring them back to the library at the same time on the same day of the week to see if their little friend would be there. Even though the play space at the Temporary Cameron Library can get a little wild sometimes, it's great to see it is fostering connections between children in the community.

HLAS Service at Chénchenstway Care Home

After a year of providing service to Chénchenstway Care Home, Home Library and Accessible Service (HLAS) received a call from the recreation coordinator there. HLAS usually gathered a selection of materials for the residents to enjoy and while the residents appreciated this, it wasn't meeting the needs of both the residents and the facility. HLAS staff shared with the recreation coordinator that the department could provide customized materials selection for individual residents based on their likes, dislikes and preferences. Shortly after bringing this option to the residents, the recreation coordinator signed up 22 residents for individual service. HLAS staff will continue to have conversations with residents and the recreation coordinator to see that that the service provided continues to meet their needs.

Supporting Patrons with Memory Kits

HLAS has been collaborating with Collections Librarian Jen to develop memory kits as resources to support folks with dementia and memory loss. Community Librarian Maité brought various memory care resources to a gathering of isolated seniors; some of whom have memory challenges. Maité was able to engage the group in interacting with the resources and gather feedback. She observed that one of the seniors with early dementia was particularly interested in the puzzle Maité had brought and the senior became more engaged with the group as a result.

Project	Update
1.1 Evaluate and revise the Community Resource Guides	The final report with recommendations was approved by Senior Staff and the recommendations are being operationalized.
1.2 Develop a strategy for services in languages other than English	Work on this project began in September. Community Librarian Emily has been seconded to the project for six months. Their work will include research into existing services and strategies in other libraries, existing services at BPL and in other local organizations, consultation with staff, partners and community members, and the development of a strategy.
1.3 Develop and implement harm reduction education and other services	Work on rolling-out recommendations from the Harm Reduction Supplies Pilot at TD will begin in Q4.
1.4 Introduce courtesy phones at library branches	The courtesy phone pilot is ongoing at temporary Cameron.

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	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
Metrotown	74,307	155,993	81,686	110%
McGill	98,016	107,940	9,924	10%
Tommy Douglas	76,606	82,253	5,647	7%
Cameron	47,361	69,215	21,854	46%
TOTAL	296,290	415,401	119,111	40%

ONLINE VISITS	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
Website	192,289	196,455	4,166	2%
Catalogue	691,444	689,950	-1,494	-.2%

ROOM USE BY COMMUNITY GROUPS	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
Metrotown	211	828	617	292%
McGill	20	9	-11	-55%
Tommy Douglas	139	85	-54	-39%
TOTAL	370	922	552	149%



New Digital Studio Gadgets

Based on patron and staff feedback, the Digital Studio acquired three additional items:

- 1 light box – creates a much more accessible and ergonomic means of viewing slides, negatives, and film before digitizing them.

- 2 VHS-C adaptors – increases the number of formats patrons can digitize using our current equipment and arrangement; and patrons now don't need to have a working camcorder to digitize their VHS-C tapes!
- 2 MIDI keyboards – requiring some intermediate knowledge to use, this item grants patrons greater control over their project and allows them to further deepen their audio editing knowledge; and may also serve as an entry point to professional-level production abilities.



Teen Art Challenge at Cameron

Inspired by an idea from the temporary Cameron's Children's Librarian, Teen Services has provided an ongoing series of art challenges in the Cameron's Teen Space. Each week a new drawing challenge has been featured and teens have eagerly responded and demonstrated their spectacular creativity. One drawing challenge involved covering the tables in the teen space with paper and providing pencil crayons and drawing prompts for teens. Other art challenges have included providing markers and themed drawing prompts on the white board in the teen space.

Removing Barriers for Researchers

Out-of-town researchers contacted the library regarding access to copies of a local newspaper published in the 1930s. They received a response from our librarians answering the e-ref service letting them know that we had the issues they were looking for in our microfilm collection! Staff then worked collaboratively across several departments to help coordinate a visit for the patrons who were travelling from outside the Lower Mainland. Frontline staff helped the couple to set up library accounts over the phone. The patrons needed to reserve the microfilm reader before booking their flights, so Systems staff found a way to make a reservation further in advance than our booking system usually allows. On the day of their visit staff assisted the couple with using the microfilm reader at Metrotown branch. They were able to successfully access the newspaper and conduct their research thanks to the help of many different staff across 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	Project was delayed and will now begin in Q1 2025.
2.4 Renovate McGill	Construction began and is expected to continue into Q1 2025.
2.5 Develop a BPL facilities master plan	Consultant Annerieke van Hoek of studioHuB architects began work on the project in September. Annerieke visited each branch to tour the facility and connect with staff about the project and about what works and what doesn't work about the branch. The project is scheduled to complete in March 2025.
2.6 Complete the Indigenous spaces project and implement recommendations	Project on hold until fall 2024.
2.7 Build a new Cameron library	Council approved construction budget in July. Demolition began in September.

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	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	678,717	695,625	16,908	2%

CIRCULATION - DIGITAL	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	108,620	122,130	13,510	11%

TECHNOLOGY USE	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
Computer Sessions	40,127	52,266	12,139	23%
Digital Studio Sessions	257	728	471	65%
TOTAL	40,384	52,994	12,610	24%

PROGRAMS	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	158	162	4	2%

DIGITAL RESOURCES	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
	14,724	17,922	3,198	18%

Japanese Social Hour

Children’s Librarian Alex hosted a Japanese Storytime and Social Hour at Tommy Douglas in July, August, and September. The summer sessions had near-capacity attendance and participants expressed much interest in future sessions, requesting them in different areas of Burnaby. Participants provided helpful suggestions for improving the storytime and appreciated the songs selected. Conversations with participants reaffirmed the need for a Japanese-language program, with common themes being difficulties of language exposure/maintenance when only one parent is fluent and a lack of programs/services for families with young children in the Lower Mainland.



Julia’s Studio Art Workshops

Over the summer months, Teen Services provided eight Julia’s Studio art workshops. Four were held at Tommy Douglas and four at Temporary Cameron to showcase this new location and its teen space. The workshops were created in response to teen requests asking us to

provide creative spaces over the summer that are drop-in and informal as opposed to structured classes where step-by-step instructions are provided by a designated instructor. Each of the workshops featured a different creative focus.

Creative challenges included building ice cream cones out of Lego, exploring the art of paper collage, and coloring activities. As part of this summer's Julia's Studio initiatives, Teen Services provided a take-and-make craft activity inspired by the 2024 Burnaby Pride celebrations. Teens could come to any BPL location in July and pick up a bag of creative supplies to make a rainbow-themed greeting card.

Evolving Digital Literacy Needs

This summer, the Digital Literacy portfolio helped our community with their technology questions through registered computer basics programs, drop-in Tech Help sessions, and personalized one-on-one assistance. Through these services, we have identified two reoccurring needs within our community. First, there was a strong desire among patrons, especially seniors and newcomers, to enhance their existing computer, smartphone, and tech skills. Second, patrons are hearing about emerging tech trends such as AI, Chat GPT, security, and paywall restrictions and want to become informed on the topics or at least have a basic understanding. In a recent Computer Basics program, Librarian Eleanor sparked engaging discussions about the evolution of digital skills in different countries and across past decades. One resonating sentiment expressed by a patron was, "I'm catching up with skills that everyone else knows and that I missed out on" -- a feeling shared by many in the group and in our Tech Help programs generally. Furthermore, our team discovered a growing demand for post-retirement tech support, as patrons expressed that they no longer had access to IT assistance from their former workplaces. Throughout these interactions, our Digital Literacy Portfolio Librarians aimed not only to enhance patrons' technical skills but also to instill new confidence in their ability to navigate the digital world.

Library as Hub for English Language Learners

The Library continued to serve as a hub for English language learners to socialize, practice language skills, and connect with resources. The Community Connections Team hosted English Conversation Circles, Games for English Learners, and English Reading Circles. At the September English Reading Circle, intermediate English language learners discussed the National Day for Truth and Reconciliation with readings related to the occasion. Librarian Yasmin facilitated a discussion of *I Am Not a Number* by Jenny Kay Dupuis and Kathy Kacer and short extracts from Phyllis Webstad's books about Orange Shirt Day. The Games for English Language Learners program attracted participants from diverse backgrounds, including Africa and South-East Asia, and provided many opportunities for socializing. One participant told Librarian Lorraine that he enjoyed the program because it improves his mood and there is always somebody "interesting to talk to" and connect with. Some families also attended the program and expressed appreciation for the library's services. Being new to Canada can be isolating, so these programs provide great opportunities for newcomers to connect with new people and share their experiences in a welcoming environment.

Reducing Barriers Through Partner Programs

The Community Connections team also worked with several community partners this quarter. The Peer Navigator Program at the Tommy Douglas Library ran in partnership with the Canadian Mental Health Association on Tuesdays and provided a low-barrier drop-in environment. The Peer Navigator Program was designed to help people dealing with mental health and/or substance use issues navigate and access social services such as health and wellness support, legal assistance, and housing. The Peer Navigator Program pairs program participants with people who have gone through the same system and know how to navigate it. Since the drop-in sessions began in March, the Peer Navigators have assisted over 75 people access essential services and supports, including counselling services, housing services, and employment resources. In response to increased inquiries about housing issues at our public service desks, Librarian Rebecca arranged for an information session with TRAC (Tenant

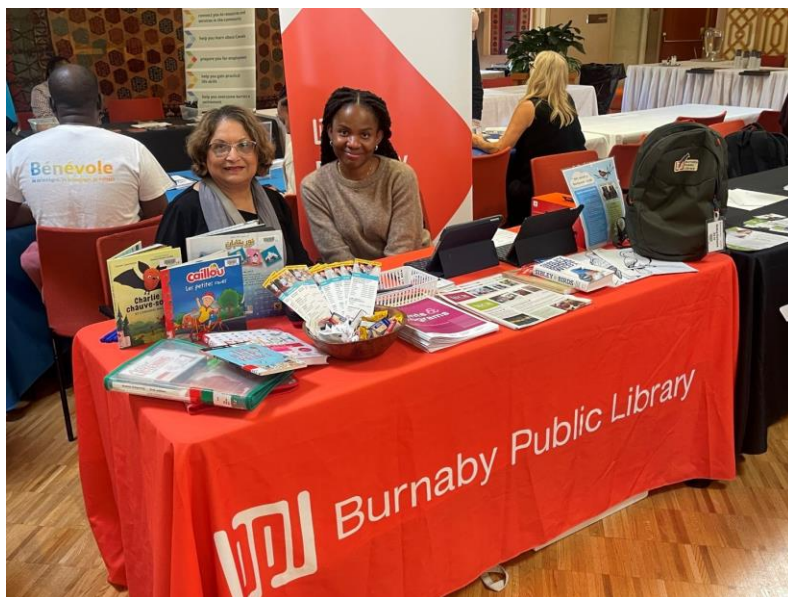
Resource & Advisory Centre) at Tommy Douglas Library. At this well-attended drop-in session, attendees learned more about finding rental housing in today's market and information on the rights and responsibilities of tenants. We also continued our partnership with WorkBC Centres at the Metrotown Library, which helps patrons with resumé writing, interview preparation, and job search planning.

Summer Reading Club for Grownups

During the summer, the Lifelong Learning Portfolio organized the Adult Summer Reading Challenge from July 1st to September 1st. Participants were asked to suggest titles for future book discussions and complete various activities to enter a prize draw. Some challenges encouraged patrons to enjoy books about characters from diverse backgrounds (for example: "read a book about immigration to Canada") and others took advantage of the summer weather (for example: "read a chapter of your favourite book at Deer Lake Park"). The program complemented the popular Kids' Summer Reading Club and Teen Summer Adventure, and participants could receive help via online book lists, in-branch displays, and readers' advisory help from staff. The program was a success, with eight prize winners and positive feedback from participants and staff. Librarian Queen noted that one participant said that "winning a prize from the library truly made her day."

Connecting through Book Discussions

In September, our book discussion program featured *Denison Avenue*, by Christina Wong, which tells the story of a recently widowed elderly Chinese woman in Toronto's Chinatown. During the discussion part of the program, many attendees self-identified as immigrants from China. While several of these attendees, who all had come to Canada significantly later than Cho Sum – the main character of the novel - remarked that there were aspects of the story that felt familiar or rang true, they also mentioned that their own experiences were quite different. However, they enjoyed learning more about the lives of Chinese immigrants who came before them. Librarian Ryan noted that "everybody seemed to really enjoy the story (and artwork), and also appeared to especially enjoy comparing and contrasting their own experiences of being a newcomer in an unfamiliar place."



BIPT Fair

On September 19th, the Burnaby Intercultural Planning Table hosted a Newcomers Resource Fair at the Ismaili Centre titled "We Care - Supporting Burnaby Newcomers." Librarians Queen and Yasmin participated in this event, which aimed to help newcomers learn about the services and resources available in Burnaby to assist with their settlement needs. Our booth engaged

with more than 68 newcomers at the event, including adults, seniors, and children. We also made new library cards and promoted services such as our ELL and multilingual collections, digital resources, and upcoming programs and services for language learners. Librarian Yasmin noted, “Visitors were in awe when we informed them that we lend out hot spots and bird packs with binoculars!” Attendees provided positive feedback and noted they appreciated the opportunity to learn about some of our resources and services of which they were not previously aware. Staff also connected with representatives from other community organizations to explore potential future collaborations.

Creating 3D Graphics in the Digital Studio

A teen patron attended the Digital Studio’s “Getting Started with Creative Software” tour in July because of a curiosity about Blender, a program for creating 3D computer graphics. The patron returned the following day and started teaching himself how to use the program, using a LinkedIn Learning tutorial recommended by Digital Studio Information Clerk James as a starting point. Over the next six weeks, the patron came in twice a week, as much as he could, to gain a deeper understanding of the program.

Operating Plan Project Updates	
Project	Update
3.1 Improve public printing	This project was expanded in Q2 to include printer/copier upgrades in addition to pay-by-card implementation. Systems staff continue to work with the vendor and IT on pay-by-card implementation. That work is complex and taking longer than expected. Work is progressing well on the printer/copier upgrade however, with new printers expected at all branches in Q4.
3.2 Pilot mobile self-checkout	Systems staff have completed the initial configuration for mobile checkout, which will enable patrons to check out items using the BPL app on their mobile phones. Next steps are testing and rollout in Q4.
3.3 Develop a framework for making programs accessible	Project delayed until Q1 2025.
3.4 Develop a readers’ advisory strategy	The project kicked off and staff are working on the research and understanding/assessment phase. Next steps are to develop a set of guiding principles and criteria for developing and evaluating RA activities.

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	Q3 2023	Q3 2024	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	85	68	-17	-20%
Staff Attending Training/Conferences	95	156	61	64%

Facilitation Training for Senior Staff

In September, supervisors and managers participated in a two-day facilitation training with Khari Wendell McClelland. Khari was able to create a safer space where senior staff felt comfortable learning about and practicing with tools that encouraged inclusive dialogue and strategies to guide challenging conversations about race and racism. Overall, staff were engaged by Khari's creative style and his application of experiential learning that inspired different perspectives and ways of knowing. This training contributes to BPL's Anti-Racism commitment to train supervisors on managing conflict and facilitating difficult conversations.

Team Insights Training for Metrotown Information Clerks

On September 5, the majority of Metrotown's regular full time and regular part time Public Service Information Clerks came together for a Team Insights Training Session. Discover Insights is a vehicle for understanding one's own perceptions, strengths, challenges and preferred communication style with others. The team training fosters understanding for how team preferences are aligned and how this impacts the ability of the team as a collective. This was a really fun afternoon and had a big impact on staff. There were a lot of "Ah-ha" moments and suddenly the possible origin of conflicts or challenging personal interactions with co-workers started to become clearer. The training resulted in a team profile for future reference.

Operating Plan Project Updates	
Project	Update
4.1 Complete the incident response project	Final report is complete and shared with staff. Implementation underway.
4.2 Review and revise the intellectual freedom policy	Research and preliminary staff engagement results presented to Board in September. Further information and discussion coming to December Board meeting. This project will extend into 2025.
4.3 Increase and operationalize staff learning on Indigenous topics	Indigenous Initiatives Working Group is finalizing a plan to offer Indigenous awareness training for all staff in 2025.
4.4 Implement anti-racism commitments	Implementation of recommendations from the Incident Response project are ongoing; training for supervisors in facilitating difficult conversations took place in September.
4.5 Implement online time entry	Begin Q4 2024

4.6 Review and update BPL's performance management program	Work is being done to update annual performance review and other forms related performance management, and are expected to be implemented by Q4 2025.
4.7 Create more opportunities for staff input and communication	Working group met in August 2024 to plan staff consultation. In-person staff sessions booked for October and November 2024.
4.8 Find additional ways to support staff mental health	Project was delayed and will begin in Q4 2024.
4.9 Implement privacy audit recommendations	Initial planning and prioritization for this project is underway. The actual work of implementing recommendations will begin in Q4 2024. This is a multi-year project scheduled for completion in 2026.

Comments and suggestions from patrons

The staff members are very helpful, courteous and ready to help the people. I feel like going to this library and spending my evenings at this place only. The ambience of this place is quite serene. Thank you everyone

Bibliocommons patron

I signed up my sons and myself. The staff were exceptionally friendly and helpful. It's a great experience here. Thank you. We are grateful for this place.

Bibliocommons patron

Everything is great in online library especially for renewing the borrowed books before the due date. I appreciate it

Bibliocommons patron

Enjoyed my first borrowing and return of an ebook, very convenient and efficient. Thank you, BPL team.

Bibliocommons patron

I am thankful for your guidance and the enriching learning environment you've created. Your dedication to fostering engaging discussions is commendable. I look forward to continuing our journey of learning and exploration in your class.

Patron email to Librarian Lucia about our Virtual English Conversation Circle

I write to thank and express my great appreciation for Nikola's (Tech Café in Metrotown Library) excellent teaching abilities for a 74-year-old female who is anxious about technology but loves to learn if given the opportunity like today. I walked away from Nikola's short session feeling empowered to learn more. I have noted down the future schedule of Drop-In (Tech). I will not miss it for the world.

Patron comment card about Librarian Nik about our Tech Help program

I am writing to express my concern about the presence of computer games in the kids' reading section of the library. While I appreciate the value of technology, I believe the library should prioritize creating a quiet, reading-focused atmosphere, especially in areas dedicated to children's literacy. On three recent visits at Metrotown library, I noticed the same group of

children playing computer games, often speaking loudly due to their excitement. This disrupts the reading environment and has led to my own child asking to play games instead of engaging with books. As a parent, I want my child to develop a love for reading and books. The availability of computer games in this section shifts the focus away from that goal, making it harder for children to immerse themselves in literature. I believe the reading sections should inspire children to explore books and stories, rather than encourage more screen time. Thank you for taking the time to consider my feedback. I hope the library will continue to promote a love of reading in a space that supports quiet and focused learning for all children.

Metrotown Patron

I couldn't go to the grocery store and the library, so it's lucky for me you are here.

HLAS Patron

Do you know how much good your service does? This lady is 101 and she reads and absorbs everything! Your service is vital for her.

Friend of an HLAS Patron

Thx sooo much for all the deliveries you have made to me – much appreciated over the years. You have added to my enjoyment of life, and I sincerely thank you.

Former HLAS Patron

Love the extended Sunday hours!

Tommy Douglas Patron

Thank you. It is so wonderful having a library. Thanks to all the super helpful librarians, AND to the Custodian who cleans the bathrooms!

Tommy Douglas Patron

Please put up a calendar in the library. Helps on notices when day week is not stated.

Tommy Douglas Patron

I see there are workshops and activities organised in different languages but [not] French. Maybe we should include reading for kids or adults, storytelling, or basic French language?

Tommy Douglas Patron

I'd like to thank the library staff for existing resources & just say we love Tommy Douglas & often visit. My 6 year old son loves the library.

Tommy Douglas Patron

Maybe we could get a LEGO/STEM class for grade 1-2?

Tommy Douglas Patron



Heidi Schiller
Acting Chief Librarian
BURNABY PUBLIC LIBRARY